

The Organized Office Worker Online Learning Certificate Program Course List

*This program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented NYS employees. Participants are required to successfully complete all 15 of the following courses and achieve a passing grade of 70% or higher in each course. **We recommend you complete the courses in the order they appear below.***

1. Make the Time You Need: Get Organized (0.5 Hours)

If you want to manage your schedule and make your time count, you have to be organized. But to stay organized, you need to check your progress. This means developing schedule management skills. The stress and potential for mistakes grows when you don't spend time organizing your time. In this course, you'll discover how schedule management can help you regain control of your time. You'll learn how to leverage your personality to boost your productivity and explore techniques for dealing with time stealers. And you'll learn how to create practical to-do lists and keep them relevant and realistic.

2. Organize Your Physical and Digital Workspace (0.4 Hours)

Organizing your physical and digital workspaces is a great way to be more productive. When you declutter your workspace, you can improve many aspects of your workday, including your ability to concentrate, achieve targets, and become more efficient. This course will help you increase your productivity by showing you how to organize and maintain both your physical and digital workspaces. You'll learn the rewards of organizing your workspace and find out what a productive workspace looks like. You'll learn how to use your organization skills to manage your digital workspace. And finally, you'll find out how to make your new clutter-free life last by making organization a habit.

3. Avoid Procrastination by Getting Organized Instead (0.4 Hours)

Procrastination reduces your productivity while causing you stress at the same time. Procrastinating is a habit that causes urgent and difficult tasks to pile up as you actively avoid them. By developing and applying organization skills, you can declutter your schedule and avoid putting off work that demands your attention. In this course, you'll learn about the reasons people procrastinate and the benefits of organizing your time. You'll learn how to build self discipline and combat time wasters, as well as how to bring more organization to your day. And finally, you'll explore how to set priorities and how to say no when you need to.

4. Maximize Your Productivity by Managing Time and Tasks (0.3 Hours)

The amount of time available to you is constant – you can't buy more and you can't save it for later. However, by managing your time, you can increase your productivity.

And the better you understand your own personal productivity, the easier it will be to manage your time effectively. In this course, you'll learn about how you can use task management to maximize your productivity. You'll discover the benefits of using time management and assessing the value of your tasks. You'll learn about the benefits of setting goals and how productivity is tied to your ability to assess time and set priorities. And you'll also learn about the process of "chunking" your time and how to use different types of to-do lists effectively.

5. Aligning Goals and Priorities to Manage Time (0.4 Hours)

Meeting targets and achieving goals consistently, regardless of the business situation, isn't easy. A big part of doing this successfully is managing time effectively. In this course, you'll learn why it's important to align your goals with your team's goals, and you'll learn how to do it with a goal alignment worksheet. You'll also learn how to ask questions to clarify goals and how to establish and prioritize priorities based on these goals.

6. The Art of Staying Focused (0.5 Hours)

Even if you know what's important to do and have an organized time management routine, losing focus can stop your progress in its tracks. In this course, you'll learn strategies for dealing with focus challenges and distractions at work. You'll also explore ways of saying no and consider ways in which you can adjust your focus in response to changing circumstances or emergencies. And you'll learn how to refocus when something causes you to lose focus.

7. Managing Pressure and Stress to Optimize Your Performance (0.4 Hours)

People react to high pressure differently. Learning to cope with pressure and handling stress is very important because you don't want the pressure to have a negative impact on your performance. In this course, you'll learn about managing stress and pressure, situations that trigger pressure, and how pressure can become stress. You'll also look at how stress affects you emotionally and physically and how to respond to it. And you'll also learn strategies for managing stress by ensuring you have the right attitude, taking control under pressure, and using performance management to cultivate a "success mentality." You can then optimize your own performance and prepare to cope with stressed colleagues.

8. Organizing Your E-mail (0.5 Hours)

E-mail has dramatically increased the volume of communication and the amount of information that the average office worker needs to process every day. To keep up, you must sort, file, respond to, or delete every e-mail that comes to you during a business day. This course introduces techniques for managing e-mail effectively. It covers tips on how to use folders and filters to organize e-mails for increased efficiency, as well as guidelines on what e-mails to delete. The course also gives directions on how to recover important information should you lose an e-mail.

