

# ADMINISTRATIVE

A S S I S T A N T

Enjoy a Fast  
Paced and  
**Productive**  
**Career** in the  
Office



**New Horizons**<sup>®</sup>  
*Learn What Earns*





## Administrative Assistant

Is an Office setting the right fit for you? Become a valuable member of an office team by taking on the duties of an Administrative Assistant. A great Administrative Assistant is a helper in nature and feels fulfilled by making the life of others easier. This position is about getting things done and helping others do their jobs with greater impact and less stress. The job is in high demand and after a short training period of learning technology and business skills, you can land a stable, rewarding opportunity in an office environment.

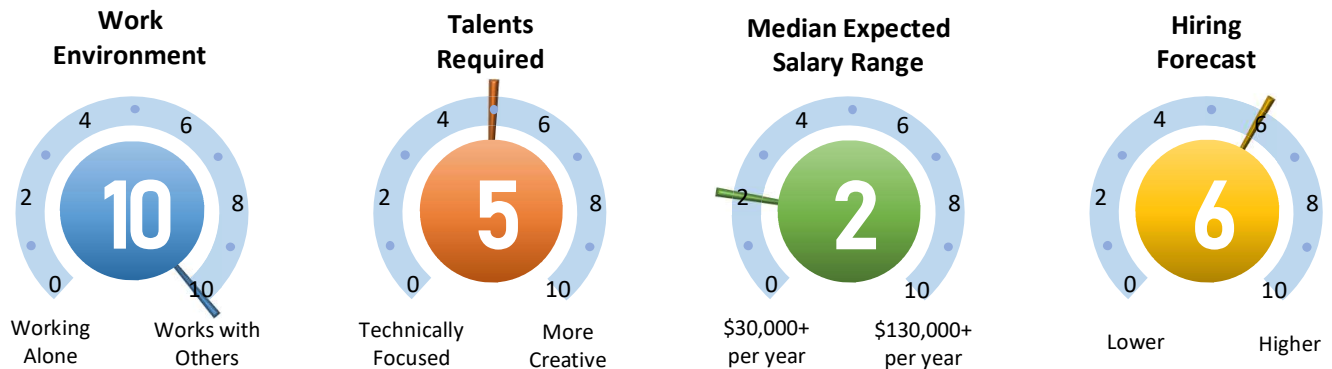
**What will you do with it?** The job isn't boring as you'll spend your day being productive. You'll answer phones, maintain schedules, edit documents, prepare reports and complete other office tasks. In many offices, the Administrative Assistant will also have some customer facing responsibilities from answering customer calls, meeting customers in the office and processing orders or requests.

### Personal Skills Needed

- English language, spelling, grammar and punctuation
- Analyze and interpret documents
- Problem solving
- Listening skills
- Judgment and decision making

Does this job fit you?

### FUTURE AT A GLANCE\*



\* According to the U.S. Department of Labor. A proud partner of the [americanjobcenternetwork](#).

Your New Understanding and Skills Include:

- Expertise in Microsoft Office, specifically Working with Spreadsheets, Communicating with Email, Working with Documents and Presentations
- Customer Service
- Professional Interactions with others

Other Career Paths Available But Not Limited To:

- Office Administrator
- Customer Service Representative
- Administrative Specialist
- Office Assistant
- Receptionist



Program Includes:

- 64 hours of live Microsoft Office Training (with free re-take option)
- 8 hours of live Customer Service Training (with free re-take option)
- 25+ Hours of Bonus Material, available 24/7, such as:

Customer Service Excellence  
Managing Stress  
Reaching Goals

Effective Communication  
Productivity Management  
Positive Attitude

Listening/Learning Skills  
Personal Career Planning  
Team Building

Successful Completion of this Program Includes:

- Learning the skills needed for today's business administration roles
- Earning Completion Certifications in Microsoft Office and Customer Service
- Learning a multitude of interpersonal, professional, and office skills to help you become successful in your new career!
- (Program includes access to over 2,800 self-paced certified On-Line Anytime (OLA) Courses and Modules to assist you even after you are employed in your new career.)

Program Format: Online, in person and self-study

Time: 5 Weeks

Cost: \$4,515



Classes and materials provided by New Horizons of Wisconsin, the state's largest technology and business skills training organization. All classes are certified and/or authorized by the developer.

