



PROFESSIONAL SKILLS

At BAI Learning & Development our philosophy is simple – professional development is not “one size fits all.” We are committed to understanding your organization’s specific business challenges and professional development needs first. From there, we will work with you to provide the specific curriculums and recommend the appropriate series of courses and level of support and service needed to address your unique business objectives and training challenges. BAI is committed to ensuring your learning and development investment is efficient, effective and focused on your top business challenges.

BAI offers a robust line-up of professional skills online training suites to allow your organization to provide high-impact training to your employees. These courses are delivered via the BAI Learning Manager – the industry’s premier Learning Management System

Our online professional skills curriculum includes:

- Business Communications
- Business Management
- Customer Relationship Management
- Human Resources
- All About Office 2007

In addition to Professional Skills training, BAI Learning & Development also offers comprehensive training solutions for Compliance and Sales Performance. Visit www.learnbai.org to view catalogs of these curriculum offerings.

For more information, contact your account manager or call 800.264.7600 (ext. 244) or email learn@bai.org.

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LEGEND

Course Number	50004
Course Title	Business Writing: Preparation
Course Description	Over 90 percent of all business communication is in the form of writing. In this course, you will learn how to write a concise and informative business message. Your continued success in today's business environment depends to a great extent on your ability to organize and write professional business messages. This course provides a systematic approach to the writing process.

KENNETH ISAACSON
VICE PRESIDENT, REGULATORY COMPLIANCE OFFICER
MARQUETTE BANK

“With a click of a button I can manage the educational development of our entire organization. BAI’s Learning Manager not only saves us time and money, but also reduces risk with its detailed reporting features.”

BUSINESS COMMUNICATIONS

Business Communications

The Business Communications Series includes two programs: Communication & Presentation Skills and Cross-Cultural Training. Each program includes multiple courses for your student(s) to complete to enhance their knowledge and skills in the given area. These self-paced online programs allow your students to learn anywhere, anytime.

CALL US TODAY AT (800) 264-7600 (ext.244)

COMMUNICATION & PRESENTATION SKILLS

This self-paced program is designed to help students improve their business communications and presentation skills across multiple writing formats (i.e. e-mail, reports), telephone, and face-to-face interactions. A student will have access to all 18 courses included within the program and can complete all or select those best aligned with their learning objectives. The Communication & Presentation Skills program includes Courses 50000 through 50017.

50000

Telephone Techniques

This course provides an introduction to effective telephone techniques. Many people overlook the importance of telephone communications, yet the telephone is the most common means for customers to contact a firm. Lack of understanding about effective telephone techniques can lead to lost sales or customers. This course will teach skills that help boost organizational success and professionalism. This course will take approximately 45 minutes to complete.

50001

Communicating at Work

Communication in the work environment is a vastly misunderstood skill. Too often, poor communication skills hinder employee and inter-office teamwork. With heightened global competition—innovative office technologies, flatter hierarchical structures, and effective communications are more important than ever. This course will acquaint you with the dynamics of communication in the workplace and help you develop more effective communication skills. It will also teach you how to handle ethical situations in the workplace. This course will take approximately 45 minutes to complete.

50002

Communicating Negative Messages

This course presents tactful, effective strategies for communicating bad or unwelcome news to others. You will learn strategies for presenting negative messages both inside and outside an organization. You will learn skills specifically designed for the delicate job of delivering bad news. This includes considering legal matters and recognizing cultural differences. This course will take approximately 45 minutes to complete.

50003

Business Writing: Reports and Proposals

This course presents solid, logical techniques for writing two crucial business documents—proposals and reports. It covers the various types of business reports and proposals, their structure, purpose and content, as well as professional models of reports written by seasoned experts. It is designed to show the student the basic components of each kind | of business report and proposal in use today, including formal and informal formats. This course will take approximately 45 minutes to complete.

50004

Business Writing: Preparation

Over 90 percent of all business communication is in the form of writing. In this course, you will learn how to write a concise and informative business message. Your continued success in today's business environment depends to a great extent on your ability to organize and write professional business messages. This course provides a systematic approach to the writing process. This course will take approximately 30 minutes to complete.

50005

Business Writing: Being Effective

This course teaches you how to organize, write and edit messages. As we have learned, preparation is crucial. Many business communicators know how to gather research but may not be aware of the writing process, from preplanning, to research patterns, to first draft. This course presents a time-tested approach for organizing, writing and revising a professional business message. This course will take approximately 60 minutes to complete.

50006

Enhancing Your Speaking Skills

This course offers everything the business communicator needs to improve public speaking and oral presentation skills. The course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral presentation process, including how to plan, organize and deliver a presentation. This course will take approximately 45 minutes to complete.

50007

Communicating Interpersonally

This course will teach you what you need to know to communicate effectively and show you how to practice, perfect and master these skills. You will learn how to assume responsibility for understanding what another person is saying and for making sure that you are understood. You will also learn how content and process affect communication. This course will take approximately 45 minutes to complete.

50008

Communicating Non Verbally

This course provides an introduction to the meaning of signals projected through body language. You will learn how these signals provide clues to attitudes and feelings that can be explored and verified with effective verbal communication. By learning and practicing the techniques presented in this course, you can become a more effective communicator. This course will take approximately 45 minutes to complete.

50009

Report Organization and Presentation

This course gives you all the tools you need to improve your business report writing skills. The course focuses on techniques for sorting and interpreting data, drawing conclusions from that data, and delivering reports with logical, easy to read graphics and other visual cues. You will learn how to use statistical and tabulating techniques to turn raw data into meaningful graphics. You will understand how to incorporate data into reports with impact, how to draw conclusions, and select the graphics best suited for the data. This course will take approximately 45 minutes to complete.

50010

Communicating Persuasively

This course presents techniques in the art of persuading others. It shows you how to use the 3 x 3 Writing Plan to organize and compose messages. It also presents a toolbox of new techniques for writing persuasive internal messages, sales messages, news releases, claims and adjustments, and action requests. This course will take approximately 45 minutes to complete.

50011

Communicating Proactively

This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models—the explanation model, agreement model and closure model—will teach you how to become a stronger, more positive communicator. This course will take approximately 45 minutes to complete.

