

NJBIA Training Catalog

Course Title

Excel Introduction

Topics

Lesson 1: Getting Started with Microsoft Excel

Topic A: Identify the Elements of the Excel Interface

Topic B: Create a Basic Worksheet

Topic C: Use the Help System

Lesson 2: Performing Calculations

Topic A: Create Formulas in a Worksheet

Topic B: Insert Functions in a Worksheet

Topic C: Reuse Formulas

Lesson 3: Modifying a Worksheet

Topic A: Manipulate Data

Topic B: Insert, Manipulate, and Delete Cells, Columns, and Rows

Topic C: Search for and Replace Data

Topic D: Spell Check a Worksheet

Lesson 4: Formatting a Worksheet

Topic A: Modify Fonts

Topic B: Add Borders and Color to Cells

Topic C: Apply Number Formats

Topic D: Align Cell Contents

Topic E: Apply Cell Styles

Lesson 5: Printing Workbook Contents

Topic A: Define the Basic Page Layout for a Workbook

Topic B: Refine the Page Layout and Apply Print Options

Lesson 6: Managing Large Workbooks

Topic A: Format Worksheet Tabs

Topic B: Manage Worksheets

Topic C: Manage the View of Worksheets and Workbooks

Lesson 7: Customizing the Excel Environment

Topic A: Customize General and Language Options

Topic B: Customize Formula Options

Topic C: Customize Proofing and Save Options

Topic D: Customize the Ribbon and Quick Access Toolbar

Topic E: Customize the Functionality of Excel by Enabling Add-Ins

Topic F: Customize Advanced and Trust Center Options

Course Hours

8 hours *Topics may vary depending on version of Microsoft

Course Title

Excel Intermediate

Topics

Lesson 1: Customizing the Excel Environment

Topic A: Configure Excel Options

Topic B: Customize the Ribbon and the Quick Access Toolbar

Topic C: Enable Excel Add-Ins

Lesson 2: Creating Advanced Formulas

Topic A: Use Range Names in Formulas

Topic B: Use Specialized Functions

Topic C: Use Array Formulas

Lesson 3: Analyzing Data with Functions and Conditional Formatting

Topic A: Analyze Data by Using Text and Logical Functions

Topic B: Apply Advanced Conditional Formatting

Lesson 4: Organizing and Analyzing Datasets and Tables

Topic A: Create and Modify Tables

Topic B: Sort Data

Topic C: Filter Data

Topic D: Use SUBTOTAL and Database Functions

Lesson 5: Visualizing Data with Basic Charts

Topic A: Create Charts

Topic B: Modify and Format Charts

Lesson 6: Analyzing Data with PivotTables, Slicers, and PivotCharts

Topic A: Create a PivotTable

Topic B: Analyze PivotTable Data

Topic C: Present Data with PivotCharts

Topic D: Filter Data by Using Slicers

Course Hours

8 hours *Topics may vary depending on version of Microsoft

Course Title

Excel Advanced

Topics

Lesson 1: Working with Multiple Worksheets and Workbooks Simultaneously

Topic A: Use 3-D References

Topic B: Use Links and External References

Topic C: Consolidate Data

Lesson 2: Sharing and Protecting Workbooks

Topic A: Collaborate on a Workbook

Topic B: Protect Worksheets and Workbooks

Lesson 3: Automating Workbook Functionality

Topic A: Apply Data Validation

Topic B: Work with Forms and Controls

Topic C: Work with Macros

Lesson 4: Applying Conditional Logic

Topic A: Use Lookup Functions

Topic B: Combine Functions

Topic C: Use Formulas and Functions to Apply Conditional Formatting

