

MCPB LONG COURSE ONLINE TRAINING TITLES – Fall 2020

Deadline to Request	Classes Begin	Requirements
September 9, 2020	September 16, 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. 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. <i>No partial credit is given.</i> 4) Spaces are limited each month. Acceptance of a training request may be for the current month or for a subsequent session.
October 7, 2020	October 14, 2020	
November 4, 2020	November 11, 2020	
Accounting/Math	Description	
Accounting Fundamentals	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 NEW	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Easily converse in Spanish in any Spanish-speaking situation. Learn six easy recipes for linking Spanish words together to form sentences. 	
Speed Spanish II	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 	