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 – 1 hour
• Customizing Document Layout in Word 2013 – 1 hour
• Performing Basic Tasks in Word 2013 - 1 hour
• Reference tool and Mail Merge in Work 2013 - 1 hour
• Sharing and Collaborating in Word 2013 – 1 hour
• 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