

Elective Course List by Competency Area

Choose 1 in-person 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 Courses:

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

1 Hour Webinar Courses:

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

Interpersonal and Customer Relations



7.5 Hour In-Person Courses:

- Building Better Work Relationships

1 Hour Webinar Courses:

- Addressing Conflict in Customer Service
- Better Team Skills
- Managing Emotions in Customer Service
- Influencing Without Authority
- Managing Stress in Customer Service
- Job Etiquette

Professionalism and Self-Management



7.5 Hour In-Person Courses:

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

1 Hour Webinar 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

Verbal and Written Communication



7.5 Hour In-Person Courses:

- Grammar and Punctuation Workshop
- Writing Effective Reports and Evaluations

1 Hour Webinar Courses:

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