



Courseware Outlines



Microsoft Office Access 2002 - Advanced Course Outline

Microsoft Access Basics To begin, participants will learn some basic database terminology. Then, they will learn how to open and close Access and how to create a basic database with tables and forms.

Working with Tables This section will take a close look at tables, including creating, editing, and formatting tables.

Working with Forms Participants will create and modify a form, with emphasis on including and using controls.

Working with Reports and Queries This section will explore how to create a report, add controls, and add finishing touches (such as headers and footers). We will also take a quick look at creating queries.

Importing Data This session will look at linking to external data sources, using the database splitter, and importing files.

Exporting Data Participants will learn how to export database objects and the entire database. We will also discuss when to use cut and paste.

More about Queries This section will focus on understanding primary key fields and table relationships, creating action queries, and designing parameter queries.

More about Designing Forms Participants will take a closer look at data entry forms and subforms.

More about Designing Reports This section will discuss how to add finishing touches to reports, including using sections.

Customizing Microsoft Access Participants will learn how to customize Access' menus and toolbars and set Access options. We will also explore how to create and use macros.

Advanced Data Management This section will explore switchboards and data access pages.

Advanced Queries Participants will learn how to manage table relationships, use crosstab and parameter queries, and use advanced reporting features (including AutoFormat).

Pivot Tables and Pivot Charts To conclude, we will examine Pivot Tables, Pivot Charts, and AutoForm in detail.



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Microsoft Office Access 2003 - Advanced Course Outline

Getting Started

To begin, participants will learn the basics of Access: how to open and close it, how to use the interface, and how to get help.

Creating a Database

Next, participants will learn how to plan and create a basic database. Then, we will explore creating a table, formatting text, and formatting controls.

Doing More with Your Database

This section will provide a brief overview of the other Access objects: forms, queries, and reports. We will also look at how to sort and filter data.

Viewing and Printing Your Data

To begin, we will format a datasheet. Then, we will look at different ways of viewing and printing data.

Advanced File Tasks

Participants will learn various file management tasks in this section, including how to use My Computer within Access and various ways to save their files (including exporting). Participants will also learn about linking files and repairing, compacting, and backing up a database.

Working with Tables

Participants will learn how to customize and format tables. We will also look at managing table data entry.

Working with Forms

This section will focus on creating and formatting a form.

Reports

Participants will learn how to organize report data, format reports, and perform common report tasks (including adding a photo and headers and footers).

Working with Queries

This section will explore how to create basic, multiple table, and action queries.

Customizing Access

Participants will learn how to customize menus and toolbars and set Access options. We will also learn how to create and use macros.

Advanced Data Tools

This section will discuss switchboards and data access pages.

Advanced Queries

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To conclude, we will examine Pivot Tables, Pivot Charts, and AutoForm in detail.



Microsoft Office Access 2007 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of Access: how to open and close it, how to use the Getting Started Window, how to set Trust Center options, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar and each of the default tabs.

Creating a Database First, we will discuss some things to consider when planning your database. Then, we will begin to create a database (using blank databases and templates) by adding tables and records.

Doing More with your Database Next, participants will look at the basics of forms, queries, and reports, including how to sort and filter data, ways to view data, and how to print database objects.

Advanced File Tasks Participants will learn various file management tasks in this section, including how to use My Computer within Access and various ways to save and export their database. Participants will also learn how to link files, compact and repair a database, and back up a database.

Working with Tables This section will focus on Access' tables, including how to customize and format them and how to control and manage data entry.

Working with Forms Next, we will examine forms, including adding all types of controls, formatting the form and its controls, and formatting records.

Working with Reports This section will discuss reports, including ways to organize report data, formatting tools, and common tasks (such as adding a logo and page numbers).

Working with Queries This section will focus on creating and managing queries. Types of queries covered include basic, multiple table, make table, summary, parameter, crosstab, append, delete, and update.

Advanced Data Management Participants will learn how to establish referential integrity, how to manage table relationships, how to create and use switchboards, and how to create modal dialog boxes.

Advanced Form Tasks This section will examine subforms, limiting user access, customizing error messages, creating event procedures, and exporting the form. Participants will also learn how to create an RSS feed for Outlook, how to import Outlook contacts, and how to use SharePoint Server and other servers with Access.

Pivoting Data Participants will learn all about PivotTables and PivotCharts in this section.

Access and Windows Participants will learn how to use Office diagnostics and the Access Viewer. Participants will also receive an introduction to SQL.

Add-ons to Access This section will examine COM Add-Ins, Digital Signatures, Smart Tags, and Access options. Participants will also learn how to analyze performance, view object dependencies, replicate a database, and split a database.

Using Scripts in Access Participants will learn how to create and use macros and macro groups in this section.

Using Access to Collaborate This section will cover using SharePoint Server and Access.

SQL and Microsoft Access To complete the course, participants will learn about SQL, including basic SQL conventions and how to use the SELECT statement, subqueries, and SQL joins.



Microsoft Office Access 2007 - Expert Course Outline

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Microsoft Office Access 2010 - Foundation Course Outline

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Doing More with your Database Next, participants will look at the basics of forms, queries, and reports, including how to sort and filter data, ways to view data, and how to print database objects.

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Advanced Data Management Participants will learn how to establish referential integrity, how to manage table relationships, how to create and use switchboards, and how to create modal dialog boxes.



Microsoft Office Access 2010 - Intermediate Course Outline

Advanced File Tasks In this section, students will learn how to perform file management tasks using Windows Explorer and learn how to repair and encrypt database files. This section also covers the additional database formats supported by Access, how to export database information to a variety of different file formats, and how to link a database to other files.

Working with Tables This section goes deeper into table creation and covers topics like table management. Topics include field properties, how to format tables, how to change field data types, and how to apply various tools to control what sort of data is permitted in a table. This section also expands on table data entry by explaining how to create and use lookup fields and value lists.

Working with Forms Next, we will discuss the basics of creating forms using the Wizard as well as from scratch. Participants will learn how to work with form controls, format their form, and format the form controls, both in appearance and functionality. This section also introduces themes, which provide one-click customization.

Working with Reports Students will learn how to create and use reports including formatting report sections, work with calculated controls, and group and sort report data. This section also discusses how to format reports, including themes, logos, and font changes. Finally, students will learn how to add images, page numbers, and apply conditional formatting.

Working with Queries This final section will show how to use multiple tables in queries, create calculated controls, and use the Expression Builder. Finally, we will cover how to create and use parameter, crosstab, make-table, append, delete, and update action queries.



Accounting Skills for New Supervisors Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Getting the Facts Straight The first session will go over basic financial terms. Then, participants will explore their role in company finances as well as important players in an organization's finances. To wrap up the session, participants will receive some resources for learning about the governing organizations in their area.

The Accounting Cycle Next, participants will learn about the four phases of the accounting cycle. They will also learn about key underlying concepts, including cash vs. accrual methods of accounting.

The Key Reports In this session, participants will take a close look at balance sheets and income statements. They will also review cash flow statements and statements of retained earnings. The session will conclude with a review activity.

Keeping Score This session will explain the chart of accounts and single vs. double entry accounting.

A Review of Financial Terms Day Two will start with a review exercise and an introduction to some additional financial terms.

Understanding Debits and Credits This session will de-mystify two terrifying accounting terms: debits and credits.

Your Financial Analysis Toolbox This session will give participants some sources for financial data as well as tips on weeding out useless information. We'll also cover how to calculate common ratios, how to read an annual report, and some useful decision making tools.

Identifying High and Low Risk Companies In this session, participants will learn about some guidelines for identifying high and low risk companies. Then, they will practice these guidelines in a case study.

The Basics of Budgeting Next, participants will learn what a budget is, how their budget should fit into the big picture, and what the budgeting process should look like.

Working Smarter This session will give participants a basic checklist of computer skills required for success. We'll also talk about how to choose an accounting package.

People and Numbers Dealing with finances isn't all numbers. What if an employee's expense report doesn't look correct? Or what if you have to make cuts to someone's pay? Participants will examine each situation in small groups, and then provide some tips on what to do.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Adobe Acrobat 7 Course Outline

Starting Out To begin, we will learn how to open and close Adobe Acrobat, use the interface, and find help. We will also discuss some basic PDF creation and editing tasks.

Creating PDF Files This section will look at ways to create a PDF file, how to navigate through a file, how to move text, and how to manage windows. We will also explore the Hand tool, the Select tool, the Snapshot tool, and Optical Character Recognition (OCR).

Editing PDF Files Participants will learn how to work with pages in a publication, perform a spell check, add headers and footers, and link files.

Advanced Topics To conclude, we will look at using PDF collections, sending a file for review, reviewing a file, working with comments, and protecting your file.



Adobe Acrobat 8 Pro Course Outline

Adobe Acrobat 8 is one of the most popular PDF creation programs. Whether you're new to Acrobat or have been using it for years, this one-level course will help you make the most of Adobe Acrobat 8 Professional.

Course highlights include coverage of LiveCycle Designer, PDF collections, and interactivity with Microsoft Office.

Starting Out

To begin, participants will learn how to: open and close Adobe Acrobat; use the Getting Started window; use the interface; open, close, and save files; and find help.

Creating PDF Files

Next, participants will learn how to create a new PDF file using a variety of methods, work with text, navigate through a PDF file, and create a PDF package.

Working with Files

This section will focus on using Acrobat's viewing, editing, and window tools.

Editing PDF Files

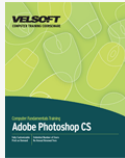
Participants will learn how to manage PDF pages, add finishing touches to a file (such as headers and footers), check the spelling of a file, and create links. Participants will also be introduced to the LiveCycle Designer.

Advanced Topics

In this section, participants will learn how to use a variety of advanced Acrobat features, including collections, review tools, and security tools.

Adobe and Other Applications

To conclude, participants will learn about Adobe features available in Acrobat Reader, Internet Explorer, and Microsoft Office.



Adobe Photoshop CS - Foundation Course Outline

Getting Started With Photoshop CS To begin, we will learn how to open and close Photoshop, use the interface, perform basic file management tasks, and modify the Photoshop screen layout.

Exploring Photoshop CS This section will introduce participants to the Toolbox, palettes, option bar, presets, and shortcut keys.

Working With Photoshop Participants will learn how to make selections, perform basic selection tasks, and use selections to edit an image. We will also use the Crop tool and the Extract command.

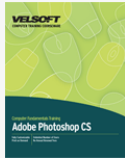
Images And Color This section will begin with theory on digital images. Then, we will look at changing image size and resolution, working with a canvas, setting up your monitor using Adobe Gamma, and performing basic color tasks.

Working With Retouch Tools Participants will learn how to retouch images using the Blur, Sharpen, Dodge, Burn, Sponge, Healing Brush, Clone Stamp, Pattern Stamp, Patch, and Smudge tools; hue and saturation settings; and brightness and contrast settings.

Using Layers This section will look at creating, using, managing, hiding, and showing layers.

Getting Creative With Photoshop This section will explore the Brush tool and Type tool. We will also look at vector graphics and special effects.

Working With Masks And Channels To conclude, we will learn how to use masks and channels when editing an image.



Adobe Photoshop CS - Intermediate Course Outline

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Exploring Photoshop CS This section will introduce participants to the Toolbox, palettes, option bar, presets, and shortcut keys.

Working With Photoshop Participants will learn how to make selections, perform basic selection tasks, and use selections to edit an image. We will also use the Crop tool and the Extract command.

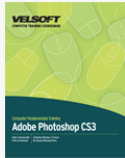
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Using Layers This section will look at creating, using, managing, hiding, and showing layers.

Getting Creative With Photoshop This section will explore the Brush tool and Type tool. We will also look at vector graphics and special effects.

Working With Masks And Channels To conclude, we will learn how to use masks and channels when editing an image.



Adobe Photoshop CS3 - Advanced Course Outline

Getting Started

To begin, participants will learn the basics of Photoshop: how to open and close it, how to use the interface, how to create and save files, how to set up and save a workspace, and how to get help.

Exploring Photoshop

Next, participants will take an in-depth look at Photoshop's tools and palettes. Participants will also learn how to use rulers, guides, presets, and print commands.

Images and Color

Now that participants have the basics, it's time for the fun to start. This section explores the differences between vector and bitmap images, image resampling methods, ways to modify the canvas, and some of Photoshop's color tools.

Image Basics

This section covers making selections using a variety of tools; cropping, trimming, and adjusting an image; and using cut, copy, paste, undo, redo, duplicate, place, and clear.

Using Layers

Participants will learn all about one of Photoshop's most powerful features: layers. Topics covered include setting layer opacity; using fill layers; using adjustment layers; using layer styles and effects; and merging, duplicating, linking, and exporting layers. Participants will also learn about Auto-Align and Auto-Blend.

Retouching Images

This section focuses on tools used to retouch images, and color, brightness, and contrast settings.

Getting Creative

In this section, participants will learn about Photoshop's type and drawing tools. Participants will also look at creating paths, rasterization, and flattening the image.

Working with Masks, Channels, and Filters

This section explores each of these three topics in-depth, giving users even more control over their images.

Add-Ons to Adobe

Participants will learn about additional plug-ins available for Photoshop. Participants will also explore using Device Central, setting PDF options, and using PDFs in Photoshop.

Smart Objects

In this section, participants will learn how to create, edit, use, export, save, and load Smart Objects.

Web Images

Participants will learn how to create web images, basic animations, and slices.

Advanced Topics

This section will explore using PhotoMerge, creating HDR images, working with color balance, and printing photos.

Automating Photoshop

Participants will learn how to use actions, scripts, and batch processing in this section.

Getting to Know Adobe Bridge

This section will explore the basics of Adobe Bridge, Creative Suite's multimedia manager.

Using Adobe Bridge

To conclude the course, participants will learn more about Adobe Bridge, including using stacks and metadata.



Adobe Photoshop CS3 - Expert Course Outline

Getting Started

To begin, participants will learn the basics of Photoshop: how to open and close it, how to use the interface, how to create and save files, how to set up and save a workspace, and how to get help.

Exploring Photoshop

Next, participants will take an in-depth look at Photoshop's tools and palettes. Participants will also learn how to use rulers, guides, presets, and print commands.

Images and Color

Now that participants have the basics, it's time for the fun to start. This section explores the differences between vector and bitmap images, image resampling methods, ways to modify the canvas, and some of Photoshop's color tools.

Image Basics

This section covers making selections using a variety of tools; cropping, trimming, and adjusting an image; and using cut, copy, paste, undo, redo, duplicate, place, and clear.

Using Layers

Participants will learn all about one of Photoshop's most powerful features: layers. Topics covered include setting layer opacity; using fill layers; using adjustment layers; using layer styles and effects; and merging, duplicating, linking, and exporting layers. Participants will also learn about Auto-Align and Auto-Blend.

Retouching Images

This section focuses on tools used to retouch images, and color, brightness, and contrast settings.

Getting Creative

In this section, participants will learn about Photoshop's type and drawing tools. Participants will also look at creating paths, rasterization, and flattening the image.

Working with Masks, Channels, and Filters

This section explores each of these three topics in-depth, giving users even more control over their images.

Add-Ons to Adobe

Participants will learn about additional plug-ins available for Photoshop. Participants will also explore using Device Central, setting PDF options, and using PDFs in Photoshop.

Smart Objects

In this section, participants will learn how to create, edit, use, export, save, and load Smart Objects.

Web Images

Participants will learn how to create web images, basic animations, and slices.

Advanced Topics

This section will explore using PhotoMerge, creating HDR images, working with color balance, and printing photos.

Automating Photoshop

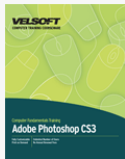
Participants will learn how to use actions, scripts, and batch processing in this section.

Getting to Know Adobe Bridge

This section will explore the basics of Adobe Bridge, Creative Suite's multimedia manager.

Using Adobe Bridge

To conclude the course, participants will learn more about Adobe Bridge, including using stacks and metadata.



Adobe Photoshop CS3 - Foundation Course Outline

Getting Started

To begin, participants will learn the basics of Photoshop: how to open and close it, how to use the interface, how to create and save files, how to set up and save a workspace, and how to get help.

Exploring Photoshop

Next, participants will take an in-depth look at Photoshop's tools and palettes. Participants will also learn how to use rulers, guides, presets, and print commands.

Images and Color

Now that participants have the basics, it's time for the fun to start. This section explores the differences between vector and bitmap images, image resampling methods, ways to modify the canvas, and some of Photoshop's color tools.

Image Basics

This section covers making selections using a variety of tools; cropping, trimming, and adjusting an image; and using cut, copy, paste, undo, redo, duplicate, place, and clear.

Using Layers

Participants will learn all about one of Photoshop's most powerful features: layers. Topics covered include setting layer opacity; using fill layers; using adjustment layers; using layer styles and effects; and merging, duplicating, linking, and exporting layers. Participants will also learn about Auto-Align and Auto-Blend.

Retouching Images

This section focuses on tools used to retouch images, and color, brightness, and contrast settings.

Getting Creative

In this section, participants will learn about Photoshop's type and drawing tools. Participants will also look at creating paths, rasterization, and flattening the image.

Working with Masks, Channels, and Filters

This section explores each of these three topics in-depth, giving users even more control over their images.

Add-Ons to Adobe

Participants will learn about additional plug-ins available for Photoshop. Participants will also explore using Device Central, setting PDF options, and using PDFs in Photoshop.

Smart Objects

In this section, participants will learn how to create, edit, use, export, save, and load Smart Objects.

Web Images

Participants will learn how to create web images, basic animations, and slices.

Advanced Topics

This section will explore using PhotoMerge, creating HDR images, working with color balance, and printing photos.

Automating Photoshop

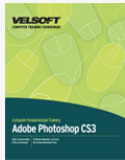
Participants will learn how to use actions, scripts, and batch processing in this section.

Getting to Know Adobe Bridge

This section will explore the basics of Adobe Bridge, Creative Suite's multimedia manager.

Using Adobe Bridge

To conclude the course, participants will learn more about Adobe Bridge, including using stacks and metadata.



Adobe Photoshop CS3 - Intermediate Course Outline

Getting Started

To begin, participants will learn the basics of Photoshop: how to open and close it, how to use the interface, how to create and save files, how to set up and save a workspace, and how to get help.

Exploring Photoshop

Next, participants will take an in-depth look at Photoshop's tools and palettes. Participants will also learn how to use rulers, guides, presets, and print commands.

Images and Color

Now that participants have the basics, it's time for the fun to start. This section explores the differences between vector and bitmap images, image resampling methods, ways to modify the canvas, and some of Photoshop's color tools.

Image Basics

This section covers making selections using a variety of tools; cropping, trimming, and adjusting an image; and using cut, copy, paste, undo, redo, duplicate, place, and clear.

Using Layers

Participants will learn all about one of Photoshop's most powerful features: layers. Topics covered include setting layer opacity; using fill layers; using adjustment layers; using layer styles and effects; and merging, duplicating, linking, and exporting layers. Participants will also learn about Auto-Align and Auto-Blend.

Retouching Images

This section focuses on tools used to retouch images, and color, brightness, and contrast settings.

Getting Creative

In this section, participants will learn about Photoshop's type and drawing tools. Participants will also look at creating paths, rasterization, and flattening the image.

Working with Masks, Channels, and Filters

This section explores each of these three topics in-depth, giving users even more control over their images.

Add-Ons to Adobe

Participants will learn about additional plug-ins available for Photoshop. Participants will also explore using Device Central, setting PDF options, and using PDFs in Photoshop.

Smart Objects

In this section, participants will learn how to create, edit, use, export, save, and load Smart Objects.

Web Images

Participants will learn how to create web images, basic animations, and slices.

Advanced Topics

This section will explore using PhotoMerge, creating HDR images, working with color balance, and printing photos.

Automating Photoshop

Participants will learn how to use actions, scripts, and batch processing in this section.

Getting to Know Adobe Bridge

This section will explore the basics of Adobe Bridge, Creative Suite's multimedia manager.

Using Adobe Bridge

To conclude the course, participants will learn more about Adobe Bridge, including using stacks and metadata.



Advanced Project Management Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Choosing the Project Team This session covers some things to consider when choosing a project team and how to make the best of an assigned team. Other topics covered include the pre-assignment review, assigning the project work, negotiating for the people you want, and preparing for team problems.

Building a Winning Team In this session, we will discuss why teamwork is so important. We will also look at Tuckman and Jensen's four stage team development model: Forming, Storming, Norming, and Performing.

Team Meetings Most projects should have a defined timeline for team meetings. First, project managers meet with the individual members of the team. Then, the project manager meets with the team as a whole. Next, the first status meeting occurs. This session will discuss all of these meetings in detail, plus some general meeting management tips.

Nine Easy Ways to Reward Your Team One challenge many project managers face is how to keep the team motivated during the project. We discuss nine ways project managers can keep the team moving and performing at their best.

Developing a Communication Plan To ensure your project's success, you must include a communications plan as part of your initial project planning. This plan will cover the who, when, why, what, and how of your communications with various project members throughout the whole project.

Communicating with Sponsors and Executives Your project sponsor and executives are key members of your team. Typically, they provide the authority and the resources to execute your project. During this session, we will discuss some ways to effectively communicate with your sponsor and executives.

Dealing with Problem Team Members Have you ever had a team member that kept running to the sponsor with every little problem? Or a member who never had anything positive to say? We'll look at a number of problem team members and identify how to turn their problem characteristics into team strengths.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Advanced Skills for the Practical Trainer Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Preparing to Learn To begin, participants will explore what they want out of this workshop.

Understanding Learning Next, participants will talk about the role of the facilitator, and the top skills a trainer needs.

Competencies for Adult Educators This session will give participants a profile of the gaps between where they are now and where they need to be in order to perform their role efficiently.

Accommodating Learning Preferences Next, participants will review Kolb's learning process and styles.

Adult Learning This session will explore three aspects of adult learning: motivation, curriculum development, and classroom environment.

The Art of Facilitation During this session, participants will talk about the art of facilitation and how an understanding of left brain and right brain learning can help them master this art.

Planning a Workshop Next, participants will receive a brief introduction to planning and preparing a workshop.

Visual Aids This session will cover some basic kinds of visual aids and encourage participants to determine if, how, and when they want to use each type.

Your Role as an Effective Communicator During this session, participants will learn how to communicate effectively as a facilitator or trainer.

Questioning as a Training Technique This session will explain how good questioning skills can make anyone a better trainer.

Kirkpatrick's Levels of Evaluation Next, participants will explore the four levels of evaluation, including samples for each type. Then, participants will develop their own evaluation for their training session at the end of the workshop.

On-the-Job Support During this session, participants will explore why on-the-job support is so important after training has taken place, and what they can do to encourage it.

Dealing with Difficult Situations This session will give participants some tools for dealing with training problems.

Adding Some Fun Sometimes trainers can get so focused on bringing great content that we forget to work in time for reflection, laughter, or even bathroom breaks! This session will teach participants about the types of games they can add to their training session and how to be CREATIF.

Team Teaching Next, participants will talk about co-facilitation.

Training Preparation and Presentations The bulk of the third day will be spent preparing, presenting, and evaluating team training sessions.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Advanced Writing Skills Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Three C's All writing should be clear, concise, and correct. We will look at these three elements in detail during this session and practice each of them.

Grammar and Writing Mechanics This session will outline seven easy ways to help participants simplify their writing and ensure their grammar is correct. Participants will also take a close look at the proper length of paragraphs, what a paragraph should contain, and how to order paragraphs.

Determining Readability During this session, you will help participants use the readability test (also called the Gunning Fog Index) on their own work.

Writing Letters There are twelve important parts to a business letter, and several different styles. We will examine all of these closely. We will also look at the proper way of folding a letter and placing it into an envelope.

Dealing with Specific Requests Often people are asked to respond to a request for information or to write a particular letter (of recommendation, for example). We'll discuss some tips to keep in mind when writing one of these particular documents.

E-mail Etiquette These days, e-mail has become a universal method of communication. However, there are many questions of etiquette and few answers. This session will discuss some common dilemmas and our recommended answers.

Business Documents Another common task is to write a business case, request for proposal, or a formal report. Where would you start? We will provide some guidelines and checklists that will help with these tasks.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Anger Management - Understanding Anger Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Anger? What exactly is anger? How does it affect us, our family, and our friends? What are the five dimensions of anger? We will provide a framework for you to discuss these questions with participants.

Managing Your Anger Whether we realize it or not, people often rationalize our anger by identifying the benefits. During this session, we will look at those "benefits" and identify the myths behind them.

The Anger Process There are two events which lead to anger, and there are specific coping strategies that we can use to mitigate the impact of those events. You will help participants identify those events and strategies through personal anger logs and a case study.

How Does Anger Affect Thinking? There are four specific ways in which anger can affect your thinking: magnifying, destructive labeling, imperative thinking, and making assumptions about what other people are thinking.

Managing Anger When a person begins to get angry, there are some specific verbal, physical, and mental strategies they can use to cope. During this session, you will discuss these strategies and help participants customize them.

Communicating Better Often people who are most angry are people who haven't developed their communication skills to the level they would like, and as a result they feel frustrated and misunderstood. During this session, we will discuss the four-step message, listening skills, questioning skills, and three keys participants can use to unlock the best in people.

Behavior Types During this session, participants will work in small groups to discuss passive, manipulative, assertive, and aggressive behaviors.

Taking Control To wrap up the day, we will look at some ways to help participants take control of themselves and a situation to prevent becoming angry.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Budgets and Managing Money Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Finance Jeopardy This fun exercise will help you introduce some key concepts and ideas to participants.

Your Role in Company Finances Every employee in a company has a role in company finances. Understanding and acknowledging that role can help employees better contribute to their company's financial success. This session will provide the framework for participants to discuss how they are involved in their company's finances.

What is Finance? During this session, we will discuss what finance is and what its three steps are.

Getting to Know the Players During this session, you will review a traditional organizational business chart with participants and discuss the different players in a company's finances.

Record Keeping Terminology If participants are going to be doing any sort of money management, they will need to be familiar with the terms accounting, GAAP, and bookkeeping. This session provides a lecturette covering these terms.

The Balance Sheet The purpose of a balance sheet is to show what a company owns and owes on a specific date. We will examine a sample balance sheet in detail.

Liabilities and Equity Determining a company's liabilities and equity is a key part of assessing the financial health of the company. We will discuss how to calculate the liabilities and equity of a company, using Smith's Gourmet Food as an example.

Profit and Loss Statement (Income Statement) During this session, we will discuss the profit and loss statement and some other key concepts, including methods of recording transactions, accounting periods, and accounting systems.

Tracking Business Expenses Keeping track of expenses such as purchasing supplies, travel, and entertainment, is crucial, particularly at tax time. We will take a quick look at proven ways to record these expenses.

Analyzing Financial Statements You don't need an MBA to grasp the basics of a financial statement, but you do need to know how to use the information they contain to clearly understand what's happening in the business. We'll cover the basic things you need to know when looking at a financial statement.

Encyclopedia Excitement This session will help you review what you have covered so far through a fun, energizing exercise.

Using Accounting Software With the proliferation of the PC and computerized accounting packages many companies do their bookkeeping digitally. However, some companies choose to do their bookkeeping by hand. How do you decide what accounting method to use? We'll give you some tips.

The Importance of Bookkeeping During this session, participants will read an article that highlights some of the ethical concerns surrounding accounting. Then, the class will discuss the article as a large group.

Pre-Assignment Review To wrap up the first day, we have provided answers to the pre-assignment.

Budget Basics What is a budget? What types of budgets are there? How do you prepare a budget? In this session, you will discuss all of those questions, and more, with participants.

Managing Profit Performance Just how do you balance finances to bring a profit to your company? We will discuss some things to consider in this session, including types of costs.

Comparing Investment Opportunities Investment opportunities within the business can be big decisions that require proper planning. We will cover two basic concepts that you should consider when comparing investment opportunities.

The Human Aspect Dealing with finances isn't all numbers. What if an employee's expense report doesn't look correct? Or what if you have to make cuts to someone's pay? Participants will examine each situation in small groups, and then provide some tips on what to do.

Credits vs. Debits Credits and debits (what comes in and goes out of your accounts) are a crucial part of your business' financial health. You will review a sample balance sheet and income statement (showing where the credits and debits appear on each) using provided PowerPoint slides.

ISO 9001:2000 The ISO 9001:2000 series is a structured process through which a company can raise the quality of the products and services that they provide, and then maintain that level. This session will explore the basics of ISO 9001:2000 and the advantages of the program.

Decision Making Participants will spend the entire afternoon of Day Two doing an intensive role play. They will play the role of Operations Director of the Peerless Data Corp. As the trainer, you will ask them to make five financial decisions. After each decision is made, debriefing points are provided. We have also provided discussion questions for the end of the exercise.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Building Relationships for Success in Sales Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

How to Get People to Like You Participants will examine the twelve rules of likeability in small groups. Then, the large group will reconvene and discuss its conclusions.

What Influences People in Forming Relationships? There are seven main things that influence people in forming relationships. During this session, we will cover what those influences are and how participants can ensure they are a positive factor in their relationships.

Disclosure Joe Luft and Harry Ingraham developed the Johari Window, a way of looking at our self-awareness and our ability to ask feedback of others. We will look at the Johari Window in detail during this session.

How to Win Friends and Influence People One of the most popular books ever written was Dale Carnegie's How to Win Friends and Influence People. We will spend this session looking at some of its tips.

Communication Skills for Relationship Selling The two most basic elements of good communication are asking questions and listening to others. We will cover both skills in depth during this session.

Non-Verbal Messages Did you know that your words convey only 7% of your message? We'll discuss what the other 93% is made up of, and how you can ensure that your body is sending the same message as your words.

Managing the Mingling During this session, we will discuss some tips on mingling, including ways to remember peoples' names.

The Handshake During the important first few minutes of a new relationship, a handshake is usually the only body contact between two people. We will discuss and demonstrate the five key elements of a good handshake.

Small Talk Being able to small-talk successfully is one of the most crucial skills a businessperson can develop, but it's also one of the hardest. We'll discuss some basic do's and don'ts of small talk.

Networking Once you have started a network of business associates, how do you organize your contacts? We will answer this question to wrap up the day.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Building Your Self Esteem and Assertiveness Skills Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Anxiety Inventory As a pre-assignment, participants were asked to complete an anxiety inventory. We will discuss the test in general during this session.

Building Your Self-Esteem During this session, you will lead a discussion around two key questions: Just what does self-esteem mean? What are some of the things that affect our self-esteem?

Impressions During this session, participants will brainstorm things that create a positive impression and a negative impression. Participants will also identify an action item to change in the next 21 days.

Fake it 'til You Make It Sometimes we must put on a brave front even if we don't feel like it. During this session we will discuss just how to do this and when it is appropriate.

Increasing Our Self-Esteem So far we have looked at external things that affect a person's self-esteem. Now we will focus on the internal factors; the things that we think about ourselves.

Self Confidence During this session, we will discuss seven easy ways to increase your confidence.

The Power of Thoughts Through personal exercises, small presentations, and a case study, participants will explore how thoughts can impact a person's self esteem.

Wipe Out Worry Everyone worries, but too much worrying can be bad for your health. We will discuss four techniques that participants can use to manage worrying.

Ask for What You Want Asking for something can be hard, especially if you don't feel confident. This session will discuss four ways to successfully ask for what you want. Participants will then apply the knowledge to a case study.

Communication The way we view the world, or the windows through which we see the world, can either help or hinder our communication with others. During this session, participants will identify their windows. Then, through large group discussion, they will identify whether those windows are a positive or negative influence.

Connecting with People Dale Carnegie, the author of *How to Win Friends and Influence People*, gave us several important principles to consider and to incorporate into our lives to help us better connect with our fellow humans. We will discuss seven of his principles in this session.

Behavior Cost-Benefit Analysis To sum up what participants have learned, they will be asked to take a look at the behaviors they want to change and the possible costs and benefits of those changes.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office Business Contact Manager 3 Course Outline

Configuring Business Contact Manager To begin, participants will learn how to install Business Contact Manager and configure it. We will also take a look at the interface and the help features.

Using Business Contact Manager This section will take an in-depth look at each of the Business Contact Manager components: accounts, business contacts, opportunities, business projects, business tasks, communication history, and linking.

Business Contact Manager Tools To conclude, participants will learn about some of the unique Business Contact Manager tools, including the dashboard, the Product and Services Item List, marketing campaigns, and custom forms. We will also learn how to link Business Contact Manager to Microsoft Office Accounting Express.



Business Ethics for the Office Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Ethics? To start the day, we will discuss what the words "ethics" and "morals" mean. Participants will also have an opportunity to identify some of their personal values.

Taking Your Moral Temperature, Part One Before we begin discussing how to make good decisions, students will be asked to think about how they would respond to some sticky situations.

Why Bother with Ethics? During this session, we will look at some of the payoffs of ethical behavior.

Kohlberg's Six Stages This session will explore Kohlberg's six stages of moral development through a lecture and a small group exercise.

Some Objective Ways of Looking at the World We will look at some classic philosophical approaches to problems during this session, including the golden rule, utilitarianism, and the categorical imperative. Participants will also apply these approaches to some hypothetical situations.

What Does Ethical Mean? What seems to be the ethical choice can differ depending on what side of the dilemma you're on. To illustrate this, we will look at the case of Merck Pharmaceuticals in a lecture and in small groups.

Avoiding Ethical Dilemmas This session will examine some ways that we can avoid getting stuck in ethical dilemmas. Then, participants will apply the methods to a case study.

Pitfalls and Excuses We can always find excuses to make the wrong decision. This session will look at some of the most common reasons for bad decisions and offer some thinking points.

Developing an Office Code of Ethics This session will look at what a code of ethics should contain, how to determine if your company is ready for a code, and some sample codes of ethics.

22 Keys to an Ethical Office Ethics expert Nan DeMars has identified 22 keys to help make your office ethical. We will review these keys in a lecture, and then participants will be asked to identify some ways to use the ideas to help resolve areas of ethical concern in their office.

Basic Decision Making Tools This session will look at a basic three-phase problem solving model and some problem solving tools.

Ethical Decision Making Tools In addition to the basic problem solving tools covered in the previous session, there are some special tools that you can use to solve ethical problems. We will discuss some basic tools (such as the smell test and the shoe test) and some advanced tools (such as the Potter box and the Kidder process).

Dilemmas with Company Policy It is possible that your company's policies will place you in an ethical dilemma. This session will look at some things that you can do if this happens.

Dilemmas with Co-Workers During this session, we will look at some ethical dilemmas that co-workers can create. First, we will discuss some basic tips in a lecture, and then participants will complete a case study.

Dilemmas with Clients Clients can sometimes request that we do something unethical for a number of reasons. This session will examine some of the most common reasons. Then, participants will role play some possible scenarios.

Dilemmas and Supervisors This session will cover some dilemmas you might encounter as a supervisor, and some dilemmas that supervisors might put you in.

What to do When You Make a Mistake Let's face the truth: we're all human. We all make mistakes and make decisions that we wish we could take back. This session will examine Nan DeMars' six-step plan for recovering from mistakes gracefully.

Taking Your Moral Temperature, Part Two At the beginning of the workshop, participants were asked to think about how they would handle some sticky situations. Participants will now be asked to re-evaluate their decisions in light of everything they have learned.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Business Etiquette - Gaining That Extra Edge Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Fear of Embarrassment Fear of embarrassment from doing or saying the wrong thing is one of the most common sources of stress in a business or professional setting. We will look at some of the causes of embarrassment and some solutions.

Test Your Business Etiquette As a pre-assignment, participants were asked to complete a quiz on etiquette. During this session, you will review our suggested answers; be prepared for some debate!

The Handshake During the important first few minutes of a new relationship, a handshake is usually the only body contact between two people. We will discuss and demonstrate the five factors of a good handshake.

Business Card Etiquette The exchange of business cards is a common ritual when meeting a new person. We will discuss some things to keep in mind when giving and receiving business cards.

The Skill of Making Small Talk Being able to small-talk successfully is one of the most crucial skills a businessperson can develop, but it's also one of the hardest. We'll discuss some basic do's and don'ts of small talk.

Do You Remember Names? There are four keys to remembering names. We will discuss and practice each of them.

Making that Great First Impression During this session, we will discuss some ways that participants can make sure their first impression is perfect.

Dress for Success It's always difficult to know just how to dress, particularly if you're meeting new people. We will cover some basic guidelines and the details of particular dress codes. We'll also talk about what the color of your clothes says to others.

Business Dining This session will focus on the do's and don'ts of business lunches. If possible, we recommend that you have participants practice an actual business lunch.

E-mail and Telephone Etiquette How a businessperson presents themselves over the phone and via e-mail is just as important as their in-person impression. We'll discuss some key points of telephone and e-mail manners in both a small group and a large group setting.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Business Leadership - Becoming Management Material Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Learning Organization The idea that organizations and people should strive to continually evolve and learn has been coming into prominence over the last decade. During this session, we will explore what this means and how we can get started.

The Five Disciplines The morning of Day One will be spent discussing Peter Senge's five disciplines: personal mastery, mental models, shared vision, team learning, and systems thinking.

Leadership One key tool for developing your leadership skills is the Situational Leadership Model developed by Paul Hersey. Participants will spend most of the afternoon of Day One taking this test and analyzing its results.

The Five Practices James Kouzes and Barry Posner are two other well-known researchers who have done a tremendous amount of work on leadership, and their findings complement Peter Senge's work. They have identified five practices they feel should be a part of every leader's skill set. We will look at each practice closely and help you identify some ways to incorporate it into your leadership skill set.

Trust Trust may very well be one of the most important determiners of employer-employee relationships. We will explore some ways that participants can build trust with their employees.

Change Managing change well is a key part of being a manager. We will take a close look at William Bridges' change cycle. Participants will also have an opportunity to apply the cycle to situations from their own lives.

The Four Room Apartment This model is another way of looking at change. We will examine each room and we will look at ways to move people from one room to another.

Time Management Managing your time well is another crucial leadership skill. Participants will practice this skill through a time management case study, followed by some simple organizational tips and techniques.

Managers vs. Leaders Warren Bennis has written many books on becoming a leader. We will look at some of his insights on what makes a manager different from a leader.

Types of Thinking There are several models that you can apply to your thinking to help you achieve maximum results. We will discuss two models and apply them to an ethical dilemma.

Influence Strategies At the very core of leadership is the ability to influence people. There are many ways that we can influence people. This session will focus on the six methods that Robert Cialdini has identified.

Relationships Early on in the workshop, we looked at the concept of systems thinking. This session takes that concept and applies it to relationships. We will look at the relationship system and how participants can use it to better coach a team through conflict.

Problem Solving There are many approaches that you can use to solve a problem. We will discuss a simple eight-step method and then participants will apply that method to a personal problem.

Strategic Planning By the end of this session, participants will understand the benefits of a SWOT analysis. They will also have an opportunity to complete a personal analysis.

Delegation One of a manager's biggest challenges is what to delegate, to whom, and how. We will take an in-depth look at some key delegation techniques, and then participants will practice those techniques in a role play.

Criteria for Useful Feedback This session will look at the nine criteria for useful feedback. We will also see the value of good feedback through a group exercise.

Feedback Techniques In this session, we will continue our work with feedback by looking at some feedback techniques. Participants will then practice those techniques through a role-play.

Body Language Just as important as what you say is how you say it. During this session participants will learn how to make sure that their body is sending the same message as their words.

Meetings Leaders are often asked to hold, attend, and/or facilitate meetings. We will look at each of these roles in-depth and identify some ways that leaders can make the most of their time in each role.

Skillful Speaking Public speaking is an opportunity leaders must learn to grasp at every opportunity. During this session, participants will learn seven ways to pump up a presentation.

Personal Development To wrap up the workshop, we will review the pre-assignment and fill out an action plan.

Workshop Wrap-Up At the end of the day, participants will have an opportunity to ask questions.



Business Succession Planning - Developing and Maintaining a Succession Plan Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

A Need for Succession Planning To begin, participants will explore the differences between succession planning and replacement hiring, including some of the advantages of succession planning.

Defining a Succession Plan This session introduces the SUCCESS acronym, which defines the succession plan process that the remainder of the course will focus on.

Pre-Assignment Review Next, participants will use information gathered in their pre-assignment to identify the critical people in their organization.

Identifying Resources and Analyzing Risks This session will give participants some tools to identify internal and external successors. We will also look at a sample risk assessment.

Defining Roles, Responsibilities, and Functions During this session, participants will start creating risk assessments, individualized engagement plans, and succession plan profiles.

Gathering Information This session will help participants identify ways to look within their own organizations and determine what the critical positions are.

Forecasting Needs There are six key ingredients to being able to forecast what people you will need when. Participants will explore each item in small groups. Participants will also learn about the role of coaching and mentoring.

Putting the Plan Together Next, participants will learn about using Appreciative Inquiry and Leadership Quality Assessments to develop a succession plan.

Putting the Plan into Action During this session, participants will explore the idea of phased implementation. We will also look at using technology to facilitate putting the plan into action.

Evaluating and Reviewing the Plan This session will look at the importance of evaluation. Participants will also work on modifying an evaluation checklist to suit their organization's needs.

Your Action Plan To wrap up the day, participants will identify their next steps and participate in a review exercise.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out feedback forms.



