



ONLINE COURSE

Planning Guide

MAESTRO
2019–2020

This Planning Guide is designed to help both learners and supervisors determine courses that will aid in professional and personal development.



Please note that this Planning Guide is continuously receiving new updates so please be sure to check back often for new courses.

~Updated 6/11/2019 ~

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BUSINESS SKILLS

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Six Sigma Yellow Belt: Improve and Control

[Six Sigma Techniques for Improvement](#)

[Six Sigma Control Tools and Documentation](#)

Leading Sustainable Process Improvement

[Spearheading a Process Improvement](#)

Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment

[Fundamentals of Lean and Six Sigma and their Applications](#)

[Six Sigma Project Selection, Roles, and Responsibilities](#)

[Six Sigma Strategic Planning and Deployment](#)

Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures

[Impact on Stakeholders and Benchmarking for Six Sigma](#)

[Using Business and Financial Measures in Six Sigma](#)

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[Six Sigma Business Case, Project Charter, and Tools](#)

BUSINESS STRATEGY AND OPERATIONS

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Operations Management: Efficiency of Production

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Strategic Risk-taking

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[Applying Value Stream Mapping in Lean Business](#)

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Managing for Operational Excellence

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Business Process Improvement

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Big Data Basics

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Mentoring Asset

[Mentoring Six Sigma Green Belt \(SSGB\)](#)

[Mentoring Six Sigma Yellow Belt \(SSYB\)](#)

Test Prep

[TestPrep Six Sigma Green Belt \(SSGB\)](#)

[TestPrep Six Sigma Yellow Belt \(SSYB\)](#)

STRATEGIC PLANNING CURRICULUM

Moving from An Operational Manager to a Strategic Thinker

[Effective Critical Analysis of Business Reports](#)

[Leading Outside the Organization](#)

[Returning to Core Competencies](#)

[Competitive Awareness and Strategy](#)

[Responding Effectively to Risks](#)

The Fundamentals of Globalization

[Managing Expatriates' Career Development](#)

[The Etiquette of Cross-cultural Gift Giving](#)

[Evaluating Globalization Opportunities](#)

Fundamentals of Business Planning

[Preparing and Implementing a Business Plan](#)

Thinking Strategically and Managing Risk

[Thinking Strategically as a Manager](#)

[Using Strategic Thinking to Consider the Big Picture](#)

[Identifying Risks in Your Organization](#)

[Assessing Your Organization's Risks](#)

[Responding Effectively to Risks](#)

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

Marketing in the Digital Age

[Reaching Customers Digitally](#)

[Helping Customers Find You](#)

[Managing Your Corporate Reputation Online](#)

Essentials of Public Relations

[Strategies for the Modern Public Relations Professional](#)

[Writing Skills for Public Relations](#)

Essential Marketing Strategies

[The Basics of Marketing](#)

[The People and Planning in Marketing](#)

[Product, Pricing, and Promotion in the Marketing Mix](#)

[Distribution and E-Marketing Ethics in the Marketing Mix](#)

[Competitive Marketing Strategies: Analyzing Your Organization](#)



FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE AND ACCOUNTING CURRICULUM

Accounting for Non-Financial Professionals

[Basic Budgeting for Non-Financial Professionals](#)

[Comprehending Financials: A Guide to Financial Statements](#)

[Financial Statement Analysis for Non-Financial Professionals](#)

[Basic Accounting Concepts for Non-financial Professionals](#)

Cost Consciousness in the Workplace

[Focusing on the Bottom Line as an Employee](#)

[Managing with a Cost-control Mindset](#)

Accounting Basics

[Key Accounting Concepts and Principles](#)

[Recording, Posting, and Balancing the Books](#)

[Preparing Financial Statements and Closing Accounts](#)

[Accounting for Stock Transactions](#)

ADMINISTRATIVE SUPPORT CURRICULUM

Administrative Support: Secrets to Success

[Administrative Support: Developing Your Essential Skills](#)

[Administrative Support: Working in Partnership with Your Boss](#)

[Administrative Support: Interacting Effectively with Colleagues](#)

[Administrative Support: Projecting a Positive Professional Image](#)

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCE CURRICULUM

SHRM-CP/SCP: HR Competencies

[HR Competencies: Leadership and Ethical Practice](#)

[HR Competencies: Business Acumen and Relationship Management](#)