50012

Communicating Reactively

This course discusses techniques to use when communicating with someone who questions what you are saying, or doubts that the information you are providing is correct. Our instinctive reaction is to become defensive in this type of situation—preventing any hope of a positive outcome. This course explains why people question or doubt. You will learn to use non-confrontational methods to clarify information and participate in constructive, positive communication. This course will take approximately 45 minutes to complete.

50013

**Business Writing:
Letters and E-mails**

This course explains how to use the 3 x 3 Writing Process for routine business correspondence. You will learn how to correspond with different audiences—customers, employees and superiors. You will also learn to write for different mediums—letters, memos and emails. The course will help you to improve your ability to write coherent business messages. This course will take approximately 60 minutes to complete.

50014

Communication Basics

You're convinced that you said it clearly, but the person you were talking to just didn't seem to get it. You might as well have been speaking two different languages. Learn the basics of effective communication and you can be on your way to having greater confidence in your ability to make sure that your messages are understood. This course will take approximately 60 minutes to complete.

50015

Presentation Skills

One of the biggest fears for managers and others is speaking in public. You will receive worksheets and checklists to help you plan and present your remarks for the most impact, and you will learn how to deal with the anxiety that so often accompanies such assignments. The course includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation. This course will take approximately 60 minutes to complete.

50016

Email Etiquette

The World Wide Web and email technology have changed the way we communicate. Email offers a clear business advantage, speeding up transactions and long distance discussions. In the past few years, email has become the communication medium of choice in the office, replacing the phone and one-on-one contact. Email etiquette or protocol is the unwritten rules of email messaging. These rules help to improve communication, resulting in more effective emails. This course will provide you with the most up-to-date information on email etiquette and give you the skills to communicate effectively using email. This course will take approximately 45 minutes to complete.

50017

Writing Effective E-Mails

In many corporations e-mail is widely depended upon as the first form of communication. The simplicity and speed, which makes e-mail such an effective form of communication, can also lead to poor communication. The course includes a case study of how a technical support representative improves the effectiveness of their e-mail contact with a customer. There are job aids for writing effective e-mail that are printable and can be downloaded. This course will take approximately 60 minutes to complete.

CROSS CULTURAL TRAINING

This self-paced program is designed to provide an understanding of culture, its role in the workplace and society, cultural differences, and best practices for communicating cross culturally. A student will have access to all 7 courses included within the program and can complete all or select those best aligned with their learning objectives. The Cross Cultural Training program includes Courses 50027 through 50033.

50027

What is Culture?

What exactly do we mean by the word culture? In this course you will learn the definition of culture, how it evolves, and how it influences behavior. This course will take approximately 30 minutes to complete.

50028

What is Your Culture?

It is only through self awareness that you can really know how you will react in a different culture. This course will help you identify your own personal cultural values and beliefs and will help you discover your reactions to common situations in foreign lands. This course will take approximately 30 minutes to complete.

50029

Introduction to Basic Cultural Differences

Your experience in another country will be much easier if you arrive armed with a basic understanding of what the culture will be like. Of course, you will find exceptions because all people do not behave and react the same way. This course will give you the basic knowledge you need to understand cultures that are different from your own. This course will take approximately 30 minutes to complete.

50030

Global Communications

In this course we will examine different types of communication, both verbal and non-verbal. You will learn about the factors that determine how effectively we communicate and find out how you would interpret and react to different forms of communication. This course will take approximately 30 minutes to complete.

50031

Culture in the Workplace

Given what you have learned about how culture influences behavior, you will not be surprised to learn that cultural differences can have a considerable effect on the workplace. In this course, you will explore the effect of culture on the workplace, focusing in particular on two of Hofstede's dimensions of culture: power distance and uncertainty avoidance. This course will take approximately 30 minutes to complete.

50032

Culture in Society

How do cultural differences influence friendship, family, romance and other interactions in society? The answer is, in many different ways. In this course you will become more aware of your understanding and views of social interactions. This course will take approximately 30 minutes to complete.

50033

Communicating Cross Culturally

Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively impact performance, relationships and teamwork. This course helps you understand the communication styles of co-workers and offers information vital to successful cross-cultural workplace communication. This course will take approximately 45 minutes to complete.

TERRY BEERS
EXECUTIVE VICE PRESIDENT & CHIEF OPERATING OFFICER
RIVERGREEN BANK

"This program is very comprehensive and effective. The Web-based application, testing and grading option, and recording results, all combine to comprise a state-of-the art program for which we are commended by Federal Regulatory Examiners."

BUSINESS MANAGEMENT

Business Management

The Business Management Series includes programs: Management and Team Building. Each program includes multiple courses for your student(s) to complete to enhance their knowledge and skills in the given area. These self-paced online programs allow your students unlimited access to all courses within their program.

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MANAGEMENT & TEAM BUILDING

This self-paced program covers multiple aspects of management and team building including conflict management, problem solving, project management, team building, effective meeting management, and more. A student will have access to all courses included within the program and can complete all or select those best aligned with their learning objectives.

The Management and Team Building program includes Courses 50035 through 50069.

50035

Conflict Management

Conflict is an inevitable part of any organization. Traditionally, managers view conflict negatively, but recent research has shown that conflict can have positive effects on an organization if managed effectively. This course will help you understand the difference between functional and dysfunctional conflict. It will provide a useful model of conflict development to diagnose and treat conflicts in the workplace. Common causes of conflict are discussed and strategies for resolving conflict are presented. You will also learn how to use functional conflict to increase innovation, change, and creativity in your organization. This course will take approximately 45 minutes to complete.

50036

Delegation

Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop junior employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective feedback. You will learn to apply this powerful tool for the benefit of your organization. This course will take approximately 45 minutes to complete.

50037

Meeting Effectiveness

Employees at all levels are involved in group decisions and problem solving more than ever before. This course teaches the skills needed to lead and participate in meetings effectively and efficiently. Companies that fail to train employees in these skills can find meetings frustrating and time consuming. This course will take approximately 45 minutes to complete.

50038

Strategies for Meeting Goals

Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting. You will learn how to pursue multiple goals, overcome obstacles, and achieve long term goals. This course will take approximately 30 minutes to complete.