Business Writing That Works Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Why Write? Many people feel that writing is a burden or something they should be able to delegate. This session will help participants identify the value of writing.

The Four C's During the morning of Day One, you will discuss four of the C's of writing with participants: clear, concise, complete, and correct. Participants will practice each C through writing exercises.

Word Agreement During this session, participants will explore word agreement through a brief lecturette and a writing exercise.

Active and Passive Voice Most people prefer to read writing that is in the active voice. We will discuss and practice both voices during this session.

Sentences and Sentence Types This session will discuss the structure of sentences and paragraphs. Then, participants will apply this knowledge to a writing exercise.

Readability Index The Gunning Fog Index, also called the readability index, determines the difficulty level of a written piece. Participants will apply the index to a sample and to their own work.

The Fifth C Courtesy is an important principle of good business writing. During this session, participants will examine and rank several business letters, helping them explore their own style and preference.

Practical Language It is important to use words that best reflect what you are trying to say. In this session, we will examine some common dilemmas (such as fewer vs. less) and suggested solutions.

Inclusive Language Another key part of writing is political correctness. Participants will have an opportunity to re-write some exclusive terms to make them inclusive.

Sentence Construction The two basic rules for constructing sentences are: use construction that makes meaning clear and keep construction parallel. Participants will re-write sentences that don't follow these rules.

Punctuation During this session, participants will work in teams to develop a series of test questions for other teams. We have included some key points that you can use to debrief the test.

Writing Business Letters This session begins with three lecturettes on the steps for writing a business letter, types of letters, and the parts of a business letter. Participants will then examine samples of business letters to determine the type and the parts of the letter.

Reports Many people find writing business reports very difficult. This session will look at business reports in-depth using a lecture and a small group exercise.

Spelling and Proofreading Proofreading carelessly can spoil a writer's best efforts. This session will help participants identify common spelling errors and practice their proofreading skills.

Writing Memos Memos are another challenge that many writers face. We will examine memos through a brief lecture and a fun exercise.

E-mail Etiquette These days, e-mail has become a universal method of communication. However, there are many questions of etiquette and few answers. This session will discuss some common dilemmas and our recommended answers.

Writing Challenges To wrap up the workshop, participants will work in small groups to identify their biggest challenges and some possible solutions.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Call Center Training - Sales and Customer Service Training for Call Center Agents Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What's Missing in Telephone Communication? To begin, participants will explore Alfred Mehrabian's study on communication and how it affects telephone communication. Participants will also learn the role that body language plays in telephone communication.

Verbal Communication This session will cover the four E's of an effective telephone voice and how you can use them to promote a service image.

Who are your Customers? In this session, participants will learn about what a customer is, and they will identify some of their own customers.

To Serve and Delight This session will give participants an opportunity to develop strong, helpful phrases for assisting customers.

Questioning and Listening Skills During this session, participants will learn techniques for active listening and staying focused.

Asking the Right Questions In this session, participants will learn about open and closed questions and probes.

Saying No Delivering bad news and saying "no" can be two of the most challenging aspects of a call center agent's job. This session will give participants techniques and practice in these two key skill areas.

Sales by Phone This session will discuss how to use information delivery and rapport building to help participants sell over the phone.

Taking Messages During this session, participants will look at some key elements of taking messages. Then, they will develop a quick reference sheet that they can keep by their desk.

Staying Out of Voice Mail Jail Voice mail is a great tool, but it can also be frustrating. In this session, participants will discuss some tips for leaving messages and they will have an opportunity to practice those techniques.

Closing Down the Voice This session will give participants a chance to practice some vocal exercises.

Cold and Warm Calls During this session, participants will learn about these two types of calls and how to maximize their efficiency in each.

Developing a Script Scripts can be an effective tool, particularly for cold calls. This session will give participants a chance to lay out the framework for their script.

Perfecting the Script Next, participants will learn ways to customize their scripts. We will also look at FAQ sheets and how they can help participants on a daily basis.

Going Above and Beyond This session will give participants 15 techniques for success and some ways to customize their service.

Handling Objections During this session, participants will learn different ways to address sales objections.

Closing the Sale Next, participants will develop good questions that can help them close a sale.

Feelings During this session, participants will work in pairs to rewrite dry and less than imaginative statements to show empathy for their customers.

Changes in the Customer This session will explore some ways that customers have changed in the past twenty years.

Negotiation Negotiation is a key skill for call center success. During this session, participants will learn four things that they can do to become better negotiators.

It's More Than Just a Phase Next, participants will learn about the four phases of negotiation and some different types of negotiation.

High Impact Moments This session will explore some situations where you come into contact with a client or customer at a time when you can have a huge impact on them.

Tips for Chatty Callers During this session, participants will learn some ways to deal with different caller types.

This is My Mentor, Roger This case study will give participants a chance to practice some of the skills that they have learned so far.

Phone Tag and Getting the Call Back While today's technology can make it hard to reach a decision maker, it also provides opportunities. This session will give participants some tools to deal with phone tag.

Dealing with Difficult Customers This session will give participants nine easy techniques for managing difficult customers. We will also look at how to deal with vulgarity.

Stress Busting We all need techniques for managing the stress in our lives. This session will encourage participants to develop some personalized ways to manage stress.

News from Within During this session, we will take brief look at the inside workings of a call center and how they are managed.

Wrapping Up As the workshop comes to a close, participants will work in small groups to create a review activity for each other. We will also review vocal exercises.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Change Management - Change and How to Deal With It Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Change? To begin the day, we will discuss some basics of change, including definitions and examples.

The Change Cycle During this session, we will explore the three phases of William Bridges' change cycle through lecture and small group work.

The Human Reaction to Change This session will look at Daryl Conner's interpretation of the human response to change through lecture and small group work.

The Pace of Change We will look at how different people react to change in different ways and at different times through a lecture and a case study.

The Pyramid Response to Change We will examine how employees, middle management, and upper management are affected by change.

A Four Room Apartment This session will look at change using Claes Janssen's four room apartment model.

Dealing with Resistance During this session, we will examine the three keys to successful change.

Adapting to Change This session will discuss how to become resilient to change through a lecture, personal case studies, and small group discussion.

Strategies for Dealing with Change Now that we have looked at change using a number of models, we will look at five strategies that can help you deal with change.

Managing Anger Change often makes people feel angry. We will look at some ways of dealing with our own anger and the anger of others through lecture and small group work.

Managing Stress Change can also make people feel stressed. During this session, we will look at some stress management and relaxation techniques.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Coaching - A Leadership Skill Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Coaching The first part of the morning will be spent exploring what coaching means (in general and to participants), reviewing coaching skills, and evaluating the pre-assignment.

Interpersonal Communication Skills Communicating well is a key aspect of successful coaching. During this session, participants will explore different communication skills and create an action plan.

Self-Disclosure Joe Luft and Harry Ingraham developed the Johari windows concept, a way of looking at our self-awareness and our ability to ask feedback of others. This session will look at the window and examine how we can use it when coaching.

Critical Coaching Skills Participants will examine important coaching skills in small groups, including helping, mentoring, teaching, and challenging skills.

More on Communication This lecturette will examine two powerful, simple coaching tools: asking questions and listening.

Learning Styles and Principles We learn in three different ways: by seeing, by hearing, and by doing. In a large group discussion, participants will identify ways to incorporate these methods into coaching.

Benefits/Consequences During this session, we will examine a tool that coaches can use to help gain buy-in for change from employees.

Skills Involved in Coaching Participants will work in small groups to complete a mix-and-match exercise that will familiarize them with key coaching skills.

The Coaching Model This session will explore a four-step coaching model that can be applied to any situation.

Feedback Feedback is an essential component of coaching. You will discuss types of feedback and offer some tips in lecture format during this session.

Coaching Problems To wrap up the day, participants will examine case studies and offer solutions.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Communication Strategies Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Ten Commandments of Positive Relationships During this session, participants will explore ten ways to build positive relationships, including using uplifting messages.

Self-Awareness Knowing your fears can help you address them. Participants will complete a self-confidence assessment and then the group will discuss fears and solutions.

Communication During this session, you will help participants identify their strengths and weaknesses through a personal exercise and a role-play.

Communication Barriers After a large group case study, participants will work in small groups to discuss barriers to communication. Participants will also complete a short exercise to illustrate how these barriers apply to everyday life.

Asking Questions This session will examine questioning skills (including open questions, closed questions, and probing) through a lecture and a pairs exercise.

Listening Skills Participants will work on their listening skills by participating in two quizzes and a role play. We have also provided two lectures for the trainer.

Remembering Names To start the second day, participants will complete a list of the names of other participants. Then, the trainer can segue into a discussion on tips for remembering names.

Body Language To begin this session, the trainer will talk about the idea of body language in a lecture. Then, participants will complete a small group exercise and a large group exercise to explore the concept further.

Johari Windows The Johari Window is a way of looking at our self-awareness and our ability to ask feedback of others. We will look at the Johari Window in detail during this session.

Self-Image During this session, we will look at the things people determine from your appearance. Participants will explore this idea further using the pictures gathered from the pre-assignment. The session will conclude with a self-evaluation exercise.

Frame of Reference This session will explore our frame of reference and the assumptions that we make through a lecture, large group exercise, and group discussion.

Five Approaches to Relationships We will begin this topic with a short lecture. Then, participants will explore a particular approach of their choice in a small group. Next, each group will report their findings.

Assertiveness How we see ourselves has an impact on how we interact with others. Through lecture, case studies, and discussion, this session will investigate ways that participants can improve their self-image and thereby deal with difficult situations assertively and positively.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Computer Basics - Advanced Course Outline

This four-level course is intended for those who have little or no experience with computers. We will take you through the inside and outside of a computer, into the operating system, and through some basic applications.

Course highlights include a discussion on networking, ergonomics, and plenty of discussion on the many roles computers play in our lives. Course objectives map to Modules 1, 2, and 7 of the ICDL core.

General Concepts

To begin, participants will learn some basic computer terms, about the types of computers available, and the basic parts of a PC. We will also take a brief look at how a PC works and what can impact its performance.

Hardware Devices

Next, we will focus on the main hardware components of a PC: CPU, RAM, input devices, output devices, and secondary storage devices.

Software

This section will focus on basic terms related to software, the differences between operating systems and applications, types of software available, and legal issues related to software. We will also take a fascinating look at how software is built.

Information Networks

To begin this section, we will discuss some networking terms. Then, we will explore just what a network is, how it works, and why it is useful. Finally, we will expand our discussion to look at the Internet.

Application

This section will apply some of the things that we have learned so far to the real world. We will look at how computers are used in the workplace, including e-commerce and instant messaging. We will also explore some of the issues with a technological workplace, such as tele-commuting, ergonomics, safety, and environmental awareness.

Security

Participants will learn some basic security rules, how to create a good password, how to backup data, and how to protect data using anti-virus and anti-spyware programs.

Working with the Computer

Now that we have a good understanding of the background workings of a computer, we will learn how to turn the computer on, perform basic tasks, use the desktop, customize settings, and print items.

Working with Files and Folders

Next, participants will learn how to create and manage files and folders. We will also look at compressed (ZIP) files.

Understanding Applications

Participants will learn some basic skills that apply to working with applications. Then, they will learn how to use some basic applications, including WordPad, NotePad, Task Manager, Calculator, and Paint. Participants will also learn how to install and uninstall programs.

Web Browsers and the Internet

To conclude the course, we will take a quick look at how to use Internet Explorer to browse the Internet, work with Web pages, and create favorites.



Computer Basics - Expert Course Outline

This four-level course is intended for those who have little or no experience with computers. We will take you through the inside and outside of a computer, into the operating system, and through some basic applications.

Course highlights include a discussion on networking, ergonomics, and plenty of discussion on the many roles computers play in our lives. Course objectives map to Modules 1, 2, and 7 of the ICDL core.

General Concepts

To begin, participants will learn some basic computer terms, about the types of computers available, and the basic parts of a PC. We will also take a brief look at how a PC works and what can impact its performance.

Hardware Devices

Next, we will focus on the main hardware components of a PC: CPU, RAM, input devices, output devices, and secondary storage devices.

Software

This section will focus on basic terms related to software, the differences between operating systems and applications, types of software available, and legal issues related to software. We will also take a fascinating look at how software is built.

Information Networks

To begin this section, we will discuss some networking terms. Then, we will explore just what a network is, how it works, and why it is useful. Finally, we will expand our discussion to look at the Internet.

Application

This section will apply some of the things that we have learned so far to the real world. We will look at how computers are used in the workplace, including e-commerce and instant messaging. We will also explore some of the issues with a technological workplace, such as tele-commuting, ergonomics, safety, and environmental awareness.

Security

Participants will learn some basic security rules, how to create a good password, how to backup data, and how to protect data using anti-virus and anti-spyware programs.

Working with the Computer

Now that we have a good understanding of the background workings of a computer, we will learn how to turn the computer on, perform basic tasks, use the desktop, customize settings, and print items.

Working with Files and Folders

Next, participants will learn how to create and manage files and folders. We will also look at compressed (ZIP) files.

Understanding Applications

Participants will learn some basic skills that apply to working with applications. Then, they will learn how to use some basic applications, including WordPad, NotePad, Task Manager, Calculator, and Paint. Participants will also learn how to install and uninstall programs.

Web Browsers and the Internet

To conclude the course, we will take a quick look at how to use Internet Explorer to browse the Internet, work with Web pages, and create favorites.



Computer Basics - Foundation Course Outline

General Concepts To begin, participants will learn some basic computer terms, about the types of computers available, and the basic parts of a PC. We will also take a brief look at how a PC works and what can impact its performance.

Hardware Devices Next, we will focus on the main hardware components of a PC: CPU, RAM, input devices, output devices, and secondary storage devices.

Software This section will focus on basic terms related to software, the differences between operating systems and applications, types of software available, and legal issues related to software. We will also take a fascinating look at how software is built.

Information Networks To begin this section, we will discuss some networking terms. Then, we will explore just what a network is, how it works, and why it is useful. Finally, we will expand our discussion to look at the Internet.

Application This section will apply some of the things that we have learned so far to the real world. We will look at how computers are used in the workplace, including e-commerce and instant messaging. We will also explore some of the issues with a technological workplace, such as tele-commuting, ergonomics, safety, and environmental awareness.

Security Participants will learn some basic security rules, how to create a good password, how to backup data, and how to protect data using anti-virus and anti-spyware programs.

Working with the Computer Now that we have a good understanding of the background workings of a computer, we will learn how to turn the computer on, perform basic tasks, use the desktop, customize settings, and print items.

Working with Files and Folders Next, participants will learn how to create and manage files and folders. We will also look at compressed (ZIP) files.

Understanding Applications Participants will learn some basic skills that apply to working with applications. Then, they will learn how to use some basic applications, including WordPad, NotePad, Task Manager, Calculator, and Paint. Participants will also learn how to install and uninstall programs.

Web Browsers and the Internet To conclude the course, we will take a quick look at how to use Internet Explorer to browse the Internet, work with Web pages, and create favorites.



Computer Basics - Intermediate Course Outline

This four-level course is intended for those who have little or no experience with computers. We will take you through the inside and outside of a computer, into the operating system, and through some basic applications.

Course highlights include a discussion on networking, ergonomics, and plenty of discussion on the many roles computers play in our lives. Course objectives map to Modules 1, 2, and 7 of the ICDL core.

General Concepts

To begin, participants will learn some basic computer terms, about the types of computers available, and the basic parts of a PC. We will also take a brief look at how a PC works and what can impact its performance.

Hardware Devices

Next, we will focus on the main hardware components of a PC: CPU, RAM, input devices, output devices, and secondary storage devices.

Software

This section will focus on basic terms related to software, the differences between operating systems and applications, types of software available, and legal issues related to software. We will also take a fascinating look at how software is built.

Information Networks

To begin this section, we will discuss some networking terms. Then, we will explore just what a network is, how it works, and why it is useful. Finally, we will expand our discussion to look at the Internet.

Application

This section will apply some of the things that we have learned so far to the real world. We will look at how computers are used in the workplace, including e-commerce and instant messaging. We will also explore some of the issues with a technological workplace, such as tele-commuting, ergonomics, safety, and environmental awareness.

Security

Participants will learn some basic security rules, how to create a good password, how to backup data, and how to protect data using anti-virus and anti-spyware programs.

Working with the Computer

Now that we have a good understanding of the background workings of a computer, we will learn how to turn the computer on, perform basic tasks, use the desktop, customize settings, and print items.

Working with Files and Folders

Next, participants will learn how to create and manage files and folders. We will also look at compressed (ZIP) files.

Understanding Applications

Participants will learn some basic skills that apply to working with applications. Then, they will learn how to use some basic applications, including WordPad, NotePad, Task Manager, Calculator, and Paint. Participants will also learn how to install and uninstall programs.

Web Browsers and the Internet

To conclude the course, we will take a quick look at how to use Internet Explorer to browse the Internet, work with Web pages, and create favorites.



Conducting Effective Performance Reviews Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Basics of Performance Appraisals This session will begin with a lecture on the history performance appraisals. Then, participants will move into small groups to discuss the value of appraisals.

Employees' Concerns about PAs We will explore some concerns about appraisals and possible responses in a lecture.

What Makes PAs a Defensible Process? This session will discuss some things that participants can do to ensure that their performance appraisal process is defensible.

Stereotypes There are four ways that a person can stereotype without necessarily being aware of it. Participants will also explore their own stereotypes in an individual exercise.

The Performance Management Process To begin, participants will look at the four-stage performance management process through a lecture. Then, participants will work in small groups to review some sample appraisal forms.

SMART Goals During this session, we will learn about the SMART acronym for goals and re-write some goals to meet these criteria.

Goal Setting We will continue our work with goal setting by looking at some other considerations and completing a short individual exercise.

The Performance Management Cycle This session will explore the first two stages of the performance management cycle: the basis for review and the performance standard. BARs and KRAs will also be discussed briefly.

Setting Standards We will demonstrate the importance of standards through a short exercise, and then we will discuss the exercise and some general points.

Performance Development Plan The fourth element in the performance management cycle is a performance development plan. We will briefly discuss the components of this type of plan during this session.

Feedback and Communication The need for basic communication skills and proper feedback will be demonstrated through an individual exercise. Then, we will discuss some communication tips.

Listening and Asking Questions We will explore these two key communication skills through a combination of lectures, individual exercises, and small group work.

Feedback Feedback is another critical element of the performance management process. After a brief discussion on feedback, participants will work through several case studies to further explore feedback principles.

Characteristics of Effective Feedback There are six characteristics of effective feedback. During this session, we will examine each characteristic through a lecture and case studies.

Accepting Criticism Accepting criticism from others can be very difficult. We will offer participants some ways to make accepting criticism a little easier.

Planning the Interview This session will look closely at some things you should do before delivering the performance appraisal.

The Interview During this session, we will examine a basic interview format. We will then practice the format through a role play.

Day Three Overview The morning of Day Three will be spent role-playing each stage of the performance appraisal process. Each role play will be followed by discussion and feedback from the trainer and from other participants.

Maintaining Performance Once an employee has achieved a particular level of performance, we usually want them to maintain that level. This session will explore some ways of doing that.

Behavior Contracts This session will examine behavior contracts, a tool that can be used to help an employee achieve a goal or a level of performance. We will also look at rewards that can be used.

Handling Performance Problems During this session, we will discuss what to do if an employee is not achieving a particular level of performance.

The Worst Case Scenario The worst case scenario for many employers is having to fire an employee. We will look at how to handle this situation in a lecture. Then, participants will practice their skills in a role-play.

Pre-Assignment Review To sum up the past three days, participants will look at their pre-assignment, identify areas of improvement, and develop an action plan.

Performance Management Checklists To conclude the workshop, we will review some checklists that you can use during the performance management process.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and talk with the trainer.



Conflict Resolution - A One Day Primer Course Outline

Understanding Conflict To begin, participants will learn just what conflict is, including the types of conflict and the costs and benefits of conflict.

The Stages of Conflict This module will examine the five stages of conflict.

Using LECSR to Resolve Conflict This nonsense acronym will give you five ways to resolve a conflict.

Other Ways to Resolve Conflict This module will look at some additional ways to resolve conflict, including setting norms, using mediation, and using facilitation.

Your Personal Skill Set In order to resolve conflict effectively, you should have good communication and problem solving skills. The ability to manage negative emotions, anger, and stress, is also useful. This module will show participants some ways to develop this skill set.



Conflict Resolution - Dealing With Difficult People Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Reciprocal Relationships This lecture will examine the idea that, in a relationship with another person, our expectations are likely to be a self-fulfilling prophecy.

Dealing with Change During this session, participants will examine change through a panel discussion and small group work.

The Agreement Frame Anthony Robbins, and many other communicators, suggests we become skillful at using what he calls The Agreement Frame. This session will explore this idea and practice applying it.

The Ten Commandments of Change Sam Deep and Lyle Sussman suggest there are ten commandments associated with change. Participants will look at these commandments and see how they can be applied.

Preventing Problems There are several key ways that we can prevent problems from occurring. These methods will be examined in a lecture and in small group work.

Dealing with Problems Participants will work in small groups to explore eight ways of dealing with problems.

Causes of Difficult Behavior This lecture will look at the four fears that everyone has and how we can cope with them.

The Five-Step Process During this session, we will look at a five-step process that can help participants resolve conflict.

Changing Yourself Earlier we discussed how our attitudes and actions impact others. In this session, we will take a deeper look at how negative attitudes can cause negative interactions, and what we can do to turn those attitudes around.

Why Don't People Do What They Are Supposed To? There are a million possible answers to this question, but we will discuss the ten most common reasons.

Managing Anger This session will share some techniques others have used to manage their anger. Participants will be encouraged to share their own experiences and techniques.

De-Stress Options You Can Use Right Now! To conclude the day, we will look at five techniques participants can use to unwind. We will also share a list of coping thoughts.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Conflict Resolution - Getting Along In The Workplace Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Conflict During this session, you will give participants a chance to explore some assumptions about conflict and the positives and negatives of conflict.

Types of Conflict This session will cover three main types of conflict: inner, interpersonal, and group. We will also look at open conflict vs. hidden conflict.

Spontaneous and Reflective Action When people are under stress, they are more apt to revert to spontaneous action and then regret their choice of words. This session explores spontaneous and reflective action through a brief lecture.

Johari Windows The Johari Window is a way of looking at our self-awareness and our ability to ask feedback of others. We will look at the Johari Window in detail through a personal exercise and a case study.

Stages of Conflict During this session, we will look at two models of the conflict process, some possible outcomes of a conflict, and strategies for dealing with conflict.

Win as Much as You Can This quick, fun exercise gives participants a break and helps them learn about conflict outcomes.

Conflict Resolution Style Questionnaire Participants will individually complete a questionnaire to help them identify their style of conflict resolution. Then, they will work in small groups to further examine their style.

The Role of Communication in Conflict Resolution Active listening, paraphrasing, questioning, and body language are just a few of the tools that we can use to resolve conflict. We will look at all of these concepts in detail through lectures and role plays.

Seven Steps to Ironing Things Out There are seven easy things that you can do to start resolving conflict. We will explore each method briefly in a short lecture.

The Conflict/Opportunity Test Using a role play, this session will give participants some questions that can help them identify the benefits of a conflict.

Conflict and Its Resolution This session will look at a few processes that we can use to identify and resolve conflict.

Facilitating Conflict Facilitation skills have become a cornerstone of many leadership models. This session will look at facilitation and how it can be applied to conflict. Participants will also practice facilitation skills in a role play.

Setting Norms Norms are a set of rules that a group agrees to act by. Setting norms during a conflict situation can help members stay calm, rational, and focused on the problem.

Making an Intervention Leaders often find themselves in a situation where they need to intervene to help a group resolve conflict. This session will explore some ways to intervene effectively.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Conquering Your Fear of Speaking in Public Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Good Communication Skills To begin, participants will share communication opportunities that they feel they have missed in the past few weeks. Then, participants will explore barriers to communication and possible solutions.

Interpersonal Skills This session will look at two key interpersonal skills: asking questions and listening.

Self-Disclosure During this session, participants will learn about self-disclosure using the Johari Windows concept.

The Art of Conversation Next, participants will learn about and practice the four levels of conversation.

Practicing Dialogue This session will wrap up everything participants have learned so far into one exercise.

Re-Designing Yourself for Strength During this session, participants will learn about the seven components of a good speaker.

Professionalism This session will focus on presenting a professional image.

Maximizing Meetings Next, participants will discuss fifteen ways to make the most of meetings.

Sticky Situations This session will give participants an opportunity to identify situations that they have difficulty with, and to brainstorm some solutions.

Controlling Nervousness During this session, participants will learn some ways to control physical and mental nervousness.

Tell Me a Story To wrap up the day, participants will make a small, impromptu presentation.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Controlling Anger Before It Controls You - A One Day Primer Course Outline

Understanding Anger To start the workshop, participants will learn what anger is, what the costs and benefits are, and what skills they may need to develop to manage their anger.

The Causes of Anger This module will examine the five most common causes of anger: miscommunication, personal hot buttons, precipitating factors, distorted thinking, and trigger thoughts.

Understanding Behavior Types During this module, participants will learn about the five most common behavior types: passive, manipulative, assertive, aggressive, and passive-aggressive.

Coping Tools Next, participants will learn about some coping tools, including an anger log, relaxation technique, coping thoughts, and humor.

Communication Skills During this module, participants will learn how to reduce miscommunication by enhancing their listening skills, ability to ask good questions, problem solving skills, and assertiveness.



Corel Paradox X3 Course Outline

Database Basics To begin, participants will learn some basic database terminology. Then, we will create a basic database, perform basic tasks, and print parts of the database.

Working With Tables This section will focus on tables, the backbone of a database. Participants will learn how to create tables, work with records, perform basic editing tasks, and edit table relationships.

Advanced Database Skills This final section will examine forms, reports, and queries.



Corel Presentations X3 Course Outline

Presentation Basics To begin, we will learn how to create, open, save, and close a basic presentation. Participants will also learn how to use selection tools; cut, copy, and paste; spell check; and zoom.

Working with Presentations Next, participants will learn how to manage slides, change slide layout and design, use slide masters, apply animations and transitions, change font properties, change paragraph properties (such as spacing and lists), add speaker notes, use Show on the Go, and use printing tools. We will also discuss how to deliver a presentation.

Advanced Presentation Tasks To conclude the course, we will learn how to add images, data charts, organization charts, and objects to a presentation. We will also learn more about master slides, including how to use layers.



Corel Quattro Pro X3 Course Outline

Spreadsheet Basics To begin, participants will learn how to open and close the application; where to find help in Quattro; how to create a basic spreadsheet; how to work with spreadsheets, including using the worksheet tabs; how to use the PerfectExpert; how to use Quattro Pro's editing tools; and how to use Quattro Pro's viewing tools (such as the Window menu and the Zoom commands).

Working with Spreadsheets This section will give participants all the tools they need to create a spreadsheet, including knowledge of formulas, worksheet management, and formatting tools.

Advanced Spreadsheet Tasks To conclude the course, participants will learn how to create and edit charts, use Page Setup, and print spreadsheets.



Corel WordPerfect 12 - Advanced Course Outline

Starting Out To begin, we will learn how to open, close, and use WordPerfect 12; how to type and select text; how to move text; how to use Undo and Redo; how to save, open, and close files; and how to get help.

Navigating And Formatting Your Document This section will focus on navigation tools; applying fonts to text; adding borders and fills; using drop caps; embedding fonts; and changing text position using alignment, the ruler, indents, margins, and tabs.

Polishing Your Document Participants will learn how to use the spell checker, Grammatik, the dictionary, the thesaurus, QuickWords, QuickCorrect, and SmartQuotes. We will also look at using projects (templates) and the PerfectExpert. Finally, participants will learn how to add page numbers and how to add and format pictures.

Finishing Your Document This section will focus on WordPerfect's viewing tools, window commands, Print Preview, and print commands.

WordPerfect And Other Programs Participants will learn how to publish their document to PDF, e-mail and fax a document, create a Web page from a document, and use WordPerfect and Microsoft Office together.

Managing Documents This section will cover the File dialogue box, look at toolbars in depth, discuss ways to save files (including using file versions), show how to use Page Setup and print commands, and discuss using master documents and subdocuments.

Using Reveal Codes Participants will learn how to reveal codes, examine code, and find and replace code. We will also explain what specific codes mean.

Formatting Using Styles This section will explore applying built-in styles, creating a style, using document and list styles, and managing styles.

Other Formatting Tools Participants will learn how to use QuickFormat, column formatting, and advanced formatting tools (such as kerning and Make-It-Fit). We will also learn how to add headers and footers to a document, and how to review a document.

Text And Graphics This section will cover watermarks, text boxes, and shapes.

Links And References Participants will learn how to create hyperlinks, bookmarks, QuickMarks, and a table of contents.

Customizing WordPerfect Participants will learn how to use the Workspace Manager, customize toolbars and menus, and set WordPerfect options.

Tables This section will look at creating, using, and formatting tables. We will also learn how to use QuickSum, formulas, and tabbed text.

Other Data Tasks Participants will learn how to create and modify charts, sort data, and use data from other applications.

Beyond Basic Documents This section will look at creating a mail merge and creating an XML document.

Advanced Topics To conclude, we will learn about macros, the OfficeReady browser, and the Corel Clipbook.



Corel WordPerfect 12 - Foundation Course Outline

Starting Out To begin, we will learn how to open, close, and use WordPerfect 12; how to type and select text; how to move text; how to use Undo and Redo; how to save, open, and close files; and how to get help.

Navigating And Formatting Your Document This section will focus on navigation tools; applying fonts to text; adding borders and fills; using drop caps; embedding fonts; and changing text position using alignment, the ruler, indents, margins, and tabs.

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Polishing Your Document Participants will learn how to use the spell checker, Grammatik, the dictionary, the thesaurus, QuickWords, QuickCorrect, and SmartQuotes. We will also look at using projects (templates) and the PerfectExpert. Finally, participants will learn how to add page numbers and how to add and format pictures.

Finishing Your Document This section will focus on WordPerfect's viewing tools, window commands, Print Preview, and print commands.

WordPerfect And Other Programs Participants will learn how to publish their document to PDF, e-mail and fax a document, create a Web page from a document, and use WordPerfect and Microsoft Office together.

Managing Documents This section will cover the File dialogue box, look at toolbars in depth, discuss ways to save files (including using file versions), show how to use Page Setup and print commands, and discuss using master documents and subdocuments.

Using Reveal Codes Participants will learn how to reveal codes, examine code, and find and replace code. We will also explain what specific codes mean.

Formatting Using Styles This section will explore applying built-in styles, creating a style, using document and list styles, and managing styles.

Other Formatting Tools Participants will learn how to use QuickFormat, column formatting, and advanced formatting tools (such as kerning and Make-It-Fit). We will also learn how to add headers and footers to a document, and how to review a document.

Text And Graphics This section will cover watermarks, text boxes, and shapes.

Links And References Participants will learn how to create hyperlinks, bookmarks, QuickMarks, and a table of contents.

Customizing WordPerfect Participants will learn how to use the Workspace Manager, customize toolbars and menus, and set WordPerfect options.

Tables This section will look at creating, using, and formatting tables. We will also learn how to use QuickSum, formulas, and tabbed text.

Other Data Tasks Participants will learn how to create and modify charts, sort data, and use data from other applications.

Beyond Basic Documents This section will look at creating a mail merge and creating an XML document.

Advanced Topics To conclude, we will learn about macros, the OfficeReady browser, and the Corel Clipbook.



Corel WordPerfect 12 - Intermediate Course Outline

Starting Out To begin, we will learn how to open, close, and use WordPerfect 12; how to type and select text; how to move text; how to use Undo and Redo; how to save, open, and close files; and how to get help.

Navigating And Formatting Your Document This section will focus on navigation tools; applying fonts to text; adding borders and fills; using drop caps; embedding fonts; and changing text position using alignment, the ruler, indents, margins, and tabs.

Polishing Your Document Participants will learn how to use the spell checker, Grammatik, the dictionary, the thesaurus, QuickWords, QuickCorrect, and SmartQuotes. We will also look at using projects (templates) and the PerfectExpert. Finally, participants will learn how to add page numbers and how to add and format pictures.

Finishing Your Document This section will focus on WordPerfect's viewing tools, window commands, Print Preview, and print commands.

WordPerfect And Other Programs Participants will learn how to publish their document to PDF, e-mail and fax a document, create a Web page from a document, and use WordPerfect and Microsoft Office together.

Managing Documents This section will cover the File dialogue box, look at toolbars in depth, discuss ways to save files (including using file versions), show how to use Page Setup and print commands, and discuss using master documents and subdocuments.

Using Reveal Codes Participants will learn how to reveal codes, examine code, and find and replace code. We will also explain what specific codes mean.

Formatting Using Styles This section will explore applying built-in styles, creating a style, using document and list styles, and managing styles.

Other Formatting Tools Participants will learn how to use QuickFormat, column formatting, and advanced formatting tools (such as kerning and Make-It-Fit). We will also learn how to add headers and footers to a document, and how to review a document.

Text And Graphics This section will cover watermarks, text boxes, and shapes.

Links And References Participants will learn how to create hyperlinks, bookmarks, QuickMarks, and a table of contents.

Customizing WordPerfect Participants will learn how to use the Workspace Manager, customize toolbars and menus, and set WordPerfect options.

Tables This section will look at creating, using, and formatting tables. We will also learn how to use QuickSum, formulas, and tabbed text.

Other Data Tasks Participants will learn how to create and modify charts, sort data, and use data from other applications.

Beyond Basic Documents This section will look at creating a mail merge and creating an XML document.

Advanced Topics To conclude, we will learn about macros, the OfficeReady browser, and the Corel Clipbook.



Corel WordPerfect Mail Course Outline

Understanding E-mail To begin, we will learn about security concerns and e-mail etiquette. Then, we will look at the WordPerfect MAIL interface and learn how to perform some basic tasks with messages. _x000D_

Working with E-mail Next, we will learn how to manage your e-mail, work with messages, flag messages, save attachments, and print messages.

Advanced E-mail Topics To conclude the course, we will look at creating a message, using various mail formats, adding images to messages, and using your contact list.



Corel WordPerfect X3 Course Outline

Word Processing Basics To begin, we will learn how to create, open, save, and close a basic document. Participants will also learn how to use selection tools; cut, copy, and paste; spell check; and zoom.

Formatting a Document This section will focus on formatting tasks, including changing the font size, type, and color; applying effects to text; using QuickFormat; using styles; applying hyphenation automatically; using breaks; changing spacing; creating bulleted and numbered lists; adding borders to paragraphs; using tabs; adding headers and footers; and changing page properties.

Advanced Document Tasks In this section, participants will learn how to add tables and images to their document. They will also learn how to use mail merge and print their documents.



Creating a Dynamite Job Portfolio Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Who are You? To begin the day, participants will review their strengths and skills and how to use language to sell themselves.

Writing the Resume This session will give participants some guidelines to help them produce a brilliant resume.

Creating a Noticeable Package Next, participants will look at different resume formats for different purposes. They will also look at how to make branding work for them.

Cover Letters During this session, participants will learn how to create an attention-grabbing cover letter.

Getting into the Flow To wrap up the morning, participants will have half an hour of writing time.

The Portfolio This session will show participants how to present their skills in a portfolio format.

Dealing with Awkward Points Next, participants will learn how to address absences from the workplace, including job hopping, parental leave, being fired, and incarceration.

Getting to a New Job in 60 Days This session will give participants a 60-day plan to get them to a new job.

Giving References During this session, participants will learn who they should ask to be a reference and how they should ask them.

Thank You To conclude the day, participants will learn about an important but often overlooked aspect of the job search: the thank you note.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Critical Thinking Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Understanding Critical Thinking The first session of the course will look at what critical thinking is, some characteristics of critical thinkers, and key critical thinking skills. Participants will also explore ways to develop their critical thinking skills.

Where Do Other Types of Thinking Fit In? Next, participants will look at left and right brain and whole brain thinking.

Pitfalls to Reasoned Decision Making This session will look at some of the barriers to good decision making and explore how to get around them.

The Critical Thinking Process Next, participants will delve into the seven phase critical thinking model. They will also learn about the standards of critical thinking that serve as the foundation for this model. Participants will then practice the process through a case study.

A Critical Thinker's Skill Set This session will give participants some skills necessary for critical thinking: asking questions, probing, and active listening.

Creating Explanations Another important part of critical thinking is being able to clearly explain why something is a particular way. This session will help participants build that skill.

Dealing with Assumptions Although assumptions can help us get through our everyday lives, they can be a major impediment to critical thinking. In this session, participants will discuss how to reduce the number of assumptions that they rely on.

Common Sense This session will explore a frequently overlooked thinking tool: common sense.

Critical and Creative Thought Systems Next, participants will look at some analytical and inventive thought systems, including De Bono's thinking hats and brainstorming.

Putting It Into Practice This final session will give participants some tips on preparing and presenting a powerful, logical argument. Participants will also have an opportunity to prepare and present a critical thinking presentation, and to evaluate others' presentations with the skills that they have learned.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Current Project Management Techniques to Increase Effectiveness - A One Day Primer Course Outline

Project Management Basics To begin, participants will explore what a project is, who the key players are, how to prioritize projects, and what information they should have. Participants will also identify a personal project that they can work on throughout the course.

The Conceptual Phase Next, participants will look at the conceptual tasks of a project: creating a vision, setting goals, creating a statement of work, and using a project planning worksheet.

The Planning Phase During this phase, participants will identify tasks, resources, risks and constraints for their project. Participants will also prepare a schedule and a Gantt chart.

Execution and Termination This module will teach participants some ways of controlling changes, tracking progress, and wrapping up the project. Participants will also learn how to make the most of status meetings.



CRM - An Introduction to Customer Relationship Management Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Customer Relationship Management To begin, participants will look at what CRM programs they are involved in and how these programs have affected their lives. Participants will also explore the meaning of CRM and its potential value.

What CRM Is and Who It Serves Next, participants will look at different types of CRM programs and the needs they can serve.

Checklist for Success This session will explore evaluation metrics and privacy issues.

Requirement Driven Product Selection During this session, participants will look at the Requirement Driven Product Selection process. This process requires defining the business need (or pain or problem, depending on the issue), deciding which functions are needed to meet the requirements, and then defining the products that support the selection.

Considerations in Tool Selection This session will look at ways to narrow the scope of your field and to get the right people to move your CRM program along.

Strategies for Customer Retention Next, participants will explore ways to retain customers through a large group discussion.

Building the Future During this session, participants will explore the four pillars of CRM and how they can use them to help others embrace the CRM plan.

Homegrown vs. the Application Service Provider Participants will look at the advantages and disadvantages of developing a program in-house versus using an Application Service Provider.

The Development Team This session will give participants the framework for building a stellar CRM team.

Evaluating and Reviewing Your Program To conclude the day, participants will look at some evaluation tools, including customer profiles and life cycles.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Customer Service Training - Managing Customer Service Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Changes in Customer Service To begin the day, participants will explore who their customers are and how that has changed during the years.

Creating Excellence This session will look at Curt Coffman's and Gabriel Gonzalez-Molina's twelve conditions for creating excellence.

Communication Skills This session will help participants develop their listening and questioning skills - two cornerstones for great customer service.

Suspending Frame of Reference During this session, participants will explore two advanced communications tools: the frame of reference and the Johari window.

Stereotypes We all categorize and generalize; it helps us understand the world. This session will help participants identify their own stereotypes and ways that they themselves might be stereotyped.

Giving Undivided Attention to Others This session will address two ways that we can pay better attention to others: attending and observing.

Leadership This session will focus on The Situational Leadership Model, developed by Paul Hersey of the California Centre for Excellence. Participants will take the test, score themselves, and then examine their style in detail.

Engaging Employees This session will explore the key behaviors of great managers. Participants will also identify ways to engage different types of employees.

Follow the Leader Participants will explore leadership characteristics through a fun, thought-provoking activity.

Developing a Service Management System To wrap up the workshop, we will look at a team approach to customer service.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Customer Service Training - Critical Elements of Customer Service Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Customer Service? This session will get participants thinking about the information to be covered over the next two days through small and large group discussion.

Who Are Your Customers? In most organizations and agencies, customers take two forms: internal and external. This session will look at both types of customers.

Meeting Expectations This session will focus on the four critical areas that customers have expectations for.

Presenting Yourself Properly Using individual testing, participants will take a look at the impression they give customers and ways they can improve.

Setting Goals and Targets During this session, we will look at setting SMART goals.

Standards Participants will participate in a brief lecture about standards, and then they will develop a set of standards for the four key components of customer service.

Communication This session will focus on communication barriers and how we can overcome them.

Telephone Techniques This brief lecture will look at an ideal telephone call, from the greeting to the conclusion. We will also look at common situations, such as placing a caller on hold and taking a message.

Managing the Talkative Caller Talkative people are often interesting and enjoyable, but on the telephone they can take up a lot of time. Participants will work in small groups to identify ways to deal with talkative callers.

Dealing with Difficult Callers During this session, participants will work in small groups to complete a mix-and-match exercise on common types of difficult callers and appropriate responses.

Dealing with Challenges There are many types of unexpected challenges that we can encounter every day. Participants will work on small groups to develop responses to some of these issues.

Increasing Your Assertiveness We will explore an easy four-step formula that will help you communicate more effectively and assertively.