This program is approved by the Wisconsin Department of Workforce Development and is listed on the Eligible Training Provider List (ETPL) Portal.





# ADMINISTRATION ASSISTANT CAREERS

Administrative assistants, including secretaries, are the backbone of office functionality. They type and prepare documents, schedule appointments, and maintain files. They answer phones and direct calls and assist with staff meetings. In some offices, they might handle fundamental bookkeeping tasks, and they might accept payment from clients and customers.

You will learn...



Word



Excel



PowerPoint



Outlook

Administrative assistants have distinct **personalities**. They tend to be conventional individuals, which means they're conscientious and conservative. They are logical, efficient, orderly, and organized. Some of them are also enterprising, meaning they're adventurous, ambitious, assertive, extroverted, energetic, enthusiastic, confident, and optimistic.

## ADMINISTRATIVE ASSISTANT



Computer and software skills



Manage schedules for co-workers and office events



Clear, friendly verbal and written communication



Median annual income: \$38,880



Extreme attention to detail





## **1 - GETTING STARTED WITH WORD 2019**

- Topic A: Navigate in Microsoft Word
- Topic B: Create and Save Word Documents
- Topic C: Manage Your Workspace
- Topic D: Edit Documents
- Topic E: Preview and Print Documents
- Topic F: Customize the Word Environment

## **2 - FORMATTING TEXT AND PARAGRAPHS**

- Topic A: Apply Character Formatting
- Topic B: Control Paragraph Layout
- Topic C: Align Text Using Tabs
- Topic D: Display Text in Bulleted or Numbered Lists
- Topic E: Apply Borders and Shading

## **3 - WORKING MORE EFFICIENTLY**

- Topic A: Make Repetitive Edits
- Topic B: Apply Repetitive Formatting
- Topic C: Use Styles to Streamline Repetitive Formatting Tasks

## **4 - MANAGING LISTS**

- Topic A: Sort a List
- Topic B: Format a List

## **5 - ADDING TABLES**

- Topic A: Insert a Table
- Topic B: Modify a Table
- Topic C: Format a Table
- Topic D: Convert Text to a Table

## **6 - INSERTING GRAPHIC OBJECTS**

- Topic A: Insert Symbols and Special Characters
- Topic B: Add Images to a Document

## **7 - CONTROLLING PAGE APPEARANCE**

- Topic A: Apply a Page Border and Color
- Topic B: Add Headers and Footers
- Topic C: Control Page Layout
- Topic D: Add a Watermark

## **8 - PREPARING TO PUBLISH A DOCUMENT**

- Topic A: Check Spelling, Grammar, and Readability
- Topic B: Use Research Tools
- Topic C: Check Accessibility
- Topic D: Save a Document to Other Formats

### **DAY 2:**

## **1 - ORGANIZING CONTENT USING TABLES AND CHARTS**

- Topic A: Sort Table Data
- Topic B: Control Cell Layout
- Topic C: Perform Calculations in a Table
- Topic D: Create a Chart
- Topic E: Add an Excel Table to a Word Document (Optional)

## **2 - CUSTOMIZING FORMATS USING STYLES AND THEMES**

- Topic A: Create and Modify Text Styles
- Topic B: Create Custom List or Table Styles
- Topic C: Apply Document Themes

## **3 - INSERTING CONTENT USING QUICK PARTS**

- Topic A: Insert Building Blocks
- Topic B: Create and Modify Building Blocks
- Topic C: Insert Fields Using Quick Parts

## **4 - USING TEMPLATES TO AUTOMATE DOCUMENT FORMATTING**

- Topic A: Create a Document Using a Template
- Topic B: Create and Modify a Template
- Topic C: Manage Templates with the Template Organizer

## **5 - CONTROLLING THE FLOW OF A DOCUMENT**

- Topic A: Control Paragraph Flow
- Topic B: Insert Section Breaks
- Topic C: Insert Columns
- Topic D: Link Text Boxes to Control Text Flow

## **6 - SIMPLIFYING AND MANAGING LONG DOCUMENTS**

- Topic A: Insert Blank and Cover Pages
- Topic B: Insert an Index
- Topic C: Insert a Table of Contents
- Topic D: Insert an Ancillary Table
- Topic E: Manage Outlines
- Topic F: Create a Master Document

