Elective Course List by Competency Area

Choose 1 in-person course or 4 webinars from each competency area

Please remember to discuss your elective course selections with your supervisor or agency.
Please search our Skills for Success Catalog to determine if the course(s) you wish to take are being offered this semester.

Computer Skills and Technology

7.5 hour in-person courses:

- Computer Basics
- Microsoft Excel 2016 Basics
- Microsoft Excel 2016 Intermediate
- Microsoft PowerPoint 2013 Basics

1 hour webinar courses:

- Designing Dynamic Presentations
- Getting More Done with Keyboard Shortcuts
- Internet Research Skills
- Microsoft Outlook 2016: Managing Contacts and Tasks
- Microsoft Outlook 2016: Organizing and Managing Your Email
- Microsoft Outlook 2016: Working with Calendars
- Microsoft Teams Basics
- Understanding Today's Computer

Interpersonal and Customer Relations

7.5 hour in-person courses:

- Being an Effective Team Member
- Building Better Work Relationships
- Dealing with Difficult Behaviors
- Feedback: Making it Effective
- Influencing with Confidence

1 hour webinar courses:

- Addressing Conflict in Customer Relations
- Better Team Skills
- Emotional Intelligence in Customer Relations
- Managing Stress in Customer Relations
- Job Etiquette

Professionalism and Self-Management

7.5 hour in-person courses:

- Change: Making it Work
- Critical Thinking
- Effective Problem Solving
- Keep Your Cool: Ways to Protect Your Professional Reputation
- Workplace Social Skills

1 hour webinar courses:

- Introduction to Critical Thinking
- Organizing Your Workspace for Increased Productivity
- Problem Solving – A Six Step Process
- Professionalism in the Digital Age
- Take Control of Your Time

Verbal and Written Communication

7.5 hour in-person courses:

- Building a Better Vocabulary
- Grammar and Punctuation Workshop
- Writing and Editing Skills for Supervisors
- Writing Effective Reports and Evaluations
- Writing Successful Email

1 hour webinar courses:

- Avoiding Common Punctuation and Grammar Mistakes
- Communicating with Confidence
- Crafting Powerful Writing: Precision and Clarity
- Essentials of Report Writing
- Expanding Your Vocabulary
- The Foundations of Good Writing
- Professional Email that Gets Results