Dealing with Difficult People This session will give participants an opportunity to understand difficult behavior, identify some coping strategies, and discuss the difficult person they find most trying.

Dealing with Conflict We will examine five ways to deal with conflict.

The Problem Solving Process We will look at a six step plan for solving problems. Then, participants will apply the plan to a case study.

Seven Steps to Customer Problem Solving We will look at a plan designed specifically for solving customer service problems. Then, participants will practice using the plan in a role play.

The Recovery Process During this session, we will look at a six-step process that you can use to turn customers around.

Eliminating Customer Service Problems Wouldn't it be great if you never had to deal with an upset customer again? This session will examine some ways that you can reduce customer service issues.

Service PRIDE is a Team Effort This session will look at five things that the company as a team can do to improve customer service.

Doing Your Part This session will help participants identify ways that they can make a personal contribution to successful customer service.

Dealing with Stress This session will offer some quick, easy ways to de-stress in any place, at any time.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Delegation - The Art Of Delegating Effectively Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Why Delegate? To begin, participants will explore the advantages and disadvantages of delegation in small groups.

What is Delegation? Next, participants will learn about the four basic steps to delegation and the different degrees of delegation.

Pre-Assignment Review As a pre-assignment, participants were asked to complete a case study. During this session, you will discuss the answers.

Picking the Right Person This session will give participants four tools to help them determine who to choose for what task.

The Delegation Meeting Next, we will explore an eight-step process that participants can follow to ensure they cover all the bases when delegating.

Levels of Authority This session will look at the four levels of authority you can give when delegating.

Giving Instructions Participants will learn how to give better instructions, and then they will practice giving and receiving instructions through a group activity.

Communication Skills One way to help employees accept your delegation is through effective communications. This session will look at three components of communication skills: listening, asking questions, and probing.

Monitoring Delegation Next, participants will explore five ways of monitoring delegation.

Practicing Delegation During this session, participants will work in small groups to complete a five part case study to give them hands-on practice with the skills learned so far today.

Giving Feedback This session will give participants some tips on giving feedback. Then, participants will work on several different case studies to apply these tips.

Becoming a Good Delegator To wrap up the day, we will look at the characteristics of a good delegator and some ways to evaluate your skills.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Developing Your Training Program Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop.

Program Design This session will explore some things that need to be considered before committing to developing a training program. We will also look at some situations where training is not appropriate and some alternatives to training.

Identifying Needs Participants will look at how to determine what training is really necessary using the ICE method: Isolate, Consult, and Evaluate.

The Training Model Next, we will explore a seven-step Instructional Systems Design Model. We will focus on adult learning and some basic principles that apply to developing training.

The Program's Basic Outline Next, participants will learn how to create the basic outline for the program by writing objectives for knowledge, skills, and abilities (KSAs).

Evaluation Strategies Of course, it's hard to know what you want to teach without knowing how you'll know you've taught it! This session will look at evaluation methods and how they tie into learning objectives.

Defining Your Approach This session will look at a basic method that participants can use to design their program. We will also explore some specific learning tools, including demonstrations, case studies, guided teaching, study groups, role plays, games and simulations, and e-learning.

Researching and Developing Content Now that we have a framework for the design of the program, participants will learn where to find the content. We will also talk about fads and copyright issues.

Pre-Assignments in Training This session will explore the value of pre-assignments through a pre-assignment.

Choosing Openings and Energizers We will talk about how to start off your training, different types of games, and some ways to make sure your game doesn't fall flat.

Training Instruments, Assessments, and Tools Pre-designed testing tools can help with many training topics. This session will discuss how to make the most of these tools.

Creating Supporting Materials Most trainers prepare notes for themselves to use as they are teaching their program. This session will look at some other materials that can enhance your training program, including student guides, handouts, and electronic slides.

Testing the Program Participants will discuss ways to test their training program before they deliver it.

Creating Proposals Participants will learn how to organize and write a training proposal, and then they will apply the knowledge to a case study.

Building Rapport We will discuss some ways to ensure that your proposal gets approved.

Pulling it all Together To conclude the course, participants will work together to create individual action plans.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and speak with the trainer.



Diversity Training - Celebrating Diversity in the Workplace Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Diversity Participants will begin by defining diversity and related terms, including affirmative action, bias, stereotype, and Equal Employment Opportunity.

How Does Diversity Affect Me? This session will help participants identify how a changing world has affected them. Participants will also complete a self-awareness inventory to identify possible areas for improvement.

Identifying Stereotypes During this session, participants will explore stereotypes from different angles through a lecture and two group exercises.

Wise Words In this era of political correctness, it's sometimes hard to keep up with words that have become inappropriate. We will take a look at some phrases that are considered universally incorrect and some basic guidelines. We'll also take a humorous look at some phrases that have gone too far.

The Cornerstones of Diversity Diversity experts Armida Russell, Amy Tolbert, and Frank Wilderman have identified four cornerstones of diversity development. They are knowledge, acceptance, understanding, and behavior. We will examine each cornerstone in detail during this session.

How to Discourage Diversity There are some practices that discourage diversity more than they encourage it. We will look at four common mistakes and how to avoid them.

The STOP Technique Diversity expert Lenora Billings-Harris has developed a four-step technique that you can use when someone is behaving in an inappropriate manner. It's called STOP. Participants will learn about the technique through a lecture and will then practice it in a role play.

Managing for Diversity During this brief lecture, we will look at some simple things managers and employees can do to encourage diversity in their workplace.

Dealing with Discrimination To wrap up the day, we will discuss how to deal with discrimination as a manager and an employee.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Dynamite Sales Presentations Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Business Writing Basics To get started, we will look at some basic ways that business writing is different from literary writing.

Writing a Proposal During this session, we will look at the two major types of proposals: formal and informal.

Writing Your Proposal There are three easy steps to get started on writing a proposal. We will discuss each of them in a lecture.

Getting Thoughts on Paper We will look at some ways to organize and sequence a proposal. Then, participants will apply those methods to a sample proposal.

Basic Formats During this lecture, we will look at indirect and direct proposals. Participants will then work in groups to turn a direct proposal into an indirect proposal.

Editing This session will explore some basic editing techniques, including the readability index.

The Finishing Touches During this session, we will look at some final touches that can jazz up your presentation.

The Handshake Often, you will need to greet people before and/or your presentation. This session will offer some tips on a key element of your greeting: the handshake.

Getting Ready for Your Presentation We will offer participants some preparation tips. Then, participants will be asked to prepare a brief presentation on the spot.

Elements of a Successful Presentation During this session, we will explore five keys to success through a lecture and small group work.

Dressing Appropriately This session will help participants dress for success.

Dealing with Questions Many presenters find the question and answer period difficult to manage. This brief lecture will offer some easy tips on dealing with questions.

Presentations To wrap up the day, each participant will give a two to three minute presentation.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Effective Planning and Scheduling Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Projects and Schedules To begin, participants will review what a project is and why schedules are so important.

The Work Breakdown Structure (WBS) This session will teach participants what a Work Breakdown Structure is, what its role is, what formats and numbering can be used, and the process to create one. Participants will then create their own WBS for taking a camping trip.

Estimating Activity Durations Next, participants will receive tips on how to estimate the length of each task and the project.

Estimating Case Study In this session, participants will perform task estimations for their camping trip project.

Identifying Task Dependencies In this session, participants will learn key definitions and the four types of dependencies. Participants will also complete two exercises to give them some hands-on practice.

Aligning Resources with Activities Next, participants will learn about resources, Resource Breakdown Structures, resource scheduling, and resource leveling. Participants will then complete a case study.

Project Planning To begin the second day, participants will learn how to create network diagrams, use the Critical Path Method and the Program Evaluation and Review Technique (PERT), and create Gantt charts. Participants will go through the full Critical Path Method to create a network diagram with earliest and latest start and finish times and slack.

Scheduling Software In this session, participants will discuss the benefits and disadvantages of using project management software.

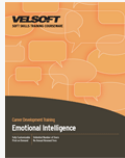
Uncertainty and Risk Management Whether we choose to address it or not, there is some form of risk in every project we undertake. This session will give participants some ways to manage risk.

Communication This session will explore the four key elements of any communication and give participants a framework for communicating with various project team members. Participants will also complete a communication plan.

Creating a Viable Schedule Each of the previous topics will come together in this section to create a workable schedule. Participants will also brainstorm solutions for common scheduling problems.

Updating and Monitoring the Schedule To wrap up the course, participants will receive some tips on schedule management.

Workshop Wrap-Up At the end of the second day, students will have an opportunity to ask questions and fill out an action plan.



Emotional Intelligence (One Day) Course Outline

Introduction and Course Overview You will spend the first part of the workshop getting to know participants and discussing what will take place during the workshop. Participants will also have an opportunity to identify their personal learning objectives.

History of Emotional Intelligence This session outlines some of the milestones and important people who have contributed to the world of emotional intelligence.

Emotional Intelligence Defined You will introduce a few definitions of emotional intelligence and then have participants create their own definition.

EI Blueprint Next, you will cover skills and concepts behind identifying emotions, understanding and managing emotions, and using and communicating emotions.

Optimism This session outlines the basics of optimism and how it differs from pessimism.

Validating Emotions in Others In this session, you will give participants two models to validate emotions in others.

Emotions This session will explore the seven primary human emotions.

Setting Your Personal Vision Participants will explore their own emotions by looking at their principles, values, strengths, talents, potential obstacles, and relationships.

Workshop Wrap-Up At the end of the workshop, students will have an opportunity to ask questions and fill out an action plan.



Employee Accountability Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Accountability To get started, participants will learn what accountability is. Then, they will explore how history has shaped the recent call for accountability in society. Finally, participants will discuss practices that encourage and discourage accountability personally and professionally.

Creating an Accountable Organization This session will explore the accountability cycle, the building blocks of accountability, and how participants can start being more accountable.

Setting Goals and Expectations In order for people to be accountable, they need to know what they are going to be accountable for! This session will explore two ways to do this: set goals with employees and communicate expectations in a structured way. Participants will also learn ways to create ownership in their organization.

Doing Delegation Right Delegation is key for building accountability in an organization. This session will give some participants ways to delegate successfully.

Offering Feedback Next, participants will learn ways to give others constructive feedback and how to accept criticism.

A Toolbox for Managers To conclude the course, participants will explore areas for further learning.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Employee Dispute Resolution - Mediation through Peer Review Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Peer Review? To begin, participants will discuss what the peer review process is and is not.

Initiating the Process This session will look at the first three stages of the process: filing a grievance, informing the defendant, and obtaining witness statements.

The Peer Review Panel During this session, participants will learn who should be on the peer review panel.

Asking Questions Next, participants will hone their questioning and probing skills.

The Peer Review Process This session will introduce participants to the remainder of the peer review process: preparation, the hearing itself, and the decision making process.

Panel Walkthrough The bulk of the afternoon will be spent role playing a peer review scenario.

Why Does the Process Fail? To wrap things up, participants will explore common reasons why the peer review process fails and how to avoid or resolve these problems.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office Excel 2002 - Advanced Course Outline

Getting Started with Excel To begin, participants will learn the basics of Excel: how to open and close it, how to use the interface, how to create a basic workbook, and how to open and save workbooks.

Excel Basics Next, participants will learn about cells, columns, rows, and ranges; how to create worksheet labels; how to use AutoSum, AutoComplete, AutoCorrect, and AutoFill; how to use Excel's basic formulas; how to use Smart Tags; about option buttons; and how to perform basic editing tasks.

Working with Excel This section will focus on modifying cells and data, applying cell and worksheet formatting, using conditional formatting, using the Format Painter, customizing toolbars, and adding charts.

Workbook Management Participants will learn how to manage worksheets; add headers, footers, and page numbers; set up a workbook for printing; print a workbook; and link, consolidate, combine, and protect workbooks.

Working with Functions and Formulas This section will explore many of Excel's formulas and functions, including array formulas and the IF function. We will also look at how to troubleshoot formulas and how to use named ranges.

Managing Lists This section will teach participants how to create and use lists, records, fields, and filters. We will also discuss how to use Excel as a database.

Working with Macros and Controls Participants will learn how to create and use macros and how to develop forms in Excel.

Using Excel with Other Programs Participants will learn how to add Excel spreadsheets to Word, use Outlook to e-mail spreadsheets, and import and export Excel data.

Getting the Most from your Data This section will explore creating outlines, groups, PivotTables, scenarios, and using what-if analysis.

Excel and the Internet Participants will learn how to add hyperlinks to workbooks, save a workbook as a web page, and use web queries.

Advanced Excel Tasks To conclude the course, we will look at creating and using shared workbooks, coding macros using Visual Basic, backing up workbooks, protecting workbooks, protecting your personal information, adding passwords, customizing Excel, and using Detect and Repair.



Microsoft Office Excel 2002 - Foundation Course Outline

Getting Started with Excel To begin, participants will learn the basics of Excel: how to open and close it, how to use the interface, how to create a basic workbook, and how to open and save workbooks.

Excel Basics Next, participants will learn about cells, columns, rows, and ranges; how to create worksheet labels; how to use AutoSum, AutoComplete, AutoCorrect, and AutoFill; how to use Excel's basic formulas; how to use Smart Tags; about option buttons; and how to perform basic editing tasks.

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Using Excel with Other Programs Participants will learn how to add Excel spreadsheets to Word, use Outlook to e-mail spreadsheets, and import and export Excel data.

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Advanced Excel Tasks To conclude the course, we will look at creating and using shared workbooks, coding macros using Visual Basic, backing up workbooks, protecting workbooks, protecting your personal information, adding passwords, customizing Excel, and using Detect and Repair.



Microsoft Office Excel 2002 - Intermediate Course Outline

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Advanced Excel Tasks To conclude the course, we will look at creating and using shared workbooks, coding macros using Visual Basic, backing up workbooks, protecting workbooks, protecting your personal information, adding passwords, customizing Excel, and using Detect and Repair.



Microsoft Office Excel 2003 - Advanced Course Outline

Getting Started With Excel

To begin, participants will learn the basics of Excel: how to open and close it, how to use the interface, how to create a basic workbook, and how to open and save workbooks.

Excel Basics

Next, participants will learn about cells, columns, rows, and ranges; how to create worksheet labels; how to use AutoSum, AutoComplete, AutoCorrect, and AutoFill; how to use Excel's basic formulas; how to use Smart Tags; about option buttons; and how to perform basic editing tasks.

Working with Excel

This section will focus on modifying cells and data, applying cell and worksheet formatting, using conditional formatting, using the Format Painter, customizing toolbars, and adding charts.

Workbook Management

Participants will learn how to manage worksheets; add headers, footers, and page numbers; set up a workbook for printing; print a workbook; and link, consolidate, combine, and protect workbooks.

Working with Functions and Formulas

This section will explore many of Excel's formulas and functions, including array formulas and the IF function. We will also look at how to troubleshoot formulas and how to use named ranges.

Managing Lists

This section will teach participants how to create and use lists, records, fields, and filters. We will also discuss how to use Excel as a database.

Working with Macros and Controls

Participants will learn how to create and use macros and how to develop forms in Excel.

Using Excel with Other Programs

Participants will learn how to add Excel spreadsheets to Word, use Outlook to e-mail spreadsheets, and import and export Excel data.

Getting the Most from Your Data

This section will explore creating outlines, groups, PivotTables, scenarios, and using what-if analysis.

Excel and the Internet

Participants will learn how to add hyperlinks to workbooks, save a workbook as a web page, and use web queries.

Advanced Excel Tasks

To conclude the course, we will look at creating and using shared workbooks, coding macros using Visual Basic, backing up workbooks, protecting workbooks, protecting your personal information, adding passwords, customizing Excel, and using Detect and Repair.



Microsoft Office Excel 2003 - Foundation Course Outline

Getting Started with Excel To begin, participants will learn the basics of Excel: how to open and close it, how to use the interface, how to create a basic workbook, and how to open and save workbooks.

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Getting the Most from your Data This section will explore creating outlines, groups, PivotTables, scenarios, and using what-if analysis.

Excel and the Internet Participants will learn how to add hyperlinks to workbooks, save a workbook as a web page, and use web queries.

Advanced Excel Tasks To conclude the course, we will look at creating and using shared workbooks, coding macros using Visual Basic, backing up workbooks, protecting workbooks, protecting your personal information, adding passwords, customizing Excel, and using Detect and Repair.



Microsoft Office Excel 2003 - Intermediate Course Outline

Getting Started With Excel

To begin, participants will learn the basics of Excel: how to open and close it, how to use the interface, how to create a basic workbook, and how to open and save workbooks.

Excel Basics

Next, participants will learn about cells, columns, rows, and ranges; how to create worksheet labels; how to use AutoSum, AutoComplete, AutoCorrect, and AutoFill; how to use Excel's basic formulas; how to use Smart Tags; about option buttons; and how to perform basic editing tasks.

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This section will focus on modifying cells and data, applying cell and worksheet formatting, using conditional formatting, using the Format Painter, customizing toolbars, and adding charts.

Workbook Management

Participants will learn how to manage worksheets; add headers, footers, and page numbers; set up a workbook for printing; print a workbook; and link, consolidate, combine, and protect workbooks.

Working with Functions and Formulas

This section will explore many of Excel's formulas and functions, including array formulas and the IF function. We will also look at how to troubleshoot formulas and how to use named ranges.

Managing Lists

This section will teach participants how to create and use lists, records, fields, and filters. We will also discuss how to use Excel as a database.

Working with Macros and Controls

Participants will learn how to create and use macros and how to develop forms in Excel.

Using Excel with Other Programs

Participants will learn how to add Excel spreadsheets to Word, use Outlook to e-mail spreadsheets, and import and export Excel data.

Getting the Most from Your Data

This section will explore creating outlines, groups, PivotTables, scenarios, and using what-if analysis.

Excel and the Internet

Participants will learn how to add hyperlinks to workbooks, save a workbook as a web page, and use web queries.

Advanced Excel Tasks

To conclude the course, we will look at creating and using shared workbooks, coding macros using Visual Basic, backing up workbooks, protecting workbooks, protecting your personal information, adding passwords, customizing Excel, and using Detect and Repair.



Microsoft Office Excel 2007 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of Excel: how to open and close it, how to use the interface, how to create a basic spreadsheet and workbook, how to save and open workbooks, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar and each of the default tabs.

Excel Basics In this section, participants will learn more about creating spreadsheets, including how to work with cells, columns, rows, and ranges; adding worksheet labels; basic Excel features and functions; moving data; using Smart Tags; using option buttons; and using Excel's review tools (including spell check, AutoCorrect, and Find and Replace).

Editing Your Workbook Participants will learn how to change the way their data appears, including using conditional formatting, the Format Painter, and styles. Participants will also receive an introduction to creating and editing charts.

Printing and Viewing your Workbook This section will focus on using the View tab, Print Preview, and Excel's various printing commands.

Advanced File Tasks Participants will learn how to use My Computer within Excel, various ways to save their files, and how to use and create templates.

Working with Functions and Formulas This section will take an in-depth look at Excel formulas and functions, including the IF function. Participants will also learn how to use formula troubleshooting tools, named ranges, AutoCalculate, and array formulas.

Managing Tables Believe it or not, you can actually use Excel 2007 as a basic database application. This section will explain how to do that through a discussion of tables, records, fields, filters, and technical concerns.

Enhancing your Workbook Participants will learn how to add shapes, SmartArt, text boxes, WordArt, ClipArt, embedded objects, and signature lines to their workbook.

Finalizing your Workbook This section will explore some of Excel's security tools, including the Protect Sheet command and the Lock command. We will also look at two new tools: the Compatibility Checker and the Document Inspector. Next, we will look at using Excel data in Word, Access, and Outlook, and at saving Excel data in common formats (including PDF) to be read by non-Office applications.

Advanced Topics Participants will learn how to use Excel Options to change their user name, default font, default file format, and screen theme. Participants will also learn how to use Office diagnostic tools and the Excel viewer.

Getting the Most from your Data This section will explore some of Excel's data analysis tools, including the outlining feature, subtotals, PivotTables, scenarios, and what-if analysis.

Excel and the Internet This section will look at some tools used to link Excel data to the Internet, including hyperlinks, Web queries, and Excel services. Participants will also learn how to save their workbooks as web pages.

Advanced Excel Tasks Participants will learn how to create and use shared workbooks; use custom AutoFill lists; use VLOOKUP; and how to link, consolidate, and combine workbooks.

Add-Ins, Smart Tags, and Digital Security Participants will explore how to use the Trust Center, how to manage add-ins, how to use Information Rights Management, how to add a digital signature to their workbook, and how to create custom Smart Tags.

Macros, VBA, and Excel Programming This section will introduce participants to macros and Visual Basic programming.

Expert Topics To conclude the course, participants will learn how to use Excel to create and program forms, how to publish Excel data to a SharePoint server, and how to use advanced functions (including PMT, FV, and logical functions).



Microsoft Office Excel 2007 - Expert Course Outline

Getting Started To begin, participants will learn the basics of Excel: how to open and close it, how to use the interface, how to create a basic spreadsheet and workbook, how to save and open workbooks, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar and each of the default tabs.

Excel Basics In this section, participants will learn more about creating spreadsheets, including how to work with cells, columns, rows, and ranges; adding worksheet labels; basic Excel features and functions; moving data; using Smart Tags; using option buttons; and using Excel's review tools (including spell check, AutoCorrect, and Find and Replace).

Editing Your Workbook Participants will learn how to change the way their data appears, including using conditional formatting, the Format Painter, and styles. Participants will also receive an introduction to creating and editing charts.

Printing and Viewing your Workbook This section will focus on using the View tab, Print Preview, and Excel's various printing commands.

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Expert Topics To conclude the course, participants will learn how to use Excel to create and program forms, how to publish Excel data to a SharePoint server, and how to use advanced functions (including PMT, FV, and logical functions).



Microsoft Office Excel 2007 - Foundation Course Outline

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Expert Topics To conclude the course, participants will learn how to use Excel to create and program forms, how to publish Excel data to a SharePoint server, and how to use advanced functions (including PMT, FV, and logical functions).



Microsoft Office Excel 2007 - Intermediate Course Outline

Getting Started To begin, participants will learn the basics of InfoPath: how to open and close it, how to use and customize the interface, how to create a basic form, how to save and open forms, and how to get help.

Managing Documents This section will cover how to fill out a form with InfoPath. Then, we will look at designing a form, using basic editing commands, adding color and formatting, adding finishing touches (such as controls, data sources, the Design Checker, and form protection), and finally, publishing the form.

Printing and Viewing Forms Participants will learn how to create and manage views in this section. We will also look at using Print Preview and printing a form.

Doing More with Forms This section will teach participants how to add XML information, resource files, and data bindings to their form. We will also look at using form templates, importing forms, and publishing forms. Finally, we will learn how to set InfoPath program options.

Advanced Form Tasks To conclude, we will look at programming forms, how to use InfoPath and SharePoint Server together (including workflows), how to use advanced controls (such as repeating tables), and more about XML.



Microsoft Office Excel 2010 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of Excel: how to open and close it, how to use the interface, how to create a basic spreadsheet and workbook, how to save and open workbooks, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar and each of the default tabs.

Excel Basics In this section, participants will learn more about creating spreadsheets, including how to work with cells, columns, rows, and ranges; adding worksheet labels; basic Excel features and functions; moving data; using Smart Tags; using option buttons; and using Excel's review tools (including spell check, AutoCorrect, and Find and Replace).

Editing Your Workbook Participants will learn how to change the way their data appears, including using conditional formatting, the Format Painter, and styles. Participants will also receive an introduction to creating and editing charts.

Printing and Viewing your Workbook This section will focus on using the View tab, Print Preview, and Excel's various printing commands.

Advanced File Tasks Participants will learn how to use My Computer within Excel, various ways to save their files, and how to use and create templates.

Working with Functions and Formulas This section will take an in-depth look at Excel formulas and functions, including the IF function. Participants will also learn how to use formula troubleshooting tools, named ranges, AutoCalculate, and array formulas.

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Advanced Topics Participants will learn how to use Excel Options to change their user name, default font, default file format, and screen theme. Participants will also learn how to use Office diagnostic tools and the Excel viewer.

Getting the Most from your Data This section will explore some of Excel's data analysis tools, including the outlining feature, subtotals, PivotTables, scenarios, and what-if analysis.

Excel and the Internet This section will look at some tools used to link Excel data to the Internet, including hyperlinks, Web queries, and Excel services. Participants will also learn how to save their workbooks as web pages.

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Expert Topics To conclude the course, participants will learn how to use Excel to create and program forms, how to publish Excel data to a SharePoint server, and how to use advanced functions (including PMT, FV, and logical functions).



Microsoft Office Excel 2010 - Intermediate Course Outline

Advanced File Tasks This section teaches students how to use the Open and Save dialogs to create new files and folders. It also covers file types that are compatible with Excel, how to work with older file formats, and how to protect their workbook against accidental or intentional changes to the data. Finally, this section will discuss the many file management tools and checkers that are used to scan workbooks for personal information and compatibility issues.

Working with Functions and Formulas In this section, participants will learn how to properly reference cells, use mathematical operators, and how to check their formulas for errors. This section also covers how to browse, insert, and use functions to perform complex mathematical operations. Students will learn how to use the IF function, use nested functions to perform multiple operations, and define and use range names. Finally, array formulas will be discussed.

Managing Tables Tables are an important part of Excel because they inherently contain a lot of useful functionality, including sorting and filtering. This section teaches participants how to add and edit tables, edit table information, perform sort and filter operations, and even how to use Excel as a database.

Adding the Finishing Touches This section details how to round off a spreadsheet by discussing how to check spelling and use the research pane to look up words, facts, and figures. Students will learn how to apply and use theme effects and create text boxes, pictures, and Clip Art. Basic image editing will also be discussed.

Showing Data as a Graphic This final section will show how to turn data into informative visual aids. Students will learn how to add and edit SmartArt; how to add symbols, special characters, and equations; and also how to add and edit shapes. Finally, the new Sparkline feature will be discussed, showing participants how to add, edit, and customize these useful graphs-in-a-cell.



Facilitation Skills Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Definitions Participants will explore the differences between instruction, facilitation, and management in small and large groups.

What is a Facilitator? Through a lecture, participants will learn about the history of facilitation, some key skills, the levels of facilitation, and the facilitation process.

Types of Groups Facilitators must work with all types of groups. In this session, participants will discuss two common types (participatory and conventional) of groups in a small group setting.

Content and Process It is very important for facilitators to understand the differences between content and process, as they have a different role in each element. These concepts will be explored in a large group discussion.

Group Norms During this session, participants will learn about team norms and set some for themselves to guide the rest of the workshop.

Types of Thinking This session will explore divergent thinking, convergent thinking, the groan zone, and multi-voting tools through a lecture and a large group exercise.

Controversial Issues Facilitators are often asked for their help when a group has a controversial issue to deal with. In this session we will learn about a tool that can help participants facilitate these types of issues: the gradient of agreement.

Communication Skills A key part of the facilitator's toolbox is communication skills. We will discuss how to ask good questions, how to actively listen, how to use non-verbal messages, and how to listen for common ground.

Common Facilitation Techniques We will spend several hours looking at twenty techniques that facilitators often use. First we will explore these techniques through lecture, and then participants will role play the techniques in front of the large group.

Effective Feedback Giving and receiving feedback is an important part of facilitation. We will look at both elements during this session.

Facilitating an Open Discussion During this session, we will look at some facilitation techniques that the facilitator can use to ensure everyone in the group gets a chance to speak.

Managing Divergent Perspectives Usually, if a lot of people are taking part in a discussion, there are a lot of differing perspectives on the issues. The facilitator's challenge is to help people value one another's contributions. Through a lecture and a case study, this session will look at some ways that the facilitator can do this.

The Language of Facilitation This session will look at four language techniques that facilitators commonly use.

City Council Participants will apply the knowledge learned so far to a case study.

Agendas Agendas can be a great tool for facilitating meetings. We will look at how to develop an agenda and we will develop a sample agenda.

Dealing with Difficult Dynamics Participants will work in small groups to complete a mix-and-match exercise on difficult people and how to manage them.

Interventions This session will look at some techniques facilitators can use to intervene. Participants will have an opportunity to practice these interventions in a role play.

Sustainable Agreements As a facilitator, you want to make sure that all points of view have been considered, so that when an agreement is reached, it is one that everyone is happy with. During this session we will look at the components of a sustainable agreement.

Stages of Team Development This session will explore Tuckman and Jensen's four stage model of team development: forming, storming, norming, and performing. We will also look at some ways that a facilitator can help groups move through these stages.

Analysis Tools SWOT analysis and force field analysis can help the group analyze internal or external problems. We will take a brief look at how to use both tools.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Generation Gap - Closing the Generation Gap in the Workplace Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

History in Brief To begin, participants will look at how the generation gap is defined and where it comes from. Participants will also determine similarities and differences amongst themselves.

Finding Common Ground As individuals, we have more in common at work than we may think. This session will teach participants how finding things that are in common can be useful when deciding how to approach differences.

Silents, Boomers, Xers, Y's, and Millennials This session will look at common generation definitions in an effort to understand their history.

Recruiting that Bridges the Gap During this session, participants will explore generation-specific factors that affect retention and recruiting.

Pre-Assignment Review This session will review the pre-assignment and explore common generalizations.

Solutions During this session, participants will identify targeted ways to appeal to different generations.

The Value of Planning Participants will learn how succession planning and coaching can increase an organization's sustainability.

Holding on for the Good Times During this session, participants will look at the effect the generation gap has on retention.

Developing Targeted Retention Strategies Next, participants will learn how to use the generation gap to their advantage when developing retention strategies.

What We Really Want To wrap up the day, participants will explore how to use proven techniques to make our workplace engaging.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Getting Stuff Done - Personal Development Boot Camp Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Understanding Personal Efficiency To start, participants will explore what personal productivity means to them and others, and what it might feel like. We'll also discuss how personal productivity is similar to (and different from) basic time management.

Developing the Right Attitude This session will give participants some useful attitudes to cultivate and some skills that they might want to work on. You will also discuss why multi-tasking is a myth.

Laying the Foundation Your daily and weekly task lists are in fact only the tip of your personal to-do list. This session will show participants how to create a strong foundation for their daily plan: a vision statement, dreams, and goals.

The Building Blocks of a Good Organizational System After the lunch break, participants will brainstorm a list of characteristics of a good organizational system. You will also explore Pareto's principle, also known as the 80/20 rule.

Creating the Right Environment This session will focus on how to purge a workspace, design it for efficiency, and re-organize it. We will also introduce our filing system and our daily information management system: the incubator.

Setting up your Virtual Environment Next, we will take a closer look at organizing electronic files and e-mail.

Setting up Your Information Management Center Day Two will begin with an overview of the four components of an information management center: calendar, tasks lists, communications log, and projects notebook. To reinforce learning, participants will review three case studies and then create their own.

Managing Information in Six Easy Steps This session will introduce the GOPHER model of handling information. Participants will then apply the knowledge to a case study.

Prioritizing Your Tasks Next, participants will learn how to prioritize work with the Eisenhower principle, also known as the urgent-important matrix.

Saying No In this session, participants will explore different ways of saying no.

Creating Routines Participants will discover the importance of routine through an exercise and a large group discussion.

Stopping Procrastination Now (Not Later!) This session will give participants some ways to tackle those tasks that they have been putting off. Participants will also complete a Challenge to Change.

Applying Our Lessons at Home The final session of this workshop will give participants to organize key areas at home, including chores, exercise, and meals.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Getting Your Job Search Started Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Change and Transitions To begin, participants will learn about the change cycle in the context of searching for a job.

The Important Stuff This session will give participants a chance to identify their core values and how those values affect their job search.

Skill and Ability Next, participants will identify their key skills.

Vocation and Strategy During this session, participants will evaluate their job satisfaction. They will also learn about the importance of living your purpose, and how to know when you're doing what you were meant to do.

Resources This session will give participants some tips on additional resources to check out after the workshop, including the NOC and different types of career development professionals.

The Job Market Did you know only about 10% to 20% of jobs in the United States and Canada are actually advertised? This session will give participants some ways to tap into the hidden job market.

Invite Your Network During this session, participants will build a networking plan.

Ready, Set, Goal! Next, participants will set some SMART goals to get their job search started.

Keeping It Real This session will help participants set some action steps to start working toward their goal.

Thinking Unconventionally to Get What You Want In order to do the work that we love, we have to also consider the environment we live in, the realities of the job market, and the things we want to do most. This session will look at those factors and how participants can use them to their advantage.

Getting Things Moving To wrap up the day, participants will complete a personal action plan.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out a course evaluation.



Hiring for Success - Behavioral Interviewing Techniques Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

History of the Interviewing Process The day will begin with a brief lecture on the history of the interviewing process, including Alfred Binet's ideas, stress interviewing, and structured interviewing.

The Recruitment and Selection Process During this session, we will take a quick look at the six stages of the hiring process.

Factors in the Hiring Process We will examine the three levels of factors in the hiring process in this session.

Cost Analysis During this session, participants will analyze the cost of hiring an employee.

Job Analysis and Position Profiles Determining just what you're hiring for is the second stage of the hiring process. We will look at performing a job analysis and writing a position profile in this session.

Determining the Skills You Need Once you have analyzed what the job will entail, you will need to determine what technical and performance skills the candidate will need. We will examine various ways of doing this during this session.

Finding Candidates During this session, we will examine the advantages and disadvantages of various advertising methods.

Advertising Guidelines If you're going to spend time and money looking for a candidate, you should make sure your ad passes the ten tests of advertising.

Screening Resumes Now that you have the stack of resumes on your desk, what are you going to do with them? Our recommendation is to use a resume screening guide. During this session, we'll discuss just what that is, how to develop one, and how to use it.

Performance Assessments In addition to interviewing, you may also choose to have candidates complete a technical or performance exercise. We will look at both types of exercises through a lecture.

Problems Recruiters Face During this session we will discuss some common mistakes recruiters make and how to avoid them.

Interviewing Barriers There are also some human mistakes that recruiters make; this will be our focus during this lecture.

Non-Verbal Communication During an interview, it is crucial to be aware of the non-verbal signals that you are giving and receiving. We will explore some of these signals through a lecture and an exercise.

Types of Questions Obviously, the ability to ask questions is crucial to an interview. During this session, we will discuss how to use open questions, closed questions, and probes.

Diana Jones To wrap up the first day, participants will work on a case study to help Diana Jones figure out why her hiring process didn't work like she had expected.

Traditional vs. Behavior Interviews During this session we will look at what behavioral interviewing is and how it differs from traditional interviewing. Participants will also have the opportunity to develop some sample behavioral questions.

Other Types of Questions There are two more key types of questions that you can use during an interview: achievement oriented and holistic. We will take a brief look at both types during this session.

The Critical Incident Technique Another type of interview question asks the candidate how they might behave in a certain situation. We will explore why these questions are so valuable, how to develop them, and how to use them.

Listening for Answers Listening for what the candidate does and does not say is just as important as asking the right questions. During this session, we will look at some key listening skills.

Difficult Applicants During this session, participants will role play one of four difficult applicants in a mock interview. We will also discuss how to get the information you're looking for out of these types of people.

Interview Preparation and Format During this session, we will discuss some things you should do before, during, and after the interview.

Other Interview Techniques During the interview, there are some techniques you can use to keep things moving. We will talk about five of the most common methods.

Scoring Responses During this session, we will discuss how to use performance-based rating scales.

Checking References We will look at how to check references, using a reference guide, and who to ask for references.

Human Rights Through a brief lecture, participants will learn about some of the key human rights issues that recruiters face.

Skill Application We will spend the afternoon of Day Two developing an interview guide and role-playing the interview using all the skills we have learned.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Human Resources Training - HR for the Non-HR Manager Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Human Resources To begin the workshop, we will discuss just what "human resources" means. We will also complete a case study that highlights some of the challenges that an HR professional faces.

Skills Inventory During this session, we will look at what a skills inventory is and what its benefits are.

Forecasting Human resource forecasts are attempts to predict an organization's future demand for employees. We will look at two main types of forecasting: indexing and extrapolation.

Job Analysis A job analysis will ensure that the job description accurately reflects the tasks that the job entails. We will discuss what a job analysis is and what formats can be used. Participants will have the opportunity to complete a basic job analysis.

Job Competencies This session will discuss how to identify technical and performance skills needed to do a job.

Position Profiles and Job Descriptions During this session, we will explore what a job description is through a lecture and an exercise.

Do You Really Need to Hire? If you need to fill a position, there may be other ways of filling it rather than hiring externally. This session will examine some of those possibilities. Participants will also complete an exercise to demonstrate how much hiring a new employee really costs.

Finding Candidates We will look at eight ways to recruit candidates during this session.

Advertising Guidelines During this session, we will look at some things to consider when writing a job ad.

Screening Resumes A resume screening guide can be a valuable tool when hiring. This session will discuss how to develop and use such a guide.

Preparing for the Interview Preparation is key to a successful interview. We will look at a preparation checklist and then participants will role play an interview.

Conducting the Interview This session will look at some key interviewing ideas, including the history of interviewing, criteria for objective interviews, behavioral interviewing techniques, and critical incidents.

After the Interview During this session, we will look at what participants should do after the interview. Special attention will be paid to methods of rating candidates.

Employee Orientation A good orientation is key to an employee's success. Participants will rate their company's organization. We will also discuss common problems and some possible solutions.

Planning Training At some point in the life of almost every human resource professional, they will need to develop a training program. During this session, we will look at the training cycle. Participants will also explore the advantages and disadvantages of internal and external training.

Working with External Providers During this session we will look at some criteria you should use when choosing an external person to provide services to your company.

Performance Reviews Performance reviews are a crucial part of helping an employee grow. During this session, we will explore the performance review process through individual exercises, a case study, and two lectures.

Absenteeism Absenteeism costs companies more money every year. Through a lecture and a case study, we will look at common causes and solutions.

Diversity This session will look at common diversity issues through group work and a lecture.

Privacy Issues The privacy of personal information is becoming a bigger and bigger concern with the advent of technology. During this session, we will discuss the 10 principles of personal information protection.

Compensation and Benefits During this session, we will discuss the role of compensation and benefits in retaining employees. We will also review the pre-assignment.

Discipline This session will look at a four step disciplinary system that can be applied to any situation.

Termination Firing an employee is hard to do. Through discussion and a case study, we will look at some things to consider and some ways to make the process a bit easier.

Exit Interviews Exit interviews can be a great tool to help your company grow. We will discuss types of exit interviews and we will look at a sample.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office InfoPath 2007 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of InfoPath: how to open and close it, how to use and customize the interface, how to create a basic form, how to save and open forms, and how to get help.

Managing Documents This section will cover how to fill out a form with InfoPath. Then, we will look at designing a form, using basic editing commands, adding color and formatting, adding finishing touches (such as controls, data sources, the Design Checker, and form protection), and finally, publishing the form.

Printing and Viewing Forms Participants will learn how to create and manage views in this section. We will also look at using Print Preview and printing a form.

Doing More with Forms This section will teach participants how to add XML information, resource files, and data bindings to their form. We will also look at using form templates, importing forms, and publishing forms. Finally, we will learn how to set InfoPath program options.

Advanced Form Tasks To conclude, we will look at programming forms, how to use InfoPath and SharePoint Server together (including workflows), how to use advanced controls (such as repeating tables), and more about XML.



Microsoft Office InfoPath 2007 - Expert Course Outline

Getting Started To begin, participants will learn the basics of InfoPath: how to open and close it, how to use and customize the interface, how to create a basic form, how to save and open forms, and how to get help.

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Microsoft Office InfoPath 2007 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of InfoPath: how to open and close it, how to use and customize the interface, how to create a basic form, how to save and open forms, and how to get help.

Managing Documents This section will cover how to fill out a form with InfoPath. Then, we will look at designing a form, using basic editing commands, adding color and formatting, adding finishing touches (such as controls, data sources, the Design Checker, and form protection), and finally, publishing the form.

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Advanced Form Tasks To conclude, we will look at programming forms, how to use InfoPath and SharePoint Server together (including workflows), how to use advanced controls (such as repeating tables), and more about XML.



Microsoft Office InfoPath 2007 - Intermediate Course Outline

Getting Started To begin, participants will learn the basics of InfoPath: how to open and close it, how to use and customize the interface, how to create a basic form, how to save and open forms, and how to get help.

Managing Documents This section will cover how to fill out a form with InfoPath. Then, we will look at designing a form, using basic editing commands, adding color and formatting, adding finishing touches (such as controls, data sources, the Design Checker, and form protection), and finally, publishing the form.

Printing and Viewing Forms Participants will learn how to create and manage views in this section. We will also look at using Print Preview and printing a form.

Doing More with Forms This section will teach participants how to add XML information, resource files, and data bindings to their form. We will also look at using form templates, importing forms, and publishing forms. Finally, we will learn how to set InfoPath program options.

Advanced Form Tasks To conclude, we will look at programming forms, how to use InfoPath and SharePoint Server together (including workflows), how to use advanced controls (such as repeating tables), and more about XML.



Intermediate Project Management Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What Really Needs To Be Done? This session will look at identifying and listing tasks and resources.

The Work Breakdown Structure The Work Breakdown Structure, or WBS, is a key planning tool universally recognized by project management organizations. During this session, we will discuss what a WBS is and how to create one.

