

## Organized Office Worker Online Certificate Program

*This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. Participants are required to successfully complete all fifteen of the following courses and achieve a passing grade of 70% or higher in each course. It is recommended that the courses be completed in the order they are displayed below.*

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### ***Make the Time You Need: Get Organized*** (.5 Hours)

If you want to manage your schedule and make your time count, you have to be organized. But to stay organized, you need to check your progress. This means developing schedule management skills. The stress and potential for mistakes grows when you don't spend time organizing your time. In this course, you'll discover how schedule management can help you regain control of your time. You'll learn how to leverage your personality to boost your productivity and explore techniques for dealing with time stealers. And you'll learn how to create practical to-do lists and keep them relevant and realistic.

### ***Organize Your Physical and Digital Workspace*** (.4 Hours)

Organizing your physical and digital workspaces is a great way to be more productive. When you declutter your workspace, you can improve many aspects of your work day, including your ability to concentrate, achieve targets, and become more efficient. This course will help you increase your productivity by showing you how to organize and maintain both your physical and digital workspaces. You'll learn the rewards of organizing your workspace and find out what a productive workspace looks like. You'll learn how to use your organization skills to manage your digital workspace. And finally, you'll find out how to make your new clutter-free life last by making organization a habit.

### ***Avoid Procrastination by Getting Organized Instead*** (.4 hours)

Procrastination reduces your productivity while causing you stress at the same time. Procrastinating is a habit that causes urgent and difficult tasks to pile up as you actively avoid them. Developing and applying organization skills, you can declutter your schedule and avoid putting off work that demands your attention. In this course, you'll learn about the reasons people procrastinate, and the benefits of organizing your time. You'll learn how to build self-discipline and combat time wasters, as well as how to bring more organization to your day. And finally, you'll explore how to set priorities and how to say no when you need to.

### ***Maximize Your Productivity by Managing Time and Tasks (.3 Hours)***

The amount of time available to you is constant – you can't buy more and you can't save it for later. However, by managing your time, you can increase your productivity. And the better you understand your own personal productivity, the easier it will be to manage your time effectively. In this course, you'll learn about how you can use task management to maximize your productivity. You'll discover the benefits of using time management and assessing the value of your tasks. You'll learn about benefits of setting goals and how productivity is tied to your ability to assess time and set priorities. And you'll also learn about the process of "chunking" your time and how to use different types of to-do lists effectively.

### ***Aligning Goals and Priorities to Manage Time (.4 Hours)***

Meeting targets and achieving goals consistently regardless of the business situation isn't easy. A big part of doing this successfully is managing time effectively. In this course, you'll learn why it's important to align your goals with your team's goals, and you'll learn how to do it with a goal alignment worksheet. You'll also learn how to ask questions to clarify goals, and how to establish and prioritize priorities based on these goals.

### ***The Art of Staying Focused (.5 hours)***

Even if you know what's important to do and have an organized time management routine, losing focus can stop your progress in its tracks. In this course, you'll learn strategies for dealing with focus challenges and distractions at work. You'll also explore ways of saying no, and consider ways in which you can adjust your focus in response to changing circumstances or emergencies. And you'll learn how to refocus when something causes you to lose focus.

### ***Managing Pressure and Stress to Optimize Your Performance (.4 Hours)***

People react to high pressure differently. Learning to cope with pressure and handling stress are very important, because you don't want pressure to have a negative impact on your performance. In this course, you'll learn about managing stress and pressure, situations that trigger pressure, and how pressure can become stress. You'll also look at how stress affects you emotionally and physically, and how to respond to it. And you'll also learn strategies for managing stress by ensuring you have the right attitude, taking control under pressure, and using performance management to cultivate a "success mentality. " You can then optimize your own performance and prepare to cope with stressed colleagues.

### ***Organizing Your E-mail (.5 Hours)***

E-mail has dramatically increased the volume of communication and the amount of information that the average office worker needs to process every day. To keep up, you must sort, file, respond to, or delete every e-mail that comes to you during a business day. This course introduces techniques for managing e-mail effectively. It covers tips on how to use folders and filters to organize e-mails for increased efficiency, as well as guidelines on what e-mails to delete. The course also gives direction on how to recover important information should you lose an e-mail.

