NJBIA Basic Skills Training - Course Titles and Descriptions

PC Windows This class is for non-computer users seeking to gain a basic understanding of the PC components and operations in the Microsoft Windows environment including proper start-up and shut-down of Windows operating system, running application programs, managing and organizing files and folders and printing.

PC Outlook This class will introduce participants to the proper use of e-mail as a job related tool including sending clear messages, receiving, replying and deleting messages, disposing of junk mail and sending and opening file attachments.

PC Word-1 This class will introduce participants to the basic operations of Microsoft Word at the beginning level.

PC Word-2 This class will introduce participants to the basic operations of Microsoft Word at the beginning level and introduce participants to additional operations of Microsoft Word.

PC Excel-1 This class will introduce students to MS Excel basics including creating spreadsheets, formulas, functions, text, formatting & graphics. Students will be able to perform basic (introductory) level excel skills such as modifying an existing worksheet, building worksheets, copying & moving cells, etc.

PC Excel-2 This class will reinforce the elements introduced in Excel Level I and expand upon that base to include more complex but necessary activities such as functions, charts, linking worksheets, adding pictures and more.

PC Excel-3 This class will reinforce the elements introduced in Excel Level I & 2 and expand upon that base to include more complex but necessary activities such as functions, charts, linking worksheets, adding pictures, pivot tables and more.

PC PowerPoint 1 This course will assist students to understand the basics of PowerPoint to include the use of pictures, Word art, inset tables, diagrams, use the slide feature and make presentations.

PC PowerPoint 2 This course will assist students to understand the basics of PowerPoint to include the use of pictures, Word art, inset tables, diagrams, use the slide feature and make presentations.

Basic Communications Verbal This course is designed for those workers who have basic verbal and reading skills in English. It will introduce participants to the importance of good verbal and non-verbal communication skills in the workplace including good listening skills. It will demonstrate how different personal communication styles affect how co-workers, supervisors and customers receive and interpret information. The course will target the outcomes as defined below but limit itself to verbal skills only.

Basic Communications Writing This course is designed for those workers who have basic verbal and reading skills in English. It will demonstrate how different personal communication styles affect how co-workers, supervisors and customers receive and interpret information. The course will target the outcomes as defined below but limit itself to written skills only.

Basic Communication Verbal and Written for Improved Customer Service This course is designed for those workers who come into contact with the customers of any company. Customers are defined as anyone, external paying customers or internal staff who support the company's mission. It will introduce participants to the importance of good verbal, non-verbal and written communication skills in the workplace including good listening skills. It will demonstrate how different personal communication styles affect how customers receive and interpret information. The course will target the outcomes as defined below.

Basic Mathematics This course is designed to access the math skills of the participant, develop and deliver a prescriptive plan for the participant to progress as far as his or her ability will permit towards the basic and practical math and measurement requirements of the workplace to include: basic addition, subtraction, multiplication and division of whole numbers, fractions, decimals and measurements.

Basic Measurements This course is designed to access the math skills of the participant, develop and deliver a prescriptive plan for the participant to progress as far as his or her ability will permit towards the basic measurement requirements of the workplace to include: basic addition, subtraction, multiplication and division of whole numbers.

ESL Level 1 This course is designed for students who are literate in their native tongues & have some fluency in using the Roman alphabet to associate sounds with symbols; are typically unable to formulate complete sentences in English; are knowledgeable of individual words or phrases; but unable to express basic thoughts.

ESL Level 2 This course is designed for students who are somewhat able to communicate ideas in writing, but need improvement to basic writing style and grammar; demonstrate basic understanding of the verb system or word order; and have a minimal ability to convey ideas in writing and speaking, but may understand more than they can express.

ESL Level 3 This course is designed for students who are better able to communicate ideas in writing, but need improvement to basic writing style and grammar; demonstrate basic understanding of the verb system or word order; and have a minimal ability to convey ideas in writing and speaking, but may understand more than they can express.

Team Building: This course teaches the participant the skills to transition into increasingly more responsible levels of management including: the competencies of leadership required for new managers and those hoping to transition from line or staff positions into supervisory positions, building trust within the organization, overcoming workplace issues and goal achievement.

Team Leadership: This course will prepare front line workers to assume leadership roles in various departments across the organization. They will learn how their roles will change, about management s expectations for new leaders, how to better understand their responsibilities in this new role, the importance of clear and direct communication, strategies for dealing with and diffusing conflict, how to give feedback and offer constructive criticism, how to deal with difficult employees and more.

Problem Solving: This course teaches the participant employees the effective skill necessary for customer focused problem solving and how to effectively handle stress. The skills include proper inquiry by formulating and asking the proper questions, identifying and clarifying the goal, evaluating potential actions and selecting the best action decision in a calm and objective manner.

Time Management: This course is designed to teach participants how to establish clear work priorities to successfully and efficiently manage and achieve multiple work objectives and goals.

Supervisory Skills This class will assist students to understand the various supervision styles most common to businesses, develop flexibility in how these styles are implemented and determine ways they can meet employee needs while remaining focused on the goals of the business.

Conflict Resolution This course will help students understand what conflict in the workplace is, identify the stages of conflict, understand conflict resolution styles and how to use them and more.

Business Etiquette and Professionalism This class will assist students to understand the importance of first impressions in business settings, along with the role that dress plays in a business environment and more.

Critical Thinking This course will teach the participant the ability to proficiently conceptualize, apply, analyze, synthesize, and evaluate information to reach an answer or conclusion. Employees who think critically possess a highly valued workplace and lifetime ability. Critical thinking is a catalyst to build positive, meaningful interactions, and successful projects using logical reasoning.