

OFFICE INFORMATION SYSTEMS

CUSTOMER SUPPORT

Office Manager²

Better Business Communication
 Communication Skills for Business
 Communication Skills for the Workplace
 Customer Service Counts
 Excellence in Supervision
 Giving & Receiving Criticism
 Handling Conflict & Confrontation
 How to Supervise People
 Mentoring
 Professional Email Etiquette

Call Center²

Customer Service Counts
 Handling Conflict and Confrontation

Sales Support

Digital Literacy (IC3 GS6)
 Dealing with the Irate Customer
 Preventing Sexual Harassment in the Workplace
 The Business of Listening

Virtual Assistant

Better Business Writing
 Better Business Communication
 Communication Skills for Business
 Entrepreneurship and Small Business
 Working as a Team
 ART of Customer Service

OFFICE ADMINISTRATION

Administrative Specialists

Photoshop
 Acrobat
 InDesign
 ART of Customer Service
 Customer Service Counts
 Entrepreneurship and Small Business
 Excellence in Supervision
 Progressive Discipline and Successful Termination
 Project Management Fundamentals

Administrative Support

ART of Customer Service
 Better Business Communication
 Communication Skills for Business
 Communication Skills for the Workplace
 Customer Service Counts
 Professional Email Etiquette
 Project Management Fundamentals
 Workplace Etiquette

Accounting & Finances

Excel
 Access
 QuickBooks
 Better Business Communication
 Business Ethics on the Job
 Communication Skills for Business
 Professional Email Etiquette
 Workplace Ethics

IT, DESIGN, & PROGRAMMING

SYSTEM ADMINISTRATOR

Cisco Administrator

MTA Fundamentals (Server, Networking, Security)
 CompTIA Core
 Cisco CCNA

Cloud Administrator

MTA Fundamentals (OS, Networking, Security, Server)
 Azure Fundamentals
 Azure Administrator
 Azure Security Engineer
 Azure Developer

PROGRAMMING

Web Designer & Developer

Dreamweaver
 Introduction to Programming
 MTA Fundamentals (HTML, CSS, and JavaScript)
 Programming in HTML5 with JavaScript and CSS

DATA ANALYSIS / ARTIFICIAL INTELLIGENCE

Microsoft Access
 Azure Fundamentals
 Azure AI Fundamentals
 Azure AI Associate*
 Azure Data Fundamentals*
 Azure Data Professional*

HELP DESK / TECHNICAL SUPPORT¹

Digital Literacy (IC3 GS6)
 Communication Skills for Business
 ART of Customer Service
 Customer Service Counts
 MTA Fundamentals (Server, Networking, Security)

CYBERSECURITY

MTA Fundamentals (Server, Networking, Security)
 CompTIA Core (A+, Network+, Security+)
 EC-Council (Associate Level)
 EC-Council
 CISSP

VIDEO & GRAPHICS

Graphic Design

Photoshop
 Illustrator
 InDesign
 Animate

Computer-Aided Design

AutoCAD
 Revit
 Inventor

Video Production

Video Production 101
 Video Editing 101
 Premiere
 After Effects

PROFESSIONAL DEVELOPMENT

BUSINESS MANAGEMENT¹

ART of Customer Service
 Better Business Communication
 Better Business Writing
 Communication Skills for Business
 Customer Service Counts
 Entrepreneurship and Small Business

KNOW YOUR TALENTS

PDP Assessment
 Know Your Talents
 Leadership Development
 ProScan to Placement (P2P)
 PDP Certification

LEADERSHIP & MANAGEMENT

Better Business Communication
 Communication Skills for Business
 Excellence in Supervision
 Giving and Receiving Criticism
 Handling Conflict and Confrontation
 How to Coach an Effective Team
 How to Supervise People
 Managing a Diverse Workforce
 Mentoring
 Quality Focused Supervision
 Team Leadership

Allied Health

Pharmacy Technician
 Medical Coding & Billing
 Medical Office Admin
 Medical Records Technician

Legal

Paralegal Studies
 Nurse Paralegal
 Legal Nurse Consultant



* Coming 2021

¹ Includes Microsoft Office (Word, Excel, Powerpoint, Access, Outlook)

² Includes Sales Support