



Utah Afterschool Network eLearning Institute

Courses in addition to those in the Afterschool Certificate Series and Child Care categories:

- **University of Utah custom courses**
- **Education Compliance courses**
- **CDE School-Age Series courses**
- **Nonprofit and Management courses**
- **Computers and Software courses**

- **University of Utah custom courses**

Bullying in Children and Adolescents

45 minutes

Dealing with bullying in your afterschool programs can be a complex issue. The aim of this course is to discuss bullying and its various types, how to prevent it from happening, how to build systems to prevent bullying, and what to do when it happens in your afterschool program. It is important to address bullying appropriately in your afterschool programs in order to prevent future bullying and to increase and safe and positive program culture.

Thinking Functionally about Behavior and Building Relationships with Students

45 minutes

Student problem behavior and a lack of positive relationships with teachers can negatively impact the success of any educational environment. Strategies for preventing and changing problem behavior based on Positive Behavior Supports (PBS) are discussed. We will also discuss ways to build positive relationships with students.

- **Education Compliance courses**

Adult and Child CPR

1 hour

This course is designed to teach participants how to properly perform Adult and Child CPR. Participants will learn important definitions, hazards and symptoms to look out for, as well as the proper way to perform the Heimlich maneuver.

Basic First Aid

20 minutes

This course is designed to give participants the skills they need to perform basic first aid for a wide range of injuries and sudden illnesses. Some topics covered include; the chain of survival, initial assessment, and how to properly bandage and dress wounds. By the end of this course participants will have learned proper first aid for bleeding, shock, burns, choking, fractures, heart attacks, and much more.

Bloodborne Pathogens and HIV (PS)

45 minutes

In this course, you will learn about the characteristics of bloodborne pathogens, diseases caused by these pathogens, such as HIV, and how they are transmitted. You will also learn the elements of an exposure control plan and how to prevent contact with or infection from contaminated body fluids. In addition, you will learn how to handle exposure incidents involving blood, and the signs, labels, and color-coding used to warn of biohazards and bloodborne pathogens. This training is provided to help employers provide a safe and healthful work environment for their employees and minimize the possibility of employee exposure to bloodborne pathogens.

Cyberbullying

1 hour

In this course, you will: Learn the definition of cyberbullying, discover tactics on preventing cyberbullying, find tips for parents and teachers as well as how to report instances of cyberbullying

Data Security Training (Collection)

1 hour

Data hacks in higher education are the second-highest category of reported industry breaches, accounting for 17 percent of all reported hacks. Resolving data hacks is expensive, costing anywhere from hundreds of thousands to millions of dollars. Understanding how to maintain data security is key to preventing hacks and keeping sensitive data private.

Drug-Free Workplace

15 minutes

In this course, participants will learn about the Drug-Free Workplace Policy. They will discover the impact of substance abuse in the workplace, ways that people use alcohol and other drugs, and learn how to understand addiction. Other topics include signs and symptoms of substance abuse, family and coworker impact, assistance, confidentiality, and specific drugs of abuse.

Emergency and Crisis Management (PS)

1 hour, 30 minutes

Emergency and Crisis Management will first indicate the actions to take during potential crises to ensure safety of employees and customers. This course will teach you to evaluate the scope and impact of a disaster or emergency and begin the recovery process.



Emergency and Crisis Planning (PS)

1.5 hours

Emergency and Crisis Planning walks the learner through the process of identifying potential crises and planning how to deal with them in a manner that protects important constituents and minimizes impact on mission delivery. The course provides ways to efficiently plan for the continuation of business practices in the event of a crisis situation.

Equal Opportunity 101

10 minutes

The U.S. Department of Labor Civil Rights Center is committed to providing clear and easy-to-access information on how to comply with federal equal opportunity and nondiscrimination laws and regulations that (1) prohibit discrimination in DOL-funded programs and activities, and (2) prohibit discrimination on the basis of disability by certain public entities and in DOL-conducted activities. This course is a brief overview on equal opportunity rights.

Harassment Prevention Training (PS)

2 hours

This course provides comprehensive, online training to prevent harassment in the workplace. It offers strategies to achieve more appropriate employee conduct and reduce your company's liability. In addition to promoting a harassment-free work environment, this course will also bring your organization into compliance with state laws, such as California's sexual harassment training requirement, AB 1825.

Information Security Awareness (Dept. of Health and Human Services)

15 minutes

Learning how to protect electronic information at work and home is very important. This course will teach participants the purpose for security training, potential threats, how to protect data at work and home, mobile device security, and how to report security breaches.

Making Educators Partners in Suicide Prevention

20 minutes

The following course is adapted from the "faculty training module" of the LIFELINES school-based curriculum for youth suicide prevention, and provided by the Society for the Prevention of Teen Suicide. This course will review the ways in which suicide awareness training is beneficial to the entire school community. It will correct myths, present accurate data on suicide risk, warning signs & protective factors, outline roles, discuss ways for dealing with at-risk students, and provide additional suicide prevention resources to participants.

Overview of the Americans with Disabilities Act (Collection)

30 minutes

The Americans with Disabilities Act prohibits discrimination based on disability by protecting qualified individuals with disabilities from employment discrimination, and by requiring employers to provide reasonable accommodations. The Americans with Disabilities Act also protects qualified persons with disabilities from discrimination in many areas of higher education, including admission, academics, and research. It applies to all post-secondary educational programs, whether or not they receive federal financial assistance.

Planning for Emergencies

30 minutes

The Preparing for Emergencies course is designed to help participants identify a learning goal and expectation for their own business. Throughout this course, participants will assess their own business readiness plans for emergencies, learn about the four steps in the emergency planning process, and learn about emergency management considerations.



Preventing Cuts, Scrapes and Punctures

15 minutes

Our hands are some of our most valuable tools. Without our hands, it would be nearly impossible to do the work we do. This course teaches participants a few of the dangers that they may encounter with their hands and what they can do to mitigate cuts, scrapes, and punctures at home and at work.

Preventing Sexual Harassment and Understanding California Law

30 minutes

This course will teach California employees how to recognize sexual harassment, defines the rights and responsibilities of employers and employees, and provides an overview of the legal remedies available in sexual harassment lawsuits.

Preventing Violence at the Workplace

10 minutes

In this course, participants will learn the facts about workplace violence. This course will discuss Cal/OSHA's three types of workplace violence, list risk factors for potential violence at the workplace, describe ways to prevent violence, and discuss how to handle an angry customer.

