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Administrative Technologies Professional Diploma

This program starts right from basic computer skills and prepares them for multiple office environments. The wide range of skills students develop in this program makes them an asset to many employers.

Specific Jobs for Graduates after Program:

- *Executive Assistants*
- *Secretaries*
- *General Office Clerks*
- *Receptionist*
- *Accounts Receivable Clerk*
- *Accounts Payable Clerk*
- *Customer Service*
- *Administrative Assistants*

Admission Requirements for Program:

- *Grade 12 Diploma or*
- *GED or*
- *Mature Students Status (Must pass Valpar Test)*

Instruction:

- *Program is 211 hours of Instruction Time*
- *There are both Day or Night Classes for Students to choose from*
- *Class is taught on a modular basis so students can enter the program at any time.*
- *Lab Based Evaluations.*
- *After all modules are completed and Lab assignments handed in Students will receive Administrative Technologies Diploma.*

Tuition:

- *Please contact our admissions department for more information.*

Administrative Technologies Diploma Program

Computer Training
- PC Basics
- PC Maintenance
- Intro Word
- Word: Building Productivity
- Word: Merging, Collaboration & Advanced Topics
- Intro Excel
- Excel: Functions, Charts & Formatting
- Excel: Data Tools, collaboration & Analysis
- Outlook
- Internet
- PowerPoint
- Photoshop Basics
- Illustrator Basics
- Dreamweaver
- Spyware & Viruses
- MS Project
- Accounting Basics
- QuickBooks Accounting OR Simply Accounting

Employment Training
- Personality Dimensions
- Survivor
- Communications
- Customer Service
- Work Search
- Job placement

PC Basics

The course length is 12 hours. This course has no pre-requisites.

PC Basics was developed on the idea that people need to have a basic understanding of the computer environment in order to comprehend more advanced topics. The course focuses on the relationship between hardware and software, and specifically comparing and contrasting the concept of storage memory and working memory (RAM). Through this process we build a model of how the computer works and how users interact with it. Students learn step by step the approximate way in which a calculation device has been applied to allow users to make the movie Shrek or do any of the fantastic things that computers do. Students learn global computer skills and get a strong understanding of how their interaction fits into the computer environment model, and how manipulating the O.S. gives them greater control over their computing experience. Our students tend to leave the Intro class excited about technology and have a basic roadmap of how to go about learning to harness that technology.   This course has a lot to do with clarifying terms, removing intimidation and enabling student growth.

1. Computers – what are they, and how is it that a calculator can be used to do so many ambiguous activities? What makes something "digital"
2. Hardware – how does a computer actually work
3. RAM memory vs. Storage memory – how does this relate to working on the computer?
4. Software – 3 main kinds of software (O.S., Applications, data)
5. Where does software fit into the model of how computers work
6. Road map – now that we have a basic model of the computer environment – how do I go about learning to use a computer?
7. Where do software instructions come from?
   o Where do OS instructions come from
   o Where do application instructions come from?
   o Where does data come from?
8. Big Tour – getting familiar with the Windows XP Interface
9. What are Windows?
10. Working with Windows and Interface manipulation
11. How does working in Windows relate to the RAM vs Storage model?
12. RAM vs Storage – Saving and loading data
13. Multitasking
14. Simple copy demonstration – which memory did we use?
15. How does the clipboard relate to the RAM side of the computer model?
16. RAM vs Storage revisited
17. Save, Save As…, opening and loading
18. Computer file structure
19. Directory structure
20. Directory management
21. Simple clipboard use
22. File management
23. What is the Internet exactly?
24. ISP's, broadband, dial up, cable and ADSL
25. HTML based message boards – how to find computer help online

PC Maintenance

This course requires basic Windows skills (PC Basics Certification) or equivalent experience. This represents 9 hours of instruction time.

Pc Maintenance allows you to continue training from where PC Basics left off. You will become familiar with different types of computer technology like laptops and PDAs, learn more about memory and storage systems, learn about the control panel and its uses, use the Windows help feature and other tech support options.