50039

Quality Management Refresher

All firms must understand how to deliver high quality products and services in order to be competitive. In the end, quality management is about performance, competitiveness and customer satisfaction. This course is designed to help you understand the fundamental ideas, principles and tools of quality management. This course will take approximately 60 minutes to complete.

50040

Developing A Strong Leadership Team

This course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned. This course will take approximately 60 minutes to complete.

50041

Sales: Team Effectiveness

Leadership is the most important element of a sales force's success, and it has some unique challenges. In this course, a sales force leader will learn how to get a sales team organized, motivated, and focused on results. There are suggestions and tools for creating a cohesive team, developing a high level of commitment to goals, and coaching sales professionals for improved performance. This course will take approximately 60 minutes to complete.

50042

Acting Effectively on a Team

Working in a team is an art. Each member of the team must strike a fine balance between team involvement and individual responsibility. This course will teach you how to contribute more effectively to your team and help your teammates do the same. And it will expand your understanding of the challenges teams face and what you can do to meet them. This course will take approximately 60 minutes to complete.

50043

Communicating as a Team

Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques. This course will take approximately 45 minutes to complete.

50044

Running Effective Meetings

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive. This course will take approximately 60 minutes to complete.

50045

Running Effective Teams

Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies. This course will take approximately 60 minutes to complete.

50046

Team Problem Solving

Problem-solving as a team can lead to exceptional results - or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there. This course will take approximately 60 minutes to complete.

50047

Problem Solving in the Workplace

This course gives you the opportunity to learn how to solve some of your most important business problems using a logical method and supporting techniques. It also introduces the five-step process for solving problems. This course will take approximately 45 minutes to complete.

50048

Problem Solving: The 5 Steps

This course will define and explain the five steps involved in the problem-solving process. The five steps that will help solve any workplace dispute include defining the situation, providing a quick fix if necessary, identifying the root causes, taking corrective action, and evaluating and following up. This course will take approximately 45 minutes to complete.

50052

Developing Diverse Teams

Simply putting a group of people together to accomplish a collective task does not make a team. This course will help you understand the impact of cultural factors when you attempt to build harmonious and productive work units. You will learn to build a team that encourages mutual accountability, trust, problem solving, conflict management, and an appreciation for the unique contributions by all. You will also learn to foster enthusiasm about the collective purpose of the team and each person's role in accomplishing that purpose. This course will take approximately 60 minutes to complete.

50055

Using Leadership Basics

Using Leadership Basics provides the fundamental skills for leading a group: defining the task, establishing a vision, gaining commitment, and building relationships. It tells you how and when to use various leadership styles and gives smart techniques to help leaders direct the efforts of others. The Strategies and Tips in this course teach you how to foster innovation, provide appropriate direction, and develop and maintain positive relationships. This course will take approximately 60 minutes to complete.

50056

Delivering Effective Feedback

Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale. This course will take approximately 60 minutes to complete.

50057

Being A Successful Supervisor

A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, with attention to both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow. This course will take approximately 60 minutes to complete.

50058

Valuing Diversity

This course provides an excellent base for the manager to learn about his or her own beliefs and to see the potential of a diverse workplace. There are tools and techniques to help a supervisor learn to recognize the positive contributions all employees make in achieving the goals of the organization. There are suggestions for modeling and promoting organizational values and methods to gain involvement from diverse populations. The course also provides guidance on developing important organizational processes that support diversity, and methods for soliciting participation from non-traditional contributors. This course will take approximately 60 minutes to complete.

50059

Work Process Basics

Every work process is part of a larger process that may be made up of smaller ones. Understanding the process flow and scope is the key to establishing 100 percent conformance in a work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and outputs. The course will also show you how to keep quality number one, and examine listening skills to ensure that customer requirements are met. This course will take approximately 45 minutes to complete.

50061

Introduction to Leadership

Leaders are made, not born. And by learning and practicing the fundamentals of effective leadership, you can become a dynamic leader. The course begins with a general introduction to the nature of leadership, specifies the core characteristics of successful leaders, and compares and contrasts six leadership styles. This is the first of five courses. This course will take approximately 45 minutes to complete.

50062

Personal Leadership

Leadership requires not only that you believe in yourself, but also that you are able to inspire positive change and influence people to rally around you. This course will explore the personal aspects of leadership. This is the second of five courses. This course will take approximately 30 minutes to complete.

50063

The Vision of Leadership

An effective leader sees the whole picture and can articulate the broad perspective to others in order to create a common purpose that mobilizes people and coordinates their efforts. Ethical behavior gains respect and a strong vision of the future conveys a sense of direction. This course will help you develop and communicate your vision, deal with change as it happens, and make decisions. This is the third of five courses. This course will take approximately 30 minutes to complete.

50064

Leading Your Resources

A leader is nothing without people. Leading people involves more than a vision and the ability to communicate – leadership is also a strategic activity. This course looks at the strategic aspects of leading people. This is the fourth of five courses. This course will take approximately 30 minutes to complete.

50065

Empowering Your People

As a leader you are expected to delegate much of the work to others. Empowering others involves giving them authority and responsibility for each assignment. It also means that you maintain accountability for the results that are achieved. This course addresses building relationships with the people you lead. This is the last of five courses. This course will take approximately 30 minutes to complete.

50066

**Project Management:
Getting Ready**

Project management (PM) is the application of skills, knowledge, tools, and techniques in order to meet or exceed stakeholder requirements. This course is designed to introduce the project management life cycle and to show where a project begins and ends. You will learn how to divide a project into several project phases to better control project deliverables. The course covers topics including the project life cycle (PLC), deliverables, organizational support structures and the key organizational influences that can affect a project. This course will take approximately 30 minutes to complete.

50067

Project Management: The Basics

This course is designed to introduce you to project management and increase your understanding of what it is and is not. The course presents definitions, boundaries and basic responsibilities as well as some examples of projects. This course will take approximately 45 minutes to complete.

