## Elective Course List by Competency Area

**Choose 1 in-person course or 4 webinars from each competency area**

*Please remember to discuss your elective course selections with your supervisor or agency.*  
*Please search our Skills for Success Catalog to determine if the course(s) you wish to take are being offered this semester.*

### Computer Skills and Technology

**7.5 hour in-person courses:**
- Computer Basics
- Microsoft Excel 2016 Basics
- Microsoft Excel 2016 Intermediate
- Microsoft PowerPoint 2013 Basics

**1 hour webinar courses:**
- Designing Dynamic Presentations
- Internet Research Skills
- Microsoft Outlook 2016: Managing Contacts and Tasks
- Microsoft Outlook 2016: Organizing and Managing Your Email
- Microsoft Outlook 2016: Working with Calendars
- Understanding Today’s Computer

### Interpersonal and Customer Relations

**7.5 hour in-person courses:**
- Being an Effective Team Member
- Building Better Work Relationships
- Dealing with Difficult Behaviors
- Feedback: Making it Effective
- Influencing with Confidence

**1 hour webinar courses:**
- Addressing Conflict in Customer Relations
- Emotional Intelligence in Customer Relations
- Managing Stress in Customer Relations
- Job Etiquette

### Professionalism and Self-Management

**7.5 hour in-person courses:**
- Change: Making it Work
- Critical Thinking
- Effective Problem Solving
- Keep Your Cool: Ways to Protect Your Professional Reputation

**1 hour webinar courses:**
- A Career in Nursing: Is it Right for You?
- Best Practices in Resume and Interview Preparation
- Career Options Within NYS Government Using GOT-IT
- **Dealing with Stress**
- Financing Your Education
- **Getting Organized: Time, Tasks, and Life**
- **Introduction to Critical Thinking**
- Managing Your Finances
- Merit System: Examinations and Eligible Lists
- Merit System: Transfers
- Preparing for a Civil Service Exam
- **Problem Solving – A Six Step Process**
- **Professionalism in the Digital Age**
- Protect Your Identity
- Study Skills
- **Take Control of Your Time**
- Using Credit Wisely
- Using the Merit System
- Using the Tuition Benefits Program
- **Workplace Social Skills**

**These courses are more closely aligned with workplace skills**
Choose 1 in-person course or 4 webinars from each competency area

Verbal and Written Communication

7.5 hour in-person courses:
- Building a Better Vocabulary
- Grammar and Punctuation Workshop
- Writing and Editing Skills for Supervisors
- Writing Effective Reports and Evaluations
- Writing Successful Email

1 hour webinar courses:
- Essentials of Report Writing
- Expanding Your Vocabulary
- Professional Email that Gets Results
- Writing Effectively

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