Protecting Yourself While Responding to Earthquakes

40 minutes

This course is an awareness-level health and safety resource for "skilled support personnel" (SSP) who will participate in an earthquake response and cleanup. This course will help workers understand at an awareness level: what an earthquake is, characteristics of an earthquake response, and how to identify and control hazards pertaining to the response and cleanup activities associated with an earthquake.

Reducing Foodborne Illness Risk Factors in Food Service and Retail Establishments

35 minutes

The purpose of this course is to remind operators and regulators about safe practices used to control risk factors in institutions (Hospitals & Schools), restaurants (Full Service & Fast Food), and retail food (Deli, Meat & Poultry, Seafood, and Produce Departments) establishments. The "food safety messages" found in this course also include recommendations that were created based on guidance in the FDA Food Code 2005.

Safe Vehicle Operation

15 minutes

Inadequate driving skills pose a great danger, as does distracted driving. It can be difficult to unlearn bad habits, but following a few driving rules in this course can save your life and the lives of others. This course discusses safe driving tips for a wide range of topics including: merging, intersections, flat tires, nighttime driving, seasonal changes, vehicle fires, and more.

Safety and Survival in an Active Shooter Event

15 minutes

An all too unfortunate reality is that active shooter events are occurring with alarming frequency throughout the world. This course is intended to make you aware of the steps you should take if you are ever involved in an active shooter event.



Sanitation and Hygiene

15 minutes

This course is designed to teach participants the measures that need to be taken to ensure good sanitation during manufacturing. These relate primarily to the premises, the equipment and the process to prevent any type of contamination. This course will also teach participants the measures that need to be taken to ensure that good levels of hygiene are achieved during manufacturing, relating primarily to the personnel.

Sexual Harassment Prevention for Employees

1 hour

This course will provide you with an overview - defining sexual harassment and general harassment, giving examples of prohibited behaviors, explain the responsibilities of you and your organization and teach you about liability.

Slips, Trips, and Falls

45 minutes

Slips, Trips and Falls (STF) are among the most frequent type of reported injuries for public employees. This course is designed to help participants identify at least two requirements of OSHA's walking and working surfaces standard that apply to their workplace. By the end of this course participants will also be able to identify common causes of slips, trips and falls within the workplace, evaluate their workplace for hazards associated with walking and working surfaces, and generate ideas on how to control for these identified hazards.

Stop Bullying

1 hour

In this course you will: Learn the role kids play in bullying, who is at risk, warning signs and effects of bullying, targeted groups - race, religion, LGBTQ, youth with disabilities.

Suicide Prevention: Saving Lives One Community at a Time

25 minutes

This course, provided by the American Foundation for Suicide Prevention (AFSP), gives participants an overview of the prevalence and risk factors for depression and suicide, dispels popular myths, and highlights AFSP's suicide prevention research and education programs. It includes practical advice for those who know someone who may be contemplating suicide.

The Safe Food Handler

15 minutes

This course is based on Chapter 2: Management and Personnel in the U.S. Food Code (2008). It is designed to teach those working in the food service industry methods for reducing foodborne illnesses. This course covers topics on basic handwashing, covering cuts, wounds and sores, proper clothing, how to report foodborne illnesses, excluding and restricting workers, as well as other important food safety policies.

Wellness Programs

15 minutes

Creating a wellness program for employees can help maintain a high level of well being through proper diet, exercise, stress management and illness prevention. This course will help participants understand the significance of a wellness program, educate management on the benefits of productivity and the costs of its loss due to illnesses, establish steps necessary to implement and maintain a successful wellness program, establish a method of testing the success of a wellness program, and assess which wellness programs are best for various work environments.



What's Bugging You? Communicable Diseases

10 minutes

This course identifies health effects and agents for six common communicable disease exposures. By the end of this course, participants will be able to identify six common communicable diseases, their effects, their routes of transmission, as well as methods to prevent transmission of these diseases. This course also focuses on how to strategize the elements of an effective school or workplace policy to prevent or eliminate exposure.

Working with Minors (Collection)

2 hours

Includes Reporting and Abuse Laws, Campus Policies, Developmental Differences and Establishing Boundaries.

- **CDE School-Age Series courses**

Building Relationships with Children and Youth

1 hour

An environment that fosters positive relationships between children, youth and adults is critical to creating a high quality program. This course supports participants in exploring how to build positive, meaningful relationships with children and youth, in order to plan programs that best meet their needs.

Coaching with Head and Heart

45 minutes

Leaders and managers need strategies to support others in their own growth and development. In this course, participants will be introduced to a coaching process that supports individuals to make more conscious decisions, build off their strengths and internal resources and take new action. Participants will understand when coaching is needed, the mindset required, and the critical skills needed for effective coaching, including deep listening and inquiry.

Communicating with Families

1 hour

Communication and positive relationships with families improve when program staff recognize family members as partners. Staff can benefit from acknowledging their feelings about families and identifying how these feelings help or hinder working with families. This course provides participants the opportunity to identify their attitudes towards families, consider how their attitudes can enhance or detract from their ability to develop positive relationships with families, and examine how a program's overall environment supports strong staff-family communication.

Creating a Quality Summer Program

1 hour

CalSAC partnered with the Summer Matters campaign to create our Quality Summer Program training series. Summer months bring unique opportunities for learning outside the traditional school year and walls. High quality summer learning programs change students' lives for the better with an opportunity to improve their academic achievement and readiness to learn. Developing quality programs requires intentional, ongoing development. Engage in activities that will help identify and strengthen the quality of your summer learning program.

Creating a Quality Summer Program is the first module in the Quality Summer Programming Training series. In this module, participants will learn about the importance of high quality summer learning programs for youth, elements of high-quality summer programs and effective tools to guide programs in their ongoing development of quality programming.

Creating an Inclusive Program

1 hour

With planning, training, and support, program staff can successfully include many children with special needs. Program staff must develop the skills necessary to assess the environment, materials, equipment, and activities to make the necessary modifications and accommodations so that all children and youth in their programs are successful. During this course, participants will discuss the law regarding inclusion as well as the attitude and reasonable accommodations needed to create an inclusive environment for children and youth with special needs.



Creating Respect and Safety

1 hour, 15 minutes

Out-of-school time programs provide a safe space for children and youth, both physically and emotionally. Staff need to understand how to create safe environments to ensure that children and youth feel safe in order to fully participate in the program. This course will provide participants the opportunity to explore their own relationship to safety and support, set group agreements for the series, and discover their FRAME.