50068

**Project Management:
Goals and Stakeholders**

Mission statements should be developed for every project in order to set goals and objectives, and to provide guidelines for making decisions. In this course you will learn to develop a mission statement for a project team and project stakeholders. You will learn to establish objectives, manage stakeholder expectations and detail project feasibility. This course will take approximately 30 minutes to complete.

50069

Project Management

These days much of your work is probably organized around projects. How do you know who should do what by when? How do you make sure it gets done? This course will take approximately 45 minutes to complete.

50077

**Change Management -
Coping with Change**

Welcome to Coping with Change! Change can be unsettling. Change is a constant in today's world. This course presents an overview of the process of change. It highlights strategies managers and employees can use to cope with change. Tips and techniques that can be used to make change easier are outlined. This course will take approximately 30 minutes to complete.

50078

**Change Management -
Managing Change**

Welcome to Managing Change! This course provides managers with the tools necessary to manage change in an effective and efficient manner. It outlines strategies managers when they seek change to improve the organization's performance. Tips and techniques that can be used to manage the change process are outlined. This course will take approximately 30 minutes to complete.

STEVEN C. RICHARDSON
SENIOR VICE PRESIDENT
CALDWELL BANK & TRUST COMPANY

"I highly recommend this product as a must need in your organization. When you get this product at such an affordable level with the personal element, it is a can't miss."

CUSTOMER RELATIONSHIP MANAGEMENT

Customer Relationship Management

The Customer Relationship Management Series includes programs Working with Customers and Expanding Customer Services (For Financial Services). Each program includes multiple courses for your student(s) to complete to enhance their knowledge and skills in the given area. These self-paced online programs will improve the way your employees learn, retain and apply customer management skills.

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WORKING WITH CUSTOMERS

This self-paced program is designed to help students develop strong customer relationships, provide support, and communicate effectively. A student will have access to all 9 courses included within the program and can complete all or select those best aligned with their learning objectives. The Working with Customers program includes Courses 50120 through 50129.

50120

Customer Support

This course teaches you to use the power of the Internet to better support customers during the sales process and to increase customer satisfaction. You will learn about personalization techniques that permit firms to offer highly customized and individualized products and services. You will learn how to implement personalization for your company and to calculate the value it produces. The course also explains how a company can use Web enhancements to increase customer retention and loyalty, and to improve its best practices. This course will take approximately 30 minutes to complete.

50121

Customer Support Online

This course will teach you the important elements of effective interactivity. This includes user online behavior, choice, and demographics. You will learn how individuals on the Web demand customization and personalization. The course makes you aware that sensitivity to language and culture are important on the Net, and stresses the importance of the demographics of computer access. You will learn how effective interactivity facilitates online relationship building. This course will take approximately 45 minutes to complete.

50122

Customer Loyalty Improvement

This course will provide employees and managers with a basic understanding of and tools for building customer loyalty. It covers basic principles and approaches to dealing with customers and creating loyal, repeat customers. This course will take approximately 45 minutes to complete.

50123

Developing Strong Customer Relationships

Your customers will make you or break you, and developing relationships is the bottom line. Find out how you can provide consistent and legendary customer service to maintain your competitive position. This course will take approximately 60 minutes to complete.

50124

Handling Difficult Customers

Today's information-age customers are the most informed and demanding shoppers ever. For a service representative, meeting the demands of one of these savvy customers can be a customer service nightmare! Taking this course will wake you from the nightmare and show you how to calm angry customers and resolve their complaints while keeping your cool. This course will take approximately 60 minutes to complete.

50125

Helping and Keeping Clients

Each client that approaches you is looking to be helped in some way. If you are able to determine the needs of that client, you will likely be able to provide quality service. And once a client knows that you are committed to meeting their needs, they will likely continue to turn to you in the future, and you will have taken a significant step towards building a long-term and productive relationship. This course will take approximately 30 minutes to complete.

50127

Providing Service Excellence

The secret to really good service is to treat your customer the way you would want to be treated. So, why is it so hard to find in today's world of business? In our new economy, with all the technological tools in our hands, customer service should be easy to deliver. But customer service cannot be fully automated; it has to happen with and between people. And, even though we know when we receive good customer service, it is hard to define or to quantify. In this course, we will look at the value of customer service and how to implement it in organizations. Customer service is a cornerstone of any business and every employee can make a difference. This course will take approximately 30 minutes to complete.

50128

Practice Active Listening

How often have you attended a meeting and walked away without a clear recollection of what was discussed? You might have heard what was being said, but you weren't really listening. And that's the problem. Active listening is a skill that few of us possess, but it is a skill that is worth learning because it will improve your ability to provide quality service to your customers. This course will help you improve your listening skills by explaining the difference between hearing and listening, and by outlining the steps involved in becoming an active listener. This course will take approximately 30 minutes to complete.

50129

Communication Styles

Communication is one of the most important functions of any company. Each company needs to communicate internally with all levels of employees, and externally with clients, stakeholders, suppliers, and the general public. The better your communication skills - both internally and externally - the better able you and your company will be at providing quality service. This course will walk you through many techniques that will improve your ability to communicate effectively. This course will take approximately 60 minutes to complete.

EXPANDING CUSTOMER SERVICES (FOR FINANCIAL SERVICES)

This self-paced program is designed to help students understand how to expand customer relations and work as a team. A student will have access to all 5 courses included within the program and can complete all or select those best aligned with their learning objectives. The Expanding Customer Services program includes Courses 50148 through 50152.

50148

We Have What They Need

This course focuses on the products and services we use to keep our customers happy. You will explore a powerful concept or helping the institution expand its customer relationships – the Customer Pathway. Then you will learn about the language of features and benefits so that you can better communicate the value of the institution's offerings. This course will take approximately 45 minutes to complete.

50149

Only A Minute?

Many of us chose to work in financial services because we enjoy other people. People in our sector are often known for their friendly, service-minded attitudes. We are proud of our long-term employees, our community involvement and our relationships with customers. This course will focus on relationships with customers. We will look at how we can use our relationships with customers to distinguish our institution from competitors and cultivate loyal, long-term customer relationships. This course will take approximately 45 minutes to complete.