Lesson 5: Auditing Worksheets

Topic A: Trace Cells

Topic B: Search for Invalid Data and Formulas with Errors

Topic C: Watch and Evaluate Formulas

Lesson 6: Using Automated Analysis Tools

Topic A: Determine Potential Outcomes Using Data Tables

Topic B: Determine Potential Outcomes Using Scenarios

Topic C: Use the Goal Seek Feature

Topic D: Activate and Use the Solver Tool

Topic E: Analyze Data with Analysis ToolPak Tools

Lesson 7: Presenting Your Data Visually

Topic A: Use Advanced Chart Features

Topic B: Create Sparklines

Course Hours

8 hours *Topics may vary depending on version of Microsoft

Course Title

Outlook

Topics

Lesson 1: Configure Advanced Message Options

Topic A: Insert Advanced Characters and Objects

Topic B: Modify Message Settings, Properties, and Options

Topic C: Use Automatic Replies

Lesson 2: Advanced Message Management

Topic A: Sort Messages

Topic B: Filter Messages

Topic C: Organize Messages

Topic D: Search Messages

Topic E: Manage Junk Mail

Topic F: Manage Your Mailbox

Lesson 3: Advanced Calendar Management

Topic A: Manage Advanced Calendar Options

Topic B: Manage Additional Calendars

Topic C: Manage Meeting Responses

Lesson 4: Advanced Contact Management

Topic A: Edit an Electronic Business Card

Topic B: Manage Advanced Contacts Options

Topic C: Forward Contacts

Topic D: Export Contacts

Lesson 5: Managing Activities by Using Tasks and Journal Entries

Topic A: Assign and Manage Tasks

Topic B: Record and Modify Journal Entries

Lesson 6: Sharing Workspaces with Others

Topic A: Delegate Access to Mail Folders

Topic B: Share Your Calendar

Topic C: Share Your Contacts

Lesson 7: Managing Outlook Data Files

Topic A: Back Up Outlook Items

Topic B: Change Data File Settings

Course Hours

8 hours *Topics may vary depending on version of Microsoft

Course Title

PowerPoint Introduction

Topics

Lesson 1: Getting Started with PowerPoint

- Topic A: Navigate the PowerPoint Environment
- Topic B: Create and Save a PowerPoint Presentation
- Topic C: Use Help

Lesson 2: Developing a PowerPoint Presentation

- Topic A: Select a Presentation Type
- Topic B: View and Navigate a Presentation
- Topic C: Edit Text
- Topic D: Build a Presentation

Lesson 3: Performing Advanced Text Editing

- Topic A: Format Characters
- Topic B: Format Paragraphs
- Topic C: Format Text Boxes

Lesson 4: Adding Graphical Elements to Your Presentation

- Topic A: Insert Clip Art and Images
- Topic B: Insert Shapes

Lesson 5: Modifying Objects in Your Presentation

- Topic A: Edit Objects
- Topic B: Format Objects
- Topic C: Group Objects
- Topic D: Arrange Objects
- Topic E: Animate Objects

Lesson 6: Adding Tables to Your Presentation

- Topic A: Create a Table
- Topic B: Format a Table
- Topic C: Insert a Table from Other Microsoft Office Applications

Lesson 7: Adding Charts to Your Presentation

- Topic A: Create a Chart
- Topic B: Format a Chart
- Topic C: Insert a Chart from Microsoft Excel

Lesson 8: Preparing to Deliver Your Presentation

- Topic A: Review Your Presentation
- Topic B: Apply Transitions
- Topic C: Print Your Presentation
- Topic D: Deliver Your Presentation