[HR Competencies: Consultation and Critical Evaluation](#)

[HR Competencies: Global and Cultural Effectiveness and Communication](#)

SHRM-CP/SCP: Management of People

[Management of People: Talent Acquisition and Retention](#)

[Management of People: Employee Engagement](#)

[Management of People: Learning and Development](#)

[Management of People: Total Rewards](#)

SHRM-CP/SCP: Organization and the HR Function

[Organization and HR: Structure of the HR Function](#)

[Organization and HR: Organizational Effectiveness and Development](#)

[Organization and HR: Workforce Management and Using Technology and Data](#)

[Organization and HR: Employee Relations](#)

SHRM-CP/SCP: Organization and the HR Function

[Organization and HR: Structure of the HR Function](#)

[Organization and HR: Organizational Effectiveness and Development](#)

[Organization and HR: Workforce Management and Using Technology and Data](#)

[Organization and HR: Employee Relations](#)

Effective Hiring Practices

[Conducting an Effective Hiring Interview](#)

Crisis Management

[Managing in a Crisis](#)

Professional in Human Resources Exam Prep

[TestPrep Professional in Human Resources \(PHR\)](#)

Test Preps

[TestPrep Senior Professional in Human Resources \(SPHR\)](#)

Mentoring Assets

[Mentoring Senior Professional in Human Resources \(SPHR\)](#)

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

SHRM-CP/SCP: Workplace Management and HR

[Workplace Management: Global HR, Diversity, and Inclusion](#)

[Workplace Management: Risk Management](#)

[Workplace Management: Corporate Social Responsibility](#)

[Workplace Management: Employment Laws and Regulations](#)

SHRM-CP/SCP: HR Strategy Management

[Human Resource Strategy Management: Strategic Planning](#)

[Human Resource Strategy Management: Business and HR Strategy](#)

SHRM-SCP: HRM for Senior HR Professionals

[Advanced HR Management: Competencies for Senior](#)

[Advanced HR Management: Competencies for Senior HR Professionals Part II](#)

[Advanced Human Resources Management: People and Organization](#)

[Advanced Human Resources Management: Workplace and HR Strategy](#)

Recruiting, Screening, and Onboarding Effectively

[Hitting the Recruitment Bull's-eye](#)

[Applicant Screening: The First Step in Hiring the Best](#)

[Ensuring Onboarding Success](#)

Transformational HR and Talent Management

[Planning for Skills Needs and Managing Performance](#)

[Building Career Development Programs and Succession Planning](#)

[Implementing Transformational HR](#)

[Individual Behavior in Organizations](#)

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

Achieving Success through Delegation

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- [Getting What You Expect from Your Delegate](#)
- [Taking Your Team to the Next Level with Delegation](#)

Managing Employee Performance

- [Keeping Top Performers Challenged](#)
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- [Detecting and Dealing with Performance Problems](#)

Advanced Management Techniques

- [Gauging Your Organization's High-performing Potential](#)
- [Managing for Cross-functionality](#)
- [Managing Your Company's Talent](#)
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- [Fostering Mentoring Relationships](#)

Leveraging Key Management Techniques

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- [Managing Employee Development](#)
- [Facing the Management Challenges of Difficult Behavior and Diverse Teams](#)
- [Being a Fair and Caring Manager](#)

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- [Managing Multigenerational Employees](#)

First Time Manager Essentials

- [The Reality of Being a First-time Manager](#)
- [Facing Challenges as a First-time Manager](#)

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[Leading Your Team through Change](#)

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[Positive Atmosphere: Establishing a Positive Work Environment](#)

[Positive Atmosphere: How Organizational Learning Drives Positive Change](#)

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[Facing and Resolving Conflict in the Workplace](#)

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Storytelling Basics

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Developing Your Listening Skills

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[Difficult People: Can't Change Them, so Change Yourself](#)

[Difficult People: Strategies to Keep Everyone Working Together](#)

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[Uncovering and Utilizing Your Talents and Skills](#)

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[Establishing Self-confidence for Life](#)

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[Beating Procrastination by Boosting Your Creativity and Drive](#)

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[Moving Forward with Change Planning](#)

[Making Change Stick](#)

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[Defining Alternative Solutions to a Problem](#)

[Choosing and Using the Best Solution](#)

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[Building Your Professional Network](#)