50150

More Time to Focus

In this course, we will focus on longer, more comprehensive transactions with our customers. In these longer transactions, we have more time to explore and meet the customer's needs. We can be reassured the institution is doing all it can for its customers. A substantial part of providing good service in longer transactions is educating our customers about our products and services and how they can help them. This course will take approximately 30 minutes to complete.

50151

Meeting Customer Needs with Teamwork

Exceptional service requires more than just strong individual performance. Great customer service requires that we work as a team! As the title suggests, this course will help us sustain high-quality service across all departments, jobs and roles in our institution. We will start by discussing the importance of teamwork. Then we will examine the concept of continuous service. We will look at how to build better teams, and develop a model for making referrals within our institution. Finally, we will review the importance of supporting and reinforcing our customers' decisions. This course will take approximately 30 minutes to complete.

50152

Exceeding Customer Expectations

This course continues the emphasis on teamwork to provide exceptional service and respond to customer problems in a way that will increase customer loyalty and retention. Providing exceptional customer service is an ongoing process of uncovering and resolving problems. This is not a one-time event, but an ongoing journey. In other words, the new skills we have learned in this course need to become a habit for everyone in the institution. This course will take approximately 45 minutes to complete.

MARILYN SESSIONS HUMAN RESOURCES & TRAINING OFFICER HOME SAVINGS BANK

"BAI Learning & Development has allowed us to stay on the cutting edge of training while easily ensuring our examiners the reporting they require. The BAI Learning Manager 2.0 system gives us the flexibility to ensure quality customized training at a fraction of the cost while simplifying reporting and recordkeeping."

HUMAN RESOURCES

Human Resources

The Human Resources Series includes 5 programs - Human Resources Development Topics, Employment Ethics and Compliance Topics, Sexual Harassment Training for Supervisors (CA), Harassment Prevention Training, and Career Growth. Each program includes multiple courses for your student(s) to complete to enhance their knowledge and skills in the given area. These self-paced online programs allow your students to learn anywhere, anytime.

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HUMAN RESOURCES DEVELOPMENT TOPICS

This self-paced program is designed to help students develop skills for interviewing, motivating employees, selecting top talent, and establishing performance goals and expectations. A student will have access to all courses included within the program and can complete all or select those best aligned with their learning objectives. The Human Resources Development Topics program includes Courses 50185 through 50201.

50186

Skills for Interviewing

Job candidates will find that this course gives them the A-to-Z of interviewing for a new job. The strategies and tips provide specific recommendations for valuable preliminary work, and tools to prepare for the interviewer's questions. Key points will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected. This course will take approximately 30 minutes to complete.

50187

Doing Performance Reviews

Everyone benefits when you take a collaborative, positive approach to performance reviews. Whether you do them once a year or once a week, you will know how to do them effectively. This course will take approximately 60 minutes to complete.

50188

Establishing Performance Goals and Expectations

Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behavior. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to your goals and methods to help you review performance goals regularly. It also includes documentation guidelines and techniques to help you get results through effective feedback and positive reinforcement. This course will take approximately 60 minutes to complete.

50189

Employee Motivation

The difference between a business just surviving and a thriving one is the energy and commitment of its people. A motivated and dedicated workforce is the formula for long term success. This course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. There are tools, techniques, and methods for revitalizing the workplace and encouraging initiative in each person in order to move everyone forward. This course will take approximately 60 minutes to complete.

50190

Overview of 360 Degree Feedback

This course is designed to present a broad overview of 360 degree feedback, also called multi-rater or multi-source feedback. This type of feedback system is becoming more popular in organizations, including many of the Fortune 50 Companies, and the Federal Government. Given its popularity and widespread use, many organizations are wondering whether such a system will benefit them. This course will acquaint participants with the nature of such systems, how they are used, who is involved, current thinking about concerns and benefits, and what to look for when considering the adoption of such a system. This course will take approximately 45 minutes to complete.

50191

Mentoring for Improved Performance

This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner. This course will take approximately 30 minutes to complete.

50192

Developing Brand You

This course provides ideas and exercises designed to help you formulate clear ideas about creating Brand You and about managing your career. It will help you focus on what you like about your current position, what you would like in your next position, and what actions you need to take to gain control over your career. You will assess your strengths and devise a plan to work on your weaknesses. This course will take approximately 30 minutes to complete.

50193

Job Candidate Interviewing

This is a practical course with tools and methods to help you prepare to get the results you want. You will learn how to define exactly what you are looking for in a job candidate, and be given checklists and discussion guides to ask the right questions and get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate. This course will take approximately 60 minutes to complete.

50194

Employee Performance Recognition

Recognizing employee performance and giving positive reinforcement is a key element of motivation. Master this ability and reap the benefits of a motivated, high performing individual or team. This course will take approximately 60 minutes to complete.

50195

Effective Performance Feedback

Providing effective performance feedback is an important part of your role as a manager. This course will give you an understanding of the importance of performance feedback. Informal performance feedback is provided on an ongoing basis. A more formal process is the annual performance review. We will outline the stages of a performance review, and show you video clips of performance reviews in action. Finally, we will provide you with strategies for ensuring that your feedback is constructive and effective. This course will take approximately 45 minutes to complete.

50196

Selecting Top Talent

Selecting top talent is an important part of your role as a manager. This course will give you an understanding of the four steps of effective interviewing and selection, and explore the key interviewing skills that will assist you in conducting an efficient and effective interview. This course will take approximately 30 minutes to complete.

50197

Implementation of 360 Degree Feedback

This course is designed to help participants understand how to implement a 360-degree feedback system. There are many details that make such a system operate effectively. This course discusses the issues that must be considered well before any assessments are conducted, along with the best practices that make implementation successful. The course is designed to help users become more knowledgeable about this method, whether they plan to implement in-house or seek external assistance. This course will take approximately 45 minutes to complete.

50198

Performance Appraisal Basics

The core element of every manager's job is performance management. Effectiveness in this area is directly determined by how well the manager plans and conducts the year-round and year-end elements of the appraisal process. This course is designed to educate you about the critical elements of the performance appraisal process. This course will take approximately 45 minutes to complete.

50199

Negotiating and Starting Right

This course explains how to proceed once an offer for employment has been made. You will learn what to do when you receive an offer, and how to act during the negotiation and acceptance phases of the interviewing process. This course will take approximately 45 minutes to complete.