Scheduling Now that we know what tasks need to be done and the approximate order, it is time to schedule the tasks. We will look at how to estimate time and some scheduling considerations during this session. We will also look at some planning tools, including the Gantt chart, milestone charts, and action planning worksheets.

Budgeting The next step in planning the project is budgeting. Participants will learn about budgeting through a lecture, and then they will apply the knowledge to a case study.

Project Risks This session will examine what risks are and how we can identify and manage them.

Preparing the Final Plan All of the planning that we have done today will come together to create the final project plan.

Making it Fit So you've got all your documents prepared and you're ready to execute your project. And then you find out you need to get it done two weeks sooner or \$40,000 cheaper. During this session, we will look at ways to compress the project's schedule and budget.

The Execution Phase This session will look at some things you should do while executing your project, including status meetings and issues management.

Controlling Changes During the execution of the project, you need to have a process in place for managing changes. This session will outline a change control process that you can use on any project.

Closing out a Project During this session, we will discuss some things that should take place during the termination or close-out phase of a project.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Internet Explorer 6 Course Outline

Getting Started To begin, we will discuss some basic Internet-related terms. We will also learn how to open and close Internet Explorer and how to use the interface.

Browsing the Web Participants will learn how to access Web sites, navigate through the Web, search for information, copy information from a Web page, save pictures, and print information.

Favorites This section will focus on how to create, use, and organize favorites.

Security This section will focus on various Internet security measures, including secure sites, sites requiring login, Internet Explorer's pop-up blocker, and security tools that you can install to enhance protection (such as anti-virus software). We will also look at how to import and export favorites and cookies.

Advanced Topics To conclude, participants will learn how to change Internet Explorer options, clear history, and manage plug-ins and add-ons.



Microsoft Internet Explorer 7 Course Outline

Getting Started To begin, we will discuss some basic Internet-related terms. We will also learn how to open and close Internet Explorer and how to use the interface.

Browsing the Web Participants will learn how to access Web sites, navigate through the Web, use the new Tabs feature, search for information, copy information from a Web page, save pictures, and print information.

Favorites This section will focus on how to create, use, and organize favorites.

Security This section will focus on various Internet security measures, including secure sites, sites requiring login, Internet Explorer's phishing filter and pop-up blocker, and security tools that you can install to enhance protection (such as anti-virus software). We will also look at how to import and export favorites and cookies.

Advanced Topics To conclude, participants will learn how to change Internet Explorer options, clear history, use RSS feeds, and manage plug-ins and add-ons.



Microsoft Internet Explorer 8 Course Outline

Getting Started To begin, we will discuss some basic Internet-related terms. We will also learn how to open and close Internet Explorer and how to use the interface.

Browsing the Web Participants will learn how to access Web sites, navigate through the Web, use the new Tabs feature, search for information, copy information from a Web page, save pictures, and print information.

Favorites, Accelerators, and Web Slices This section will focus on how to create and use, favorites, accelerators, and web slices.

Security This section will focus on various Internet security measures, including secure sites, sites requiring login, Internet Explorer's phishing filter and pop-up blocker, and security tools that you can install to enhance protection (such as anti-virus software). We will also look at how to import and export favorites and cookies.

Advanced Topics To conclude, participants will learn how to change Internet Explorer options, clear history, use RSS feeds, and manage plug-ins and add-ons.



Intuit QuickBooks 2008 - Advanced Course Outline

Starting Out

To begin, participants will learn the basics of QuickBooks: how to open and close it, how to use the interface, how to use the EasyStep Interview, how to create and save files, and how to get help. Participants will also receive an introduction to basic accounting concepts.

Entering Company Data

Next, participants will learn how to enter data using the Chart of Accounts, the Item List, and the Journal.

Adding Vendors, Customers, and Employees

This section will explore the Vendor Center, Customer Center, and Employee Center.

Working with Sales

Participants will learn how to: create and use sales receipts, record customer payments, write off bad debts, and set up and manage finance charges.

Dealing with Customers

This section will take an in-depth look at invoices and credit memos.

Managing Your Business

In this section, participants will learn how to perform basic transactions (such as writing a check or recording a deposit), pay bills, and use the Loan Manager.

Vendor Activities

Participants will learn how to manage inventory, vendor expenses, and purchase orders.

Working with Bank Accounts

This section will explore key aspects of managing your bank account, including how to use the undeposited funds account, manage petty cash, do online banking, and manage credit cards using QuickBooks.

Using QuickBooks Reports

This section will take a complete look at creating, customizing, memorizing, e-mailing, printing, and exporting reports.

The Business of Doing Business

Participants will learn how to use QuickBooks to stay organized and on top of accounts receivable. We will also look at class tracking and managing NSF payments.

Using Estimates

This section will explore creating, customizing, memorizing, duplicating, modifying, and e-mailing estimates. Participants will also learn how to convert estimates to an invoice, sale, or purchase order.

Planning and Forecasting

In this section, participants will learn how to create a budget and a forecast using QuickBooks. Participants will also learn how to use the Cash Flow Projector Wizard.

Working with Payroll (I and II)

These two sections will explore all aspects of payroll, including QuickBooks' Payroll Services, tracking liabilities, tracking time, working with contractors, and creating paychecks.

System Security

This section will explore how to manage QuickBooks data; set up QuickBooks for multiple users; import, export, back up, and restore files; and create an accountant's copy.

Advanced Account Tasks

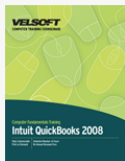
Next, participants will learn how to use asset, liability, and equity accounts; prepare sales tax; and wrap things up at year's end.

Using the Business Planner

Participants will learn how to use the Business Planner to generate reports, graphs, and a business plan.

Supplemental Checklists

To conclude the course, participants will receive daily, weekly, monthly, quarterly, and annual checklists to help them keep on top of QuickBooks tasks.



Intuit QuickBooks 2008 - Expert Course Outline

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Working with Payroll (I and II) These two sections will explore all aspects of payroll, including QuickBooks' Payroll Services, tracking liabilities, tracking time, working with contractors, and creating paychecks.

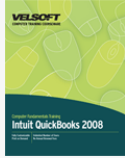
System Security This section will explore how to manage QuickBooks data; set up QuickBooks for multiple users; import, export, back up, and restore files; and create an accountant's copy.

Advanced Account Tasks Next, participants will learn how to use asset, liability, and equity accounts; prepare sales tax; and wrap things up at year's end.

Using the Business Planner Participants will learn how to use the Business Planner to generate reports, graphs, and a

business plan.

Supplemental Checklists To conclude the course, participants will receive daily, weekly, monthly, quarterly, and annual checklists to help them keep on top of QuickBooks tasks.



Intuit QuickBooks 2008 - Intermediate Course Outline

Starting Out

To begin, participants will learn the basics of QuickBooks: how to open and close it, how to use the interface, how to use the EasyStep Interview, how to create and save files, and how to get help. Participants will also receive an introduction to basic accounting concepts.

Entering Company Data

Next, participants will learn how to enter data using the Chart of Accounts, the Item List, and the Journal.

Adding Vendors, Customers, and Employees

This section will explore the Vendor Center, Customer Center, and Employee Center.

Working with Sales

Participants will learn how to: create and use sales receipts, record customer payments, write off bad debts, and set up and manage finance charges.

Dealing with Customers

This section will take an in-depth look at invoices and credit memos.

Managing Your Business

In this section, participants will learn how to perform basic transactions (such as writing a check or recording a deposit), pay bills, and use the Loan Manager.

Vendor Activities

Participants will learn how to manage inventory, vendor expenses, and purchase orders.

Working with Bank Accounts

This section will explore key aspects of managing your bank account, including how to use the undeposited funds account, manage petty cash, do online banking, and manage credit cards using QuickBooks.

Using QuickBooks Reports

This section will take a complete look at creating, customizing, memorizing, e-mailing, printing, and exporting reports.

The Business of Doing Business

Participants will learn how to use QuickBooks to stay organized and on top of accounts receivable. We will also look at class tracking and managing NSF payments.

Using Estimates

This section will explore creating, customizing, memorizing, duplicating, modifying, and e-mailing estimates. Participants will also learn how to convert estimates to an invoice, sale, or purchase order.

Planning and Forecasting

In this section, participants will learn how to create a budget and a forecast using QuickBooks. Participants will also learn how to use the Cash Flow Projector Wizard.

Working with Payroll (I and II)

These two sections will explore all aspects of payroll, including QuickBooks' Payroll Services, tracking liabilities, tracking time,

working with contractors, and creating paychecks.

System Security

This section will explore how to manage QuickBooks data; set up QuickBooks for multiple users; import, export, back up, and restore files; and create an accountant's copy.

Advanced Account Tasks

Next, participants will learn how to use asset, liability, and equity accounts; prepare sales tax; and wrap things up at year's end.

Using the Business Planner

Participants will learn how to use the Business Planner to generate reports, graphs, and a business plan.

Supplemental Checklists

To conclude the course, participants will receive daily, weekly, monthly, quarterly, and annual checklists to help them keep on top of QuickBooks tasks.



Inventory Management - The Nuts and Bolts Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Inventory? To begin, participants will explore what inventory is and what key concepts (including LIFO, FIFO, backorders, and lead time) mean. Participants will also look at the goals and objectives of inventory management and analyze where their system can improve.

Types of Inventory This session will explore anticipation, fluctuation, lot size, and transportation inventories.

Key Players Next, participants will discuss what roles customers, top management, and employees play in the inventory management system.

Setting up the Warehouse This session will discuss the objectives of a warehouse and ways to maintain location accuracy.

What Makes a Good Inventory Management System? Next, participants will discuss types of inventory management systems and criteria for a good system.

The Warehouse Inventory Cycle This session will introduce the warehouse inventory cycle of demand, receiving, validation, and put-away.

Identifying Demand Participants will learn how to determine order quantities, re-order points, and safety stock through discussion and a case study.

The Receiving Process Next, participants will learn what should happen when materials are received into inventory.

Validating Inventory This session will explore ways to validate the quality of merchandise.

The Put-Away Process Participants will discuss the five goals of the put-away process.

Maintaining Inventory Accuracy Next, participants will learn ways to keep their inventory organized and controlled.

The Outbound Process This session will look at the phases of the outbound process: picking, packing, loading, and shipping.

Industry Trends To conclude the workshop, we will explore some of the latest inventory management trends, including Six Sigma and the Just-In-Time (JIT) system.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Leadership Skills for Supervisors - Communication, Coaching, and Conflict Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Managing Your Time and Your Energy This section will discuss the Left and Right brain concepts, SMART goals, and how to organize your personal workspace.

What Makes a Good Leader? In this section students will learn about The Situational Leadership model and The Leadership Effectiveness and Adaptability Description (LEAD).

Communication as a Leadership Tool This section defines communication, how to use effective communication, and discusses the major elements of communication such as verbal and non-verbal queues, asking questions, and body language.

The Commitment Curve This section will teach you how to ensure new employees understand the commitment curve and recognize that the first few months of any new job will be tough.

Employee Development Models In this section we will discuss the Coaching and Dialogue employee development models. "You" and "I" messages will also be discussed, along with the consequences and benefits of both changing and not changing.

Dealing with Conflict and Difficult Issues You and the participants will discuss the difficulties involved when bringing up a concern or issue with another person.

What Successful Leaders Do You and the participants will discuss the difficulties involved when bringing up a concern or issue with another person.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Lean Process Improvement Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Understanding Lean To start, participants will learn what Lean is and what its origins are. Participants will also learn about the Toyota Precepts, how Lean differs from Six Sigma, and some common Lean terms.

The Toyota Production System Next, participants will learn about the Toyota Production System as presented by Jeffery Liker.

The Toyota Production System House In this session, participants will learn about another representation of the Toyota Production System.

The Five Critical Improvement Concepts Then, you will discuss five key ideas supporting Lean process improvement: value, waste, variation, complexity, and continuous improvement.

Understanding Value with the Kano Model This session will explore value with the Kano model, which divides product or system characteristics into three groups: basic, performance, and value added.

Types of Waste In this session, participants will learn about the three main wastes (muda, muri, and mura) as well as some new types.

Creating a Lean Enterprise Next, participants will explore some ways to create an environmentally friendly organization with Lean. They will also learn about John Bicheno's 20 keys to a Lean organization.

The Plan, Do, Study, Act (PDSA) Cycle The first session of Day Two will cover the PDSA cycle, which should be used to plan and implement organizational changes.

Using the R-DMAIC-S Model This session will cover the Recognize - Define - Measure - Analyze - Improve - Control - Sustain model, an advanced version of PDSA primarily used in Six Sigma.

Lean Thinking Tools Next, participants will learn about some Lean thinking tools, including 5W-2H, Genchi Genbutsu, Gemba, and 5-S.

Kaizen Events This session will cover the five levels of Kaizen events, with a focus on Level 3 (the Kaizen blitz).

Data Gathering and Mapping Most of the second afternoon will be spent learning about and practicing various Lean data tools, including flow charts, Ishikawa (cause and effect or fishbone) diagrams, SIPOC charts, and value stream maps. We will also share some tips for effective data analysis.

A Plan to Take Home The final session will challenge participants to think about roadblocks and pitfalls to Lean implementation and how to bring those lessons to their organization. Participants will also be given some ideas for Lean projects and a framework for a successful Lean approach.

Workshop Wrap-Up At the end of the workshop, students will have an opportunity to ask questions and fill out an action plan.



Marketing and Sales Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Pre-Assignment Review To begin, participants will review their pre-assignment in small groups.

Defining Marketing Next, participants will explore the definition of marketing and other key terms.

Recognizing Trends This session will focus on how to determine whether an idea is a trend or a fad.

Market Research Participants will learn about primary and secondary research, and the benefits and drawbacks of both methods.

Strategies for Success Next, participants will look at 89 marketing strategies and identify what they are doing and what they could be doing to make their marketing more successful.

Mission Statements The first half of the workshop will conclude with a discussion on mission statements.

Brochures During this session, participants will critique brochures to develop some guidelines to take back to the office.

Trade Shows Participants will work in small groups to develop a checklist of activities to do before, during, and after a trade show.

Developing a Marketing Plan Next, participants will learn about the four P's of a good marketing plan. We'll also explore how to do a SWOT analysis and how to market on a small budget.

Increasing Business This session will share a formula for increasing sales with participants.

Saying No to New Business Participants will read an article on why and when they should tell say no to a customer.

Advertising Next, participants will explore some advertising myths.

Networking To wrap up the day, participants will learn about roadblocks to networking and remedies.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Mastering the Interview Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Understanding the Interview To begin, participants will explore different types of interviews and what to expect from each.

Types of Questions This session will give participants tips on how to handle two main types of questions: behavioral and knowledge.

Getting Ready This session will give participants a few additional strategies to help them ace interviews.

Live and in Person Next, participants will take part in mock interviews.

Following up the Interview During this session, participants will explore some ways to relax before, after, and during an interview.

Common Problems and Solutions This session will explore some common interview problems, including illegal questions and special requests.

Phase Two The first interview is simply the first meeting that a job seeker has with an employer. This session will look at the additional meetings and auditioning that may follow.

Practice Makes Perfect This session will give participants another chance at mock interviews.

Sealing the Deal Next, participants will get some tips on managing job offers.

Getting What You're Worth To wrap up the day, participants will learn how to negotiate to receive what they are worth.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Meeting Management - The Art of Making Meetings Work Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Basics for Effective Meetings To begin, participants will receive a checklist that will give them a framework for planning an effective meeting. Participants will also discuss types of meetings, who should attend meetings, and alternatives to hold a meeting.

The Best and the Worst of Meetings Participants will work in small groups to identify the characteristics of well-run meetings and poorly run meetings.

Holding Productive Meetings During this session, participants will explore the keys to productive meetings through large group discussion and a case study.

Preparing for Meetings Participants will be given planning guidelines, including tips on determining the time and attendees.

Agendas This session will educate participants about the importance of agendas. Participants will also take part in a small group activity to reinforce the concepts.

Setting the Place During this session, participants will look at some things to consider when choosing the location and physical setup for the meeting.

Leading a Meeting Next, participants will learn leadership skills necessary for leading a successful meeting.

Process and Content This session will explore the differences between process and content. Participants will also be given some process tools, including DeBono's thinking hats, rules of work, and facilitation skills.

How to Control a Meeting Participants will explore types of difficult dynamics and solutions in a group exercise.

A Plan for Success To wrap up the day, participants will work in small groups to create an action plan for areas of weakness identified in their pre-assignment.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and talk with the trainer.



Motivation Training - Motivating Your Workforce Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Motivation? To begin, participants will explore motivation through a fun activity.

Supervising and Motivation Next, we will look at three everyday objects that represent three approaches to motivation: the carrot, the whip, and the plant.

Motivational Theories During this session, participants will explore Maslow's and Herzberg's theories of motivation.

Fear and Desire For the pre-assignment, participants were asked to answer some personal questions about motivation. During this session, they will discuss their responses.

Setting Goals Goal setting is an important part of motivation. This session will look at a SMART way of setting goals.

The Role of Values During this session, participants will explore their feelings about various motivational factors.

Creating a Motivational Climate This session will look at the reinforcement theory, also called the behavioral theory, of motivation.

Expectancy Theory Next, participants will learn about the expectancy theory through a fun exercise and group discussion.

Applying Your Skills During this session, participants will work on several motivational case studies.

Designing Motivating Jobs This session will explore methods of designing (or redesigning) motivating jobs.

A Motivational Checklist To wrap up the day, we will look at the ten things you can do to motivate employees on a daily basis.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Negotiating for Results Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Negotiation? To begin, participants will explore the different types of negotiation (including positional bargaining) and the phases of negotiation.

The Successful Negotiator Next, participants will explore key attributes of a successful negotiator.

Preparing for Negotiation During this session, participants will learn the elements of preparing for negotiation: identifying your fears and hot buttons; doing research into your issues and the opponent's issues; and preparing your WAP, BATNA, WATNA, and ZOPA.

The Nuts and Bolts This session will give participants some tips on preparing their documentation and choosing a place for the negotiation.

Making the Right Impression Next, participants will learn the importance of self-presentation during the negotiation, including small talk, attire, first impressions, and their handshake.

Getting off to a Good Start During this session, participants will explore how to establish common ground and how to use ground rules.

Exchanging Information This session will look at how to exchange information, and what to do if the negotiation gets off to a bad start.

The Bargaining Stage Participants will learn six techniques for negotiating success and they will have an opportunity to practice and observe these techniques through a role play.

Inventing Options for Mutual Gain Next, participants will learn about the four obstacles to mutual gain, and how to turn them into negotiation advantages.

Getting Past No and Getting to Yes This session will look at ways to get past no and how to break an impasse, so that you can get to yes.

Dealing with Negative Emotions During this session, participants will explore some ways to deal with negative reactions during a negotiation.

Moving from Bargaining to Closing Next, participants will learn how to tell when it's time to move from the bargaining phase to the negotiation phase.

The Closing Stage This session will discuss ways to build win-win solutions, achieve a sustainable agreement, and reach consensus.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Core Negotiation Skills - A One Day Primer Course Outline

Basic Concepts The first module of this course will cover some basic negotiation concepts, including what negotiation is, what types of negotiation exist, what skills a negotiator needs, and what the basic phases of negotiation are.

Preparing for Negotiation During this module, participants will learn some things that they can do before a negotiation to increase their chances of success, including identifying their hot buttons and identifying their WAP, BATNA, and ZOPA.

Responding to Challenges Participants will learn some ways to stay calm, how to work with the other party, ways to avoid power struggles, and how to stay focused.

Creating a Win-Win Solution This module will teach participants five ways to create a win-win solution: keep an open mind, make the most of brainstorming, think outside the box, use resources, and identify common ground.

Developing a Sustainable Agreement Our last module will look at what a sustainable is and how to create one.



NLP Tools for Real Life Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Developing Rapport Traditionally, rapport has been defined as a sense of mutual understanding, respect, and friendliness. NLP takes rapport one step further by defining it as the unconscious relationship between two people. This session will give participants some techniques for establishing and deepening rapport.

Getting in Tune with Yourself Being congruent or self-aligned means walking the walk and talking the talk. This session will help participants identify what inner alignment means for them and how to achieve that state.

Creating Comprehensive Outcomes A lot of traditional management literature focuses on goal setting. NLP frames goals a little differently, phrasing them as outcomes. This session will give participants a framework for creating outcomes and an opportunity to set some outcomes for themselves.

Creating a Desired State with Anchoring Anchoring can help you summon up a state of mind at will. This session will teach participants how to create a basic anchor, as well as how to chain and collapse anchors.

Chunking Information Psychologist George Miller proposed that we can hold 7 pieces of information in our short term memory. In this session, participants will learn how to use this formula to present and interpret information more effectively.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Introduction to Neuro Linguistic Programming Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Neuro Linguistic Programming? To begin, you will help participants define neuro linguistic programming and determine how it can help them in their day-to-day lives. Participants will learn about the history of NLP (including an explanation of why its credibility was damaged in the 1990's) and review some key NLP terms.

The NLP Presuppositions Next, participants will explore 11 of NLP's guiding principles through a small group activity.

The Senses According to NLP This session will explore our sensory systems as represented by the VAKOG acronym.

Participants will also learn about sensory predicates words that indicate what sensory system a person is using. The session will conclude with a discussion and an exercise on eye accessing cues.

Using Enriched Language Powerful speakers all have one thing in common: they use language that appeals to all of our senses. This session will teach participants how to do just that.

Interpreting Body Language Traditionally, body language has been used to help the listener interpret messages being sent. However, NLP uses body language to help sensitize us to the speaker's state. This session will give participants some key behaviors of common states. Participants will also have a chance to practice these skills in a role play.

Asking Clean Questions NLP also provides a different approach to asking questions. NLP uses question forms that are more typically seen in therapy, called clean questioning. Participants will learn some different clean question frameworks in this session and have a chance to practice them.

The Power of Hypnotic Language Next, participants will learn how to embed commands in a message and how to influence a positive outcome.

Putting it All Together This session will give participants a chance to bring everything that they have learned together and role play a situation that recently happened in their lives.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Onboarding – The Essential Rules for a Successful Onboarding Program Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Onboarding To start, participants will explore what onboarding is (and is not) and how it differs from orientation. Participants will also identify some of the business benefits of a successful onboarding program. To conclude the session, participants will discuss some factors for success and some issues that can lead to failure.

Creating the Onboarding Steering Team This session will look at who should make up the team that will steer the onboarding program and what their role should be.

Gathering Supporting Information Next, participants will learn what key processes, programs and stakeholders should be included in the onboarding development process. Participants will also receive a list of questions that they can use to shape the program's vision. Then, participants will practice creating a vision for a fictional company.

Setting Goals In this session, participants will learn the six elements of a good goal, summarized by the SPIRIT acronym.

Developing the Program The majority of the afternoon of Day One will be spent exploring the general components of the different phases of an onboarding program: pre-work and the first day, week, month, and year. At the end of the session, participants will classify different activities into each phase.

A Personal Onboarding Plan To conclude the first day, participants will work on a personal onboarding plan for a fictional case study.

Customizing the Framework To begin the second day, participants will create a full onboarding program outline for their fictional company.

Measuring Results In this session, participants will brainstorm what results they can measure to evaluate the success of their onboarding program and how they can gather data.

Branding the Program Next, participants will look at the elements of a well-designed brand and how to apply it to their onboarding program.

Onboarding Executives This session will give a brief introduction on how onboarding programs for executives may differ from programs for the rest of the organization.

Understanding Employee Engagement In this session participants will learn about the Gallup studies on engagement, and what they can do to make sure employees are checked in.

Ten Ways to Make Your Program Unique A well-designed, unique program can be an ambassador for your company. This session will give participants some ideas for making their onboarding program stand out.

Fun and Games Your onboarding program doesn't have to be all work and no play, as long as employees are learning or building relationships while they are playing. In this session we'll share some of our favorite onboarding and training games.

Case Study Analysis To conclude the workshop, participants will review the case studies that they gathered for a pre-assignment and create a list of best practices.

Workshop Wrap-Up At the end of the workshop, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office OneNote 2007 Course Outline

Getting Started To begin, participants will learn how to open and close OneNote, how to use the OneNote notification icon, how to use the OneNote interface, and how to get help.

Creating Notes Participants will learn how to create notes, add Outlook items, use writing tools, and add tables to notes.

Editing Notes This section will look at editing, organizing, and formatting notes. We will also explore OneNote's research tools.

Working with Notes This section will examine OneNote stationery and templates. We will also explore OneNote sections and notebooks.

Organizing, Printing, and Viewing Notebooks Participants will learn how to manage windows, use OneNote views, use Page Setup and Print Preview, and print notes.

Advanced OneNote Features To conclude, we will look at setting OneNote options and sharing a notebook.



Orientation Handbook - Getting Employees Off to a Good Start Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Finding, Hiring, and Keeping Good People To begin, participants will discuss the organizational activities required to find, hire, and keep good people, and how those activities tie into an orientation process.

Building Employee Commitment Next, participants will learn about the four pillars of commitment: clarity, competence, influence, and appreciation.

Perception During this session, participants will explore how perceptions and appearances can affect orientation.

Fast Track Orientation This session will discuss what kind of orientation is best for short term employees.

Designing a Successful Orientation Program Next, participants will think about their own experiences with orientation. They will combine this with a list of common orientation mistakes to develop a framework for designing a successful program.

The Eight Orientation Habits of World-Class Employers During this session, participants will learn what world-class employers do to make their orientation program a success.

Obtaining Buy-In This session will give participants some ways to get buy-in from supervisors for the orientation program.

The Commitment Curve Next, participants will learn about the employer/employee commitment curve, and how to make the orientation process work with it.

Characteristics of a Successful Orientation Process During this session, participants will discuss the top ten characteristics of a successful orientation process and how they can incorporate those items into their organization.

Employee Training Participants will spend this session completing Kolb's learning style inventory and learning how it applies to employee orientation and training.

Addressing Learner Needs and Expectations This session will teach participants how to define training expectations.

Working with External Providers Next, participants will discuss what to consider when working with external providers during orientation.

Adult Learning This session will introduce participants to the principles of adult learning. Participants will also discuss how to incorporate these principles into orientation and training.

How to Build and Sustain Interest During this session, participants will learn how to motivate their employees during orientation.

Bridging the Generation Gap Next, participants will take a brief look at resolving generational issues.

Creating Employee Manuals During this session, participants will discuss what should be included in employee handbooks.

A Checklist for Success To wrap up the day, participants will create a checklist of necessary items for their orientation. Then, they will work with a partner to brainstorm ways to improve their current orientation process.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office Outlook 2002 - Advanced Course Outline

The Essentials To begin, participants will learn what Outlook is, how to open and close it, how to use it, and how to find help.

Electronic Mail Next, participants will learn how to set up an e-mail account; how to open, print, reply to, forward, and re-send messages; how to compose mail; and how to use stationery.

Information Management This section will provide a brief overview of each of Outlook's information management features: calendar, contacts, tasks, notes, and journal.

Advanced Organization Tools Participants will learn how to use folders, the Organize pane, the Rules and Alerts wizard, and the junk mail and adult content lists. Participants will also learn how to search for items.

Advanced E-Mail Features This section will look at the different mail formats available, how to set up and use signatures, and how to print mail messages.

E-Mail Account Types This section will take an in-depth look at the different e-mail accounts supported by Outlook, including Microsoft Exchange Server, POP3, IMAP, and HTTP.

Advanced Information Management Tools Participants will learn how to add holidays to their calendar, set recurring appointments and tasks, use categories, use views, link items, and perform a mail merge with Word.

Data Management This section will look at how to create and use PST files, profiles, and the Outlook Address Book. We will also explore AutoArchive, the Mailbox Cleanup tool, importing and exporting information, and creating and applying custom forms using OMSGCLAS.

Microsoft Exchange Server Participants will learn about some of the advanced features available when using a Microsoft Exchange Server account, including public folders, delegates, task assignment, Global Address List, and the Out of Office Assistant.

Advanced Topics Participants will learn how to manage security settings and change Outlook's color scheme. We will also explore alternatives to the free/busy calendar service.



Microsoft Office Outlook 2002 - Foundation Course Outline

The Essentials To begin, participants will learn what Outlook is, how to open and close it, how to use it, and how to find help.

Electronic Mail Next, participants will learn how to set up an e-mail account; how to open, print, reply to, forward, and re-send messages; how to compose mail; and how to use stationery.

Information Management This section will provide a brief overview of each of Outlook's information management features: calendar, contacts, tasks, notes, and journal.

Advanced Organization Tools Participants will learn how to use folders, the Organize pane, the Rules and Alerts wizard, and the junk mail and adult content lists. Participants will also learn how to search for items.

Advanced E-Mail Features This section will look at the different mail formats available, how to set up and use signatures, and how to print mail messages.

E-Mail Account Types This section will take an in-depth look at the different e-mail accounts supported by Outlook, including Microsoft Exchange Server, POP3, IMAP, and HTTP.

Advanced Information Management Tools Participants will learn how to add holidays to their calendar, set recurring appointments and tasks, use categories, use views, link items, and perform a mail merge with Word.

Data Management This section will look at how to create and use PST files, profiles, and the Outlook Address Book. We will also explore AutoArchive, the Mailbox Cleanup tool, importing and exporting information, and creating and applying custom forms using OMSGCLAS.

Microsoft Exchange Server Participants will learn about some of the advanced features available when using a Microsoft Exchange Server account, including public folders, delegates, task assignment, Global Address List, and the Out of Office Assistant.

Advanced Topics Participants will learn how to manage security settings and change Outlook's color scheme. We will also explore alternatives to the free/busy calendar service.



Microsoft Office Outlook 2002 - Intermediate Course Outline

The Essentials To begin, participants will learn what Outlook is, how to open and close it, how to use it, and how to find help.

Electronic Mail Next, participants will learn how to set up an e-mail account; how to open, print, reply to, forward, and re-send messages; how to compose mail; and how to use stationery.

Information Management This section will provide a brief overview of each of Outlook's information management features: calendar, contacts, tasks, notes, and journal.

Advanced Organization Tools Participants will learn how to use folders, the Organize pane, the Rules and Alerts wizard, and the junk mail and adult content lists. Participants will also learn how to search for items.

Advanced E-Mail Features This section will look at the different mail formats available, how to set up and use signatures, and how to print mail messages.

E-Mail Account Types This section will take an in-depth look at the different e-mail accounts supported by Outlook, including Microsoft Exchange Server, POP3, IMAP, and HTTP.

Advanced Information Management Tools Participants will learn how to add holidays to their calendar, set recurring appointments and tasks, use categories, use views, link items, and perform a mail merge with Word.

Data Management This section will look at how to create and use PST files, profiles, and the Outlook Address Book. We will also explore AutoArchive, the Mailbox Cleanup tool, importing and exporting information, and creating and applying custom forms using OMSGCLAS.

Microsoft Exchange Server Participants will learn about some of the advanced features available when using a Microsoft Exchange Server account, including public folders, delegates, task assignment, Global Address List, and the Out of Office Assistant.

Advanced Topics Participants will learn how to manage security settings and change Outlook's color scheme. We will also explore alternatives to the free/busy calendar service.



Microsoft Office Outlook 2003 - Advanced Course Outline

The Essentials

To begin, participants will learn what Outlook is, how to open and close it, how to use it, and how to find help.

Electronic Mail

Next, participants will learn how to set up an e-mail account; how to open, print, reply to, forward, and re-send messages; how to compose mail; and how to use stationery.

Information Management

This section will provide a brief overview of each of Outlook's information management features: calendar, contacts, tasks, notes, and journal.

Advanced Organizational Tools

Participants will learn how to use folders, search folders, the Organize pane, the Rules and Alerts wizard, and the junk mail filter. Participants will also learn how to search for items.

Advanced E-Mail Features

This section will look at the different mail formats available, how to set up and use signatures, and how to print mail messages.

E-Mail Account Types

This section will take an in-depth look at the different e-mail accounts supported by Outlook, including Microsoft Exchange Server, POP3, IMAP, and HTTP.

Advanced Information Management Tools

Participants will learn how to add holidays to their calendar, set recurring appointments and tasks, use categories, use views, link items, and perform a mail merge with Word.

Data Management

This section will look at how to create and use PST files, profiles, and the Outlook Address Book. We will also explore AutoArchive, the Mailbox Cleanup tool, importing and exporting information, and creating and applying custom forms using MSGCLAS.

Microsoft Exchange Server

Participants will learn about some of the advanced features available when using a Microsoft Exchange Server account, including public folders, delegates, task assignment, Global Address List, and the Out of Office Assistant.

Advanced Topics

Participants will learn how to fax from Outlook, manage security settings, use Information Rights Management, change Outlook's color scheme, and use the system tray icon. We will also explore alternatives to the free/busy calendar service.

Business Contact Manager Configuration

This section will introduce participants to Business Contact Manager. We will learn how to install and configure Business Contact Manager, how to use the interface, how to set up and use the Product and Services Items List, and how to generate reports.

Using Business Contact Manager

To conclude, we will explore each of the Business Contact Manager components: accounts, business contacts, business opportunities, business history, and notes. We will also learn how to link items.



Microsoft Office Outlook 2003 - Foundation Course Outline

The Essentials To begin, participants will learn what Outlook is, how to open and close it, how to use it, and how to find help.

Electronic Mail Next, participants will learn how to set up an e-mail account; how to open, print, reply to, forward, and re-send messages; how to compose mail; and how to use stationery.

Information Management This section will provide a brief overview of each of Outlook's information management features: calendar, contacts, tasks, notes, and journal.

Advanced Organization Tools Participants will learn how to use folders, search folders, the Organize pane, the Rules and Alerts wizard, and the junk mail filter. Participants will also learn how to search for items.

Advanced E-Mail Features This section will look at the different mail formats available, how to set up and use signatures, and how to print mail messages.

E-Mail Account Types This section will take an in-depth look at the different e-mail accounts supported by Outlook, including Microsoft Exchange Server, POP3, IMAP, and HTTP.

Advanced Information Management Tools Participants will learn how to add holidays to their calendar, set recurring appointments and tasks, use categories, use views, link items, and perform a mail merge with Word.

Data Management This section will look at how to create and use PST files, profiles, and the Outlook Address Book. We will also explore AutoArchive, the Mailbox Cleanup tool, importing and exporting information, and creating and applying custom forms using OMSGCLAS.

Microsoft Exchange Server Participants will learn about some of the advanced features available when using a Microsoft Exchange Server account, including public folders, delegates, task assignment, Global Address List, and the Out of Office Assistant.

Advanced Topics Participants will learn how to fax from Outlook, manage security settings, use Information Rights Management, change Outlook's color scheme, and use the system tray icon. We will also explore alternatives to the free/busy calendar service.

Business Contact Manager Configuration This section will introduce participants to Business Contact Manager. We will learn how to install and configure Business Contact Manager, how to use the interface, how to set up and use the Product and Services Items List, and how to generate reports.

Using Business Contact Manager To conclude, we will explore each of the Business Contact Manager components: accounts, business contacts, business opportunities, business history, and notes. We will also learn how to link items.



Microsoft Office Outlook 2003 - Intermediate Course Outline

The Essentials

To begin, participants will learn what Outlook is, how to open and close it, how to use it, and how to find help.

Electronic Mail

Next, participants will learn how to set up an e-mail account; how to open, print, reply to, forward, and re-send messages; how to compose mail; and how to use stationery.

Information Management

This section will provide a brief overview of each of Outlook's information management features: calendar, contacts, tasks, notes, and journal.

Advanced Organizational Tools

Participants will learn how to use folders, search folders, the Organize pane, the Rules and Alerts wizard, and the junk mail filter. Participants will also learn how to search for items.

Advanced E-Mail Features

This section will look at the different mail formats available, how to set up and use signatures, and how to print mail messages.

E-Mail Account Types

This section will take an in-depth look at the different e-mail accounts supported by Outlook, including Microsoft Exchange Server, POP3, IMAP, and HTTP.

Advanced Information Management Tools

Participants will learn how to add holidays to their calendar, set recurring appointments and tasks, use categories, use views, link items, and perform a mail merge with Word.

Data Management

This section will look at how to create and use PST files, profiles, and the Outlook Address Book. We will also explore AutoArchive, the Mailbox Cleanup tool, importing and exporting information, and creating and applying custom forms using MSGCLAS.

Microsoft Exchange Server

Participants will learn about some of the advanced features available when using a Microsoft Exchange Server account, including public folders, delegates, task assignment, Global Address List, and the Out of Office Assistant.

Advanced Topics

Participants will learn how to fax from Outlook, manage security settings, use Information Rights Management, change Outlook's color scheme, and use the system tray icon. We will also explore alternatives to the free/busy calendar service.

Business Contact Manager Configuration

This section will introduce participants to Business Contact Manager. We will learn how to install and configure Business Contact Manager, how to use the interface, how to set up and use the Product and Services Items List, and how to generate reports.

Using Business Contact Manager

To conclude, we will explore each of the Business Contact Manager components: accounts, business contacts, business opportunities, business history, and notes. We will also learn how to link items.



Microsoft Office Outlook 2007 - Advanced Course Outline

Starting Out To begin, participants will learn the basics of Outlook: how to open it, how to close it, how to use it (including the To-Do bar, the Reading Pane, the Navigation Pane, toolbars and menus, and a discussion of the two interfaces), and how to get help.

Receiving E-Mail Next, participants will learn how to set up an e-mail account and how to work with messages. Participants will also explore the new interface in depth.

Sending E-Mail This lesson will teach participants how to compose e-mail. Participants will also learn how to add attachments and hyperlinks, apply themes, attach Outlook items, reply to messages, and use the Drafts folder.

Information Management This section will take a brief look at each of Outlook's folders: Calendar, Contacts, Tasks, Notes, and the Journal.

Viewing and Printing Participants will learn how to arrange items, customize the Outlook screen, use Print Preview, and print items.

Advanced Organization Tools This section will discuss how to create and use folders, create rules, use the Organize pane, use Outlook's junk e-mail filter (which helps protect from phishing messages and spam), create and use search folders, use favorite folders, and use Instant Search and traditional search.

A Word Primer Many of Outlook's message features are actually part of Word, so this section will teach participants how to perform basic Word tasks, including how to select, move, and format text.

Doing More in a Message To begin, this section will look at some other Word tools, including paragraph spacing, borders and shading, themes, hyperlinks, and spell check. Then, participants will learn how to include Word elements (such as tables, ClipArt, and SmartArt) to a message. Finally, participants will learn how to add calendars, business cards, tasks, and other Outlook items to a message.

Using E-Mail Features This section will look at the mail formats available in Outlook, how to create and use a signature, how to apply stationery, and how to change various message options (such as BCC fields, message priority, and delivery receipts).

Understanding E-Mail Accounts Participants will look at each type of e-mail account supported by Microsoft Outlook (Microsoft Exchange Server, POP3, IMAP, and HTTP) in detail. Participants will also learn about RSS support, new to Outlook 2007.

Advanced Information Management Participants will learn about advanced calendar, task, contact, and mail options, including how to add holidays to your calendar and how to create recurring appointments.

Advanced Topics This section will examine categories, linked items, custom forms, and publishing a calendar to the Web.

Configuring Business Contact Manager Business Contact Manager is a small business contact and sales management add-on to Outlook. Participants will learn how to install and set up Business Contact Manager, and how to use the interface and get help.

Using Business Contact Manager This section will take an in-depth look at each of the Business Contact Manager components: accounts, business contacts, opportunities, business projects, business tasks, communication history, and linking.

Data Management Participants will learn how to use and manage personal folders files (PST files) and Outlook profiles.

Outlook Security This section will focus on the Trust Center and macros.

Expert Topics To conclude the course, participants will learn about the Outlook Address Book, Information Rights Management, Office diagnostic tools, and Office update.



Microsoft Office Outlook 2007 - Expert Course Outline

Starting Out To begin, participants will learn the basics of Outlook: how to open it, how to close it, how to use it (including the To-Do bar, the Reading Pane, the Navigation Pane, toolbars and menus, and a discussion of the two interfaces), and how to get help.

Receiving E-Mail Next, participants will learn how to set up an e-mail account and how to work with messages. Participants will also explore the new interface in depth.

Sending E-Mail This lesson will teach participants how to compose e-mail. Participants will also learn how to add attachments and hyperlinks, apply themes, attach Outlook items, reply to messages, and use the Drafts folder.

Information Management This section will take a brief look at each of Outlook's folders: Calendar, Contacts, Tasks, Notes, and the Journal.

Viewing and Printing Participants will learn how to arrange items, customize the Outlook screen, use Print Preview, and print items.

Advanced Organization Tools This section will discuss how to create and use folders, create rules, use the Organize pane, use Outlook's junk e-mail filter (which helps protect from phishing messages and spam), create and use search folders, use favorite folders, and use Instant Search and traditional search.

A Word Primer Many of Outlook's message features are actually part of Word, so this section will teach participants how to perform basic Word tasks, including how to select, move, and format text.

Doing More in a Message To begin, this section will look at some other Word tools, including paragraph spacing, borders and shading, themes, hyperlinks, and spell check. Then, participants will learn how to include Word elements (such as tables, ClipArt, and SmartArt) to a message. Finally, participants will learn how to add calendars, business cards, tasks, and other Outlook items to a message.