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PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

Project Management for All

- [Finding Your Bearings as a Project Manager](#)
- [Getting the Big Picture by Defining the Project's Scope and Team](#)
- [Mastering the Details of a Project's Schedule and Budget](#)
- [Managing a Project to Minimize Risk and Maximize Quality](#)
- [Navigating through Changes and Conflicts in Projects](#)
- [Taking Final Steps to Bring a Project to its Close](#)

Project Management (PMBOK® Guide Sixth Edition)

- [Project Management Introduction](#)
- [Project Fundamentals](#)
- [The Process Groups](#)

Project Integration (PMBOK® Guide Sixth Edition)

- [Project Initiation and the Project Charter](#)
- [Managing Project Work](#)
- [Project Changes and Closing](#)
- [Capturing, Analyzing, and Using Project Lessons Learned](#)
- [Strategically Focused Project Management](#)

Project Scope (PMBOK® Guide Sixth Edition)

- [Plan and Define Project Scope](#)
- [Create Work Breakdown Structure](#)
- [Validate and Control Scope](#)

Project Management Ethics and Values

- [Ethics and Project Management](#)
- [Ethical Standards and PMI® Core Values](#)

PMI Agile Certified Practitioner (PMI-ACP)®

- [Agile Principles and Methodologies](#)
- [Agile Project Planning](#)
- [Agile Project Scheduling and Monitoring](#)
- [Agile Stakeholder Engagement and Team Development](#)
- [Agile Key Exam Concepts](#)

Project Schedule (PMBOK® Guide Sixth Edition)

- [Define and Sequence Activities](#)
- [Develop the Project Schedule](#)
- [Control the Project Schedule](#)

PROJECT EFFECTIVENESS

Project Cost (PMBOK® Guide Sixth Edition)

[Creating a Project Budget](#)

[Keeping Your Project on Budget](#)

Project Quality (PMBOK® Guide Sixth Edition)

[Planning Quality Management](#)

[Manage and Control Quality](#)

[Quality Methodologies and Standards for Project Management](#)

Project Communications (PMBOK® Guide Sixth Edition)

[Plan and Manage Communications](#)

[Monitor Project Communications](#)

Project Stakeholders (PMBOK® Guide Sixth Edition)

[Planning Stakeholder Engagement](#)

[Managing Stakeholder Engagement](#)

Project Procurement (PMBOK® Guide Sixth Edition)

[Procurement Planning](#)

[Procurement Management](#)

Resource Management (PMBOK® Guide Sixth Edition)

[Plan and Acquire Resources](#)

[Develop and Manage Resources](#)

Risk Management (PMBOK® Guide Sixth Edition)

[Planning Risk Management](#)

[Identifying Risk](#)

[Analyzing Risk](#)

[Responding to Risk](#)

Resource Management (PMBOK® Guide Sixth Edition)

[Plan and Acquire Resources](#)

[Develop and Manage Resources](#)

PRINCE2® Foundation (2017 Update)

[PRINCE2® Project Management Overview](#)

[PRINCE2® Project Planning and Risk Management](#)

[PRINCE2® Project Quality and Control](#)

[PRINCE2® Start, Direct, and Initiate Projects](#)

[PRINCE2® Control, Manage, and Close Projects](#)

[Adopting PRINCE2® for your Project Environment](#)

Mentoring Assets

[Mentoring Project Management Professional \(PMP\) PMBOK Guide 6th Edition Aligned](#)

[Mentoring PRINCE2: Foundation 2017](#)

[Mentoring PRINCE2: Practitioner 2017](#)

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

CompTIA Project+ PK0-004

[Project Selection and Initiation](#)
[Scope, Schedule and Cost Planning](#)
[Resource and Risk Planning](#)
[Communication, Changes, and Documentation](#)
[Controlling Project Work and Closing](#)
[Planning and Controlling the Project Schedule](#)
[Project Management Practical Exercises](#)
[Quality and Procurement Planning](#)
[Project Planning Documents](#)
[Project Documents and Terminology](#)

Test Preps

[TestPrep Project Management Professional PMBOK 6th Ed](#)
[TestPrep Certified Associate in Project Management \(CAPM\) PMBOK Guide 6th Ed.](#)
[TestPrep PRINCE2 2017 Foundation](#)

