

## **NJBIA Grant Funded Workforce Training**

### **Accounting for New Supervisors (CP-286)**

Over the course of this one-day workshop, participants will learn key financial terms, their role in company finances, various types of financial reports, including income statements, balance sheets, cash flow statements, cash/accrual accounting, single/double entry bookkeeping, debits/credits, and how to prepare budgets.

### **Budgets and Managing Money (CP-286)**

For managers in today's business world, it's essential to have a working knowledge of finance. We all play a role in our organization's financial health, whether we realize it or not. If you don't have training or a background in finance, you may be at a disadvantage as you sit around the management table. Understanding the cycle of finance will help you figure out where you fit into your company's financial structure, and how to keep your department out of the red. This class will help you prepare budgets and make decisions with confidence.

### **Business Writing (4-hour CP-351) (8-hour CP-221)**

Upon completion, participants will be able to understand how personal communication impacts how others receive and interpret information; understand common barriers to effective communications; apply the basic principles of effective communication when communicating with supervisors, co-workers and customers; understand the basic rules of grammar; understand the importance of 'tone'; avoid repetitive use of words and redundancies; avoid jargon, slang and clichés; avoid excessive wordiness and negative language; understand the importance of proper spelling and punctuation; be able to prepare a short and properly constructed written business letter or memo; be able to write an effective e-mail.

### **Creative Problem Solving and Decision Making (CP-255)**

Upon completion of this training, participants will be able to: identify and evaluate problem complexity, apply problem dissection and perspectives, understand root cause analysis, develop alternative solutions focused on removing the problem source, assess the relevance and efficacy of the alternatives, apply clear, fact based decision making in choosing solutions, develop skills to be a clinical problem solver.

### **How to Measure Anything Accurately (CP-286)**

Upon completion of the measurements training students will be able to: understand the need for accuracy and demonstrate an ability to perform common measurements in business settings, use math to solve workplace problems, develop the ability to add, subtract, multiply, and divide whole numbers, develop the ability to add, subtract, multiply, and divide decimals and fractions, demonstrate the proper use of standard workplace measurement devices.

### **Improving the Customer Experience (CP-268)**

Improve the customer experience by clearly defining customer service, explaining the difference between external and internal customers, recognizing that service delivery is an individual response value, understanding how your own behavior impacts the behavior of others, developing more confidence and skill as a problem-solver, understanding the importance of 'tone', communicating more assertively and effectively.

### **Microsoft Excel I (8-hour CP-234)**

This class will introduce students to the 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.

### **Microsoft Excel II (8-hour CP-166)**

This class will reinforce the elements introduced in Excel Level I and expand upon that base to include more complex but necessary activities. Upon completion, students will be able to find a specific entry in a worksheet, paste a dialog box, format cells in a dialog box, use absolute cell references, use financial functions (i.e. PMT function), use logical functions (i.e. IF function, nesting IF functions), use date/time functions (i.e. DATE/NOW function), create/modify charts, sort/filter records, link worksheets.

### **Microsoft Outlook & Email Etiquette (CP-220)**

An introductory course 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. Overview of the basics of email etiquette.

### **Microsoft PowerPoint I (4-hour CP-352) (8-hour CP-126)**

Introduction to the use of PowerPoint. Upon completion, participants will be able to create/save a presentation, rearrange/delete/insert slides, format/modify text, format/insert photographs, add/modify shapes, use text in objects, WordArt, picture, clip art, tables, charts, diagrams, templates, themes, transitions, timing, speaker notes, slide show, proofing/running/printing presentations.

### **Microsoft PowerPoint II (CP-127)**

This course is intended for students who have a foundational working knowledge of PowerPoint and who wish to take advantage of the application's higher-level usability, security, and collaboration functionality. Upon completion, students will be able to modify the PPT environment, customize design templates, add SmartArt to a presentation, work with media/animations, and collaborate on a presentation.

### **Microsoft Word I (CP-270)**

An introductory course to the basic operations of Microsoft Word at the beginning level. Upon completion, students will be able to: create a document, enter text, save, print, close/open a file, insert/delete text, find/replace text, apply attributes/format text, and indent paragraphs, reset line/paragraph spacing and other popular functions.

### **Microsoft Word II (CP-184)**

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. Upon completion, students will be able to: enter hidden text, adjust character spacing, reveal/clear formatting, insert tables/charts/diagrams, format tables, insert row/columns, convert text to table, create columns, newsletters, add border/shade/header/footer/page numbers/pictures/hyperlink, split window/open a new document.

### **Navigating Windows 10 & MS Office 2016 (CP-111)**

Microsoft Windows 10 is the latest iteration of the popular Windows operating system. Students will learn the Windows 10 interface, Windows Store apps, work with the Windows 10 desktop, Microsoft Edge, how to customize the Windows 10 environment, how to use the Windows 10 security features, and more. Also covered in this class is the Microsoft Office 2016 suite. The suite offers considerable collaborative and teamwork features that turn Office from a tool for a single person into one that helps people work together.

### **Public Speaking (CP-241)**

This workshop has been designed for those in positions where they must speak in front of audiences. This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization.

### **Team Building: Building High Performance Teams (CP-253)**

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

### **Time Management (CP-254)**

In this workshop, participants will learn how to make the most of their time by understanding their workflow, how to use their planner effectively and how to delegate. This class will teach the importance of setting and achieving goals; how to achieve peak efficiency by organizing workspaces; and how to avoid things that can derail productivity.

### **Verbal Communications (CP-241)**

This course will introduce the importance of good verbal/non-verbal communication skills in the workplace. Upon completion, participants will understand how personal communication impacts how others receive/interpret information; understand common barriers to effective communications including non-verbal actions and jargon; apply the basic principles of effective communication when communicating with supervisors, co-workers and customers, become effective participants in workplace meetings, organize information and present complete thoughts, understand the basic rules of grammar (verbal), understand the importance of 'tone', avoid repetitive use of words/redundancies, avoid jargon/slang/clichés, avoid excessive wordiness and negative language.

### **Verbal Presentation Skills (CP-241)**

The purpose of this presentation and speaking skills course is to develop your skills as a confident and powerful presenter, be able to develop and sustain audience rapport by understanding your audience, building confidence and structuring a presentation using PowerPoint.