



Skills Program – Business Communication Fundamentals

- Understanding Business Communication
- Communicating in Writing
 - Intro to Word
- Communicating with Graphics
 - Intro to PowerPoint
- Using Verbal and Non Verbal Communication
- Communicating Electronically
 - Voice – Telephone Etiquette
 - Email – Intro to Outlook

Skills Program – Management Fundamentals

- Business Communications
- Supervisory Skills
- Customer Service
- Time Management