1. **Computer Types**
   o Notebooks/Laptop
   o Tablets
   o PDA
   o Workstation

   o **Memory and Storage Systems**
   o ROM BIOS Memory
   o Cache Memory
   o Virtual Storage Systems

   o **Help and Tech Support**
   o Windows Help
   o Windows Explorer Views
   o Changing the view for Windows Explorer

   o Renaming Folders/Files
   o Viewing Folder/File Properties
   o Finding Files
   o Defragmenting Hard Disk Drives
   o Cleaning up the Disk

   o **Control Panel**
   o Changing the Desktop Display
   o Changing the Date & Time
   o Customizing the mouse
   o Changing volume
   o Using fonts
   o Replenishing Printer Supplies
   o How Ink Cartridges Work

Spyware and Viruses

Spyware and viruses can significantly reduce the performance of your computer and can also cause significant data loss or even theft of banking information. This course teaches ways to get rid of them and how to avoid getting them in the first place!

1. Introductions
2. RAM memory how programs load
3. TSR programs
4. Discussions on Viruses
   o What are they
   o How do you get them
   o How do they affect your computer
   o Virus solutions
   o Discussion on Spy ware
      o What is it
      o How does it get on your computer
      o How does it affect your computer
   o Spy ware Solutions

Microsoft Outlook

Intro to Outlook is designed to introduce new users to the concepts, skills and application of the Outlook program. Focusing not just on the individual components but on how the total application works in synergy. We reinforce how the integration of the individual processes is the real strength of the application

1. How is Outlook different from Outlook Express
2. Managing Contacts and E-mail addresses
   - Creating Contacts
   - Contact from Same Company
   - Contacts online
   - Grouping
3. Everything about e-mail
   - Writing Email
   - Reading Email
   - Forwarding
   - Reply vs Reply All
   - Attachments
   - Distribution Lists
   - Add Contact from Received Email
   - Sending VCard
4. Using the Calendar and scheduling features
   - Appointments
   - Recurring Appointments
   - Copying Appointments
   - Events
   - Sending Meeting Requests
5. Integrating tasks
   - Scheduling Tasks
   - Reminders
6. Using the Journal
   - Configuring the Journal
   - Creating entries
   - Checking the Activities tab
7. Notes
   - Creating Notes
   - Editing Notes

Introduction to Word

Introduction to Word introduces word processing concepts. You will be able to create documents the correct way using paragraph level, character level and document level controls. This class makes you able to create a clean document faster.

1. Word Processing Overview & Basics.
2. The Big Tour
3. Interacting with the Word Environment
4. Editing Text information
5. Cut, Copy and Paste
6. Multiple clipboard items
7. Linking and embedding objects.
8. Editing text
9. Formatting character / word level management
10. Paragraph level management
     - Paragraph alignments / spacing
     - Tabs
     - Bullets and automatic numbering
11. Correcting Text – spelling, grammar, auto text, autocorrect
12. Document level controls
13. Margins and Page Breaks
14. Working with Objects
15. Word Art

Word: Building Productivity

This class shows you how to create and modify tables, organize data, use Mail Merge with different data sources to create form letters, envelopes and mailing labels, and use styles to create consistently formatted documents. These skills allow you to create professional looking documents easier and in less time.

1. Creating tables
2. Modifying and Formatting Tables
3. Form Letters
4. Data Sources
5. Envelopes
6. Mailing Labels
7. Styles Overview
8. Applying Paragraph Styles
9. Modifying, Creating and Copying Styles

Word: Mailings, Collaboration & Long Document Management

Building on our Intro to Word skills, students learn how to produce various document types using the Word tools as designed. Students will create a mail merge, learn collaboration tools and learn strategies for managing a lengthy document. These are the Word skills that can set our clients apart in the work place by creating time saving documents that can be used repeatedly.

1. Merging and Mailings
2. Merging to Envelopes or Labels
3. Sorting Lists
4. Creating Outlines
5. Setting Tracking Options
6. Using Comments
7. Tracking Changes
8. Reviewing a Document from Others
9. Comparing or Combining Documents
10. Marking a Document as Final
11. Using the Document Inspector

Introduction to Excel

This course starts at the very beginning of spread sheeting and assumes no previous understanding of spread sheet concepts. By design this class introduces students to the basic concepts of Excel and teaches them the fundamental skills necessary to utilize the program in a real world environment.

