MCPB LONG COURSE ONLINE TRAINING TITLES – Fall-Winter 2020

Deadline to Request	Classes Begin	Requirements
November 4, 2020	November 11, 2020	1) Courses (up to 3 per calendar year) are available for Merit System employees. 2) All participants are expected to complete the course <u>and</u> the Final Exam.
December 2, 2020	December 9, 2020	3) Full credit of 24 contact hours (or 2.4 CEUs) is awarded for completing all 6 weeks of the course (12 lessons and quizzes) and passing the Final Exam. ***No partial credit is given.***
January 6, 2020	January 13, 2020	4) Spaces are limited each month. Acceptance of a training request may be for the current month or for a subsequent session.

Accounting/Math	Description
Accounting Fundamentals	• Understand accounting basics; use basics of double-entry bookkeeping, analyzing recording transactions. • Study accounts receivable, accounts payable, payroll procedures, sales taxes, writing checks, closing accounts for a fiscal period, and preparing income statements.
Accounting Fundamentals II	• Increase financial awareness and accountability. • Understand special journals, uncollectible accounts receivable, plant assets, depreciation, notes and interest, accrued revenue and expenses, dividends, retained earnings, and various financial reports.
Everyday Math	• Calculate percentages, including tips, commissions, taxes, discounts, and interest rates. • Understand mortgages, credit cards, and other types of loans. • Convert one type of measurement to another, and calculate area. • Interpret graphs, calculate probability, and understand statistics in test results, polls, news stories.

Language Skills	Description
Effective Business Writing	• Improve business-writing skills. • Identify and eliminate problem areas. • Develop written documents that gain and hold a reader's attention. • Is helpful for clerical worker, engineer or executive.
Mastering Public Speaking	• Talk confidently and persuasively to both large audiences and small groups. • Learn how to plan and deliver your presentations skillfully. • Learn how to handle questions and manage conflict in meetings. • Learn how to use both verbal and nonverbal communication.
Keys to Effective Communication	• Step-by-step process to build rapport and create environments of trust, warmth, and respect. • Become more confident, create a great first impression, and create more and better personal and professional relationships.
Speed Spanish	• Easily converse in Spanish in any Spanish-speaking situation. • Learn six easy recipes for linking Spanish words together to form sentences.
Speed Spanish II	• See words, hear them pronounced properly, and practice pronunciation; learn several clever recipes to glue words together into sentences. • See an immediate improvement in Spanish fluency from the very first lesson.
Speed Spanish III	• Learn the final six recipes that will serve as templates to help you create any Spanish sentence. • Guided practice includes new vocabulary, pronunciation, and speed drills, as well as in-depth study of Spanish parts of speech to help you speak and understand Spanish in a snap.
Spanish for Law Enforcement	• Start with simple vocabulary for everyday topics including colors, numbers, conversational phrases, family names, and words for asking questions. • Learn Spanish terminology you can use during arrests, traffic stops, medical emergencies, and many other common law enforcement situations.

Functional Areas	Description
Administrative Assistant Fundamentals	• Master the essentials of managerial and staff support, information and records management, communications technology, travel and meeting coordination, space planning, and office ergonomics. • Identify opportunities to implement solutions for your office.
Computer Skills for the Workplace	• Review of Window 10 and Office 2016 and technical literacy • Gain an understanding of file sizes, and functions and features of computer components • Review use of email, use of spreadsheet/chart in a report, and editing data in a database
Managing Customer Service	• Learn dynamic methods to bring out the best in you and your customer service staff • Communicate, resolve complaints, build customer service, and lead by example • Evaluate customers and their needs; effect policies
Project Management Fundamentals	• Master the essentials of project management with an experienced Project Management Professional. • Learn the concepts needed to plan, implement, control and close any type of project.
Understanding the Human Resources Function	• Understand the vital link of HR in the organizational chain • Focus on recruiting and the hiring process • Cover legal issues affecting the human resource field