Introducing the new UAB Success Model. A tool to identify your strengths and areas for learning and growth.
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Productivity

Goal Setting - Developing Measurable Success

This program focuses on a model, and supporting tools, toward successfully setting and completing performance and development goals. Whether focused on ourselves individually, and employee we manage, or the teams we are a part of, clear goals provide clear direction for what needs to be achieved, and sets the standard against which success is measured.

Audience: All Employees
Prerequisites: None
Course hours: 2 hours
Key Takeaways:
- Distinction between performance and development goals, and understanding of benefits of both
- The SMART Goal Setting Model
- Action Planning Template
- Model for exploring potential obstacles

Practical Project Management

Projects represent much of the work done in today’s organizations. Unfortunately, many organizations devote valuable resources, including employees’ time, to poorly conceived and implemented projects that do not achieve meaningful goals or are never completed. In fact, a study by PricewaterhouseCoopers found that fewer than 3% of companies successfully completed all of their projects. The effects of poorly conceived and implemented projects can be devastating to company success. The Harvard Business Review reported that the failure of IT projects in the United States costs $50 to $150 billion each year. Effective project management is essential if organizations are to succeed in today’s rapidly changing and highly competitive environment.

Learning to manage projects effectively not only benefits your organization, it benefits you. Today’s organizations rely on employees who can carry a project through from inception to completion, on time and on budget, making a more efficient use of resources and achieving a quality outcome. Thus, being able to manage projects successfully makes you more valuable to your organization and improves your career prospects by providing you with a critical skill.

Audience: All Employees
Prerequisites: None
Course hours: 4 hours
Key Takeaways:
- Carry out the four stages of a project.
- Understand what makes a project succeed.
- Initiate and define a project.
- Plan steps to move a project forward.
- Keep a project on track.
- Bring a project to a close and evaluate its success.

Productive Work Habits

The modern work world is full of distractions. Private e-mails, social media, the Internet, and chatty co-workers cut into productivity and prompt procrastination. Yet work left unfinished today becomes a mountain of work due tomorrow, making a lack of productivity one of the biggest causes of profit loss for organizations. This course is designed to teach employees how to kick bad habits and stay more focused on work throughout the day. As a result, employees will work at a higher level, be able to more effectively prioritize tasks, and create long-lasting behavioral changes.

Audience: All Employees
Prerequisites: None
Course hours: 3 hours
Key Takeaways:
- Understand what it means to be productive
- Become better organized
- Learn how to manage your time
- Create balance between work and personal life
Time Management

During the workweek, the calendar fills up fast. After cleaning out inboxes, tending to personal responsibilities, attending meetings, getting unexpected calls and processing administrative clutter, your window of productivity can slowly disappear. Add to that a tendency to procrastinate, get distracted or lose track of time chit-chatting, and time management can become a real problem. According to a Harris Poll which surveyed over 3,000 private sector workers in 2014, one in four workers spend at least one hour a day using technology for personal use.

Through this course you will learn which time-management style works best for you and how to eliminate bad work habits. As a result, you will be able to increase productivity, be more dependable, handle interruptions, feel in-control of your workweek and reduce stress.

Audience: All Employees
Prerequisites: None
Course hours: 3 hours
Key Takeaways:

- Assess your time management style.
- Recognize the causes of procrastination and implement tips to overcome procrastination.
- Use a four-step strategy to make to-do lists manageable.
- Apply time-saving techniques.
- Identify the priorities and boundaries of your job.
Developing Positive Relationships at Work

In media and television depictions of the workplace, co-workers are expected to engage in dog-eat-dog office politics to get to the top. Therefore, too often real-world workplace culture is divisive and competitive in a negative way. However, having constructive, positive relationships with co-workers actually benefits everyone in the long run. First, consider how much time with co-workers influencing overall job happiness. A Globoforce study discovered that 78 percent of people who work 30 to 50 hours a week spend more time with co-workers than with their families!

This course will teach participants how to develop relationships with co-workers that are supportive, constructive, encouraging, and free from negative drama or conflict. As a result, employees will create a more harmonious office space, be able to work through disagreements, find more team solidarity, and ultimately have more job satisfaction.

