Free Management and Computer Skills Training Program

Welcome to the **Free Management and Computer Skills Training Program** at Bergen Community College, a partnership with the New Jersey Business and Industry Association (NJBIA). Our program aims to provide complimentary professional development courses to individuals seeking to enhance their skills and advance their careers.

Any individual employed for at least 20 hours per week at a business or non-profit is eligible for our free classes. Additionally,we can provide dedicated courses for employers with a group of 12 or more employees. Employers interested in dedicated courses should contact us at corporatetraining@bergen.edu.

Click here to see our current list of available free training classes.

Sample Course Offerings

Technology Courses

- Excel I
- Excel II
- Excel III
- PowerPoint Introduction
- Intermediate Word
- Cloud Storage Solutions
- Canva
- ChatGPT
- Microsoft BI
- Google Workspace
- Mastering Google MyBusiness

Communication Courses

- Verbal Communication
- Written Communication

Soft Skill Courses

- Improving the Customer Experience
- Team Building
- Leadership and Management
- Problem Solving & Conflict Resolution
- Business Etiquette
- Time Management

Language Courses

- English as a Second Language (ESL)
- Spanish for Supervisors

Course Outlines

Technology

Excel I (8 hours)

Course Overview:

- Identify and navigate the Excel interface.
- Create basic worksheets effortlessly.
- Harness the power of the Excel Help System.
- Perform calculations using formulas and functions.
- Manipulate data effectively.
- Format your worksheets for clarity and impact.
- Prepare your work for printing and sharing.

Excel II (8 hours)

Course Overview:

- Customize the Excel environment to suit your needs.
- Create advanced formulas using range names.
- Master specialized functions to analyze data.
- Work with array formulas for complex tasks.
- Analyze data with text and logical functions.
- Apply advanced conditional formatting for visual impact.
- Organize and analyze datasets using tables and filtering techniques.
- Visualize data effectively with charts and graphs.
- Harness the power of PivotTables, Slicers, and PivotCharts for data analysis.

Excel III (8 hours)

Course Overview:

- Work efficiently with multiple worksheets and workbooks simultaneously.
- Share and protect your workbooks to collaborate effectively.
- Automate workbook functionality with data validation, forms, and macros.
- Apply conditional logic using lookup functions, formulas, and functions.
- Audit worksheets to trace cells and evaluate formulas.
- Utilize automated analysis tools for complex problem-solving.
- Enhance your data visualization with advanced chart features and Sparklines.

PowerPoint Introduction (8 hours)

Course Overview:

- Navigate the PowerPoint environment seamlessly.
- Build and save compelling presentations.
- Develop and edit presentation content.
- Add graphical elements to enhance your slides.
- Modify objects to create visually appealing slides.
- Incorporate tables and charts for data representation.
- Prepare for effective delivery, including transitions and printing.

PowerPoint Advanced (4 hours)

Course Overview:

- Customize the PowerPoint environment to your preferences.
- Master design templates and layout customization.
- Enhance your presentations with SmartArt, media, and animations.
- Collaborate effectively on presentations.
- Customize slide shows with annotations, links, and recording features.
- Secure and distribute your presentations with confidence.

Word Intermediate (8 hours)

Course Overview:

- Efficiently sort table data to enhance readability.
- Take control of cell layout for precise document formatting.
- Perform calculations within tables to simplify data analysis.
- Insert building blocks to expedite document creation.
- Insert fields using Quick Parts for dynamic documents.
- Link text boxes to control the flow of text effortlessly.
- Create your templates for specialized document needs.
- Discover the powerful features of Mail Merge.
- Merge envelopes and labels with ease for mass correspondence.
- Automate tasks using macros to save time and effort.
- Learn how to create your macros for personalized automation.

Cloud Storage Solutions (4 hours)

Cloud Storage is the gateway to securely store, manage, and access your organization's invaluable asset—customer data. Explore the transformative power of cloud storage with our expertly designed courses in the following cloud technologies:

Google Drive:

- Navigate the Google Drive Interface with finesse.
- Create dynamic Google Drive Documents to streamline your workflow.
- Seamlessly upload and convert files, including Microsoft Office documents.
- Master the art of sharing Google Drive Documents while controlling permissions.
- Harness the collaborative potential with the rich features of Google Drive.
- Stay updated with real-time notifications in Google Drive.

OneDrive:

- Access your OneDrive for Business effortlessly, ensuring your files are always at your fingertips.
- Become a pro at storing, organizing, and retrieving files within OneDrive.
- Effectively manage and maintain your files, ensuring productivity.
- Foster collaboration among your team members with advanced sharing and co-editing.
- Navigate file permissions for secure data management.

