

## PC Skills

### **Microsoft Word: Level I (8 hours)**

This class will introduce participants to the basic operations of Microsoft Word at the beginning level.

Upon completion of the training, students / participants will be able to:

- ✓ Create a document
- ✓ Enter text into a document and save the document
- ✓ Examine a document's properties and print a document
- ✓ Close and reopen a file
- ✓ Edit a document
- ✓ Move the insertion point within a document and select text
- ✓ Insert text into a document and delete text from a document
- ✓ Find and replace text in a document and move a text block
- ✓ Display a document in full-screen mode
- ✓ Apply attributes to text; apply a new font and font size to text
- ✓ Indent a paragraph and format existing text
- ✓ Reset line and paragraph spacing and margins in a document
- ✓ Set and clear tab stops in a document
- ✓ Create a bullet / numbered list
- ✓ Insert a hard page break and create a multiple-page document
- ✓ Use the spelling and grammar checker and the thesaurus
- ✓ Use a Word template to create a document
- ✓ Print an envelope and label
- ✓ Preview and save a document as a web page
- ✓ Insert symbols and special characters into a document

### **Microsoft Word: Level II (8 hours)**

This class will continue where Microsoft Word: Level I ends and introduces participants to additional operations of Microsoft Word. Upon completion of the training, students / participants will be able to:

- ✓ Find and replace formatting
- ✓ Add special effects to text
- ✓ Enter hidden text into a document
- ✓ Adjust character spacing in a document
- ✓ Create a multiple-section document
- ✓ Reveal and clear formatting in a document
- ✓ Insert and format a table in a document
- ✓ Insert and delete rows / columns in a table
- ✓ Convert text to a table
- ✓ Create parallel and newsletter-style columns in a document
- ✓ Insert a diagram and a chart into a document
- ✓ Set-up an outline document
- ✓ Produce a report
- ✓ Add a border and shade to text
- ✓ Add a header / footer and page numbers to a document
- ✓ Print specific pages of a document
- ✓ Insert a picture into a document
- ✓ Insert a hyperlink into a document
- ✓ Split the document window / open a new document window

## **Microsoft Excel Spreadsheets: Level I (8 hours)**

This class will introduce students to Excel basics, including how to create spreadsheets, formulas, functions, text, formatting, and graphics. Upon completion of the training, students / participants will be able to:

- ✓ Use the Excel menu system and use Excel toolbars
- ✓ Modify an existing worksheet
- ✓ Move the cell pointer and change data in a worksheet
- ✓ Reverse an edit operation and save a workbook
- ✓ Add data and a formula to a worksheet
- ✓ Make adjustments to a worksheet; i.e., column width, cell height, row height
- ✓ Print a worksheet
- ✓ Open, build and edit a new worksheet
- ✓ Select ranges in a worksheet
- ✓ Use autofill and autosum
- ✓ Copy, move, and clear cells
- ✓ Insert and delete rows, columns, and a range of cells
- ✓ Format a worksheet
- ✓ Change the page setup for a worksheet
- ✓ Preview a worksheet
- ✓ Print selected worksheet entries
- ✓ Use Excel function: sum, average, and count

## **Microsoft Excel Spreadsheets: Level II (8 hours)**

This class will continue where Microsoft Excel Spreadsheets: Level I ends. Upon completion of the training, students / participants will be able to:

- ✓ Find and replace a specific entry in a worksheet
- ✓ Create a new style / apply a style
- ✓ Use options in the paste special dialog box
- ✓ Use alignment options in the format cells dialog box
- ✓ Enter an absolute column and absolute row cell reference into a formula
- ✓ Use the IF function, PMT function, FV function, NOW function, and DATE function
- ✓ Plot, modify, enhance, preview, and print a chart
- ✓ Include non-contiguous data ranges in a chart
- ✓ Sort and filter the records of a list
- ✓ Specify a range of values as criteria for a filter operation
- ✓ Move the cell pointer from one worksheet to another
- ✓ Rename, insert and delete worksheets
- ✓ Enter a formula to link related worksheets in a workbook
- ✓ Format multiple worksheets in one operation
- ✓ Preview and print multiple worksheets in one operation
- ✓ Split the workbook window into panes; freeze window panes
- ✓ Hide rows and columns of a worksheet
- ✓ Open a new workbook / arrange open workbook windows
- ✓ Change the zoom level of a worksheet
- ✓ Insert a picture, diagram, and comments into a worksheet
- ✓ Use an Excel template to create a workbook
- ✓ Apply a background to a worksheet
- ✓ Hide an entire worksheet and an entire workbook
- ✓ Preview and save Excel data as a web page
- ✓ Insert a hyperlink into a worksheet; use the research feature

## **Introduction to E-mail / Outlook (8 hours)**

This class will introduce participants to the proper use of e-mail as a job-related tool, including sending clear messages, receiving, replying and deleting messages, disposing of junk mail, and sending and opening file attachments. Upon completion of the training, students / participants will be able to:

- ✓ Describe types of e-mail accounts
- ✓ Create and change an e-mail account
- ✓ Open, print and edit messages
- ✓ Open and save attachments
- ✓ Reply, forward, and resend e-mail
- ✓ Delete messages
- ✓ Organize messages
- ✓ Manage "junk" mail
- ✓ Use the address book
- ✓ Insert attachments
- ✓ Send and open attachments
- ✓ Insert hyperlinks
- ✓ Use the drafts folder
- ✓ Use Outlook's calendar
- ✓ Create a new appointment
- ✓ Manage appointment options
- ✓ Customize how to view calendar
- ✓ Create a contact
- ✓ Create distribution lists
- ✓ Understand editing tasks
- ✓ Customize how to view tasks
- ✓ Create and edit notes
- ✓ Understand note options
- ✓ Set journal options
- ✓ Create and edit a journal entry
- ✓ Customize journal views
- ✓ Understand the dangers of viruses
- ✓ Apply proper business e-mail behavior

## Basic Communication Skills

### Communication: Verbal Skills (12 hours)

This class is designed for those workers who have basic verbal and reading skills in English. It will introduce participants to the importance of good verbal and non-verbal communication skills in the workplace, including good listening skills. It will demonstrate how different personal communication styles affect how co-workers, supervisors, and customers receive and interpret information. The course will limit target the outcomes as defined below, but limit itself to **verbal skills only**.

### Communication: Written Skills (12 hours)

This course is designed for those workers who have basic verbal and reading skills in English. It will demonstrate how different personal communication styles affect how co-workers, supervisors, and customers receive and interpret information. The course will target the outcomes as defined below, but limit itself to **written skills only**.

Upon completion of **both the Verbal Skills and Written Skills** training, participants will:

- ✓ Understand how personal communication impacts how others receive and interpret information
- ✓ Understand common barriers to effective communication, including non-verbal actions and jargon
- ✓ Apply the basic principles of effective communication when communicating with supervisors, co-workers and customers
- ✓ Become effective participants in workplace meetings
- ✓ Organize information and present complete thoughts
- ✓ Understand the basic rules of grammar (written and verbal)
- ✓ Avoid repetitive use of words and redundancies
- ✓ Avoid jargon, slang and clichés
- ✓ Avoid excessive wordiness and negative language
- ✓ Understand the importance of proper spelling and punctuation
- ✓ Be able to prepare a short and properly constructed written business letter or memo

### Basic Communication for Improved Customer Service (12 hours)

This course is designed for those workers who come into contact with the customers of any company. Customers are defined as anyone, whether external paying customers or inter-staff, who support the company's mission. The course will help the participants better understand who their customers are and the benefits for both the individual worker and the company in providing good customer service.

Upon completion of the training, participants will:

- ✓ Define "customer service"
- ✓ Be able to explain the difference between external and internal customers
- ✓ Recognize that service delivery is an individual response value
- ✓ Understand how your own behavior impacts the behavior of others
- ✓ Develop more confidence and skills as a problem-solver
- ✓ Communicate more assertively and effectively
- ✓ Learn new ways to make customer service a team approach
- ✓ Identify ways to improve customer's perception
- ✓ Focus on communication barriers and how they can be overcome
- ✓ Master the seven steps to improved customer service

## English as a Second Language (ESL)

### ESL Level I (40 hours)

Designed for students who are literate in their native tongues and have some fluency in using the Roman alphabet to be able to associate sounds with symbols; are typically unable to formulate complete sentences in English; are knowledgeable of individual words or phrases, but unable to express basic thoughts.

Upon successful completion of the training in **Level 1**, the students / participants will be able to:

- ✓ Understand basic vocabulary and everyday language functions, such as greetings and instructions
- ✓ Request and give information
- ✓ Express likes and dislikes
- ✓ Apologize
- ✓ Understand basic American society functions

### ESL Level II (40 hours)

Designed for students who are somewhat able to communicate ideas in writing, but need improvement to basic writing styles and grammar, demonstrate basic understanding of the verb system or word orders, and have a minimal ability to convey ideas in writing and speaking; may understand more than they can express.

Upon successful completion of the training in **Level 2**, the students / participants will be able to:

- ✓ Write simple texts on personal topics
- ✓ Speak in complete sentences
- ✓ Demonstrate improved listening skills
- ✓ Demonstrate improved pronunciation

## Basic Mathematics

### Basic Mathematics (16 hours)

This course is designed to assess the math skills of the participant, and to develop and deliver a prescriptive plan for the participant to progress as far as his or her ability will permit towards the basic and practical math and measurement requirements of the workplace to include: basic addition, subtraction, multiplication, and division of whole numbers, fractions, decimals, and measurements.

Upon completion of the training, the students / participants will be able to:

- ✓ Use math to solve workplace problems
- ✓ Develop the ability to add, subtract, multiply, and divide whole numbers
- ✓ Develop the ability to add, subtract, multiply, and divide decimals and fractions
- ✓ Understand the need for accuracy in counting and completing work-related document