Cultural Competence: Identity, Diversity and Engagement

1 hour

Many programs engage children, youth, families, and staff from diverse cultural backgrounds. In order to best serve their community, out-of-school time program staff need to develop the vocabulary and skills to engage with people from different cultures. During this course, participants will explore how culture can impact and shape individuals, examine their own cultural identities and how these identities may impact their interactions with others, and levels of engagement with diverse groups.

Developmental Trends 101

1 hour

In order to provide developmentally appropriate programming, it's important to understand how children and youth develop physically, emotionally, and cognitively. This course will provide information about the developmental trends that are associated with different age-groups (K-8) and how these trends relate to day-to-day programming.

Effective Communication with Children and Youth

1 hour

We are constantly communicating with the children and youth in our program through our words and actions. It's important for program staff to think critically about their communication skills and habits in order to communicate effectively. During this course, participants will learn about effective and dynamic communication tools, strategies to check for understanding, and activities that engage children and youth in communication.

Elements of the Environment

45 minutes

A positive environment for out-of-school time programs is as vital to the success of a program. It is important for the staff to understand the powerful effect the environment has in supporting the overall goals of school-age care and afterschool programs. Once staff members understand the role of the environment, they will be able to create an atmosphere in which children's and youth's growth and development are supported by the ways in which the space is arranged and managed, materials are chosen and maintained, and interpersonal relationships are developed. This course will help examine the indoor, outdoor and interpersonal environments of their program, gain knowledge on how to use all environments effectively, and identify a variety of ways to enhance the out-of-school time environment for children and youth.



Engaging the Community in Quality Summer Programs

1 hour

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Engaging the Community in Quality Summer Programs is the third module in the Quality Summer Programming Training series. People need to know how important summer is to the children and youth in your program and across the state. Summer learning program staff are all torchbearers for quality summer opportunities. In this module, participants will gain a deeper understanding of elements of high-quality summer programs by identifying resources to help strengthen their summer program offerings, engaging in collaborative reflection and planning, and developing clear goals for the summer program.

Exploring Curriculum Activities

1 hour

Today, more than ever, programs are being asked to integrate academic activities into programming. Improving academic performance and achievement requires us to intentionally create opportunities for children and youth to learn and discover their own interests, strengths, and talents within the academic areas. This course offers an overview of the six curriculum areas as defined by the California Department of Education, provides sample activities that address these curriculum areas, and explores the importance of including academics in a well-balanced program.

Going Deeper: Supporting Social-Emotional Learning and Character Development

1 hour

It is important for staff to reflect on the practices they are implementing throughout the program to create environments in which young people can experience social-emotional learning and practice character skills. Just as important, staff must reflect on their own personal social-emotional and character competencies and how they demonstrate those in the program, acting as a role model for program participants. During this course participants will complete a self-reflection tool to identify actions they can take to strengthen their abilities to support social-emotional and character skill development.

Homework Assistance

45 minutes

Supporting children and youth with their homework is a basic element of nearly all out-of-school time programs, yet it is something that can be challenging for many OST professionals. During this course, participants examine the importance of homework assistance, as well as strategies and skills to provide effective homework assistance.

I Am: Supporting Self-Awareness and Self-Management

45 minutes

As staff, our understanding of how youth's negative responses affect emotions and behaviors is a key lever in how we create opportunities for young people to develop social-emotional and character skills such as self-awareness and self-management. During this course, participants will learn about how young people's responses affect personal emotion and behavior, and how group agreements can support safe environments. Participants will reflect on current strategies and will learn about resources to support the development of young people's self-awareness and self-management skills.



I Belong: Supporting Social Awareness and Interpersonal Skills

45 minutes

We all have lived full lives with varied experiences, both positive and negative. Whether we are aware or not, our experiences, including our social, political and cultural beliefs and background, affect our practice with youth. During this course, participants will learn about how culturally grounded beliefs and background affect our practice with youth, how to help raise our awareness of those factors, and reflect on current and new strategies that support the development young people's social-awareness and interpersonal skills.

I Can: Supporting Growth Mindset and Self-Efficacy

45 minutes

We all have areas in our life that we approach with a growth mindset and others we approach with a fixed mindset. In order for us to be positive role models to youth, we as adults need to reflect on our own mindsets and how they may impact how we behave at work and with youth. During this course, participants will learn about what self-efficacy and growth mindset are, explore our own mindset and the potential impact it has on youth, and reflect on current and new strategies to support the development young people's growth mindset and self-efficacy.

Incentives and Motivation

45 minutes

Motivation, incentives and rewards can help pull a team together and keep a successful staff on track. In our profession, incentives rarely come in the form of extra earnings, so we have to be creative in designing incentives. During this course, participants will look at several strategies for providing meaningful incentives for staff, as well as techniques to determine what motivates them and their staff.

Including Children and Youth with Disruptive Behavior

45 minutes

When working with children and youth, we encounter a wide range of behaviors. Effective behavior guidance strategies can help reduce the amount of time and energy spent addressing disruptive behaviors in the program. During this course, participants will explore the challenges of children and youth with disruptive behavior and learn strategies for effectively addressing these behaviors.

Integrating Academics and Enrichment

1 hour

It is essential that skills presented during the instructional day are reinforced by the learning opportunities presented in out-of-school time programs. Presenting materials in alternative learning formats encourages children and youth to participate, and it is through this participation that programs help promote mastery. During this course, participants will develop an understanding of the California Content Standards for Public Schools, including the Common Core Standards, and explore how to integrate them into a balanced afterschool program.

Introduction to Evaluation

1 hour

Quality programs operate with the idea that they will change, improve, and grow. Knowing how to identify areas needing improvement is the key to program quality, which must be continually evaluated to identify strengths and weaknesses. In this course, participants will learn what evaluation is, why it is important for programs, and ways they can evaluate their own programs.



Knowing Yourself as a Leader

45 minutes

Leadership in out-of-school time programs ranges from simple observation to active participation in program design and implementation. Leadership is an on-going process involving continuous learning, and taking time to discover their values, goals, skills, talents, and strengths will help staff to understand the type of leaders they are and the type of leaders they desire to be. In this course, participants will learn to develop a personal mission statement and identify strengths and weaknesses in skill development.

Leading Teams and Organizations with Head and Heart

45 minutes

As leaders, we must ensure that we are not only modeling social-emotional and character skills ourselves, but creating program environments for staff to thrive in these areas. Organizations can intentionally embrace and uphold practices that create safe environments for staff to develop and hone such skills individually and collectively, especially amongst change. In this course, participants will understand three stages of change, and how staff experience each. Participants will also become familiar with adaptive leadership strategies for managing change within organizations.