Canva (4 hours)

Course Overview:

- Introduction to Canva's Interface
- Graphic Design Fundamentals
- Creating Visually Appealing Content
- Customizing Templates and Layouts
- Adding SmartArt, Media, and Animations
- Collaborative Design and Sharing
- Designing Engaging Slide Shows
- Tips for Secure Presentation Distribution

ChatGPT for Business (4 hours)

Course Overview:

- Introduction to ChatGPT
- Integrating ChatGPT into Business Workflows
- Chatbot Development and Customization
- Enhancing Customer Support with ChatGPT
- Workflow Automation and Productivity
- Utilizing ChatGPT for Content Creation and Marketing Purposes
- Best Practices for Business Communication

Microsoft BI (4 hours)

Course Overview:

- Understanding Microsoft Business Intelligence
- Data Modeling and Transformation
- Creating Compelling Reports
- Building Interactive Dashboards
- Power BI and Excel for Data Analysis
- Data-Driven Decision-Making

Google Workspace (4 hours)

Course overview:

- Navigating Google Workspace Apps
- Efficient Email Management with Gmail
- Document Creation and Collaboration with Docs

- Organizing Data with Sheets
- Creating Engaging Presentations with Slides
- Collaborative File Storage and Sharing with Drive
- Effective Teamwork and Communication

Mastering Google My Business (4 hours)

Course overview:

- Leveraging Google My Business for Local Visibility
- Creating an Attractive Business Listing
- Managing Customer Reviews and Feedback
- Utilizing Insights for Business Growth
- Local SEO Strategies and Optimization
- Enhancing Online Reputation

Verbal Communication (4-8 hours)

Our Verbal Communication courses, which vary from *Public Speaking* to *Presentation Skills*, cover core principles such as:

- The communication process, including message pathways.
- Active listening techniques for understanding and responding.
- Strategies for dealing with different communication styles.
- Assertive behavior and conflict resolution.
- How to develop a personal communication plan for improvement.

Written Communication (4-8 hours)

Our written Communication courses, which vary from *Business Writing* to *Email Etiquette,* cover key principles such as:

- Learn the principles of effective writing.
- Understand the writing process and audience analysis.
- Apply style guidelines, including Princeton's Style Guide.
- Utilize techniques for plain language, grammar, and mechanics.
- Improve sentence and paragraph construction.
- Create professional business documents with proper tone and voice.

- Master email communication and etiquette.

Soft Skills

Improving the Customer Experience (4-12 hours)

Course Overview:

- Discover the key characteristics of exceptional customer service.
- Differentiate between customer service and customer satisfaction.
- Master best practices for in-person, phone, and email interactions.
- Develop components of caring customer service.
- Acquire strategies for success and effective communication.
- Learn techniques for managing dissatisfaction, friction, and discord.
- Create positive and memorable experiences for customers.
- Conclude with an action plan for continuous improvement.

Team Building (4 to 12 hours)

Course Overview:

- Preparing to be an effective team member.
- Understanding team responsibilities.
- Following through on tasks and contributing to the process.
- Effective message delivery and feedback.
- Methods of teamwork and creating plans.
- Productive meeting management.
- Making good decisions, evaluating solutions, and implementing changes.
- Keeping records and documentation.

Leadership and Management (4 to 12 hours)

Course Overview:

- Insights into types of teams and team norms.
- The TORI Team Building Model.
- Understanding the four stages of team development.

- Characteristics of exceptional teams.
- Managing disagreements and achieving consensus.
- Effective communication and defining clear roles.
- Problem-solving, conflict resolution, SWOT analysis, and action planning.

Problem Solving & Conflict Resolution (4 to 8 hours)

Course Overview:

- Defining problem-solving and making decisions.
- Utilizing a problem-solving model and toolkit.
- Exploring seven fundamental problem-solving tools.
- SWOT analysis and making group decisions.
- Analyzing and selecting solutions.
- Planning and organizing change effectively.

Business Etiquette (4 hours)

Our business Etiquette courses, which vary from *Emotional Intelligence* to *Implicit Bias in the Workplace,* cover core principles such as:

- The unspoken truths about attitude and behavior for long-term success.
- Positive and proactive behaviors.
- Accountability, flexibility, cooperation, and respect.
- Enhanced communication with peers and managers.
- Crafting and delivering your personal brand for professional significance.
- Making a lasting impact in your organization.

Time Management (4 to 8 hours)

Course Overview:

- Identify and prioritize tasks based on urgency and importance.
- Maximize your "prime time" for optimal efficiency.
- Utilize crisis management strategies.
- Share best time management practices.
- Maintain composure under pressure.
- Set boundaries to regain control of your time.

Course Duration: 4 to 8 hours

Language (40 hours)

English as a Second Language (ESL)

Our ESL courses aim to enhance English-speaking, writing, listening, and reading skills for non-native speakers. Topics include:

- Levels 1-6 offered
- Using past and present tense for workplace and personal communication.
- Simple present tense for discussing schedules and routines.
- Recognizing regular simple past tense in conversations.
- Vocabulary for essential workplace and home items.
- Language learning strategies such as context-based guessing.
- Writing: Filling out work-related forms with assistance.
- Reading: Understanding schedules, work forms, safety memos, and signs.
- Speaking: Basic amenities, personal information, and more.
- Listening: Answering questions and understanding job-related instructions.

Workplace Spanish (40 hours)

Designed for beginners, our Workplace Spanish course focuses on basic conversational skills within a professional setting. Course topics include:

- Greetings and courtesy expressions.
- Basic vocabulary, numbers, and times.
- Verbal expressions, questions, and negations.
- Articles, personal pronouns, and prepositions.