1. What are spread sheets?
2. Using the interface
   - Terms
   - Big Tour
   - Worksheets
3. Labels and Numbers
   - Identifying Label vs. Number
   - Create a spreadsheet
   - Saving spreadsheets
   - Editing cells
   - Selecting Cells
   - Cut, Copy, Paste
4. Trend Analysis (Fill tool)
   - How it works
   - Pre-programmed patterns
   - Exponential Growth
5. Numeric Formatting
   - Numbers
6. Simple formulas
   - Order of Operations
   - Making a formula
   - Editing a Formula
   - Cell references
7. Copying Formulas
   - Copying formulas
   - Relative Addressing
   - Absolute Addressing
8. Functions (Math Slaves)
   - AutoSum
   - Average
   - Min
   - Max
   - Count
9. Formatting Cells
   - Cell Alignment & Orientation
   - Font Face, Size and Colour
   - Cell Borders
   - Cell Shading

Appendix: Charting
   - Inserting a Chart
   - Editing a Chart

Excel: Functions, Charts & Formatting

This course is a continuation of the Introduction to Excel course. In this course you will learn how to write more advanced formulas and sort and manage data. This allows you to make more customized spreadsheets to analyze data better. The better you can analyze your data, the better decisions you can make.

1. Creating and Applying Templates

   o Define
   o Creating a workbook from a template
   o Creating your own template
   o Creating, editing and deleting comments
   o Creating and editing hyperlinks

2. Creating and Modifying Charts

   o Chart types
   o Creating a chart
   o Formatting charts
   o Change chart type
   o Creating Diagrams

3. Calculating with Advanced Formulas

   o Naming a Range of Cells
   o Calculating with named ranges
   o Formulas across worksheets
   o Calculating with dates and times
   o Lookup and reference functions
   o Logical functions (if/then)

4. Sorting and Filtering Data

   o Sort data lists
   o Filtering data lists
   o Autofilter
   o Create and Applying Advanced filters
   o Calculate with Database functions
   o Subtotals

5. Working with Graphic Objects

   o Insert Graphics and their types
   o Creating Autoshapes
   o Formatting Graphic Objects
   o Layering of Graphics
   o Grouping Graphic Objects
   o Move, copy and resizing graphics

6. Advanced Formatting

   o View Options
   o Cell Merge & Cell Wrapping
   o Print Options

Excel: Data Tools, Collaboration & Analysis

This course is a continuation of the Introduction to Excel course. In this course you will learn how to customize workbooks, collaborate with others using workbooks, audit worksheets, analyze data, work with multiple workbooks, import and export data and structure workbooks with XML. After completing this course you will be able to utilize Excel professionally and efficiently; saving you time and creating usable spreadsheets.

1. Streamlining Workflow
   - Create a Macro
   - Edit a Macro
   - Customize Access to Excel Commands
- Collaborating with Others
   - Protect Files
   - Share a Workbook
   - Set Revision Tracking
   - Review Tracked Revisions
   - Merge Workbooks
   - Adjust Macro Settings
   - Administer Digital Signatures
- Auditing Worksheets
   - Trace Cell Precedents
   - Trace Cell Dependents
   - Locate Errors in Formulas
   - Locate Invalid Data and Formulas
   - Watch and Evaluate Formulas
   - Group and Outline Data

- Analyzing Data
   - Create a Trend line
   - Create Scenarios
   - Develop a PivotTable© Report
   - Develop a PivotChart© Report
   - Perform Statistical Analysis with the Analysis ToolPak
- Working with Multiple Workbooks
   - Create a Workspace
   - Consolidate Data
   - Link Cells in Different Workbooks
   - Edit Links
- Importing and Exporting Data
   - Export to Microsoft Word
   - Import a Word Table
   - Import Text Files

Introduction to PowerPoint

This course requires basic Windows skills (PC Basics Certification) or equivalent experience. The course length is 6 hours.

Intro to PowerPoint introduces you to creating dynamic presentation slides for a presentation or speech. You will be able to add text, graphics, transitions, & tables and be able to modify their arrangement. Using the tools you receive in this class you will be able to make professional slides easily and efficiently.