Leading with Head and Heart

45 minutes

Those in leadership positions have a responsibility to both lead and manage. During this course, participants will understand the differences between the leadership and management, and the steps we can take to cultivate both. Participants will explore how leaders create safe, supportive environments by modeling self-awareness, interpersonal skills and growth mindset in how we lead and manage.

Presentation Methods and Debriefing Activities

1 hour

There is no "one size fits all" approach to working with children and youth, and this is especially true when it comes to how we present and debrief activities. During this course, participants will understand the importance of the delivery and debriefing of an activity to help children and youth make meaning, as well as some specific methods that can be incorporated into the program right away.

Shared Space 101

1 hour

Afterschool programs share space and facilities that are used by other people and for other purposes during the school day. Learning how to accomplish this in a positive way is essential for effective programming. This course offers participants the opportunity to examine some common issues that can occur when sharing space, as well as strategies to effectively share space with a variety of people.

Social-Emotional Learning, Character Building and Enhancing Quality

45 minutes

All children and youth need social- emotional and character skills in order to thrive in school, work, and life. By their design and structure, high-quality expanded learning and out-of-school time programs provide valuable opportunities for children and youth to develop such social-emotional and character skills. This course will introduce participants to social-emotional and character skills and their relationship to the California Quality Standards for Expanded Learning Programs.



Supervising with Head and Heart

45 minutes

Like young people, our own social-emotional and character competencies are important to reflect on if our desire is to create environments in which adults can successfully support young people in developing such skills. In this course, participants will explore social-emotional and character skills that support supervisors, as well as the personal roadblocks, power and potential pitfalls that supervisors may experience. Participants will also become familiar with a management framework to strengthen their supervision.

The Role of Staff in Behavior Guidance

1 hour

Guiding and managing the behavior of children and youth are some of the biggest challenges that out-of-school time program staff face. To gain greater confidence in guiding behavior, staff must look at their personal actions and reactions to the behaviors of the children and youth with whom they work. This course will help participants understand their reactions to the behaviors of children and youth and learn to use this information to respond more effectively.

The Role of the Site Leader

45 minutes

Supervising adults is challenging under any circumstances, but in out-of-school time, supervision can be even more challenging because those supervised needs to be independent workers who are creative, energetic, enthusiastic and calculated risk takers. The afterschool site leader must have an arsenal of skills and strategies to be both a leader and a supervisor. This course offers a basic overview of the roles and responsibilities of the site leader or supervisor and how those roles support a culture of team excellence and mutual support.

Understanding the Behavior of Children and Youth

45 minutes

The development of children and youth can cause them to behave in ways that can be trying for even the most knowledgeable and experienced staff. When staff understands what is driving the behavior, they can help to guide and encourage acceptable behaviors. This course will provide participants with the knowledge and skills necessary to prevent unwanted behavior by meeting the needs of children and youth before they act out.

Utilizing the Quick CASP Assessment Tool

1 hour

CalSAC partnered with the Summer Matters campaign to create our Quality Summer Program training series. Summer months bring unique opportunities for learning outside the traditional school year and walls. High quality summer learning programs change students' lives for the better with an opportunity to improve their academic achievement and readiness to learn. Developing quality programs requires intentional, ongoing development. Engage in activities that will help identify and strengthen the quality of your summer learning program.

Utilizing the Quick CASP Assessment Tool is the second module in the Quality Summer Programming Training series. Creating a high quality summer learning program first starts with assessing the program at every level from the planning stages to the implementation of the program. In this module, participants will understand the language used in the Quick CASP Assessment Tool to describe quality summer programming and learn about the Quick CASP Assessment Tool to guide program quality improvement.

- **Nonprofit and Management courses**

American Heart Association Emergency First Aid

1 hour

It's important to improve the safety of your workers by training them in First Aid, CPR, and AED. In this course, participants will learn some first aid basics, how to provide First Aid for some medical, injury, and environmental injuries, and how to provide CPR and use an AED. Participants will also learn training options that are available to them through the American Heart Association to get their employees trained.

Note: Completion of this course does not result in first aid, CPR, or AED use certification. For information on how to become certified, visit the American Heart Association CPR & First Aid website by visiting <https://cpr.heart.org/>.

An Introduction to Working with Volunteers

1 hour

Volunteers are an integral part of our organizations and their engagement is critical to our success. So what does it take to successfully work with volunteers? This webinar, hosted by Tammy Rach, Senior Volunteer Manager for San Diego Zoo Global, will take you through: who volunteers are, what they want, and how to best engage them in the ultimate mission fulfillment. Participants will also receive a copy of this presentation to share with staff so they can start building their own Volunteer Tool Kit.

Basic First Aid

20 minutes

This course is designed to give participants the skills they need to perform basic first aid for a wide range of injuries and sudden illnesses. Some topics covered include; the chain of survival, initial assessment, and how to properly bandage and dress wounds. By the end of this course participants will have learned proper first aid for bleeding, shock, burns, choking, fractures, heart attacks, and much more.

Becoming a Visionary and Innovative Leader (PS)

1 hour

This course teaches students about organizational leadership and its role in guiding the organization toward vision fulfillment. Students will learn how to define an organization's vision, draft a vision statement and communicate it, and set goals that are aligned with an organization's vision.

Becoming a World Famous Mentor

1 hour

A world class employee mentoring program can build solidarity among your staff. It can help support stronger internal promotions from within your company, which is more cost-effective than recruiting outsiders. Mentoring creates better relationships between staff members, improves your bottom line by making your employees more efficient, and truly supports having a highly engaged workforce. Learn how the world famous San Diego Zoo put together a best-of-class Employee Mentoring Program, and how you can emulate this in your own company.

Blended Learning

1 hour

How do you effectively take a tired old lecture series or outdated formalized training and turn it into a vibrant and engaging program perfect for your learner audiences? For most organizations, blended learning is a MUST. Follow our journey from investigation to implementation of training for a variety of volunteer assignments. Explore a multitude of techniques to teach a broad range of learners effectively and efficiently. Join us as we share tips and techniques on implementing blended learning.

Bloodborne Pathogens and HIV (PS)

45 minutes

In this course, you will learn about the characteristics of bloodborne pathogens, diseases caused by these pathogens, such as HIV, and how they are transmitted. You will also learn the elements of an exposure control plan and how to prevent contact with or infection from contaminated body fluids. In addition, you will learn how to handle exposure incidents involving blood, and the signs, labels, and color-coding used to warn of biohazards and bloodborne pathogens. This training is provided to help employers provide a safe and healthful work environment for their employees and minimize the possibility of employee exposure to bloodborne pathogens.