Optimizing Performance on a Team

[Being an Effective Team Member](#)
[Strategies for Building a Cohesive Team](#)
[Establishing Team Goals and Responsibilities, and Using Feedback Effectively](#)
[Effective Team Communication](#)

Leveraging Team Leadership Skills

[Building the Foundation for an Effective Team](#)
[Developing a Successful Team](#)
[Encouraging Team Communication and Collaboration](#)
[Handling Team Conflict](#)
[Leading a Cross-functional Team](#)

Making a Pitch

[Getting Your Pitch Heard](#)

Virtual Teams

[Contributing as a Virtual Team Member](#)

CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

Customer Service Skills

[Interacting with Customers Communicating](#)

[Effectively with Customers](#)

[Controlling Conflict, Stress, and Time in a Customer Service Environment](#)

[Dealing with Customer Service Incidents and Complaints](#)

[Polishing Your Skills for Excellent Customer Service](#)

Essentials of Customer Service

[Rapport Building in Customer Service](#)

[Providing On-site Customer Service](#)

[Providing Telephone Customer Service](#)

[Providing Effective Internal Customer Service](#)

[Facing Confrontation in Customer Service](#)

[Designing a Customer Service Strategy](#)

[Aligning Performance to Key Indicators](#)

[The Angry Caller: What's Your Plan?](#)



DESKTOP COMPUTER SKILLS

BEST PRACTICES

IT SECURITY CURRICULUM

IT Security for End Users

[IT Security for End Users: IT Security Fundamentals](#)

[IT Security for End Users: Using Corporate Devices Securely](#)

[IT Security for End Users: Secure Corporate Communications and Networking](#)

MENTORING

MENTORING ASSETS

Mentoring Word Curriculum

[Mentoring 77-881 Word 2010](#)

[Mentoring 77-888 Word 2013](#)

[Mentoring 77-725 Word 2016: Core Document Creation, Collaboration, and Communication](#)

Mentoring Excel Curriculum

[Mentoring 77-882 Excel 2010](#)

[Mentoring 77-888 Excel 2010 Expert](#)

[Mentoring 77-420 Excel 2013](#)

[Mentoring 77-427 Excel 2013 Expert Part One](#)

[Mentoring 77-428 Excel 2013 Expert Part Two](#)

[Mentoring 77-727 Excel 2016: Core Data Analysis, Manipulation, and Presentation](#)

GOOGLE

GOOGLE CURRICULUM

Google Team Drives

[Google Team Drives: Organizing Documents](#)

[Google Team Drives: Using the Storage Tools](#)

Google Docs

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Google Team Drives

[Google Apps: Google Drive](#)

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Google Forms

[Google Forms: Creating Forms](#)

[Google Forms: Sharing & Completing Forms](#)

[Google Forms: Viewing & Analyzing Results](#)

Google Drive

[Google Drive: Getting Started](#)

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SOFTWARE

ADOBE CURRICULUM

Adobe Acrobat DC

[Adobe Acrobat DC Fundamentals](#)

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SOFTWARE

MICROSOFT OFFICE CURRICULUM

Office 2016 First Look

[Microsoft Office 2016: First Look Modern Productivity](#)

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Microsoft Office 2016: Beginning Outlook

[Getting to Know Outlook 2016](#)

[Managing Conversations and E-mail in Outlook 2016](#)

[Managing Attachments, and Inserting Items and Signatures in Outlook 2016](#)

[Organizing Contacts in Outlook 2016](#)

[Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016](#)

[Configuring and Managing Meetings and Notes in Outlook 2016](#)

Microsoft Office 2016: Intermediate Outlook

[Formatting E-mail in Outlook 2016](#)

[Configuring Message Options in Outlook 2016](#)

[Customizing and Managing Outlook 2016](#)

[Managing Automation, Storage, and Tidying Up in Outlook 2016](#)

[Managing Contacts, Tasks, and the Calendar in Outlook 2016](#)

[Viewing and Configuring Outlook 2016 Backstage Options](#)

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[Working with the Interface and Performing Basic Tasks in Word 2016](#)

[Formatting Text in Word 2016](#)

[Customizing Options and Using Document Views in Word 2016](#)

[Creating and Formatting Tables in Word 2016](#)

[Headers, Footers, Page Numbering, and Layout in Word 2016](#)

[Using the Navigation Pane and Creating Lists in Word 2016](#)