## **7 - USING MAIL MERGE TO CREATE LETTERS, ENVELOPES, AND LABELS**

- Topic A: Use Mail Merge
- Topic B: Merge Envelopes and Labels



## **1 - GETTING STARTED WITH EXCEL 2019**

- Topic A: Navigate the Excel User Interface
- Topic B: Use Excel Commands
- Topic C: Create and Save a Basic Workbook
- Topic D: Enter Cell Data
- Topic E: Use Excel Help

## **2 - PERFORMING CALCULATIONS**

- Topic A: Create Worksheet Formulas
- Topic B: Insert Functions
- Topic C: Reuse Formulas and Functions

## **3 - MODIFYING A WORKSHEET**

- Topic A: Insert, Delete, and Adjust Cells, Columns, and Rows
- Topic B: Search for and Replace Data
- Topic C: Use Proofing and Research Tools

## **4 - FORMATTING A WORKSHEET**

- Topic A: Apply Text Formats
- Topic B: Apply Number Formats
- Topic C: Align Cell Contents
- Topic D: Apply Styles and Themes
- Topic E: Apply Basic Conditional Formatting

- Topic F: Create and Use Templates

## **5 - PRINTING WORKBOOKS**

- Topic A: Preview and Print a Workbook
- Topic B: Set Up the Page Layout
- Topic C: Configure Headers and Footers

## **6 - MANAGING WORKBOOKS**

- Topic A: Manage Worksheets
- Topic B: Manage Workbook and Worksheet Views
- Topic C: Manage Workbook Properties

### **DAY 2:**

## **1 - WORKING WITH FUNCTIONS**

- Topic A: Work with Ranges
- Topic B: Use Specialized Functions
- Topic C: Work with Logical Functions
- Topic D: Work with Date and Time Functions
- Topic E: Work with Text Functions

## **2 - WORKING WITH LISTS**

- Topic A: Sort Data
- Topic B: Filter Data
- Topic C: Query Data with Database Functions
- Topic D: Outline and Subtotal Data

## **3 - ANALYZING DATA**

- Topic A: Create and Modify Tables
- Topic B: Apply Intermediate Conditional Formatting
- Topic C: Apply Advanced Conditional Formatting

## **4 - VISUALIZING DATA WITH CHARTS**

- Topic A: Create Charts
- Topic B: Modify and Format Charts
- Topic C: Use Advanced Chart Features

## **5 - USING PIVOTTABLES AND PIVOTCHARTS**

- Topic A: Create a PivotTable
- Topic B: Analyze PivotTable Data
- Topic C: Present Data with PivotCharts
- Topic D: Filter Data by Using Timelines and Slicers



## **1 - GETTING STARTED WITH POWERPOINT 2019**

- ▢ Topic A: Navigate the PowerPoint Environment
- ▢ Topic B: View and Navigate a Presentation
- ▢ Topic C: Use PowerPoint Help

## **2 - DEVELOPING A POWERPOINT PRESENTATION**

- ▢ Topic A: Create and Save a Presentation
- ▢ Topic B: Edit Text
- ▢ Topic C: Work with Slides
- ▢ Topic D: Design a Presentation

## **3 - PERFORMING ADVANCED TEXT EDITING OPERATIONS**

- ▢ Topic A: Format Characters
- ▢ Topic B: Format Paragraphs

## **4 - ADDING AND ARRANGING GRAPHICAL ELEMENTS**

- ▢ Topic A: Insert Images
- ▢ Topic B: Insert Shapes
- ▢ Topic C: Create SmartArt
- ▢ Topic D: Insert Icons and 3D Models
- ▢ Topic E: Arrange and Size Objects

## **5 - MODIFYING GRAPHICAL ELEMENTS**

- ▢ Topic A: Format Images
- ▢ Topic B: Format Shapes
- ▢ Topic C: Customize SmartArt
- ▢ Topic D: Format Icons
- ▢ Topic E: Format 3D Models
- ▢ Topic F: Animate Objects

## **6 - PREPARING TO DELIVER YOUR PRESENTATION**

- ▢ Topic A: Review Your Presentation
- ▢ Topic B: Apply Transitions
- ▢ Topic C: Print a Presentation
- ▢ Topic D: Deliver Your Presentation

