Workplace Compliance Library

Provided by

ej4

Mindflash

This list is alphabetized by topic. Courses in series (highlighted in blue) are shown in the order they should be viewed.

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California Anti-Harassment

☐ Workplace Bullying

Anti-Harassment

☐ History of Sexual Harassment

☐ Anti-Harassment for Everyone

☐ Anti-Harassment for Managers

☐ Examples and Scenarios

☐ Writing and Communicating an Anti-Harassment Policy

☐ Investing Complaints

☐ Anti-Harassment in Review

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☐ Introduction to Understanding Harassment

☐ Creating Healthy Culture

☐ Understanding Offenders

☐ Understanding Targets

☐ Warning Signs

☐ Bystander Training

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Connecticut Anti-Harassment

☐ Harassment & Discrimination – Connecticut Introduction

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☐ Anti-Harassment for Managers

☐ Anti-Harassment: Writing and Communicating an Anti-Harassment Policy

☐ Anti-Harassment: Investigating Complaints

☐ Anti-Harassment: History of Sexual Harassment

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☐ Healthy Culture

☐ Understanding Harassment in Review

☐ Harassment & Discrimination: Connecticut Scenarios

HIPAA

☐ The Basics

☐ What is HITECH?

☐ HITECH – Understanding Business Associates

☐ What is Protected Health Information?

☐ The Privacy Rule – Authorizations

☐ The Privacy Rule – Disclosures

☐ The Security Rule

☐ Enforcement

☐ Breaches

☐ Penalties

☐ General Disclosures – FAQ

☐ Marketing Disclosures – FAQ

☐ Protections Against Violations – Risk Analysis

- ☐ Protections Against Violations – Safeguards
- ☐ Quick Learn for Employees
- ☐ Consumer Rights
- ☐ Disclosure to Family and Friends For Emergency Responders
- ☐ GINA

Maine Anti-Harassment

- ☐ Harassment & Discrimination – Maine Introduction

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- ☐ Understanding Harassment in Review
- ☐ Harassment & Discrimination: Maine Scenarios

New York State Anti-Harassment

- ☐ New York State Anti-Harassment Introduction
- ☐ New York State Anti-Harassment Scenarios

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- ☐ Examples and Scenarios

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- ☐ Understanding Harassment in Review

Workplace Compliance

- ☐ Avoiding Discrimination Problems: 5 Keys
- ☐ Discrimination: The Protected Classes
- ☐ Handling References
- ☐ Interview Checklist
- ☐ Leadership of a Diverse Group
- ☐ Legally Firing
- ☐ Legally Hiring
- ☐ Retaliation

- ☐ Substance Abuse
- ☐ Termination Checklist
- ☐ Workplace Bullying
- ☐ Workplace Violence
- ☐ The New I-9 Form

Courses for Employees

- ☐ Age Discrimination in Employment Act for Employees
- ☐ Americans with Disabilities Act for Employees
- ☐ Fair Labor Standards Act for Employees
- ☐ Family and Medical Leave Act (FMLA) for Employees
- ☐ Military Family and Medical Leave Act (FMLA) for Employees
- ☐ Pregnancy Discrimination Act for Employees
- ☐ Equal Pay Act for Employees
- ☐ California Time and Labor for Employees
- ☐ Uniformed Services Employment & Reemployment Rights Act (USERRA) for Employees

Courses for Managers

- ☐ Age Discrimination in Employment Act for Managers
- ☐ Americans with Disabilities Act for Managers

- ☐ Fair Labor Standards Act for Managers
- ☐ Family and Medical Leave Act (FMLA) for Managers
- ☐ Military Family and Medical Leave Act (FMLA) for Managers
- ☐ Pregnancy Discrimination Act for Managers
- ☐ Equal Pay Act for Managers
- ☐ California Time and Labor for Managers
- ☐ Uniformed Services Employment & Reemployment Rights Act (USERRA) for Managers

Anti-Harassment

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- ☐ Bystander Training
- ☐ Warning Signs
- ☐ Healthy Culture
- ☐ Understanding Harassment in Review

Diversity

- ☐ Working Well with Everyone: What is Diversity?
- ☐ Working Well with Everyone: The Diversity Continuum
- ☐ Working Well with Everyone: The Mistake of Stereotyping
- ☐ Working Well with Everyone: The Power of Inclusion
- ☐ Working Well with Everyone: Diversity = Greatness

Business Skills Library

Provided by

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Mindflash

Business Basics

☐ Managing Negativity

Business Travel

☐ Business Travel

☐ Before Leaving

☐ My Bags Are Packed

☐ I've Got a Plane to Catch

☐ Hotel, Motel, Holiday Inn

☐ International Business Travel

☐ Staying Healthy

☐ Safe Travels

☐ There's an App for That

☐ Technology Security

Business Attire Basics for Men

☐ Casual Attire

☐ Business Casual Attire

☐ Business Formal Attire

☐ Semi-Formal/Casual Attire

☐ Black Tie Optional Attire

☐ Black Tie Attire

Business Attire Basics for Women

☐ Casual Attire

☐ Business Casual Attire

☐ Business Formal Attire

☐ Semi-Formal/Casual Attire

☐ Black Tie Optional Attire

☐ Black Tie Attire

How to Know What You Don't Know

☐ Getting Up to Speed

☐ Identifying Blind Spots

Respect

☐ How to Be Liked

☐ How to Be Respected

☐ How to Work with Someone You Dislike

This vs. That

☐ Persistent vs. Pestering

☐ Assertive vs. Aggressive

☐ Compromise vs. Cave

☐ Finished vs. Flawless

☐ Concise vs. Curt

☐ Confident vs. Conceited

☐ Reserved vs. Rude

Building a Business Case

☐ Concept Evaluation: Identifying Opportunities

☐ Concept Evaluation: Finding Support

☐ Concept Evaluation: Making Decisions

☐ Gathering Data: Costs and Benefits

☐ Gathering Data: Identifying and Addressing Risks

☐ Gathering Data: Understanding Financial Metrics

☐ Gathering Data: SWOT Analysis

☐ Telling the Story: Writing a Proposal

☐ Telling the Story: The Art of Persuasion

☐ Telling the Story: Presentation

☐ Telling the Story: After Approval

Business Math

Job Offer Math
- [ ] Understanding a Job Offer
- [ ] Cost of Living Comparisons
- [ ] Benefits by the Numbers
- [ ] Medical Insurance Basics

New Employee Math
- [ ] How to Fill Out a W-4
- [ ] Retirement Savings Basics
- [ ] Your First Paycheck
- [ ] Taxation Basics
- [ ] Budgeting Basics
- [ ] Savings
- [ ] Investment Basics

Introduction to Math
- [ ] Fighting the Fear
- [ ] Positive and Negative Numbers
- [ ] Adding and Subtracting
- [ ] Multiplying and Dividing
- [ ] Inequalities
- [ ] Finding Averages
- [ ] Estimation Basics
- [ ] Understanding the Metric System
- [ ] Understanding Fractions
- [ ] Understanding Decimals
- [ ] Understanding Percentages
- [ ] Choosing the Right Operation

Specialized Math
- [ ] Understanding Ratios, Proportions, and Percentages
- [ ] Mark-ups and Mark-downs
- [ ] Inventory Basics
- [ ] Payroll Basics
- [ ] Net vs Gross
- [ ] Calculating Production Costs
- [ ] Determining Pricing
- [ ] Understanding Profits and
- [ ] Profit Margins
- [ ] Understanding ROI
- [ ] Interest Rates
- [ ] Compound vs. Simple Interest
- [ ] Understanding Annuities
- [ ] Understanding Loans

Statistics
- [ ] Introduction to Statistics
- [ ] Understanding Probability
- [ ] Organizing Data
- [ ] Data Analysis Basics

Business Writing

Writing Basics
- [ ] Why Care About Writing
- [ ] Parts of Speech
- [ ] Parts of a Sentence
- [ ] Capitalization

Punctuation
- [ ] Ending Sentences
- [ ] Commas
- [ ] Semicolons and Colons
- [ ] Apostrophes
- [ ] Quotation Marks

Writing Clearly
- [ ] Active Versus Passive Voice
- [ ] Fragments and Run-ons
- [ ] Thinking About Tone
- [ ] Organize Your Writing

Proofreading
- [ ] How to Proofread
- [ ] Spell Check and Autocorrect
- [ ] Creating a Cheat Sheet
- [ ] Top 10 Writing Mistakes

Communications

- [ ] Active Listening
- [ ] Barriers to Effective Communication
- [ ] Straight Talk on Bad Language
- [ ] Verbal Communication
- [ ] How to be a Great Conversationalist
- [ ] Putdown Offenders
- [ ] Social Cues
- [ ] Interpersonal Communication for Managers
- [ ] Communicating with Confidence
- [ ] Nonverbal Communication
- [ ] Defining Nonverbal Communication
- [ ] Aligning Nonverbal Communication with Intentions
- [ ] Appearance
- [ ] Workplace Standards
- [ ] Leveraging Nonverbals for Success

Assertive Verbal Skills

- [ ] Developing Assertiveness
- [ ] Dealing with Manipulation
- [ ] Assertive Communication Techniques

Persuasive Communication

- [ ] Introduction
- [ ] Techniques

Healthy Communication

- [ ] Types of Communication at Work
- [ ] How to Communicate Well at Work
- [ ] How Not to Communicate
- [ ] Using Email at Work
- [ ] Communicating with Your Remote Team

Interpersonal Communication

- [ ] Introduction
- [ ] Effective Interpersonal Communication

Communicating with the C Suite

- [ ] Around the Coffee Machine
- [ ] Sending an Email
- [ ] During Meetings
- [ ] In the Hallway
- [ ] After Work Socializing
- [ ] Saying You Disagree
- [ ] When You're New
- [ ] When They're New

- [ ] When You've Made a Mistake
- [ ] If You Have an Idea
- [ ] If You Want to Impress
- [ ] When You Want a Raise
- [ ] During Difficult Conversations
- [ ] When You Have Personal News

Media Training

- [ ] Introduction to Media Training
- [ ] Media Training
- [ ] Handling Tough Media
- [ ] Social Media

Writing

- [ ] Speech Writing
- [ ] Writing Conversationally

Communication Styles

DISC

- [ ] DISC Introduction
- [ ] DISC Questionnaire
- [ ] Understanding DISC Styles
- [ ] Determining Styles of Others
- [ ] Mixing DISC Styles
- [ ] DISC Style: High D
- [ ] DISC Style: High I

- [ ] DISC Style: High S
- [ ] DISC Style: High C
- [ ] Selling to a High D
- [ ] Selling to a High I
- [ ] Selling to a High S
- [ ] Selling to a High C
- [ ] Leading a High D
- [ ] Leading a High I
- [ ] Leading a High S
- [ ] Leading a High C

Emotional Intelligence

- [ ] What is Emotional Intelligence?
- [ ] Developing Self-Awareness
- [ ] Developing Self-Regulation
- [ ] Developing Self-Motivation
- [ ] Developing Effective Relationships
- [ ] Developing Empathy
- [ ] Emotional Intelligence and DISC

Creativity

- [ ] Getting Creative
- [ ] Logic vs. Creativity
- [ ] Techniques
- [ ] Defining Problems
- [ ] Generate and Evaluate
- [ ] Staying Creative

Customer Service

- [ ] Creating Great Customer
- [ ] Conversations
- [ ] Representing Your Brand
- [ ] The 4 Ps for Creating Loyal Customers
- [ ] Customer Service Later

Feedback

- [ ] Feedback Basics
- [ ] Surveys
- [ ] Social Media Feedback
- [ ] What to Do with Feedback

Customer Service

- [ ] Service Quality Indicators
- [ ] Helping Your Customers Increase Their Revenue
- [ ] Helping Your Customers Decrease Their Expenses

Telephone Techniques

- [ ] Greetings
- [ ] Taking Calls
- [ ] Hold Please
- [ ] Taking Messages
- [ ] Handling Angry Callers
- [ ] Phone Etiquette

Working in Retail

- [ ] How to Give Exceptional Service

Who is Your Customer?

