Microsoft and Computer Skills Workshops

CCRI offers many noncredit Microsoft and Computer Skills workshops. The complete course descriptions are included below, for updated information about course offerings please view the website. All courses cost $104 (includes $5 non-refundable registration fee) and you can complete a registration form to sign up.

Course options:
- Computer Know-how (All the Basics)
- Critical Thinking Workshop
- Energize Your E-mail
- Manage Time with Technology Workshop
- Maximize Your Computer Skills
- Microsoft Graphics Computer Workshop
- Microsoft Access 2016
- Microsoft Excel 2016 Essentials
- Microsoft Excel 2016 Advanced
- Microsoft PowerPoint 2016
- Microsoft Word 2016
- Presentation Skills/Advanced PowerPoint
- Resume and Cover Letter Boot Camp
- Technical Writing Workshop

Computer Know-how (All the Basics)
If you struggle with computers, from basic navigation with a keyboard and a mouse to setting up emails and searching internet sites, this instructor-led, hands-on, computer skills class will help. All the basics of computer knowledge will be covered at a relaxed pace. Come away with helpful handouts filled with shortcuts, step-by-step guides and tips.

Class content:
- Title bar
- Toolbars
- Menu bars
- Status bars
- Scroll bars
- Drop-down bars
- Sub-menus
- Dialogue boxes
- Saving and naming files in appropriate folders
- Retrieve
- Revise
- Rename
- Keyboard shortcuts
- Mouse functions
- Printing options
- Internet browsers (search, navigation, pitfalls, research, printing)
- Key words in searches
- Back, forward, stop, refresh
- History
- Home buttons
- Address bar
Critical Thinking Workshop
This instructor-led, hands-on workshop will help you to recognize and evaluate problems and opportunities, establish causes and effects, and deal efficiently with complex situations both in your work and at home. Come away with useful handouts filled with shortcuts, step-by-step guides and tips.

Class content:
- Define and limit the problem (identify what the problem really is, not the symptoms of the problem or the emotional connection to the problem)
- Gather pertinent information for the solution (make sure what evidence you are supplied with can be verified)
- Formulate practical, appropriate reactions/plans (differentiate between assumptions and facts)
- Explore what impact your response will have in the workplace or at home, both to the issue at hand and interested parties
- Draw final conclusions and set up action (or recommendation in work situations)
- We work with case studies and use the studies to apply critical thinking methods to actual situations among the people attending.
- Each learner will develop both a work-related and personal project.

Energize Your E-mail
In this instructor-led, hands-on class, you’ll create reader-focused emails that avoid tone problems and get priority attention, communicating more effectively and producing results. Use a five-step process to save time and increase efficiency. Come away with useful handouts filled with shortcuts, step-by-step guides and tips.

Class content:
- Focus on purpose and goal
- Choose communication methods (email, IM, texting)
- Create a fast outline based on reader’s potential questions
- Energize subject lines for impact; use key words; stick to single subjects
- Sequence paragraphs (place conclusions up front!)
- Create a visual design (headers above key paragraphs in longer emails, bullets, numbers)
- Generate a draft of your email (don’t click “send!”)
- Edit: spelling, grammar, punctuation
- Basic tone: openings, closings, active voice
- Streamline over-long sentences
- Eliminate verbal baggage (use smaller words)
- Avoid stagnant words, phrases and technical clichés
- Tone: negative, stuffy, flowery messages
- Angry messages (including sarcasm, irony, venting)
- Personal emails
- Privacy, copyrights, libel, security
- Distribution lists, all-staff memos, political, religious messages, chain mail, forwarding messages, out-of-office messages, address book considerations

Manage Time with Technology Workshop
Instructor led, hands-on, computer skills workshop to help you manage your time by making effective use of Microsoft computer features in the most popular programs: Excel, Word, PowerPoint and email. Come away with useful handouts filled with shortcuts, step-by-step guides and tips.
Class content includes time-saving tips for:

- Computers (streamline and connect Excel, Word and PowerPoint using Microsoft tools)
- Email (organize and prioritize your inbox and streamline new mail, deletions, etc.)
- Written communication (put some energy in your email and memos)
- Make practical, meaningful reminders and to-do lists electronically
- Meetings (make use of computer applications to make meetings more effective)
- Phones (smartphone management, office phone controls)

Maximize Your Computer Skills

If you struggle with computers, from basic navigation with a keyboard and a mouse to email organization and safely and effectively searching internet sites, this instructor-led, hands-on, computer skills class will help. All the basics of computer knowledge will be covered at a relaxed pace. Come away with helpful handouts filled with shortcuts, step-by-step guides and tips.