DAY 2:

## **1 - CUSTOMIZING DESIGN TEMPLATES**

- ▢ Topic A: Modify Slide Masters and Slide Layouts
- ▢ Topic B: Modify the Notes Master and the Handout Master
- ▢ Topic C: Add Headers and Footers

## **2 - USING INK TO HAND DRAW ELEMENTS**

- ▢ Topic A: Draw Objects
- ▢ Topic B: Write Math Equations

## **3 - ADDING TABLES**

- ▢ Topic A: Create a Table
- ▢ Topic B: Format a Table
- ▢ Topic C: Insert a Table from Other Microsoft Office Applications

## **4 - ADDING CHARTS**

- ▢ Topic A: Create a Chart
- ▢ Topic B: Format a Chart
- ▢ Topic C: Insert a Chart from Microsoft Excel

## **5 - WORKING WITH MEDIA**

- ▢ Topic A: Add Audio to a Presentation
- ▢ Topic B: Add Video to a Presentation
- ▢ Topic C: Add a Screen Recording

## **6 - BUILDING ADVANCED TRANSITIONS AND ANIMATIONS**

- ▢ Topic A: Use the Morph Transition
- ▢ Topic B: Customize Animations

## **7 - FINALIZING A PRESENTATION**

- ▢ Topic A: Collaborate on a Presentation
- ▢ Topic B: Annotate a Presentation
- ▢ Topic C: Record a Presentation
- ▢ Topic D: Set Up a Slide Show

## **8 - CUSTOMIZING PRESENTATION NAVIGATION**

- ▢ Topic A: Divide a Presentation into Sections
- ▢ Topic B: Add Links
- ▢ Topic C: Create a Custom Slide Show

## **9 - SECURING AND DISTRIBUTING A PRESENTATION**

- ▢ Topic A: Secure a Presentation
- ▢ Topic B: Create a Video or a CD





## **1 - GETTING STARTED WITH OUTLOOK 2019**

- ▢ Topic A: Navigate the Outlook Interface
- ▢ Topic B: Work with Messages
- ▢ Topic C: Access Outlook Help

## **2 - FORMATTING MESSAGES**

- ▢ Topic A: Add Message Recipients
- ▢ Topic B: Check Spelling and Grammar
- ▢ Topic C: Format Message Content

## **3 - WORKING WITH ATTACHMENTS AND ILLUSTRATIONS**

- ▢ Topic A: Attach Files and Items
- ▢ Topic B: Add Illustrations to Messages
- ▢ Topic C: Manage Automatic Message Content

## **4 - CUSTOMIZING MESSAGE OPTIONS**

- ▢ Topic A: Customize Reading Options
- ▢ Topic B: Track Messages
- ▢ Topic C: Recall and Resend Messages

## **5 - ORGANIZING MESSAGES**

- ▢ Topic A: Mark Messages
- ▢ Topic B: Organize Messages Using Folders

## **6 - MANAGING YOUR CONTACTS**

- ▢ Topic A: Create and Edit Contacts
- ▢ Topic B: View and Print Contacts

## **7 - WORKING WITH THE CALENDAR**

- ▢ Topic A: View the Calendar
- ▢ Topic B: Create Appointments
- ▢ Topic C: Schedule Meetings
- ▢ Topic D: Print the Calendar

## **8 - WORKING WITH TASKS AND NOTES**

- ▢ Topic A: Create Tasks
- ▢ Topic B: Create Notes

Day 2:

## **1 - MODIFYING MESSAGE PROPERTIES AND CUSTOMIZING OUTLOOK**

- ▢ Topic A: Insert Advanced Characters and Objects
- ▢ Topic B: Modify Message Properties
- ▢ Topic C: Add Email Accounts to Outlook
- ▢ Topic D: Customize Outlook Options

## **2 - ORGANIZING, SEARCHING, AND MANAGING MESSAGES**

- ▢ Topic A: Group and Sort Messages
- ▢ Topic B: Filter and Manage Messages
- ▢ Topic C: Search Outlook Items

## **3 - MANAGING YOUR MAILBOX**

- ▢ Topic A: Manage Junk Email Options
- ▢ Topic B: Manage Your Mailbox Size

## **4 - AUTOMATING MESSAGE MANAGEMENT**

- ▢ Topic A: Use Automatic Replies
- ▢ Topic B: Use Rules to Organize Messages
- ▢ Topic C: Create and Use Quick Steps

## **5 - WORKING WITH CALENDAR SETTINGS**

- ▢ Topic A: Set Advanced Calendar Options
- ▢ Topic B: Create and Manage Additional Calendars
- ▢ Topic C: Manage Meeting Responses

## **6 - MANAGING CONTACTS**

- ▢ Topic A: Import and Export Contacts
- ▢ Topic B: Use Electronic Business Cards
- ▢ Topic C: Forward Contacts

## **7 - MANAGING ACTIVITIES BY USING TASKS**

- ▢ Topic A: Assign and Manage Tasks

## **8 - SHARING OUTLOOK ITEMS**

- ▢ Topic A: Delegate Access to Outlook Folder
- ▢ Topic B: Share Your Calendar
- ▢ Topic C: Share Your Contacts

## **9 - MANAGING OUTLOOK DATA FILES**

- ▢ Topic A: Use Archiving to Manage Mailbox Size
- ▢ Topic B: Work with Outlook Data Files

# Customer Service *Live* Training

## COURSE OBJECTIVES

- Upon successful completion of this course, students will be able to:
- acquire tools to provide quality customer service and make lasting impressions on customers.
- explore how customers define the success of your company, as well as a customer's emotional behaviors, and how that sensitivity influences his or her decision making.
- discover techniques to increase customer satisfaction through your behavior, sensitivity, and respect.
- examine the techniques for providing service through face-to-face contact, the factors that contribute to the success of that contact, and the benefits of actively listening to your customers.
- identify the stages of customer management and recognize who your internal customers are. You will also explore value chain management and how to make positive long-term decisions that add value to your company.
- identify the guidelines for dealing with unreasonable and irate customers.
- take action to increase the loyalty of the customers you serve.
- increase sales via customer service.

### 1 - UNDERSTANDING

#### **CUSTOMER SERVICE** □ Describe Customer Service Benefits

- Recognize the Importance of Internal Customer Service
- Identify How Customer Service Benefits You
- Excel with Customer Service

### 2 - IDENTIFYING HOW CUSTOMERS DEFINE THE SUCCESS OF YOUR COMPANY

- Recognize Trends in Customer Service
- Identify Criteria for Customer Satisfaction

### 3 - INCREASING CUSTOMER SATISFACTION

- Identify Characteristics of the Personal Touch
- Create Lasting Positive Impressions on Your Customers

### 4 - PROVIDING FACE-TO-FACE CUSTOMER SERVICE

- Identify Categories of Face-to-Face Contact
- Understand the Critical Success Factors in Face-to-Face Customer Service
- Identify the Characteristics of Active Listening

### 5 - PROVIDING REMOTE CUSTOMER SERVICE

- Identify Remote Customer Service Communication Channels
- Apply Remote Customer Service Best Practices

### 6 - ENGAGING DIFFICULT CUSTOMERS

- Serve Difficult Customers
- Manage Angry Customers
- Deal with Difficult or Unhelpful Colleagues

### 7 - INCREASING CUSTOMER LOYALTY

- Optimize Moments of Truth
- Recognize the Value of Customer Complaints
- Identify the Stages of the Service Recovery Process

Online Learning



Learning Anytime

This portion of your job skills program focuses on helping your personal improvement, which will help you succeed in the future. Below you will find the detailed listing of dozens of hours of professionally created and delivered content that will provide you with the additional skills that you will need to succeed at your new career! This is your On-Line Anytime (OLA) library, and you will have access to these titles, and thousands more, for a full year!

Asset Type	Title	Code	Program Length
OLA Course	<b>Administrative Support: Developing Your Essential Skills</b>	<a href="#">aad_01_a01_bs_enus</a>	26 Minutes
OLA Course	<b>Administrative Support: Working in Partnership with Your Boss</b>	<a href="#">aad_01_a02_bs_enus</a>	18 Minutes
OLA Course	<b>Administrative Support: Interacting Effectively with Colleagues</b>	<a href="#">aad_01_a03_bs_enus</a>	19 Minutes
OLA Course	<b>Administrative Support: Projecting a Positive Professional Image</b>	<a href="#">aad_01_a04_bs_enus</a>	19 Minutes
OLA Course	<b>Writing Effective E-mails and Instant Messages</b>	<a href="#">acm_02_a01_bs_enus</a>	28 Minutes
OLA Course	<b>The Art and Science of Communication</b>	<a href="#">acm_07_a01_bs_enus</a>	21 Minutes
OLA Course	<b>Trust Building through Effective Communication</b>	<a href="#">acm_07_a03_bs_enus</a>	25 Minutes
OLA Course	<b>Choosing the Right Interpersonal Communication Method to Make Your Point</b>	<a href="#">acm_07_a04_bs_enus</a>	30 Minutes
OLA Course	<b>Become a Great Listener</b>	<a href="#">acm_07_a05_bs_enus</a>	24 Minutes
OLA Course	<b>Navigating Your Own Emotions</b>	<a href="#">acm_13_a01_bs_enus</a>	29 Minutes
OLA Course	<b>Navigating Other People's Emotions</b>	<a href="#">acm_13_a02_bs_enus</a>	25 Minutes
OLA Course	<b>Navigating the Workplace with Emotional Intelligence</b>	<a href="#">acm_13_a03_bs_enus</a>	26 Minutes
OLA Course	<b>Listening Even When it's Difficult to Listen</b>	<a href="#">acm_14_a01_bs_enus</a>	32 Minutes
OLA Course	<b>Using Active Listening in Workplace Situations</b>	<a href="#">acm_14_a02_bs_enus</a>	34 Minutes
OLA Course	<b>Gaining a Positive Perspective on Feedback</b>	<a href="#">acm_15_a02_bs_enus</a>	30 Minutes
OLA Course	<b>Acting with Diplomacy and Tact</b>	<a href="#">acm_16_a01_bs_enus</a>	36 Minutes
OLA Course	<b>Navigating Challenging Situations with Diplomacy and Tact</b>	<a href="#">acm_16_a02_bs_enus</a>	30 Minutes
OLA Course	<b>Interacting with Customers</b>	<a href="#">acs_02_a01_bs_enus</a>	30 Minutes
OLA Course	<b>Communicating Effectively with Customers</b>	<a href="#">acs_02_a02_bs_enus</a>	30 Minutes
OLA Course	<b>Controlling Conflict, Stress, and Time in a Customer Service Environment</b>	<a href="#">acs_02_a03_bs_enus</a>	32 Minutes
OLA Course	<b>Dealing with Customer Service Incidents and Complaints</b>	<a href="#">acs_02_a04_bs_enus</a>	30 Minutes
OLA Course	<b>Polishing Your Skills for Excellent Customer Service</b>	<a href="#">acs_02_a05_bs_enus</a>	24 Minutes
OLA Course	<b>Rapport Building in Customer Service</b>	<a href="#">acs_03_a01_bs_enus</a>	28 Minutes
OLA Course	<b>Providing Telephone Customer Service</b>	<a href="#">acs_03_a03_bs_enus</a>	31 Minutes
OLA Course	<b>Facing Confrontation in Customer Service</b>	<a href="#">acs_03_a05_bs_enus</a>	27 Minutes
OLA Course	<b>Designing a Customer Service Strategy</b>	<a href="#">acs_03_a06_bs_enus</a>	28 Minutes
OLA Course	<b>Leveraging Emotional Intelligence</b>	<a href="#">ald_01_a04_bs_enus</a>	28 Minutes
OLA Course	<b>How to Manage Difficult Conversations</b>	<a href="#">amg_06_a03_bs_enus</a>	29 Minutes
OLA Course	<b>Developing a Plan to Further Your Career</b>	<a href="#">apd_03_a01_bs_enus</a>	28 Minutes
OLA Course	<b>Getting Your Career on the Right Track</b>	<a href="#">apd_03_a02_bs_enus</a>	29 Minutes
OLA Course	<b>Cultivating Relationships with Your Peers</b>	<a href="#">apd_04_a01_bs_enus</a>	21 Minutes
OLA Course	<b>Managing Pressure and Stress to Optimize Your Performance</b>	<a href="#">apd_07_a01_bs_enus</a>	26 Minutes
OLA Course	<b>Aligning Goals and Priorities to Manage Time</b>	<a href="#">apd_08_a01_bs_enus</a>	25 Minutes
OLA Course	<b>Make the Time You Need: Get Organized</b>	<a href="#">apd_08_a02_bs_enus</a>	28 Minutes
OLA Course	<b>The Art of Staying Focused</b>	<a href="#">apd_08_a03_bs_enus</a>	30 Minutes
OLA Course	<b>Uncovering and Utilizing Your Talents and Skills</b>	<a href="#">apd_10_a01_bs_enus</a>	19 Minutes
OLA Course	<b>Self-improvement for Lifelong Success</b>	<a href="#">apd_10_a02_bs_enus</a>	24 Minutes
OLA Course	<b>Establishing Self-confidence for Life</b>	<a href="#">apd_10_a03_bs_enus</a>	23 Minutes
OLA Course	<b>Procrastination: Admitting it is the First Step</b>	<a href="#">apd_11_a01_bs_enus</a>	20 Minutes
OLA Course	<b>Understanding Unconscious Bias</b>	<a href="#">apd_14_a01_bs_enus</a>	25 Minutes
OLA Course	<b>Overcoming Your Own Unconscious Biases</b>	<a href="#">apd_14_a02_bs_enus</a>	22 Minutes
OLA Course	<b>Being an Effective Team Member</b>	<a href="#">atm_02_a01_bs_enus</a>	30 Minutes
OLA Course	<b>Taking Effective and Professional Notes</b>	<a href="#">bs_acm19_a01_enus</a>	20 Minutes
OLA Course	<b>Developing Your Business Acumen</b>	<a href="#">bs_apd20_a01_enus</a>	21 Minutes
OLA Course	<b>Developing a Growth Mind-set</b>	<a href="#">bs_ast03_a01_enus</a>	16 Minutes
OLA Course	<b>Personal Power and Credibility</b>	<a href="#">comm_42_a01_bs_enus</a>	24 Minutes
OLA Course	<b>Difficult People: Why They Act That Way and How to Deal with Them</b>	<a href="#">comm_46_a01_bs_enus</a>	31 Minutes
OLA Course	<b>The Essentials for Anger Management</b>	<a href="#">comm_47_a01_bs_enus</a>	26 Minutes
OLA Course	<b>Using Communication Strategies to Bridge Cultural Divides</b>	<a href="#">comm_48_a02_bs_enus</a>	30 Minutes
OLA Course	<b>Staying Balanced in a Shifting World</b>	<a href="#">pd_30_a02_bs_enus</a>	15 Minutes
OLA Course	<b>Take a Deep Breath and Manage Your Stress</b>	<a href="#">pd_30_a03_bs_enus</a>	22 Minutes
OLA Course	<b>Avoid Procrastination by Getting Organized Instead</b>	<a href="#">pd_32_a02_bs_enus</a>	22 Minutes
OLA Course	<b>Maximize Your Productivity by Managing Time and Tasks</b>	<a href="#">pd_32_a03_bs_enus</a>	21 Minutes
OLA Course	<b>Forging Ahead with Perseverance and Resilience</b>	<a href="#">pe_03_a01_bs_enus</a>	31 Minutes
OLA Course	<b>Reaching Goals Using Perseverance and Resilience</b>	<a href="#">pe_03_a02_bs_enus</a>	27 Minutes
OLA Course	<b>The Building Blocks of Building Trust</b>	<a href="#">pe_04_a01_bs_enus</a>	29 Minutes
OLA Course	<b>Becoming an Accountable Professional</b>	<a href="#">pe_05_a01_bs_enus</a>	30 Minutes
OLA Course	<b>Managing Workplace Stress</b>	<a href="#">_pc_bi_hrbi006</a>	6 Minutes
OLA Course	<b>Reframing Negative Situations</b>	<a href="#">_pc_bi_hrbi008</a>	6 Minutes
OLA Course	<b>Developing Your Career</b>	<a href="#">_pc_ch_lach037</a>	15 Minutes
OLA Course	<b>Persevering through Setbacks</b>	<a href="#">_pc_ch_pach011</a>	15 Minutes
OLA Course	<b>The Fruits of Integrity: Building Trust at Work</b>	<a href="#">_pc_ch_pach012</a>	15 Minutes

**Your New Career Starts Today!**

