

Softskills – Retired Courses

MS Outlook 2007 01: Navigating, Configuring Accounts, Creating and Securing Emails
MS Outlook 2007 02: Working Offline, Changing Views, Organization, Rules, & Alerts
MS Outlook 2007 03: Archiving, Contacts, Calendar, Meetings, Tasks, & Journal
MS Access 2007 01: Navigating, Database Design, & Working with Tables
MS Access 2007 02: Field Properties, Relationships, Subdatasheets, & Filters
MS Access 2007 03: Queries & Concatenation
MS Access 2007 04: Importing and Exporting Data, Mail Merge, Forms, & Reports
MS Access 2007 05: Data Entry, Automation, Security, & Sharing Information
MS PowerPoint 2013 02: Creating On-Screen Elements
Adobe Acrobat 9 Pro 01: Introduction, Navigation, Acrobat Distiller and Creating PDFs
Adobe Acrobat 9 Pro 02: PDF Maker, Links, Bookmarks, Acrobat Features and Managing PDFs
MS Office 2007 01: Formatting Text, Lists, Tabs, AutoCorrect and Web Features
MS Office 2007 02: Proofing, Cut, Copy, Paste, Backgrounds, Graphics, Collaboration Tools
MS Windows 7 01: Introduction, Navigation, Managing Files and Folders and Personalizing
MS Windows 7 02: System Settings, Control Panel, Network Connections, & Updates
MS Excel 2007 01: Manipulating Data, Worksheets, Data Integrity, Modifying Cell Content
MS Excel 2007 02: Formatting Data, Numbers, Text and Tables, Modifying Formulas
MS Excel 2007 03: Referencing Formulas, Ranges, Subtotals, Lookups and Conditional Logic
MS Excel 2007 04: Financial Formulas, Text Formulas, Charts, Conditional Formatting
MS Excel 2007 05: Outlining, Sorting, Filtering, PivotTables, Protecting Data, Collaboration
MS PowerPoint 2007 02: Charts, Tables, Shapes, Tools, SmartArt, Photos, Backgrounds
MS PowerPoint 2007 03: Multimedia, Animation, Delivery Formats, Proofing, Protecting
MS Project 2007 01: Overview, Getting Started, Managing Calendars, Task Durations
MS Project 2007 02: Importing and Exporting, Tasks, Resources and Resource Assignments
MS Project 2007 03: Baselines, Progress, Optimizing, Views, Reports, & Multiple Projects
MS Project 2010 01: Introduction, Navigation, Managing Tasks, Deadlines and Constraints
MS Project 2010 02: Resources, Assigning Costs, Tracking and Analyzing, Comparing Progress
MS Project 2010 03: Custom Fields, Views, Manipulating Data, Communicating & Collaborating
MS Word 2007 01: Navigation, Text, Themes, Templates, Quick Parts and Printing
MS Word 2007 02: Characters, Formatting, Tabs, Columns, Charts, Links, Headers & Footers
MS Word 2007 03: Mail Merge, Content, Reviewing, and Protecting and Sharing Documents
Quickbooks 2011 01: Setup, General Product Knowledge, Customization and List Management
Quickbooks 2011 02: Working with Items, Sales, Purchases and Inventory
Quickbooks 2011 03: Sales Tax, Reconciliation, Tracking Time and Payroll
Quickbooks 2011 04: Reports, Basic Accounting, Saving Time and Shortcuts
An Overview of Quickbooks 2011
MS Publisher 2007: An Overview
MS Word 2010 01: Navigating and Printing
MS Word 2010 02: Templates and Formatting

MS Word 2010 03: Customizing Documents
MS Excel 2010 01: Navigating and Managing Worksheets
MS Excel 2010 02: Formatting
MS Excel 2010 03: Using Formulas and Functions
MS PowerPoint 2010 01: Creating Presentations and Using Templates
MS PowerPoint 2010 02: Customizing Presentations
MS PowerPoint 2010 03: Multimedia and Delivery Formats
MS Outlook 2010 01: Navigating and Formatting
MS Outlook 2010 02: Email Management and Settings
MS Outlook 2010 03: Contact and Calendar Management
MS Access 2010 01: Navigating and Customization
MS Access 2010 02: Database Management and Table Design
MS Access 2010 03: Building and Customizing Forms
MS Access 2010 04: Building Queries
MS Access 2010 05: Building Reports
MS Excel 2013 03: VLOOKUP, Formulas & Conditional Logic
MS Excel 2013 01: Navigating and Managing
MS Excel 2013 02: Formatting Data, Text & Tables
MS Excel 2013 04: Financial Formulas, What-If Scenarios, Charts & Graphs
MS Excel 2013 05: Advanced Operations, Conditional Formatting, Macros & Printing
Business - Connecting with Customers Through Customer Service
Business - Calming Upset Customers
Business - Helping Customers through Quality Service
Business - Empowerment
Business - Motivation and Goal Setting
Business - The Rewards of Telephone Courtesy
Business - Art of Stress Management
Business - Powerful Communication Skills
Business - Power of Telephone Courtesy
Business - Delivering Effective Training
Business - Leadershift
Business - Wealth Innovation and Diversity
Business - Tactics of Innovation
Business - New Business of Paradigms
Business - Giving and Receiving Criticism
Business - Working as a Team
Business - Cornerstones of Sales and Customer Service
Business - Handling Conflict and Confrontation
Business - Art of Communication
Business - How to De-Junk Your Life
Business - Attitude for Success
Business - How to Get Things Done
Business - Call Center Success
Business - Managing Disagreement
Business - Art of Organization
Business - Assertiveness

Business - Telephone Collections

Business - Manage Time