### ***Managing Conversations and E-mail in Outlook 2016 (.9 Hours)***

Microsoft Outlook 2016 allows you to effectively manage and organize your e-mail messages. In this course, you will learn how to arrange and view messages by conversation; use the People Pane to access, sort, and filter e-mail; apply color categories; apply flags; and delete and restore messages. The course also covers ways to personalize your Outlook 2016, such as changing message preview settings and adjusting the reading pane and people panel.

### ***Becoming an Accountable Professional (.5 hours)***

Most employees in business organizations must answer to someone else. From the top of the organization chart to the bottom, nearly every manager and employee must look to a supervisor, or even a customer to establish priorities, assign tasks, set deadlines, and evaluate results. Whoever gives this direction is called the boss. How well an employee meets requirements set by the boss determines whether that employee succeeds or fails, receives rewards or penalties, and earns praise or criticism. Everyone who works must also answer to an inner boss, a personal, internal voice that provides guidance on whether a job is worth doing and whether it is done well. Accepting personal accountability for your work means your inner boss sets demanding standards and that you're willing to commit to meeting those standards and answer for the results of your work. In this course, you'll learn how to listen to your own inner boss, how to identify your internal standards, how to create a plan to meet those standards.

### ***Developing a Personal Accountability Framework (.4 Hours)***

You juggle a lot of competing tasks. Meeting deadlines, production targets, and business objectives are serious responsibilities. It's tempting, at times, to find easy ways out of fulfilling them, or to use excuses as to why you can't. But to be accountable is part of being a professional. Demonstrating your personal and professional accountability is key to your ongoing success. Building accountability is a process of showing that you're a reliable, organized, and dedicated person, further, ensuring accountability means taking ownership of your responsibilities. In this course you'll learn how to show leadership accountability by implementing strategies for setting goals, developing an action plan, and seeing all those competing tasks through to completion.

### ***Reaching Goals Using Perseverance and Resilience (.4 Hours)***

You will have a hard time persevering without incorporating the benefits of trust and resilience into your efforts. Trusting yourself, trusting others, and having others trust you helps you build confidence, stay open-minded, and remove obstacles. Being resilient and able to get back up when you are knocked down helps you take the next step, continue on the planned course, and do so without harm to yourself or others. In this course, you will learn about earning trust and assessing your circle of trusted people, as well as developing resilience, and what to do to regain trust and rebuild resilience.

### ***Becoming More Professional Through Business Etiquette (.3 Hours)***

Your reputation often precedes you in any work environment. It can define your credibility, impact your career opportunities, and shape your relationships with your colleagues. In this course, you'll learn the basics of how to act professionally and practice proper business etiquette. You'll learn how to project a professional image, both in your appearance and in your workspace décor. Finally, you'll learn how to ensure your personal activities, including your social media presence, don't negatively impact your work reputation.

### ***Administrative Support: Working in Partnership with Your Boss (.3 Hours)***

Whether you're an office administrator, an office assistant, a personal assistant, or an administrative assistant, job satisfaction and career advancement require you to build a partnership with your boss. Good boss relationships involve mastering administrator essentials, dealing effectively with different management styles and handling confrontations. In this course, you'll learn about building and maintaining a true partnership with your boss and how this can be beneficial. You'll also discover approaches for dealing with different management styles, as well as various techniques for handling any confrontations you may have with your boss.

### ***Administrative Support: Interacting Effectively with Colleagues (.3 Hours)***

Dealing with people on a daily basis can be both rewarding and challenging. Whether you're an office administrator, an office assistant, a personal assistant, or an administrative assistant, it's important to be able to handle various encounters in a professional and effective manner.

Mastering administrator essentials and good peer relationships will increase your efficiency, job satisfaction, and career advancement. In this course, you'll learn how to master the skills of being an administrative support professional. You'll also learn how to interact effectively with colleagues by asking for help from others, dealing with criticism, and building trust, morale, and respect.

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## **Foundational Competencies**

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies](#) page. This certificate assisted you in developing the following competencies:



Professionalism and Self-Management