1. **Introducing PowerPoint**
   o Overview
   o Looking at the PowerPoint Screen
   o Structuring a Presentation
   o Creating New Presentations
   o Organizing Files
   o Changing the Page Setup
   o Organizing Slides
   o Changing the View

   o **Working with Text**
   o Working with Text in a Presentation
   o Using Bullets and Numbering
   o Formatting Text Content
   o Manipulating Text Content

   o **Working with Text Content**
   o Using Text Boxes

   o Using WordArt

   o **Working with Illustrations and Shapes**
   o Using Pictures
   o Modifying Pictures
   o Inserting Shapes
   o Modifying Illustrations and Shapes
   o Arranging Illustrations and Shapes

   o **Working with SmartArt**
   o Creating a SmartArt Diagram
   o Modifying SmartArt Diagrams

   o **Working with Charts and Tables**
   o Inserting Charts
   o Using Tables
   o Formatting the Table

Adobe Photoshop CS3

Adobe Photoshop has been an indispensable image editing software application for many years. Understanding the different tools and features available in Photoshop will help you to maximize your creative potential. The editing, colouring, painting, and retouching tools in Photoshop help you to design, create, and

1. Explore the Photoshop interface
2. Customise the work space
3. Explore the navigation tools

4. Select image areas
5. Save a selection
6. Modify a selection

7. Create layers
8. Create type layers
9. Transform layers
10. Alter type properties
11. Apply layer styles
12. Undo previous steps
13. Arrange and group layers

14. Paint strokes on an image
15. Apply filter effects
16. Convert an image to black and white
17. Blend layers
18. Merge layers and flatten images

19. Save images for use in print applications
20. Same images for the web
21. Save images as PDF

Adobe Illustrator

Adobe Illustrator is the leading tool for creating vector graphics for web and print. In this course you will explore Illustrator's ability to create and manipulate graphics using paths, type and colour. When finished this course you will be able to create your own unique graphics for use in advertisements online and in print. Save money, make your own graphics instead of hiring a graphic artist.

1. Illustrator Environment
2. Vector and Raster Graphics
3. Drawing and Editing Paths
4. Using Rulers
5. Creating and Editing Objects
6. Creating and Applying Colour
7. Gradients
8. Brushes
9. Transparency
10. Stacking Order Of Layers
11. Controlling and Organizing Layers
12. Creating Text
13. Copying Text Formatting
14. Using Paths for Text
15. Creating Outlines
16. Printing and Saving For Web

Dreamweaver

Macromedia Dreamweaver is a professional level tool for creating web sites. This course introduces you to the basics of creating, linking and adding dynamic content to your web site. Upon completion of this course you will be able to create and update websites.

1. HTML Basics
2. Formatting Text
3. Adding Links
4. Images, Colours and Backgrounds
5. Cascading Style Sheets
6. Data Tables and Layout Tables
7. Image Maps
8. META Tags
9. Dynamic Elements
10. Inserting Flash Elements
11. Rollover Buttons and Navigation Bars
12. Uploading your Website

Accounting Basics

This 9 hour instructor led course will teach students manual bookkeeping techniques as well as accounting terminology and GAAP principles standard in any bookkeeping environment. This course requires basic Windows skills (PC Basics Certification) and Introductory Excel skills are greatly encouraged. On completing this course students will more easily start to use computerized accounting programs and have a much greater understanding of accounting concepts. The following is a summary of concepts learned in the course

1. Why bookkeeping
2. Cash vs. accrual method of accounting
3. Transactions
4. How transactions affect the Chart of Accounts
5. Time Frames of Financial Statements
6. Personal Income Statements
7. Personal Net Worth Statements
8. Developing a Chart of Accounts
9. Financial Statement Terminology
10. Account Numbers
11. Account Order
12. Bookkeeping for Debits and Credits
13. Balance Sheet Accounts
14. Income Statement Accounts
15. Double Entry Concept
16. General Journal
17. Posting to the ledger
18. Preparing a Trial Balance
19. Purchases Journal
20. Sales Journal

Simply Accounting– Level 1

This 12 hour instructor led course will explore Simply Accounting's professional level tools for bookkeeping.