- [ ] I Can't Find This
- [ ] I've Got a Coupon for That
- [ ] I'm Just Looking
- [ ] I'm with My Kids. Please Hurry.
- [ ] I'm on a Mission
- [ ] I've Got Time and Money
- [ ] How to Stay Positive with Customers
- [ ] How to Handle Feedback
- [ ] How to Upsell
- [ ] Managing Retail Employees

Cybersecurity

- [ ] Defining Cybersecurity Passwords
- [ ] Protecting Your Mobile Device
- [ ] Cybersecurity While Traveling
- [ ] Malware
- [ ] Types of Malware
- [ ] Ransomware
- [ ] Email Phishing
- [ ] Identity Theft
- [ ] Your Responsibility
- [ ] Social Engineering

- ☐ Creating a Cybersecurity Training Program
- ☐ Minimizing Insider Threats
- ☐ Protecting Intellectual Property
- ☐ Protecting Your PC: Daily Precautions
- ☐ GDPR

Decision Making

- ☐ Avoiding Mistakes
- ☐ Making Group Decisions
- ☐ Empowering Employee Decisions
- ☐ Going With Your Gut
- ☐ Identifying Unintended Consequences
- ☐ Strategic Thinking
- ☐ Surviving Poor Decisions

Decision Making Basics

- ☐ Gathering Information
- ☐ Understanding Motivation
- ☐ Making Quick Choices
- ☐ Facts vs. Opinions
- ☐ Generating Options
- ☐ Decision-Making Models

Developing Your Culture

- ☐ Developing a Learning Culture
- ☐ People First

Fun at Work

- ☐ The Importance of Humor
- ☐ What's Funny?
- ☐ What's NOT Funny?

Cross-Cultural Considerations

- ☐ What is Culture?
- ☐ What's Your Culture?
- ☐ Cultural Intelligence
- ☐ Workplace Basics
- ☐ The Concept of Time

Driving Safety

Alcohol Abuse

- ☐ Training Responsibilities
- ☐ Rules and Regulations
- ☐ Who Should I Test?
- ☐ How Do I Know if Someone is Impaired?
- ☐ What Are the Testing Procedures?
- ☐ What Happens if My Employee Fails an Alcohol Test?

- ☐ What Happens if My Employee Refuses an Alcohol Test?
- ☐ Record Keeping
- ☐ Employee Training

Substance Abuse

- ☐ Training and Responsibilities
- ☐ Rules and Regulations
- ☐ Who Should I Test?
- ☐ How Do I Know if Someone is Impaired?
- ☐ What Are the Testing Procedures?
- ☐ What Happens If My Employee Fails a Drug Test?
- ☐ What Happens If My Employee Refuses a Drug Test?
- ☐ Record Keeping
- ☐ Employee Training

Compliance, Safety, Accountability (CSA)

- ☐ CSA Training for Employees
- ☐ CSA Training for Managers

Commercial Driver's License

- ☐ Basics
- ☐ Basic Vehicle Control
- ☐ Transporting Cargo Safely
- ☐ Transporting Hazardous Materials

- ☐ Hazardous Driving Conditions
- ☐ Accident and Fire Prevention
- ☐ Vehicle Inspections

Safe Driving

- ☐ Distracted Driving
- ☐ Aggressive Driving
- ☐ Bad Weather Driving Basics

Finance for Non-Financial Employees

Principles of Accounting

- ☐ Principles of Accounting
- ☐ Common Accounting Terms
- ☐ Cash vs. Accrual
- ☐ Fraud

Introduction to Financial Statements

- ☐ Introduction to Financial Statements

Balance Sheet

- ☐ Overview of a Balance Sheet
- ☐ Assets
- ☐ Liabilities
- ☐ Working Capital

Income Statements

- ☐ Expenses
- ☐ Sales
- ☐ Financial Statement Analysis
- ☐ What is an Annual Report?

Cash Flow Management

- ☐ How to Read Cash Flow Statements
- ☐ Managing Receivables
- ☐ Managing Payables

What is Budgeting?

- ☐ What is Budgeting?
- ☐ Budgeting Revenue
- ☐ Budgeting Expenses
- ☐ Zero Based Budgeting
- ☐ Budget Reporting

Financial Ratios

- ☐ Net Investment Ratios
- ☐ Revenue Ratios
- ☐ Cost of Goods Sold
- ☐ Margin

Managing Inventory

- ☐ Managing Inventory

Cost of Goods

- ☐ COGS

- ☐ Inventory
- ☐ Discounts

Expenses

- ☐ Expense Clarification
- ☐ Controllable and Uncontrollable Expenses
- ☐ Variable and Fixed Costs
- ☐ Direct and Indirect Expenses

Health and Wellness

- ☐ Convenience Store Diet
- ☐ Optimizing Work-Life Balance
- ☐ Understanding Stress and Job Burnout
- ☐ The Benefits of Time Off
- ☐ Workplace Friendships
- ☐ Digital Stress and Addiction
- ☐ Preparing for Pumping at Work
- ☐ When Your Head Isn't in Work Anymore
- ☐ Managing Time vs. Energy
- ☐ Returning to Work After a Loss: When You've Lost a Loved One
- ☐ Returning to Work After a Loss: When a Coworker Loses a Loved One
- ☐ Building Confidence
- ☐ Take a Deep Breath

- [ ] Opioid Addiction for Managers
- [ ] Opioid Addiction for Employees
- [ ] Helping Your Employees Find Purpose
- [ ] Managing Your Employee's Work-Life Balance
- [ ] Don't be a Calvin! (Dealing with Allergies)
- [ ] Returning From Maternity Leave
- [ ] Creating a Parental Leave Policy
- [ ] Creating a Family Leave Policy
- [ ] Keeping Track of Your Teen While You're at Work

Know Your Numbers

- [ ] Blood Pressure
- [ ] Cholesterol
- [ ] Glucose
- [ ] BMI

Ergonomics

- [ ] Ergonomic Basics
- [ ] Chairs 101
- [ ] Reducing Eye Strain
- [ ] Adjusting Your Workspace
- [ ] Stretching at Work

Stress Management

- [ ] Understanding Stress
- [ ] Avoidable Stress
- [ ] Unavoidable Stress
- [ ] Handling Stress
- [ ] Managing Stress

Deskercises

- [ ] Deskercises: Simple, Cardio, and Core
- [ ] Deskercises: Chest, Neck, and Back
- [ ] Deskercises: Arms and Shoulders
- [ ] Deskercises: Legs and Backside, While Sitting
- [ ] Deskercises: Legs and Backside, While Standing

You Are What You Eat

- [ ] You Are What You Eat
- [ ] Reading Food Labels
- [ ] Brain Food
- [ ] Meal Planning

Fighting the Flu

- [ ] The Fight is On!
- [ ] Get to Know Your Opponent
- [ ] Gain the Upper Hand
- [ ] Throw in The Towel
- [ ] Call for Backup

Understanding Headaches

- [ ] Understanding Headaches
- [ ] Surprising Headache Triggers

The Science of Sleep

- [ ] The Science of Sleep
- [ ] Sleep Hygiene
- [ ] How Much Sleep Do You Need?
- [ ] Sleeping for Shift Work

Financial Wellness

- [ ] Creating a Budget
- [ ] Budget Sample
- [ ] Debts
- [ ] Savings
- [ ] How to Save at Home
- [ ] How to Save on Food
- [ ] How to Save on Your Car
- [ ] How to Save at Your Financial Institution
- [ ] How to Manage Your Credit Cards
- [ ] How to Save Using Your Employee Benefits
- [ ] How to Save on Subscriptions

Hospitality

Front of the House

- [ ] Introduction to Restaurants
- [ ] Greeting and Seating Guests

- ☐ Interacting with Guests: Fundamentals
- ☐ Interacting with Guests: Special Circumstances
- ☐ Interacting with Guests: Difficult People
- ☐ Understanding the Menu: What's for Dinner?
- ☐ Understanding the Menu: Writing Menu Descriptions
- ☐ Understanding the Menu: What's on Tap?
- ☐ Serving Guests: Taking Orders
- ☐ Serving Guests: Table Service
- ☐ Serving Guests: Time Management
- ☐ Clearing the Table and Closing the Sale
- ☐ Tips for Tipped Employees

Back of the House

- ☐ Introduction to Restaurant
- ☐ Cuisine
- ☐ Making the Menu
- ☐ Making the Menu: Presentation
- ☐ Kitchen Safety
- ☐ Knife Safety
- ☐ Food Safety Plans

Beverage

- ☐ Wine 101

- ☐ Beer and Spirits 101
- ☐ Alcohol Safety
- ☐ Bartending Fundamentals
- ☐ Bartending Glasses Guide
- ☐ Bartending: The Pour

Hotels & Inns

Front Desk Customer Service

- ☐ Etiquette & Presentation
- ☐ Check-In & Check-Out
- ☐ Communicating with
- ☐ Guests
- ☐ Telephone Techniques
- ☐ Handling Upset Guests

Housekeeping

- ☐ Cleaning Guest Rooms
- ☐ Cleaning Public Spaces
- ☐ Working Safely with Ergonomics
- ☐ Interacting with Customers

Valet

- ☐ Appearance and Professionalism
- ☐ Parking Vehicles
- ☐ Returning Vehicles
- ☐ Safety Essentials

Food and Beverage

- ☐ In-Room Dining
- ☐ Alcohol Basics
- ☐ Food Safety Plans

Tourist Attractions

- ☐ Overview
- ☐ Serving the Guest

Leadership

- ☐ How to Work a Room, Part 1
- ☐ How to Work a Room, Part 2

Strategic Leadership

- ☐ T.H.E. Answer for Business Success

Vision, Mission, Values

- ☐ Vision
- ☐ Mission
- ☐ Values

Becoming a Great Leader

- ☐ Introduction
- ☐ Fundamentals
- ☐ Characteristics
- ☐ Leadership and Power
- ☐ How to be a Followable Leader
- ☐ Creating Followership
- ☐ How to Motivate Employees
- ☐ Motivational Leadership
- ☐ Effective Delegation
- ☐ Empowering Followers
- ☐ Building an Effective Leadership Team