Audience: All Employees
Prerequisites: None
Course hours: 4 hours
Key Takeaways:
- Base every working relationship on a common purpose.
- Demonstrate actions that build trust and avoid those that erode trust.
- Model the positive relationship behaviors you seek in others.
- Manage, not manipulate, relationships.
- Implement strategies to improve or survive relationships.
- Set boundaries and stand your ground.
- Create an effective individual development plan.

Effective Listening Skills

Listening skills are arguably the most important part of communication. But many people feel that they’re not being listened to and most would say that their skills could use improvement. Listening skills, however, aren’t just about hearing. Great listeners take time to read body language and facial expression, to discern emotional content in a message, and to observe and analyze the person to whom they are listening.

This class will prepare you to make listening a priority skill in order to increase comprehension and retention of information. By taking time to improve your listening skills you’ll not only improve your communication, but your relationships, productivity, overall work environment.

Audience: All Employees
Prerequisites: None
Course hours: 2.5 hours
Key Takeaways:
- Learn and practice advanced listening skills for comprehension and retention
- Learn and practice body language recognition and analysis
- Listen with the 5 R’s: ready, receive, review, respond, remember

Navigating Difficult Conversations

Difficult conversations are inevitable in any workplace. Those conversations can create unhappiness, stress, and tension. They can also impair and even destroy relationships. When handled poorly, they are likely to result in serious problems that interfere with productivity and leave everyone involved feeling frustrated and dissatisfied.

You can’t avoid these kinds of conversations, but you can learn how to handle them more effectively. Developing the ability to handle these challenges will pay off in terms of reduced stress, increased confidence, improved relationships, increased trust, fewer problems, better teamwork, higher productivity, and better career opportunities.

Audience: All Employees
Prerequisites: None
Course hours: 4 hours
Key Takeaways:
- Understand the nature of difficult conversations and what it takes to handle them.
- Identify the seven stages of handling difficult conversations.
- Use empathy in a way that minimizes negative responses and strengthens relationships.
- Apply best practices for preparing, initiating, and delivering the conversation.
- Discover how to generate solutions and bring the conversation to a close.
Emotional Intelligence

Motivated business professionals are looking for every edge to be successful in the workplace. Naturally, many develop expertise in technical or task-oriented skills in order to enhance their careers. However, those who have a high level of awareness and control over their emotions, and use their emotions to connect with others and develop positive relationships, will find even greater success in the workplace.

This program is designed to provide you with the knowledge and tools to develop your emotional intelligence. You’ll learn how to avoid self-sabotaging outcomes by altering how you perceive and respond to emotionally-charged situations. In addition, you’ll improve your ability to resolve conflict constructively, create a productive work environment, build and mend relationships, and bounce back from setbacks and disappointment.

**Audience:** All Employees  
**Prerequisites:** None  
**Course hours:** 3 hours  
**Key Takeaways:**
- Manage your emotions by recognizing how thoughts and emotions are connected.  
- Improve your self-control by identifying physical cues that indicate your emotions may be taking over.  
- Discover how emotional intelligence can help you develop more positive relationships at work.  
- Learn how to use assertive communication to express your needs and feelings appropriately.  
- Learn how to respond more quickly and positively to changing circumstances.  
- Improve your ability to remain composed in stressful situations.  
- Explore how to use emotional intelligence to bounce back from setbacks.  
- Learn how to develop a more optimistic outlook.
SOFTWARE SKILLS

Microsoft Access

Microsoft Access 2013 Level I: Foundations for Creating a Database

Consider the data and information you work with every day. Has it become unmanageable? If so, consider using an Access database to organize and manage related information. A database can help you manage and analyze data by organizing it into easily navigable objects, like tables that store your information, queries that help you extract information, forms that provide a way to enter or view data, and reports that display the information in an organized, printable layout. By the end of this class you will have a general understanding of the basic terminology and the essential knowledge to plan and create a new Access database. You will be able to easily create a simple tables, queries, forms and reports, and get control of your data!

Audience: New users, Users interested in managing large amounts of data.
Prerequisites: none
Course hours: 3.5 hours
Key Take-Aways:
- Understand the objects that make up a database.
- Gain essential knowledge to plan a database.
- Understand core database concepts.
- Learn to find, filter and format data.