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[Using Illustrations, Styles, and Themes in Word 2016](#)

[Designing and Formatting Illustrations in Word 2016](#)

[Advanced Table Customization in Word 2016](#)

[Maintaining, Protecting, and Reviewing Documents in Word 2016](#)

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Microsoft Office 2016: Beginning Excel

[Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks](#)

[Microsoft Excel 2016 Essentials: Formatting Data](#)

[Microsoft Excel 2016 Essentials: Data Presentation Strategies](#)

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Microsoft Office 2016: Intermediate Excel

[Microsoft Excel 2016 Intermediate: Customizing Views, Styles, and Templates](#)

[Microsoft Office 2016 Intermediate Excel: Creating Custom Visual Effects](#)

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[Microsoft Office 2016 Intermediate Excel: Macros and Advanced Queries](#)

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[Introduction to the PowerPoint 2016 Interface and Basic Tasks](#)

[Modifying and Formatting Slides in PowerPoint 2016](#)

[Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016](#)

[Working with Graphic, Audio, and Video Content in PowerPoint 2016](#)

[Constructing and Modifying Tables and Charts in PowerPoint 2016](#)

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[Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016](#)

[Using Hyperlinks, Actions, and Comments in PowerPoint 2016](#)

[Using Slide Show Presentation Tools in PowerPoint 2016](#)

[Customizing Proofing and Default Options in PowerPoint 2016](#)

[Sharing and Protecting Presentations in PowerPoint 2016](#)

[Exporting Presentations and Compressing Media in PowerPoint 2016](#)

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[Designing Effective PowerPoint Presentations](#)

[Using Slide Masters and Slide Elements to Optimize Impact](#)

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[Introduction to the Access 2016 Interface, Database Management, and Tables](#)

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Microsoft Office 2016: SharePoint for End Users

[Navigating, Customizing, Lists and Libraries in SharePoint 2016](#)

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[Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016](#)

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[Microsoft Outlook for Web: Getting Started](#)

[Microsoft Outlook for Web: Sending and Receiving Email](#)

[Microsoft Outlook for Web: Formatting Email](#)

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[Microsoft Outlook for Web: Contact Tools](#)

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[Skype for Business 2016: Chatting and Calling](#)

[Skype for Business 2016: Organizing and Hosting Meetings](#)

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Microsoft Office OneDrive

[Microsoft Office Online OneDrive: Sign-in and Setup](#)

[Microsoft Office Online OneDrive: Storage Services](#)

[Microsoft Office Online OneDrive: File Organization](#)

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SOFTWARE

MICROSOFT OFFICE 365

Office 365: Delve

[Microsoft Office 365 Delve: Using Boards to Organize Documents](#)

Office 365: Teams

[Microsoft Office 365 Teams: Sign-in and Setup](#)

[Microsoft Office 365 Teams: Conversation Tools](#)

[Microsoft Office 365 Teams: Creating, Finding, and Sharing Information](#)

[Microsoft Office 365 Teams: Call and Meeting Tools](#)

[Microsoft Office 365 Teams: Teams and Channels](#)

Office 365: Groups

[Microsoft Office 365 Groups: Creating, Joining & Managing Groups](#)

[Microsoft Office 365 Groups: Group Communication](#)

[Microsoft Office 365 Groups: Group File Sharing](#)

[Microsoft Office 365 Groups: Group Calendar Management](#)

[Microsoft Office 365 Groups: Group Applications](#)

Office 365: Planner

[Microsoft Office 365 Planner: Signing in & Setting Up](#)

[Microsoft Office 365 Planner: Sharing Information](#)

[Microsoft Office 365 Planner: Planning Projects](#)

[Microsoft Office 365 Planner: Managing Tasks](#)

Office 365: SharePoint Online

[SharePoint Online: Working with the Newsfeed](#)

[SharePoint Online: Working with SharePoint Apps](#)

[SharePoint Online: Working with Document Libraries](#)

[SharePoint Online: Building Web Pages](#)

[SharePoint Online: Working with Blogs](#)

[SharePoint Online: Working with Communication Sites](#)

[SharePoint Online: Signing In & Setting Up](#)

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Office 365: Excel Online

[Excel Online: Navigating the Interface](#)

[Excel Online: Managing Workbooks](#)

[Excel Online: Inserting & Manipulating Data](#)