- [ ] Developing Followers
- [ ] Developing Yourself
- [ ] Putting it All Together

Mistakes Leaders Make

- [ ] Six Wrong Ways to Manage
- [ ] Impedership
- [ ] Eight Signs of a Dysfunctional Organization
- [ ] Fixing the Dysfunction

Transformational Leadership

- [ ] Transforming the Organization
- [ ] Dealing with Resistance
- [ ] Creating Focus During Change

DISC Leading Skills

- [ ] Leading a High D
- [ ] Leading a High I
- [ ] Leading a High S
- [ ] Leading a High C

Mentoring

- [ ] What is a Mentoring Program?
- [ ] How to Create a Mentoring Program

- [ ] How to Match Mentors and Mentees
- [ ] Making a Mentoring Agreement
- [ ] Mentoring Meeting Guidelines
- [ ] Creating a Successful Mentoring Relationship

Framework for Execution

- [ ] The Failure to Execute
- [ ] Reasons for Poor Execution
- [ ] The Current Situation
- [ ] A Framework for Execution

Succession Planning

- [ ] The Importance of Succession Planning
- [ ] What is a HiPo?
- [ ] Creating a Policy
- [ ] Identifying HiPos
- [ ] HiPos versus High Performers
- [ ] Retaining and Developing HiPos

Unknown Knowns

- [ ] Understanding Better Practices
- [ ] The Knowledge Transfer Process

- [ ] Getting Started
- [ ] Leading Knowledge Transfer

Marketing

- [ ] Public Relations Trends
- [ ] Marketing to Millennials

Marketing Essentials

- [ ] Understanding Marketing
- [ ] Types of Marketing
- [ ] Brand and Product Overview
- [ ] What Everyone Needs to Know

Marketing Strategy

- [ ] What is a Marketing Strategy?
- [ ] Developing a Strategy
- [ ] B2B Marketing Strategy
- [ ] Defining Your Target Audience
- [ ] Measuring Your Marketing

Brand Management

- [ ] Building Your Brand
- [ ] Promoting Your Brand
- [ ] Rebranding
- [ ] Brand Statement

Digital Marketing

- [ ] What is a Digital Marketing?
- [ ] Types of Digital Marketing
- [ ] Social Media
- [ ] SEO
- [ ] Content Marketing
- [ ] Email Marketing
- [ ] Pay-Per-Click
- [ ] 5 Things Everyone Needs to Know
- [ ] Driving Traffic to Your Website

Public Relations

- [ ] Introduction to Public Relations
- [ ] Press Releases
- [ ] Dealing with the Media
- [ ] How to Handle Bad Press

Managing an Enterprise Account

- [ ] Introduction
- [ ] Value Added Selling
- [ ] Lifetime Customer Value
- [ ] No Push Selling
- [ ] 5 Minute Pre-Brief
- [ ] 5 Minute De-Brief
- [ ] Finding Unmet Needs

- [ ] Selling Benefits
- [ ] Handling Unmet Needs
- [ ] No Push Closing

Managerial Courage

- [ ] What it Takes to Manage
- [ ] How to Build Resilience
- [ ] The Leadership Ladder
- [ ] Taking a Stand
- [ ] Determining Your Management Style
- [ ] "You're Wrong"
- [ ] Stop Doing and Start Managing
- [ ] Swallowing Your Pride
- [ ] Managing Difficult People

Character

- [ ] 01. Management is All About Character
- [ ] 02. The Audience

How to Apologize

- [ ] 01. The Process
- [ ] 02. The Audience

Negotiating

- [ ] Introduction to Negotiating
- [ ] Framing
- [ ] Styles
- [ ] Identifying Leverage

- [ ] Analyzing Upcoming Negotiations
- [ ] The Negotiation Process
- [ ] Reaching Agreement
- [ ] Evaluating Your Performance
- [ ] DISC Styles
- [ ] Dealing with Strategies

Performance Excellence

The Five Whys

- [ ] Six Sigma
- [ ] Six Sigma Basics
- [ ] Six Sigma and Kaizen
- [ ] Six Sigma and Lean

Performance Excellence

- [ ] Introduction
- [ ] Terms
- [ ] Why
- [ ] Cost
- [ ] Requirements
- [ ] Roadblocks

Personal Development

- [ ] Identifying Your Strengths
- [ ] Developing Your Strengths
- [ ] Asking for Feedback
- [ ] Making Sense of Feedback

Taking Control of Your Career

- [ ] Planning
- [ ] Knowing Yourself
- [ ] Taking Action

Unconscious Bias

- [ ] What is Unconscious Bias?
- [ ] Types of Unconscious Bias
- [ ] Overcoming Unconscious Bias

Presentation Skills

- [ ] Basic Questions
- [ ] Organizing
- [ ] Opening
- [ ] Closing
- [ ] How to Make a Point
- [ ] Punching Up Your Presentation
- [ ] Creating Slides
- [ ] Handouts
- [ ] Audio Visuals
- [ ] Right Before the Presentation
- [ ] Psyching Up
- [ ] Handling Questions
- [ ] Handling Distractions
- [ ] After the Presentation

Problem Solving

- [ ] Introduction to Problem Solving
- [ ] Define the Problem
- [ ] Determine the Root Cause
- [ ] Generate Solutions
- [ ] Evaluate and Select Solutions
- [ ] Implement Solutions
- [ ] Monitor the Resolution

Professional Productivity

- [ ] How to Leave Voicemails That Get Returned
- [ ] Protecting Your PC
- [ ] Creating Passwords
- [ ] Intellectual Property
- [ ] Selfies Gone Wrong
- [ ] Writing Effective Memos
- [ ] Thank You Notes
- [ ] Ethics for Everyone

- [ ] Office Etiquette
- [ ] Remembering Names and Faces
- [ ] Proper Introductions
- [ ] How to Receive Feedback
- [ ] Liven Up Your Culture
- [ ] Top Productivity Apps
- [ ] Latest App Trends
- [ ] The Art of Saying No
- [ ] The Do's and Don'ts of Success
- [ ] Working Remotely
- [ ] Turning Internships into Full-Time
- [ ] Don't Burn Your Bridges

Conflict Management

- [ ] Unavoidable Truths
- [ ] Maintaining Self-Control
- [ ] The Conflict Process
- [ ] Special Situations

Coping with Change

- [ ] Change Phases
- [ ] Change Behaviors
- [ ] Change Model
- [ ] Change for Managers

Effective Time Management

- [ ] How to Manage Your Time
- [ ] How to Time Block

Mindflash

Each ☐ represents a course.

- ☐ How to Use the Pomodoro Technique
- ☐ How to Create a Bullet Journal
- ☐ Common Time Management Problems
  - ☐ What is Procrastination?
  - ☐ What is Precrastination?

Generation Z

- ☐ Who Are They?
- ☐ Generation Z vs. Millennials
- ☐ Selling to Generation Z

Social Media

- ☐ Introduction to Social Media
- ☐ Social Media for Managers
- ☐ Facebook
- ☐ Twitter
- ☐ LinkedIn
- ☐ Protecting Your Pictures
- ☐ Office Messaging

Business Meals

- ☐ Hosting a Business Meal
- ☐ Attending a Business Meal
- ☐ Table Manners

Note Taking

- ☐ Factors
- ☐ Writing Ergonomics
- ☐ How to Speed Up Your Writing

- ☐ How to Take Notes
- ☐ How to Produce Official Minutes

The Myth of Multitasking

- ☐ Multitasking
- ☐ Singletasking

Protecting Your Mobile Devices

- ☐ Loss
- ☐ Malware

Study Skills

- ☐ Where to Study
- ☐ When to Study
- ☐ How to Study Effectively
- ☐ Studying in Groups

Keeping Your Cool

- ☐ Truths
- ☐ Signs
- ☐ Attitude
- ☐ Control
- ☐ Venting

Work Hacks

- ☐ 5 Hacks to a Clean and Comfortable Space
- ☐ 6 Hacks to Controlling Your Inbox

- ☐ 7 Hacks for Office Productivity
- ☐ 7 Hacks for Maintaining Work/Home Balance
- ☐ 5 Hacks for Workplace Sanity
- ☐ Workplace Hacks: Go Green

Breaking Bad Habits

- ☐ Breaking Bad Habits
- ☐ Establishing Good Habits

Building Accountability

- ☐ Taking Ownership
- ☐ Trust and Performance at Work
- ☐ Managing Yourself

Improving Memory

- ☐ Why Can't I Remember Anything?
- ☐ Tips and Tricks to Help Improve Your Memory

Integrating Millennials

- ☐ Who Are They?
- ☐ Millennial Characteristics
- ☐ Integrating Yourself

Creating Collaboration

- ☐ How to Create Collaboration
- ☐ How to Collaborate
- ☐ When Collaboration Leads to Conflict

Email Etiquette

- ☐ To Email or Not To Email?
- ☐ Spelling and Grammar Check
- ☐ Formatting Your Email
- ☐ Subject Line
- ☐ Reply Time
- ☐ When to CC and BCC
- ☐ Using Reply All
- ☐ Forwarding Emails

Your Moving Abroad Checklist

- ☐ Research
- ☐ Finding a Place to Stay
- ☐ Paperwork
- ☐ Money
- ☐ Packing
- ☐ Health
- ☐ Safety
- ☐ Moving Your Family Abroad
- ☐ Culture Shock

The Growth Mindset

- ☐ The Growth Mindset: Embracing "Yet"
- ☐ Developing a Growth Mindset
- ☐ Limitations of a Fixed Mindset

Your Professional Network

- ☐ Benefits of a Professional Network
- ☐ Building Your Network
- ☐ Promoting Your Personal Brand
- ☐ Giving Back to Your Community
- ☐ Being a Member

Moving Up

- ☐ Defining Your Career
- ☐ Maintaining Your Resume
- ☐ Internal Interviews
- ☐ Asking for a Raise
- ☐ Internal Networking and Connecting with Executives

Project Management

- ☐ What is a Project?
- ☐ Project Charter
- ☐ Timelines
- ☐ Negotiating
- ☐ Communicating
- ☐ Measuring and Tracking
- ☐ Handling Change
- ☐ People Problems
- ☐ Completing the Project

Retail Excellence

- ☐ Motivating and Retaining the Teenage Worker

Retail Profitability Model – Vendor

- ☐ Introduction
- ☐ Creating Revenue
- ☐ Reducing Expenses
- ☐ Frequency
- ☐ Reach
- ☐ Items Per Customer
- ☐ Price Per Item

Retail Profitability Model – Retailer

- ☐ Introduction
- ☐ Creating Revenue
- ☐ Reducing Expenses
- ☐ Frequency
- ☐ Reach
- ☐ Items Per Customer
- ☐ Price Per Item

Risk Management

- ☐ Defining Hazards
- ☐ Identifying Risks
- ☐ Risk Management Techniques
- ☐ Risk Assessment

- ☐ Healthy Risk Culture
- ☐ Embedding Processes
- ☐ Safety
- ☐ Preventative Maintenance
- ☐ Criminal Awareness
- ☐ Employee Health
- ☐ Financial Basics
- ☐ Reputation Management
- ☐ Decision Making

Crisis Management

- ☐ Planning
- ☐ Preparing for Crises
- ☐ Responding to Natural Disasters
- ☐ Responding to Emergencies
- ☐ Business Continuity
- ☐ Media Inquiries

Safety

- ☐ Back Smarts
- ☐ Working in Cold Weather
- ☐ Cold Stress
- ☐ Working in Hot Weather
- ☐ Heat Stress
- ☐ Portable Fire Extinguisher
- ☐ Hearing Conservation for Employees
- ☐ Hearing Conservation for Managers
- ☐ Emergency Exits

- ☐ Two-Wheeled Handcart
- ☐ Aerial Lift Safety
- ☐ Robbery Safety
- ☐ What is OSHA?