Using E-Mail Features This section will look at the mail formats available in Outlook, how to create and use a signature, how to apply stationery, and how to change various message options (such as BCC fields, message priority, and delivery receipts).

Understanding E-Mail Accounts Participants will look at each type of e-mail account supported by Microsoft Outlook (Microsoft Exchange Server, POP3, IMAP, and HTTP) in detail. Participants will also learn about RSS support, new to Outlook 2007.

Advanced Information Management Participants will learn about advanced calendar, task, contact, and mail options, including how to add holidays to your calendar and how to create recurring appointments.

Advanced Topics This section will examine categories, linked items, custom forms, and publishing a calendar to the Web.

Configuring Business Contact Manager Business Contact Manager is a small business contact and sales management add-on to Outlook. Participants will learn how to install and set up Business Contact Manager, and how to use the interface and get help.

Using Business Contact Manager This section will take an in-depth look at each of the Business Contact Manager components: accounts, business contacts, opportunities, business projects, business tasks, communication history, and linking.

Data Management Participants will learn how to use and manage personal folders files (PST files) and Outlook profiles.

Outlook Security This section will focus on the Trust Center and macros.

Expert Topics To conclude the course, participants will learn about the Outlook Address Book, Information Rights Management, Office diagnostic tools, and Office update.



Microsoft Office Outlook 2007 - Foundation Course Outline

Starting Out To begin, participants will learn the basics of Outlook: how to open it, how to close it, how to use it (including the To-Do bar, the Reading Pane, the Navigation Pane, toolbars and menus, and a discussion of the two interfaces), and how to get help.

Receiving E-Mail Next, participants will learn how to set up an e-mail account and how to work with messages. Participants will also explore the new interface in depth.

Sending E-Mail This lesson will teach participants how to compose e-mail. Participants will also learn how to add attachments and hyperlinks, apply themes, attach Outlook items, reply to messages, and use the Drafts folder.

Information Management This section will take a brief look at each of Outlook's folders: Calendar, Contacts, Tasks, Notes, and the Journal.

Viewing and Printing Participants will learn how to arrange items, customize the Outlook screen, use Print Preview, and print items.

Advanced Organization Tools This section will discuss how to create and use folders, create rules, use the Organize pane, use Outlook's junk e-mail filter (which helps protect from phishing messages and spam), create and use search folders, use favorite folders, and use Instant Search and traditional search.

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Using E-Mail Features This section will look at the mail formats available in Outlook, how to create and use a signature, how to apply stationery, and how to change various message options (such as BCC fields, message priority, and delivery receipts).

Understanding E-Mail Accounts Participants will look at each type of e-mail account supported by Microsoft Outlook (Microsoft Exchange Server, POP3, IMAP, and HTTP) in detail. Participants will also learn about RSS support, new to Outlook 2007.

Advanced Information Management Participants will learn about advanced calendar, task, contact, and mail options, including how to add holidays to your calendar and how to create recurring appointments.

Advanced Topics This section will examine categories, linked items, custom forms, and publishing a calendar to the Web.

Configuring Business Contact Manager Business Contact Manager is a small business contact and sales management add-on to Outlook. Participants will learn how to install and set up Business Contact Manager, and how to use the interface and get help.

Using Business Contact Manager This section will take an in-depth look at each of the Business Contact Manager components: accounts, business contacts, opportunities, business projects, business tasks, communication history, and linking.

Data Management Participants will learn how to use and manage personal folders files (PST files) and Outlook profiles.

Outlook Security This section will focus on the Trust Center and macros.

Expert Topics To conclude the course, participants will learn about the Outlook Address Book, Information Rights Management, Office diagnostic tools, and Office update.



Microsoft Office Outlook 2007 - Intermediate Course Outline

Starting Out To begin, participants will learn the basics of Outlook: how to open it, how to close it, how to use it (including the To-Do bar, the Reading Pane, the Navigation Pane, toolbars and menus, and a discussion of the two interfaces), and how to get help.

Receiving E-Mail Next, participants will learn how to set up an e-mail account and how to work with messages. Participants will also explore the new interface in depth.

Sending E-Mail This lesson will teach participants how to compose e-mail. Participants will also learn how to add attachments and hyperlinks, apply themes, attach Outlook items, reply to messages, and use the Drafts folder.

Information Management This section will take a brief look at each of Outlook's folders: Calendar, Contacts, Tasks, Notes, and the Journal.

Viewing and Printing Participants will learn how to arrange items, customize the Outlook screen, use Print Preview, and print items.

Advanced Organization Tools This section will discuss how to create and use folders, create rules, use the Organize pane, use Outlook's junk e-mail filter (which helps protect from phishing messages and spam), create and use search folders, use favorite folders, and use Instant Search and traditional search.

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Using E-Mail Features This section will look at the mail formats available in Outlook, how to create and use a signature, how to apply stationery, and how to change various message options (such as BCC fields, message priority, and delivery receipts).

Understanding E-Mail Accounts Participants will look at each type of e-mail account supported by Microsoft Outlook (Microsoft Exchange Server, POP3, IMAP, and HTTP) in detail. Participants will also learn about RSS support, new to Outlook 2007.

Advanced Information Management Participants will learn about advanced calendar, task, contact, and mail options, including how to add holidays to your calendar and how to create recurring appointments.

Advanced Topics This section will examine categories, linked items, custom forms, and publishing a calendar to the Web.

Configuring Business Contact Manager Business Contact Manager is a small business contact and sales management add-on to Outlook. Participants will learn how to install and set up Business Contact Manager, and how to use the interface and get help.

Using Business Contact Manager This section will take an in-depth look at each of the Business Contact Manager components: accounts, business contacts, opportunities, business projects, business tasks, communication history, and linking.

Data Management Participants will learn how to use and manage personal folders files (PST files) and Outlook profiles.

Outlook Security This section will focus on the Trust Center and macros.

Expert Topics To conclude the course, participants will learn about the Outlook Address Book, Information Rights Management, Office diagnostic tools, and Office update.



Microsoft Office Outlook 2010 - Foundation Course Outline

Starting Out To begin, participants will learn the basics of Outlook: how to open it, how to close it, how to use it (including the To-Do bar, the Reading Pane, the Navigation Pane, toolbars and menus, and a discussion of the two interfaces), and how to get help.

Receiving E-Mail Next, participants will learn how to set up an e-mail account and how to work with messages. Participants will also explore the new interface in depth.

Sending E-Mail This lesson will teach participants how to compose e-mail. Participants will also learn how to add attachments and hyperlinks, apply themes, attach Outlook items, reply to messages, and use the Drafts folder.

Information Management This section will take a brief look at each of Outlook's folders: Calendar, Contacts, Tasks, Notes, and the Journal.

Viewing and Printing Participants will learn how to arrange items, customize the Outlook screen, use Print Preview, and print items.

Advanced Organization Tools This section will discuss how to create and use folders, create rules, use the Organize pane, use Outlook's junk e-mail filter (which helps protect from phishing messages and spam), create and use search folders, use favorite folders, and use Instant Search and traditional search.

A Word Primer Many of Outlook's message features are actually part of Word, so this section will teach participants how to perform basic Word tasks, including how to select, move, and format text.

Doing More in a Message To begin, this section will look at some other Word tools, including paragraph spacing, borders and shading, themes, hyperlinks, and spell check. Then, participants will learn how to include Word elements (such as tables, ClipArt, and SmartArt) to a message. Finally, participants will learn how to add calendars, business cards, tasks, and other Outlook items to a message.

Using E-Mail Features This section will look at the mail formats available in Outlook, how to create and use a signature, how to apply stationery, and how to change various message options (such as BCC fields, message priority, and delivery receipts).

Understanding E-Mail Accounts Participants will look at each type of e-mail account supported by Microsoft Outlook (Microsoft Exchange Server, POP3, IMAP, and HTTP) in detail. Participants will also learn about RSS support, new to Outlook 2007.



Microsoft Office Outlook 2010 - Intermediate Course Outline

Organizing Your E-mail (Part One) The first two sections of this course will cover information management tools. To start, participants will learn how to create and manage folders. Next, participants will learn about the Favorites list in the Navigation Pane. Then, participants will learn about various search features, including search folders, the contextual Search Tools tab, the search box, and filters.

Organizing Your E-mail (Part One) In the second part of this topic, we will talk about various kinds of rules, as well as follow-up flags and new clean-up tools. We will also explore Quick Steps (a new feature in Outlook 2010) and categories. Finally, participants will learn about Outlook's spam management tools, including the junk mail filter, the phishing filter, and blocked and safe sender lists.

A Word Primer This section will introduce participants to some Microsoft Word features available when creating Outlook items, including text formatting tools, themes, Quick Styles, and mail formats. We will also look at objects that can be added to Outlook items: tables, pictures, Clip Art, screenshots, shapes, text boxes, WordArt, SmartArt, and charts.

Understanding E-Mail Accounts Next, participants will learn how to set up and use a basic e-mail account. SMS (text messaging) accounts and RSS feeds will also be covered.

Microsoft Exchange Server The final section of this course will explore the features available when using Microsoft Outlook with an Exchange Server mailbox. First, participants will learn how to set up and use an Exchange Server mailbox, both in Outlook and via Outlook Web Access. Next, participants will learn about mailbox management tools, such as delegates and the Out of Office Assistant. Then, participants will learn how to share their calendar and tasks, and how to schedule meeting requests with other Exchange users.



Microsoft Outlook Express 6 Course Outline

Overview of Outlook Express To begin, participants will open and close Outlook Express. They will also learn how to use the interface and how to find help.

Electronic Mail Next, participants will set up an e-mail account, compose a message, and work with messages. Participants will also learn how to add backgrounds, embed sounds, use stationery, and check spelling.

Organization Tools In this section, participants will learn how to change their view, use folders, create rules, block senders, search for contacts, and use the Windows Address Book.

Advanced Topics This section will focus on setting up signatures, using identities, importing and exporting data, setting Outlook Express options, and using newsgroups.



Overcoming Objections to Nail the Sale Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Building Credibility This session will discuss ways that participants can build their credibility, including first impressions, appearance, demonstrations, and testimonials.

Your Competition Why talk about the competition? Because sooner or later every person in sales has to be aware of the fact that others are offering similar products and services. This session will talk about what research to do and how to make the most of it.

Critical Communication Skills During this session, participants will learn how to ask good questions and listen effectively; Two skills that are key to handling objections.

Observation Skills A keen ability to observe your surroundings to better understand the situation is another useful skill to have, and participants will have the opportunity to work on it during this session.

Customer Complaints This session will look at how customer complaints and how they can actually make anyone a better salesperson.

Overcoming Objections Once participants have some basic skills and concepts mastered, they will explore what an objection is. They will also work in small groups to identify their most frequently encountered objections and they will brainstorm ways to respond to them.

Handling Objections During this session, participants will learn some basic ways to respond to objections, including the Identify, Validate, Resolve strategy. Participants will also learn about nine specific objection handling strategies, including the Boomerang, FFF, and Show Your Hand.

Pricing Issues This session will give participants ways to address the most common objection: price.

How Can Teamwork Help Me? Many sales people treat their team as competition. This session will explore how teamwork can make you a better salesperson.

Buying Signals During this session, participants will learn what signals indicate the buyer is ready to close.

Closing the Sale This session will look at several different closing techniques and the top fifteen activities that make a person successful at closing the sale.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Performance Management - Managing Employee Performance Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop.

The Shared Management Model To begin, participants will learn about the three-phase model that will be the focus of this course. Participants will also learn about making the employee their own internal manager.

Setting Goals Next, participants will use a goal setting tool to set some goals for the workshop. Then, they will learn how to use this tool in the performance management process.

Phase I (Preparation) During this session, participants will explore how to prepare the employee to go beyond their best using coaching and training. We will also talk about choosing the right person for the job and setting standards.

Phase II (Activation) Participants will learn what the activation phase is all about, and they will learn ways to turn employees into self motivators.

Phase III (Ongoing Evaluation) Evaluation is a key component of managing for performance. This session will look at ongoing evaluation, particularly constructive feedback.

Phase III (Formal Evaluation) Next, participants will learn about formal types of evaluations, including performance reviews.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office PowerPoint 2002 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of PowerPoint: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic presentation, how to open and save presentations, and how to get help.

Editing Slides This section will explore how to use placeholders, add a background color to a slide, add pictures, add slide numbers, and add headers and footers. Participants will also learn how to use PowerPoint's views to manage slides.

Adding Effects Participants will learn how to format text, create a bulleted or numbered list, and use paragraph alignment.

Printing and Viewing a Presentation This section will show participants how to check their presentation for errors, use Print Preview, and print their presentation.

Organizing your Data Participants will learn how to present their data using tables, charts, graphs, and diagrams.

Implementing Audio and Visual Effects Participants will learn how to add movies, sounds, and voice narrations to their presentation.

Special Features and Custom Animation This section will discuss photo albums and animations.

Executing your Presentation This section will explore sending a presentation for review, adding transitions, creating automatic presentations, packaging a presentation for a CD, and delivering a presentation.

Configuring and Customizing Participants will learn how to customize PowerPoint (including menus and toolbars).

Participants will also learn how to use AutoCorrect and AutoFormat and how to create linked and custom shows.

Macros, Links, and Embedded Objects This section will teach participants how to create and use macros, how to embed and link files, and how to use hyperlinks.

Make Powerful Impressions Participants will learn how to use Web scripts, review features, and online meeting tools.



Microsoft Office PowerPoint 2002 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of PowerPoint: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic presentation, how to open and save presentations, and how to get help.

Editing Slides This section will explore how to use placeholders, add a background color to a slide, add pictures, add slide numbers, and add headers and footers. Participants will also learn how to use PowerPoint's views to manage slides.

Adding Effects Participants will learn how to format text, create a bulleted or numbered list, and use paragraph alignment.

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Organizing your Data Participants will learn how to present their data using tables, charts, graphs, and diagrams.

Implementing Audio and Visual Effects Participants will learn how to add movies, sounds, and voice narrations to their presentation.

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Configuring and Customizing Participants will learn how to customize PowerPoint (including menus and toolbars). Participants will also learn how to use AutoCorrect and AutoFormat and how to create linked and custom shows.

Macros, Links, and Embedded Objects This section will teach participants how to create and use macros, how to embed and link files, and how to use hyperlinks.

Make Powerful Impressions Participants will learn how to use Web scripts, review features, and online meeting tools.



Microsoft Office PowerPoint 2002 - Intermediate Course Outline

Getting Started To begin, participants will learn the basics of PowerPoint: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic presentation, how to open and save presentations, and how to get help.

Editing Slides This section will explore how to use placeholders, add a background color to a slide, add pictures, add slide numbers, and add headers and footers. Participants will also learn how to use PowerPoint's views to manage slides.

Adding Effects Participants will learn how to format text, create a bulleted or numbered list, and use paragraph alignment.

Printing and Viewing a Presentation This section will show participants how to check their presentation for errors, use Print Preview, and print their presentation.

Organizing your Data Participants will learn how to present their data using tables, charts, graphs, and diagrams.

Implementing Audio and Visual Effects Participants will learn how to add movies, sounds, and voice narrations to their presentation.

Special Features and Custom Animation This section will discuss photo albums and animations.

Executing your Presentation This section will explore sending a presentation for review, adding transitions, creating automatic presentations, packaging a presentation for a CD, and delivering a presentation.

Configuring and Customizing Participants will learn how to customize PowerPoint (including menus and toolbars). Participants will also learn how to use AutoCorrect and AutoFormat and how to create linked and custom shows.

Macros, Links, and Embedded Objects This section will teach participants how to create and use macros, how to embed and link files, and how to use hyperlinks.

Make Powerful Impressions Participants will learn how to use Web scripts, review features, and online meeting tools.



Microsoft Office PowerPoint 2003 - Advanced Course Outline

Getting Started

To begin, participants will learn the basics of PowerPoint: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic presentation, how to open and save presentations, and how to get help.

Editing Slides

This section will explore how to use placeholders, add a background color to a slide, add pictures, add slide numbers, and add headers and footers. Participants will also learn how to use PowerPoint's views to manage slides.

Adding Effects

Participants will learn how to format text, create a bulleted or numbered list, and use paragraph alignment.

Printing and Viewing a Presentation

This section will show participants how to check their presentation for errors, use Print Preview, and print their presentation.

Organizing Your Data

Participants will learn how to present their data using tables, charts, graphs, and diagrams.

Implementing Audio Visual Effects

Participants will learn how to add movies, GIFs, sounds, and voice narrations to their presentation.

Special Features and Custom Animation

This section will discuss photo albums and animations.

Executing Your Presentation

This section will explore sending a presentation for review, performing a review (including adding comments), applying design templates, adding transitions, creating automatic presentations, packaging a presentation for a CD, and delivering a presentation.

Configuring and Customizing

Participants will learn how to customize PowerPoint (including menus and toolbars) in this section. Participants will also learn how to use AutoCorrect, AutoFormat, Smart Tags, and the research features. We will also explore linked and custom shows.

Macros, Links, and Embedded Objects

This section will teach participants how to create and use macros, how to embed and link files, and how to use hyperlinks.

Make Powerful Impressions

Participants will learn how to use speech recognition, handwriting recognition, Web scripts, review features, and online meeting tools.



Microsoft Office PowerPoint 2003 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of PowerPoint: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic presentation, how to open and save presentations, and how to get help.

Editing Slides This section will explore how to use placeholders, add a background color to a slide, add pictures, add slide numbers, and add headers and footers. Participants will also learn how to use PowerPoint's views to manage slides.

Adding Effects Participants will learn how to format text, create a bulleted or numbered list, and use paragraph alignment.

Printing and Viewing a Presentation This section will show participants how to check their presentation for errors, use Print Preview, and print their presentation.

Organizing your Data Participants will learn how to present their data using tables, charts, graphs, and diagrams.

Implementing Audio and Visual Effects Participants will learn how to add movies, GIFs, sounds, and voice narrations to their presentation.

Special Features and Custom Animation This section will discuss photo albums and animations.

Executing your Presentation This section will explore sending a presentation for review, performing a review (including adding comments), applying design templates, adding transitions, creating automatic presentations, packaging a presentation for a CD, and delivering a presentation.

Configuring and Customizing Participants will learn how to customize PowerPoint (including menus and toolbars) in this section. Participants will also learn how to use AutoCorrect, AutoFormat, Smart Tags, and the research features. We will also explore linked and custom shows.

Macros, Links, and Embedded Objects This section will teach participants how to create and use macros, how to embed and link files, and how to use hyperlinks.

Make Powerful Impressions Participants will learn how to use speech recognition, handwriting recognition, Web scripts, review features, and online meeting tools.



Microsoft Office PowerPoint 2003 - Intermediate Course Outline

Getting Started

To begin, participants will learn the basics of PowerPoint: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic presentation, how to open and save presentations, and how to get help.

Editing Slides

This section will explore how to use placeholders, add a background color to a slide, add pictures, add slide numbers, and add headers and footers. Participants will also learn how to use PowerPoint's views to manage slides.

Adding Effects

Participants will learn how to format text, create a bulleted or numbered list, and use paragraph alignment.

Printing and Viewing a Presentation

This section will show participants how to check their presentation for errors, use Print Preview, and print their presentation.

Organizing Your Data

Participants will learn how to present their data using tables, charts, graphs, and diagrams.

Implementing Audio Visual Effects

Participants will learn how to add movies, GIFs, sounds, and voice narrations to their presentation.

Special Features and Custom Animation

This section will discuss photo albums and animations.

Executing Your Presentation

This section will explore sending a presentation for review, performing a review (including adding comments), applying design templates, adding transitions, creating automatic presentations, packaging a presentation for a CD, and delivering a presentation.

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Participants will learn how to customize PowerPoint (including menus and toolbars) in this section. Participants will also learn how to use AutoCorrect, AutoFormat, Smart Tags, and the research features. We will also explore linked and custom shows.

Macros, Links, and Embedded Objects

This section will teach participants how to create and use macros, how to embed and link files, and how to use hyperlinks.

Make Powerful Impressions

Participants will learn how to use speech recognition, handwriting recognition, Web scripts, review features, and online meeting tools.



Microsoft Office PowerPoint 2007 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of PowerPoint: how to open and close it, how to use the interface, how to create a basic presentation, how to save and open presentations, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar and each of the default tabs.

Editing Slides Participants will learn how to use placeholders, format slides (including changing the background color, adding headers and footers, and adding slide numbers), and manage slides using the various views.

Adding Effects This section will show participants how to format text, add bullets and numbers, and align text.

Printing and Viewing a Presentation Participants will learn how to check their presentation for spelling and grammar errors, use research tools, and use Print Preview.

Advanced File Tasks Participants will learn various file management tasks in this section, including how to use My Computer within PowerPoint and various ways to save their files. Participants will also learn how to use templates and perform various slide navigation tasks.

Adding Tables and Charts This section will cover creating and formatting tables, adding charts, and adding SmartArt.

Adding Graphics Participants will learn how to add text boxes, ClipArt, and photo albums in this section. Participants will also learn about advanced SmartArt formatting options.

Adding Audio and Visual Effects This section will focus on adding movies, sound clips, and animations to a presentation.

Advanced PowerPoint Features Participants will learn how to use PowerPoint's options to customize the application. We will also look creating custom shows, packaging presentations, and using the PowerPoint Viewer.

Links and Objects Participants will learn how to create photo albums, hyperlinks, action buttons, and embedded objects.

Finishing a Presentation This section will discuss the Document Inspector, Mark as Final tool, document workspaces, and comments.

Advanced Topics Participants will learn how to create voice narrations, use Office diagnostics, and search for Office updates.

Creating Masters This section will cover how to create and use slide masters.

Add-ons to PowerPoint This section will discuss how to use COM Add-ins, Smart Tags, and Information Rights Management in PowerPoint. Participants will also learn how to add a digital signature to their presentation.

Scripts and PowerPoint Participants will receive a brief introduction to Visual Basic and how to code macros for PowerPoint.

Formatting a Web Presentation To complete the course, participants will learn how to create and publish a presentation to the Web and how to use SharePoint server with PowerPoint.



Microsoft Office PowerPoint 2007 - Expert Course Outline

Getting Started To begin, participants will learn the basics of PowerPoint: how to open and close it, how to use the interface, how to create a basic presentation, how to save and open presentations, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar and each of the default tabs.

Editing Slides Participants will learn how to use placeholders, format slides (including changing the background color, adding headers and footers, and adding slide numbers), and manage slides using the various views.

Adding Effects This section will show participants how to format text, add bullets and numbers, and align text.

Printing and Viewing a Presentation Participants will learn how to check their presentation for spelling and grammar errors, use research tools, and use Print Preview.

Advanced File Tasks Participants will learn various file management tasks in this section, including how to use My Computer within PowerPoint and various ways to save their files. Participants will also learn how to use templates and perform various slide navigation tasks.

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Microsoft Office PowerPoint 2007 - Foundation Course Outline

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Editing Slides Participants will learn how to use placeholders, format slides (including changing the background color, adding headers and footers, and adding slide numbers), and manage slides using the various views.

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Scripts and PowerPoint Participants will receive a brief introduction to Visual Basic and how to code macros for PowerPoint.

Formatting a Web Presentation To complete the course, participants will learn how to create and publish a presentation to the Web and how to use SharePoint server with PowerPoint.



Microsoft Office PowerPoint 2007 - Intermediate Course Outline

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Scripts and PowerPoint Participants will receive a brief introduction to Visual Basic and how to code macros for PowerPoint.

Formatting a Web Presentation To complete the course, participants will learn how to create and publish a presentation to the Web and how to use SharePoint server with PowerPoint.



Microsoft Office PowerPoint 2010 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of PowerPoint: how to open and close it, how to use the interface, how to create a basic presentation, how to save and open presentations, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar and each of the default tabs.

Editing Slides Participants will learn how to use placeholders, format slides (including changing the background color, adding headers and footers, and adding slide numbers), and manage slides using the various views.

Adding Effects This section will show participants how to format text, add bullets and numbers, and align text.

Printing and Viewing a Presentation Participants will learn how to check their presentation for spelling and grammar errors, use research tools, and use Print Preview.

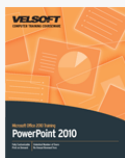
Advanced File Tasks Participants will learn various file management tasks in this section, including how to use My Computer within PowerPoint and various ways to save their files. Participants will also learn how to use templates and perform various slide navigation tasks.

Adding Tables and Charts This section will cover creating and formatting tables, adding charts, and adding SmartArt.

Adding Graphics Participants will learn how to add text boxes, ClipArt, and photo albums in this section. Participants will also learn about advanced SmartArt formatting options.

Adding Audio and Visual Effects This section will focus on adding movies, sound clips, and animations to a presentation.

Advanced PowerPoint Features Participants will learn how to use PowerPoint's options to customize the application. We will also look creating custom shows, packaging presentations, and using the PowerPoint Viewer.



Microsoft Office PowerPoint 2010 - Intermediate Course Outline

Managing PowerPoint Files To begin, participants will learn how to use Windows Explorer in PowerPoint and how to use other utilities like AutoRecover, the Document Inspector, the new Accessibility Checker, the Compatibility Checker, versioning, and media optimization tools. Participants will also learn about security tools like passwords, encryption, digital signatures, and file properties. We'll also look at using other file formats, such as PDF, XPS, and PPT.

Adding the Finishing Touches This section will begin with an overview of PowerPoint's research tools: spell check, the thesaurus, and the translator. Next, we'll take a close look at themes, backgrounds, animations, and transitions.

Adding Art to Your Presentation Next, participants will learn about adding shapes and advanced types of text to slides.

Working with Pictures This section will focus on adding different types of images to a presentation, including pictures from a file, Clip Art, screenshots, and photo albums. Participants will also explore tools for managing, editing, and formatting pictures, including new artistic effects, new background removal tools, and picture styles

Adding Diagrams, Charts, and Tables Finally, participants will learn about PowerPoint's exciting SmartArt feature, plus how to add, edit, and format charts and tables.



Problem Solving & Decision Making Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Problem Solving? To begin, participants will explore just what problem solving and decision making means. We will also look at different types of decisions, the difference between facts and information, and common decision making traps.

Problem Solving Styles This session will explore the four types of problem solvers. Then, participants will work in small groups to identify their strengths and weaknesses, and how to use that knowledge to become better problem solvers.

Earthquake! This hour long exercise will ask participants to imagine that they are in a crisis situation. It will give them a framework to solve the problem and make decisions.

The Problem Solving Model During this session, participants will learn about a three-phase model that they can apply to most problems. They will also have an opportunity to apply the model to two situations.

Six Ways to Approach a Decision Next, participants will learn about Edward DeBono's six thinking hats, and they will practice using the hats during a problem solving discussion.

The Problem Solving Toolkit This session will look at eleven basic problem solving tools and two advanced tools (the gradients of agreement and fishbone analysis). Then, participants will apply these tools to a case study in a large group discussion.

Thinking Outside the Box Participants will discuss ways to encourage creative thinking, including brainstorming and the random word method.

Decision Making Case Study The afternoon of Day Two will be spent working on problems with the Peerless Data Corp. Participants will work in small groups to solve five different problems, and will be rewarded based on the quality of their decisions.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office Project 2002 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of Project: how to open and close it, how to use the interface (including the Project Guide), how to open and save projects, and how to get help.

Starting a Project In this section, participants will create a basic project, add and edit tasks, and set task constraints.

Scheduling a Project Participants will set up the project calendar, set the project baseline and interim plan, and view the project's critical path.

Printing and Viewing a Project This section will explore Project's different views, how to check spelling, how to add page breaks, how to use Page Setup, and how to use Project's printing commands and options.

Advanced File Tasks Participants will learn various file management tasks in this section, including how to use My Computer within Project and various ways to save their files. Participants will also learn about Project templates and views.

Using Resources This section will take a close look at how to create and edit resources, assign resources to tasks, view resources, and resolve conflicts.

Working with Tasks This section will take a close look at tasks, including ways to view them, how to link them and split them, and how to update task work.

Advanced Project Tasks Participants will learn how to look for variances, create reports, and use the Organizer.

Customizing a Project This section will look at using advanced views, formatting the Gantt chart, customizing menus and toolbars, and setting Project options.

Advanced Tools Participants will learn how to use fixed task types and the Tracking toolbar, how to import and export files, about the Work Breakdown Structure code, and how to use Outlook with Project.

Analyzing your Project Participants will practice using PERT analysis, EVA , and progress lines. We will also look at tracking a project's progress with the Project Guide.

Working with Multiple Projects To conclude, participants will learn about the two editions of Microsoft Project (Standard and Professional) and Project Server. Participants will also learn how to consolidate projects, use resource pools, create and save workspaces, and use master and sub projects.



Microsoft Office Project 2002 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of Project: how to open and close it, how to use the interface (including the Project Guide), how to open and save projects, and how to get help.

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Analyzing your Project Participants will practice using PERT analysis, EVA , and progress lines. We will also look at tracking a project's progress with the Project Guide.

Working with Multiple Projects To conclude, participants will learn about the two editions of Microsoft Project (Standard and Professional) and Project Server. Participants will also learn how to consolidate projects, use resource pools, create and save workspaces, and use master and sub projects.



Microsoft Office Project 2003 - Advanced Course Outline

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Starting a Project

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Scheduling a Project

Participants will set up the project calendar, set the project baseline and interim plan, and view the project's critical path.

Printing and Viewing a Project

This section will explore Project's different views, how to check spelling, how to add page breaks, how to use Page Setup, and how to use Project's printing commands and options.

Advanced File Tasks

Participants will learn various file management tasks in this section, including how to use My Computer within Project and various ways to save their files. Participants will also learn about Project templates and views.

Using Resources

This section will take a close look at how to create and edit resources, assign resources to tasks, view resources, and resolve conflicts.

Working with Tasks

This section will take a close look at tasks, including ways to view them, how to link them and split them, and how to update task work.

Advanced Project Tasks

Participants will learn how to look for variances, create reports, and use the Organizer.

Customizing Project

This section will look at using advanced views, formatting the Gantt chart, customizing menus and toolbars, and setting Project options.

Advanced Topics

Participants will learn how to use fixed task types and the Tracking toolbar, how to import and export files, about the Work Breakdown Structure code, and how to use Outlook with Project.

Analyzing Your Project

Participants will practice using PERT analysis, EVA, and progress lines. We will also look at tracking a project's progress with the Project Guide.

Working with Multiple Projects

To conclude, participants will learn about the two editions of Microsoft Project (Standard and Professional) and Project Server. Participants will also learn how to consolidate projects, use resource pools, create and save workspaces, and use master and sub projects.



Microsoft Office Project 2003 - Foundation Course Outline

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Working with Multiple Projects To conclude, participants will learn about the two editions of Microsoft Project (Standard and Professional) and Project Server. Participants will also learn how to consolidate projects, use resource pools, create and save workspaces, and use master and sub projects.



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Microsoft Office Project 2007 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of Project: how to open and close it, how to use the interface, how to create a basic project, how to save and open projects, and how to get help.

Starting a Project Next, participants will learn how to create a basic project, add tasks to it, and set constraints on those tasks.

Scheduling a Project This section will focus on Project's scheduling and planning tools, including configuring calendar types, setting baselines and interim plans, and viewing the critical path.

Printing and Viewing a Project Participants will learn how to add finishing touches to a project before printing, such as checking spelling and adding page breaks. Participants will also learn how to use Project's viewing tools, the Page Setup dialogue, and Project's print commands.

File Tasks and Views Participants will learn about various file management tasks in this section, including how to use My Computer within Project and different ways to save their files. Participants will also learn how to use templates and different ways to view their project.

Using Resources This section will focus on resources, including creating resources, assigning a resource to a task, using resource views, resolving resource conflicts, and leveling resources.

Working with Tasks This section will focus on tasks, including ways to view tasks, how to use change highlighting, understanding task indicators, using the new Task Drivers pane, how to link and unlink tasks, how to split tasks, how to update task work, and how to check for variances.

Creating Reports Participants will learn how to create traditional and visual reports. Participants will also learn how to work with OLAP cube data and the Copy Picture to Office wizard.

Customizing a Project This section will look at Project's advanced views, the Format Gantt Chart wizard, how to customize toolbars, and the Project Options dialogue.

Advanced Topics Participants will learn about fixed duration tasks, the WBS code, and how to update work. Participants will also learn how to track and update costs. Finally, participants will look at importing and exporting files.

Finishing your Project This section will teach participants how to add drawings, update project work, use filters, and add progress lines. We will also discuss some ways to track project progress.

Working with Multiple Projects This section will discuss the two editions of Microsoft Project (Standard and Professional) and Project Server. Participants will also learn how to consolidate projects, use resource pools, create and save workspaces, and use master and sub projects.

Using Macros Participants will learn how to use pre-programmed macros included with projects. Participants will also learn how to code their own macros using Visual Basic.

Analyzing your Project This section will examine two common type of analysis: PERT and EVA.

Expert Topics To conclude, participants will learn how to create custom forms, use the Organizer, and use Project with Outlook.



Microsoft Office Project 2007 - Expert Course Outline

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Expert Topics To conclude, participants will learn how to create custom forms, use the Organizer, and use Project with Outlook.



Microsoft Office Project 2007 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of Project: how to open and close it, how to use the interface, how to create a basic project, how to save and open projects, and how to get help.

Starting a Project Next, participants will learn how to create a basic project, add tasks to it, and set constraints on those tasks.

Scheduling a Project This section will focus on Project's scheduling and planning tools, including configuring calendar types, setting baselines and interim plans, and viewing the critical path.

Printing and Viewing a Project Participants will learn how to add finishing touches to a project before printing, such as checking spelling and adding page breaks. Participants will also learn how to use Project's viewing tools, the Page Setup dialogue, and Project's print commands.

File Tasks and Views Participants will learn about various file management tasks in this section, including how to use My Computer within Project and different ways to save their files. Participants will also learn how to use templates and different ways to view their project.

Using Resources This section will focus on resources, including creating resources, assigning a resource to a task, using resource views, resolving resource conflicts, and leveling resources.

Working with Tasks This section will focus on tasks, including ways to view tasks, how to use change highlighting, understanding task indicators, using the new Task Drivers pane, how to link and unlink tasks, how to split tasks, how to update task work, and how to check for variances.

Creating Reports Participants will learn how to create traditional and visual reports. Participants will also learn how to work with OLAP cube data and the Copy Picture to Office wizard.

Customizing a Project This section will look at Project's advanced views, the Format Gantt Chart wizard, how to customize toolbars, and the Project Options dialogue.

Advanced Topics Participants will learn about fixed duration tasks, the WBS code, and how to update work. Participants will also learn how to track and update costs. Finally, participants will look at importing and exporting files.

Finishing your Project This section will teach participants how to add drawings, update project work, use filters, and add progress lines. We will also discuss some ways to track project progress.

Working with Multiple Projects This section will discuss the two editions of Microsoft Project (Standard and Professional) and Project Server. Participants will also learn how to consolidate projects, use resource pools, create and save workspaces, and use master and sub projects.

Using Macros Participants will learn how to use pre-programmed macros included with projects. Participants will also learn how to code their own macros using Visual Basic.

Analyzing your Project This section will examine two common type of analysis: PERT and EVA.

Expert Topics To conclude, participants will learn how to create custom forms, use the Organizer, and use Project with Outlook.



Microsoft Office Project 2007 - Intermediate Course Outline

Getting Started To begin, participants will learn the basics of Project: how to open and close it, how to use the interface, how to create a basic project, how to save and open projects, and how to get help.

Starting a Project Next, participants will learn how to create a basic project, add tasks to it, and set constraints on those tasks.

Scheduling a Project This section will focus on Project's scheduling and planning tools, including configuring calendar types, setting baselines and interim plans, and viewing the critical path.

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Using Resources This section will focus on resources, including creating resources, assigning a resource to a task, using resource views, resolving resource conflicts, and leveling resources.

Working with Tasks This section will focus on tasks, including ways to view tasks, how to use change highlighting, understanding task indicators, using the new Task Drivers pane, how to link and unlink tasks, how to split tasks, how to update task work, and how to check for variances.

Creating Reports Participants will learn how to create traditional and visual reports. Participants will also learn how to work with OLAP cube data and the Copy Picture to Office wizard.

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Using Macros Participants will learn how to use pre-programmed macros included with projects. Participants will also learn how to code their own macros using Visual Basic.

Analyzing your Project This section will examine two common type of analysis: PERT and EVA.

Expert Topics To conclude, participants will learn how to create custom forms, use the Organizer, and use Project with Outlook.



Microsoft Office Project 2010 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of Project: how to open and close it, how to use the interface, how to create a basic project, how to save and open projects, and how to get help.

Starting a Project Next, participants will learn how to create a basic project, add tasks to it, and set constraints on those tasks.

Scheduling a Project This section will focus on Project's scheduling and planning tools, including configuring calendar types, setting baselines and interim plans, and viewing the critical path.

Printing and Viewing a Project Participants will learn how to add finishing touches to a project before printing, such as checking spelling and adding page breaks. Participants will also learn how to use Project's viewing tools, the Page Setup dialogue, and Project's print commands.

File Tasks and Views Participants will learn about various file management tasks in this section, including how to use My Computer within Project and different ways to save their files. Participants will also learn how to use templates and different ways to view their project.

Using Resources This section will focus on resources, including creating resources, assigning a resource to a task, using resource views, resolving resource conflicts, and leveling resources.

Working with Tasks This section will focus on tasks, including ways to view tasks, how to use change highlighting, understanding task indicators, using the new Task Drivers pane, how to link and unlink tasks, how to split tasks, how to update task work, and how to check for variances.

Creating Reports Participants will learn how to create traditional and visual reports. Participants will also learn how to work with OLAP cube data and the Copy Picture to Office wizard.

Customizing a Project This section will look at Project's advanced views, the Format Gantt Chart wizard, how to customize toolbars, and the Project Options dialogue.

Advanced Topics Participants will learn about fixed duration tasks, the WBS code, and how to update work. Participants will also learn how to track and update costs. Finally, participants will look at importing and exporting files.



Project Management Fundamentals Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Projects and Project Management To begin the day, we will look at what a project is and what project management means. We will also look at some of the key players in a project team.

The Role of a Project Manager This session will examine some of the key skills that a project manager needs. We will also look at developing a proposal.

How Can Projects Help Me? Often, people see projects as just more work to do. However, if managed properly, projects can provide tremendous growth and satisfaction for all those involved. We will look at some of the benefits and challenges of projects in a lecture and a case study.

A Project's Life Cycle This session will explore the four major phases of a project. Participants will complete a mix-and-match exercise to reinforce the concept.

Selling a Project If you can identify a project that will bring benefits to your company, that's great. However, getting support for that project can be a whole other story. This session will look at some ways to prioritize and sell projects.

Creating a Vision Before you start planning a project, you must know what you want the project to achieve. The best way to do this is to create a vision statement. We will discuss what a vision statement is and how to create one. Then, participants will work in small groups to create a vision for a sample project.

Project Goals This session will discuss the six key parts to a project goal. Then, participants will write some goals for a project they are working on.

Using a Target Chart A target chart can help you identify the biggest priorities in your project and help you see how to achieve your goals. This session will explore how to create and use a target chart.

Preparing Your Project Once you have decided which project to promote to others and identified your vision and goals, there are some considerations you want to be prepared for. Participants will discuss six key considerations in small groups.

Laying out the Project Now that we have a good idea of what our project will entail, we can create the charter and statement of work. We will also look at using a project planning worksheet.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Project Management Training - Understanding Project Management Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is a Project? To begin, participants will explore what a project is and isn't, and how it is different from regular work.

Project Management Basics Next, participants will explore what project management is. Participants will also look at the five process groups and nine knowledge areas as defined by the Project Management Institute in their PMBOK guide.

How Can Projects Help Me? During this session, participants will work through a case study that will demonstrate how projects can benefit us, even if we already feel overworked.

A Project's Life Cycle This session will introduce participants to the four phases of a project's life cycle: conception, planning, execution, and termination.

Selling a Project Next, participants will learn some ways to prioritize and sell projects.

Preparing Your Project During this session, participants will work in small groups and discuss six things to consider when planning your project.

The Role of a Project Manager This session will look at the key skills required for success as a project manager.

Project Goals Next, participants will learn about SMART goals, and how they can be modified to ensure project success.

Laying Out the Project Day One will conclude with information on the project charter, Statement of Work, and project planning worksheets. Participants will also receive tips on writing project reports.

Project Risks During this session, participants will evaluate their personal risk approach. Then, participants will discuss how to identify and reduce project risks.

Contingency Planning This session will continue the topic of risks by discussing what contingency plans are and what they should include.

What Really Needs To Be Done? In this session, participants will help Pete lay out and schedule tasks for his home construction project. Participants will also lay out and schedule tasks for their own project.

The Work Breakdown Structure Next, participants will learn about the WBS (Work Breakdown Structure), a key element in planning any project.

Planning Tools This session will introduce participants to various project planning tools, including action planning worksheets, milestone charts, PERT, the Critical Path Method, Gantt charts, network diagrams, and flow charts.

Budgets During this session, participants will learn about what a project budget should include and ways that it can be built.

Teamwork In this session, participants will explore ways to motivate their project team.

Developing Teams This session will look at four major issues that are critical to the success of a project team. We will also look at Jensen and Tuckman's four stages of team development.

