

MCPB LONG COURSE ONLINE TRAINING TITLES – WINTER 2018

Deadline to Enroll	Classes Begin	Duration	Assignments/Tests
January 10, 2018	January 17, 2018	6 weeks (24 hours credit)	2 lessons per week/Final Exam
February 5, 2018	February 14, 2018	6 weeks (24 hours credit)	2 lessons per week/Final Exam
March 7, 2018	March 14, 2018	6 weeks (24 hours credit)	2 lessons per week/Final Exam

PLEASE NOTE: 1) A limited number of long online course training spaces are available each session. Acceptance of a training request may be in the current or a subsequent session.
 2) Full credit is awarded for completing all lessons *and* passing the final exam. (No partial credit)
 3) Limit 3 courses per merit employee per calendar year.
 4) Long and short online trainings may not be taken concurrently or in the same month.

Accounting/Math	Description
Accounting Fundamentals	<ul style="list-style-type: none"> Understand accounting basics; use basics of double-entry bookkeeping, analyzing recording transactions. Study accounts receivable, accounts payable, payroll procedures, sales taxes, writing checks, closing accounts for a fiscal period, and preparing income statements.
Accounting Fundamentals II	<ul style="list-style-type: none"> Increase financial awareness and accountability. Understand special journals, uncollectible accounts receivable, plant assets, depreciation, notes and interest, accrued revenue and expenses, dividends, retained earnings, and various financial reports.
Math Refresher	<ul style="list-style-type: none"> Calculate percentages, including tips, commissions, taxes, discounts, and interest rates. Understand mortgages, credit cards, and other types of loans. Convert one type of measurement to another, and calculate area. Interpret graphs, calculate probability, and understand statistics in test results, polls, news stories.

Language Skills	Description
Effective Business Writing	<ul style="list-style-type: none"> Improve business-writing skills. Identify and eliminate problem areas. Develop written documents that gain and hold a reader's attention. Is helpful for clerical worker, engineer or executive.
Fundamentals of Technical Writing	<ul style="list-style-type: none"> Translate complex information into easily understood language. Learn technical writing conventions, interviewing skills, formatting techniques, key tips for developing graphics and templates, and documentation management. Learn to publish documents on paper and electronically.
Keys to Effective Communication	<ul style="list-style-type: none"> Step-by-step process to build rapport and create environments of trust, warmth, and respect. Become more confident, create a great first impression, and create more and better personal and professional relationships.
Speed Spanish I	<ul style="list-style-type: none"> Easily converse in Spanish in any Spanish-speaking situation. Learn six easy recipes for linking Spanish words together to form sentences.
Speed Spanish II	<ul style="list-style-type: none"> See words, hear them pronounced properly, and practice pronunciation; learn several clever recipes to glue words together into sentences. See an immediate improvement in Spanish fluency from the very first lesson.

Functional Areas	Description
Administrative Assistant Fundamentals	<ul style="list-style-type: none"> Master the essentials of managerial and staff support, information and records management, communications technology, travel and meeting coordination, space planning, and office ergonomics. Identify opportunities to implement solutions for your office.
Computer Skills for the Workplace	<ul style="list-style-type: none"> Review of Window 10 and Office 2016 and technical literacy Gain an understanding of file sizes, and functions and features of computer components Review use of email, use of spreadsheet/chart in a report, and editing data in a database
Managing Customer Service	<ul style="list-style-type: none"> Learn dynamic methods to bring out the best in you and your customer service staff Communicate, resolve complaints, build customer service, and lead by example Evaluate customers and their needs; effect policies
Understanding the Human Resources Function	<ul style="list-style-type: none"> Understand the vital link of HR in the organizational chain Focus on recruiting and the hiring process Cover legal issues affecting the human resource field