



Training and Career Ladder Program – Union-versal Course Descriptions

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Inbox Management

Email has become an increasing form of communication in our workday. This 60-minute class will focus on how to organize your inbox with helpful strategies and suggestions.

Learning Objectives:

- Creating Labels, Folders, and Categories
- Organizing, Sorting and Prioritizing Emails
- Establishing Tactics and Strategies
- Utilizing Clean Up Tools
- Understanding the Archive Feature

Professional Email Replies

Help cut down on the number of emails you received, by equipping yourself with helpful tips and tricks to stay on topic with your email replies.

Learning Objectives:

- 11 Tips for Answering Emails Professionally
 - The Importance of Being Concise and Staying on Topic
 - How to Start a Professional Email Response
 - How to Conclude a Professional Email
 - Email Etiquette 101
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Microsoft Teams Basic

In this one-hour class, you will learn how to utilize the functions of Microsoft Teams. This class will demonstrate an overview of Microsoft Teams, and understanding of Team Channels, Meetings, Calls, and Activity section.

Learning Objectives:

- Signing In and Getting Started
- Securely Editing Files
- Using Chat and Sharing Files
- Collaboration

Microsoft Excel Basic

In this 90-minute class, you will become familiar with the frequently used functions of Microsoft Excel basics. Through navigating rows, columns and cells, you will have knowledge of simple formulas.

Learning Objectives:

- Getting Started with the Ribbon
- Understanding Workbooks and Worksheets
- Formatting Numbers in cells
- Using Important Analysis Features: AutoSum, FlashFill, Charts, Conditional
- Formatting, Freezing Rows
- Using Simple Formulas
- Creating Drop-down Lists Using Data Validation
- Collaborating and Sharing Documents with Others
- Using Pivot Tables

Microsoft PowerPoint Basic

In this 90-minute class, you will become familiar with the basic features of PowerPoint. Helpful demonstrations will showcase how these features can be included in your daily PowerPoint Presentations.

Learning Objectives:

- Getting Started with the Ribbon
- PowerPoint Fundamentals
- Formatting and Themes
- Inserting Lists and Columns
- Inserting and Editing Pictures
- Working with Presentations
- Organizing Presentations
- Delivering Slideshows

Microsoft SharePoint Basic

This 90-minute class aims to equip you with the fundamentals of Microsoft SharePoint, including how to navigate and browse the SharePoint online.

Learning Objectives:

- Using the SharePoint Start Page
- Understanding SharePoint Documents Libraries
- Viewing Site Content
- Finding and Following Sites
- Sharing with Colleagues
- Searching in SharePoint

Project Management as a Supervisor

In this two-hour interactive session, we will use general supervisor projects, and you will adapt them to your situation, while showing you how project management can help them be more effective and efficient and deliver! Please come prepared to use the basics of spreadsheets; a template will be provided with examples.

Agenda

- What is a project versus a process? To-Do list Vs. a Project
- The Secret Tool for Supervisors: Your Private Project Spreadsheet
- Management of People Using Project
- Managing Your Skills Using Projects

Managing Across Generations

Over this 90-minute course, you will review how different generations rank their work priorities. You will gain an understanding of generation gap differences, and how adapting your motivation techniques as a supervisor can help keep projects, tasks and goals aligned within your team.

Learning Outcomes:

- How to understand what motivates various team member types
- How to motivate each type of team member
- How to authentically communicate to motivate team members.

Supervising More Than 10 Employees

In this two-hour course, you will learn about practical ways to use effective coaching. These strategies can assist you when supervising a large team, and ensuring clear goals and expectations are achieved.

Supervisor: First Things First, Team Basics

This two-hour course will introduce you to the 6 C's of team building basics: collaboration, communication, clarity, conflict, contribution and commitment. It will also explore how to co-create an optimal team culture, best practices for team communication, and conflict management strategies.

Learning Outcomes:

- Understand how team culture is built
- Identify 3 ways to create connections between team members
- Name strategies for trust building

5 Self-Reflections Needed as a Supervisor

Over this two-hour course, new and veteran Supervisors can reflect on their own supervision style, strengths, and areas for expansion by considering 5 key questions:

1. How good am I at receiving feedback and how can I improve? (Terrific supervisors are able to hear and incorporate feedback)
2. How comfortable am I with delivering hard-to-hear feedback and how can I gain confidence? (Effective supervisors hold tough conversations with confidence)
3. How empathic am I and how can I grow my ability to see other's perspectives? (Effective supervisors hold tough conversations with empathy)
4. How comfortable am I with conflict and how can I more fluidly navigate conflict? (Conflict is a part of life and a regular part of supervising people)
5. What are my communications skills and preferences, and do they work well for my team? (The best supervisors consider the communication preferences of their team)

Learning Outcomes:

- Know how to hold a DARING dialog
 - Understand that feedback is a gift that's crucial to trusting relationships
 - Identify ways of expanding their perspectives in order to more effectively connect and communicate with their team
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Supervisor 101 – New Supervisor? What Might Be Different?

Over this two-hour course, topics addressed will include the transition from a colleague to supervisor, as a new supervisor and help practical communication skills needed.

Learning Outcomes:

- Identify 3 or more strategies for smoothly transitioning from colleague to supervisor
- Understand how best to set expectations
- Know how to use the SHARE strategy for effective delegation

American Sign Language (ASL) Beginner Course

Learn about sign language concepts, finger spelling, basic signs, and deaf culture, through 8 online interactive classes. Each class is created for those who are new to sign language, students gain an introduction to American Sign Language and will develop their expressive and receptive skills.

Objectives/Topics Covered

- Manual alphabet and fundamental hand shapes
- Greetings and introductions
- Asking and answering questions
- Pronouns and family vocabulary
- Counting and time vocabulary
- Home and work vocabulary
- Simple ASL grammar structures
- Showing understanding and asking for clarification
- Deaf and hard-of-hearing cultural awareness.
- Non-manual Markers
- Receptive strategies