Earthquake! This hour-long case study will give participants hands-on experience with team building and problem solving.

Communication Next, participants will learn about four keys to successful project communication.

Closing Out a Project During this session, participants will learn about how to plan for successful project termination.

Team Meetings This session will give participants some ways to make the most of team meetings.

Project Presentations During the afternoon of day three, participants will prepare and present a short presentation on their chosen project (selected as their pre-assignment).

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Prospecting for Leads like a Pro Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Pre-Assignment Review To start the day, participants will review their pre-assignment quiz.

Targeting Your Market Next, participants will learn eight ways to target their market. Then, they will fill out a worksheet for their target market.

The Prospect Board This session will show participants what a prospect board is and how to use it. Participants will also have an opportunity to create a draft prospect board.

Setting Goals During this session, participants will learn how to set SMART goals to get from where they are today to their goal.

Why is Prospecting Important? Next, participants will look at some myths behind prospecting and what will ultimately determine their success.

Networking During this session, participants will learn all about networking, a key component of prospecting.

Public Speaking Good speaking skills can give sales people a real leg up. This session will give participants some ways to build their confidence and send out the right message when speaking in public.

Trade Shows Next, participants will explore what to do before, during, and after trade shows to ensure success.

Regaining Lost Accounts This session will explore an easy way to increase accounts: regaining inactive or lost clients.

Warming Up Cold Calls During this session, participants will learn how to make the most of another essential prospecting tool: cold calls.

The 80/20 Rule Next, participants will learn how Pareto's 80/20 rule applies to sales and prospecting.

It's Not Just a Numbers Game This session will look at the 3 R's of successful prospecting.

Going Above and Beyond To wrap up, we will give participants twenty-one ideas for a successful career in sales and ten questions they can ask themselves about each prospect.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Public Speaking - Presentation Survival School Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Communication To begin, participants will explore key communication skills, including how to start and end a conversation.

Edit Your Conversation Next, participants will learn about characteristics that can make or break the audience's impression of a speaker, including volume, clichés, slang, diction, jargon, and tact (or lack thereof).

Appropriately Sharing Yourself with Others During this session, participants will discuss self disclosure using the Johari window.

Trust This session will explore the idea of trust and how self disclosure can help build relationships.

Positive Self-Talk During this session, participants will learn how to build their self-confidence, a key skill for any public speaker.

Making the Most of Meetings Meetings are a central part of communication and cooperation within any organization. This session will give participants some ways to successfully prepare for and present at any meeting.

Body Language During this session, participants will learn some ways to make sure their body language is sending the right message.

Sticky Situations This session will give participants some tools to deal with uncomfortable situations.

Why Talk? Next, participants will explore the value of oral presentations.

Planning Your Presentation During this session, participants will learn how to use PAFEO to plan their presentation.

Overcoming Nervousness To conclude the first day, we will look at some suggestions about delivery.

The STARR Pattern To begin the second day, participants will learn a second way of organizing their presentation: the STARR pattern.

Start Writing! This session will focus on the nuts and bolts of creating your presentation.

Limit Your Information During this session, participants will receive tips on how to reduce the volume of information in their presentation without watering it down.

Audience Profile Next, participants will look the value of audience profiles.

Your Speaking Voice This session will look at the eight key parts of a presenter's message.

Add Punch to Your Presentation There are many types of visual aids. We will provide an overview of, and tips for, the most common visuals during this session.

Your Presentation To wrap things up, participants will prepare and present a short presentation. Participants will evaluate each other and provide constructive feedback.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Public Speaking - Speaking Under Pressure Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Getting Started To begin, we will explore what Speaking Under Pressure is and an easy way to structure any presentation.

Planning This session will offer participants seven easy ways to prepare for a presentation even if you don't know the time, date, or topic.

Force Field Analysis Next, participants will learn about a structured method of looking at two opposing forces acting on a situation.

Understanding Your Audience During this session, we will explore a three-phase needs approach. Participants will also practice creating an audience profile.

Controlling Your Jitters This session will focus on how to make the most of stage fright.

Making Your Listener Hear You During this session, participants will explore what turns listeners on and off in a large group discussion. We will also take a brief look at non-verbal communication.

Key Themes To wrap up the first day, participants will learn what a key theme is and how to create one and distill it into a key sentence. Participants will also be given a small homework assignment.

Key Sentences To begin the second day, we'll wrap up our discussion on key themes and participants will share their homework assignment.

A Plan to Structure Ideas This session will focus on a three part plan (Aim, Concentrate, and Adapt) that participants can use to structure the body of their presentation.

Organization Methods Next, participants will learn some different ways to organize the information in the body of their message.

Our Body Language During this session, participants will take a close look at positive and negative body messages.

If You Could Be... To prepare for the major presentation later on in the workshop, participants will be asked to give a short presentation on this question: "If you could wake up tomorrow having gained any one ability or quality, what would it be?"

Beginnings and Endings This session will give participants some ways to create strong beginnings and endings.

Expanding a Basic Plan So far, this workshop has focused on small presentations. This session will give participants some tips on fleshing out those small presentations should they be required to present something longer than just a few minutes.

Presentations To conclude the workshop, participants will prepare and present a short five minute speech. Participants will also evaluate each other.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office Publisher 2002 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of Project: how to open and close it, how to use the interface (including the Project Guide), how to open and save projects, and how to get help.

Starting a Project In this section, participants will create a basic project, add and edit tasks, and set task constraints.

Scheduling a Project Participants will set up the project calendar, set the project baseline and interim plan, and view the project's critical path.

Printing and Viewing a Project This section will explore Project's different views, how to check spelling, how to add page breaks, how to use Page Setup, and how to use Project's printing commands and options.

Advanced File Tasks Participants will learn various file management tasks in this section, including how to use My Computer within Project and various ways to save their files. Participants will also learn about Project templates and views.

Using Resources This section will take a close look at how to create and edit resources, assign resources to tasks, view resources, and resolve conflicts.

Working with Tasks This section will take a close look at tasks, including ways to view them, how to link them and split them, and how to update task work.

Advanced Project Tasks Participants will learn how to look for variances, create reports, and use the Organizer.

Customizing a Project This section will look at using advanced views, formatting the Gantt chart, customizing menus and toolbars, and setting Project options.

Advanced Tools Participants will learn how to use fixed task types and the Tracking toolbar, how to import and export files, about the Work Breakdown Structure code, and how to use Outlook with Project.

Analyzing your Project Participants will practice using PERT analysis, EVA , and progress lines. We will also look at tracking a project's progress with the Project Guide.

Working with Multiple Projects To conclude, participants will learn about the two editions of Microsoft Project (Standard and Professional) and Project Server. Participants will also learn how to consolidate projects, use resource pools, create and save workspaces, and use master and sub projects.



Microsoft Office Publisher 2002 - Foundation Course Outline

Microsoft Publisher Basics To begin, participants will learn the basics of Publisher: how to open and close it, how to use the interface, how to create a basic publication, how to open and save publications, and how to configure your personal information set.

Creating Publications This section will explore Publisher's template galleries and the Publication task pane. We will also look at incorporating Word documents in publications, using color schemes, and creating publications from existing files.

Working with Page Layouts This section will look at laying out the publication using rulers and guides, sections, and blank pages. We will also learn how to add headers, footers, and page numbers to a publication.

Working with Fonts and Text Participants will learn how to use font schemes, styles, WordArt, text boxes, and paragraph formatting options (including kerning, tracking, and scaling).

Working with Text Tools Participants will learn how to use Publisher's language tools, including spell check, the thesaurus, hyphenation, AutoCorrect, and Find and Replace. We will also learn how to cut, copy, and paste.

Finishing your Publication This section will look at sending a publication via e-mail, using print preview, and setting print options.

Drawings and Graphical Objects Participants will learn how to draw lines and shapes, insert ClipArt and photos, and use the Design Gallery.

Adding Objects to Publications This section will explore working with objects further, including grouping, rotating, flipping, aligning, distributing, and layering objects. We will also look at linking and embedding objects.

Adding Tables to Publications Participants will learn how to use tables to lay out their publication.

Publisher's Mail Merge Participants will learn how to perform a mail merge in this section.

Advanced Topics This section will cover the Design Checker, pack and go, commercial printing tools, and advanced print settings.

Customizing Publisher This section will discuss how to customize the Publisher interface and application options.

Publisher and the Web Participants will learn how to create a web publication, add navigation options, and create hyperlinks.

More on Creating Web Sites This section will look at some advanced Web site elements, including hot spots, forms, background color, sounds, movies, and HTML code fragments.



Microsoft Office Publisher 2002 - Intermediate Course Outline

Getting Started To begin, participants will learn the basics of Project: how to open and close it, how to use the interface (including the Project Guide), how to open and save projects, and how to get help.

Starting a Project In this section, participants will create a basic project, add and edit tasks, and set task constraints.

Scheduling a Project Participants will set up the project calendar, set the project baseline and interim plan, and view the project's critical path.

Printing and Viewing a Project This section will explore Project's different views, how to check spelling, how to add page breaks, how to use Page Setup, and how to use Project's printing commands and options.

Advanced File Tasks Participants will learn various file management tasks in this section, including how to use My Computer within Project and various ways to save their files. Participants will also learn about Project templates and views.

Using Resources This section will take a close look at how to create and edit resources, assign resources to tasks, view resources, and resolve conflicts.

Working with Tasks This section will take a close look at tasks, including ways to view them, how to link them and split them, and how to update task work.

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Analyzing your Project Participants will practice using PERT analysis, EVA , and progress lines. We will also look at tracking a project's progress with the Project Guide.

Working with Multiple Projects To conclude, participants will learn about the two editions of Microsoft Project (Standard and Professional) and Project Server. Participants will also learn how to consolidate projects, use resource pools, create and save workspaces, and use master and sub projects.



Microsoft Office Publisher 2003 - Advanced Course Outline

Microsoft Publisher Basics

To begin, participants will learn the basics of Publisher: how to open and close it, how to use the interface, how to create a basic publication, how to open and save publications, and how to configure your personal information set.

Creating Publications

This section will explore Publisher's template galleries and the Publication task pane. We will also look at incorporating Word documents in publications, using color and font schemes, and creating publications from existing files.

Working with Page Layouts

This section will look at laying out the publication using rulers and guides, sections, and blank pages. We will also learn how to add headers, footers, and page numbers to a publication.

Working with Fonts and Text

Participants will learn how to use font schemes, styles, WordArt, text boxes, and paragraph formatting options (including kerning, tracking, and scaling).

Working with Text Tools

Participants will learn how to use Publisher's language tools, including spell check, the thesaurus, hyphenation, AutoCorrect, and Find and Replace. We will also learn how to cut, copy, and paste.

Finishing Your Publication

This section will look at e-mailing a publication, using print preview, and setting print options.

Drawings and Graphical Objects

Participants will learn how to draw lines and shapes, insert ClipArt and photos, and use the Design Gallery.

Adding Objects to Publications

This section will explore working with objects further, including grouping, rotating, flipping, aligning, distributing, and layering objects. We will also look at linking and embedding objects.

Adding Tables to Publications

Participants will learn how to use tables to lay out their publication.

Publisher's Mail Merge

Participants will learn how to perform a mail merge in this section.

Advanced Topics

This section will cover the Design Checker, Pack and Go, commercial printing tools, and advanced print settings.

Customizing Publisher 2003

This section will discuss how to customize the Publisher 2003 interface and application options.

Publisher and the World Wide Web

Participants will learn how to create a web publication, add navigation options, and create hyperlinks.

More on Creating Web Sites

This section will look at some advanced Web site elements, including hot spots, forms, background color, sounds, movies, and HTML code fragments.

Speech and Handwriting Recognition

Participants will learn how to install and use speech and handwriting recognition.

More Publisher Features

To conclude, we will look at creating catalogue merges and setting up master pages.



Microsoft Office Publisher 2003 - Foundation Course Outline

Microsoft Publisher Basics To begin, participants will learn the basics of Publisher: how to open and close it, how to use the interface, how to create a basic publication, how to open and save publications, and how to configure your personal information set.

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Publisher's Mail Merge Participants will learn how to perform a mail merge in this section.

Advanced Topics This section will cover the Design Checker, Pack and Go, commercial printing tools, and advanced print settings.

Customizing Microsoft Publisher 2003 This section will discuss how to customize the Publisher 2003 interface and application options.

Microsoft Publisher and the Web Participants will learn how to create a web publication, add navigation options, and create hyperlinks.

More on Creating Web Sites This section will look at some advanced Web site elements, including hot spots, forms, background color, sounds, movies, and HTML code fragments.

Speech and Handwriting Recognition Participants will learn how to install and use speech and handwriting recognition.

More Publisher Features To conclude, we will look at creating catalogue merges and setting up master pages.



Microsoft Office Publisher 2003 - Intermediate Course Outline

Microsoft Publisher Basics

To begin, participants will learn the basics of Publisher: how to open and close it, how to use the interface, how to create a basic publication, how to open and save publications, and how to configure your personal information set.

Creating Publications

This section will explore Publisher's template galleries and the Publication task pane. We will also look at incorporating Word documents in publications, using color and font schemes, and creating publications from existing files.

Working with Page Layouts

This section will look at laying out the publication using rulers and guides, sections, and blank pages. We will also learn how to add headers, footers, and page numbers to a publication.

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Publisher and the World Wide Web

Participants will learn how to create a web publication, add navigation options, and create hyperlinks.

More on Creating Web Sites

This section will look at some advanced Web site elements, including hot spots, forms, background color, sounds, movies, and HTML code fragments.

Speech and Handwriting Recognition

Participants will learn how to install and use speech and handwriting recognition.

More Publisher Features

To conclude, we will look at creating catalogue merges and setting up master pages.



Microsoft Office Publisher 2007 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of Publisher: how to open and close it, how to use the interface and the Getting Started window, and how to get help.

Creating a Basic Publication This section will show participants how to create a publication from the Getting Started window, perform common tasks using the Format Publication task pane, and perform basic operations on text and pages.

Doing More with Text Participants will learn some more things that they can do with text, including changing the font face, size, and color; using basic editing commands; using the Format Painter; creating drop caps; setting kerning, tracking, and scaling options; and using AutoFit.

Adding to your Publication Next, participants will practice using the Business Information set, AutoCorrect, research tools, the Content Library, and the Design Gallery. Participants will also learn how to add ClipArt and shapes to their publication.

Printing and Viewing your Publication This section will focus on how to manage windows; use Page Setup, Print Setup, and Print Preview; and how to print a publication.

Polishing your Publication Participants will learn how to add headers and footers to their publication and how to use color and font schemes.

Using Text Boxes This section will show participants how to perform basic editing tasks on a text box, link and unlink boxes, format text into columns, change text direction, and use AutoFit.

Arranging Objects This section covers using rulers, guides, snap, align, and distribute to arrange a publication.

Completing your Publication Participants will learn how to save their files in different formats (including PDF), trap (register) settings, use the Design Checker, use the Graphics Manager, pack a publication to go, and e-mail a publication. We will also explore Publisher's merge features.

Making a Publication Consistent This section will explore how to create, use, and manage master pages and styles.

Enhancing your Publication Participants will learn how to add embedded objects and tables to their publication.

Adding Graphics This section will focus on adding WordArt and AutoShapes to a publication.

Inside Publisher Participants will learn how to set program options.

Macros Participants will learn the basics of using Visual Basic to code a macro.

Publisher and Other Applications This section will teach participants how to use Office diagnostics, manage Publisher add-ins, and use Publisher and Word together.

Publisher and the Web This section will cover the basics of creating a publication for the Web.

Advanced Web Features Participants will learn about more things they can add to a Web publication, including hotspots, background sounds, and form controls.



Microsoft Office Publisher 2007 - Expert Course Outline

Getting Started To begin, participants will learn the basics of Publisher: how to open and close it, how to use the interface and the Getting Started window, and how to get help.

Creating a Basic Publication This section will show participants how to create a publication from the Getting Started window, perform common tasks using the Format Publication task pane, and perform basic operations on text and pages.

Doing More with Text Participants will learn some more things that they can do with text, including changing the font face, size, and color; using basic editing commands; using the Format Painter; creating drop caps; setting kerning, tracking, and scaling options; and using AutoFit.

Adding to your Publication Next, participants will practice using the Business Information set, AutoCorrect, research tools, the Content Library, and the Design Gallery. Participants will also learn how to add ClipArt and shapes to their publication.

Printing and Viewing your Publication This section will focus on how to manage windows; use Page Setup, Print Setup, and Print Preview; and how to print a publication.

Polishing your Publication Participants will learn how to add headers and footers to their publication and how to use color and font schemes.

Using Text Boxes This section will show participants how to perform basic editing tasks on a text box, link and unlink boxes, format text into columns, change text direction, and use AutoFit.

Arranging Objects This section covers using rulers, guides, snap, align, and distribute to arrange a publication.

Completing your Publication Participants will learn how to save their files in different formats (including PDF), trap (register) settings, use the Design Checker, use the Graphics Manager, pack a publication to go, and e-mail a publication. We will also explore Publisher's merge features.

Making a Publication Consistent This section will explore how to create, use, and manage master pages and styles.

Enhancing your Publication Participants will learn how to add embedded objects and tables to their publication.

Adding Graphics This section will focus on adding WordArt and AutoShapes to a publication.

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Microsoft Office Publisher 2010 - Foundation Course Outline

Starting Out To begin, participants will learn the basics of Publisher: how to open and close it, how to use the interface, how to create a basic publication, how to save and open publications, and how to get help. We'll also look at the new Backstage View.

The Publisher Interface Next, participants will closely examine the ribbon interface, including the Quick Access Toolbar and the main tabs.

Advanced Tabs and Customization This section will give participants an introduction to the remaining tabs, including contextual tabs. Participants will also learn how to customize the ribbon.

Creating Publications In this section, participants will learn how to use templates, modify global template options (such as color and font schemes), work with pages, use basic editing commands, use guides and alignment, work with Building Blocks, and apply advanced text effects (such as the Format Painter, styles, and columns). Participants will also receive a crash course in graphic design.

Doing More with Text Next, participants will learn about changing all aspects of a font, format text boxes, change paragraph, text, and typography options (such as ligature styles and drop caps), and add page elements such as page numbers, headers and footers, and backgrounds.

Printing and Viewing Your Publication This final section will teach participants about publication masters, viewing a publication in various ways, showing and hiding screen elements, applying finishing touches such as spell check, changing page setup, and printing or e-mailing a publication.



Risk Management Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Understanding Risk In this session, you will discuss the definitions of risk and risk management, types of risks, and the key components of establishing your risk management context. To wrap up the session, you will review two key risk management models: the COSO ERM cube and the ISO 31000 risk management standard.

Risk Management Activities This session will provide the framework for the remainder of the day: The seven R's and four T's of risk management.

Assessing Risk Next, participants will learn how to design a basic risk assessment process. They will also start work on a case study that will be used throughout the day.

Responding to Risks In this session, participants will learn about the four T's of responding to risks: Tolerate, Treat, Transfer, and Terminate.

Resourcing Controls Next, participants will explore controls that can be put into place to mitigate risks.

Reaction Planning This session will give participants a checklist of items to include in their contingency plan.

Reporting and Monitoring In this session, participants will discuss reporting hierarchies and requirements.

Reviewing and Evaluating the Framework The final session will give participants a checklist for reviewing their risk management program.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Safety in the Workplace Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining a Safety Culture This session will explore the idea of a safety culture. Participants will also be asked to identify how safety applies to their organization.

Governing Bodies and Resources It is essential that organizations map their safety plan to regulations in their area. This session will look at some of the key organizations and how to contact them.

Getting Started A good first safety step is establishing a safety committee. This session will give participants some ideas on getting started.

Identifying Hazards Hazard identification typically forms the basis for a safety plan. We will look at some ways of identifying hazards and then we will apply those methods to a case study.

Resolving Hazards Hazard resolution is the logical step to take after hazard identification. We will look at three ways of resolving hazards and then we will apply those methods to a case study.

Taking Proactive Measures There are measures you can take when hiring and training employees to make your workplace safer. This session will explore these measures through lecture and discussion.

Identifying Groups at Risk During this session, we will look at a number of factors that can increase a person's risk of accident. We will also look at how to mitigate these risks.

Writing a Safety Plan Everything that we have discussed so far will come together to create a safety plan.

Implementing the Plan Your safety culture will only be a success if it is accepted and adopted by your employees. We will discuss just how to do this in a lecture.

Incident Management No matter how well your safety culture is implemented and accepted, there will still be incidents. This session will look at how to respond to, document, and investigate incidents. We will also discuss how to handle near misses.

Reviewing the Program The final essential component of your safety plan is to include a review process. We will look at when and how the plan should be evaluated.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Secrets of Change Management - A One Day Primer Course Outline

Ways of Looking at Change To begin, participants will explore various change models, including William Bridges' three-phase model and Claus Janssen's four-room apartment model.

Making the Change This module will examine the process of making a change, from identifying the need, to establishing a vision and goals, to creating and implementing a change strategy.

Making Change Easier If you're the one leading the change, there are some skills that you can develop to make change easier on others, including planning skills, communication skills, and empowerment tools.

Coping with Change During this module, participants will learn how to build resiliency, deal with reactions, make adjustments, and cope with stress.

Maintaining a Sense of Control This module will offer some ways to help you feel in control during the change process.



Selling Smarter Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Essential Selling Skills To begin, participants will explore 15 key sales skills. Participants will also discuss the importance of professionalism and the impact of the expectancy theory.

What is Selling? During this session, participants will discuss just what selling means. We will also offer some tips on how to approach the challenge of improving your skills.

Features and Benefits This session will look at the difference between features, advantages, and benefits.

Setting SMART Goals Next, participants will use the SMART acronym to create positive, achievable goals.

Time Management Tips During this session, participants will share their time management tips, and we will offer some ways of maximizing your time.

Customer Service This session will look at the four needs of customers and how we can use them to sell smarter.

Types of Selling Next, participants will explore the three types of selling. Participants will also discuss the importance of perceived value.

Ten Major Mistakes This session will look at the ten biggest mistakes salespeople make. Participants will then brainstorm ways to avoid or rectify these mistakes.

Finding New Clients During this session, participants will discuss how to find new clients and how to network.

Selling Price To wrap up the day, participants will look at the advantages and disadvantages of selling price.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office SharePoint Designer 2007 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of SharePoint Designer: how to open and close it, how to use the interface, how to create a basic web site (including design tips), how to save and open web sites, and how to get help.

Creating a Basic Page Next, participants will create a basic Web page with text, hyperlinks, photos, files, buttons, and form controls.

Creating Sites and Advanced Pages This section will focus on creating, navigating, modifying, and opening a web site; modifying site pages; modifying page properties; and using folders.

Doing More with Text Participants will learn how to use editing tools; change the font face, size, and color; use the Format Painter; and add borders and shading. Participants will also learn how to check spelling, add ClipArt, and use layers.

Printing and Viewing your Site This section will cover window management and how to set a site up to be printed.

Advanced File Tasks Participants will learn how to use My Computer within SharePoint Designer, various ways to save their files (including importing and exporting tasks), and how to use dynamic web templates.

An HTML Primer Participants will learn basic conventions of HTML, how to use Code View, how to use the Tag Properties window, and how to use pre-defined tags.

Beyond Text This section will focus on adding and formatting graphics.

Hyperlinks and Hotspots Participants will learn how to create hyperlinks and hotspots. We will also take a brief look at publishing a site.

Creating a Consistent Web Site Participants will learn how to use master pages, text styles, and Cascading Style Sheets (CSS) to create a professional, consistent web site.

Working with Tables This section will show participants how tables can help lay out a web page.

Site Navigation and Data Sources Participants will learn how to add link bars, quick launch bars, and data sources to their site.

Advanced Components This section will look at SharePoint Web Components, ASP.NET components, SharePoint Web Zones, and interactive buttons.

Forms, Scripts, and Frames Participants will learn how forms, client side scripts, and frames can enhance their Web site.

Expert Topics Participants will learn how to use behaviors, data views, and data forms in this section.

Working with SharePoint This section will explore how to use SharePoint Designer with SharePoint Server, including how to use SharePoint templates and controls, how to set contributor settings, and how to publish a site to a SharePoint server.

Inside SharePoint Designer To conclude the course, participants will learn how to customize SharePoint Designer.



Microsoft Office SharePoint Designer 2007 - Expert Course Outline

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Microsoft Office SharePoint Designer 2007 - Intermediate Course Outline

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Microsoft Office SharePoint Server 2007 Course Outline

Getting Started To begin, participants will learn what SharePoint Server is, how to navigate and use a SharePoint site, the basics of workspaces, how to manage documents on a SharePoint site, and how to use folders.

Parts of your SharePoint Space This section will focus on four important aspects of a user's SharePoint space: discussion boards, the workspace, the Recycle Bin, and alerts.

Microsoft Office 2007 and SharePoint This section will focus on performing basic collaboration tasks with Office (including InfoPath). We will also look at how to set up a SharePoint workflow with an InfoPath form.

Creating and Managing Lists, Libraries, and Views Participants will learn all about managing lists, subscribing to RSS feeds, using library views, creating lists, and creating libraries.

Working with the SharePoint Site This final section focuses on administrative tasks, including managing user permissions, creating and managing SharePoint pages, and basic site administration tasks.



Microsoft Office SharePoint Server 2010 Course Outline

Getting Started Students will be introduced to what SharePoint is and learn how to move around within the interface and site hierarchy. They will also be given a brief introduction to all the major SharePoint objects, learn a little about their personal homepage, and learn how to use the SharePoint Help file.

Creating and Managing Content This section discusses how to create, edit, and manage pages, sites, libraries, library views, and lists. The Recycle Bin and Site Collection Recycle Bin will also be covered.

Specialized SharePoint Content Now that students have a good understand of how SharePoint and its content works, this section will discuss how to do more with the content they know how to create. It covers library management, including file check-in/out and file versioning. Students will also learn how to create blogs, wikis, workspaces, calendars, and workflows, and perform actions with each object.

Advanced SharePoint Tasks This final section guides students to some of the more advanced SharePoint functionality. Students will learn how to use the Project Tasks list and will receive a crash course on basic project management. This section then moves on to discuss the basics of using programs designed to complement SharePoint: SharePoint Workspace 2010 and SharePoint Designer 2010. Finally, this section will give an overview of all the Web-enabled administrative tasks available for SharePoint sites.



Skills for the Administrative Assistant Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Personal Best, Professional Best To begin, participants will discuss what affects a first impression and how they can improve the impression they give to others.

Putting Others at Ease One part of making a good impression is to get so comfortable with who you are that you can forget about you and concentrate on the other person. During this session, participants will explore ways to do this.

Distorted Thinking Participants will explore types of distorted thinking through a case study and large group discussion.

The Steps to Feeling Good This session will give participants a three-step process to turn negative thinking or emotions around.

Assertiveness Assertiveness is a word we tend to use without really understanding what it means. This session will get participants thinking about what assertiveness is, using a lecturette, quiz, and group discussion.

Improving Your Assertiveness Next, participants will explore how they can become more assertive in difficult situations.

Communication Skills Participants will discuss different forms of communication and barriers to each.

Asking and Listening During this session, participants will learn about two key elements to verbal communication: asking questions and listening.

Non-Verbal Messages Next, participants will explore various types of non-verbal communication and their possible interpretations.

Writing Skills This session will look at how to improve written communications, including using the four C's, editing, and proofreading.

Getting Ahead Two main components of getting ahead in the workplace are identifying what you want and helping others to get what they want. This session will look at both of those concepts.

Self Management This session will give participants some tools to help them improve themselves, including establishing rituals, time management, organization, and planning.

Setting Goals Next, participants will set some goals using the SMART format.

Working as a Team Administrative assistants are often a key part of a workplace team. This session will explore some of the benefits and challenges of working as a team.

Working with Difficult People This session will give participants two tools to deal with difficult people: blending and redirecting.

Learning to Say No Next, participants will learn about some formulas for saying no. They will then have an opportunity to practice these formulas in a role play and case study.

De-Stress Options You Can Use Right Now To conclude the workshop, participants will learn some easy relaxation techniques.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and discuss key points learned.



Stress Management Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Stress and How It Affects Us To begin, participants will discuss how they would currently handle stressful situations. Participants will also define stress, and they will learn what their score on the pre-assignment (the Holmes-Rahe stress scale) means. To conclude the session, participants will discuss the role of gender and health on stress.

What Is Stress About? This session will explore the four things that stress is about. Participants will also learn about the positive effects of stress and what eustress is.

Building a Solid Foundation Next, participants will learn about the four pillars of stress management. Special focus will be given to relaxation techniques.

Mental Strategies This session will give participants two mental strategies to manage stress.

Stress at Work During this session, participants will complete a stress inventory to help them identify areas of stress at work. Participants will also identify some solutions for work-related stress.

Time Management Tips A little bit of planning can go a long way towards reducing stress. Participants will work in small groups to brainstorm ways of managing time.

Stress at Home Next, participants will get some tips on running their household in a way that reduces stress, including budgeting, planning meals, general organization, and chores.

Drainers and Fillers To wrap things up, participants will identify the things that drain and energize them. They will also take another look at the stressful situations from this morning to see how they might approach those situations differently now.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Stress Relief and Stress Reduction - A One Day Primer Course Outline

Understanding Stress To begin, participants will explore what stress is, what some of its causes are, and what its costs can be. Participants will also complete an individual stress inventory to identify their personal stressors.

Dealing with Stressful Situations This module will look at three ways of dealing with stressful situations: accept it, avoid it, or alter it.

Becoming Stress-Resilient Next, participants will discuss ways to reduce the impact of stress, including becoming better at managing change, coping with anger, reducing worry, and enhancing problem-solving skills.

Ways to Manage Stress This module will look at some things participants can do when they feel stressed, such as relaxation techniques, humor, and engaging in supportive relationships. We will also explore the effects of nutrition, sleep, and exercise on stress.

Managing Time to Prevent Stress Many people become stressed when they feel disorganized or pressured for time. This module will explore some time management techniques that can help reduce that stress factor.



Survival Skills for the New Trainer Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What Makes a Good Trainer? To start the day, we will discuss some key background ideas, including principles of adult learning and what the word "trainer" means.

Projecting the Right Image Next, participants will learn how to make a good, lasting first impression and how to maintain that impression.

Being Genuine During this session, participants will explore what being genuine means in a large group discussion.

Acting Assertively vs. Aggressively Participants will explore the differences between passive, aggressive, and assertive behavior, and why assertive behavior is important for a trainer.

Asking the Right Questions to get the Right Answers This session will focus on open questions, closed questions, and the communication funnel. Participants will also have an opportunity to practice these skills in an exercise.

Listening Participants will identify their listening strengths and weaknesses through a quick quiz and a personal inventory. We will also discuss some ways that participants can improve their listening skills.

Connecting With People During this session, we will look at ways to build rapport and how to use facilitative training. Participants will then evaluate themselves to see what skills they need to build in these areas. To conclude the session, we will look at some potential problem situations and ways to defuse them before they start.

Presentation Skills We will use the PAFEO acronym to identify the elements of a good presentation.

Essentials for Success We will ask participants to complete a checklist of what attributes they feel makes a good trainer. This will also help participants identify areas for further training.

Do's and Don'ts for New Trainers To wrap up the learning points, participants will discuss a checklist of do's and don'ts.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions, complete an action plan, and talk with the trainer.



Creating a Top-Notch Talent Management Program Course Outline

Introduction and Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Understanding Talent Management To begin, participants will explore where talent management originates and the value of developing an actual program.

Understanding Performance Management Next, participants will look at the shared management model of performance management, and how it differs from talent management.

Understanding Succession Planning This session will give participants an introduction to succession planning. Topics covered will include a glossary of terms, how to identify critical people and resources, and how to perform a risk assessment.

Creating a Talent Management Plan In this session, participants will learn about the three steps to any talent management program and how to develop a vision.

About Competency Based Programs Next, participants will learn about competencies and competency models, including Goleman's emotional intelligence model.

Identifying Talent This session will explore the five key talent groups in any organization through discussion and a case study. Participants will also learn about fast track programs.

Bring on Bench Strength In this session, participants will look at how to use existing human resource programs to support talent management.

Conducting Talent Assessments to Create a Talent Profile Next, participants will learn a three phase process for creating a talent profile and a method for compiling results. They will also have the chance to start working on a talent profile form for their organization.

Keeping People Interested This session will explore the concept of abilities and aspirations through discussion and a case study. Participants will also learn some tips to help keep their superstars performing.

Talent Review Meetings In this session, participants will learn about the structure of a talent review meeting and important follow-up activities.

Show Me the Money! Next, participants will look at the role of compensation in a talent management plan.

Communicating with High Potentials This session will look at both sides of the debate on whether or not to tell high potentials of their status.

Development Strategies In this session, participants will learn about key personal development strategies, including SMART goals, feedback, coaching, mentoring, and creative development methods.

Reality Check! Participants will explore talent management strategies from three leading organizations in this session.

Fostering Engagement According to the Gallup Management Journal, only 26% of employees in an average organization are engaged. This session will give participants ten C's to get their employees engaged and active.

Evaluating the Plan In this session, participants will learn about a six-stage evaluation process that they can use to keep their talent management program moving.

Workshop Wrap-Up At the end of the workshop, students will have an opportunity to ask questions and fill out an action plan.



Team Building - Developing High Performance Teams Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Organizations Today To begin the day, we will look at how changes in organizations have affected teams.

Types of Teams During this session, we will define the word "team." We will also look at some different team models, including traditional teams, task forces, and cyber teams.

Team Norms This session will look at some of the benefits and pitfalls of teams. We will also establish some team norms: ground rules that a team can use to help them work together.

Towers One way of looking at team development is the TORI model. Participants will experience this model through a fun exercise.

Beckhart's Activities Richard Beckhart said in 1972 that there are four activities a group should perform on a regular basis if they desire to grow into a team. Since researchers today still agree on these four activities, we will spend some time exploring each activity.

The Four Stages of Team Development Every group of people, whether they are a team or just a group working together, grows and evolves. We will spend this session looking at Tuckman and Jensen's four stages of team development: forming, storming, norming, and performing.

Parker's Characteristics The twelve characteristics of effective teams were developed by Glenn Parker, who has devoted his whole life's work to studying teams. We will discuss each of them in detail through a combination of lectures, small group work, and case studies.

Glenn Parker Team Survey During this session, participants will complete a survey constructed by Glenn Parker. This survey will help participants identify their team player style. Participants will then work in small groups to discuss the strengths and weaknesses of their style.

The Trust/Relationship Model We will look at how trust impacts relationships through a lecture and small group work.

Creativity This session will examine two types of thinking: lateral and vertical. We will also look at how these thinking models affect creativity.

The Six Thinking Hats During this session, we will discuss Edward De Bono's six thinking hats. Then, we will explore how these hats can help us in a team environment.

Team Shaping Factors First, we will discuss the four factors that shape a team during a lecture. Then, participants will apply the knowledge to a case study.

Problem Identification This session will demonstrate a key point of problem solving: you can't fix it if you don't know what is broken!

Exploration, Analysis, and Evaluation Team problem solving needs a three-phase approach: exploration, analysis, and evaluation. We will look at this model through a combination of lectures and group work.

Other Problem-Solving Techniques During this session, we will look at some other key problem solving tools, including the fishbone technique, the lasso, and force field analysis.

Interventions This session will look at some common problems that teams face and some recommended solutions.

Resolving Conflict Solving conflict in a positive way is key for building a strong team. This session will look at types of conflict and tips for resolving conflict. Participants will also take part in a role play to demonstrate the concepts learned.

SWOT Analysis Performing an analysis of the team's strengths, weaknesses, opportunities, and threats can be a great measuring stick. We will discuss how to perform such an analysis, and then participants will work in small groups to complete a case study.

Developing Team Action Plans To wrap up the day, we will look at some planning tools that teams can use to help them grow and improve, including improvement plans and action plans.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and talk with the trainer.



Building Better Teams Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Teams To get started, you will guide participants to define what a team is and what different kinds of teams there are. You will also have participants demonstrate synergy through a simple exercise.

Establishing Team Norms This session will look at some of the benefits and pitfalls of teams. We will also discuss establishing team norms: ground rules that a team can use to help them work together.

Working as a Team During this session, you will have participants look at a tool called the Gradients of Agreement. You will also discuss how it can help them interact with their teammates.

Glenn Parker Team Survey During this session, participants will complete a survey constructed by Glenn Parker, a business consultant who has done a great deal of research on teams. This survey will help participants identify their team player style. Participants will then work in small groups to discuss the strengths and weaknesses of their style.

Building Team Trust Trust is one of those mainstay virtues. It is the bond that allows any kind of significant relationship to exist between people. In small groups, participants will discuss some basic ways to establish and build trust on their team.

The Stages of Team Development Every group of people, whether they are a team or just a group working together, grows and evolves. We will spend this session looking at Tuckman and Jensen's four stages of team development: forming, storming, norming, and performing.

Towers Another way of looking at team development is the TORI model. Participants will experience this model through a fun exercise.

Communication If a team is going to succeed, they must be able to communicate well with each other. This session will cover some basic principles of communication.

Becoming a Good Team Player There are some skills that participants can develop to become better team players. In this session, we will discuss some Really Useful Attitudes and some Really Useless Attitudes.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Telemarketing - Using the Telephone as a Sales Tool Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Change Your Skills, Change Your Income To start the day, participants will discuss some words of wisdom from Earl Nightingale.

Separating Your Company from the Competition This session will explore what the status quo means for participants and for their customers.

Building Trust and Respect Next, participants will discuss ways to build trust and respect.

The Johari Window This session will continue the discussion on trust and respect using the Johari window.

The Importance of Good Communication Skills During this session, participants will develop their listening and questioning skills.

Developing Your Script Now that participants have some fundamental tools, they will develop a script that can be used for any sales call.

Pre-Call Planning We do not believe in a canned call, but we do believe in a planned call. This session will explain the difference between those types.

Phone Tag and Call Backs Next, participants will discuss some ways to make the most of voice mail.

Following Up During this session, participants will identify ways to avoid missed opportunities by tracking their calls and following up.

Closing the Sale This final session will give participants some ways to ask for and close the sale.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



The ABC's of Supervising Others Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Pre-Assignment Review To begin, participants will discuss their pre-assignment in small groups.

Making the Transition Next, participants will discuss how their role will change when they become a supervisor. They will also work on developing solutions to common concerns of new supervisors, such as, "How do I make sure employees recognize my new role and respect my position as a supervisor?"

Responsibilities of a Supervisor During this session, participants will explore their three main areas of responsibility. They will also work through two case studies.

Setting Goals This session will help participants set some SMART goals to help them succeed as a supervisor.

Planning for Success Next, participants will discuss the value of short and long range planning.

Listening Skills During this session, participants will learn about and practice active listening skills.

Asking Questions This session will help participants develop another key communication skill: asking good questions.

Giving Feedback Giving feedback is one of the most important skills for a supervisor, yet it can be the trickiest and most difficult management task. This session will help participants master this invaluable skill.

Ask for What You Want Next, participants will learn some ways to ask for what they want, whether it's more staff, better resources, or a pay raise.

Giving Instructions This session will give participants five keys to giving good instructions.

Orders, Requests, and Suggestions During this session, participants will learn about these three specific types of instructions.

Managing Conflict Unfortunately, supervisors are often called in to mediate conflicts. Participants will learn two different processes for managing conflict, and then they will practice those processes during a skill building exercise.

Dealing with Difficult Employees Next, participants will discuss how to deal with four common types of problem employees: the over-dependent employee, the lazy employee, the hostile employee, and the chronic complainer.

Dealing with Others This session will give participants some general tips to remember when dealing with others, including power talk and the rules of likeability.

The Reciprocal Quality of Relationships To wrap up the day, participants will explore their personal network and how to be a positive influence in it.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



The Minute Taker's Workshop Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Role of a Minute Taker To begin, participants will discuss the role of a minute taker. They will also explore common problems and solutions in small groups.

The Skills of a Minute Taker Next, participants will learn about the three key skills that a minute taker must have: an ability to listen, critical thinking skills, and good organization techniques.

Meeting Agreements This session will discuss meeting agreements and give participants three templates to take away and customize.

Styles of Minutes During this session, participants will look at samples of three types of minutes: formal, informal, and action.

What do I Record? Next, participants will learn what to record during a meeting.

Techniques for Preparing Minutes This session will give participants the tools for creating minutes, including organization methods, techniques for writing drafts, and proofreading tips.

Taking Minutes in an Interactive Meeting During this session, participants will learn how their role as a minute-taker will be different in an interactive meeting.

The Minute Book To wrap up the day, participants will learn how to build and maintain a minute book.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



The Practical Trainer Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining a Successful Training Program To start the day, participants will be asked to think about what successful training looks like. This will segue into a discussion of different audiences and their expectations. Participants will also look at some situations that could identify a need for training, and some of the benefits that training can bring.

Defining a Successful Trainer Next, participants will discuss the characteristics of a successful trainer, including how to stimulate a readiness to learn. Participants will also look at common mistakes made by new trainers, and they will brainstorm some ways to avoid or resolve those issues.

A Word about Adult Learning During this session, participants will explore the differences between adult and child learners in small groups.

The Learning Process The adult learning process has four distinct steps. Participants will look at each step and discuss how they can use this model to

Principles of Adult Learning This session will explore the key principles of adult learning through an exercise and small group work.

