

ORGANIZATIONAL SKILLS



Course Objective: In this course, managers and employees learn how to assimilate and make the best use of the stream of information that flows through their work environment on a daily basis. They explore ways to process, retain, prioritize, and preserve messages and data that are key to their productivity and effectiveness. Students develop the skills needed to manage time effectively. Students will use various time management techniques to meet their own deadlines as well as help their employees meet theirs.

Title/Unit	Topics
Lesson 1: Background Information	<ul style="list-style-type: none"> • Understand how managing information benefits organizations. • Recognize the sources of information overload. • Know how managing information prevents information overload. • Identify important goals when managing information.
Lesson 2: The INFO Process	<ul style="list-style-type: none"> • Understand how the INFO Process helps you manage info. • Note appropriate information on your information chart. • Focus your information on your job priorities. • Throw information away when necessary. • File information effectively. Categorize information on which you need to act.
Lesson 3: Managing Incoming Information	<ul style="list-style-type: none"> • Use speed-reading to improve your reading skills. • Draw concept maps when taking notes. • Manage your e-mail messages effectively. • Use association and personalization to improve your memory. • Create acronyms and mnemonics to remember information. • Review information correctly.
Lesson 4: Managing Outgoing Information	<ul style="list-style-type: none"> • Understand how to send information effectively. • Follow guidelines for sending information to others. • Know how to send written information appropriately. • Send verbal information properly • Use guidelines for sending information electronically
Lesson 5: Background Information	<ul style="list-style-type: none"> • Understand the importance of time management. • Recognize the myths of time management. • Differentiate between effective and efficient performance. • Identify time control problems. • Perform time saving tips. • Develop a time management plan.
Lesson 6: Organizing Your Time	<ul style="list-style-type: none"> • Organize your office and your activities. • Assemble an effective task list. • Avoid poor work habits. • Complete the planning process. • Identify the difference between important and urgent issues. • Overcome the tendency to procrastinate.
Lesson 7: Coordinating Time with Others	<ul style="list-style-type: none"> • Recognize the importance of clear communication. • Manage office visitors effectively. • Overcome conversational objections. • Save time spent on the telephone. • Use voice mail and e-mail as time saving tools. • Delegate tasks to others.

What is Included

We are committed to providing quality training and support. Our training includes the following:

- **One Year Access-** All trainees will have 1year 24/7 access to training portal
- **Textbook(s) and authors:** Access to the online certification reference manuals
- **E-Reference Library-** One year 24/7 access to E-Reference library. This library will allow trainees to have access to additional reading books and materials in a variety of subject matters.
- **Exercises:** A series of exercises that will assess your comprehension and application of the principles covered in the course. Once you answer the assignment questions, you may compare your answers to the answer key and review any incorrect question subjects.
- **Lesson Quizzes/Tests:** Upon completion of each lesson and exercises, there is a lesson Quiz. These quizzes will assess your comprehension of the concepts covered within the lesson presentations. The grade achieved on these quizzes will be saved in your training portal so that you can track your progress as you take the course.
- **Final Exam:** Upon completion of all the activities in the course, there is a final exam. The exam will focus on all the material covered throughout the course, including reading assignments. The results achieved on the final exam will be saved in the grade section of your training portal for your review.
- **Exam Prep** To test your knowledge on the skills and competencies being measured by the vendor certification exam. Test Prep can be taken in either Study or Certification mode.
 - **Study Mode** is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented.
 - **Certification Mode** is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
- **Technical Support** You will also have access to Instructional and Technical Support. Support may be reached as follows:
 - **Chat:** clicking the icon in the online classroom entitled, 'Connect with Support.' A help desk specialist is available Monday-Saturday via instantaneous chat mode.
 - o Monday-Thursday 8am-11pm
 - o Friday 8am-6pm
 - o Saturday 11am-6pm
 - **E-Mail:** During those hours when online support is not available, instructional support will contact you within 24 business hours.

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