Class content:

- Computer screen features
  - title bars
  - toolbars
  - menu bars
  - status bars
  - scroll bars
- Computer applications
  - drop-down menus
  - sub-menus
  - dialog boxes
- Saving and naming files
  - the cloud
  - creating folders
  - retrieve
  - revise
  - rename
- Internet browsers
  - search
  - navigation
  - research
  - printing
  - viruses, malware, etc.
  - history
  - home buttons
  - address bar
  - downloading
  - links
- Email
- Mouse functions
- Keyboard shortcuts
- Printing options
Microsoft Access 2016
In this instructor-led, hands-on computer skills workshop, you will learn how to store, organize and query information about customers, employees, students, activities, inventories, etc. Come away with useful handouts filled with shortcuts, step-by-step guides and tips.

Class content:
- Work with and maintain a sample database to learn how to navigate and extract information from Access
- Design and create queries and reports that extract, consolidate and track database information
- Design and create forms for ease of data processing
- Link to other Microsoft applications (Excel, Word)
- Understand the how Access can automate workflow via the links among its tables, queries, forms and reports
- Create a database of your own: design tables and import from external sources and establish table relationships
- Create drop-down lists to simplify data entry; formulas in reports to enhance information; mail merge and labels; command buttons in forms to automate navigation and data; and validation rules to ensure data consistency

Microsoft Excel 2016 Essentials
This instructor-led, hands-on computer skills class teaches you to design, format, save and print spreadsheets, using formulas for adding, averaging, tracking and summarizing. Learn to create and maintain records and more. Come away with helpful handouts filled with shortcuts, step-by-step guides, and tips.

Class content:
- Navigation and keyboard shortcuts
- Text, number and date shortcuts
- Add columns, rows (AutoSum, auto-calculate)
- Manual math formulas (average, count, etc.)
- Use "cell references" with formulas
- Copy formulas (fill handle)
- Hide columns, rows; protect worksheets
- Cut, copy, paste spreadsheets, range, and formulas
- Delete/insert rows and columns
- AutoCorrect
- Print options (orientation, margins, gridlines, headers/footers)
- Create charts to illustrate your spreadsheets; revise and format charts
- Create, sort and filter lists
- Apply formatting options, including conditional formatting
- Create electronic comments and custom views
- Apply graphics to emphasize important points
- Entry and formula shortcuts
- Create and maintain databases (text formulas, including concatenation)
- Import databases from other programs
- Database formulas (proper, trim, and, left, right, etc.)
- Apply conditional formatting options.
- Create date and time formulas
Microsoft Excel Formulas
Spend a day learning and applying the most useful and popular Excel formulas that calculate and automate busy workdays, and streamline family budget/accounting obligations. Work through scenarios that illustrate Statistical formulas for data analysis, Text formulas to revise lists of data, Vlookup, Financial formulas that include ‘What If’ calculations, Date & Time formulas that track trends and timelines, and Pivot Table construction to consolidate information. You can bring any ongoing workflow problems with you to be resolved during the workshop. Receive comprehensive instructional handouts.

Class content:
- Vlookup
- IF statements
- CountIf
- SumIf
- Summary/Consolidation formulas
- PMT formulas
- Concatenation
- Text formulas to alter columns of text (Trim, Right, Left, Proper, etc.)
- Substitute formulas
- Pivot Tables
- NetworkDays (count business days between dates)
- Standard Deviation

Microsoft Excel 2016 Advanced
Instructor-led, hands-on, computer skills class. Review keyboard and mouse shortcuts. Learn advanced charting tools, summarization methods, key tracking, statistical, logical, lookup and math formulas, plus validation rules, conditional formatting, and customizing the Excel environment. Come away with helpful handouts filled with shortcuts, step-by-step guides and tips.