Lockout Tagout

- ☐ Lockout Tagout: Introduction
- ☐ Lockout Tagout: Training
- ☐ Lockout Tagout: Energy Control Program Details, Questions & Exceptions

Bloodborne Pathogens

- ☐ Bloodborne Pathogens
- ☐ Personal Protective Equipment (PPE)
- ☐ Needlestick Safety and Prevention Act

First Aid

- ☐ Introduction
- ☐ Broken Bones
- ☐ Burns
- ☐ Bites, Cuts and Scrapes
- ☐ Choking

Confined Spaces

- ☐ Confined Spaces for Construction

Confined Spaces for Employers

- ☐ Rules and Responsibilities

- ☐ Emergency Procedures and Rescue

Confined Spaces for Employees

- ☐ Personnel Responsibilities
- ☐ Understanding Permits
- ☐ Personal Protective Equipment
- ☐ Atmospheric Hazards

Forklift Safety

- ☐ Introduction to Forklifts for Managers
- ☐ Introduction to Forklifts for Employees
- ☐ Forklift Operations for Managers
- ☐ Forklift Operations for Employees: Pre-Operation
- ☐ Forklift Operations for Employees: Traveling and Maneuvering
- ☐ Forklift Operations for Employees: Load Handling

Forklift Best Practices

- ☐ Physical Conditions
- ☐ Travel Practices
- ☐ Pedestrian Traffic Concerns
- ☐ Ramps and Grades
- ☐ Tipovers and Loading Docks

- [ ] Narrow Aisles and Enclosed and Hazardous Areas

Safety for Employees

- [ ] Machine Guard Safety for Employees
- [ ] Flammable and Combustible Liquids for Employees
- [ ] Carbon Dioxide for Employees
- [ ] Carbon Monoxide for Employees
- [ ] Propane Gas Safety for Employees
- [ ] Slips, Trips, and Falls for Employees

Safety for Managers

- [ ] Machine Guard Safety for Managers
- [ ] Flammable and Combustible Liquids for Managers
- [ ] Carbon Dioxide for Managers
- [ ] Carbon Monoxide for Managers
- [ ] Powered Industrial Trucks for Managers
- [ ] Propane Gas Safety for Managers
- [ ] Slips, Trips, and Falls for Managers

Electrical Safety

- [ ] The Basics for General Employees
- [ ] Safe Work Practices and PPE
- [ ] Hazard Recognition
- [ ] Understanding Grounding
- [ ] Arc Flash
- [ ] Wiring, GFCI, and Extension Cords
- [ ] Responding to Emergencies
- [ ] OSHA Requirements for Employers

Hazard Communication for Employers

- [ ] Creating an Effective Program
- [ ] Labeling Basics
- [ ] SDS
- [ ] Training & Assessment Requirements

Hazard Communication for Employees

- [ ] Introduction to HazCom
- [ ] Labels & Pictograms
- [ ] SDS

OSHA Recordkeeping

- [ ] General Recordkeeping Criteria

- [ ] Special Cases
- [ ] First Aid
- [ ] Understanding OSHA Forms and Privacy Protection
- [ ] Reporting Requirements for Serious Events
- [ ] New Electronic Rule

Personal Protective Equipment

- [ ] General Introduction to PPE
- [ ] Hand and Arm Protection
- [ ] Head, Eye and Face Protection
- [ ] Hearing Protection
- [ ] Respiratory Protection
- [ ] Nail Gun Safety
- [ ] Construction
- [ ] PPE for Managers

Selling Skills

- [ ] QuickSell®
- [ ] Closing the Sale
- [ ] No, But, If™
- [ ] Determining Customer Needs
- [ ] Handling Tough Customers
- [ ] Customer Service Basics
- [ ] Selling to Different Customer Roles
- [ ] Selling in New Products

- ☐ Turning Features into Benefits
- ☐ Building GREAT Sales Relationships
- ☐ Retailer Hot Buttons: Traffic
- ☐ Retailer Hot Buttons: Transaction Size
- ☐ Speaking Customer
- ☐ When to Shut Up
- ☐ Smile!
- ☐ Defeating Stalls

Objections
- ☐ Misunderstanding
- ☐ Doubt
- ☐ Indifference
- ☐ True Negative

DISC Selling Skills
- ☐ Selling to a High D
- ☐ Selling to a High I
- ☐ Selling to a High S
- ☐ Selling to a High C

Supervision
- ☐ Rethinking Brainstorming
- ☐ Motivating Won't-Dos
- ☐ Productivity Through Praise
- ☐ Progressive Discipline
- ☐ Managing the Grapevine

- ☐ Assertiveness without Aggressiveness
- ☐ Staying Positive
- ☐ Going from Coworker to Boss
- ☐ Supervising a Pronoid
- ☐ Running a Sales Meeting
- ☐ Riding Along with Sales Reps
- ☐ Managing People Offsite
- ☐ S.M.A.R.T. Goals
- ☐ Ethics for Managers
- ☐ S.C.A.M.P.E.R.
- ☐ Helping Employees Use Their Time Wisely
- ☐ Creating a Work Plan
- ☐ Employee Recognition
- ☐ You Get What You Manage: The Pygmalion Effect
- ☐ Giving Feedback
- ☐ Managing for Accountability
- ☐ 8 Steps to Effective One-on-Ones
- ☐ 8 Steps to Effective Meetings
- ☐ Managing the Grapevine
- ☐ Managing Up: The Art of Managing Your Managers
- ☐ Successful Delegation
- ☐ Concerned Conversations
- ☐ Managing Interns

Analyzing Employee Performance
- ☐ Can-Do, Will-Do: Introduction
- ☐ Can-Do, Will-Do: Actions
- ☐ Can-Do, Will-Do: Questions and Tips

Coaching Skills
- ☐ Introduction
- ☐ The Rookie
- ☐ The Contributor
- ☐ The Key Planner
- ☐ The Captain
- ☐ The Coaching Conversation

Effective Performance Reviews
- ☐ Preparing for Your Review
- ☐ Self-Assessments
- ☐ Handling a Bad Performance Review
- ☐ Effective Performance Reviews for Managers

Managing for Engagement
- ☐ Ridiculous or Strategic?
- ☐ Measuring Employee Engagement
- ☐ Managing for Engagement
- ☐ Creating an Engaged Organization

Introverts and Extroverts

- ☐ Introduction
- ☐ Managing Introverts
- ☐ Managing Extroverts

Talent Development

Recruiting Toolkit

- ☐ Hiring is Tough
- ☐ The Hiring Process
- ☐ Creating Job Postings
- ☐ Using Social Media to Recruit
- ☐ Managing Unconscious Bias in Recruiting
- ☐ Reviewing Resumes
- ☐ Conducting an Interview
- ☐ Unacceptable Interview Questions
- ☐ Extending an Employment Offer

Successful Employee Onboarding

- ☐ The Importance of Onboarding
- ☐ Before They Start
- ☐ Their First Week
- ☐ Days 30 to 90

Team Building

- ☐ What is Team Building?
- ☐ Types of Teams
- ☐ Effective Members
- ☐ Team Development and the Tuckman Model
- ☐ Characteristics of a Successful Team
- ☐ Teams in Crisis Situations

Leading a Team

- ☐ Leading a Team
- ☐ Leading Team Building and the Tuckman Model

Territory Development

Territory Development Introduction

- ☐ The Realities of Selling in the 21st Century
- ☐ The New Sales Skills
- ☐ The Sales Funnel
- ☐ How Customers Want to Be Sold To
- ☐ Exceptional Service

Characteristics of the Sale

- ☐ Key Account Selling Overview

- ☐ Introduction to the Sales Cycle LINE
- ☐ Sales Cycle LINE A
- ☐ Sales Cycle LINE B
- ☐ Analytics and Metrics
- ☐ Product Knowledge

Lead Development

- ☐ Elevator Speech Value Proposition
- ☐ The Marketing Link
- ☐ Social Media Networking

The Sales Process

- ☐ DISC
- ☐ Uncovering Needs
- ☐ Advanced Questioning Techniques
- ☐ Overcoming Objections
- ☐ No Fuss Closing

Selling at a Distance

- ☐ Gathering Prospect Information
- ☐ Phone Selling
- ☐ The Virtual Presentation

Sales Communications

- ☐ Internal Sales Communication
- ☐ Writing Sales Proposals

Developing Your Territory

- ☐ Building the Sales Plan
- ☐ Summarizing the Business Situation

Workplace Sustainability

- ☐ The ROI of Green
- ☐ Conducting an Audit
- ☐ Recycling in the Workplace
- ☐ Water Conservation
- ☐ Managing Your Waste
- ☐ Understanding Hazardous Waste
- ☐ Green Cleaning Concepts
- ☐ Green Purchasing

Understanding the Media

- ☐ Understanding the Media, Part 1
- ☐ Understanding the Media, Part 2
- ☐ Understanding the Media, Part 3
- ☐ Understanding the Media, Part 4

Software Skills Library

Provided by

Excel: Data Analysis with Pivot Tables

- [ ] Preparing Data
- [ ] Creating a Pivot Table from a Local Data Source
- [ ] Create from Multiple Local Data Sources
- [ ] Create from External Data Sources
- [ ] Summarize Pivot Table Data
- [ ] Organize Pivot Table Data
- [ ] Filter Pivot Table Data, Part 1
- [ ] Filter Pivot Table Data, Part 2
- [ ] Format a Pivot Table
- [ ] Refresh and Change Pivot Table Data
- [ ] Pivot Table Options, Part 1
- [ ] Pivot Table Options, Part 2
- [ ] Creating a Pivot Chart
- [ ] Manipulate Pivot Chart Data
- [ ] Formatting a Pivot Chart

Gmail Essentials

- [ ] Intro
- [ ] The Gmail Interface
- [ ] Gmail Interface Part 2, Search
- [ ] Labels vs Folders
- [ ] Filters
- [ ] Google Apps Options
- [ ] Sending Emails
- [ ] Misc Email Questions
- [ ] Email Settings
- [ ] Labs
- [ ] Contacts
- [ ] Inbox Pause & HelloSign
- [ ] Boomerang
- [ ] Questions

