

Online Assessment Catalog

2019



National Institute of
Continuing Education

Introduction

This catalog contains the summaries of all **60** multiple-choice skill assessments available to students on systems supported by the National Institute of Continuing Education (NICE) and Swift Innovative Technologies LLC.

Please note the following:

- ☑ All assessments were created and edited by certified educators with degrees in Education.
- ☑ Each assessment is multiple choice and 40 questions in length. The minimum amount of time per question is 180 seconds but “essential level” assessments will have 300 seconds per question.
- ☑ Each assessment draws from a large pool of question items (sometimes over 160 question items); ensuring no two assessments taken by participants are alike. Each subsequent time an assessment is taken, questions are shuffled. Also, the order in which the question options appear in each question are changed as well.
- ☑ All assessments are based on relevant online courses found within the same system where the assessments are being taken. Each skill assessment has a “Courses” link (found on the “Skill Inventory” for example) where the relevant courses by skill test are located.
- ☑ Participants will note that the “Assessment Topics” they will find questions pertaining to on their assessment results page will often match the course titles found via the “Courses” links referenced above. At the end of each assessment, strength/area for improvement indicators are shown beside each assessment topic to help guide participants towards the courses they should be focusing on.

For more information about these assessments, please send an email to marc@beswift.com

List of Assessments

Accounting/Bookkeeping Fundamentals (U.S.).....	5
Business Writing Fundamentals.....	5
Career and Employment Counseling	6
Call Center Management.....	6
Call Center Skills	7
Customer Service Fundamentals.....	7
Database Management Fundamentals	8
Database Processing Fundamentals	8
Effective Business Communications	9
eLearning Readiness.....	9
Employee Performance Management.....	10
Essential Bookkeeping Skills	10
Essential Computer Skills	11
Essential Customer Service Skills.....	11
Essential Interpersonal and Teamwork Skills.....	12
Essential Math Skills.....	12
Essential Medical Office Skills	13
Essential Office Skills.....	13
Essential Reading and Comprehension Skills.....	14
Essential Reasoning Skills.....	14
Essential Sales Skills.....	15
Essential Telephone Skills	15
Essential Time Management Skills	16
Finance for Nonfinancial Managers.....	16
Fundamental Office Skills	17
Human Resources Fundamentals.....	17
Interpersonal Communication	18
Interpersonal Communication for Management	18
Interview Fundamentals.....	19
Interviewing and Hiring (U.S.)	19
Job Readiness Assessment.....	20
Job Search Fundamentals	20
Leadership and Motivation.....	21
Library Assistant Fundamentals.....	21
Life Skills: Entering the Workforce	22
Life Skills: Money Management Fundamentals 1	22

Life Skills: Money Management Fundamentals 2.....	23
Life Skills: Re-Entering the Workforce.....	23
Living with Technology.....	24
MS Excel Fundamentals	24
MS Word Fundamentals	25
Negotiation Skills	26
Personal Health Management.....	26
Presentation and Public Speaking Skills	27
Professional Telephone Skills	27
Professional Workplace Readiness Assessment	28
Project Financial and Procurement Management	28
Project Management Fundamentals	29
Research for Writing	29
Resume Fundamentals.....	30
Sales Management.....	30
Selling Techniques	31
Supervision and Management	31
Supervision/Management Readiness Assessment	32
Technical Writing Fundamentals.....	32
Telework Core Skills	33
Time and Priority Management.....	33
Workplace Computer Skills.....	34
Workplace Diversity Awareness.....	34
Workplace Math.....	35

Accounting/Bookkeeping Fundamentals (U.S.)

This assessment will measure knowledge and understanding related to fundamental, standard accounting and bookkeeping procedures. This may include topics such as recording transactions, doing end of period adjustments and calculations, cash control methods, accrual accounting procedures, preparing financial statements, and using special methods utilized in accounting for a merchandising business.

Topics Covered:

- Accounting Fundamentals
- Accrual Accounting Procedures
- Accounting Systems and Closing Activities
- Accounting for Cash Control
- Accounting for Merchandising Businesses

Business Writing Fundamentals

This assessment will measure knowledge and understanding related to the application of fundamental business writing concepts and techniques. This may include the principles of composition, grammar, punctuation, capitalization, abbreviations, numbers, spelling, tone, jargon, slang, clichés, sexist language, and common errors.

Topics Covered:

- Principles of Composition
- Grammar
- Punctuation
- Capitalization, Abbreviations, Numbers
- Spelling
- Tone, Jargon, Slang, Clichés, and Sexist Language
- Common Errors

Career and Employment Counseling

The ability to provide career and employment counseling. This can involve identifying or assessing skills and interests to help determine appropriate career choices, job, or training opportunities, and providing advise and guidance throughout the job search process.

Topics Covered:

- Managing Your Career: Creating a plan
- Managing Your Career: Getting on the Right Track
- Managing Your Career: You and Your Boss
- Managing Your Career: Leveraging the Performance Appraisal
- Managing Your Career: Professional Networking Essentials

Call Center Management

This assessment will assess competency in understanding fundamental Call Center management principles, practices, and policies particularly as they relate to day-to-day operations of a call center and supporting employees to provide quality customer service. This might include recruitment, training, ensuring adherence to policies and procedures, and identifying, tracking, and quantifying resource requirements as well as managing performance, quality and costs.