The Learning Cycle For every learning point we make, there should be a learning cycle to be certain all trainees have "got it." This session will examine that cycle. Participants will also explore some ways to cover all points of the cycle in a training program.

Types of Trainers During this session, we will look at four main types of trainers, and how these types can help participants become better trainers.

The Training Process This session will introduce participants to the six-step training process.

Performing a Needs Analysis Next, participants will learn about the first step: performing a needs analysis. During this session, participants will look at some sample situations and develop possible training ideas.

Planning Training The next two steps in the training process are to develop the training and prepare employees. We will examine these steps through a lecture and group work.

Training Methods The fourth step of the training process is to conduct the training. During this session, we will begin looking at some key parts of this step, including training methods and environmental concerns.

Designing a Learning Sequence This session will introduce participants to the four parts of an effective learning sequence. Then, participants will practice creating a few sequences of their own.

Using Humor and Adding Games Continuing with the fourth step, participants will learn how to use humor appropriately and how to choose games to add to their training.

Are You Ready For Anything? Participants will work in groups to discuss how preparation can affect the training session and what sort of things a trainer should prepare for.

Setting the Climate This session will discuss some of the key factors that set the training climate.

Presentation Skills During this session, participants will explore some different ways to communicate with the audience, including telling, showing, non-verbal communication, and using notes. Participants will also examine some different types of visual aids that they can use and how best to use them.

Dealing with Difficult Trainees Participants will complete a brainstorming exercise to identify types of difficult trainees and ways to deal with them.

On-the-Job Training Job instruction training (or on-the-job training) is becoming more and more prevalent. This session will discuss a four-step plan to make job training a success.

Training Presentations We have set aside this time for participants to present their short training program.

Evaluations It's now time to go back to the fifth step of the training process: evaluations. We will examine several methods that participants can use to evaluate the success of their program. (For information on the sixth step, see our Coaching course.)

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



The Professional Supervisor Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Adjusting to Your Role To begin, participants will learn some key strategies for new supervisors. Then, they will discuss ways to ease the transition from employee to supervisor, and how to solve common problems.

A Supervisor's Responsibilities Next, participants will talk about their responsibilities to themselves, their employer, and their employees.

Making Plans During this session, participants will learn how to use the urgent-important matrix to plan and prioritize. Participants will also be given a framework for planning.

Setting Goals This session will help participants set SMART goals.

Leadership To wrap up the first day, participants will look at different leadership models, including the Direction-Support model.

The Situational Leadership Model During this session, participants will learn about Paul Hersey's situational leadership model.

Problem Employees Next, participants will brainstorm ways to deal with four types of employee problems: excessive complaining, laziness, hostility, and over-dependence.

Synergy This session will begin looking at teamwork by exploring synergy: when the whole of the team is more than the sum of the parts.

Trust Next, participants will discuss why trust is so important in a team environment, and how to build trust.

Team Development This session will educate participants about Tuckman and Jensen's four stages of team development, and how leaders can help teams at each stage.

Communication During this session, participants will discuss what communication is, what can be a barrier to communication, how to engage in active listening, and how to ask good questions.

The Communication Process This session will give participants a three-step model to use with employees who are agitated in some way (for example, excited, frustrated, or angry).

Motivation Next, participants will talk about three approaches to motivation: the carrot, the whip, and the plant.

Orientation During this session, participants will rate their company's orientation and develop ideas for improvement to bring back to their workplace.

Training This session will give participants some guidelines for effective training, whether they are the trainer or the trainee.

Providing Feedback Giving feedback is one of the most important management tasks, yet many people find it a tricky area. This session will give participants some tools that they can use.

Delegation Next, participants will learn about the degrees of delegation and common pitfalls.

Dealing with Conflict This session will give participants a six-step model to resolve conflict, and a separate model to resolve problems. Then, concepts from the entire workshop will be practiced in a role play.

Discipline To wrap up the workshop, participants will learn about various kinds of discipline and what to do if they have to fire an employee.

Workshop Wrap-Up At the end of the third day, students will have an opportunity to ask questions and fill out an action plan.



Time Management - Get Organized for Peak Performance Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Power of Change To begin, participants will use their pre-assignment to identify areas where they want to change their time management approach.

Understanding Yourself Next, participants will discuss the left brain and right brain approaches to time management.

Setting Goals During this session, participants will learn how to set SMART goals to help them manage their time better.

Planning This session will explore different planning tools and their uses.

Setting a Ritual To wrap up the morning, participants will discuss how setting a ritual can help them manage their time.

The Four D's Next, participants will learn how to Do, Dump, Delay, or Delegate any task. They will also learn to take the STING out of feeling overwhelmed.

Organizing Your Workspace This session will give participants a plan to organize their work area.

Organizing Your Files During this session, participants will explore ways to manage paper and electronic files, including e-mail.

Managing Your Workload To wrap up the day, participants will help Mary Marvelous manage her workload. Then, they will complete a 168-hour plan.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Tough Topics: Talking to Employees about Personal Hygiene Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Let's Talk About It! To start the day, participants will look at some of the personal and professional benefits of investing their time and energy into a tough conversation.

Guidelines for Difficult Conversations This session will give participants a framework for any difficult conversation and a chance to role play ways to open the conversation. Participants will also receive a checklist of company policies that they should familiarize themselves with.

Overcoming Objections Next, participants will role play what to do if the employee becomes offended, won't admit that they have a problem, refuses to fix the problem (or fixes it only temporarily), or claims that the issue is due to a disability.

Bad Hair Days (And Weeks... and Months...) This session will focus on solutions for unkempt hair, unprofessional hairstyles, and dandruff.

Addressing Piercings and Body Artwork In this session, participants will learn some good ways to bring up and resolve issues with inappropriate body piercings and tattoos.

Helping Employees Dress for Success Next, participants will learn how to deal with dress code violations, with a special section on issues that could be gender-sensitive. Participants will also receive some useful tips on helping employees who don't have the resources to dress appropriately.

Bad Breath This session will explore the causes of bad breath (formally known as halitosis), how to resolve it, and how to discuss it with employees.

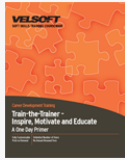
Body Odor Next, participants will brainstorm ways to handle inadequate personal hygiene, body odor from medical issues, and over-perfumed employees. We'll also take a quick look at what to do if you think you smell drugs or alcohol on an employee.

Gastrointestinal Issues This session will look at discussing incontinence and flatulence with an employee.

Bad Habits Finally, participants will make a list of their favorite poor hygiene habits and brainstorm solutions for them.

Putting it into Practice In the last session of the day, participants will role play a difficult hygiene situation and receive feedback on how they handled the situation.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Train-the-Trainer - Inspire, Motivate and Educate - A One Day Primer Course Outline

Essential Skills To begin, participants will learn about some of the skills a trainer must develop: authenticity, communication skills, presentation skills, humbleness, and a desire to learn.

Understanding Adult Learning This module will examine the principles of adult learning, learning methods, the learning cycle, and elements of a learning climate. Participants will also learn how to deal with difficult trainees.

Developing a Training Session During this module, participants will walk through the stages of developing their own program.

Adding Fun and Games This module will discuss ways to use fun and humor in a training session. We will also offer some quick, easy games that can be adapted for any situation.

Delivering the Course To wrap things up, participants will learn how to deliver a course. Topics covered include tips on public speaking, using visuals, managing breaks, and answering questions.



Upgrading To Access 2007 Course Outline

Getting Started To begin, we will learn about the new Getting Started Window, the Trust Center, and help features.

The New Interface Next, we will explore the new interface in depth, with an examination of the Quick Access Toolbar and each of the default tabs.

Basic Database Tasks This section will look at how to use the new interface to view and print database information. We will also learn how to export files and forms.

Advanced Database Tasks To conclude, we will explore how to link files, establish and enforce referential integrity, create and use switchboards, and how to use Microsoft Outlook and SharePoint with Access 2007.



Upgrading To Excel 2007 Course Outline

Getting Started To begin, we will look at the new interface, new Help features, and new Excel file types. We will also learn how to use the View tab and the new printing commands.

The New Interface This section will take an in-depth look at the new interface, including the Quick Access Toolbar and the default tabs.

Basic Spreadsheet Tasks Participants will learn how to use templates, work with formulas, and customize their workbook. We will also look at new tools for finishing a workbook, including the Compatibility Checker and the Document Inspector.

Charts and PivotTables This section will focus on Excel's improved charting and PivotTable tools.

Advanced Topics To conclude the course, we will learn about new ways to use Excel with other programs and files (including how to publish a workbook as a PDF file), how to use Excel with the new Office Servers, how to manage add-ins, and how to use the Trust Center.



Upgrading To InfoPath 2007 Course Outline

Getting Started To begin, we will learn about InfoPath's new features. We will also learn how to start designing a form and how to use the Views task pane.

Doing More with Forms Next, participants will learn how to set up data connections, use form templates, and add controls to a form. We will also look at InfoPath's fill-out-a-form mode.

Advanced Form Tasks To conclude, we will look at importing a form, publishing a form, and adding programming to forms. We will also explore XML functionality and advanced controls. Finally, we will learn how to customize InfoPath's options.



Upgrading To Outlook 2007 Course Outline

Getting Started To begin, we will look at the main Outlook interface and how it has changed. We will also look at the new tab-based interface used by Outlook items.

Using E-mail This section will look at some of the new e-mail features, including the Attachment Previewer, themes, and improved item attachment.

Advanced E-mail Features This section will explore RSS feeds, the Time Zone feature, and customization of Outlook elements.

Advanced E-mail Features Participants will learn about the improved category feature and linking features. We will also learn how to publish a calendar and use the improved Account Settings window.

Security and Search Tools This section will begin by examining the new security tools available in Outlook 2007, particularly the Trust Center. We will also learn how to install and use Instant Search.



Upgrading To PowerPoint 2007 Course Outline

Getting Started To begin, we will discuss the new features in PowerPoint 2007, the new file format, how to access templates, and how to get help. We will also look at the improved Print Preview.

The New Interface This section will focus on the new interface, with an in-depth look at the Quick Access Toolbar and each of the default tabs.

Adding Tables and Charts This section will explore improved graphics tools, including tables and SmartArt.

Advanced Topics To conclude, we will look at improved sharing tools, the Document Inspector, Slide Masters, and COM add-ins.



Upgrading To Project 2007 Course Outline

Getting Started To begin, we will look at planning and creating a project, including adding tasks and setting up the calendar.

Costs and Resources Next, we will look at creating resources, using Change Highlighting and the Task Drivers pane, and new costing features. We will also review how to update the project, filter tasks, and track progress.

Creating Reports This section will focus on creating traditional and visual reports. We will also discuss OLAP cube support.

Advanced Topics Participants will learn about the different editions of Project and Project Server 2007. We will also discuss resource pools, the organizer, custom forms, and integration with Outlook 2007.



Upgrading To Publisher 2007 Course Outline

Getting Started To begin, we will look at using the Getting Started Window and the Format Publication task pane. We will also explore Publisher's improved help features.

Adding To Your Publication Next, we will look at the new Business Information feature. We will also look at adding graphics to a publication and using the Content Library, Design Gallery, Page Setup, and Print Setup.

Polishing Your Publication This section will look at setting guides, adding headers and footers, and using font and color schemes.

Completing Your Publication Participants will learn how to save files (including how to publish to PDF). We will also explore the improved commercial printing tools, the Design Checker, the Graphics Manager, and Pack and Go. To conclude the section, we will review Publisher's e-mail and merge features.

Advanced Topics To finish the course, participants will learn how to change Publisher's options and how to use Publisher with Word.



Upgrading To SharePoint Designer 2007 Course Outline

Getting Started To begin, participants will receive a crash course in Web design. We will also look at how to create a basic Web page.

An HTML Primer This section will introduce participants to HTML, pre-defined tags, and code view. We will also learn how to create hyperlinks and hotspots.

Editing Pages Participants will learn how to use layers on a page, add behaviors, import sites, export sites, and use Dynamic Web Templates.

Working With Data Sources Participants will learn how to add data sources, forms, and views to their Web page.

Adding Programmable Components To conclude, we will look at adding Web components, ASP.NET Components, SharePoint Web Zones, and interactive buttons to your site.



Upgrading to Windows 7 From XP Course Outline

Getting Started To begin, participants will learn about some of the new features of Windows 7 over Windows XP. Participants will also cover how to use features of the new interface, learn about the file structure, learn how to search for files and folders, cover the basics of the Help file, and learn about the programs included with Windows 7.

Other Windows 7 Features This section will cover the basics of working with the control panel, desktop gadgets, Internet Explorer 8, and Windows Live. Finally, participants will learn about virtualization technology as they install and use Windows XP Mode.

The Windows 7 Applications Participants will learn how to use Windows Media Center, Windows Media Player, Windows DVD Maker, Windows Fax and Scan, and Windows Defender.

Customization, Networking, and Security This section will explore the multitude of customization options available in Windows 7. Participants will learn how to modify the look and feel of windows and control accessibility options for users who are differently-abled. This section continues by covering the basics of wired and wireless networking, setting up the Homegroup, and troubleshooting network issues. Finally, participants will learn about the Action Center, common-sense security measures, and how to use parental controls.

Hardware and Software This section will explore how to install and uninstall software, use and manage different types of hardware, take advantage of the People Near Me service, and cover the new mobility features for users with portable computers.

Troubleshooting your Computer Participants will learn how to keep themselves and their data safe by exploring and employing the various troubleshooting and backup facilities included with Windows 7. This section covers the tools to back up your computer, troubleshoot computer problems, use System Restore to recover from serious errors, and finally cover some additional data security features like BitLocker and the Encrypting File System.



Upgrading to Windows Vista Course Outline

Getting Started To begin, we will look at the basic changes in the Vista interface, the new default folders, and how to use the new search features. We will also look at the improved help features.

The Vista Features This section will focus on some of Vista's key new features, including the Sidebar, gadgets, the Windows Photo Gallery, Windows Calendar, and Windows Contacts.

The Windows Applications Participants will learn about Windows Media Center, Windows Media Player, Windows DVD Maker, Windows Fax and Scan, and Windows Defender.

Advanced Tasks This section will focus on common system customization tasks, accessibility options, new security features, and networking basics.

Hardware and Software This section will examine how to manage software and hardware using Vista. We will also learn how to use some of Vista's communication tools, including People Near Me, Windows Live Messenger, and Windows Meeting Space.

Troubleshooting your Computer To conclude the course, we will look at the Backup and Restore Center, System Restore, the Problem Reports and Solutions Center, and mobility features. We will also explore some advanced Vista features, including BitLocker, EFS, ReadyBoost, ReadyDisk, Windows Services Hardening, Data Execution Prevention, and User Account Control.



Upgrading To Word 2007 Course Outline

Getting Started To begin, we will take a quick look at the new interface and the new help features. We will then look at how to use the new Page Setup chunk and the improved Print Preview.

The New Interface This section will focus on the new interface, including the Quick Access Toolbar and the three main default tabs.

Working with Documents Participants will learn about some of Word's new pre-formatted elements, including cover pages, headers and footers, building blocks, tables of contents, and bibliographies.

Styles, Themes, and Graphics This section will look at themes and graphics, including SmartArt and text boxes. We will also learn how to use QuickStyles and Word's new style sets.

Working with Files To conclude, we will learn about the new file types, publishing a document to PDF, compatibility settings, the Document Inspector, the Mark as Final tool, and how to use Word with document servers and blog sites.



Using Activities to Make Training Fun Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Let's Have Some Fun We will begin the day with a brief review of the learning cycle and adult learning principles. We will also discuss the value of games in training. Participants will then have an opportunity to share their favorite training game.

Buy-in! During this session, we will discuss three things that can help the participants see the value of training games. We will also discuss some great game experiences and some games that flopped, and what we can take away from these lessons.

Choosing the Right Game Preparation is key to the success of any trainer. This session will discuss some different types of games and activities. We'll also talk about how to deal with reluctant participants.

When Games Go Badly Despite our best intentions and planning, sometimes a game won't work. We will discuss how to anticipate, avoid, and deal with problems.

Using Humor in Training It's not hard to be funny; just be CREATIF! We will explore each letter of this acronym during this session.

Wavy Lines To break the day up and illustrate some of our key points, participants will take part in a quick, fun energizer.

Quick and Easy Games Participants will take part in three easy games that can be adapted for many situations. Then, they will discuss the games from a trainer's perspective.

Create a Game To wrap up the day, participants will work in small groups to create their own game.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office Visio 2007 Course Outline

Getting Started To begin, participants will learn the basics of Visio: how to open and close it, how to use the interface and the Getting Started window, how to save and open drawings, and how to get help.

Creating a Basic Drawing Next, participants will learn how to create a basic drawing, use basic editing commands, format shapes, add and format text, and manage pages.

Doing More with your Drawing Now that they have the basics, participants will learn other ways to add shapes and how to add screen tips. Participants will also learn how to group, layer, rotate, flip, connect, snap, align, and distribute shapes. We will also examine how to use layers and how to add comments, images, charts, equations, CAD drawings, hyperlinks, and controls to a drawing.

Working with Visio Files This section will focus on how to create and use templates and stencils. Participants will also learn how to e-mail their files and save drawings in a variety of formats, including PDF.

Viewing and Printing your Drawings To conclude, participants will explore Visio's printing and viewing tools.



Microsoft Windows 7 - Advanced Course Outline

Working with Windows This section will cover the basics of working with an application, a window, files, and folders. We will also discuss how to use menus, shortcut keys, and the Ribbon interface.

The Basic Windows 7 Applications Participants will learn how to use WordPad, Calculator, and Paint. We will also take a brief look at Notepad, Windows Media Player, Windows Media Center, the Snipping Tool, and Sticky Notes.

Doing More with Windows 7 This section will explore the Action Center, Internet Explorer 8, and introduce Windows Live.

Getting Help in Windows 7 This section will explore various ways that users can get help, including Remote Assistance.

Working with Windows 7 Participants will learn how to use the new features of windows including Aero Desktop. You will also learn how to use the Recycle Bin and Desktop Gadgets.

The Windows 7 Applications Participants will learn how to use Windows Media Center, Windows Media Player, Windows DVD Maker, and Windows Fax and Scan.

Customizing Your Desktop This section will teach participants how to customize the taskbar, icons in the System Tray, the Start Menu, and the desktop.

Advanced File and Folder Tasks In this section, participants will explore various parts of Windows, including search tools, Windows Explorer, the command prompt, the file/folder management. Participants will also learn how to share information, print, and burn information onto a recordable

Making Windows 7 Work for You This section will introduce participants to the Control Panel. We will also learn how to customize language settings, mouse behavior, screen themes, sound schemes, screen resolution, date and time, volume settings, and startup programs. Finally, participants will learn how to set accessibility options and customize user accounts.

Networking with Windows 7 Participants will learn how to set up a basic network, use network features, connect to network resources, and set up a wireless network.

Maintaining and Optimizing your Computer Participants will learn about hard disk management features, including defragmenting, error checking, power options, and temporary files. We will also explore some of Windows' security features, including Windows Defender and parental controls.

Hardware and Software This section will teach participants how to add and remove software, set compatibility options, change startup programs, enable or disable Windows features, use Windows Task Manager, change default applications and file associations, view system information, use the Device Manager, view your system score, improve computer performance, and manage hard disks.

Harnessing the Power of the Internet Participants will learn how to use Remote Desktop, Remote Assistance, Windows Contacts, and People Near Me. Windows CardSpace will be covered briefly as well.

Troubleshooting your Computer Participants will learn how to use the Backup and Restore Center, learn about the different parts of the Action Center, use the System Configuration utility, and use System Restore.

Computer Management Tools This section will explore hard disk management utilities, including ReadyBoost, BitLocker, and EFS. Computer Management, Windows Services Hardening, Data Execution Prevention, Network Access Protection, User Account Control, and access control lists will also be covered. Finally, the Mobility Center and tablet PC options will be covered, including touch and multi-touch features.

Advanced Topics To conclude the course, participants will cover speech recognition, the Administrative Tools group in the Control Panel, and Windows XP Mode via Windows Virtual PC.



Microsoft Windows 7 - Expert Course Outline

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Advanced Topics To conclude the course, participants will cover speech recognition, the Administrative Tools group in the Control Panel, and Windows XP Mode via Windows Virtual PC.



Windows Mail 7 Course Outline

Overview of Windows Mail To begin, participants will open and close Windows Mail. They will also learn how to use the interface and how to find help.

Electronic Mail Next, participants will set up an e-mail account, compose a message, and work with messages. Participants will also learn how to add backgrounds, embed sounds, use stationery, and check spelling.

Organization Tools In this section, participants will learn how to change their view, use folders, create rules, manage junk mail, search for messages, and use the Windows Contact List.

Advanced Topics This section will focus on setting up signatures, setting up multiple Windows Mail users, importing and exporting data, setting Windows Mail options, and using newsgroups.



Microsoft Windows Vista - Advanced Course Outline

Getting Started

To begin, we will learn how to log onto Vista; use the desktop, Welcome Center, Start menu, system tray, and taskbar; and shut down Vista.

Working with Vista

This section will cover the basics of working with an application, a window, files, and folders. We will also discuss how to use Vista's menus and shortcut keys.

The Basic Vista Applications

Participants will learn how to use WordPad, Calculator, and Paint. We will also take a brief look at NotePad, Windows Media Player, Windows Contacts, Windows Photo Gallery, and Windows Calendar.

Doing More with Vista

This section will explore the Security Center, Internet Explorer 7, and Windows Mail.

Getting Help in Vista

This section will explore various ways that users can get help, including Remote Assistance.

The Vista Features

Participants will learn how to use the Sidebar and gadgets, the Windows Photo Gallery, Windows Calendar, and Windows Contacts.

The Vista Applications

Participants will learn how to use Windows Media Center, Windows Media Player, Windows DVD Maker, and Windows Fax and Scan.

Customizing Your Desktop

This section will teach participants how to customize the taskbar, Quick Launch bar, the Start Menu, and the desktop.

Advanced File and Folder Tasks

In this section, participants will explore various parts of Windows, including search tools, Windows Explorer, command prompt, the default folders, and the Recycle Bin. Participants will also learn advanced file and folder management tasks, including how to share and view files and folders.

Making Vista Work for You

This section will introduce participants to the Control Panel. We will also learn how to customize language settings, mouse behavior, screen themes, sound schemes, screen resolution, date and time, volume settings, and startup programs. Finally, participants will learn how to set accessibility options and customize user accounts.

Networking with Vista

Participants will learn how to set up a basic network, use network features, connect to network resources, and set up a wireless network.

Maintaining and Optimizing your Computer

Participants will learn about some of Vista's disk management features, including defragmenting, error checking, power options, and temporary files. We will also explore some of Vista's security features, including Windows Defender and parental controls.

Hardware and Software

This section will teach participants how to add and remove software, set compatibility options, change startup programs, enable or disable Windows features, use Windows Task Manager, change default applications and file associations, view system information, use Device Manager, view your system score and improve performance, and manage hard disks.

Harnessing the Power of the Web

Participants will learn how to use Remote Desktop, Remote Assistance, People Near Me, Windows Live Messenger, and Windows Meeting Space.

Troubleshooting your Computer

Participants will learn how to use the Backup and Restore Center, Easy Transfer, the Problem Reports and Solutions Center, MSCONFIG, and System Restore.

Computer Management Tools

This section will explore Vista's hard disk management utilities, including ReadyBoost, BitLocker, EFS, Computer Management, Windows Services Hardening, Data Execution Prevention, Network Access Protection, and access control lists. We will also look at Vista's mobility features: SideShow and the Mobility Center.

Advanced Topics

To conclude the course, we will discuss speech recognition and the Administrative Tools group in the Control Panel.



Microsoft Windows Vista - Expert Course Outline

Getting Started

To begin, we will learn how to log onto Vista; use the desktop, Welcome Center, Start menu, system tray, and taskbar; and shut down Vista.

Working with Vista

This section will cover the basics of working with an application, a window, files, and folders. We will also discuss how to use Vista's menus and shortcut keys.

The Basic Vista Applications

Participants will learn how to use WordPad, Calculator, and Paint. We will also take a brief look at NotePad, Windows Media Player, Windows Contacts, Windows Photo Gallery, and Windows Calendar.

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Microsoft Windows Vista - Intermediate Course Outline

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To conclude the course, we will discuss speech recognition and the Administrative Tools group in the Control Panel.



Microsoft Windows XP - Advanced Course Outline

Windows XP Basics

To begin, we will look at the elements of Windows XP and learn how to interact with it, how to perform basic customizations (such as changing the date and time), and how to log off and shut down.

Working with Windows

Participants will learn about the layout of an application window; how to manage files and folders; and how to use the Recycle Bin, My Computer, and Windows Explorer.

Using Applications and Getting Help

This section will explore Windows help features and how to add and remove programs.

Windows XP Home vs. Windows XP Professional

This section will take a look at the two versions of Windows XP to help users decide which is right for them.

Advanced Tools

Participants will learn how to customize the taskbar and Quick Launch bar, how to set up an Internet connection, about Windows Firewall settings, and how to use Windows Accessories.

The Control Panel

This section will explore each category of the Control Panel in depth.

Multimedia Features

Participants will learn how to manage pictures, video, and music, and how to make a CD.

Maintaining, Optimizing, and Troubleshooting

Participants will learn how to defragment their hard disk, repair hard disk errors, add and remove programs and Windows components, use the Task Manager, use the Device Manager, add new hardware, update Windows, use MSCONFIG, back up their computer, and use System Restore.

Networking

This section will teach participants how to set up and troubleshoot basic, advanced, and wireless networks.

Remote Desktop and Remote Assistance

These two utilities will be covered fully in this section.

Windows Applications

Participants will learn how to use Windows Media Player, Windows Movie Maker, and Windows Messenger.



Microsoft Windows XP - Foundation Course Outline

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Microsoft Office Word 2003 - Advanced Course Outline

Getting Started

To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic document, how to open and save documents, and how to get help.

Formatting and Editing Options

Next, participants will learn more about working with text, including how to select it, move it, align and justify it, use tabs, change margin settings, and apply fonts and effects.

Formatting Tools

This section will focus on paragraph formatting (such as line spacing and indents), adding page numbers, creating and using templates, checking for spelling, adding pictures, and creating hyperlinks.

Viewing and Printing

Participants will learn about the different views and viewing tools available, including the new Reading Layout. Participants will also learn how to use Print Preview and Page Setup, and how to print a document.

Advanced Interface Options

Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about advanced window tools (including the new Side-by-Side view) and how to customize toolbars and menus.

Formatting Tools

This section will begin by taking a deeper look at templates. Participants will also learn how to create lists, add headers and footers to their document, and format paragraphs (including adding borders and shading).

Customizing your Documents

Participants will learn how to create, use, and manage styles. Participants will also learn about AutoText, the Format Painter, themes, and Smart Tags.

Using Tables

This section will introduce participants to tables. We will learn how to create tables, edit them, and apply formatting.

Advanced Tools

First, participants will learn how to add different types of breaks to their document. Then, we will look at some research tools, including the new Research Pane, AutoSummarize, and AutoCorrect. Next, we will examine the Microsoft Office Picture Manager and Microsoft Office Clip Organizer. Finally, we will learn how to create charts, sort table data, convert table data to plain text (and vice versa), and how to create an Excel spreadsheet in Word.

Sending a Document

This section will focus on Word's mail merge feature. We will also learn how to e-mail and fax directly from Word.

Working with Graphics

Participants will learn how to add pictures from a file, ClipArt, WordArt, diagrams, AutoShapes, embedded objects, and text boxes. Participants will also learn how to perform basic editing and formatting tasks on these objects.

Managing Documents

This section will explore how to track changes; add comments; compare, merge, and protect documents; and use versions.

Creating Forms and Using Macros

This section will explore how to record and code macros. We will also learn how to create a form in Word.

Creating Web Pages

Believe it or not, Word 2003 can be used as a Web page development tool. We will explore just what it can do for Web pages in this section.

Managing Documents

Participants will learn how to create an outline, a table of contents, footnotes and endnotes, bookmarks, cross-references, captions, indexes, and master and subdocuments.

Advanced Topics

To conclude, participants will learn how to change Word's options; use Information Rights Management and Microsoft Office Document Imaging; install, configure, and use speech recognition; search for documents; and use Detect and Repair.



Microsoft Office Word 2003 - Expert Course Outline

Getting Started

To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic document, how to open and save documents, and how to get help.

Formatting and Editing Options

Next, participants will learn more about working with text, including how to select it, move it, align and justify it, use tabs, change margin settings, and apply fonts and effects.

Formatting Tools

This section will focus on paragraph formatting (such as line spacing and indents), adding page numbers, creating and using templates, checking for spelling, adding pictures, and creating hyperlinks.

Viewing and Printing

Participants will learn about the different views and viewing tools available, including the new Reading Layout. Participants will also learn how to use Print Preview and Page Setup, and how to print a document.

Advanced Interface Options

Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about advanced window tools (including the new Side-by-Side view) and how to customize toolbars and menus.

Formatting Tools

This section will begin by taking a deeper look at templates. Participants will also learn how to create lists, add headers and footers to their document, and format paragraphs (including adding borders and shading).

Customizing your Documents

Participants will learn how to create, use, and manage styles. Participants will also learn about AutoText, the Format Painter, themes, and Smart Tags.

Using Tables

This section will introduce participants to tables. We will learn how to create tables, edit them, and apply formatting.

Advanced Tools

First, participants will learn how to add different types of breaks to their document. Then, we will look at some research tools, including the new Research Pane, AutoSummarize, and AutoCorrect. Next, we will examine the Microsoft Office Picture Manager and Microsoft Office Clip Organizer. Finally, we will learn how to create charts, sort table data, convert table data to plain text

(and vice versa), and how to create an Excel spreadsheet in Word.

Sending a Document

This section will focus on Word's mail merge feature. We will also learn how to e-mail and fax directly from Word.

Working with Graphics

Participants will learn how to add pictures from a file, ClipArt, WordArt, diagrams, AutoShapes, embedded objects, and text boxes. Participants will also learn how to perform basic editing and formatting tasks on these objects.

Managing Documents

This section will explore how to track changes; add comments; compare, merge, and protect documents; and use versions.

Creating Forms and Using Macros

This section will explore how to record and code macros. We will also learn how to create a form in Word.

Creating Web Pages

Believe it or not, Word 2003 can be used as a Web page development tool. We will explore just what it can do for Web pages in this section.

Managing Documents

Participants will learn how to create an outline, a table of contents, footnotes and endnotes, bookmarks, cross-references, captions, indexes, and master and subdocuments.

Advanced Topics

To conclude, participants will learn how to change Word's options; use Information Rights Management and Microsoft Office Document Imaging; install, configure, and use speech recognition; search for documents; and use Detect and Repair.



Microsoft Office Word 2003 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic document, how to open and save documents, and how to get help.

Formatting and Editing Options Next, participants will learn more about working with text, including how to select it, move it, align and justify it, use tabs, change margin settings, and apply fonts and effects.

Document Basics This section will focus on paragraph formatting (such as line spacing and indents), adding page numbers, creating and using templates, checking for spelling, adding pictures, and creating hyperlinks.

Viewing and Printing Participants will learn about the different views and viewing tools available, including the new Reading Layout. Participants will also learn how to use Print Preview and Page Setup, and how to print a document.

Advanced Interface Options Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about advanced window tools (including the new Side-by-Side view) and how to customize toolbars and menus.

Formatting Tools This section will begin by taking a deeper look at templates. Participants will also learn how to create lists, add headers and footers to their document, and format paragraphs (including adding borders and shading).

Customizing your Documents Participants will learn how to create, use, and manage styles. Participants will also learn about AutoText, the Format Painter, themes, and Smart Tags.

Using Tables This section will introduce participants to tables. We will learn how to create tables, edit them, and apply formatting.

Advanced Tools First, participants will learn how to add different types of breaks to their document. Then, we will look at some research tools, including the new Research Pane, AutoSummarize, and AutoCorrect. Next, we will examine the Microsoft Office Picture Manager and Microsoft Office Clip Organizer. Finally, we will learn how to create charts, sort table data, convert table data to plain text (and vice versa), and how to create an Excel spreadsheet in Word.

Sending your Document This section will focus on Word's mail merge feature. We will also learn how to e-mail and fax directly from Word.

Working with Graphics Participants will learn how to add pictures from a file, ClipArt, WordArt, diagrams, AutoShapes, embedded objects, and text boxes. Participants will also learn how to perform basic editing and formatting tasks on these objects.

Managing Documents This section will explore how to track changes; add comments; compare, merge, and protect documents; and use versions.

Creating Forms and Using Macros This section will explore how to record and code macros. We will also learn how to create a

form in Word.

Creating Web Pages Believe it or not, Word 2003 can be used as a Web page development tool. We will explore just what it can do for Web pages in this section.

Completing the Document Participants will learn how to create an outline, a table of contents, footnotes and endnotes, bookmarks, cross-references, captions, indexes, and master and subdocuments.

Advanced Topics To conclude, participants will learn how to change Word's options; use Information Rights Management and Microsoft Office Document Imaging; install, configure, and use speech recognition; search for documents; and use Detect and Repair.



Microsoft Office Word 2003 - Intermediate Course Outline

Getting Started

To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic document, how to open and save documents, and how to get help.

Formatting and Editing Options

Next, participants will learn more about working with text, including how to select it, move it, align and justify it, use tabs, change margin settings, and apply fonts and effects.

Formatting Tools

This section will focus on paragraph formatting (such as line spacing and indents), adding page numbers, creating and using templates, checking for spelling, adding pictures, and creating hyperlinks.

Viewing and Printing

Participants will learn about the different views and viewing tools available, including the new Reading Layout. Participants will also learn how to use Print Preview and Page Setup, and how to print a document.

Advanced Interface Options

Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about advanced window tools (including the new Side-by-Side view) and how to customize toolbars and menus.

Formatting Tools

This section will begin by taking a deeper look at templates. Participants will also learn how to create lists, add headers and footers to their document, and format paragraphs (including adding borders and shading).

Customizing your Documents

Participants will learn how to create, use, and manage styles. Participants will also learn about AutoText, the Format Painter, themes, and Smart Tags.

Using Tables

This section will introduce participants to tables. We will learn how to create tables, edit them, and apply formatting.

Advanced Tools

First, participants will learn how to add different types of breaks to their document. Then, we will look at some research tools, including the new Research Pane, AutoSummarize, and AutoCorrect. Next, we will examine the Microsoft Office Picture Manager and Microsoft Office Clip Organizer. Finally, we will learn how to create charts, sort table data, convert table data to plain text (and vice versa), and how to create an Excel spreadsheet in Word.

Sending a Document

This section will focus on Word's mail merge feature. We will also learn how to e-mail and fax directly from Word.

Working with Graphics

Participants will learn how to add pictures from a file, ClipArt, WordArt, diagrams, AutoShapes, embedded objects, and text boxes. Participants will also learn how to perform basic editing and formatting tasks on these objects.

Managing Documents

This section will explore how to track changes; add comments; compare, merge, and protect documents; and use versions.

Creating Forms and Using Macros

This section will explore how to record and code macros. We will also learn how to create a form in Word.

Creating Web Pages

Believe it or not, Word 2003 can be used as a Web page development tool. We will explore just what it can do for Web pages in this section.

Managing Documents

Participants will learn how to create an outline, a table of contents, footnotes and endnotes, bookmarks, cross-references, captions, indexes, and master and subdocuments.

Advanced Topics

To conclude, participants will learn how to change Word's options; use Information Rights Management and Microsoft Office Document Imaging; install, configure, and use speech recognition; search for documents; and use Detect and Repair.



Microsoft Office Word 2007 - Advanced Course Outline

Starting Out To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to create a basic document, how to save and open documents, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar, each of the default tabs, and the contextual tabs.

Creating Documents In this section, participants will learn more about creating new documents, including how to use templates, how to select text, Word's basic editing commands, and advanced text effects (such as the Format Painter, Quick Styles, and drop caps).

Doing More with Text Participants will learn more things that they can do with their text, including modifying all aspects of their font, using tabs, and setting paragraph options.

Printing and Viewing your Document This section will examine using layouts and views, Word's viewing tools (including zoom, the document map, and thumbnail view), Print Preview, Page Setup, and Word's printing commands and options.

Managing your Documents Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about new file management tools (including the Document Inspector), compatibility tools, and window tools.

Using Formatting Tools In this section, participants will learn how to use and create templates; how to use bullets and numbering; how to use the Paragraph dialog; how to format text into columns; how to use page and section breaks; how to add cover pages and blank pages; and how to change page border, color, and watermark. We will also examine how to add, edit, and remove hyperlinks.

Creating Headers and Footers Participants will learn all about Word's new header and footer tools, including the Header and Footer Tools Design tab.

Using Time Saving Tools This section will explore the research tools available in Word, including the Look Up feature (which can search many references, including Encarta), the thesaurus, spelling and grammar check, Smart Tags, translation, hyphenation, and AutoCorrect.

Finishing your Document Participants will learn about Word 2007's new Themes feature. We will also explore mail merge and e-mail features.

Working with Graphics This section will look at adding images, ClipArt, WordArt, and AutoShapes to a document, and editing tools that can be used on each type of object.

Working with Advanced Graphics and Objects This section will explore advanced document elements, including Building Blocks, SmartArt, text boxes, and embedded or linked objects.

Using Tables Participants will learn the basics of adding a table to their document, including how to insert a table or a QuickTable, basic editing tasks, and formatting tools.

Doing More with Tables Next, participants will learn other things that they can do with their table and data, including creating an Excel spreadsheet from their data, creating charts, converting text to a table and vice versa, and using the Equations feature.

Using Styles This section will explore the improved Styles feature, including using the Quick Style Gallery, changing your style

set, using the Styles pane, and creating and managing styles.

Advanced Topics Participants will learn how to change Word's options, about Information Rights Management, and how to use Office's repair and diagnostic tools.

Creating Forms and Using Macros This section will discuss how to create forms. We will also discuss how to record, edit, and manage macros.

Managing Documents Participants will learn how to add, delete, and navigate through comments; how to use the Track Changes feature (as both an editor and a recipient); how to manage multiple versions of documents using the Combine and Compare features; and how to create an outline.

Working with References This section will explore Word's reference tools, including tables of contents, endnotes, footnotes, bibliographies, bookmarks, cross-references, and indexes. We will also look at creating master and sub documents.

Expert Topics Our last section will focus on using SharePoint Server with Word; publishing Word documents to a document management server or a blog; and working with XML inside Word.



Microsoft Office Word 2007 - Expert Course Outline

Starting Out To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to create a basic document, how to save and open documents, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar, each of the default tabs, and the contextual tabs.

Creating Documents In this section, participants will learn more about creating new documents, including how to use templates, how to select text, Word's basic editing commands, and advanced text effects (such as the Format Painter, Quick Styles, and drop caps).

Doing More with Text Participants will learn more things that they can do with their text, including modifying all aspects of their font, using tabs, and setting paragraph options.

Printing and Viewing your Document This section will examine using layouts and views, Word's viewing tools (including zoom, the document map, and thumbnail view), Print Preview, Page Setup, and Word's printing commands and options.

Managing your Documents Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about new file management tools (including the Document Inspector), compatibility tools, and window tools.

Using Formatting Tools In this section, participants will learn how to use and create templates; how to use bullets and numbering; how to use the Paragraph dialog; how to format text into columns; how to use page and section breaks; how to add cover pages and blank pages; and how to change page border, color, and watermark. We will also examine how to add, edit, and remove hyperlinks.

Creating Headers and Footers Participants will learn all about Word's new header and footer tools, including the Header and Footer Tools Design tab.

Using Time Saving Tools This section will explore the research tools available in Word, including the Look Up feature (which can search many references, including Encarta), the thesaurus, spelling and grammar check, Smart Tags, translation, hyphenation, and AutoCorrect.

Finishing your Document Participants will learn about Word 2007's new Themes feature. We will also explore mail merge and e-mail features.

Working with Graphics This section will look at adding images, ClipArt, WordArt, and AutoShapes to a document, and editing tools that can be used on each type of object.

Working with Advanced Graphics and Objects This section will explore advanced document elements, including Building Blocks, SmartArt, text boxes, and embedded or linked objects.

Using Tables Participants will learn the basics of adding a table to their document, including how to insert a table or a QuickTable, basic editing tasks, and formatting tools.

Doing More with Tables Next, participants will learn other things that they can do with their table and data, including creating an Excel spreadsheet from their data, creating charts, converting text to a table and vice versa, and using the Equations feature.

Using Styles This section will explore the improved Styles feature, including using the Quick Style Gallery, changing your style set, using the Styles pane, and creating and managing styles.

Advanced Topics Participants will learn how to change Word's options, about Information Rights Management, and how to use Office's repair and diagnostic tools.

Creating Forms and Using Macros This section will discuss how to create forms. We will also discuss how to record, edit, and manage macros.

Managing Documents Participants will learn how to add, delete, and navigate through comments; how to use the Track Changes feature (as both an editor and a recipient); how to manage multiple versions of documents using the Combine and Compare features; and how to create an outline.

Working with References This section will explore Word's reference tools, including tables of contents, endnotes, footnotes, bibliographies, bookmarks, cross-references, and indexes. We will also look at creating master and sub documents.