G Suite Essentials

- [ ] Intro
- [ ] Gmail
- [ ] Google Drive
- [ ] Drawings, Part 1
- [ ] Drawings, Part 2
- [ ] Docs
- [ ] Google Sheets, Part 1
- [ ] Google Sheets, Part 2
- [ ] Forms
- [ ] Slides, Part 1
- [ ] Slides, Part 2
- [ ] Hangouts
- [ ] Using Google Calendar, Part 1
- [ ] Using Google Calendar, Part 2
- [ ] Manage Tasks
- [ ] Sites, Part 1
- [ ] Sites, Part 2

Intro to Gmail

- [ ] About Gmail
- [ ] Security and Uptime
- [ ] Interface
- [ ] Interface, Continued
- [ ] Sending Email
- [ ] Labels & Archives (No Folders)
- [ ] Taming Your Inbox: Filters
- [ ] Taming Your Inbox: Alternative Inboxes
- [ ] Taming Your Inbox: Google Labs and Advanced Search
- [ ] Calendar Appointments and Attachments
- [ ] Contacts
- [ ] Chats, Calls & Videos
- [ ] Working with Outlook
- [ ] Popular Gmail Questions, Part 1
- [ ] Popular Gmail Questions, Part 2
- [ ] Third Party Add-Ons

Intro to SharePoint

- [ ] Introduction
- [ ] Managing Documents

- [ ] Managing Pictures
- [ ] Recycle Bin
- [ ] Calendars
- [ ] Search
- [ ] Where to Go Next

Mastering Access 2013

- [ ] Getting Started
- [ ] Database Objects
- [ ] Creating a Database
- [ ] Creating Tables
- [ ] Importing External Data
- [ ] Creating Linked Tables
- [ ] Creating Tables from Templates
- [ ] Working with Records in a Table
- [ ] Tables and Forms
- [ ] Planning Tables and Forms
- [ ] Creating a Table in Design View
- [ ] Managing Table Relationships, Part 1
- [ ] Managing Table Relationships, Part 2
- [ ] Controlling Data Entry, Part 1
- [ ] Controlling Data Entry, Part 2
- [ ] Controlling Data Entry, Part 3

- [ ] Working with Tables
- [ ] Importing Data from Other Sources
- [ ] Import and Link Data from Other Sources
- [ ] Import and Link Data from Excel
- [ ] Creating a Select Query
- [ ] Working with Criteria
- [ ] Doing More with Queries
- [ ] Group and Summarize Data in a Query
- [ ] Creating Flexible Queries
- [ ] Creating Action Queries, Part 1
- [ ] Creating Action Queries, Part 2
- [ ] Creating and Modifying Forms
- [ ] Modifying Forms in Design View, Part 1
- [ ] Modifying Forms in Design View, Part 2
- [ ] Add Controls to Forms
- [ ] Tab Pages and Form Control Properties
- [ ] Create and Modify Reports Wizard
- [ ] Modify Reports in Design View
- [ ] Formatting Reports
- [ ] Adding Calculations to a Report

- [ ] Putting Finishing Touches on a Report
- [ ] Modify Startup Options
- [ ] Maintaining a Database, Part 1
- [ ] Maintaining a Database, Part 2
- [ ] Merging Databases
- [ ] Exporting to External Locations
- [ ] Saving Databases
- [ ] Creating a Web App from a Template
- [ ] Creating a Custom Web App

Mastering Adobe Acrobat DC

- [ ] Essentials 2016
- [ ] Intro to Adobe Acrobat
- [ ] Navigating a Document
- [ ] Creating a PDF Document
- [ ] Creating PDFs from a Webpage
- [ ] PDF Portfolios
- [ ] Using Find
- [ ] Advanced Search
- [ ] Bookmarks
- [ ] Links and Buttons
- [ ] Modifying PDF Documents
- [ ] Editing Content

- [ ] Adding Page Elements
- [ ] Comments and Markup
- [ ] Compare Documents
- [ ] Initiate Shared Reviews, Part 1
- [ ] Initiate Shared Reviews, Part 2

Mastering Excel 2010

- [ ] What is Excel?
- [ ] Adding and Changing Workbooks
- [ ] Basic Text and Number Entry
- [ ] The Interface: Ribbons and Quick Access Toolbar
- [ ] The Interface: Status Bar and View Options
- [ ] Keyboard Shortcuts
- [ ] File Types
- [ ] Open, Save, and Autosave
- [ ] Templates
- [ ] Autocorrect
- [ ] Undo and Redo
- [ ] Text Formatting, Part 1: Font Style, Size, and Color
- [ ] Text Formatting, Part 2: Alignment & Numbers
- [ ] Adding Hyperlinks
- [ ] Scientific Equations

- [ ] The Windows Clipboard (Paste Options)
- [ ] The Office Clipboard (Advanced Cut and Paste)
- [ ] Find and Replace
- [ ] Spellcheck and Reference
- [ ] Shapes, Part 1: Inserting and Formatting
- [ ] Shapes, Part 2: Arranging and Re-Shaping
- [ ] Working with Pictures
- [ ] Pictures: Advanced Effects
- [ ] ClipArt and SmartArt
- [ ] Text Boxes
- [ ] Navigating and Highlighting in a Spreadsheet
- [ ] Insert, Delete, Hide, and Unhide
- [ ] Entering Data in a Series
- [ ] Formulas: Order of Operations, Absolute vs. Relative
- [ ] Intro to Functions
- [ ] Financial Functions
- [ ] Data and Time Functions
- [ ] Formulas Tab: Text Functions
- [ ] Logical, Math, and Statistical Functions
- [ ] vLookup and More Functions
- [ ] Formatting Cells and Ranges
- [ ] Number Formatting

- [ ] Tables
- [ ] Sorting and Filtering
- [ ] Subtotals
- [ ] Creating Pivot Tables
- [ ] Customizing Pivot Tables
- [ ] Importing Data
- [ ] Intro to Charts
- [ ] Chart Design and Styles
- [ ] Optimizing Chart Data
- [ ] Advanced Chart Formatting
- [ ] Pivot Charts
- [ ] Sparklines
- [ ] Customizing Your Worksheet View: Part 1
- [ ] Customizing Your Worksheet View: Part 2
- [ ] Advanced Worksheet
- [ ] Formatting
- [ ] Advanced Data Copy Techniques
- [ ] Transforming Data with the Clipboard
- [ ] Manipulating Text with Functions
- [ ] Printing Worksheets
- [ ] Working with Print Area
- [ ] Using Data Validation
- [ ] Analyzing Data: What-if and Scenario Manager
- [ ] Analyzing Data: What-if and Goal Seek
- [ ] Text to Columns
- [ ] Consolidating Data

- ☐ Creating Macros
- ☐ Advance Macros
- ☐ Creating Random Numbers and Custom Series
- ☐ External References
- ☐ Customizing the Ribbon and Quick Access Toolbar

Mastering Excel 2013

- ☐ Looking at Excel 2013
- ☐ Navigating The Worksheet
- ☐ Worksheet Navigation: Part 2
- ☐ Sheet Tab Options
- ☐ The Excel Interface
- ☐ The Status Bar
- ☐ Keyboard Shortcuts
- ☐ File Types
- ☐ Open, Save, and Autosave
- ☐ Templates
- ☐ Autocorrect
- ☐ Undo and Redo
- ☐ Text Formatting: Part 1
- ☐ Text Formatting: Part 2
- ☐ Adding Hyperlinks
- ☐ Scientific Equations
- ☐ The Windows Clipboard
- ☐ Microsoft Office Clipboard
- ☐ Find and Replace
- ☐ Spellcheck and References

- ☐ Shapes: Part 1
- ☐ Shapes: Part 2
- ☐ Pictures
- ☐ Pictures + Shapes = Awesome
- ☐ ClipArt and SmartArt
- ☐ Text Boxes
- ☐ Highlighting and Navigating in a Workbook
- ☐ Entering Data in a Series
- ☐ Flash Fill
- ☐ Formulas
- ☐ Intro to Functions
- ☐ Financial Functions
- ☐ Date and Time Functions
- ☐ Text Functions
- ☐ Logical, Math, and Statistical Functions
- ☐ vLookup and Misc Functions
- ☐ New Functions in 2013
- ☐ Formatting Cells and Ranges, Part 1
- ☐ Formatting Cells and Ranges, Part 2
- ☐ Tables
- ☐ Sorting and Filtering
- ☐ Quick Analysis and Slicers
- ☐ Subtotals
- ☐ Creating Pivot Tables
- ☐ Recommended Pivot Tables
- ☐ Customizing Pivot Tables

- ☐ Importing Data
- ☐ Intro to Charts
- ☐ Choosing the Right Charts
- ☐ Chart Data
- ☐ Optimizing Charts
- ☐ New Chart Formatting Options
- ☐ Pivot Charts
- ☐ Sparklines
- ☐ Customizing Your View: Part 1
- ☐ Customizing Your View: Part 2
- ☐ Advanced Formatting
- ☐ Advanced Data Copy
- ☐ Techniques
- ☐ Transforming Data with The Clipboard
- ☐ Manipulating Text with Functions
- ☐ Printing Worksheets
- ☐ Working with Print Area
- ☐ Using Data Validation
- ☐ Analyzing Data: Scenario Manager
- ☐ Analyzing Data: Data Tables
- ☐ Analyzing Data: Goal Seek
- ☐ Text to Columns
- ☐ Consolidating Data
- ☐ Creating Macros
- ☐ Advanced Macros
- ☐ Creating Random Numbers and Custom Series

- ☐ External References
- ☐ Customizing the Ribbon and Toolbar
- ☐ Power View

Mastering Excel 2016

- ☐ Intro
- ☐ Selecting and Navigating
- ☐ Keyboard Navigation and Basic
- ☐ Data Entry
- ☐ The Ribbon
- ☐ The Quick Access Toolbar
- ☐ Creating a New Spreadsheet
- ☐ Compatibility Issues
- ☐ Cell Data and Data Types
- ☐ Accessing Help
- ☐ Creating Worksheet Formulas
- ☐ Insert Functions
- ☐ Re-using Formulas and Functions
- ☐ Insert, Delete, and Adjust Columns & Rows
- ☐ Find and Replace
- ☐ Use Proofing and Research Tools
- ☐ Apply Text Formats
- ☐ Apply Number Formats
- ☐ Align Cell Contents

- ☐ Applying Styles and Themes
- ☐ Conditional Formatting
- ☐ Creating and Using Templates
- ☐ Preview and Print a Notebook
- ☐ Page Layout
- ☐ Configure Headers and Footers
- ☐ Managing Worksheets
- ☐ View Options
- ☐ Managing Workbook Properties

Mastering Excel 2016 - Advanced

- ☐ Using Links and External
- ☐ References
- ☐ Using 3D References
- ☐ Consolidating Data
- ☐ Using Lookup Functions, Part 1
- ☐ Using Lookup Functions, Part 2
- ☐ Tracing Precedent and Dependent Cells
- ☐ Watching and Evaluating Formulas
- ☐ Comments and Track Changes