Course Hours

8 hours *Topics may vary depending on version of Microsoft

Course Title

Power Point Advanced

Topics

Lesson 1: Modifying the PowerPoint Environment

Topic A: Customize the User Interface

Topic B: Set PowerPoint Options

Lesson 2: Customizing Design Templates

Topic A: Modify Slide Masters and Slide Layouts

Topic B: Add Headers and Footers

Topic C: Modify the Notes Master and the Handout Master

Lesson 3: Adding SmartArt to a Presentation

Topic A: Create SmartArt

Topic B: Modify SmartArt

Lesson 3: Working with Media and Animations

Topic A: Add Audio to a Presentation

Topic B: Add Video to a Presentation

Topic C: Customize Animations and Transitions

Lesson 4: Collaborating on a Presentation

Topic A: Review a Presentation

Topic B: Store and Share Presentations on the Web

Lesson 6: Customizing a Slide Show

Topic A: Annotate a Presentation

Topic B: Set Up a Slide Show

Topic C: Create a Custom Slide Show

Topic D: Add Hyperlinks and Action Buttons

Topic E: Record a Presentation

Lesson 5: Securing and Distributing a Presentation

Topic A: Secure a Presentation

Topic B: Broadcast a Slide Show

Topic C: Create a Video or a CD

Course Hours

4 hours *Topics may vary depending on version of Microsoft

Course Title

Word Introduction

Topics

Lesson 1: Getting Started with Word

Topic A: Identify the Components of the Word Interface

Topic B: Create a Word Document

Topic C: Help

Lesson 2: Editing a Document

Topic A: Navigate and Select Text

Topic B: Modify Text

Topic C: Find and Replace Text

Lesson 3: Formatting Text and Paragraphs

Topic A: Apply Character Formatting

Topic B: Align Text Using Tabs

Topic C: Display Text as List Items

Topic D: Control Paragraph Layout

Topic E: Apply Borders and Shading

Lesson 4: Adding Tables

Topic A: Insert a Table

Topic B: Modify a Table

Topic C: Format a Table

Lesson 5: Managing Lists

Topic A: Sort a List

Topic B: Renumber a List

Topic C: Customize a List

Lesson 6: Inserting Graphic Objects

Topic A: Insert Symbols and Special Characters

Topic B: Add Images to a Document

Lesson 7: Controlling Page Appearance

Topic A: Apply a Page Border and Color

Topic B: Add a Watermark

Topic C: Add Headers and Footers

Topic D: Control Page Layout

Lesson 8: Proofing a Document

Topic A: Check Spelling and Grammar

Topic B: Other Proofing Tools

Lesson 9: Customizing the Word Environment

Topic A: Customize the Word Interface

Topic B: Additional Save Options

Course Hours

8 hours *Topics may vary depending on version of Microsoft

Course Title

Word Intermediate

Topics

Lesson 1: Working with Tables and Charts

- Topic A: Sort Table Data
- Topic B: Control Cell Layout
- Topic C: Perform Calculations in a Table
- Topic D: Create a Chart

Lesson 2: Customizing Formats Using Styles and Themes

- Topic A: Create and Modify Text Styles
- Topic B: Create Custom List or Table Styles

Lesson 3: Using Images in a Document

- Topic A: Resize an Image
- Topic B: Adjust Image Appearance
- Topic C: Integrate Pictures and Text
- Topic D: Insert and Format Screenshots
- Topic E: Insert Video

Lesson 4: Creating Custom Graphic Elements

- Topic A: Create Text Boxes and Pull Quotes
- Topic B: Draw Shapes
- Topic C: Add WordArt and Other Text Effects

Lesson 5: Inserting Content Using Quick Parts

- Topic A: Insert Building Blocks
- Topic B: Create and Modify Building Blocks
- Topic C: Insert Fields Using Quick Parts

Lesson 6: Controlling Text Flow

- Topic A: Control Paragraph Flow
- Topic B: Insert Section Breaks
- Topic C: Insert Columns
- Topic D: Link Text Boxes to Control Text Flow

Lesson 7: Using Templates

- Topic A: Create a Document Using a Template
- Topic B: Create a Template

Lesson 8: Using Mail Merge

- Topic A: The Mail Merge Features
- Topic B: Merge Envelopes and Labels

Lesson 9: Using Macros

- Topic A: Automate Tasks Using Macros
- Topic B: Create a Macro

Course Hours

8 hours *Topics may vary depending on version of Microsoft

Course Title

Access Introduction

Topics

Lesson 1: Getting Started with Access

- Topic A: Orientation to Microsoft Access
- Topic B: Create a Simple Access Database
- Topic C: Get Help in Microsoft Access

Lesson 2: Working with Table Data

- Topic A: Modify Table Data
- Topic B: Sort and Filter Records
- Topic C: Create Lookups

Lesson 3: Querying a Database

- Topic A: Join Data from Different Tables in a Query
- Topic B: Sort and Filter Data in a Query
- Topic C: Perform Calculations in a Query

Lesson 4: Creating Advanced Queries

- Topic A: Create Parameter Queries
- Topic B: Create Action Queries
- Topic C: Create Unmatched and Duplicate Queries
- Topic D: Summarize Data

Lesson 5: Generating Reports

- Topic A: Create a Report
- Topic B: Add Controls to a Report
- Topic C: Enhance the Appearance of a Report
- Topic D: Prepare a Report for Print

Lesson 6: Customizing the Access Environment

- Topic A: The Access Options Dialog Box

Course Hours

8 hours *Topics may vary depending on version of Microsoft

Course Title

Cloud Storage Solutions

Course Description

Cloud Storage is a service where one of an organization's most important assets- customer data-can be remotely stored, maintained, managed, and backed up. This service empowers businesses to store files online, so that they can access them from any location, via the Internet, giving them a competitive advantage.

We can show you how to best utilize your data storage solution to maximize your business.

Solutions

- **Google Drive**
 - The Drive Interface
 - Creating Google Drive Documents
 - Uploading and Converting other files (MS Office)
 - Sharing Google Drive Documents - Permissions
 - Collaboration Features of Google Drive
 - Notifications in Google Drive
- **OneDrive**
 - Accessing your OneDrive for Business
 - Storing Files
 - Working with Files
 - Managing Files
 - Sharing and Collaboration
 - File permissions

Course Hours

3-4 hours each

Course Title

Verbal Communication

Course Description

Communication between co-workers and with customers can make the difference between productivity, and wasted effort. This workshop begins the process of building effective communication skills for use in the workplace as well as personal relationships.

