

FirstNet Learning Technical/Business Skills Catalog

July 2007

PC/Desktop Courses	Business Skills Courses
Access 2003: 1 Introduction to Access	Basics of Business Math: 1 Fractions
Access 2003: 2 Designing and Building Tables	Basics of Business Math: 2 Decimals
Access 2003: 3 Enhanced Tables and Datasheets	Basics of Business Math: 3 Calculator
Access 2003: 4 Searches and Queries	Basics of Business Math: 4 Equations
Access 2003: 5 Advanced Queries and Calculations	Basics of Business Math: 5 Percents
Access 2003: 6 Access Report System	Basics of Business Math: 6 Reports
Access 2003: 7 The Internet, Forms, and the Analyzer	Building Relationships: 1 Socializing at Work
Access 2007: 1 Introduction to Access	Building Relationships: 2 Understanding Behavioral Intentions
Access 2007: 2 Creating Tables	Building Relationships: 3 Choosing Your Approach
Access 2007: 3 Working with Tables	Business Ethics: 1 What You Don't Know Can Hurt You
Access 2007: 4 Creating Forms	Business Ethics: 2 Everyday Ethical Dilemmas
Access 2007: 5 Creating Reports	Business Ethics: 3 Ethical Dilemmas and the Law
Access 2007: 6 Creating Queries and Filters	Business Ethics: 4 Individual Values; Organizational Values
Computer Basics: 1 Using Your PC	Customer Service: 1 Defining Service
Computing Concepts: 1 Types of Security	Customer Service: 2 Communicating
Computing Concepts: 2 Security Risks	Customer Service: 3 Fixing Problems
Computing Concepts: 3 Database Basics	Customer Service: 4 Building a Department
Computing Concepts: 4 Selecting Databases	Customer Service: 5 Tools of the Trade
Computing Concepts: 5 Data Processing	Dealing with Difficult People: 1 Managing Against the Odds
Computing Concepts: 6 Managing Data	Dealing with Difficult People: 2 Consideration
Computing Concepts: 7 Teleprocessing	Dealing with Difficult People: 3 Attitude
Computing Concepts: 8 Transmitting Data	Dealing with Difficult People: 4 Trust
Computing Concepts: 9 Messages	Dealing with Difficult People: 5 Power
Crystal Reports XI: 1 Navigating the Design Environment	Dealing with Difficult People: 6 Communication
Crystal Reports XI: 2 Selecting Just the Right Data Source(s) for Your Report	Dealing with Difficult People: 7 Responsibility
Crystal Reports XI: 3 Report Wizards and Do It Yourself	Effective Business Communication: 1 The Planning Worksheet
Crystal Reports XI: 4 Selecting and Organizing Your Report Data	Effective Business Communication: 2 Writing Skills
Crystal Reports XI: 5 Manipulating Your Report Data in Meaningful Ways	Effective Business Communication: 3 Patterns of Development
Crystal Reports XI: 6 Letting Formulas and Functions Do All the Work	Effective Business Communication: 4 Letters
Crystal Reports XI: 7 Creating Dynamic Reports with Parameters	Effective Business Communication: 5 Memos, E-Mail and Other Communications
Crystal Reports XI: 8 Formatting Reports that Function and Sizzle	Effective Business Communication: 6 Reports
Crystal Reports XI: 9 Making Reports Sections Work for You	Effective Business Communication: 7 Documentation
Crystal Reports XI:10 Visualizing Your Report Data with Charts and Maps	Effective Presentations: 1 Preparing for a Presentation
Excel 2003: 1 Getting Started	Effective Presentations: 2 Developing an Effective Message
Excel 2003: 2 Creating a Spreadsheet	Effective Presentations: 3 Improving Delivery Skills
Excel 2003: 3 Formatting Data	Effective Presentations: 4 Using PowerPoint and Other Visuals
Excel 2003: 4 Editing and Printing Worksheets	Fundamentals of Business Management: 1 Management in Perspective
Excel 2003: 5 Managing Worksheets	Fundamentals of Business Management: 2 Functions of Front-Line Management
Excel 2003: 6 Charts and Databases	Fundamentals of Business Management: 3 Managerial Finance and Accounting
Excel 2003: 7 Hypertext and Tips	Management Skills Introduction: 1 Ready! Set! Manage!
Excel 2007: 1 Getting Started	Management Skills Introduction: 2 Motivating
Excel 2007: 2 Creating a Worksheet	Management Skills Introduction: 3 Planning
Excel 2007: 3 Formatting Data	Management Skills Introduction: 4 Communication