- ☐ Comparing and Merging Workbooks
- ☐ Accessibility Checker
- ☐ Protecting Worksheets and Workbooks
- ☐ Applying Data Validation
- ☐ Search for Invalid Data
- ☐ Working with Macros, Part 1
- ☐ Working with Macros, Part 2
- ☐ Creating Sparklines
- ☐ 3D Maps
- ☐ Data Tables
- ☐ Using Scenarios
- ☐ Goal Seek
- ☐ Forecasting Data Trends
- ☐ Changing Your Display
- ☐ Importing Delimited Text Files
- ☐ Data Forms and Form Controls
- ☐ Calculated Fields and Cube Functions

Mastering Excel 2016 – Intermediate

- ☐ Working with Named Ranges
- ☐ Using Named Ranges in Formulas
- ☐ Using Specialized Functions

Mindflash

Each ☐ represents a course.   mindflash.com   6

- ☐ Working with Logical Functions
- ☐ Nesting Functions
- ☐ Date and Time Functions
- ☐ Working with Text Functions
- ☐ Sorting Data
- ☐ Filtering Data
- ☐ Using Database Functions
- ☐ Using Subtotals
- ☐ Create and Modify Tables
- ☐ Manipulating Table Data
- ☐ Conditional Formatting Rules
- ☐ Using Logical Functions with Conditional Formatting
- ☐ Creating Charts
- ☐ Modifying and Formatting Charts
- ☐ Creating a Dual Axis Chart
- ☐ Chart Templates
- ☐ Creating a PivotTable
- ☐ Analyzing PivotTable Data
- ☐ Pivot Charts
- ☐ Slicers and Timelines

Mastering Microsoft Project 2016: Creating a Project

- ☐ Creating a Project: PM Concepts, Part 1
- ☐ Creating a Project: PM Concepts, Part 2
- ☐ Navigating Around PM Project
- ☐ Define a Project
- ☐ Assign a Project Calendar
- ☐ Add Tasks to a Project Plan
- ☐ Importing Tasks from Other Programs
- ☐ WBS, Notes, and Milestones
- ☐ Define Task Relationships
- ☐ Schedule Tasks
- ☐ Add Resources to Plan
- ☐ Create a Resource Calendar
- ☐ Enter Costs for Resources
- ☐ Assign Resources to Tasks
- ☐ Resolve Resource Conflicts
- ☐ Optimize a Project Plan
- ☐ Set a Baseline
- ☐ Share a Project Plan

Mastering Microsoft Project 2016: Managing a Project

- ☐ Managing a Project: Enter Task Progress
- ☐ Managing a Project: Update Task Progress with SharePoint
- ☐ Navigating Around MS Project
- ☐ Create a New Project Plan
- ☐ View Project Progress
- ☐ Add Custom Fields
- ☐ Create Custom Views
- ☐ Create a Network Diagram
- ☐ Analyze a Project Plan
- ☐ Edit a Task List
- ☐ Reschedule Tasks
- ☐ Update a Baseline
- ☐ Format and Share a Chart View
- ☐ View Existing Reports
- ☐ Create Custom Reports
- ☐ Create a Visual Report
- ☐ Change Project Options
- ☐ Create a Project Plan Template
- ☐ Share Resources
- ☐ Link Project Plans

Mastering Office 365 2018

- [ ] Introduction
- [ ] Office 365 Home Page
- [ ] Office 365 Navigation Bar
- [ ] Outlook Email Basics Part 1
- [ ] Outlook Email Basics Part 2
- [ ] Search and Folders
- [ ] Categories and Mentions
- [ ] Focused Inbox Sweep and Clutter
- [ ] Email Archive
- [ ] Tasks and Flags
- [ ] Calendar Basics Part 1
- [ ] Calendar Basics Part 2
- [ ] Calendar Search and Print
- [ ] People
- [ ] Adding and Sharing Calendars
- [ ] Delegate Access
- [ ] Intro to OneDrive
- [ ] Using OneDrive Online Part 1
- [ ] Using OneDrive Online Part 2
- [ ] Using OneDrive Office Apps
- [ ] Using the OneDrive Sync Tool
- [ ] Sharing and Co-Authoring
- [ ] Stop Sharing
- [ ] Versioning and Recycle Bin

- [ ] Office Apps Part 1
- [ ] Office Apps Part 2
- [ ] Mobile Apps
- [ ] Lens
- [ ] Working Offline
- [ ] Intro to Skype for Business
- [ ] Using the Skype App
- [ ] Using Skype for Business Online
- [ ] Intro to Groups
- [ ] Calendar and Conversations
- [ ] Group File Sharing and Notebook
- [ ] Group Connectors
- [ ] Managing Groups
- [ ] Groups Mobile App
- [ ] Intro to Planner
- [ ] Working with Cards
- [ ] Working with Buckets
- [ ] Managing my Plans
- [ ] Planner Updates
- [ ] Intro to SharePoint
- [ ] Creating a Team Site
- [ ] Communication Sites
- [ ] Adding Pages
- [ ] Teams and Channels
- [ ] Chat and Meetings
- [ ] Teams Best Practices – Teams and Channels
- [ ] Teams Best Practices – Notifications and Chat

- [ ] Team Best Practices – Files and Meetings
- [ ] Rules and Policies Part 1
- [ ] Rules and Policies Part 2
- [ ] Signatures and Replies
- [ ] Advanced Email Settings
- [ ] Yammer
- [ ] App Store
- [ ] Other Apps
- [ ] Azure, PowerApps and Flow
- [ ] FindTime
- [ ] Microsoft ToDo
- [ ] Microsoft Forms Basics
- [ ] Microsoft Forms – Quizzes
- [ ] Delve and My Analytics
- [ ] Stream
- [ ] Administering Users and Subscriptions
- [ ] Basic Email Administration
- [ ] Security Compliance & Trust
- [ ] Getting Help

Mastering OneNote 2016

- [ ] Intro to OneNote
- [ ] Basic Information Entry
- [ ] Page Templates
- [ ] Customizing the User Interface
- [ ] Applying Formatting
- [ ] Images and Screen Clipping

Mindflash

Each ☐ represents a course.   mindflash.com   8

- ☐ Audio and Video
- ☐ Quicknotes and Links
- ☐ Drawing Tools
- ☐ Embedding Excel Spreadsheets
- ☐ Other Attachments
- ☐ Tags
- ☐ Organizing Notebooks
- ☐ Using Search
- ☐ Proofing and Printing
- ☐ Passwords and Properties
- ☐ Exporting Content
- ☐ Backing Up and Versions
- ☐ Outlook and Word Integration
- ☐ Sharing Notebooks

Mastering Outlook (2010 & 2013)

- ☐ The Interface
- ☐ Sending Email
- ☐ Email Formatting
- ☐ Email Attachments
- ☐ Email Signatures
- ☐ Email Options
- ☐ Tracking Sent Messages
- ☐ Managing Incoming Messages
- ☐ Search, View, and Print

- ☐ Intro to Calendar
- ☐ Appointments and Reminders
- ☐ Meetings
- ☐ Multiple Contacts
- ☐ People (Contacts)
- ☐ Contact Groups & Views
- ☐ Managing Contacts
- ☐ Tasks
- ☐ Recurring Tasks and Delegation
- ☐ Notes
- ☐ Quick Tips
- ☐ Categories
- ☐ Rules
- ☐ Clean Up

Mastering Outlook 2016

- ☐ Intro to Outlook
- ☐ Working with Email
- ☐ Outlook Help
- ☐ Add Message Recipients
- ☐ Check Spelling and Grammar
- ☐ Formatting Message Content
- ☐ Attach Files and Items
- ☐ Add Illustrations to Messages
- ☐ Message Styles

- ☐ Illustrations in Messages
- ☐ Automatic Message Content
- ☐ Customize Reading Options
- ☐ Track Messages
- ☐ Recall and Resend
- ☐ Insert Advanced Characters and Objects
- ☐ Inserting Charts
- ☐ Modify Message Options
- ☐ Configure Global Outlook Options
- ☐ Customizing the Outlook Interface
- ☐ Group and Sort Messages
- ☐ Filters and Clutter
- ☐ Search Outlook Items
- ☐ Junk Email Filter
- ☐ Manage Your Mailbox
- ☐ Using Automatic Replies
- ☐ Conditional Formatting
- ☐ Using the Rules Wizard
- ☐ Quick Steps
- ☐ Advanced Calendar Options
- ☐ Managing Additional Calendars
- ☐ Manage Meeting Responses
- ☐ Import and Export Contacts
- ☐ Electronic Business Cards
- ☐ Forward Contacts
- ☐ Assign and Manage Tasks
- ☐ Delegate Access
- ☐ Sharing Calendars

- ☐ Sharing Contacts
- ☐ Archiving
- ☐ Outlook Data Files
- ☐ Data File Settings

Mastering PowerPoint 2010

- ☐ Getting Started
- ☐ Slide Layouts & Basic Editing
- ☐ Changing Slide Design (Themes)
- ☐ Inserting Pictures and ClipArt, Copying Slides
- ☐ Basic Photo Manipulation
- ☐ Adjusting Elements & Layers
- ☐ Presentation Mode
- ☐ Printing
- ☐ Sorting Slides
- ☐ Adding Tables
- ☐ Modifying Charts and Graphs
- ☐ Audio and Video
- ☐ Text Boxes and Shape Effects
- ☐ Shapes
- ☐ Adding Text to Shapes
- ☐ Transitions
- ☐ Transition Options
- ☐ Hiding and Deleting Slides

- ☐ Introduction to SmartArt
- ☐ SmartArt with Pictures
- ☐ Changing SmartArt
- ☐ Converting SmartArt
- ☐ Animation
- ☐ Animation Options
- ☐ Animation Pane
- ☐ Animation Painter
- ☐ Animation Triggers
- ☐ Animation Triggers from Video
- ☐ Bookmarks
- ☐ Editing Video, Part 1
- ☐ Editing Video, Part 2: Poster Frames
- ☐ Editing Video, Part 3: Fade In and Out
- ☐ Editing Video, Part 4: Looping and Cropping
- ☐ Pinning Recent Files
- ☐ Embedding Fonts for Compatibility
- ☐ The Quick Access Toolbar
- ☐ Converting Video to WMV
- ☐ Format Using Windows Movie Maker
- ☐ Change Slide Background
- ☐ Customizing PowerPoint Options
- ☐ Changing AutoRecovery Options
- ☐ Zoom
- ☐ Removing Backgrounds

- ☐ Headers and Footers
- ☐ Screenshot
- ☐ Format Painter
- ☐ Changing Slide Orientation
- ☐ Picture Editing
- ☐ Picture Effects

Mastering PowerPoint 2016

- ☐ Intro to PowerPoint
- ☐ View and Navigate a Presentation
- ☐ Slideshow Options
- ☐ Create and Save
- ☐ Getting Help
- ☐ Selecting a Presentation Type
- ☐ Editing Text
- ☐ Arranging Slides
- ☐ Working with Themes
- ☐ Formatting Characters
- ☐ Lists
- ☐ Alignment and Spacing
- ☐ Text Options
- ☐ Format Text Boxes
- ☐ Insert Images
- ☐ Creating Photo Albums
- ☐ Insert and Edit Shapes
- ☐ Edit Pictures