[Excel Online: Formatting Data](#)

[Excel Online: Visualizing Data in Tables & Charts](#)

[Excel Online: Using Collaboration Tools](#)

Office 365: Forms

[Microsoft Office 365 Forms: Creating Forms](#)

[Microsoft Office 365 Forms: Sharing & Completing Forms](#)

[Microsoft Office 365 Forms: Viewing & Analyzing Results](#)

SOFTWARE

Office 365: OneNote Online

[OneNote Online: Formatting Notebooks](#)
[OneNote Online: Creating & Opening Notes](#)
[OneNote Online: Formatting & Illustrating Notes](#)
[OneNote Online: Using Collaboration Tools](#)

Office 365: Outlook Online

[Outlook Online: Customization](#)
[Outlook Online: Sending & Receiving Email](#)
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[Outlook Online: Contact Tools](#)
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[PowerPoint Online: Opening & Navigating](#)
[PowerPoint Online: Building Presentations](#)
[PowerPoint Online: Saving & Printing Presentations](#)
[PowerPoint Online: Formatting Presentations](#)
[PowerPoint Online: Illustrating Presentations](#)
[PowerPoint Online: Preparing & Delivering Slideshows](#)

Office 365: OneDrive for Business 2017

[OneDrive for Business 2017: Signing in & Setting Up OneDrive for Business 2017: Using the Storage Tools](#)
[OneDrive for Business 2017: Organizing Files](#)

Office 365: Word Online

[Word Online: Formatting Text & Paragraphs](#)
[Word Online: Opening & Navigating in Word Online](#)
[Word Online: Editing Documents](#)
[Word Online: Saving & Printing Documents](#)
[Word Online: Formatting Documents](#)

Office 365: Word

[Word Office 365: Opening & Setting Up](#)
[Word Office 365: Creating, Opening & Saving Documents](#)
[Word Office 365: Editing Documents](#)
[Word Office 365: Formatting Documents](#)
[Word Office 365: Using Find & Replace Tools](#)
[Word Office 365: Structuring Documents](#)
[Word Office 365: Shaping Documents](#)
[Word Office 365: Creating Graphics & Diagrams](#)
[Word Office 365: Using Table Tools](#)

SOFTWARE

Office 365: Outlook

- [Outlook Office 365: Setting Up](#)
- [Outlook Office 365: Sending & Receiving Email](#)
- [Outlook Office 365: Illustrating Email](#)
- [Outlook Office 365: Contact Tools](#)
- [Outlook Office 365: Calendar Tools](#)
- [Outlook Office 365: Formatting Email Text](#)
- [Outlook Office 365: Designing & Shaping Email](#)
- [Outlook Office 365: Proofing Email](#)
- [Outlook Office 365: Tagging, Sorting & Filtering Email](#)
- [Outlook Office 365: Optimizing Workflows](#)
- [Outlook Office 365: Configuring the Client](#)

Office 365: Excel

- [Excel Office 365: Illustrating Documents](#)
- [Excel Office 365: Basic Formulas](#)
- [Excel Office 365: Inserting & Manipulating Data](#)
- [Excel Office 365: Formatting Data](#)
- [Excel Office 365: Creating & Saving Workbooks](#)
- [Excel Office 365: Sharing and Collaborating on a Document](#)

Office 365: PowerPoint

- [PowerPoint Office 365: Getting Started](#)
- [PowerPoint Office 365: Creating Presentations](#)
- [PowerPoint Office 365: Saving Presentations](#)
- [PowerPoint Office 365: Inserting & Manipulating Text](#)
- [PowerPoint Office 365: Formatting Presentations](#)
- [PowerPoint Office 365: Enhancing Presentation Designs](#)
- [PowerPoint Office 365: Using Multimedia in Presentations](#)
- [PowerPoint Office 365: Organizing Presentation Assets](#)
- [PowerPoint Office 365: Adding Data to Presentations](#)
- [PowerPoint Office 365: Creating Graphics & Diagrams](#)

Office 365

- [Office 365: Getting to Know the Office 365 Web Portal](#)

SOFTWARE

COLLABORATION TOOLS

Cisco WebEx for Windows

[Cisco WebEx for Windows: Sign-in & Setup](#)

[Cisco WebEx for Windows: Organizing & Hosting Meetings](#)

[Cisco WebEx for Windows: Using Meeting Tools](#)

