# Elective Course List by Competency Area

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

Search our current Skills for Success Course Offerings and Self-Paced Online Courses to determine if the course(s) you wish to take are available. Please remember to discuss your elective course selections with your supervisor or agency.

## 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/Self-Paced Online Courses:***

- 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

*Last Revision Date: 10/26*

## 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