- ☐ Insert a Table from Other Applications
- ☐ Creating a Chart
- ☐ Designing a Chart
- ☐ Formatting a Chart
- ☐ Inserting a Chart from Excel
- ☐ Review Your Presentation
- ☐ Apply Transitions
- ☐ Printing Your Presentation
- ☐ Delivering Your Presentation
- ☐ PowerPoint Online
- ☐ Viewing and Navigating Online
- ☐ Editing in PowerPoint Online
- ☐ Online Feature Review

Mastering PowerPoint 2016 – Advanced

- ☐ Customizing the User Interface
- ☐ Window Options
- ☐ Set PowerPoint Options
- ☐ Slide Masters (Part 1)
- ☐ Slide Masters (Part 2)
- ☐ Headers and Footers
- ☐ Notes Master and Handout
- ☐ Master
- ☐ SmartArt

- ☐ Modify SmartArt Graphics
- ☐ Write Math Equations
- ☐ Adding Audio to a Presentation
- ☐ Adding Video to a Presentation (Part 1)
- ☐ Adding Video to a Presentation (Part 2)
- ☐ Customize Animations
- ☐ Animation with a Bookmark
- ☐ Timing Slide Transitions
- ☐ Sections
- ☐ Comments
- ☐ Compare and Merge Presentations
- ☐ Store and Share Presentations on the Web
- ☐ Annotate a Presentation
- ☐ Presenter View
- ☐ Setup Show
- ☐ Creating a Custom Slide Show
- ☐ Adding Hyperlinks
- ☐ Action Buttons
- ☐ Zoom
- ☐ Record a Presentation
- ☐ Secure a Presentation
- ☐ Broadcast a Slideshow
- ☐ Create a Video
- ☐ Create a CD

Mastering QuickBooks Online

- ☐ Getting Started
- ☐ Choosing The Correct Version
- ☐ Importing Desktop Data
- ☐ Getting Around in QuickBooks Online
- ☐ QuickBook Settings
- ☐ Import Data & Audit Log
- ☐ Company Settings
- ☐ Chart of Accounts
- ☐ Products & Services
- ☐ The Customer & Vendor Centers
- ☐ Sales Taxes
- ☐ Quick Menu & Search
- ☐ Time Entries
- ☐ Working with Budgets
- ☐ Estimates
- ☐ Invoicing
- ☐ Receiving Payments
- ☐ Sales Receipts & Deposits
- ☐ Refunds & Credit Memos
- ☐ Inactive Customers & Delayed Charges
- ☐ Purchase Orders
- ☐ Entering & Paying Bills
- ☐ Checks and Registers
- ☐ Vendor Credits

- ☐ Running Reports
- ☐ Understanding Reports
- ☐ Troubleshooting Reports
- ☐ Common Issues
- ☐ Handling Bounced Checks, Part 1
- ☐ Handling Bounced Checks, Part 2
- ☐ Managing Accounts Receivable, Part 1
- ☐ Managing Accounts Receivable, Part 2
- ☐ Journal Entries
- ☐ Opening Balances
- ☐ Sales Tax Paid
- ☐ Fixed Assets

Mastering Word 2013

- ☐ Introduction
- ☐ The Status Bar
- ☐ Adding Text
- ☐ The Navigation Pane
- ☐ Selecting Text
- ☐ Cut, Copy, and Paste
- ☐ Undo and Redo
- ☐ The Backstage View
- ☐ Document Types
- ☐ Templates
- ☐ Finding Files
- ☐ Saving

- ☐ Printing
- ☐ Advanced Printing
- ☐ Fonts
- ☐ Choosing Fonts
- ☐ Basic Formatting
- ☐ Case
- ☐ Text Effects
- ☐ Aligning and Justifying
- ☐ Indents
- ☐ Tabs
- ☐ Line Spacing
- ☐ Bullets
- ☐ Windows and Orphans
- ☐ Shading
- ☐ Styles
- ☐ Themes and Overriding Styles
- ☐ Navigating in Style
- ☐ Applying Styles and Clearing Formatting
- ☐ Creating Quick Style Set
- ☐ Table of Contents
- ☐ Hyperlinks and Bookmarks
- ☐ Footnotes, Citations, and Bibliography
- ☐ Index and Table of Figures
- ☐ Introduction to Tables
- ☐ Text to Tables
- ☐ Formatting Tables
- ☐ Adding and Removing Columns
- ☐ Sorting Table Data

- ☐ Merging and Splitting Table Cells
- ☐ Converting a Table to Text
- ☐ Inserting an Excel Spreadsheet
- ☐ QuickTables
- ☐ Pictures, Shapes, and Clipart
- ☐ Positioning, Sizing, and Cropping
- ☐ Wrapping Text Around Graphics
- ☐ Graphics Layout with Tables
- ☐ Adjusting Photos
- ☐ Special Effects for Graphics
- ☐ Applying Styles to Graphics
- ☐ Using Excel Charts in Word
- ☐ SmartArt
- ☐ Screenshot
- ☐ WordArt
- ☐ Headers and Footers
- ☐ Cover Page
- ☐ Text Boxes
- ☐ Equations, Symbols, and Objects
- ☐ Margins, Orientation, and Paper Size
- ☐ Selections
- ☐ Columns
- ☐ Watermarks, Page Borders, and Page Colors
- ☐ Spelling and Grammar
- ☐ Proofing and Autocorrect

Mindflash

Each ☐ represents a course.

- ☐ Thesaurus and Research Tools
- ☐ Tracking Changes and Showing Markup
- ☐ Accepting or Rejecting Changes
- ☐ Comparing and Combining Documents
- ☐ Emailing a Document
- ☐ Restricting Editing
- ☐ Digital Signatures
- ☐ Customizing The Quick Access Toolbar
- ☐ Word Options
- ☐ Customizing The Ribbon
- ☐ Creating and Playing Macros
- ☐ Adding Macros to The Ribbon
- ☐ Keyboard Shortcuts
- ☐ Mailmerge
- ☐ Using Forms and Fields

Mastering Word 2016

- ☐ Overview and Navigation
- ☐ Create and Save Documents
- ☐ Save and Save As
- ☐ Manage Your Workspace
- ☐ Text Selection and Mini Toolbar
- ☐ Cut, Copy, and Paste

- ☐ Undo, Repeat, Redo
- ☐ Preview and Print
- ☐ Customizing the Word Environment
- ☐ Applying Character Formatting
- ☐ Control Paragraph Layout
- ☐ Indents and Tabs
- ☐ Line and Paragraph Spacing
- ☐ Align Text Using Tabs
- ☐ Bullets and Numbered Lists
- ☐ Apply Border and Shading
- ☐ Using Find and Replace
- ☐ Format Painter and Redo
- ☐ Intro to Styles
- ☐ Sorting a List
- ☐ Formatting a List
- ☐ Inserting a Table
- ☐ Modifying a Table
- ☐ Formatting a Table
- ☐ Converting Text to a Table
- ☐ Inserting Symbols & Special Characters
- ☐ Inserting Images
- ☐ Apply Page Border and Color
- ☐ Headers and Footers
- ☐ Controlling Page Layout
- ☐ Watermarks
- ☐ Spellcheck and Grammar
- ☐ Using Research Tools
- ☐ Checking Accessibility

- ☐ Saving a Document to Other Formats

Mastering Word 2016 – Advanced

- ☐ Manipulating Images
- ☐ Adjust Image Appearance
- ☐ Insert Video and Screenshots
- ☐ Text Boxes and Pull Quotes
- ☐ WordArt and Text Effects
- ☐ Shapes
- ☐ SmartArt
- ☐ Sharing Documents
- ☐ Co-Authoring
- ☐ Track Changes
- ☐ Combining Changed Documents
- ☐ Merge Changes from Other Documents
- ☐ Captions
- ☐ Cross-References
- ☐ Bookmarks
- ☐ Hyperlinks
- ☐ Footnotes and Endnotes
- ☐ Citations and Bibliography
- ☐ Suppressing Information
- ☐ Formatting and Editing Restrictions
- ☐ Restrict Document Access

- ☐ Digital Signatures
- ☐ Using Forms
- ☐ Modify Forms
- ☐ Using Macros
- ☐ Creating Macros

Mastering Word 2016 – Intermediate

- ☐ Sorting Table Data
- ☐ Cell Layout
- ☐ Calculations and Equations
- ☐ Create a Chart
- ☐ Add Excel Tables and Objects
- ☐ Text Styles
- ☐ Style Sets
- ☐ Custom List and Table Styles
- ☐ Apply Document Themes
- ☐ Insert Building Blocks
- ☐ Create and Modify Building Blocks
- ☐ Insert Fields Using Quick Parts
- ☐ Create a Document Using Templates
- ☐ Create a Template
- ☐ Modify a Template
- ☐ Template Organizer
- ☐ Control Paragraph Flow

- ☐ Insert Section Breaks
- ☐ Insert Columns
- ☐ Link Text Boxes
- ☐ Insert Blank and Cover Pages
- ☐ Indexes and Concordances
- ☐ Insert Table of Contents
- ☐ Ancillary Tables
- ☐ Table of Authorities
- ☐ Manage Outlines
- ☐ Master and Subdocuments
- ☐ Mail Merge
- ☐ Advanced Mail Merge
- ☐ Merge Labels
- ☐ Merge Envelopes

Microsoft Lync Essentials

- ☐ What is Lync
- ☐ Setting up Contacts
- ☐ Status and Message
- ☐ Instant Messaging
- ☐ Audio & Video Communications
- ☐ Options and Settings
- ☐ Sharing
- ☐ Meetings
- ☐ Scheduling with Calendars
- ☐ Recording
- ☐ Other Lync Apps
- ☐ Hotkeys & Shortcuts

Microsoft Office 365: Essentials Training

- ☐ Introduction
- ☐ Interface
- ☐ Managing Email Online
- ☐ Tasks & Flags
- ☐ Working with Programs
- ☐ Using Office 365 Online
- ☐ Folders & Categories
- ☐ Rules & Policies
- ☐ Signatures
- ☐ Advanced Settings
- ☐ Calendars
- ☐ People (Contacts)
- ☐ Adding & Sharing
- ☐ Delegating Access
- ☐ Skydrive Pro
- ☐ Skydrive Pro Apps
- ☐ Versioning & Security
- ☐ Working with Files
- ☐ Sharing Files
- ☐ Web Apps
- ☐ Microsoft Office
- ☐ Mobile Apps
- ☐ Co-Authoring
- ☐ Microsoft Lync
- ☐ Intro to SharePoint Sites
- ☐ Newsfeed
- ☐ App Store & Templates

- ☐ Admin, Part 1
- ☐ Admin, Part 2
- ☐ Getting Support

Microsoft Word 2010

- ☐ Introduction
- ☐ The Ribbon
- ☐ The Vertical Scrollbar
- ☐ The Status Bar
- ☐ Adding Text
- ☐ Navigation Pane
- ☐ Selecting Text
- ☐ Cut, Copy, and Paste
- ☐ Undo and Redo
- ☐ The Backstage View
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- ☐ Indents
- ☐ Tabs

