

## MCPB LONG COURSE ONLINE TRAINING TITLES – Summer 2020

Deadline to Request	Classes Begin	Requirements
<b>June 10, 2020</b>	June 17, 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. <b><i>No partial credit is given.</i></b> 4) Spaces are limited each month. Acceptance of a training request may be for the current month or for a subsequent session.
<b>July 8, 2020</b>	July 15, 2020	
<b>August 5, 2020</b>	August 12, 2020	

Accounting/Math	Description
<b>Accounting Fundamentals</b>	<ul style="list-style-type: none"> <li>Understand accounting basics; use basics of double-entry bookkeeping, analyzing recording transactions.</li> <li>Study accounts receivable, accounts payable, payroll procedures, sales taxes, writing checks, closing accounts for a fiscal period, and preparing income statements.</li> </ul>
<b>Accounting Fundamentals II</b>	<ul style="list-style-type: none"> <li>Increase financial awareness and accountability.</li> <li>Understand special journals, uncollectible accounts receivable, plant assets, depreciation, notes and interest, accrued revenue and expenses, dividends, retained earnings, and various financial reports.</li> </ul>
<b>Everyday Math</b>	<ul style="list-style-type: none"> <li>Calculate percentages, including tips, commissions, taxes, discounts, and interest rates.</li> <li>Understand mortgages, credit cards, and other types of loans.</li> <li>Convert one type of measurement to another, and calculate area.</li> <li>Interpret graphs, calculate probability, and understand statistics in test results, polls, news stories.</li> </ul>
Language Skills	Description
<b>Effective Business Writing</b>	<ul style="list-style-type: none"> <li>Improve business-writing skills.</li> <li>Identify and eliminate problem areas.</li> <li>Develop written documents that gain and hold a reader's attention.</li> <li>Is helpful for clerical worker, engineer or executive.</li> </ul>
<b>Fundamentals of Technical Writing</b>	<ul style="list-style-type: none"> <li>Translate complex information into easily understood language.</li> <li>Learn technical writing conventions, interviewing skills, formatting techniques, key tips for developing graphics and templates, and documentation management.</li> <li>Learn to publish documents on paper and electronically.</li> </ul>
<b>Keys to Effective Communication</b>	<ul style="list-style-type: none"> <li>Step-by-step process to build rapport and create environments of trust, warmth, and respect.</li> <li>Become more confident, create a great first impression, and create more and better personal and professional relationships.</li> </ul>
<b>Speed Spanish</b>	<ul style="list-style-type: none"> <li>Easily converse in Spanish in any Spanish-speaking situation.</li> <li>Learn six easy recipes for linking Spanish words together to form sentences.</li> </ul>
<b>Speed Spanish II</b>	<ul style="list-style-type: none"> <li>See words, hear them pronounced properly, and practice pronunciation; learn several clever recipes to glue words together into sentences.</li> <li>See an immediate improvement in Spanish fluency from the very first lesson.</li> </ul>
<b>Speed Spanish III</b>	<ul style="list-style-type: none"> <li>Learn the final six recipes that will serve as templates to help you create any Spanish sentence.</li> <li>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.</li> </ul>
<b>Spanish for Law Enforcement</b>	<ul style="list-style-type: none"> <li>Start with simple vocabulary for everyday topics including colors, numbers, conversational phrases, family names, and words for asking questions.</li> <li>Learn Spanish terminology you can use during arrests, traffic stops, medical emergencies, and many other common law enforcement situations.</li> </ul>
Functional Areas	Description
<b>Administrative Assistant Fundamentals</b>	<ul style="list-style-type: none"> <li>Master the essentials of managerial and staff support, information and records management, communications technology, travel and meeting coordination, space planning, and office ergonomics.</li> <li>Identify opportunities to implement solutions for your office.</li> </ul>
<b>Computer Skills for the Workplace</b>	<ul style="list-style-type: none"> <li>Review of Window 10 and Office 2016 and technical literacy</li> <li>Gain an understanding of file sizes, and functions and features of computer components</li> <li>Review use of email, use of spreadsheet/chart in a report, and editing data in a database</li> </ul>
<b>Managing Customer Service</b>	<ul style="list-style-type: none"> <li>Learn dynamic methods to bring out the best in you and your customer service staff</li> <li>Communicate, resolve complaints, build customer service, and lead by example</li> <li>Evaluate customers and their needs; effect policies</li> </ul>
<b>Project Management Fundamentals</b>	<ul style="list-style-type: none"> <li>Master the essentials of project management with an experienced Project Management Professional.</li> <li>Learn the concepts needed to plan, implement, control and close any type of project.</li> </ul>
<b>Understanding the Human Resources Function</b>	<ul style="list-style-type: none"> <li>Understand the vital link of HR in the organizational chain</li> <li>Focus on recruiting and the hiring process</li> <li>Cover legal issues affecting the human resource field</li> </ul>