Support Specialist Program

Roadmap

Learning Management System (LMS)

Level I: Understanding Self and Work Environment

Unit 1: Challenge of Learning: Learning to Learn

- Broadening Your Learning Horizons- 10 minutes

- Targeting Personal Learning- 20 minutes

- Developing Learning Practices- 1 hour

- Pursuing Successful Lifelong Learning- 2 hours

Unit 2: The Role and Function of a Support Specialist

- Interpersonal Communication that Builds Trust- 28 minutes

- Managing Your Career: Professional Networking Essentials- 1 hour

- Administrative Professionals: Common Administrative Support Tasks- 1 hour

- Administrative Professionals: Maximizing Your Relationship with Your Boss- 1 hour

- Administrative Professionals: Interacting with Others- 1 hour

- Administrative Professionals: Putting Your Best Foot Forward- 1 hour

Unit 3: Dealing With Change/ Introduction to Career Development

- Developing Organizational Agility- 12 minutes

- Understanding Organizational Change- 1 hour

- The Importance of Flexibility in the Workplace- 1 hour

Unit 4: Career Development and Exploration/Introduction to Oral Presentations

- Basic Presentation Skills: Planning a Presentation- 1 hour

- Basic Presentation Skills: Creating a Presentation- 1 hour

- Basic Presentation Skills: Delivering a Presentation- 1 hour

- Public Speaking Strategies: Confident Public Speaking- 1 hour

- Public Speaking Strategies: Preparing Effective Speeches- 1 hour

Level II: Strengthening Communication Skills

Unit 5: Self-Management

- Time Management: Ready, Set…FOCUS!- 32 minutes

- Time Management: Quit Making Excuses and Make Time Instead- 32 minutes

- Planning for Interruptions Helps With Procrastination- 6 minutes

- Getting Time Under Control- 12 minutes

- Prioritizing Personal and Professional Responsibilities- 6 minutes

- Time Management: Analyzing Your Use of Time- 1 hour

- Managing from Within: Self-empowerment- 2 hours

Unit 6: Motivation/Stress Management

- Managing Workplace Stress - 6 minutes

- Employee Exhaustion: Managing a Well-Balanced Workload- 6 minutes

- Personal Productivity Improvement: Managing Your Workspace- 1 hour

- Personal Productivity: Self-organization and Overcoming Procrastination- 1 hour

- Optimizing Your Work/Life Balance: Taking Control of Your Stress- 1 hour

- Anger Management Essentials: Managing and Controlling Anger- 1 hour

- Leadership Essentials: Motivating Employees- 1 hour

Unit 7: Communicating Effectively

- Giving Feedback to Coworkers- 12 minutes

- Listening with Skill- 1 hour

- Communicating with Professionalism and Etiquette- 1 hour

- Delivering a Difficult Message with Diplomacy and Tact- 1 hour

- The Value of Peer Relationships- 1 hour

- Communication Methods that Make Sense- Make Your Point- 34 minutes

Unit 8: Communicating Effectively

- Essential Skills for Professional Telephone Calls- 1 hour

- The Angry Caller: What's Your Plan- 6 minutes

- Dealing with Irrational Customers and Escalating Complaints- 2 hours

- Working with Difficult People: How to Work with Aggressive People- 1 hour

- Working with Difficult People: Identifying Difficult People- 1 hour

- Working with Difficult People: How to Work with Negative People- 1 hour

Level III: Working Effectively With Others

Unit 9: Problem Solving and Decision Making

- Solving Problems: Generating and Evaluating Alternatives- 39 minutes

- Solving Problems: Framing the Problem- 31 minutes

- Problem Solving: Process, Tools, and Techniques- 12 minutes

- Making and Carrying Out Tough Decisions- 36 minutes

- Turning Problems Around with Reverse Brainstorming- 6 minutes

Unit 10: Overview of Management

- First Time Manager: Understanding a Manager's Role- 1 hour

- First Time Manager: Challenges- 1 hour

Unit 11: Team Building

- Elements of a Cohesive Team- 1 hour

- Effective Team Communication- 1 hour

- Being an Effective Team Member- 1 hour

- Establishing Team Goals and Responsibilities- 1 hour

- Preventing Unhealthy Workplace Conflict- 30 minutes

- Managing Conflict in Project Teams- 6 minutes

- Adapting Your Conflict Style- 29 minutes

Unit 12: Leadership and Empowerment

- Building and Managing Upward Relationships- 12 minutes

- Leadership Essentials: Building Your Influence as a Leader- 1 hour

- Personal Productivity Improvement: Managing Tasks and Maximizing Productivity- 1 hour

- Using Business Etiquette to Build Professional Relationships- 1 hour

- Developing Your Reputation of Professionalism with Business Etiquette- 1 hour

- Working for Your Inner Boss: Personal Accountability- 2 hours

Suggested Additional Topical Areas

Customer Service

- Customer Service Fundamentals: Building Rapport in Customer Relationships- 1 hour

- Customer Service over the Phone- 1 hour

- Internal Customer Service- 1 hour

- Customer Service Confrontation and Conflict- 1 hour

- Customer Interactions- 3.5 hours

Written Communication

- Business Writing: Know Your Readers and Your Purpose- 1 hour

- Business Writing: How to Write Clearly and Concisely- 1 hour

- Business Writing: Editing and Proofreading- 1 hour

- Business Grammar: Parts of Speech- 1 hour

- Business Grammar: Working with Words- 1 hour

- Business Grammar: Common Usage Errors- 1 hour

- Using E-mail and Instant Messaging Effectively- 1 hour

Word 2016

- Creating and Formatting Tables in Word 2016- 30 min.

- Customizing Options and Using Document Views in word 2016 – 40 min.

- Headers, Footers, Page Numbering, and Layout in Word 2016 – 41 min.

- References, Proofing, Mail Merge, and Forms in Work 2016- 1 hour 10 min.

- Sharing and Collaborating on Documents in Word 2016 – 1 hour 2 min.

Word 2013

- Structuring a Document in Word 2013 – 1 hour

- Editing and Formatting in Word 2013 – 1hour

- Customizing Document Layout in Word 2013 – 1 hour

- Performing Basic Tasks in Word 2013- 1hour

- Reference tool and Mail Merge in Work 2013- 1 hour

- Sharing and Collaborating in Word 2013 – 1hour

- Using Tables in Word 2013 – 30 min.

Word 2010

- Getting Started with Word 2010- 1 hour

- Formatting and Working with Text in Word 2010- 1 hour

- Structuring Word 2010 Documents- 1 hour

- Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010- 1 hour

- Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010- 1 hour

- Forms, Fields, and Mail Merge in Word 2010- 1 hour

- Creating and Formatting Tables in Word 2010- 1 hour

- Manipulating Tables in Word 2010- 1 hour

- Embedding Charts and Tables into Word 2010- 1 hour

- Customizing the behavior and Appearance of Word 2010 – 1 hour

Excel 2016

- Microsoft Excel 2016 Essentials: Charts, Tables, and Images – 57 min.

- Microsoft excel 2016 Essentials: Formatting Data – 54 min.

- Microsoft Excel 2016 Essentials: Formulas and functions – 1 hour8 min.

- Microsoft Office 2016 Intermediate Excel: PivotTables and Advanced Charts- 52 min.

Excel 2013

- Creating and Customizing Visual Elements in Excel 2013 – 1 hour

- Creating workbooks, worksheets, and data in Excel 2013 – 1 hour

- Formatting Data in Excel 2013 – 1 hour

- Presenting Data in Tables and Charts in Excel 2013- 1 hour

- Saving and Printing Data in Excel 2013 – 1 hour

- Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013 – 1 hour

Excel 2010

- Getting Started with Excel 2010- 1 hour

- Applying Basic Data Formatting in Excel 2010- 1 hour

- Using Basic Formulas in Excel 2010- 1 hour

- Customizing Visual Elements in Excel 2010- 1 hour

- Customizing Workbook Settings, Conditional Formatting, and Number Format- 1 hour

- Organizing Data and Objects in Excel 2010- 1 hour

- Ensuring Excel 2010 Data and Formulas are Right- 1 hour

- PivotTables and Pivot Charts in Excel 2010- 1 hour

PowerPoint 2016

- Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016 – 54 min.

- Modifying and formatting Slides in PowerPoint 2016 – 1 hour 3 min.

- Sharing and Protecting Presentations in PowerPoint 2016- 240 min.

- Using Slide Show Presentation Tools in PowerPoint 2016 – 46 min.

PowerPoint 2013

- Creating Presentations in PowerPoint 2013 – 1 hour

- Enhancing PowerPoint 2013 presentations – 1 hour

- Animations and Media in PowerPoint 2013 -1 hour

- Sharing, Printing, protecting and Delivery Presentations In PowerPoint 2013 – 1 hour 30 min.

PowerPoint 2010

- Getting Started with PowerPoint 2010- 1 hour

- Visually Enhancing PowerPoint 2010 Presentations- 1 hour

- Adding Images to Presentations in PowerPoint 2010- 1 hour

- Using Multimedia and Animations in PowerPoint 2010- 1 hour

- Using Advanced Slide Show Tools in PowerPoint 2010- 1 hour

- Collaborating and Sharing Presentations in PowerPoint 2010- 1 hour

Outlook 2016

- Customizing and Managing Outlook 2016 – 1 hour 8 min.

- Formatting E-mail in Outlook 2016 – 1 hour 3 min.

- Configuring and Managing Meetings and Notes in Outlook 2016

- Configuring Message Options in Outlook 2016 – 43 min.

- Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016 – 47 min.

Outlook 2013

- Collaboration and Customization with the Calendar, contacts and Tasks in Outlook 2013 – 1 hour

- Formatting E-mail and Configuring Message Options in Outlook 2013 – 1 hour

- Managing E-mail in Outlook 2013 – 1 hour

- Scheduling with Appointments, events, and Tasks in Outlook 2013 – 1 hour

Outlook 2010

- Getting Started with Outlook 2010 – 1 hour

- Customizing Outlook 2010 and Managing Accounts – 1 hour

- Data Files, Archiving, and Send/Receive Groups in Outlook 2010 – 1 hour

- Formatting E-mail and Configuring Message Options in Outlook 2010 – 1 hour

- Using the Calendar for Appointments, Events, and Meetings in Outlook 2010 – 1 hour