Microsoft Access 2013 Level II: Storing and Managing Data in a Database

Tables are the foundation of any database and in a relational database there can be many tables. If your tables contain common information, it pays to connect them via relationships. Once your tables are related, you can work in a whole new world of queries and reports. Come discover best practices for tables and table properties. Learn how to import data into a table as well as export data so that it can be shared with others. You too will harness the power of efficient information storage and retrieval!

Audience: Experienced users, Users that want to modify table structures.
Prerequisites: Recommend Microsoft Access 2013 Level I: Foundations for Creating a Database
Course hours: 3.5 hours
Key Take-Aways:
- Create well-formed tables.
- Explore table data types and data-specific properties.
- Understand how to create relationships between tables.
- Learn to import and export data.

Microsoft Access 2013 Level III: Getting Answers from Your Data using Queries

Do you have information stored in a database and you don’t know what to do with it? Have you tried using a filter but it doesn’t provide the desired results? Gain the upper hand by using queries! A query is a powerful tool that allows you to “question” your data, and use the answers to provide consistent analysis. After this class, you will be able to ask big questions and get powerful answers. Topics include: different types of queries, multiple table queries, parameter queries, creating a calculated field and parameter queries.

Audience: Advanced Users, Users that want to create queries to find information.
Prerequisites: Recommend Microsoft Access 2013 Level I: Foundations for Creating a Database, Microsoft Access 2013 Level II: Storing and Managing Data in a Database
Course hours: 3.5 hours
Key Take-Aways:
- Comprehend query structure.
- Create and execute varied queries to find answers to complex questions.
Microsoft Access 2013 Level IV: Input and Output with Forms and Reports

Data entry can be tedious and confusing. Streamline the process by using a form. In this class, you’ll perform hands-on exercises that help to familiarize you with many convenient tools for form-building. And when your data is complete, but needs to make an appearance in the real world? Some of the same tools can help you build attractive, easy to read reports. Give your database new life with this class. Topics include: Form views, Form Design View Basics, Working with Form Properties, Creating a Report, Working in Design View and Grouping and Sorting on a Report.

Audience: Advanced users, Users that want to create forms and reports in their database.

Prerequisites: Recommend Microsoft Access 2013 Level I: Foundations for Creating a Database, Microsoft Access 2013 Level II: Storing and Managing Data in a Database, Microsoft Access 2013 Level III: Getting Answers from Your Data using Queries

Course hours: 3.5 hours

Key Take-Aways:

► Define reports in Access.
► Use best practices for creating reports.
► Create reports that display data effectively.
► Understand forms and form properties.
Microsoft Excel

What You Need to Know to Get Started with Microsoft Excel 2013

Learn the essential concepts needed to effectively work in Excel 2013. Explore the new 2013 user interface and learn helpful shortcuts to simplify day to day tasks. Learn multiple ways to enter, navigate, move and duplicate data in order to speed up the data entry process. Learn to edit cell contents and correct commons mistakes.

Audience: New users, users interested in spreadsheets, efficiency
Prerequisites: none
Course hours: 2.5 hours
Key Take-Aways:
- Navigate the Excel 2013 user interface
- Understand basic Excel terminology
- Use Excel shortcuts and navigate worksheets
- Enter, move, duplicate and edit Excel data

Format and Manage Documents with Ease in Microsoft Excel 2013

In this course you will learn how to effectively format your data to make it easier to read and interpret. Learn to apply themes and styles to give your spreadsheet a consistent look. Employ conditional formatting to find specific data quickly. Learn to print, view and organize long or complicated documents. Keep your audience engaged by making your spreadsheets standout!

Audience: Experienced users, users interested in spreadsheets, efficiency
Prerequisites: none
Course hours: 3.5 hours
Key Take-Aways:
- Create worksheets that are easier to read and interpret
- Highlight and emphasize data dynamically
- Troubleshoot common worksheet printing problems

Save Time and Do More with Calculations in Microsoft Excel 2013

Learn to work quicker, smarter and more efficiently with calculations in Excel 2013. In this course you will learn how to make use of a variety of different formulas and functions designed to make working with your data easier. Sum columns of data, quickly copy existing formulas, define cell names to use in calculations, troubleshoot common formula errors and more!