Expert Topics Our last section will focus on using SharePoint Server with Word; publishing Word documents to a document management server or a blog; and working with XML inside Word.



Microsoft Office Word 2007 - Foundation Course Outline

Starting Out To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to create a basic document, how to save and open documents, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar, each of the default tabs, and the contextual tabs.

Creating Documents In this section, participants will learn more about creating new documents, including how to use templates, how to select text, Word's basic editing commands, and advanced text effects (such as the Format Painter, Quick Styles, and drop caps).

Doing More with Text Participants will learn more things that they can do with their text, including modifying all aspects of their font, using tabs, and setting paragraph options.

Printing and Viewing your Document This section will examine using layouts and views, Word's viewing tools (including zoom, the document map, and thumbnail view), Print Preview, Page Setup, and Word's printing commands and options.

Managing your Documents Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about new file management tools (including the Document Inspector), compatibility tools, and window tools.

Using Formatting Tools In this section, participants will learn how to use and create templates; how to use bullets and numbering; how to use the Paragraph dialog; how to format text into columns; how to use page and section breaks; how to add cover pages and blank pages; and how to change page border, color, and watermark. We will also examine how to add, edit, and remove hyperlinks.

Creating Headers and Footers Participants will learn all about Word's new header and footer tools, including the Header and Footer Tools Design tab.

Using Time Saving Tools This section will explore the research tools available in Word, including the Look Up feature (which can search many references, including Encarta), the thesaurus, spelling and grammar check, Smart Tags, translation, hyphenation, and AutoCorrect.

Finishing your Document Participants will learn about Word 2007's new Themes feature. We will also explore mail merge and e-mail features.

Working with Graphics This section will look at adding images, ClipArt, WordArt, and AutoShapes to a document, and editing tools that can be used on each type of object.

Working with Advanced Graphics and Objects This section will explore advanced document elements, including Building Blocks, SmartArt, text boxes, and embedded or linked objects.

Using Tables Participants will learn the basics of adding a table to their document, including how to insert a table or a QuickTable, basic editing tasks, and formatting tools.

Doing More with Tables Next, participants will learn other things that they can do with their table and data, including creating an Excel spreadsheet from their data, creating charts, converting text to a table and vice versa, and using the Equations feature.

Using Styles This section will explore the improved Styles feature, including using the Quick Style Gallery, changing your style set, using the Styles pane, and creating and managing styles.

Advanced Topics Participants will learn how to change Word's options, about Information Rights Management, and how to use Office's repair and diagnostic tools.

Creating Forms and Using Macros This section will discuss how to create forms. We will also discuss how to record, edit, and manage macros.

Managing Documents Participants will learn how to add, delete, and navigate through comments; how to use the Track Changes feature (as both an editor and a recipient); how to manage multiple versions of documents using the Combine and Compare features; and how to create an outline.

Working with References This section will explore Word's reference tools, including tables of contents, endnotes, footnotes, bibliographies, bookmarks, cross-references, and indexes. We will also look at creating master and sub documents.

Expert Topics Our last section will focus on using SharePoint Server with Word; publishing Word documents to a document management server or a blog; and working with XML inside Word.



Microsoft Office Word 2007 - Intermediate Course Outline

Starting Out To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to create a basic document, how to save and open documents, and how to get help.

The New Interface Next, participants will closely examine the new interface, including the Quick Access Toolbar, each of the default tabs, and the contextual tabs.

Creating Documents In this section, participants will learn more about creating new documents, including how to use templates, how to select text, Word's basic editing commands, and advanced text effects (such as the Format Painter, Quick Styles, and drop caps).

Doing More with Text Participants will learn more things that they can do with their text, including modifying all aspects of their font, using tabs, and setting paragraph options.

Printing and Viewing your Document This section will examine using layouts and views, Word's viewing tools (including zoom, the document map, and thumbnail view), Print Preview, Page Setup, and Word's printing commands and options.

Managing your Documents Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about new file management tools (including the Document Inspector), compatibility tools, and window tools.

Using Formatting Tools In this section, participants will learn how to use and create templates; how to use bullets and numbering; how to use the Paragraph dialog; how to format text into columns; how to use page and section breaks; how to add cover pages and blank pages; and how to change page border, color, and watermark. We will also examine how to add, edit, and remove hyperlinks.

Creating Headers and Footers Participants will learn all about Word's new header and footer tools, including the Header and Footer Tools Design tab.

Using Time Saving Tools This section will explore the research tools available in Word, including the Look Up feature (which can search many references, including Encarta), the thesaurus, spelling and grammar check, Smart Tags, translation, hyphenation, and AutoCorrect.

Finishing your Document Participants will learn about Word 2007's new Themes feature. We will also explore mail merge and e-mail features.

Working with Graphics This section will look at adding images, ClipArt, WordArt, and AutoShapes to a document, and editing tools that can be used on each type of object.

Working with Advanced Graphics and Objects This section will explore advanced document elements, including Building Blocks, SmartArt, text boxes, and embedded or linked objects.

Using Tables Participants will learn the basics of adding a table to their document, including how to insert a table or a QuickTable, basic editing tasks, and formatting tools.

Doing More with Tables Next, participants will learn other things that they can do with their table and data, including creating an Excel spreadsheet from their data, creating charts, converting text to a table and vice versa, and using the Equations feature.

Using Styles This section will explore the improved Styles feature, including using the Quick Style Gallery, changing your style set, using the Styles pane, and creating and managing styles.

Advanced Topics Participants will learn how to change Word's options, about Information Rights Management, and how to use Office's repair and diagnostic tools.

Creating Forms and Using Macros This section will discuss how to create forms. We will also discuss how to record, edit, and manage macros.

Managing Documents Participants will learn how to add, delete, and navigate through comments; how to use the Track Changes feature (as both an editor and a recipient); how to manage multiple versions of documents using the Combine and Compare features; and how to create an outline.

Working with References This section will explore Word's reference tools, including tables of contents, endnotes, footnotes, bibliographies, bookmarks, cross-references, and indexes. We will also look at creating master and sub documents.

Expert Topics Our last section will focus on using SharePoint Server with Word; publishing Word documents to a document management server or a blog; and working with XML inside Word.



Microsoft Office Word 2010 - Advanced Course Outline

Starting Out To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to create a basic document, how to save and open documents, and how to get help. We'll also look at the new Backstage View.

The New Interface Next, participants will closely examine the ribbon interface, including the Quick Access Toolbar and the main tabs.

Advanced Tabs and Customization This section will give participants an introduction to the remaining tabs, including contextual tabs. Participants will also learn how to customize the ribbon.

Creating Documents In this section, participants will learn more about creating new documents, including how to use templates, how to select text, Word's basic editing commands, and advanced text effects (such as the Format Painter, Quick Styles, drop caps, and new glow and reflection options).

Doing More with Text Participants will learn more things that they can do with their text, including modifying all aspects of their font, using tabs, and setting paragraph options.

Printing and Viewing your Document This section will examine using layouts and views, Word's viewing tools (including zoom, the navigation pane, and thumbnail view), Print Preview, Page Setup, and Word's printing commands and options.

Managing your Documents Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about file management tools (including the Document Inspector and Accessibility Checker), compatibility tools, and window tools.

Using Formatting Tools In this section, participants will learn how to use and create templates; how to use bullets and numbering; how to use the Paragraph dialog; how to format text into columns; how to use page and section breaks; how to add cover pages and blank pages; and how to change page border, color, and watermark. We will also examine how to add, edit, and remove hyperlinks.

Creating Headers and Footers Participants will learn all about Word's header and footer tools, including the Header and Footer Tools Design tab.

Using Time Saving Tools This section will explore the research tools available in Word, including the Look Up feature (which can search many references, including Encarta), the thesaurus, spelling and grammar check, special text recognition, translation, hyphenation, AutoCorrect, and the navigation pane.

Finishing your Document Participants will learn about Word 2010's Themes. We will also explore mail merge, PDF, online sharing, and e-mail features.

Working with Graphics This section will look at adding images, ClipArt, WordArt, and AutoShapes to a document, and editing tools that can be used on each type of object.

Working with Advanced Graphics and Objects This section will explore advanced document elements, including Building Blocks, SmartArt, text boxes, and embedded or linked objects.

Using Tables Participants will learn the basics of adding a table to their document, including how to insert a table or a QuickTable, basic editing tasks, and formatting tools.

Doing More with Tables Next, participants will learn other things that they can do with their table and data, including creating an Excel spreadsheet from their data, creating charts, converting text to a table and vice versa, and using the Equations feature.

Using Styles This section will explore the improved Styles feature, including using the Quick Style Gallery, changing your style set, using the Styles pane, and creating and managing styles.

Advanced Topics Participants will learn how to change Word's options, about Information Rights Management, and how to use Office's repair and diagnostic tools.



Microsoft Office Word 2010 - Foundation Course Outline

Starting Out To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to create a basic document, how to save and open documents, and how to get help. We'll also look at the new Backstage View.

The New Interface Next, participants will closely examine the ribbon interface, including the Quick Access Toolbar and the main tabs.

Advanced Tabs and Customization This section will give participants an introduction to the remaining tabs, including contextual tabs. Participants will also learn how to customize the ribbon.

Creating Documents In this section, participants will learn more about creating new documents, including how to use templates, how to select text, Word's basic editing commands, and advanced text effects (such as the Format Painter, Quick Styles, drop caps, and new glow and reflection options).

Doing More with Text Participants will learn more things that they can do with their text, including modifying all aspects of their font, using tabs, and setting paragraph options.

Printing and Viewing your Document This section will examine using layouts and views, Word's viewing tools (including zoom, the navigation pane, and thumbnail view), Print Preview, Page Setup, and Word's printing commands and options.

Managing your Documents Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about file management tools (including the Document Inspector and Accessibility Checker), compatibility tools, and window tools.

Using Formatting Tools In this section, participants will learn how to use and create templates; how to use bullets and numbering; how to use the Paragraph dialog; how to format text into columns; how to use page and section breaks; how to add cover pages and blank pages; and how to change page border, color, and watermark. We will also examine how to add, edit, and remove hyperlinks.

Creating Headers and Footers Participants will learn all about Word's header and footer tools, including the Header and Footer Tools Design tab.

Using Time Saving Tools This section will explore the research tools available in Word, including the Look Up feature (which can search many references, including Encarta), the thesaurus, spelling and grammar check, special text recognition, translation, hyphenation, AutoCorrect, and the navigation pane.

Finishing your Document Participants will learn about Word 2010's Themes. We will also explore mail merge, PDF, online sharing, and e-mail features.

Working with Graphics This section will look at adding images, ClipArt, WordArt, and AutoShapes to a document, and editing tools that can be used on each type of object.

Working with Advanced Graphics and Objects This section will explore advanced document elements, including Building Blocks, SmartArt, text boxes, and embedded or linked objects.

Using Tables Participants will learn the basics of adding a table to their document, including how to insert a table or a QuickTable, basic editing tasks, and formatting tools.

Doing More with Tables Next, participants will learn other things that they can do with their table and data, including creating an Excel spreadsheet from their data, creating charts, converting text to a table and vice versa, and using the Equations feature.

Using Styles This section will explore the improved Styles feature, including using the Quick Style Gallery, changing your style set, using the Styles pane, and creating and managing styles.

Advanced Topics Participants will learn how to change Word's options, about Information Rights Management, and how to use Office's repair and diagnostic tools.



Microsoft Office Word 2010 - Intermediate Course Outline

Managing Your Documents This section will teach users how to manage their document as an individual file. Topics include using Windows Explorer, saving files in different formats, using different formats, and working with multiple files at once. As well, participants will learn how to use various checking utilities to make sure the document is ready for the target audience.

Using Formatting Tools Participants will learn how to create, use, and customize document templates. This section also covers itemized lists, paragraph and column formatting, and cover pages. Other document features such as delineation tools, watermarks, and hyperlinks round out this section.

Creating Headers and Footers This section covers how to use headers and footers. Students will learn how to add, edit, and customize headers and footers. Additionally, this section discusses how to use page numbering, insert the date and time, and use section breaks with headers and footers.

Using Time Saving Tools In this section, participants will learn about the language tools available in Word, including the spelling and grammar checker, translation tools, online research tools, and the thesaurus. Users will also learn how to use and control AutoCorrect; add special symbols, characters and equations to a document; and enable specialized text recognition (formerly called SmartTags). Finally, students will learn how to use the Navigation Pane for document searching and management.

Finishing Your Document This final section will teach users how to use themes and color, font, and effect schemes. Users will also learn how to perform automatic and manual mail merges, fax documents, and include their document as an e-mail attachment. To conclude the section, participants will learn about other electronic distribution tools included with Word.



Microsoft Office Word 2002 - Advanced Course Outline

Getting Started To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic document, how to open and save documents, and how to get help.

Formatting and Editing Options Next, participants will learn more about working with text, including how to select it, move it, align and justify it, use tabs, change margin settings, and apply fonts and effects.

Document Basics This section will focus on paragraph formatting (such as line spacing and indents), adding page numbers, creating and using templates, checking for spelling, adding pictures, and creating hyperlinks.

Viewing and Printing Participants will learn about the different views and viewing tools available. Participants will also learn how to use Print Preview and Page Setup, and how to print a document.

Advanced Interface Options Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about advanced window tools and how to customize toolbars and menus (including the Work menu).

Formatting Tools This section will begin by taking a deeper look at templates. Participants will also learn how to create lists, add headers and footers to their document, and format paragraphs (including adding borders and shading).

Customizing your Documents Participants will learn how to create, use, and manage styles. Participants will also learn about AutoText, the Format Painter, themes, and Smart Tags.

Using Tables This section will introduce participants to tables. We will learn how to create tables, edit them, and apply formatting.

Advanced Tools First, participants will learn how to add different types of breaks to their document. Then, we will look at some research tools, including the thesaurus, AutoSummarize, and AutoCorrect. Next, we will examine the Microsoft Office Picture Manager. Finally, we will learn how to create charts, sort table data, convert table data to plain text (and vice versa), and how to create an Excel spreadsheet in Word.

Sending your Document This section will focus on Word's mail merge feature. We will also learn how to e-mail and fax directly from Word.

Working with Graphics Participants will learn how to add pictures from a file, ClipArt, WordArt, diagrams, AutoShapes, embedded objects, and text boxes. Participants will also learn how to perform basic editing and formatting tasks on these objects.

Managing Documents This section will explore how to track changes, add comments, merge and protect documents, and use versions.

Creating Forms and Using Macros This section will explore how to record and code macros. We will also learn how to create a form in Word.

Creating Web Pages Believe it or not, Word 2002 can be used as a Web page development tool. We will explore just what it can do for Web pages in this section.

Completing the Document Participants will learn how to create an outline, a table of contents, footnotes and endnotes, bookmarks, cross-references, captions, indexes, and master and subdocuments.

Advanced Topics To conclude, participants will learn how to change Word's options, search for documents, and use Detect and Repair.



Microsoft Office Word 2002 - Expert Course Outline

Getting Started To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic document, how to open and save documents, and how to get help.

Formatting and Editing Options Next, participants will learn more about working with text, including how to select it, move it, align and justify it, use tabs, change margin settings, and apply fonts and effects.

Document Basics This section will focus on paragraph formatting (such as line spacing and indents), adding page numbers, creating and using templates, checking for spelling, adding pictures, and creating hyperlinks.

Viewing and Printing Participants will learn about the different views and viewing tools available. Participants will also learn how to use Print Preview and Page Setup, and how to print a document.

Advanced Interface Options Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about advanced window tools and how to customize toolbars and menus (including the Work menu).

Formatting Tools This section will begin by taking a deeper look at templates. Participants will also learn how to create lists, add headers and footers to their document, and format paragraphs (including adding borders and shading).

Customizing your Documents Participants will learn how to create, use, and manage styles. Participants will also learn about AutoText, the Format Painter, themes, and Smart Tags.

Using Tables This section will introduce participants to tables. We will learn how to create tables, edit them, and apply formatting.

Advanced Tools First, participants will learn how to add different types of breaks to their document. Then, we will look at some research tools, including the thesaurus, AutoSummarize, and AutoCorrect. Next, we will examine the Microsoft Office Picture Manager. Finally, we will learn how to create charts, sort table data, convert table data to plain text (and vice versa), and how to create an Excel spreadsheet in Word.

Sending your Document This section will focus on Word's mail merge feature. We will also learn how to e-mail and fax directly from Word.

Working with Graphics Participants will learn how to add pictures from a file, ClipArt, WordArt, diagrams, AutoShapes, embedded objects, and text boxes. Participants will also learn how to perform basic editing and formatting tasks on these objects.

Managing Documents This section will explore how to track changes, add comments, merge and protect documents, and use versions.

Creating Forms and Using Macros This section will explore how to record and code macros. We will also learn how to create a form in Word.

Creating Web Pages Believe it or not, Word 2002 can be used as a Web page development tool. We will explore just what it can do for Web pages in this section.

Completing the Document Participants will learn how to create an outline, a table of contents, footnotes and endnotes, bookmarks, cross-references, captions, indexes, and master and subdocuments.

Advanced Topics To conclude, participants will learn how to change Word's options, search for documents, and use Detect and Repair.



Microsoft Office Word 2002 - Foundation Course Outline

Getting Started To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic document, how to open and save documents, and how to get help.

Formatting and Editing Options Next, participants will learn more about working with text, including how to select it, move it, align and justify it, use tabs, change margin settings, and apply fonts and effects.

Document Basics This section will focus on paragraph formatting (such as line spacing and indents), adding page numbers, creating and using templates, checking for spelling, adding pictures, and creating hyperlinks.

Viewing and Printing Participants will learn about the different views and viewing tools available. Participants will also learn how to use Print Preview and Page Setup, and how to print a document.

Advanced Interface Options Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about advanced window tools and how to customize toolbars and menus (including the Work menu).

Formatting Tools This section will begin by taking a deeper look at templates. Participants will also learn how to create lists, add headers and footers to their document, and format paragraphs (including adding borders and shading).

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Managing Documents This section will explore how to track changes, add comments, merge and protect documents, and use versions.

Creating Forms and Using Macros This section will explore how to record and code macros. We will also learn how to create a form in Word.

Creating Web Pages Believe it or not, Word 2002 can be used as a Web page development tool. We will explore just what it can do for Web pages in this section.

Completing the Document Participants will learn how to create an outline, a table of contents, footnotes and endnotes, bookmarks, cross-references, captions, indexes, and master and subdocuments.

Advanced Topics To conclude, participants will learn how to change Word's options, search for documents, and use Detect and Repair.



Microsoft Office Word 2002 - Intermediate Course Outline

Getting Started To begin, participants will learn the basics of Word: how to open and close it, how to use the interface, how to use its toolbars, how to create a basic document, how to open and save documents, and how to get help.

Formatting and Editing Options Next, participants will learn more about working with text, including how to select it, move it, align and justify it, use tabs, change margin settings, and apply fonts and effects.

Document Basics This section will focus on paragraph formatting (such as line spacing and indents), adding page numbers, creating and using templates, checking for spelling, adding pictures, and creating hyperlinks.

Viewing and Printing Participants will learn about the different views and viewing tools available. Participants will also learn how to use Print Preview and Page Setup, and how to print a document.

Advanced Interface Options Participants will learn various file management tasks in this section, including how to use My Computer within Word and various ways to save their files. Participants will also learn about advanced window tools and how to customize toolbars and menus (including the Work menu).

Formatting Tools This section will begin by taking a deeper look at templates. Participants will also learn how to create lists, add headers and footers to their document, and format paragraphs (including adding borders and shading).

Customizing your Documents Participants will learn how to create, use, and manage styles. Participants will also learn about AutoText, the Format Painter, themes, and Smart Tags.

Using Tables This section will introduce participants to tables. We will learn how to create tables, edit them, and apply formatting.

Advanced Tools First, participants will learn how to add different types of breaks to their document. Then, we will look at some research tools, including the thesaurus, AutoSummarize, and AutoCorrect. Next, we will examine the Microsoft Office Picture Manager. Finally, we will learn how to create charts, sort table data, convert table data to plain text (and vice versa), and how to create an Excel spreadsheet in Word.

Sending your Document This section will focus on Word's mail merge feature. We will also learn how to e-mail and fax directly from Word.

Working with Graphics Participants will learn how to add pictures from a file, ClipArt, WordArt, diagrams, AutoShapes, embedded objects, and text boxes. Participants will also learn how to perform basic editing and formatting tasks on these objects.

Managing Documents This section will explore how to track changes, add comments, merge and protect documents, and use versions.

Creating Forms and Using Macros This section will explore how to record and code macros. We will also learn how to create a form in Word.

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Advanced Topics To conclude, participants will learn how to change Word's options, search for documents, and use Detect and Repair.



Working Smarter - Using Technology to your Advantage Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Making Your Company a Technology-Friendly Place To begin the day, we will discuss some ways to encourage staff to use technology. Participants will also try to find some creative solutions to a case study problem.

Conquering Computers Computers are one of the most popular technological tools, and they can be the most difficult one to manage. We will give participants some ways to make the most of the PC.

Communicating with the IT Department This session will give participants some tips on how to communicate effectively with Information Technology staff.

Choosing Software Wisely Purchasing software is usually a big decision. We will discuss a three-step process to help you make that decision. Then, participants will use the process in a case study.

Technical Training This session will cover some types of training and some tips.

Setting an IT Budget Some managers are responsible for deciding how much their department can and will spend on technology. We will discuss a few basic steps that will help participants create an IT budget.

Security and Privacy Participants will work in small and large groups to discuss common issues surrounding computer privacy and security at work.

Uncontrolled vs. Controlled Networks This session will provide a brief, non-technical overview of how networks work, including how companies can manage Internet access.

Ergonomics As more workers use computers, Repetitive Strain Injuries (RSI) have increased, and so have employers' expenses. This session will discuss and demonstrate some easy ways that participants can reduce their risk of an RSI.

System Usage Policies Every organization, no matter how small, should have a policy in place detailing how their technological resources should be used. We will examine the key components of a system usage policy and we will look at a sample policy.

Taking Care of Company Property During this session, we will discuss some basic rules of technological etiquette. Participants will then practice these skills during a role play.

Time-Saving Tools This session will look at some ways to use e-mail programs, contact management programs, and scheduling software to make the most of your time.

Telephone Etiquette Even if your business doesn't use computers, laptops, or PDAs, almost everyone has a telephone. This session will cover some basic telephone etiquette tips.

Instant Messaging Instant messaging (also known as IM) has become increasingly popular in recent years. We will look at some IM etiquette and decode some common acronyms.

Telecommuting High-speed Internet and technical tools makes it possible for many people to work from home. During this session, we'll discuss what telecommuting is, how to decide if telecommuting is right for a particular employee, and how to prepare a worker to telecommute. Participants will then complete a case study.

Workplace Rage Many people find technology very frustrating. This session discusses the cost of workplace rage, how to manage it, and how to prevent it.

It's Not Working! So far, this workshop has focused on how supervisors can make their workplace technology-friendly and how they can use technology to make life easier for everyone. However, your plan will run into snags. We'll look at some basic ways that you can address issues. Participants will also have the opportunity to discuss common scenarios and possible solutions.

A Policies and Procedures Checklist To wrap up the workshop, we'll look at some policies and procedures that you may want to have in place to manage technology efficiently.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Workplace Harassment - What It is and What to Do About It Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Harassment This session will look at legal, literary, and reasonable man/woman definitions of harassment.

The Purpose of Training We will discuss what kind of harassment training can benefit an organization.

Sexual Harassment This session will discuss sexual harassment in a lecture and small group work. Topics will include the definition of sexual harassment, the elements of harassment, and common scenarios that could be construed as harassment.

Creating a Harassment Policy The best way to prevent harassment from occurring is by setting a clear policy, educating employees about it, and enforcing it. We will discuss some basics of creating, implementing, and monitoring a policy, plus some training points.

Other Prevention Strategies Participants will explore some other ways of preventing harassment in groups.

Nipping it in the Bud One of the most important prevention strategies is for managers to carefully monitor their workplace. During this session we will use a lecture and a role play to talk about how managers can do this.

Protecting Yourself There are many things that you can do to minimize your risk of being harassed or of being perceived as a harasser. We will discuss six of them.

What if it Happens to Me? During this session we will discuss what you can do if someone is harassing you, including techniques for saying no. Participants will then practice these techniques during a role play.

What if it's Happening to Someone Else? There will often be situations where a manager thinks or knows that harassment is occurring, but a complaint has not been filed. We will discuss what to do in this situation.

Someone has Filed a Complaint Against Me! If you are in the situation where someone has filed a complaint against you, do not panic. There are several steps that you can take to deal with the situation appropriately, all of which will be discussed in detail during this session.

Addressing a Complaint No matter how proactive you are, most employers receive a harassment complaint at some point in time. We will discuss the four key components of dealing with a complaint fairly and appropriately.

False Complaints If you suspect that a harassment complaint is false, you must be very careful when dealing with it. This session will discuss some things that you can do in this situation.

Mediation When the claimant decides to file a complaint, mediation may be offered as an alternative. We will discuss what mediation is, when it is and isn't appropriate, and how the process may work. Participants will also have an opportunity to role play mediation.

Investigating a Complaint Investigating harassment complaints often requires special training and skills. During this session, we will cover some basics of investigation, including when a complaint should and should not be investigated, who should be involved, what the investigation process should look like, and how results can be reported.

Making the Decision During this session we will talk about who should make the final decision about the complaint. We will also discuss when you should involve legal counsel.

Solutions There are three possible solutions to a harassment complaint: solutions for the complainant, solutions for the respondent, and solutions for the organization. We will explore possibilities for each case during this session.

After It's Over Once the harassment complaint has been resolved, everyone should try to get back to normal life. This session will discuss how managers and the organization as a whole can help employees make this transition.

Role Play The afternoon of day two will be spent role playing four stages of the harassment process: the initial consultation with an advisor, the filing of a formal complaint, an investigation, and the decision. Detailed case files are provided with the course.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Workplace Violence - How to Manage Anger and Violence in the Workplace Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

What is Workplace Violence? To start the workshop, we will examine what workplace violence is, the cycle of violence, and some warning signs.

Understanding the Behavior Wheel During this session, we will look at Albert Bandura's behavior wheel and we will explore how it applies to violence and anger.

The Anger Management Process Dr. Lynn McClure, an anger management specialist, has identified a seven-step process to manage anger (yours or someone else's). We will examine this process in detail through a lecture and through role play presentations.

Communicating Better Communicating effectively can often help prevent people from getting angry. We will explore some key communication skills, including a four-step assertive message, listening skills, questioning skills, and three keys to unlock the best in people.

Basic Problem-Solving Tools Being an effective problem solver is another way a person can help prevent anger. We will spend most of the afternoon of Day One looking at a three-phase problem solving model and a problem solving toolkit. Participants will then apply these skills to a case study and to a personal problem.

Other Ways of Managing Anger During this session, participants will discover some ways to manage their own anger, including coping thoughts, strategies to unwind, and relaxation techniques.

A Systems Approach The second day of the workshop will focus on how an organization can plan to prevent workplace violence, using Norman Keith's nine stage plan as a framework.

Developing a Policy and Program A properly implemented violence policy and program is crucial to preventing workplace violence. We will look at both the policy and the program in detail.

Risk Assessment A risk assessment will help the organization identify possible security and safety concerns. We will look at a five-step plan that any organization can use to assess these risks. Participants will apply this plan to a case study.

Hiring Practices During this session, we will discuss some things that you can do at the hiring stage to help prevent workplace violence.

Workplace Design The physical environment of the workplace can contribute to, or help prevent, workplace violence. We will explore some of these considerations through a case study.

Workplace Practices and Procedures We will look at how training, Human Resources policies, staff management, and security measures can help make your workplace a safer place. Participants will then complete a case study to apply these ideas.

Security Systems and Personnel During this session, we will look at some things that a security system can be made up of, including security staff, access restrictions, surveillance cameras, and intercoms. Then, participants will design a security plan for the Acme Widgets Company.

Training Programs Training staff in some of the skills that we have learned, such as problem solving or communication, can also help prevent violence. We will learn about an eight-step plan that can help participants identify, plan, and implement training programs.

Developing Emergency Response Plans It is crucial that employees know what to do in case of an incident. We will discuss some incidents to be prepared for and we will discuss what an ERP should cover.

Program Review Constant review and re-evaluation are necessary to ensure your violence prevention program works. We will look at some components of this review and when it should be performed.

Developing a Threat Response Process For the third day of the workshop, we will work on developing a plan to respond to a violent threat or incident. We will use a fourteen stage plan developed by Drs. James Turner, Michael Gelles, and Chris Hatcher, as our framework. Participants will take on the role of the threat assessment team. They work on a single case study throughout the day.

The Immediate Response To begin the day, we will look at what to do when you are part of a violent incident.

Consulting with the Experts Depending on the situation, you may find that you need outside help. This session will discuss who should be brought in, when they should be contacted, and how they should be contacted.

Gathering Additional Information Once the basic facts have been gathered and outside experts have been consulted, the threat assessment team should determine what other information is necessary. This session will provide some things that should be considered.

Re-Evaluation During this session, we will look at two key processes that will help the threat assessment team determine their next steps.

Communication The next step in the threat response process is to establish a communication plan. We will give participants a template and some tips on communicating effectively.

Employee Interview Stages seven and eight in the threat response process involve talking to the violent person. We will look at how to plan and interview the person, and then participants will have a chance to role play an interview.

Risk Level Analysis At this stage, the threat assessment team will have gathered enough information to determine the severity of the threat or incident. We will look at a five-stage continuum that can help the team decide how to respond to the threat based on the severity level.

Review and Options Once the team has identified the severity level, a long term plan can be put into place. During this session, we will look at some options that can be used.

Analyzing the Impact Now that the threat has been dealt with, it is time to debrief the affected people. We will look at some people that will likely need follow-up and forms that follow-up can take.

Incident Response Checklist During this session, we will look at a checklist developed by Dr. Robert Turner that the threat assessment team can use throughout the threat response process.

Process Application To wrap up the day, we will review the case study presented at the beginning of the day and how it moved

through the various steps of the threat response process.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Writing Reports and Proposals Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Becoming a Good Writer To begin, participants will learn ways to become a good writer. Participants will also learn the four C's of good writing.

The Rules of Writing Next, participants will learn the nine rules of report writing.

The Readability Index This session will teach participants how to use the Gunning Fog Index.

Paragraphs Next, participants will learn how to create topic sentences for paragraphs.

Emphasis During this session, participants will explore ways to create emphasis.

Unity and Coherence This session will teach participants how to create unity in their report.

Active and Passive Voice Next, participants will look at the differences between the active and passive voice.

The Stages of Report Writing The bulk of the second day will be spent exploring the four stages of report writing: investigation, planning, writing, and revising.

Formal Reports During this session, participants will look at the additional components of a formal report.

How to Use Headings This session will provide a brief introduction to laying out a report.

Charts and Graphs Next, participants will learn the right way to add charts and graphs to their report.

Writing Proposals During this session, participants will learn how writing a proposal is different from writing a report.

The Finishing Touches This session will look at finishing touches for a report, including steps in the persuasion process, how to design your message, and how to deal with tough questions.

Practical Application To wrap up the workshop, participants will peer edit each others' work.

Workshop Wrap-Up At the end of the workshop, students will have an opportunity to ask questions and fill out an action plan.



Microsoft Office Access 2010 - Advanced Course Outline

Advanced File Tasks In this section, students will learn how to perform file management tasks using Windows Explorer and learn how to repair and encrypt database files. This section also covers the additional database formats supported by Access, how to export database information to a variety of different file formats, and how to link a database to other files.

Working with Tables This section goes deeper into table creation and covers topics like table management. Topics include field properties, how to format tables, how to change field data types, and how to apply various tools to control what sort of data is permitted in a table. This section also expands on table data entry by explaining how to create and use lookup fields and value lists.

Working with Forms Next, we will discuss the basics of creating forms using the Wizard as well as from scratch. Participants will learn how to work with form controls, format their form, and format the form controls, both in appearance and functionality. This section also introduces themes, which provide one-click customization.

Working with Reports Students will learn how to create and use reports including formatting report sections, work with calculated controls, and group and sort report data. This section also discusses how to format reports, including themes, logos, and font changes. Finally, students will learn how to add images, page numbers, and apply conditional formatting.

Working with Queries This final section will show how to use multiple tables in queries, create calculated controls, and use the Expression Builder. Finally, we will cover how to create and use parameter, crosstab, make-table, append, delete, and update action queries.



Microsoft Office Excel 2010 - Advanced Course Outline

Getting Started

To begin, participants will learn the basics of Excel: how to open and close it, how to use the interface, how to create a basic spreadsheet and workbooks, how to save and open workbooks, and how to get help.

The Excel Interface

Next, participants will closely examine Excel's interface, including the Quick Access Toolbar and each of the default tabs.

Excel Basics

In this section, participants will learn more about creating spreadsheets, including how to work with cells, columns, rows, and ranges; adding worksheet labels; basic Excel features and functions; moving data; using Smart Tags; using option buttons; and using Excel's review tools (including spell check, AutoCorrect, and Find and Replace).

Editing Your Workbook

Participants will learn how to change the way their data appears, including using conditional formatting, the Format Painter, styles, and themes. Participants will also receive an introduction to creating and editing charts.

Printing and Viewing your Workbook

This section will focus on using the View tab, Print Preview, and Excel's various printing commands.

Advanced File Tasks

Participants will learn how to use Windows Explorer within Excel, various ways to save their files, and how to use and create templates. We will also look at Spark Lines, a new Excel feature that lets you create a chart within a single cell.

Working with Functions and Formulas

This section will take an in-depth look at Excel formulas and functions, including the IF function. Participants will also learn how to use formula troubleshooting tools, named ranges, AutoCalculate, and array formulas.

Managing Tables

Believe it or not, you can actually use Excel 2010 as a basic database application. This section will explain how to do that through a discussion of tables, records, fields, filters, and technical concerns.

Enhancing your Workbook

Participants will learn how to add shapes, SmartArt, text boxes, WordArt, ClipArt, embedded objects, and signature lines to their workbook.

Finalizing your Workbook

This section will explore some of Excel's security tools, including the Protect Sheet command and the Lock command. We will also look at two new tools: the Compatibility Checker and the Document Inspector. Next, we will look at using Excel data in Word, Access, and Outlook, and at saving Excel data in common formats (including PDF) to be read by non-Office applications.

Advanced Topics

Participants will learn how to use Excel Options to change their user name, default font, default file format, and screen theme. Participants will also learn how to use Office diagnostic tools and the Excel viewer.

Getting the Most from your Data

This section will explore some of Excel's data analysis tools, including the outlining feature, subtotals, PivotTables, slicers, scenarios, and what-if analysis.

Excel and the Internet

This section will look at some tools used to link Excel data to the Internet, including hyperlinks, Web queries, and Excel services. Participants will also learn how to save their workbooks as web pages.

Advanced Excel Tasks

Participants will learn how to create and use shared workbooks; use custom AutoFill lists; use VLOOKUP; and how to link, consolidate, and combine workbooks.



Disability Awareness - Working with People with Disabilities Course Outline

Disability Awareness: Working with People with Disabilities Course Outline

Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Terms To start, participants will learn what the terms “disabilities” and “stereotypes” mean.

Misconceptions and Realities There are plenty of misconceptions, as well as realities, to working with people with disabilities. We’ll explore some of those in this session.

A Business Case In this session, participants will complete a case study to explore why companies should hire people with disabilities.

Dissecting Labels This session will discuss why labels are inappropriate and how they can make people feel. We will also provide participants with some ground rules for being respectful and using appropriate language, as well as how to be practical when discussing a disability. Several lists of inappropriate terms and more appropriate language will be provided.

Accessibility Accessibility refers to making your workplace, and your business, available to people. Although laws differ between regions, this session will cover some basics of physical accessibility. Attitudinal barriers will also be discussed.

The Cornerstones of Diversity Diversity experts Armida Russell, Amy Tolbert, and Frank Wilderman have identified four cornerstones of diversity development. They are knowledge, acceptance, understanding, and behavior. We will examine each cornerstone in detail during this session.

Encouraging Diversity by Hiring This session will address two key hiring issues: what can the company ask, and what can the candidate expect?

Using the STOP Technique Diversity expert Lenora Billings-Harris has developed a four-step technique that you can use when someone is behaving in an inappropriate manner. It’s called STOP! Participants will learn about the technique through a lecture and will then practice it in a role play.

Communication Essentials for Disability Awareness In this session, we will talk about respecting confidentiality, preparing documentation, and where to find good resources.

Communication Styles This session will allow participants to take a more objective look at the advantages and disadvantages of both sides of different dichotomies related to communication styles.

Critical Conversations Next, we will give participants a framework for discussing disabilities. We will include specific questions that are appropriate for gathering information without infringing on an employee’s rights.

How Do We Make It Happen? To wrap up the course, we will explore how you can use accommodation and job shadowing to create a truly accessible workplace.

Workshop Wrap-Up At the end of the course, students will have an opportunity to ask questions and fill out an action plan.



Conference and Event Management Course Outline

Course Overview You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Event Planning Essentials To start, we will explore key event elements and planning documents, including briefing notes and event planning worksheets.

Budgeting Basics Budgets are a critical piece of event planning. This session will explore the important parts of any budget and give participants some hands-on practice with budgeting.

Using the Committee Approach You can't do everything yourself! This session will look at building a committee and recruiting volunteers to help make any event a success. We'll also give participants tips on delegation.

Connecting with Partners and Sponsors This session will explore some additional places that participants can gather support for their events.

Advertising and Marketing Next, participants will learn about the importance of contacting delegates and how they can make every touch count. Take-aways and swag bags will also be covered.

Selecting the Venue Meeting venues are very important to the success of your event. This session will explore what to consider and how to choose a great venue.

Feeding the Masses People love food! This session will give participants some tips on choosing the right menu for their event while staying in their budget.

Business Etiquette Basics Etiquette terrifies many people, but it's not as scary as it seems! In this session, participants will receive some tips to make etiquette easier for them and people attending their events.

Celebrating Diversity When you are responsible for event planning, you must be inclusive to ensure that that everyone who attends will feel equally welcome. In this session, participants will explore some ways to build a diverse, inclusive event.

Creating an Atmosphere of Service In this session, participants will brainstorm some ways to demonstrate good customer service.

Selecting Speakers and a Master of Ceremonies Selecting the people who will be the public face of your event requires some careful planning. This session will give participants some tips on picking the right people.

Managing Contracts Working with contracts is an essential part of event planning. This session will talk about why contracts are important and what they need to include.

Gathering Feedback In this session, participants will learn about several formats that event planners use to evaluate their corporate events.

Adding the Finishing Touches Next, we'll talk about how to engage the audience and create an unforgettable event.

Event Day Roles You've done all the planning, everyone's ready, and the delegates are about to arrive. What to do? This session will answer the big question!

Closing the Event When everything is all over, it's time to evaluate your performance. This session will give participants a checklist of things to include in a conference report. We'll also talk about other wrap-up activities, like thank-yous and the final event meeting.

Practicing Planning In the final session of this workshop, participants will create an event plan in teams and present it to the group.

Workshop Wrap-Up At the end of the workshop, students will have an opportunity to ask questions and complete an action plan.



Microsoft Office PowerPoint 2010 - Advanced Course Outline

Adding Multimedia to a Presentation In this section, students will learn about the different types of multimedia that can be added to enhance their presentations. We'll discuss how to edit audio and video files and talk about the different toolbars available to help with those tasks.

Setting Up Slide Masters This section will focus on Slide Masters. We'll discuss the three different types of masters which can be made, as well as how to use and edit them.

Reviewing Presentations This section will focus on reviewing and editing presentations. We'll take a look at comments and discuss how to add, edit, delete, and navigate through them. We'll also take a look at previewing changes made during the editing process.

Creating Advanced Types of Shows Most people have probably seen some kind of slide-show presentation before. This section will deal with the various options available to the presenter, including the use of multiple monitors, hiding slides, adding narrations and other show elements. We'll also take a look at how to package the presentation for CD and install the PowerPoint viewer.



Microsoft Office Publisher 2010 - Intermediate Course Outline

Managing Your Publications This first section will start with a look at Windows Explorer and how it works inside Publisher. We'll discuss working with Publisher files and business information and look at ways you can share your publications with others. In the last lesson, we'll spend some time working with Publisher templates.

Using Formatting and Language Tools We'll start this lesson off with the Paragraph dialog box and how to use it. Next we'll focus on special text elements and show you what you can do to spice up your publications. This section will also have lessons on creating custom schemes to help you create publications which are truly your own. We'll also cover linking text boxes, Publisher's spelling tools, AutoCorrect, and research tools.

Working with Shapes This section focuses entirely on shapes in Publisher. First, we'll look at adding the shapes to your publications and show you how to manipulate them. Next, we will look next at formatting and grouping shapes.

Working with Illustrations We'll start this section by exploring how to add tables to your publications and how to format them to get them just right. Then, we'll talk about working with WordArt.

Adding Pictures to Your Publications This final section will focus on working with images. We'll talk first about adding images to your publications (either your own pictures or Clip Art). We'll discuss ways to format and arrange your pictures, as well as making last minute changes to pictures within the publication itself.