50200

Employee Time Management

This course is designed to assist individuals in diverse occupations to understand time management and to practice specific techniques to improve their efficiency. The specific techniques presented include making lists, using a personal organizer, handling interruptions and delegating work tasks. The course discusses how time management skills will help you overcome the effects of stress. This course will take approximately 60 minutes to complete.

50201

Negotiating Skills For The Professional

An effective sales professional knows how to meet customer needs while assuring reasonable terms and profit for his or her own company. This course has techniques for identifying customer expectations and determining how to meet them in a way that both parties are satisfied by the results. There are checklists and discussion guidelines to help a sales professional master this essential communication skill. This course will take approximately 60 minutes to complete.

EMPLOYMENT ETHICS & COMPLIANCE TOPICS

This self-paced program is designed to help students understand ADR, employee ethics, and employee discipline. A student will have access to all 18 courses included within the program and can complete all or select those best aligned with their learning objectives. The Employment Ethics and Compliance Topics program includes Courses 50205 through 50256.

50205

ADR Negotiations

Negotiation is the most flexible approach to the resolution of business disputes and the most common. Most experts agree that approximately 90 percent of all cases filed in state and federal courts are settled through some form of negotiation or alternative dispute resolution (ADR). This course considers the many facets of this popular and mutually satisfying process. This course will take approximately 60 minutes to complete.

50206

ADR Commercial Arbitration

Arbitration is an adjudicative alternative dispute resolution (ADR) mechanism. Parties submit a disagreement to one or more neutral decision makers called arbitrators. Unlike negotiation or mediation, the arbitrator, not the parties, determines the outcome of the dispute along with any applicable remedies. The arbitration process is more formal than other ADR mechanisms and uses abbreviated, trial-like procedures that are adversarial rather than collaborative in nature. This course will take approximately 60 minutes to complete.

50207

ADR Labor and Employment Arbitration

This course focuses on the use of arbitration to resolve disputes arising in the workplace. Arbitration has long been used to successfully settle disagreements relating to workplace rights and responsibilities. It allows businesses and their employees to remain productive while resolving conflicts. In addition, arbitral awards provide guidance on future conduct between the parties and are similar to case precedents. This course will take approximately 45 minutes to complete.

50208

ADR Mediation

Mediation is perhaps the fastest growing form of alternative dispute resolution (ADR) in business today. Lawyers and clients seeking rapid, economical and private dispute resolution are using mediation in court-annexed and private, for-fee settings. Mediation allows parties to negotiate outcomes to disputes themselves, rather than relinquish control of a case to a judge, jury or arbitrator. This course will take approximately 60 minutes to complete.

50209

ADR Summary Jury Trial and Mini-Trial

The summary jury trial (SJT) and the mini-trial are important settlement mechanisms that draw on elements of traditional litigation, negotiation and mediation to successfully resolve business conflicts. This course looks at how both mechanisms empower business professionals to negotiate creative solutions to their business disputes. This course will take approximately 60 minutes to complete.

50210

Effective Approaches to Employee Discipline

It is often difficult for managers and supervisors to make valid employment decisions. Employees may believe that a decision was unfair or biased. By implementing an effective workplace discipline policy, employees will know what is expected of them and what penalties may be imposed for certain offenses. This course provides practical advice on implementing or improving your discipline policy. You will learn to establish a policy and document all incidents, keeping workforce dissatisfaction to a minimum, increase productivity, and boost morale. This course will take approximately 60 minutes to complete.

50211

Litigation and Dispute Resolution

Litigation and dispute resolution are hot topics in today's business world. A variety of processes exist to resolve disputes arising in the course of commerce. Most business people are familiar with litigation but perhaps not as familiar with ADR - alternative dispute resolution. The course discusses the major civil litigation systems of the world, stages of the lawsuit in the United States, ways in which these lawsuits affect business, and suggestions for reforming the system to reduce its adverse impact, including ADR. This course will take approximately 45 minutes to complete.

50212

Employee Discipline

When a situation exists where employee discipline is required, it can be difficult for a supervisor or manager to be sure they are acting appropriately. This course provides information on conducting an effective workplace investigation and discusses the common methods of discipline that exist in the workplace today. The information presented will help you to treat your employees fairly and avoid possible charges of discrimination relating to disciplinary actions. You will learn how to conduct an investigation and apply an appropriate method of discipline. This course will take approximately 45 minutes to complete.

50214

Settling Disputes Using ADR

Alternative dispute resolution (ADR) processes offer businesses a range of settlement and private adjudication options that provide rapid, inexpensive, private and customized methods for resolution. While not appropriate in all cases and subject to constitutional and practical limitations, ADR processes can be used advantageously in many disputes. Business managers should be thoroughly schooled in ADR applications. This course will take approximately 45 minutes to complete.

50215

Ethics for Managers

Understanding business ethics is different from learning other subjects, where there is usually one correct answer to a question. In business ethics, there is rarely a correct answer and usually the process of decision-making is as important as the conclusion. Managers need to know how ethical business practices can prevent wrongdoing in their organizations and how ethics can help employees make right choices. This course explains what is meant by the concept business ethics and why initiatives to develop and maintain ethical cultures in organizations are more important than ever. This course will take approximately 45 minutes to complete.

50216

Employee Ethics

Business ethics is no longer a subject reserved for executives and managers. Employees on the front line who deal with customers, suppliers, competitors and their peers are expected to make good decisions everyday based on the organization's values and contemporary standards in business ethics. If they do not, the cost to their organization impacts both their financials and their reputation. This course helps you understand the importance of recognizing an ethical dilemma and then acting accordingly. It helps you make ethical decisions in your daily work life. This course will take approximately 30 minutes to complete.

50217

Discharging an Employee

Discharging an employee can be uncomfortable because it's not something anyone really wants to do. There are also serious implications for the organization. Understand more about the process of discharging an employee and learn about the details that you don't want to overlook. This course will take approximately 60 minutes to complete.