Audience: Experienced users, users interested in spreadsheets, efficiency
Prerequisites: none
Course hours: 3 hours
Key Take-Aways:
- Use basic calculations within Microsoft Excel
- Learn the ins and outs of formula and function composition
- Find and fix common formula and function errors

Finding the Data You Need when You Need it in Microsoft Excel 2013

In this course you will learn helpful techniques designed to make managing large spreadsheets quicker and easier. Efficiently organize your lists of data by using a variety of sorting and filtering techniques. Employ tables to quickly sort and filter table columns, add total rows and apply formatting. Learn ways to import data into Excel from a variety of other file formats.

Audience: Experienced users, users interested in spreadsheets, efficiency
Prerequisites: none
Course hours: 3 hours
Key Take-Aways:
- Organize data using a variety of sorting and filtering techniques
- Use tables to quickly organize and format data
- Import data into Excel from a variety of other file formats
Let Your Data Speak for Itself with Charts in Microsoft Excel 2013

You may spend the majority of your time in Excel working with your data, but when it comes time to present and share your data nothing beats a chart. Charts make your data simpler to digest, easier to compare, and all around more pleasing to look at. Capture the attention of your audience and get your data to standout with eye-catching charts in Excel 2013!

**Audience:** Experienced users, users interested in spreadsheets, efficiency, data visualization

**Prerequisites:** none

**Course hours:** 2 hours

**Key Take-Aways:**
- Understand chart types and chart terminology
- Create charts and manipulate chart data
- Customize chart layout and formatting

Tools for Power Users in Microsoft Excel 2013

This course will familiarize experienced Excel users with the tools they need to do more. Learn Excel’s various function categories and powerful data analysis tools. Learn how to use basic macros to automate workflows, and how to customize the Excel user interface to fit your needs.

**Audience:** Advanced users, users interested in spreadsheets, efficiency, data analysis, macros

**Prerequisites:** none

**Course hours:** 3 hours

**Key Take-Aways:**
- Understand the different Excel function categories
- Use Excel’s data analysis tools
- Automate simple tasks with macros
- Customize Excel using program options

Dynamically Analyzing Data with Pivot Tables in Microsoft Excel 2013

If you have a large amount of data in an Excel worksheet that you need to analyze, you can use a pivot table report. You will benefit from this class if your goal is to become skillful in creating pivot table reports that provide valuable information. This 2.5 hour class introduces the essential elements necessary to create a pivot table in Excel.

**Audience:** Advanced users, users interested in spreadsheets, efficiency, statistics, reports

**Prerequisites:** none

**Course hours:** 2.5 hours

**Key Take-Aways:**
- Generate detailed reports by creating pivot tables
- Understand pivot tables and pivot table analysis tools
- Customize pivot table layout and formatting

Excel 2013 Advanced: Logical, Text, Lookup and Reference Functions

Excel provides a wide variety of functions to assist users with numerous basic and complex tasks. This course is intended to teach participants how to utilize some of the most common Logical, Text, Lookup and Reference functions. Increase your productivity and simplify your worksheets using these powerful Excel functions.

**Audience:** Advanced users, users interested in spreadsheets, efficiency, logical functions, text functions, lookup and reference functions

**Prerequisites:** none

**Course hours:** 3 hours

**Key Take-Aways:**
- Introduce decision making into your worksheets using Logical functions
- Combine, cleanup and parse your text data using Text functions
- Simplify the process of finding data in your worksheets using Lookup and Reference functions
Microsoft Outlook

**Increasing Your Productivity with Calendars and Meetings in Microsoft Outlook 2013**

This class covers many of the tools in Microsoft Outlook that can help you establish and use multiple calendars, collaborate with others by sharing your calendars, schedule and maintain meeting dates and resources, and best practices for successfully handling multiple calendars and meetings.

**Audience:** New users, Users that want to work with calendaring tools efficiently.

**Prerequisites:** none

**Course hours:** 3.5 hours

**Key Take-Aways:**
- How to add appointments to a calendar.
- Create meeting requests.
- Create additional calendars.
- Understand how to share a calendar.

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**Gaining Control of Your E-mail with Microsoft Outlook 2013**

Sorting, reading, and responding to your e-mail can consume a large portion of your time, so being able to do so efficiently in today's workplace is essential. This class will show you the tools and best practices to help you use and keep control of your mailbox. This class will be most useful to those who would like to gain better control over their email, and for those who receive large volumes of email and need to know how to better manage their messages.