Child Abuse Prevention and Awareness

1 hour, 30 minutes

Unfortunately, child abuse is a prevalent issue in today's world. Child care workers and volunteers, coaches, and others who work with children must be knowledgeable about the topic to ensure children's safety. This course will make you aware of the many issues related to child abuse and help you recognize and prevent child abuse within and outside of program walls. It offers advice about how to respond to a child who divulges abusive information and what to do with this information. As someone who works with children you will learn how to protect the child, your organization, and yourself from accusations of abuse.

Child Abuse Prevention and Awareness for Supervisors and Managers

1 hour, 30 minutes

If a staff member or volunteer in a child-related program approaches his or her supervisor with a case of suspected child abuse the supervisor must know how to handle the situation to ensure the safety of everyone in the program. This course provides supervisors with a wealth of information about how to recognize and prevent child abuse within program walls, and furthermore, the steps to take when a situation of child abuse arises. In addition, you will learn best practices for yourself, your staff and your organization.

Creating and Implementing an Effective Strategic Plan for Your Organization

1 hour

Without strategic direction it is hard to get where you want the organization to go. This Webinar offers you a process for reaching your organizational goals. Strategic plans help your organization, or department, set the roadmap to make a significant mission impact. Through this Webinar you will learn a model for completing a Strategic Planning process in your organization. It covers the entire process from planning to defining the strategic framework and then creating a process for implementation activities. You will learn how to create a strategic framework that gives the activities coherence and direction, ensuring that your strategic plan becomes a living, breathing document that is fully utilized in the organization. You will also learn how to involve your board, staff, and other important constituencies in the process to increase your chances of successful implementation. In addition, you will receive leave-behinds that give you practical exercises and instructions to use during your strategic planning process.

Creatively Implementing a 360 Program on a Budget

1 hour

360-degree feedback is feedback that comes from all around an employee - 360 degrees, with the employee being assessed figuratively in the center of the circle. Feedback is provided by subordinates, peers, and supervisors. It also includes a self-assessment and, in some cases, feedback from external sources such as customers and suppliers or other interested stakeholders. The results from a successful 360-degree assessment may be used by the person receiving the feedback for self-improvement, or by some organizations in making administrative decisions, such as pay or promotion. However used, it can be very effective - yet can be very costly to administer. Learn how one large non-profit company utilizes 360 degree surveys internally - on a budget!



Customer Communication (PS)

1 hour

In this course, you will learn about the importance of clear customer communication and effective listening. You'll hear about some guidelines to help you communicate clearly, as well as the importance of non-verbal aspects of communication. You will learn how to provide good service on the telephone and will go through a three-step process for providing quality telephone service. You'll also learn about telephone etiquette, including taking messages and how to effectively use voicemail. Finally, you'll learn how to compose effective email messages.

Customer Management (PS)

1 hour

This course will teach you about handling dissatisfied customers. You will learn how to maintain composure and be professional through both verbal and nonverbal communication. You'll learn the difference between upset and angry customers and how to handle each. With angry customers, you will learn how to listen, remain calm, avoid negative filters, and express empathy. Then, with upset customers, you'll be taught methods for making your service to them more effective. Finally, you will learn how to manage, recognize, and reduce your own stress to better serve your customers.

Customer Service Fundamentals (PS)

1 hour

In this course, you will learn about the importance of customer service and the pitfalls to avoid when providing customer service. This includes how to identify types of customers and their needs. Then, you'll learn about building rapport with your customers through good customer service habits. Part of building rapport includes effective communication with customers, including how to correct a customer, the importance of body language and tone, and about telephone etiquette. You'll learn how to respond to your customers and how to use questions. Then, you will be instructed about how to accentuate the positive and provide proactive service. Finally, you will learn how to surpass expectations by going the extra mile for the customer.

Customer Service Skills (PS)

1 hour

This course will help you develop customer service skills by teaching you how to develop and maintain a positive attitude. You will learn how to use motivation to improve customer service skills, and will go through the seven steps in the customer service process. Finally, you will discover how to react to customers' problems and learn from them.

Effectively Managing an Employee Engagement and Satisfaction Survey

1 hour

There is much scientific evidence that clearly shows a direct correlation between employee engagement/satisfaction and organizational performance. Engaged employees are more productive, profitable and customer service oriented. Engaged employees drive company innovation and have increased tenure. Learn how to conduct a World Famous Employee Satisfaction Survey, and incorporate the right questions to ask to also measure Employee Engagement - which will definitely benefit your organization by showing employees that you have a genuine interest in their feedback.

Emergency and Crisis Communications (PS)

1 hour, 30 minutes

Emergency and Crisis Communication gives you detailed instructions on how to communicate to the public and your constituencies during and after a crisis situation.



Emergency and Crisis Management (PS)

1 hour, 30 minutes

Emergency and Crisis Management will first indicate the actions to take during potential crises to ensure safety of employees and customers. This course will teach you to evaluate the scope and impact of a disaster or emergency and begin the recovery process.

Emergency and Crisis Planning (PS)

1 hour, 30 minutes

Emergency and Crisis Planning walks the learner through the process of identifying potential crises and planning how to deal with them in a manner that protects important constituents and minimizes impact on mission delivery. The course provides ways to efficiently plan for the continuation of business practices in the event of a crisis situation.

Engaging Your Employees in a World Famous Way

1 hour

Engaged employees are not just committed. They are not just passionate or proud. They have a line-of-sight on their own future and on the organization's mission, vision, and goals. They are "enthused" and "in gear," using their talents and discretionary effort to make a difference in their employer's quest for sustainable business success. Join us for this ENGAGING webinar on how the World Famous San Diego Zoo proactively turned Employee Engagement into a top organization objective - with stunning results!

Fire Evacuation Training (PS)

30 minutes

This course covers procedures to follow in the event of a fire emergency. General steps are covered, such as reporting a fire, evacuating the building, assisting customers in an evacuation, and re-entering the building.

Harassment Prevention Training (PS)

2 hours

This course provides comprehensive, online training to prevent harassment in the workplace. It offers strategies to achieve more appropriate employee conduct and reduce your company's liability. In addition to promoting a harassment-free work environment, this course will also bring your organization into compliance with state laws, such as California's sexual harassment training requirement, AB 1825.

Hazard Communication Advanced (PS)

1 hour

This advanced course elaborates on the safe use, handling, and storage of hazardous materials. OSHA standards for chemical labels, Safety Data Sheets, and pictograms are covered. It also focuses on specific types of protective equipment that should be utilized when working with hazardous materials.