1. Introduction
   - What is Simply Accounting Pro 2007?
   - Starting Simply Accounting
   - Selecting a Set of Data Files
   - Looking at the Simply Accounting Home Window
   - Moving Around
   - Help System
   - Understanding the Chart of Accounts
   - Account Types
   - Creating Accounts
   - Modifying Accounts
   - Finding and Modifying an Account
   - Deleting Accounts
   - Saving Changes
   - Company Information
   - Printing the Chart of Accounts
   - Understanding the Session Date
   - Inputting Dates
   - Accounting / Non-Accounting Terminology
   - General Module Linked Accounts
   - General Journal Transactions
   - Recurring Transactions
   - Creating and Storing Recurring Transactions
   - Recalling Stored Recurring Transactions
   - Reversing General Journal Entries
   - The General Journal Report
   - Backing Up Simply Accounting Data Files
   - Exiting Simply Accounting
2. Inventory and Services
   - Creating Inventory Accounts
   - Creating Inventory Items
   - Creating Service Items
   - Changing Inventory & Service Data
   - Inventory Module Linked Accounts
   - Inventory Reports
3. Accounts Payable
   - Creating Vendors
   - Modifying Vendors
   - Setting Up the Shippers List
   - Payables Module Linked Accounts
   - Accounts Payable Inventory Purchases
   - Purchasing Inventory On Account
   - Non-Inventory Purchases
   - Purchases With Immediate Payment
   - Recurring Entries
   - Purchase Orders
   - Filling a Purchase Order
   - Creating a Purchase Invoice from a Purchase Order
   - Viewing, Adjusting & Voiding Posted Payables Invoices
   - Payables Payments
   - Paying Vendor Invoices
   - Making Prepayments
   - Reversing Payments
   - Payables Reports
4. Accounts Receivable
   - Accounts Receivable Customers
   - Modifying Customer Information
   - Receivables Module Linked Accounts
   - Comments on Customer Forms
   - Accounts Receivable Sales
   - Recurring Transactions
   - Sales Quotes
   - Accounting for Over-the-Counter Sales

- o Viewing, Adjusting & Voiding Posted Receivables Transactions
- o Receivable Receipts
- o Receiving Payment on Invoices
- o Adjusting/Reversing Receivables Receipts
- o Prepayments & Deposits
- o Applying Deposits/Prepayments
- o Sales Returns
- o Receivables Reports

5. Payroll
- o Payroll Overview and Set Up
- o Creating Employee Records
- o Modifying Employee Records
- o Payroll Linked Accounts
- o Paying Employees
- o Recurring Transactions
- o Payroll Advances
- o Viewing, Adjusting & Voiding Posted Payroll Transactions

- o Entering Taxes Manually
- o Payroll Reports

6. Reporting, Miscellaneous and Period End Procedures
- o Creating Graphs
- o Creating and Printing Financial Reports
- o Financials
- o Using the Daily Business Manager
- o Processing Transactions in the Daily Business Manager
- o Using Checklists
- o Checking Data Integrity and Compacting the Database
- o Printing in Batches
- o Setting Up Batch Printing
- o Printing in Batches
- o Month End Procedures
- o Calendar Year End Procedures
- o Year-End Procedures

Simply Accounting by Sage Pro 2007 – Level 2

This 12 hour instructor led course will explore Simply Accounting's professional level tools for bookkeeping. This course requires basic Windows skills (PC Basics Certification) or equivalent experience, basic knowledge of accounting terms/concepts and Simply Accounting Level 1.

1. Setting Up Data Files and Customizing Settings
- o Creating a New Company
- o Using the Setup Wizard
- o Setting up the General Ledger
- o Entering Opening Balances
- o Setting up Linked Accounts
- o Entering Vendors and Purchases History
- o Entering Customers and Sales History
- o Entering Inventory and Services History
- o Entering Employees and Payroll History
- o Finish Entering Historical Data
- o Customizing Simply Accounting

- o Setting up Sales Taxes

2. Banking and Credit Cards
- o Setting up the Bank Reconciliation
- o Setting up an Account for Reconciliation
- o Reconciling an Account for the First Time
- o Reconciling an Account
- o Printing the Bank Reconciliation Report
- o Working with Credit/Debit Card Transactions
- o Entering Customer Sales on Credit Card
- o Reconciling the Credit Card Account
- o Creating and Setting up Credit Cards for Purchases

QuickBooks Accounting– Level 1

This 12 hour instructor led course will explore QuickBooks' professional level tools for bookkeeping.