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- ☐ Bullets and Numbering
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- ☐ Columns
- ☐ Watermarks, Page Borders, and Page Colors
- ☐ Spelling and Grammar
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- ☐ Thesaurus and Research Tools
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- ☐ Markup
- ☐ Accepting or Rejecting Changes
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- ☐ Emailing Documents
- ☐ Restricting Editing
- ☐ Digital Signatures
- ☐ Customizing The Quick Access Toolbar

Mindflash

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- ☐ Changing Word Options
- ☐ Customizing the Ribbon
- ☐ Creating and Playing Macros
- ☐ Adding Macros to the Ribbon
- ☐ Keyboard
- ☐ Shortcuts
- ☐ Mail Merge
- ☐ Using Forms and Fields

Office 365 Essentials 2016

- ☐ Introduction
- ☐ The Office 365 Interface
- ☐ Outlook Email Basics
- ☐ Search and Folders
- ☐ Calendar Basics
- ☐ Calendar Search & Printing
- ☐ People
- ☐ Intro to OneDrive
- ☐ Using OneDrive Online, Part 1
- ☐ Using OneDrive Online, Part 2
- ☐ Using OneDrive Office Apps
- ☐ Using the OneDrive Sync Tool
- ☐ Sharing and Co-Authoring
- ☐ Stop Sharing
- ☐ Versioning and Recycle Bin

- ☐ SharePoint Libraries & Limitations
- ☐ Office Apps
- ☐ Office Apps, Part 2
- ☐ Intro to Skype for Business
- ☐ Using the Skype App
- ☐ Using Skype for Business Online
- ☐ Intro to Groups
- ☐ Calendar and Conversations
- ☐ Group File and Notebook
- ☐ Group Connectors
- ☐ Managing Groups
- ☐ Getting Help

Office 365 Essentials 2018

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- ☐ Office 365 Home Page
- ☐ Navigation Bar
- ☐ Outlook Email Basics Part 1
- ☐ Outlook Email Basics Part 2
- ☐ Search and Folders
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- ☐ Calendar Basics Part 2
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- ☐ Using OneDrive Online Part 1
- ☐ Using OneDrive Online Part 2

- ☐ Using OneDrive Office Apps
- ☐ Using the OneDrive Sync Tool
- ☐ Stop Sharing
- ☐ Office Apps Part 1
- ☐ Office Apps Part 2
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- ☐ Intro to Groups
- ☐ Calendar and Conversations
- ☐ Group File Sharing and
- ☐ Notebook
- ☐ Delve and My Analytics
- ☐ Getting Help

OneDrive Essentials

- ☐ Intro to OneDrive & OneDrive for Business
- ☐ Using OneDrive Online, Part 1
- ☐ Using OneDrive Online, Part 2
- ☐ Using OneDrive in Office Apps
- ☐ Using The OneDrive Sync Tool
- ☐ Sharing and Co-Authoring
- ☐ Stop Sharing
- ☐ Versioning and Recycle Bin
- ☐ SharePoint Document Libraries
- ☐ Outlook Online Essentials

Mindflash

- [ ] Outlook Email Basics
- [ ] Search and Folders
- [ ] Categories and Mentions
- [ ] Junk vs Clutter
- [ ] Tasks and Flags
- [ ] Calendar Basics
- [ ] Calendar Search & Print
- [ ] People
- [ ] Adding and Sharing Calendars
- [ ] Delegate Access
- [ ] Rules and Policies
- [ ] Signatures & Automatic Replies
- [ ] Advanced Email Settings

Power Up PowerPoint

- [ ] Introduction and Purpose – A Visual Approach Increases Retention
- [ ] The Process – Planning a Presentation
- [ ] Choosing Images from Paid Sites – Why 'Royalty Free'?
- [ ] Choosing Images from Free Sites – Free and Royalty Free
- [ ] Picture Quality – Why Photos Instead of Clip Art?
- [ ] The Rule of Thirds – Part 1
- [ ] The Rule of Thirds – Part 2

- [ ] The Rule of Thirds – Part 3
- [ ] Working with Colored Backgrounds
- [ ] Direction of Photos – Drawing the Eye
- [ ] Using Text on Slides – Formatting Fonts
- [ ] Charts and Graphs – Do you really need them?
- [ ] Corporate Templates – Consistency vs. Constraints
- [ ] Convincing Your Boss or Your Clients
- [ ] Animations and Transitions – Motion with Purpose
- [ ] Fun with PowerPoint – Part 1: Polls
- [ ] Fun with PowerPoint – Part 2: Games & Video

QuickBooks 2013: Essentials

- [ ] Training
- [ ] Introduction
- [ ] Accounting Basics: Debits and Credits
- [ ] Accounting Basics: General Ledger
- [ ] Accounting Basics: Fiscal Year
- [ ] Accounting Basics: Accounts
- [ ] Accounting Basics: Accounting Process

- [ ] Accounting Basics: Specific Amounts
- [ ] Accounting Basics: Terminology
- [ ] Working with Company Files
- [ ] Preferences, Part 1
- [ ] Preferences, Part 2
- [ ] The Toolbar
- [ ] Updating Company Information
- [ ] Users and Security
- [ ] Navigation and The Home Screen
- [ ] Chart of Accounts
- [ ] Working with Items, Part 1
- [ ] Working with Items, Part 2
- [ ] Customer Center
- [ ] Vendor Center
- [ ] Sales Process
- [ ] Receiving Payments
- [ ] Credit, Memos, and Refunds
- [ ] Correcting Common Payment Mistakes
- [ ] Customer Prepayment, Part 1
- [ ] Customer Prepayment, Part 2
- [ ] Common Errors with Receipts
- [ ] NSF Checks
- [ ] Bad Debts
- [ ] Sales Reports
- [ ] Sales Tax Setup

- ☐ Paying Sales Tax
- ☐ Purchasing Orders
- ☐ Paying Bills
- ☐ Write Checks
- ☐ Tracking Credit Cards
- ☐ Bartering, Part 1
- ☐ Bartering, Part 2
- ☐ Handling Vendor Prepayments
- ☐ Report Center, Part 1
- ☐ Report Center, Part 2
- ☐ Memorized Transactions
- ☐ Find, Edit, & Delete

Secrets of the Office Guru Training

- ☐ Microsoft Excel – Advanced Charts
- ☐ Microsoft Excel – Autocorrect
- ☐ Microsoft Excel – Data Series
- ☐ Microsoft Excel – Data Tables
- ☐ Microsoft Excel – Goal Seeking
- ☐ Microsoft Excel – Print Area
- ☐ Microsoft Excel – Sorting and Filtering
- ☐ Microsoft Excel – Tables

- ☐ Microsoft PowerPoint – Animation Triggers
- ☐ Power Up PowerPoint – Working with Backgrounds
- ☐ Power Up PowerPoint – Getting Free Images
- ☐ Microsoft PowerPoint – Hiding and Deleting
- ☐ Microsoft PowerPoint – Photo Manipulation
- ☐ Microsoft PowerPoint – Animation Triggers from Video
- ☐ Microsoft PowerPoint – Sorting Slides
- ☐ Microsoft PowerPoint – Animation Triggers Based on Bookmark
- ☐ Microsoft Word – Applying Styles
- ☐ Microsoft Word – Merging and Splitting Cells
- ☐ Microsoft Word – Quick Access Toolbar
- ☐ Microsoft Word – Selecting Text
- ☐ Microsoft Word – Smart Art
- ☐ Microsoft Word – Templates
- ☐ Microsoft Word – Text Effects
- ☐ Microsoft Word – Themes and Styles
- ☐ Microsoft Word – Wrap Around Graphics

What's New in Excel 2013?

- ☐ New Functions in Excel 2013
- ☐ Using Flash Fill
- ☐ Quick Analysis and Slicers
- ☐ Optimizing Charts
- ☐ New Chart Formatting Options
- ☐ Pivot Charts
- ☐ Recommended Pivot Tables
- ☐ Power View

What's New in Excel 2019

- ☐ Charts & Images
- ☐ Sharing
- ☐ TextJoin & Concat
- ☐ Ifs Max Ifs & Min Ifs
- ☐ Switch
- ☐ Ink & Drawing
- ☐ New in Backstage View
- ☐ Extra Features

What's New in PowerPoint 2013?

- ☐ Changes in PowerPoint 2013
- ☐ Working with Sizes
- ☐ Background and Notes
- ☐ Misc Formatting Changes
- ☐ New Transitions
- ☐ Presenter View
- ☐ Eye Dropper
- ☐ Animations
- ☐ Insert Pictures
- ☐ Merge
- ☐ Guides
- ☐ Movie Clips
- ☐ Comments
- ☐ Presenting Online

What's New in Word 2013?

- ☐ Intro and Status Bar
- ☐ The New Backstage View
- ☐ Styles
- ☐ Positioning, Sizing, & Cropping Graphics

- ☐ Wrapping Text Around Graphics
- ☐ Tracking Changes & Showing Markup

What's New in Word 2019

- ☐ SVG Images & Icons
- ☐ 3D Models
- ☐ Online Images
- ☐ Sharing & Co-Authoring
- ☐ Dictate & Translate
- ☐ LinkedIn Integration
- ☐ Ink & Drawing
- ☐ Using SharePoint Properties
- ☐ Tap
- ☐ Accessibility Enhancements
- ☐ Editor
- ☐ Researcher & Smart Lookup
- ☐ Other Improvements (Mod Minis)

What's New in Office 2016?

- ☐ Tell Me and Smart Lookup for 2016
- ☐ New Ink Features in 2016

- ☐ Cloud Sharing and History Tools for 2016
- ☐ New Options for Old Features in 2016
- ☐ PowerPoint Changes for 2016
- ☐ Outlook Changes for 2016
- ☐ Excel Changes for 2016

What's New in Outlook 2019

- ☐ Integration with OneDrive
- ☐ Focused Inbox
- ☐ SVG Icons
- ☐ Accessibility Features
- ☐ New Calendar Features
- ☐ Groups

Windows 8

- ☐ Windows 8 Essentials, Part 1
- ☐ Windows 8 Essentials, Part 2
- ☐ Keyboard Shortcuts
- ☐ Touch Command in Windows 8
- ☐ Mouse Commands in Windows 8

Windows 8.1

- ☐ Introduction
- ☐ The Basics, Part 1
- ☐ The Basics, With Touch Charms
- ☐ Getting Connected
- ☐ Common Settings
- ☐ Getting Organized
- ☐ Using Snap Windows Apps
- ☐ Tips, Tweaks, and Gotchas
- ☐ Security & Backup

Windows 10

- ☐ Windows 10 Essentials
- ☐ Getting Around
- ☐ Login Options
- ☐ Cortana
- ☐ Task View
- ☐ Edge
- ☐ Windows Apps and Store
- ☐ Customization

Using Windows 10

- ☐ Introduction
- ☐ Using Windows 10
- ☐ Cortana and Search
- ☐ File Explorer and Quick Access
- ☐ Snap, Task View, and Virtual Desktops
- ☐ Windows 10 Apps
- ☐ Customization and Tips

Note

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