9. Managing Conversations and E-mail in Outlook 2016 (0.9 Hours)

Microsoft Outlook 2016 allows you to effectively manage and organize your e-mail messages. In this course, you will learn how to arrange and view messages by conversation; use the People Pane to access, sort, and filter e-mail; apply color categories; apply flags; and delete and restore messages. The course also covers ways to personalize your Outlook 2016, such as changing message preview settings and adjusting the reading pane and people panel.

10. Taking Responsibility for Your Accountability (0.5 Hours)

Accountability is a mindset – a way of thinking about how to take responsibility for your life and ownership of your decisions. Accountability tends to drive success; it is action-oriented and geared toward constant improvement. In this course, you will learn how to develop a framework for personal accountability. From the foundations of a framework to daily practices and sustained momentum, this course will help you take ownership of your goals and live your values.

11. Developing Personal Accountability (0.4 Hours)

If your manager's approval isn't quite enough to motivate you to put in that extra effort you need to get ahead, then maybe you're ready to work on your personal accountability. Everyone must answer to an inner manager – an internal voice that tells you whether the job is done as well as you can do it. Choosing personal accountability means earning the approval of that inner manager. In this course, you'll learn the behaviors of accountable professionals, including stating commitments clearly and following through. You'll also learn how some very common behaviors, like making excuses and blaming others, work against accountability. The elements of an action plan for developing personal accountability are provided. Finally, you'll learn how the members of a team can improve their accountability together.

12. Accomplishing Goals with Perseverance and Resilience (0.5 Hours)

We all encounter moments of adversity in our working lives, but it's how we face up to these challenges that determine our success in reaching our potential. Even the most gifted people risk failure if they can't deal with adversity. Achieving goals requires determination, persistence, and adaptability. In this course, you'll explore how to overcome the challenges you'll face as you work to achieve your goals. You will also learn about the characteristics of an adaptive mindset and how to develop and nurture the personal persistence necessary for facing both day-to-day and uncommon obstacles that threaten to derail your efforts.

13. Using Business Etiquette to Increase Your Professionalism (0.5 Hours)

Business etiquette isn't just about getting and doing things right, it's about sending a message of professionalism and respect to superiors, fellow team members, and clients. When you are professional, polite, and appropriate in the workplace, you are taken more seriously. In this course, you will learn about the key components of business etiquette and how they apply in physical and remote office settings. You'll learn the reasons that dressing professionally can benefit your career and the importance of maintaining an orderly and professional work environment. You'll also be introduced to actions that ensure your communications, such as emails, texts,

work chat, social media, and video conferencing, are at their most professional and polite. Finally, you will learn how tenets of business etiquette can be applied outside of the office environment at offsite events, business meals, and work socials.

14. Administrative Support: Working in Partnership with Your Boss (0.3 Hours)

Whether you're an office administrator, an office assistant, a personal assistant, or an administrative assistant, job satisfaction and career advancement require you to build a partnership with your boss. Good boss relationships involve mastering administrator essentials, dealing effectively with different management styles, and handling confrontations. In this course, you'll learn about building and maintaining a true partnership with your boss and how this can be beneficial. You'll also discover approaches for dealing with different management styles, as well as various techniques for handling any confrontations you may have with your boss.

15. Administrative Support: Interacting Effectively with Colleagues (0.3 Hours)

Dealing with people on a daily basis can be both rewarding and challenging. Whether you're an office administrator, an office assistant, a personal assistant, or an administrative assistant, it's important to be able to handle various encounters in a professional and effective manner. Mastering administrator essentials and good peer relationships will increase your efficiency, job satisfaction, and career advancement. In this course, you'll learn how to master the skills of being an administrative support professional. You'll also learn how to interact effectively with colleagues by asking for help from others, dealing with criticism, and building trust, morale, and respect.

Foundational Competencies

Workplace development competencies are job-based skills employees need to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the Workforce Development Competencies page at <https://nyscseapartnership.org/workforce-development-competencies>.

This certificate assists you in developing competency in *Professionalism and Self-Management*.