1. Introduction
   - Overview
   - Looking at the QuickBooks Screen
   - The Chart of Accounts
   - General Ledger Accounts
   - Company Information
   - Printing the Chart of Accounts
   - Using Dates in QuickBooks
   - General Journal Transactions
   - Backing Up QuickBooks Data Files
2. Inventory and Services
   - Creating Inventory Accounts
   - Creating Inventory Items
   - Creating Service Items
   - Changing Inventory & Service Item Data
   - Inventory Reports
3. Vendors and Accounts Payable
   - Vendors
   - Making Purchases
   - Memorized Payment Transactions
   - Creating Purchase Orders
   - Filling a Purchase Order
   - Finding and Modifying Bills
   - Paying Vendor Bills
   - Printing Cheques
   - Vendor Reports
4. Customers and Accounts Receivable
   - Customers
   - Recording Sales
   - Viewing, Adjusting and Deleting Sales Invoices
   - Payments and Credits on Receivables
   - Recording Deposits of Payments
   - Customer Reports
5. Employees and Payroll
   - Payroll Overview and Set Up
   - Employee Records
   - Maintaining Current Tax Tables
   - Payroll Cheques and Pay stubs
   - Remitting Payroll Liabilities
   - Creating Employee and Payroll Reports
6. Reporting, Miscellaneous & Year End Procedures
   - Creating & Printing Financial Reports
   - Using the Reminders List
   - Verifying Data Integrity
   - Year End Procedures

QuickBooks Accounting– Level 2

This 12 hour instructor led course will explore QuickBooks' professional level tools for bookkeeping. This course requires basic Windows skills (PC Basics Certification) or equivalent experience, basic knowledge of accounting terms/concepts and QuickBooks Level 1

1. Setting up Data Files and Customizing Settings
   o Creating a New Company Data File
   o Adding Accounts to the General Ledger
   o Entering G/L Account Opening Balances
   o Entering Customer Opening Balances
   o Entering Vendor Opening Balances
   o Entering Inventory Opening Balances
   o QuickBooks Preferences
2. Banking and Credit Cards
   o Bank Account Reconciliation
   o Downloading and Importing Online Statements
   o Changing the Sales Tax
   o Set up for Sales on Credit/Debit Card
   o Entering Customer Sales on Credit Card
   o Reconciling the Credit Card Account for Sales
   o Creating and Setting up Credit Cards for Purchases
   o Enter Vendor Purchases on Credit Card
   o Reconciling the Credit Card Account for Purchases
3. Security, Budgets, Classes and Inventory
   o Adding Passwords and Security
   o Logging in as the System Administrator
   o Budgeting
   o Handling Accounting by Class

   o Managing Inventory
4. Additional Payroll Features
   o Checking the Tax Tables
   o Payroll Item List
   o Pay Cheque Deductions
   o Employee Benefits
   o Updating Employee Payroll Records
   o Allocating Payroll Expenses to Classes
   o Generating a Payroll Run
   o Remitting Payroll Deductions/Contributions
   o Employee Departures
   o Generating T4 Slips
   o Personal Tax Credits
   o Handling Direct Deposit
5. Miscellaneous Items
   o Preparing Customer Statements
   o Charging Interest on Overdue Accounts
   o NSF Cheques
   o Handling Bad Debts
   o Making Records Inactive
   o Handling Sales Tax
   o Handling WCB Premiums
   o Accessing the QuickBooks Web site
   o Customizing Your Reports
   o Using Job Tracking

Microsoft Project Level 1

This course is the first in a series of two courses designed for individuals who will use Microsoft Office Project Professional 2007 as a tool to assist them in managing projects. The topics in this course cover the critical skills necessary to create and modify a project plan file that contains tasks, resources, and resource assignments. We will also give you the opportunity to work with a project plan once it has entered the project implementation phase. Using these skills will allow you and your organization to follow a project plan to its completion easier and with more success.