50218

Employee Disciplining

The Strategies and Tips in this course will help a manager to improve overall performance by knowing when and how to take corrective action with problem employees. You are given specific disciplinary methods in this course, and techniques to ensure compliance. There are also tools and techniques for developing workable solutions with the individual involved and direction on what can be done if efforts are not successful. This course will take approximately 60 minutes to complete.

50219

Ergonomics Overview for the Office

Focusing on work performed in an office environment, this course describes ergonomic work design, the effects of poor ergonomic design, ergonomic risk factors, and the basic principles of effective ergonomic risk management. This course will take approximately 45 minutes to complete.

50220

Ergonomics for the Office

Even the most safety conscious employee may not be aware of the demands that are placed on the body by a job, the work area, or by the equipment and tools they use. This course helps to remind employees of ergonomic problems that can occur in the office, and offers solutions to these problems. This course presents the fundamentals of good ergonomic practices. This course will take approximately 30 minutes to complete.

50223

Understanding Contracts and Their Use

In almost every business transaction a contract is made. This course will tell you how to know when a true contract has been made, identify when it is binding, and determine the limitations and scope of the agreements. It will also give you information and guidelines on how and when to sever the contract, how to modify it, and how to circumvent potential problems. This course will take approximately 60 minutes to complete.

50228

Handling Violence in the Workplace

One out of every four full time worker is harassed, threatened, or attacked on the job each year. That is a shocking statistic, yet most companies do not have a written policy on workplace violence, have not taken preventative measures, and probably do not understand the causes or warning signs of such behavior. While you hope a violent situation never occurs in your company, this course will help prepare you and your company to effectively manage violent situations should they occur. This course will take approximately 60 minutes to complete.

PREVENTING HARASSMENT AND ILLEGAL DISCRIMINATION FOR SUPERVISORS

This self-paced program is designed to help supervisors understand the laws that govern discrimination, harassment, and retaliation in order to ensure a hassle-free workplace. A student will have access to the course included within the program and can complete all or select those best aligned with their learning objectives. The Sexual Harassment Training for Supervisors program includes Course 50231.

50231

Preventing Harassment and Illegal Discrimination for Supervisors (California)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This course is designed to inform managers and supervisors of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination. This course will take approximately 180 minutes to complete.

HARASSMENT PREVENTION TRAINING [CA]

This self-paced program is designed to help students determine their legal obligations and critical role in ensuring a harassment-free workplace. A student will have access to the course included within the program and can complete all or select those best aligned with their learning objectives.

The Harassment Prevention Training program includes 50232.

50232

Harassment Prevention Training for Employees (California)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This course is designed to inform managers and supervisors of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination.

This course will take approximately 90 minutes to complete.

CAREER GROWTH

This self-paced program is designed to help students establish goals and improve management and communication skills. A student will have access to all 21 courses included within the program and can complete all or select those best aligned with their learning objectives. The Career Growth program includes Courses 50233 through 50253.

50233

Reaching Personal Goals

You know your life could be better. You're not fulfilling your potential. Or maybe you've been wondering when your dreams will come true. Achieving Personal Goals will get you headed in the right direction and give you some tips for making it all happen! This course will take approximately 60 minutes to complete.

50234

Time Management

This course addresses the nuts and bolts of time management and includes tools for setting goals, keeping logs, and planning your time. It includes methods for identifying low pay-off activities and time-wasters, along with suggestions for getting rid of them. It provides tips for organizing your materials and your surroundings for more efficiency, and has other practical suggestions for taking control of your time and your life with simple, tried-and-true tools and techniques. This course will take approximately 60 minutes to complete.

50235

Individual Goals and Challenges

Setting goals is one thing and realizing them is something else entirely. This course provides you with tools to set and remain committed to your goals. You will learn how to commit your goals to paper, set timelines, and track your progress. This course will take approximately 45 minutes to complete.

50236

Individual Goal Contract

Goal setting is not always easy, as unexpected events can get in the way of even the most dedicated efforts. This course will teach you how to achieve goals by developing a self-initiated contract that formalizes your commitment to your goals. These contracts can be simple or complex, and can be revised and clarified to meet the obstacles you encounter in the pursuit of your goals. You will also learn to use these contracts to set and meet deadlines. This course will take approximately 30 minutes to complete.

50237

Individual Goal Setting

This course will teach you how to properly understand, effectively set and achieve your goals. You will learn to avoid setting goals that are either unrealistically high or too easily reached. The course also teaches you to understand the difference between goals and dreams. This course will take approximately 45 minutes to complete.

50238

Individual Listening Skills

This course is designed to help participants improve their listening skills through practical exercises and increased awareness of their personal listening styles. This course will take approximately 45 minutes to complete.

50239

Individual Priority Management

People in every walk of life face recurring demands, information overload, increased workloads, and have family and/or community responsibilities and their own personal expectations of what they want for their job, career or family. Busy people need to prioritize. Prioritizing can help in every facet of life. This course will teach you how to use a priority process to achieve meaningful personal and career goals. It also provides numerous techniques and tips that will make priority management a key to successful accomplishments. This course will take approximately 30 minutes to complete.

50240

Individual Anger Management

This course is designed to describe the essentials of managing anger in an appropriate and constructive manner. While designed specifically for the work environment, the core elements of this training can be applied when you are at home or on the road. The constant pressures and stresses of modern life have resulted in a growing realization that anger control methods should be taught. Rage and violence in the workplace are no longer rare occurrences. While anger is a normal human emotion, the prevalence of toxic anger is dangerous to us all. This course teaches us how to effectively manage anger in all its forms. This course will take approximately 45 minutes to complete.

50241

Individual Goal Personalization

The only way to accomplish a goal is to take total ownership of it. This course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role playing. Using these techniques, you will learn how to become a successful goal setter and achiever. This course will take approximately 45 minutes to complete.

50242

Introduction to Training

Welcome to Introduction to Training! This course presents an overview of training including the steps needed to plan, implement and assess just-in-time learner-centered training. Clearly defined outcomes are critical to effective training. This course helps managers define outcomes and create training to support learning and improved performance. This course will take approximately 30 minutes to complete.

