

MCPB LONG COURSE ONLINE TRAINING TITLES – Spring-Summer 2021

Deadline to Request	Classes Begin	Requirements
May 5, 2021	May 12, 2021	1) Courses (1 per session, up to 3 annually) are available for Merit System employees. 2) Once participants activate the course login, they are expected to <u>complete</u> their respective course and <u>pass</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>
June 9, 2021	June 16, 2021	
July 7, 2021	July 14, 2021	
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 & 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. Course is helpful for clerical worker, engineer or executive.	
Mastering Public Speaking	Talk confidently and persuasively to large audiences and small groups. Learn about long, short, impromptu, social setting speaking. Learn how to handle questions and manage conflict in meetings. Learn to use verbal and nonverbal communication; manage equipment and media.	
Keys to Effective Communication	Learn the process to build rapport and create win-win situations. Master motivation and learning styles. Build confidence; create more and better personal/professional relationships. Manage stressful communication.	
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	Become more conversational and comfortable in Spanish-speaking situations. Immediately improve your Spanish fluency by covering a variety of important words and pronunciations.	
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 quickly.	
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
Achieving Success w/ Difficult People	Understand others' viewpoints based on their needs, values, beliefs, experiences, skills, knowledge, and self-interests. Choose appropriate responses/reactions to behaviors from those you encounter.	
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.	
Building Teams That Work	Learn the components of a successful team and the stages of its development. Master the skills to effectively manage projects, make decisions, and solve problems in a team setting. Learn and minimize the pitfalls of unhealthy group interaction.	
Computer Skills for the Workplace	Gain the ability to send emails, create spreadsheets, manage databases, understand memory and network limitations; recognize the function and features of modern computer components. For system and software requirements, please call the MCPB Training Department.	
Managing Customer Service	Learn dynamic methods to bring out the best in you and your customer service staff. Discover and value customers and their needs. Communicate, resolve complaints, build customer service, and lead by example.	
Project Mgt. 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 the recruiting and hiring process. Cover legal issues affecting the human resources field.	