Class content:
- Advanced charting
- Trend formulas, Standard deviation, V & H Lookups, IF statements, etc.
- Database maintenance including Validation Rules
- Subtotals
- Pivot Tables
- Summary/Consolidation sheets
- Link worksheets & Workbooks
- Absolute referencing
- Text formulas
- CountIf, and SumIF formulas
- AND, OR formulas
- Macros, Templates
- Audit formulas and identify errors
- Watch Windows and Named Ranges
- Automated row and column comparisons
Microsoft Graphics Computer Workshop
Learn to dress up your documents, spreadsheets and presentations with Microsoft graphic tools in this instructor-led, hands-on computer skills workshop. Come away with useful handouts filled with shortcuts, step-by-step guides and tips.

Class content:
- Shapes
- SmartArt diagrams
- Charts
- Web images
- ClipArt/WordArt pictures and styles
- Text boxes
- Drawing tools (like Shadow and 3-D effects)
- Image formatting (add weight, apply gradients, textures, and patterns, change line and fill colors, and apply customization)
- Bring objects to your documents from computer files and Internet
- Learn how to arrange and align them, place them within text, and add customized text to them.
- Create hyperlinks to files and websites
- Snipping tool
- Screenshots
- Screen prints
- Watermarks
- Page colors
- Page borders

Microsoft PowerPoint 2016
This instructor-led, hands-on computer skills class enables you to develop powerful PowerPoint slides for work, home, projects, family and biographical presentations. Come away with useful handouts filled with shortcuts, step-by-step guides and tips.

Class content:
- Slide content: planning, opening slides, sequencing
- Content tips (How much text? How many objects?)
- Bullet/number slides (variations, sequencing, layout)
- Graphics, shapes (alternatives to bullets; use color to influence mood; use images to reinforce message)
- SmartArt (effective use of diagrams)
- Photos and internet photos (formatting options)
- Copy/paste shortcuts (from other programs; linking)
- Screenshots, Snipping Tool
- Align objects for consistency and effect
- WordArt for closing slides
- Create/import org charts, graphs and tables
- Hyperlinks to other programs and the internet
- Insert media clips, movies, sounds
- Views: Slide Sorter, Outline, Notes as editing and presenting tools
- Presenting: transitions, animation, hiding slides, pausing and highlighting
- Consistency (Slide Master)
- Automatic presentations (narrations, timing)
- Handouts (creating effective takeaways for audience)
- Presentation methods to connect with individuals and groups
Microsoft Word 2016
If you are self-taught in Word, you may be missing a lot of bells and whistles that make documents effective. Capture your audience with visual design features that are easy to read and stay with readers. Learn keyboard and mouse shortcuts to streamline the processing of your words and sentences in this instructor-led, hands-on class. Come away with useful handouts filled with shortcuts, step-by-step guides, and tips.

Class content:
- Shortcuts for navigation, insertion, deletion, and selection
- Formatting fonts with bolding, bullets and numbers
- Creative use of cut, copy and paste
- Format printer
- Tables, including design variations for maintaining lists and resumes, agendas, itineraries, content comparisons, sidelines
- Graphics, SmartArt, watermarks, hyperlinks, print screen function and WordArt
- Page numbering
- Borders, shading
- Headers/footers
- Shortcut features like AutoCorrect, Quick Parts, find and replace
- Margins, tabs
- Screenshots and snipping for instructional documents
- Page breaks, drop caps
- Columns for newsletters, announcements, bulletin boards
- Saving alternatives
- Labels and envelopes
- Spelling, grammar, thesaurus

Microsoft Word: Outside the Box
Have you ever desired to create a birthday card, or an invitation? How about a newsletter? An article? Technical report? Menu or Recipe book? A flyer? Or just a more sophisticated resume? This workshop covers the Top 10 Tools in Word for creating inspired, artistic documents that can’t fail to impress anyone who sees them. You’ll also learn Design, Audio, Video and Layout options to make your efforts pay off. Receive a comprehensive handout of instructions for future reference.