Topics

- Communication Process
 - Path of a message
 - Active listening
 - Sending and receiving accurate messages
- Considering Individual Communication Styles
 - Recognize behavior types
 - Dealing with different communication styles
 - Communicating with supervisors
- Communication Strategies
 - Verbal and non-verbal signals
 - Aggressive, non-assertive, assertive behavior
 - Resolving conflict with negotiating skills
- Developing a Personal Communication Plan
 - Self-assessment
 - Action plan

Course Hours

8 hours

Course Title

Written Communication

Course Description

This workshop teaches business professionals how to write in a more concise and powerful manner. It outlines writing techniques and language rules, each of which is explained in detail and reinforced with application exercises. Participants learn to strengthen their writing style and produce more effective business documents.

Topics

- Introduction
 - Business Writing Personal Needs Analysis
 - Principles of Good Writing
 - The Writing Process
- Determining Audience
- Defining the Purpose
- Style (incorporating Princeton's Style Guide)
- Business Writing Techniques That Get Results
 - Plain Language
 - Grammar and Mechanics
 - Jargon, Slang, Clichés
 - Effective Sentences
 - Effective Paragraphs
- Business Documents That Project Professionalism
 - Tone and voice
 - Editing and proofreading
- E-mail
 - Managing e-mail
 - E-mail etiquette

Course Hours

8 hours

Course Title

Written Communication for Technical Professions

Course Description

This workshop teaches technical professionals how to write in a more concise and powerful manner. It outlines writing techniques and language rules, each of which is explained in detail and reinforced with application exercises. Participants learn to strengthen their writing style and produce more effective business/technical documents.

Topics

- Introduction
 - Principles of Technical Writing
 - The Writing Process
- Determining Audience
- Defining the Purpose
- Style
- Business Writing Techniques That Get Results
 - Plain Language
 - Grammar and Mechanics
 - Jargon, Slang, Clichés
 - Effective Sentences
 - Effective Paragraphs
- Business Documents That Project Professionalism
 - Tone and voice
 - Editing and proofreading
- Presenting Technical Information

Course Hours

12 hours

Course Title

Customer Service

Course Description

Participants will discuss what is needed to build a stronger customer service commitment and to improve relations with both customers and fellow employees.

Topics

- Welcome and Introduction
- Workshop Goal and Objectives
- A Foundation for Excellence in Customer Service
 - Characteristics of Good Customer Service
 - Customer Service vs. Customer Satisfaction
 - In-person, phone, and e-mail best practices
- Caring Customer Service
 - Components of Caring Customer Service
 - Strategies for Success
- Communication
 - Managing Dissatisfaction, Friction and Discord
- Creating Positive Memorable Experiences
 - Pulling It All Together
 - Case Scenarios
- Closing
- Action Plan and Feedback

Course Hours

4 to 12 hours

Course Title

Call Center Customer Service

Course Description

Whether we choose to embrace them or cannot stand being interrupted by their calls, call centers are here to stay. This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard.

Topics

- What's missing in Telephone Communication?
 - Body Language and Telephone Communication
- Verbal Communication Techniques
 - The Four E's
- Who are Your Customers?
- To Serve and Delight
- Did You Hear Me?
 - Active Listening
 - How to Stay Focused
- Asking the Right Questions
 - Open
 - Closed
 - Probing
- Dealing with Difficult Customers

Course Hours

4 to 12 hours

Course Title

Team Building

Course Description

In today's rapidly changing work environment, employees often work as teams to solve specific problems. These teams are constantly faced with new situations that require quick and decisive action. The degree of success with which a team can respond depends largely on the values its members share. This workshop will develop a set of principles that all team members can share. They will then use these principles to help guide the actions of team members as they work together to solve some common organizational issues.