**Audience:** New users, Users that want to manage their emails more efficiently.

**Prerequisites:** none

**Course hours:** 3.5 hours

**Key Take-Aways:**
- How to sort e-mails.
- Color code emails.
- Create rules to manage emails.
- Flag items for follow-up.
Microsoft PowerPoint 2013 Level I: Foundations of Excellent Presentations

Long gone are the days of the flip chart and overhead projector. Contemporary presentations are professional and attractive and created with Microsoft PowerPoint 2013. In this introductory class, you will learn PowerPoint tools and presentation techniques that will help you create informative, exciting presentations. During this course you will learn the fundamentals of the program, how to create and organize a presentation, how to add, edit and modify text, how to format slides, and how to use PowerPoint’s specialized on-screen presentation tools.

**Audience:** New users, users interested in presentations, public speaking

**Prerequisites:** None

**Course hours:** 3.5 hours

**Key Take-Aways:**
- Understand the purpose of PowerPoint
- Develop proficiency at creating and styling presentations
- Understand presentation delivery options

Microsoft PowerPoint 2013 Level II: Master Images and Art

PowerPoint 2013 offers you a lot of liberty when it comes to sprucing up slides with visual aids. But how much is too much? This class features hands-on exercises that will help inspire your creativity and guide your design skills. Learn all about images, clip art and other graphics, including how to manage, format, resize, and position them; how to group and manipulate objects; and how to add special effects to images. You will also learn how to work with tables, SmartArt, WordArt, and how to incorporate Charts and Microsoft Excel 2013 into your presentation.

**Audience:** Experienced users, users interested in presentations, public speaking, graphics, design

**Prerequisites:** None

**Course hours:** 3.5 hours

**Key Take-Aways:**
- Understand all visual and graphic options for use in PowerPoint presentations
- Develop techniques for inserting, manipulating and customizing graphics and visuals

Microsoft PowerPoint 2013 Level III: Create Engaging Animation

Take your presentations to the next level by incorporating engaging and impressive animations and transitions in your PowerPoint 2013 presentations. In this class you will learn how to create sophisticated slide transitions, meaningful animation and incorporate multimedia. You will also learn best practices for presentation delivery including packaging, publishing, and collaboration. Take this class to put the power in PowerPoint.

**Audience:** Advanced users, users interested in presentations, public speaking, graphics, design

**Prerequisites:** None

**Course hours:** 2 hours

**Key Take-Aways:**
- Understand all animation, transition, and multimedia options for use in PowerPoint presentations
- Develop techniques for managing large and/or complex presentations
- Develop techniques for delivering excellent presentations
Microsoft Word

Microsoft Word 2013 Level I: Foundations of Word Processing

This class is Everything You Wanted To Know About The Basics Of Document Creation But Never Thought To Ask. If you are new to computers, to word processing, or to document creation and management, this class will immerse you in the fundamental aspects of Microsoft Word and insure that you go on to bigger and better things comfortable and confidence in your use. In fact, many of the skills you learn in this introductory course will translate to other Microsoft Office programs!

Audience: New users, users interested in documents
Prerequisites: None
Course hours: 2.5 hours
Key Take-Aways:
  ▶ Understand the Microsoft Office Word interface
  ▶ Create and edit documents

Microsoft Word 2013 Level II: Create Attractive Documents and Custom Formatting

If you are familiar with basic word processing, you know that the next natural step is to make your document more attractive. This class will help facilitate both your learning and your creativity. Learn how to format documents from a single character all the way up to a 50 (or more) page document. You will learn how to modify the type, size, and color of text for maximum impact and attractiveness as well as modify the background of the document using styles and themes to create a cohesive, attractive look. You will also learn how to manage the document as a series of pages, either one that will be read electronically or be printed. For instance, you'll learn how to section a document for ease of navigation and formatting, how to create page breaks, and how to hyphenate a document. Finally, you'll learn detailed methods for making precision edits at the paragraph level so that indents and tabs are smooth and consistent. You'll be on your way to creating great-looking documents!

Audience: Experienced users, users interested in Documents
Prerequisites: None
Course hours: 3 hours
Key Take-Aways:
  ▶ Understand formatting concepts and techniques
  ▶ Develop appreciation of well-formed, attractive documents
  ▶ Understand best practices for consistent, efficient formatting

Microsoft Word 2013 Level III: Illustrate and Enhance Documents

A well-place illustration or accent can take a simple document and make it powerful. You might not think Microsoft Word welcomes illustration and art, but new tools allow you to take your creativity to the next level with ready tools. Learn to use images, SmartArt, WordArt and other graphics to create polished, professional documents that impress and edify.