Excel 2007: 4 Editing and Printing Worksheets	Management Skills Introduction: 5 Getting Input
Excel 2007: 5 Managing Worksheets	Management Skills Introduction: 6 Dealing with Challenging People and Times
Excel 2007: 6 Using Charts and Objects	Management Skills Introduction: 7 Building Success
Excel 2007 Advanced: 1 Filtering and Sorting Data	Managing Change: 1 Refocusing Yourself
Excel 2007 Advanced: 2 Using Pivot Tables	Managing Change: 2 Leading the Team
Internet Explorer 6: 1 Browsing the Web	Managing Change: 3 Working with Individuals
Internet Explorer 6: 2 Using Files and Mail	Motivation: 1 Leading with a Vision
Internet Explorer 7: 1 Learning the New Interface and Features	Motivation: 2 Communicating
Introduction to PCs: 1 Introducing the PC	Motivation: 3 Rewarding and Correcting
Introduction to PCs: 2 Using Your PC	Motivation: 4 Performance and Training
Introduction to PCs: 3 Working with Folders and Files	Motivation: 5 Building Trust
Introduction to PCs: 4 Inside Your PC	Motivation Methods and Strategies: 1 Leading for Commitment
Introduction to PCs: 5 Basic Peripherals	Negotiating: 1 Negotiating Techniques
Introduction to PCs: 6 Other Peripherals	Negotiating: 2 Gaining Control
Introduction to PCs: 7 Understanding Software	Negotiating: 3 Closing the Deal
Introduction to PCs: 8 Introducing the Internet	Negotiating: 4 Everyday Negotiations
Introduction to PCs: 9 Internet and E-mail Tips	Project Management: 1 Project Management Overview
Introduction to PCs:10 Troubleshooting and Tips	Project Management: 2 Understanding the Project Manager's Role
Office 2003 - What's New: 1 New Features	Project Management: 3 Defining the Problem
Office 2003 - What's New: 2 Changes in Applications	Project Management: 4 Determining the Strategy
Office 2007: 1 Navigating the New Interface	Project Management: 5 Developing the Work Breakdown Structure
Office 2007: 2 What's New in Word	Project Management: 6 Estimating and Scheduling Resources
Office 2007: 3 What's New in Excel	Project Management: 7 Understanding Scheduling Computations
Office 2007: 4 What's New in PowerPoint	Project Management: 8 Tracking Project Activities
Office 2007: 5 What's New in Access	Project Management: 9 Closing Out the Project
Office 2007: 6 What's New in Outlook	Project Management:10 Formalizing Project Management Standards
Office 2007: 7 Common Tasks	Project Management:11 Developing Project Teams
Office XP Upgrade: 1 Getting Around in the New Interface	Project Management:12 Ensuring Your Own Effectiveness
Office XP Upgrade: 2 New Options and Tools	Project Management Professional Certification 2005: 1 Project Management Framework and Initia
Office XP Upgrade: 3 Application Changes	Project Management Professional Certification 2005: 2 Project Planning
Outlook 2002: 1 Navigating in Outlook	Project Management Professional Certification 2005: 3 Project Execution and Quality Managemen
Outlook 2002: 2 Reading and Sending Messages	Project Management Professional Certification 2005: 4 Project Monitoring and Control
Outlook 2002: 3 Customizing and Organizing Messages	Project Management Professional Certification 2005: 5 Project Closing
Outlook 2002: 4 Using the Calendar	Project Management Professional Certification 2005: 6 Professional Responsibility
Outlook 2002: 5 Using Tasks and Notes	Project Management Professional Certification 2005: 7 Practice Exams
Outlook 2003: 1 Getting Started	Sarbanes-Oxley Act: 1 Overview, Disclosures, and Reporting
Outlook 2003: 2 Managing Messages	Sarbanes-Oxley Act: 2 Standards, Regulations, and Penalties
Outlook 2003: 3 Contacts and Calendar Entries	Teams That Work: 1 Building Effective Teams
Outlook 2003: 4 Tasks, Notes, and Journal Entries	Teams That Work: 2 Leading Effective Teams
Outlook 2003: 5 Newsgroups and Outlook Web Access	Time Management Fundamentals: 1 Evaluating and Improving Time Management
Outlook 2003: 6 Collaboration and Security	Time Management Fundamentals: 2 Organizing Tasks and Creating Uninterrupted Time
Outlook 2003: 7 Personalizing Outlook and Other Tips	Time Management Fundamentals: 3 Managing Meetings
PowerPoint 2002: 1 Presentations	Time Management Fundamentals: 4 Managing Workload