Class content:
- Learn how to use Word templates
- Styles and Reference tools
- Shapes
- SmartArt
- Design, Insert, Page Layout toolbar features
- Snipping tool
- Picture Video and Audio Tools
- Customization of your Word features
- Cursive fonts to enhance text
- Quick Access methods
- Quick Parts
- AutoCorrect shortcuts
- Printing tips and tricks
- Keyboard and mouse shortcuts to get to what you need
Presentation Skills/Advanced PowerPoint
Learn how to plan and deliver presentations that communicate more effectively and energize your audience. Learn a three-step process: plan (establish your presentation’s purpose, goals and potential audience reactions), create content (make your points using a visual style) and then develop PowerPoint slides to create a dynamic flow, increase efficiency and save time. Come away with useful presentation and advanced PowerPoint handouts (shortcuts, step-by-step guides and tips).

Class content:
- Establish your presentation’s purpose and goal
- Consider audience reactions and needs
- Isolate your strongest point
- Develop features, benefits and impact for content
- Executive summary: Where is all this going?
- Content: Facts, figures, next steps
- Closing: Impact reminder
- Draft slide content
- Sequence slides (purpose/conclusions up front!)
- Edit slide content
- Apply graphics, hyperlinks, media clips, transitions, animation, etc.
- Develop handouts and/or takeaways
- Delivery considerations:
  - Audience (knowledge, attitudes, assumptions)
  - Rehearsing
  - Presentation room, technology
  - Comfort with material (relaxation, self-confidence techniques)
  - Voice, body language (including audience reactions)
  - Injecting humor, personal stories, business examples
  - Closing: encouraging/controlling questions and answers
  - Follow-up

Resume and Cover Letter Boot Camp
Write from scratch or edit your résumé and cover letter (bring if you have them) to accentuate your skills and ensure readability. Learn how to make clear, job-appropriate points and produce results. Use visual design elements of Microsoft Word to enhance the look of your work. Come away from this instructor-led, hands-on class with useful handouts filled with shortcuts, step-by-step guides and tips.

Class content:
- Define cover letters and résumés (persuasive writing)
- Résumés: Required information (name, address, contact information, education, past jobs, volunteer experience, special skills, etc.)
- Writing with purpose
- Who’s your audience?
- Types of résumés (functional and chronological)
- Brainstorm content
- Create a résumé template
- Design content (visually appropriate and appealing)
- Edit for ease of reading
- Grammatical and spelling corrections
- Edit résumés to fit certain opportunities
- Cover letters: (personalizing a résumé)
- Required information (heading, date, salutation, body paragraphs, closing and signature)
Division of
WORKFORCE PARTNERSHIPS

- Establish writer’s voice
- Detail experience
- Relevant information
- Visual design
- Proofreading tips
- Create a cover letter template
- Draft, print, review résumés and cover letters
- Final edits
- Final printing and saving

**Technical Writing Workshop**

This instructor-led, hands-on class will teach you how to write technical reports, templates, emails, etc. faster and better. Communicate more effectively, make clear points and produce results. Avoid technical jargon and streamline technically complex sentences. Come away with useful handouts filled with shortcuts, step-by-step guides and tips.

**Class content:**

- Isolate the document’s purpose
- Adopt your readers’ perspectives (technical and nontechnical) to determine how to engage them
- Use brainstorming to isolate details or create an outline of reader’s questions (separate essential from nonessential detail)
- Use headlines to develop a personal template (or work wisely within organization templates)
- Sequence content: key information first
- Generate sentences under broad headlines (just write – resist editing)
- Streamline long, overly technical sentences
- Replace passive voice with active voice where possible
- Avoid technical clichés and jargon; watch acronyms; avoid abruptness
- Format: bolding, bullets, blank space
- Proofread: punctuation, sentence structure, run-ons, parallelism and tone