



MCPB LONG COURSE ONLINE TRAINING – Winter-Spring 2024

Requirements:

1. Courses (up to 3 annually) are available to Merit System employees.
2. Online and on-demand; course instructor input available.
3. Once participants activate the course login, they are expected to complete their respective course and pass the final exam (70% or higher). 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 available.

To request one course, please complete the TRAINING REQUEST FORM at <https://www.personnelboard.org/uploads/UniversalTrainingRequestForm.pdf> .

<u>Deadline to Request</u>	<u>Classes Begin</u>
March 6, 2024	March 13, 2024
April 10, 2024	April 17, 2024
May 8, 2024	May 15, 2024

<i>Accounting/Math</i>	<i>Course Description</i>
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	Learn how to use math to your advantage in everyday life. The lessons in this course are filled with practical exercises and information that you can put to immediate use.
<i>Language Skills</i>	<i>Course Description</i>
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.
Grammar courses (Please request one course at a time.)	Grammar Refresher -develop English grammar skills; Explore parts of speech, punctuation, mechanics, sentence construction, phrases, clauses, problem words, and common mistakes. Grammar Refresher II - explore sentence structure, nouns, pronouns, verb tenses. adjective and adverb use and best practices; see how different phrases and clauses fit together to make writing clear, concise, meaningful; explore kinds of business writing, paragraph writing, essay writing.
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.
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.
Speed Spanish courses (Please request one course at a time.)	Speed Spanish I -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.



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<i>People Skills</i>	<i>Course Description</i>
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.
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.
Employment Law Fundamentals	Learn the basics of employment law to legally hire, evaluate and manage employees. Learn the difference between an employee and independent contractor, methods to resolve employment disputes, discrimination and union laws, and workplace safety rules.
Fundamentals of Supervision and Management	Learn the language of management, how to manage your time, deal with the constant demands of a managerial job, delegate responsibility, motivate your employees, influence and direct others' performance; learn how to solve problems and resolve conflicts.
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.
Understanding the HR 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.
<i>Business Skills</i>	<i>Course Description</i>
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	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.
Mastery of Business Fundamentals	Understand significance of strategic planning; discover how external and internal environmental factors affect an organization. Learn about organizational structures, performance measurements, financial investment models, budgeting, ethics, workplace politics, and in-depth knowledge of the business environment.
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.