Elective Course List by Competency Area

Choose 1 in-person (or online course) or 4 webinars from each competency area.

Please remember to discuss your elective course selections with your supervisor or agency.
Please search our Skills for Success Catalog to determine if the course(s) you wish to take are being offered this semester.

Computer Skills and Technology

7.5 Hour In-Person/Online Courses:

- Microsoft Excel Basics
- Microsoft Excel Basics Online
- Microsoft Excel Intermediate
- Microsoft Excel Intermediate Online
- Microsoft Word Intermediate
- Microsoft Word Intermediate Online

1 Hour Webinars:

- Get More Done with Keyboard Shortcuts
- Internet Research Skills
- Microsoft Outlook Classic: Managing Contacts and Tasks
- Microsoft Outlook Classic: Organizing and Managing Your Email
- Microsoft Outlook Classic: Working with Calendars
- Microsoft Teams

Interpersonal and Customer Relations

7.5 Hour In-Person Courses:

- Building Better Work Relationships

1 Hour Webinars/Self-Paced Online Courses:

- Better Team Skills
- Developing Your Emotional Intelligence (formerly Managing Emotions)
- How to Navigate Conflict Effectively (formerly Addressing Conflict)
- Influencing Without Authority
- Job Etiquette
- Managing Stress in Customer Service

Verbal and Written Communication

7.5 Hour In-Person Courses:

- Writing Effective Reports and Evaluations

1 Hour Webinars/Self-Paced Online Courses:

- Avoiding Common Punctuation and Grammar Mistakes
- Communicating with Confidence
- Crafting Powerful Writing: Precision and Clarity
- Essentials of Report Writing
- Expanding Your Vocabulary
- Professional Email that Gets Results
- The Foundations of Good Writing

Professionalism and Self-Management

7.5 Hour In-Person Courses:

- Critical Thinking
- Effective Problem Solving
- Thriving in the Changing Workplace
- Workplace Social Skills

1 Hour Webinars/Self-Paced Online Courses:

- Introduction to Critical Thinking
- Organizing Your Workspace for Increased Productivity
- Problem Solving – A Six Step Process
- Professionalism in the Digital Age
- Take Control of Your Time

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