Topics Covered:

- The Inbound Call Center
- Inbound Call Centers: People Management Skills
- Inbound Call Center: Technology
- Performance metrics

Call Center Skills

This assessment will measure knowledge and understanding related to the application of call center skills and techniques. This may include topics such as the structure and function of the call center industry, call center roles and their corresponding responsibilities, call center environments, proper telephone techniques, building and establishing rapport with customers, using effective listening and questioning techniques, customer service practices, telephone sales, sales scripts, closing sales, and sales reports.

Topics Covered:

- Call Center Industry Overview
- Call Center Communication Skills
- Call Center Customer Service
- Call Center Telephone Sales

Customer Service Fundamentals

This assessment will measure knowledge and understanding related to the application of fundamental customer service concepts and skills. This can include effectively interacting and communicating with customers, handling situations with angry or confrontational customers, and using best practices for customer service including recognizing the value of service standards.

Topics Covered:

- Fundamentals of Exceptional Customer Service
- Interacting With the Customer
- Customers, Confrontation and Conflict
- Advancing Service Expertise

Database Management Fundamentals

This assessment will measure knowledge and understanding related to the application of fundamental database system practices and techniques. This may include topics such as the design of a database, elements of a database management system (DBMS), relational database principles and rules, data integrity and security, using SQL in a relational database, concurrency control, and miscellaneous data access issues.

Topics Covered:

- An Introduction to Database Systems
- Relational Databases
- Database Data Management

Database Processing Fundamentals

This assessment will measure knowledge and understanding related to fundamental data processing and database concepts. This may include topics such as database fundamentals, elements of a database management system (DBMS), database users and database requirements.

Topics Covered:

- Database Fundamentals
- DBMS (Database Management System) Overview
- Database Users
- Database Requirements

Effective Business Communications

This assessment will measure knowledge and understanding related to the application of effective business communications concepts and techniques. This can include topics such as interpersonal communication and listening skills, workplace professionalism, conflict management, business meetings and presentations, the fundamentals of business writing, and effectively using and creating business letters, faxes, memos, proposals, reports, and emails.

Topics Covered:

- Business Writing Fundamentals
- Business Letters
- Proposals and Reports
- Business Memos and Faxes
- Writing and Managing Email
- Meetings and Presentations
- Interpersonal Communication and Listening Skills
- Workplace Professionalism and Conflict Management"

eLearning Readiness

This assessment will assess basic skills needed for taking online courses, such as basic computer and Internet skills, time management skills, and reading and comprehension skills.

Topics Covered:

- Basic Computer Skills
- Using the Internet and Email
- Time Management Skills
- Reading and Comprehension Skills

Employee Performance Management

This assessment will measure knowledge and understanding related to the application of employee performance management practices and techniques. This can include topics such as preparing for and conducting an effective performance appraisal, and identifying, improving, and preventing employee performance problems.

Topics Covered:

- Performance Reviews
- Problem Performance Identification
- Problem Performance Prevention
- Problem Performance Improvement

Essential Bookkeeping Skills

This assessment will measure knowledge and understanding related to fundamental bookkeeping and accounting concepts and procedures. This can include familiarity with journal and ledger entries, performing basic calculations and payroll functions, maintaining accounts receivable, accounts payable, and inventory ledgers, and understanding types of financial statements.

Topics Covered:

- Fundamental Accounting/Bookkeeping Concepts and Procedures
- Journal and Ledger Entry and End of Period Procedures
- Basic Bookkeeping Calculations and Payroll
- Accounts Payable/Accounts Receivable/Inventory Ledgers
- Financial Statements

Essential Computer Skills

The ability to demonstrate competency in basic computer skills. Topics covered in this assessment include identifying and using the main features and components of a computer, performing basic windows file management and navigation processes, accessing and using the Internet and basic web functions, and using common workplace applications such as word processing or email software.

Topics Covered:

- Components of a PC
- Common Computer Programs
- Windows Navigation and Procedures
- Using the Internet and Email

Essential Customer Service Skills

This assessment will measure knowledge and understanding related to the application of basic customer service skills. This includes topics such as being familiar with common customer service tools and techniques, using effective verbal and nonverbal communication skills and etiquette, communicating with customers over the telephone, solving customer-related problems, and responding appropriately to customer complaints.

Topics Covered:

- Customer Service Communications Overview
- Customer Service Concepts, Tools and Techniques
- Customer-Related Communication Etiquette
- Effective Telephone Communications
- Nonverbal Communication
- Responding to Customer Complaints

Essential Interpersonal and Teamwork Skills

This assessment will measure knowledge and understanding related to the application of interpersonal communication and teamwork skills and techniques. This can include topics such as interpersonal communication fundamentals, effective listening and communicating in a team, questioning and using feedback, and dealing with workplace conflict.

Topics Covered:

- Interpersonal Communication Fundamentals
- Effective Listening and Communicating in a Team
- Questioning and Using Feedback
- Dealing with Workplace Conflict

Essential Math Skills

This assessment will measure knowledge and understanding related to the application of essential and basic math skills. This may include addition and subtraction, multiplication and division, measurements, number patterns and symbols, and working with money, time and calendar dates.

Topics Covered:

- Addition and Subtraction
- Multiplication and Division
- Number Patterns and Symbols
- Measurements
- Time and Calendar
- Working with Money

Essential Medical Office Skills

This assessment will measure knowledge and understanding related to the application of basic and essential medical office skills. This may include effectively communicating and corresponding with patients, efficiently filing and retrieving patient records, scheduling and coordinating appointments, and performing typical office functions such as ordering supplies and maintaining the reception area.

Topics Covered:

- Overview of Basic Medical Office Skills
- Correspondence and Verbal Communication
- Scheduling
- