

CAREERWISE RECOMMENDED ONLINE COURSE MENU



FOUNDATIONAL SKILLS



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Accelerate the skill development of your apprentice through targeted online courses. There are countless low-cost courses that will expand their knowledge and skill set. They are easy to access and teach a critical skill aligned to CareerWise competencies. There are numerous benefits in engaging youth apprentices in online courses, particularly while they are working remotely.

The courses outlined below focus on foundational skills. Unlike “soft skills” these are technical skills that are essential for any employee, across industries and occupations. Covering essentials such as inbox management, customer service and excel proficiency, these training courses can ensure your apprentice is able to meet the basic demands of the workplace.

Excel 2016 Essential Training

Provided through LinkedIn Learning, \$50 registration fee.

Approximately nine hours of instructional content.

Beginner to intermediate level.

Start mastering Excel, the world's most popular and powerful spreadsheet program, with Excel expert Dennis Taylor. Learn how to best enter and organize data, perform calculations with simple functions, work with multiple worksheets, format the appearance of your data and cells, and build charts and PivotTables. Other lessons cover the powerful IF, VLOOKUP, and COUNTIF family of functions; the Goal Seek, Solver, and other data analysis tools; and automating tasks with macros.

Excel 2016: Advanced Formulas and Functions

Provided through LinkedIn Learning, \$50 registration fee.

Approximately seven hours of instructional content.

Advanced level.

Excel expert Dennis Taylor demystifies some of the most useful of the 450+ formulas and functions in Excel and shows how to put them to their best use. Dennis starts with a review of the more basic functions (SUM, AVERAGE, and MAX), and a few critical keyboard shortcuts that will let you locate and display formula cells and accelerate working with Excel formulas—even on multiple sheets. He then covers how to find and retrieve data with the VLOOKUP and INDEX functions, calculate totals with counting and statistical functions, extract data with text functions, and work with date, time, array, math and information functions. The course focuses on practical examples that will help viewers easily transition to using Excel's most powerful formulas and functions in real-world scenarios.



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Effective Business Presentations with PowerPoint

Provided through Coursera, currently free.

Approximately 13 hours of instructional content.

Beginner level.

This course is all about presenting the story of the data, using PowerPoint. You'll learn how to structure a presentation, to include insights and supporting data. You'll also learn some design principles for effective visuals and slides. You'll gain skills for client-facing communication - including public speaking, executive presence and compelling storytelling. Finally, you'll be given a client profile, a business problem, and a set of basic Excel charts, which you'll need to turn into a presentation - which you'll deliver with iterative peer feedback.

Bookkeeping Basics #1: Understand the Fundamentals

Provided through Udemy, \$75 registration fee.

Approximately five hours of instructional content.

Beginner level.

As a business owner, entrepreneur, employee or student you may be great in your field but that doesn't mean you're strong in every area of running a business. When it's time to balance the checkbook or talk to the CPA at tax time, it feels like it's a completely different language you've never learned! Using simple, easy-to-understand discussion, illustrations and note sheets, this 4.5 hour course with over 50 video lessons teaches you the basic building blocks of how money is tracked and what that means to your business or project.

Write Better Emails: Tactics for Smarter Team Communication

Provided through Udemy, \$10.99 registration fee.

Approximately two hours of instructional content.

Beginner level.

This course is for employees in organizations who frequently communicate via email with their team members (at least 5 or more on a regular basis). No special tools or are necessary. Any email client (like Outlook, Gmail, Yahoo Mail, etc.) will do. Students will learn to improve email writing skills in simple steps, avoid common confusing errors in email messages, improve communication with teams, write clear email messages that explain exactly what you want, learn proper email etiquette and business writing techniques that get you results, save time in writing and responding to emails, and get higher response rates from teammates.



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Email Ninja: Take Back Control of Your Email Inbox

Provided through Udemy, \$18.99 registration fee.

Approximately two to three hours of instructional content.

Beginner level.

There is a simple solution to email overload. This course is for anyone who struggles to keep on top of the volume of emails they receive, who loses or misses email actions on a regular basis, and who feels stressed or overwhelmed by the state of their email inbox. Students will learn what is an inbox, what is its purpose and why it gets out of control, two simple habits to get your inbox to zero every day, self-commitments to ensure it happens, how to simplify archive folders for speed.

Brilliant Customer Service: How To Impress Your Customers!

Provided through Udemy, \$19.99 registration fee.

Approximately two to three hours of instructional content.

Beginner level.

The course is aimed at providing you with the opportunity to enhance your people skills in a way that will truly differentiate you from the competition. We will explore different models of high quality customer service, strategies to improve your skillsets, and tactics that your customer service representatives (CSRs) can easily acquire and implement immediately. Furthermore, you will learn how to handle any complaints you receive in a totally professional manner.

You will be introduced to the benefits of customer relationship management (CRM) and will learn how it can become the vehicle that drives up your standards of service.

Customer Service: Soft Skills Fundamentals

Provided through Udemy, \$10.99 registration fee.

Approximately two to three hours of instructional content.

Beginner level.

Starting a new career in customer service can be intimidating. How will you deal with all those people? New employee training can teach you how to turn on the lights and work the computers, but you need to know more about the non-tangibles, the soft skills of getting along. This course will help you develop the soft skills you need to thrive when facing clients day after day. This course is for people starting out in a customer service career, and first-time customer service reps.