1. Explore the Microsoft Project 2007 environment
2. Display an existing project plan in different views

3. Create an new project plan
4. Assign a project calendar
5. add tasks to the project plan
6. enter the task duration estimates
7. add resources in the project plan

8. Outline tasks
9. Add a recurring task
10. Link dependant tasks
11. Set a constrain to a task
12. Set a task deadline
13. Add notes to a task

14. Create a resource calendar
15. Assign resources to tasks
16. Assign additional resources to a task
17. Enter costs for resources
18. Enter values for budget resources
19. Resolve resource conflicts

20. Display the critical path
21. Shorten the project duration
22. Set a baseline
23. Print a project summary

Microsoft Project 2007 Level 2

This course will build upon the knowledge gained, and give you the opportunity to work with a project plan once it reaches the project implementation phase. Once a plan gets underway, circumstances that affect your team's ability to meet deadlines can arise. This course will help you to learn how to monitor and modify your plan regularly to compensate for any such bumps on the road.

1. Import project information
2. Export project plan data into excel
3. Copy a picture of the project plan information

4. Enter task progress
5. Enter overtime work
6. Split a task
7. Reschedule a task
8. Filter tasks
9. Set an interim plan
10. Create a custom table
11. Create a custom report

12. Update cost rate tables
13. Group costs
14. Link document to a project plan

15. Create a visual report
16. Customize a visual report
17. Create a visual report template

18. Create a project plan template
19. Create a custom view
20. Make custom views available to other project plans
21. Share resources
22. Create a master project

Employment Skills Training (Community Employment Services)

1. **Myers-Briggs®, Personality Dimensions®**
   - Complete three self assessments to determine the color spectrum
   - Participate in a group process to validate individual color spectrum
   - Determine how the color spectrum relates to career choices
   - Learn to value the gifts and talents of others

2. **Bad Apples - Communications**
   - To recognize and describe the characteristics of a bad attitude
   - To understand how negativity impacts relationships and performance
   - Explore a 5 step process for dealing with difficult people
   - To manage conflict with confidence, resulting in a positive outcome for everyone

3. **Time Management**
   - Examine the concept of "time" and explore how to effectively control time instead of letting it control our lives
   - Identify "time wasters" in our lives
   - Develop strategies to turn our "time wasters" into "time savers"

4. **Customer Service**
   - The Customer
   - The Service Provider
   - The Interactive Skills
   - Putting It All Together – Developing a Quality of Service Credo

   The Customer
   - Participants will experience the role of the customer by "walking in the shoes of a customer". Using the concept of change, participants will understand that people react to life events (change) in various ways. Some of these ways may be inappropriate, but it is really their attempt to deal with the situation. In this segment, participants will be encouraged to see the person first, without judgment, and attempt to determine the intensity of the emotions being demonstrated by watching body language and listening to the tone and the words that a customer may use. By doing this critical first step, they can determine an appropriate response.

   The Service Provider
   - In this session, participants will identify their personal impact on the quality of service they choose to provide. We will examine various techniques one can use to remain in control of their own emotions and behaviors so that service is not compromised. Elements of a winning attitude are also explored.

   The Interactive Skills
   - Participants will be introduced to effective communication techniques, including the art of giving and receiving feedback (criticism) and will be given an opportunity to practice these skills in a supportive environment.

5. **Survivor**

   Looking and Acting the Part
   - Appearance – Appropriate clothing and grooming
   - Timekeeping – Attendance, punctuality and informing others of absence or lateness
   - Following company policies

   Meeting Work Standards
   - Work Methods – Appearance of work, work efficiency, quality and quantity of work
   - Care of equipment and materials

   Working with people
   - Communication Skills – Giving and Receiving Instructions, and Giving and Receiving Feedback
   - Showing initiative

6. **Work Search**
   - Learn how to choose and write a resume format that compliments an individual's personal style.
   - Learn how to write a good cover letter
   - Develop the "Art" of completing application forms
   - Explain and discuss the importance of networking and navigating the hidden job market
   - Explain what a work search portfolio should contain
   - Explore uses for calling cards and creating calling cards
   - Explain Informational Interviews and practice these through role play scenarios
   - Learn interview skills and put these skills into practice through "mock" video-taped analysis