50243

How Adults Learn

Learner-centered training is outcomes based. Effective training addresses the outcomes and desired performance. Training must be engaging as well as informative. In this course, How Adults Learn, strategies utilized to create engaging, effective, and learner-centered training are outlined. This course will take approximately 30 minutes to complete.

50244

Training Tips & Techniques

In Training Tips and Techniques, tools used to put training to work on the job quickly, efficiently and effectively are discussed. This course outlines ways to present materials that not only captivate attention but also produce the required results. Discover ways to create effective and efficient training that leads to improved performance on-the-job. This course will take approximately 30 minutes to complete.

50245

Marketing Yourself

Knowing how to market yourself is an essential part of getting a job and planning a career. This course is about building a personal marketing strategy. You will need to do three things: decide what you are looking for in a job; become familiar with your personal features and benefits; and find the market for your product – you! This course will take approximately 30 minutes to complete.

50246

Individual Productivity Enhancement

Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. If companies downsize, the jobs of the most productive employees are secure. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life. This course will take approximately 45 minutes to complete.

50247

Managing Work and Family

Balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. Your roles might include employee, manager, business owner, spouse, parent, community member, or student. Woven amidst those roles and associations are significant rewards and responsibilities that make our lives challenging, interesting, and satisfying. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want. This course will take approximately 60 minutes to complete.

50248

Developing Your Career Path

Resumes are invaluable tools in the job search process. One extremely important purpose lies in the preparation process itself. You learn about yourself, your accomplishments and your goals. You also learn how to package and present yourself to fit the employer's needs. This course will take approximately 45 minutes to complete.

50249

Networking Your Career Path

The power of networking is evident in various studies of the job search process, which conclude that between 70 and 80 percent of all executive and managerial jobs are obtained through networking. In this course, you will develop your initial network list of names and learn effective ways to begin using this list. This course will take approximately 45 minutes to complete.

50250

Managing Your Career Path

Resumes are invaluable tools in the job search process. Career planning is a process that requires candid assessment of your accomplishments, goals, talents and most importantly, your future plans. The course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion or change careers within the same company. The material covers what you want to do, where you want to do it, financial issues and more. This course will take approximately 30 minutes to complete.

50251

Individual Leadership Power

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP. This course will take approximately 45 minutes to complete.

50252

Running A Virtual Office

More and more companies are finding that flexibility for employees in both work hours and work location helps them attract and retain the best talent and actually improve productivity. This course identifies the potential benefits and pitfalls in managing a virtual workforce, gives guidelines for maintaining communication, monitoring productivity, and encouraging peak performance. There are methods for assuring alignment and consistency, and suggestions for preserving important working relationships without the traditional work structure. This course will take approximately 60 minutes to complete.

50253

Identifying and Avoiding Burnout

Burnout, Exhaustion, Fatigue, Apathy, it doesn't matter what word you use. You just can't seem to get the energy to perform at your 'normal' level. Find out how you can recognize and avoid burnout so you can achieve a balance and stay on track! This course will take approximately 60 minutes to complete.

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DESKTOP SKILLS

This self-paced program is designed to help students learn desktop applications such as Microsoft Word, Excel and PowerPoint. A student will have access to all 8 courses included within the program and can complete all or select those best aligned with their learning objectives. The Desktop Skills program includes Courses 50257 through 50264.

50257

Microsoft Office Outlook 2007 Level 1

This basic course introduces students to Microsoft Office Outlook 2007. Students will learn how to create, send, preview, read, reply to, and forward e-mail messages. They'll also learn about recalling messages, attaching files to messages, resending messages, marking messages as unread, deleting messages, organizing messages into folders, and previewing and printing messages. Besides teaching these basic mail management skills, the course looks at Outlook as a personal information management system. It examines how to add and organize contact information and how to manage time with the Calendar. Specifically, students will learn about adding new contacts, modifying contact records, and saving and modifying Electronic Business Cards. They'll also learn to schedule appointments, create recurring events, mark items as private, add tasks in the new To-Do Bar, update the status of tasks, mark tasks as complete, and create and modify notes. Finally, the Junk E-mail Filter will be explored, teaching skills such as emptying the Junk E-mail folder and specifying safe and blocked senders. The time to take this course will vary based on the student's individual experience level.

50258

Microsoft Office Outlook 2007 Level 2

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

50259

**Microsoft Office
PowerPoint 2007 Level 1**

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

50261

**Microsoft Office
Word 2007 Level 1**

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

50260

**Microsoft Office
PowerPoint 2007 Level 2**

This intermediate-level course builds upon the basic Microsoft Office PowerPoint skills taught in the Level 1 course. For one, students will learn how to modify the Quick Access toolbar. They will also discover how to use existing information to create a presentation, including importing outlines from Word and inserting slides from other presentations. Students will further explore the use of masters, including how use multiple masters and themes in one presentation, as well as how to create Notes and Handouts masters. Students will work with and modify a variety of graphics, such as WordArt, shapes, pictures, and clip art. Additionally, they will learn about the new Photo Album feature, as well as how to apply a variety of animation effects to both text and graphics. Finally, they will learn how to publish and save presentations as Web pages. The time to take this course will vary based on the student's individual experience level.

50262

**Microsoft Office
Word 2007 Level 2**

This intermediate-level Word course builds upon basic skills covered in the Level 1 course. Students will learn how to further enhance documents by adding items such as symbols, AutoText, multilevel lists, hyperlinks, and information found using the Research task pane. Paragraph formatting will also be examined, covering skills such as setting indents; changing line spacing and page orientation; setting tab stops; applying paragraph styles; and using Quick Style sets. Students will also learn about sections and how they affect layout decisions such as margins, breaks, and columns. They will also look at how to insert and modify clip art, graphics, shapes, tables, charts, and SmartArt diagrams, as well as how to save documents as Web pages. Finally, a number of revision tools will be introduced, teaching how to insert and modify comments, track changes, accept or reject changes, compare documents, and use the new Document Inspector. The time to take this course will vary based on the student's individual experience level.

50264

**Microsoft Office
Excel 2007 Level 2**

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

50263

**Microsoft Office
Excel 2007 Level 1**

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

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For more information, please contact your Account Executive to help you develop a customized program to meet your organization's needs or call us at 800.264.7600 (ext. 244).