Hazard Communication Basic (PS)

1 hour

This course promotes employee safety through a basic training and communication on safe use, handling, and storage of hazardous materials.

Hosting a World Famous Summer Internship Program

1 hour

Having a World Famous Summer Internship Program is a true win/win best practice. Employers who create internship programs get the benefit of the time and efforts of educated, driven, and engaged college students eager to learn the inner workings of a job, while college interns have the chance to see what a job is all about before entering the job market. It also provides the opportunity for a company to potentially create "bench strength" - having trained employees waiting in the wings after college graduation. Learn how the World Famous San Diego Zoo took this challenge to heart, and now hosts 150+ interns each year, in what has truly become a culture-changing best practice.

Incident Command System (ICS) Overview for Executives and Senior Officials

42 minutes

The purpose of this course is to familiarize Executives/Senior Officials (elected officials, city/county managers, agency administrators, etc.) with Incident Command System (ICS) principles and their role in supporting incident management. Topics include: What is ICS?, ICS Organization & Features, Unified & Area Command, Coordination & Incident Management Assessment, and ICS Preparedness.

Incident Command System ICS-100

15 minutes

This course is an introduction to the incident command system for federal workers. At the end of this course, participants should be able to describe how ICS became the standard for emergency management across the country, provide examples of how ICS is interdisciplinary and organizationally flexible, identify five major management functions, and determine whether the principle of span of control has been applied properly in a scenario.

Information Security Awareness (PS)

1 hour

This course is used to explain the policies and procedures your organization may follow to ensure the safety and protection of sensitive information.

Innovation and Change (PS)

1 hour

This course is designed to introduce the concept of innovation in the workplace and how innovation can change the way organizations think or operate. You will learn about the different degrees of innovation and about the characteristics of innovation. You will also learn how to adopt and encourage innovation and identify the aspects of change.

Leaders Shape the Future

1 hour, 30 minutes

Organizations confront formidable challenges. Innovative thinking, decisive action and focused collaboration are needed to surmount barriers to progress. Vibrant learning cultures are essential to promote learning. Individual staff members need specific professional development plans constructed on valid assessment data. Follow up measures are required to promote accountability and ensure results. This course is designed to guide you and promote skills and competencies that can advance your career and propel you and your agency to new heights.

Leadership and Innovation (PS)

1 hour

In this course, you will learn how to distinguish managers from leaders. You will gain an understanding of the theories of management and leadership. They will also learn about the variables of an organization. Next, you will discuss theories of motivation, and will identify the motivational tools used in organizations. Finally, you will learn about the impact of nonverbal behavior and the barriers that hinder proper communication.

Mapping Your Performance and Talent Strategy for Results

30 minutes

Without a “HR strategic talent management plan” tied to organizational goals, HR teams struggle to play a strategic role in their organization and talent management activities. Make the most of your only true sustainable competitive differentiator-your workforce. Learn to:

- Identify organizational goals/priorities. Define HR goals/priorities.
- Identify organizational drivers and challenges.
- Identify gaps.
- Articulate talent management processes/functions your organization currently performs.
- Measure results. Communicate successes/contributions.

Measuring Your Volunteer Program's Success

1 hour

Every volunteer program has its own unique people, purpose, culture and story. Volunteer programs are definitely not one-size-fits-all. So how can you possibly accurately and successfully measure the success of your volunteer program, especially when your bosses and Board want to see measurable proof? Learn several strategies for pulling together a cross-section of tangible results, including tips on how to show both ROM and ROI, during this informative webinar.

Nonprofit Program Development

1 hour, 30 minutes

This course helps you evolve your strategic goals into well-designed programs, guaranteed to meet needs of clients, and understand how a program really works in order to improve and/or duplicate the program.

Nonprofit Program Marketing

1 hour

This course gives you the tools to ensure focused and effective marketing, advertising and promotion of your programs. You will learn how to reach your target audiences in the most cost- and mission-effective manner. This course helps you discover who the target market for your non-profit program is. Then it focuses on building your program.

Researching and Writing Grants

1 hour, 30 minutes

This course will teach you about the process of researching for and writing grants. You will learn about grant basics, finding the right funders, and how to contact them. This course also breaks down what is needed in an application and how to submit it. The course includes a review quiz upon completion.

Roaring Rewards: Creating a World Famous Employee Recognition Program

1 hour

Recognizing employees for hard work is an essential component to employee loyalty and a contributing factor to healthy workplace morale. Some employers go to great lengths to come up with recognition programs while others rely on the conventional method of simply praising employees for a job well done. There are a number of reasons you can choose to recognize employees and a number of ways to create an awards program. Take an inside look at how the world famous San Diego Zoo has truly established itself as an employer of choice with its innovative and robust "Roaring Rewards" employee recognition program.

Setting & Maintaining Brand Standards: Guest Feedback & Survey Tools

1 hour

Before an organization can hold itself accountable it needs to develop standards based on its brand. These Brand Standards then become the tool against what actual performance is measured. Brand Standards contain policies that run organizational wide down to specific department procedures. Once the standards have been researched for organizational policies that are "as is"; they can then be documented, reviewed, adjusted, etc., and then put into a document which reflects the current operation and expectations of the organization.

To maintain the standards, there are numerous processes that can be implemented to ensure compliance. Feedback from guests is the most important method of gathering information from large numbers of people who visit. Kiosk survey systems can be placed near the exit, or throughout the experience. Other online survey systems can also be implemented. For specific areas of concern, such as high value premium experiences, a more detailed survey can also be developed. Responses can be either online or based on an e-mail response system.

Other methods also need to be in place to gather feedback in an organized fashion. Examples are a web based feedback system from the organizations web site or a more personal approach where a guest will visit with a Guest Relations Ambassador to voice their concerns. A system also needs to be in place to capture information on a consistent basis from guests who phone in commentary on their visit or experiences.

A further approach to maintaining the Brand Standards is to put into place a Mystery Shop program which is an organized process of testing the standards by someone who is specifically looking at the standards during a non-scheduled surprise visit. Finally, to keep the standards up, it's critical to conduct regular customer service training through a variety of methods that will be discussed.

Seven Secrets to Effective Public Speaking

1 hour

Need to give a presentation, update or briefing? Whether you present to 5, 50, or 500+ and for 5 minutes or 50 minutes - you will be able to apply these skills. This session offers easy-to-use strategies and techniques! You will discover methods to:

- Organize your presentation
- Focus on your main points
- Establish and hold rapport
- Connect with listeners
- Generate the desired result

Starting Your Nonprofit

30 minutes

Starting Your Nonprofit is a comprehensive and easy-to-follow lesson that will guide you through the development of your own nonprofit. Topics covered here include the purpose of your organization, your mission statement, structuring your organization, and resources available to you. You should leave this course with a firm understanding on how to start your nonprofit and guide it in its beginnings.