Cisco WebEx for Web

[Cisco WebEx Meetings: Signing in & Setting Up](#)

[Cisco WebEx Meetings: Organizing & Hosting Meetings](#)

[Cisco WebEx Meetings: Using Meeting Tools](#)

Cisco WebEx Teams

[Cisco WebEx Teams: Signing In & Managing Teams](#)

[Cisco WebEx Teams: Using the Conversation Tools](#)

[Cisco WebEx Teams: Using the Collaboration Tools](#)

LogMeIn GoToMeeting

[LogMeIn GoToMeeting: Sign-in & Setup](#)

[LogMeIn GoToMeeting: Organizing & Hosting Meetings](#)

LogMeIn GoToWebinar

[LogMeIn GoToWebinar: Planning & Participating in Webinars](#)

[LogMeIn GoToWebinar: Managing Webinars](#)

Microsoft Edge 2018

[Microsoft Edge 2018: Browsing the Web](#)

[Microsoft Edge 2018: Searching the Web](#)

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[Microsoft Edge 2018: Customizing the Browser](#)

SOFTWARE

MICROSOFT OFFICE 2019

Excel 2019

[Excel 2019 for Windows: Illustrating Documents](#)

[Excel 2019 for Windows: Using Basic Formulas](#)

[Excel 2019 for Windows: Getting Started](#)

[Excel 2019 for Windows: Creating & Saving Workbooks](#)

[Excel 2019 for Windows: Inserting & Manipulating Data](#)

[Excel 2019 for Windows: Formatting Data](#)

[Excel 2019 for Windows: Sharing & Collaborating on a Document](#)

Outlook 2019

[Outlook 2019: Setting Up](#)

[Outlook 2019: Sending & Receiving Email](#)

[Outlook 2019: Illustrating Email](#)

[Outlook 2019: Contact Tools](#)

[Outlook 2019: Calendar Tools](#)

[Outlook 2019: Formatting Email Text](#)

[Outlook 2019: Designing & Shaping Email](#)

[Outlook 2019: Proofing Email](#)

[Outlook 2019: Tagging, Sorting & Filtering Email](#)

PowerPoint 2019

[PowerPoint 2019: Getting Started](#)

[PowerPoint 2019: Creating Presentations](#)

[PowerPoint 2019: Saving Presentations](#)

[PowerPoint 2019: Inserting & Manipulating Text](#)

[PowerPoint 2019: Formatting Presentations](#)

[PowerPoint 2019: Enhancing Presentation Designs](#)

[PowerPoint 2019: Using Multimedia in Presentations](#)

[PowerPoint 2019: Creating Graphics & Diagrams](#)

Word 2019

[Word 2019: Opening & Setting Up](#)

[Word 2019: Creating, Opening & Saving Documents](#)

[Word 2019: Editing Documents](#)

[Word 2019: Formatting Documents](#)

[Word 2019: Using Find & Replace Tools](#)

[Word 2019: Sharing & Collaborating on a Document](#)

[Word 2019: Structuring Documents](#)

[Word 2019: Shaping Documents](#)

[Word 2019: Illustrating Documents](#)

[Word 2019: Creating Graphics & Diagrams](#)

[Word 2019: Adding Data & Calculations](#)

[Word 2019: Using Table Tools](#)

[Word 2019: Using Research Tools](#)



DEP TARGETED TRAINING

SAFETY SKILLS

SAFETY AT WORK

Indoor Safety

[Office Safety](#)

[Slips, Trips, and Falls](#)

[Sprains and Strains](#)

Automobile Safety

[Defensive Driving](#)

[Distracted Driving](#)

Awareness and Policy

[Working Alone – Safety Awareness](#)

[Bloodborne Pathogen Awareness](#)



AGENCY-WIDE TRAINING

NEW EMPLOYEE CURRICULUM

[DEP Civil Rights](#)

[DEP Code of Ethics](#)

[DEP Information Security Awareness](#)

[DEP Public Records](#)

[Workplace Diversity Awareness](#)

[Workplace Harassment Prevention](#)

[OPS New Employee Orientation](#)

[FTE New Employee Orientation](#)

DIVISION SPECIFIC COURSES

Division of Air Resource Management

[Air Permit Guide - Chapter 1](#)

Division of Environmental Assessment and Restoration

[Respirator Training](#)