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PowerPoint 2002: 2 Layout and Text
PowerPoint 2002: 3 Graphics and Tables
PowerPoint 2002: 4 Custom Slides
PowerPoint 2002: 5 Showing Slides
PowerPoint 2003: 1 Introduction to PowerPoint
PowerPoint 2003: 2 Completing the Presentation
PowerPoint 2003: 3 Maximizing Presentation Effectiveness
PowerPoint 2003: 4 Color, Masters and Templates
PowerPoint 2003: 5 Drawings, Charts, Sound and Video
PowerPoint 2003: 6 Animation, Web Pages and Collaboration
Project 2003: 1 Learning the Basics
Project 2003: 2 Setting Up a Project
Project 2003: 3 Managing Project Files
Project 2003: 4 Creating a Task List
Project 2003: 5 Scheduling Tasks
Project 2003: 6 Viewing a Schedule
Project 2003: 7 Defining Resources and Costs
Project 2003: 8 Assigning Resources and Costs
Project 2003: 9 Tracking a Project
Project 2003:10 Analyzing Progress and Revising the Schedule
Visio 2002: 1 Using Tools, Commands, Custom Toolbars, and Menus
Visio 2002: 2 Working with Objects and Hyperlinks
Visio 2002: 3 Using the Shape Menu
Visio 2002: 4 Working with Shapes
Visio 2002: 5 Defining and Using Styles, Custom Properties and Templates
Visio 2002: 6 Working with Pages, Layers, and Stencils
Visio 2002: 7 Working with Data
Visio 2002: 8 Understanding ShapeSheets
Visio 2002: 9 Working with Flowcharts
Visio 2002:10 Creating Database Models
Windows Vista: 1 Understanding the New Interface
Windows Vista: 2 Using New Features and Applications
Windows XP Upgrade: 1 Home Edition
Windows XP Upgrade: 2 Professional
Word 2002: 1 Managing Documents
Word 2002: 2 Working with Text
Word 2002: 3 Formatting Paragraphs
Word 2002: 4 Page Format and Printing
Word 2002: 5 Tables and Other Objects
Word 2003: 1 Introduction to Word
Word 2003: 2 Navigating, Editing, and Working with Text Blocks
Word 2003: 3 Spell Checking, Print Preparation, and Other Tips
Word 2003: 4 Formatting Characters, Fonts, Text, and Paragraphs
Word 2003: 5 Formatting Tabs, Pages, and Documents
Word 2003: 6 Styles, Templates, and Formatting Tips
Word 2003: 7 Borders, Tables, and Columns
Word 2003: 8 Lists, Images, and Art
Word 2003: 9 Creating Projects with Word
Word 2007: 1 Getting Started
Word 2007: 2 Typing and Editing Text
Word 2007: 3 Formatting Text
Word 2007: 4 Formatting Paragraphs and Lists
Word 2007: 5 Building Tables
Word 2007: 6 Working with Images

Time Management Fundamentals: 5 Managing Time with Co-Workers
Interview Skills: 1 Getting the Interview
Interview Skills: 2 Preparing Yourself
Interview Skills: 3 Making an Entrance
Interview Skills: 4 Listening and Answering
Interview Skills: 5 Taking the Reins
Interview Skills: 6 Asking Questions
Interview Skills: 7 Opening Interviews
Interview Skills: 8 Tough Interviews
Interview Skills: 9 Following Through