Volunteer Recognition on a Next-to-Nothing Budget

1 hour

A mere 'Thank you' is not enough, and when budgets are tight how do we ensure volunteers feel appreciated, and are recognized for their service? Investigate several cost-effective strategies for recognizing volunteers for service milestones or going the extra mile. Explore spontaneous recognition ideas that may provide a fun new surge of energy with your volunteers and throughout your organization. It doesn't have to cost a lot to be effective, heartwarming and/or fun.



Volunteers and Change Management

1 hour

'Nothing is as permanent as change' - change is constant, change is life, but some changes are really difficult to navigate. This webinar will tackle how to build a strong and successful bridge to change using strategies for successful change management. Learn the best ways to use both your head and your heart to support others through change.

Who Needs Events? How Events Can Serve Your Organization

1 hour

This course will cover the various types and purposes of events that San Diego Zoo Global produces and relate how similar events can serve your organization. Presentation will cite specific examples and provide event tips.

Writing the Annual Development Plan

1 hour

The key to success in any Development department is having a solid plan. Development Planning helps you stay on task and stick to your goals when everyone is pulling you in multiple directions. Planning also gives you the option to be flexible when necessary.

In this Webinar you will learn the key elements of a successful Annual Development Plan and have a toolkit for your own planning. This Webinar will help you: understand the development function and how it interacts with, and relates to the functions of other departments; create a development philosophy that guides your overall vision for success; set development goals; create action plans for each area of responsibility within the development function; create donor contact plans; understand the various development categories and identify the categories you are responsible for in your organization; and, identify material needs for your development office, download examples of materials and edit them for your own use.

- **Computers and Software courses**

GCF: Beyond Email

1 hour

Chat, Skype, Text, Like, Tweet, Blog, and Comment! If you want to communicate in the 21st century, then you will need to go beyond email. In this tutorial, we will show you all the ways you can talk and share online in today's world. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Blog Basics

1 hour

Blogs have become a popular way for everyday people to share their opinions, experiences, passions and more with the world. Are you interested in blogging? Learn all about blogs and how to start one of your own with this tutorial. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Computer Basics

2 hours

If you are new to computers or just want to update your computer skills, this Computer Basics tutorial will show you how. Included are: Hardware Basics, Software Basics, Using a Computer, Using the Internet, Safety and Maintenance, and Extras. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Email 101

1 hour

Computers and Software, Computers and Software (RMSC), Computers and Software (Museums), Computers and Software (Carothers Construction), Child Care, Professional Development. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Facebook

2 hours

This tutorial covers how to create, use, and maintain a Facebook page, including understanding Facebook privacy policies and settings. You'll learn Facebook News, What is Facebook, Getting Started with Facebook, Understanding Facebook Privacy, Adjusting Your Privacy Settings, Sharing on Facebook, Chat and Messages, Adjusting Your Account Settings, Facebook Texts, Deactivating Your Account, Managing Your News Feed, Using Lists to Manage Sharing, Groups, Creating a Facebook Page, etc. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Firefox

1 hour

Firefox is a free web browser from Mozilla. Firefox is one of the world's most popular browsers. It includes a variety of features that are designed to give you a fast and secure browsing experience. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.



GCF: Gmail

1 hour

Gmail is a popular, web-based email service provided by Google. Learn the basics of how to compose, send and respond to emails, in addition to exploring Gmail's features for managing your email and accessing it from your mobile devices. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Google Account

1 hour

Did you know that you can access Google services, like Gmail, Google Docs and YouTube, from one account? Creating a Google Account simply allows you to manage and customize settings for the Google apps and services you use. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Google Chrome

1 hour

Chrome is a web browser from Google that is becoming very popular due to its speed and simple design. It easily integrates with other Google services and includes features for privacy, security and web apps. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Google Docs

1 hour

Google Docs is a free, cloud-based suite of tools for creating documents, spreadsheets, presentations and more. This tutorial will cover the Docs word processing application in Google Docs, in addition to showing you how to access and store your Docs files using Google Drive. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Google Drive and Docs

1 hour

Google Drive is a cloud storage service that allows you to store your documents, photos, videos and more online in one place. From Drive, you can also access Google Docs, where you can create, share and collaborate on documents, spreadsheets, presentations and more from anywhere while online. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Google Search Tips

1 hour

When you have a question, when you need information, when you want to find something specific... you need the best tools in order to find what you're looking for. That's where Google comes in. Google is the go-to search engine for most people on the internet. It's so popular, in fact, that it's changed the way many of us talk about searching for information online. Have you ever heard someone use the word "google" as a verb, for example? This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Google Sheets

1 hour

Google Docs is a free, cloud-based suite of tools for creating documents, spreadsheets, presentations and more. This tutorial will cover the Sheets spreadsheet application in Google Docs, in addition to showing you how to access and store your Docs files using Google Drive. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Internet 101

1 hour

Are you new to the internet? Are you wondering what is so important about being connected online? Maybe you would just like to know what's new and how it can benefit you. This introductory course will guide you through the basics, while providing up-to-date information on the latest online tools and technologies. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Internet Explorer

1 hour

Learn about the Internet Explorer web browser and how to use its many functions and features for convenient and safe web browsing. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Internet Safety

1 hour

Phishing, Trojans, Spyware, Trolls and Flame Wars! Oh my! If the idea of these threats lurking around online makes you nervous, then you can now be at ease. Our Internet Safety course will provide you with the strategies, skills and mindset needed to protect yourself, your computer and your privacy when you connect with the internet. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Internet Safety for Kids

1 hour

Practicing safety is a must with anyone who goes online, but with kids it is especially important. This tutorial will discuss the threats your kids may encounter while online and show you how protect them and talk to them about being safe and responsible. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: iPad Basics

1 hour

Apple's iPad and iPad mini are popular tablets that have changed the way we use computers. Learn the basics of using the iPad along with other features like iCloud, iTunes, Siri, the App Store and more. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: iPhone Basics

1 hour

Get to know the functions and features of Apple's iPhone including how to use iCloud, iTunes, Siri, the App store and more. This tutorial will also show you how to use the iPod touch. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: LinkedIn Basics

1 hour

With over 175 million members worldwide, LinkedIn is the largest social media site dedicated solely to professional networking. While LinkedIn's popularity has continued to increase among job seekers and employers, it's not always clear how to use the site to its full potential. In this module, you'll learn about the basics of using LinkedIn. We'll also talk about different strategies you can use to create an effective LinkedIn profile, add new contacts, join groups, and search for jobs. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Access 2000