Topics

- Preparing to be an Effective Team Member
 - Team responsibilities
 - Follow through on tasks
 - Contributing to the process
 - Getting your message across
 - Giving and accepting Feedback
- Getting Work Done in Teams
 - Methods of teamwork
 - Creating plans
 - Having productive meetings
- Making good decisions
 - Evaluating potential solutions
 - Implementing changes
 - Checking results and progress
 - Keeping records and documentation

Course Hours

4 to 12 hours

Course Title

Team Leadership

Course Description

Success is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

Topics

- Types of Teams
- Team Norms
- The TORI Team Building Model
- The Four Stages of Team Development
- Characteristics of Great Teams
- Civilized Disagreements and Consensus
- Open Communication
- Clear Roles and Assignments
- Solving Problems
- Resolving Conflict
- SWOT Analysis
- Developing Team Action Plans

Course Hours

4 to 12 hours

Course Title

Problem Solving

Course Description

Participants in this workshop will learn how to confidently approach problems with a step-by-step method of developing and choosing solutions. Exercises, presentations and discussions will demonstrate the creative potential of all individuals and how this creativity can be developed and directed to solve problems.

Topics

- Problem Solving Definition
- Making Decisions
- Problem Solving Model and Toolkit
 - 7 Basic Problem Solving Tools
- SWOT Analysis
- Making Good Group Decisions
- Analyzing and Selecting Solutions
- Planning and Organizing
 - Analysis
 - Evaluation
 - Change

Course Hours

4 to 8 hours

Course Title

Business Etiquette and Personal Professionalism

Course Description

'Regardless of age, regardless of position, regardless of the business we happen to be in, all of us need to understand the importance of branding. We are CEOs of our own companies: Me Inc. To be in business today, your most important job is to be head marketer for the brand called You.'

Do others see you as being vital to the organization? Does the contribution you make have such an impact that people depend on you day in and day out?

Becoming a person that "matters" in an organization requires that you pay attention to the way others perceive you. Join us for this half-day course to explore and develop your communication, attitude and presence.

Topics

- Understand the 'unspoken truth' that attitude and personal behavior are vital to long-term success
- Be able to describe behaviors which positively impact the office environment
- Understand the importance of being
 - Positive and proactive
 - Accountable and flexible
 - Cooperative and respectful
- Identify ways to communicate more effectively with peers and managers
- Design, package and deliver your personal brand so that you become essential to an organization and matter as a professional.
- Make It Matter

Course Hours

4 Hours

Course Title

Time Management

Course Description

Have you ever been in a position where you had so many things to do but couldn't decide which to do first? Setting priorities is the first step to improving your productivity and getting the most out of every day. But setting priorities in today's complex organizations can be difficult. Issues like multiple bosses, greater workloads, and higher expectations have made setting priorities more complicated than ever.

In this fast-paced, interactive program, you will learn to maximize your "prime time", manage your multiple priorities, eliminate your time invaders, and take control of your time. The design of this program includes quick self-assessments, small and large group exercises, and hands-on activities.

Topics

- Identify priorities based on urgency and importance
- Maximize their use of "prime time"
- Utilize crisis management strategies
- Share best time management practices
- Keep your cool under fire
- Set boundaries to take back control of your time

Course Hours

4 to 8 hours

Course Title

English as a Second Language*

Course Description

This course is designed to encourage students to practice and improve English speaking, writing, listening and reading skills. It utilizes company literature such as procedures, lists, policies and safety guides. Students gain confidence in their use of the English language to better perform their work duties.

Topics

Grammar:

- Use past and present tense to ask questions and make simple statements about the workplace and personal lives.
- Use simple present tense to talk about schedules and daily routines in the workplace and at home.
- Recognize the regular simple past tense in conversations about the workplace or personal lives.
- Recognize and use vocabulary words for essential items at home and in the workplace.
- Develop some language learning strategies, such as guessing from context in reading and conversations.

Writing:

- Fill out a work related form requesting basic personal information, with assistance if required.

Reading:

- Read simple schedules and work related forms in addition to some safety memos and signs.

Speaking:

- Use and understand basic amenities: good morning, good afternoon, etc.
- Communicate a need for help, an illness, or personal information.

Listening:

- Listen to and answer basic questions about themselves or their families.
- Understand simple imperatives related to the job.

Course Hours

40 hours

**Levels II & III also available*

Course Title

Workplace Spanish*

Course Description

This class is targeted for those with little or no previous experience in speaking Spanish. It focuses on developing simple conversational skills to prepare learners to communicate basic conversations within a hospital setting. Vocabulary and grammar are integrated with conversational Spanish to develop a basis for learning the language.

Topics

- Greetings, Courtesy
- Basic Vocabulary (including numbers, times, etc.)
- Verbal Expressions
- Questions
- Negations
- Articles
- Personal Pronouns
- Prepositions

Course Hours

40 hours

**Level II also available.*