Audience: Advanced users, users interested in graphics, design, publishing
Prerequisites: None
Course hours: 2.5 hours
Key Take-Aways:
  ▶ Understand graphic options in Microsoft Word
  ▶ Develop skills and techniques for using graphics in documents
Content Creation in Joomla

If you are new to Joomla, this workshop will include an introduction to the software and the most basic tasks of editing existing content on UAB sites using the front-end interface. This workshop will feature instruction on how to edit text, add pictures, and create hyperlinks within Joomla articles using the JCE editor. Attendees will receive their own practice site for learning purposes that will be available for 2 weeks after the workshop. As time permits, an open forum will be held to answer any site specific questions concerning the front-end editing of UAB site content.

Audience: Experienced computer users, users interested in Web design, Internet, Social Media
Prerequisites: None
Course hours: 2 hours
Key Take-Aways:
- Understand the fundamentals of Content Management Systems
- Understand all basic content editing techniques using Joomla
- Create, edit and categorize an article in Joomla

Site Navigation and Administration in Joomla

The purpose of this workshop is to provide an introduction to the Joomla administration features and examine the back-end interface. The focus of this workshop is how to add new categorization, articles, menus, modules, and users to an existing UAB website. Attendees will receive their own practice site for learning purposes that will be available for 2 weeks after the workshop. As time permits, an open forum will be held to answer any site-specific questions.

Audience: Experienced computer users, users interested in Web design, Internet, Social Media
Prerequisites: None
Course hours: 2 hours
Key Take-Aways:
- Understand the fundamentals of Content Management Systems
- Create, link and use menus and modules for Joomla navigation

Joomla Special Topics Workshop: RS Form! Pro

The purpose of this workshop is to develop a Joomla form using the RS Form! Pro component.

Audience: Experienced computer users, users interested in Web design, Internet, Social Media
Prerequisites: None
Course hours: 2 hours
Key Take-Aways:
- Understand form objects and inputs
- Understand the Joomla form creation tool
- Create a working form for a Joomla-controlled web page
Introduction to Adobe Photoshop CC

Adobe® Photoshop® CC is a professional image editing software application that can be used by experts and novices alike. In this course you will learn the basics of selecting and modifying images, creating and manipulating layers, and image adjustment and refinement. You will also learn how to resize images, and prepare images for use in print and on screen.

Audience: New users, users interested in design, graphics, photography, photo manipulation
Prerequisites: none
Course hours: 7 hours
Key Take-Aways:
- Identify the components and capabilities of Photoshop CC.
- Create basic images.
- Manage selections and layers.
- Modify and repair images, and manage color.
- Refine images by adjusting layers, using camera raw and applying advanced image refinement.
- Import, export, organize, and save files.

Introduction to Adobe InDesign CC

Giving your documents a well-designed and professional look will put you a step ahead. Learn to use paragraph and character styles that allow you to format pages of text uniformly, and various panels that enable you to easily customize both text and graphics. Adobe® InDesign® CC has all the tools you need to elevate the look of your document and get it out to the people who need to see it, whether it be in print or on the web.

Audience: New users, users interested in design, page layout
Prerequisites: none
Course hours: 7 hours
Key Take-Aways:
- Navigate the InDesign interface.
- Create a new document.
- Customize a document using color, swatches, gradients, and styles.
- Manage page elements.
- Add tables.
- Prepare documents for deployment.

Introduction to Adobe Acrobat XI

If you create, manage, or distribute PDF documents and want to have a better understanding of how the PDF format works, this class is for you. You will learn new tools for PDF navigation, creation, and modification. The PDF format has become the standard for document sharing and distribution across multiple platforms and formats. Adobe® Acrobat® XI empowers users to reliably create, combine, and share PDF documents for more secure communication, collaboration, and time-saving electronic workflows.

Audience: New users, users interested in documents, efficiency, PDFs
Prerequisites: none
Course hours: 3.5 hours
Key Take-Aways:
- Access information in a PDF document.
- Create and save PDF documents.
- Navigate content in a PDF document.
- Modify PDF documents.
- Convert PDF documents.