1 hour

Access 2000 is the database software in the Microsoft 2000 Office Suite. Learn how to manage, search, and report large amounts of information in a relational database. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Access 2007

1 hour

Access 2007 is the database software in the Microsoft 2007 Office Suite. It allows you to order, manage, search, and report large amounts of information. This tutorial will show you how you might plan and build a database from scratch, including how to set up tables, create and use forms to enhance data integrity, design and run meaningful queries, and produce useful and attractive reports. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Access 2010

1 hour

Access 2010 is a relational database application in the Microsoft 2010 Office Suite that allows users to enter, manage and run reports on large amounts of data. In this tutorial, you will learn the essential skills needed to use a database including entering data into forms and tables, running queries to search data and producing meaningful reports. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Access 2013

1 hour

Access 2013 is a relational database application in the Microsoft 2013 Office Suite that allows users to enter, manage and run reports on large amounts of data. In this tutorial, you will learn the essential skills needed to use a database including entering data into forms and tables, running queries to search data, and producing meaningful reports. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.



GCF: Microsoft Access XP

1 hour

Access XP (2002) is the database software in the Microsoft XP (2002) Office Suite. It allows you to enter, manage, and search large amounts of data. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Excel 2000

1 hour

Excel 2000 is the spreadsheet software in the Microsoft 2000 Office Suite. It allows you to store, organize, and analyze numerical information. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Excel 2003

1 hour

Excel 2003 is the spreadsheet software in the Microsoft 2003 Office Suite. It allows you to store, organize, and analyze numerical information. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System..

GCF: Microsoft Excel 2007

1 hour

Excel 2007 is the spreadsheet software in the Microsoft 2007 Office Suite. It allows you to store, organize, and analyze numerical and text data. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System..

GCF: Microsoft Excel 2010

1 hour

Excel 2010 is a spreadsheet application in the Microsoft 2010 Office Suite. Excel allows you to store, manipulate, and analyze data in organized workbooks for home and business tasks. New innovations in Excel 2010 include the enhanced data viewing features of Sparklines and Slicers. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Excel 2013

1 hour

Excel 2013 is the spreadsheet application in Microsoft's new Office 2013. This tutorial will show you how to use the powerful tools in Excel 2013 for organizing, visualizing and calculating your data. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Excel XP 2002

1 hour

Excel XP (2002) is the spreadsheet software in the Microsoft XP (2002) Office Suite. It allows you to store, organize, and analyze numerical information. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft PowerPoint 2000

1 hour

PowerPoint 2000 is the presentation graphics software in the Microsoft 2000 Office Suite. It allows you to create dynamic presentations with its easy-to-use, predefined layouts and templates. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft PowerPoint 2003

1 hour

PowerPoint 2003 is the presentation graphics software in the Microsoft 2003 Office Suite. It allows you to create dynamic presentations using its easy-to-use, predefined layouts and templates. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft PowerPoint 2007

1 hour

PowerPoint 2007 is the presentation graphics software in the Microsoft 2007 Office Suite. With PowerPoint, you can use its easy-to-use predefined layouts, themes, or templates to create dynamic and professional presentations. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft PowerPoint 2010

1 hour

PowerPoint 2010 is a presentation program in the Microsoft 2010 Office Suite. It allows you to create amazing slide presentations that can integrate images, video, narration, charts and more. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft PowerPoint 2013

1 hour

PowerPoint 2013 is a presentation program in the new Microsoft 2013 Office Suite. It allows you to create amazing slide presentations that can integrate images, video, narration, charts and more. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft PowerPoint XP 2002

1 hour

PowerPoint XP (2002) is the presentation graphics software in the Microsoft XP (2002) Office Suite. It allows you to create dynamic presentations using its easy-to-use, predefined layouts and templates. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Word 2000

1 hour

Word 2000 is the word processing application in the Microsoft 2000 Office Suite. It allows you to create a variety of professional-looking documents such as letters, flyers, and more. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Word 2003

1 hour

Word 2003 is the word processing software in the Microsoft 2003 Office Suite. It allows you to create a variety of professional-looking documents such as letters, flyers, and more. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Word 2007

1 hour

Word 2007 is the word processing software in the Microsoft 2007 Office Suite. It allows you to easily create a variety of professional-looking documents using features such as themes, styles, SmartArt, and more. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Word 2010

1 hour

Word 2010 is a word processing application in the Microsoft 2010 Office Suite. Word allows you to easily create professional-looking documents using various themes, visual designs, formatting tools, sharing features and more. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Word 2013

1 hour

Word 2013 is the word processing application in Microsoft's new Office 2013. Learn how to use Word 2013's powerful tools for creating professional and eye-catching documents both for print and online sharing. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Microsoft Word XP 2002

1 hour

Word XP (2002) is the word processing application in the Microsoft XP (2002) Office Suite. It allows you to create a variety of professional-looking documents such as letters, flyers, and more. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Pinterest 101

1 hour

Pinterest is a popular social media site for creating virtual pinboards of the things you discover online. With Pinterest you can create and share pinboards on any subject you can imagine from vintage cars to funny cat videos to your favorite tutorials. Join the fun and explore what other people are pinning. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Skype

1 hour

Microsoft's Skype is a software that allows you to instant message and make voice and video calls to fellow Skype users on the internet for free. You can even get a phone number and make calls to phones around the world for a fairly affordable rate. Learn all the ways you can share with those who matter to you using Skype. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Twitter 101

1 hour

Still don't get Twitter? More and more this micro-blogging network is becoming a very useful tool for finding out what's going on with the people and things that matter to you the most. With our simple and engaging tutorial, you can learn all the various ways you can use Twitter to enhance your own life. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Windows 10

1 hour

Windows 10 is the latest version of Microsoft's operating system for PCs and tablets. It was released July 29, 2015. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Windows 8

1 hour

Windows 8 is the latest version of Microsoft's operating system for PCs and tablets. Many users may be confused by this completely re-designed version of Windows, but our tutorial will help guide learners through the many changes Microsoft has made. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.

GCF: Workplace Basics

1 hour

Starting a new job and want to make a good impression? In this free tutorial, you will understand what is expected of you as a new employee. In addition, you will learn how to complete employee paperwork and what you need to know about your pay, benefits, time off and more. This course is offered through partnership and permission from GCF LearnFree.org. Please note that this course will not bookmark or save data to the Learning Management System.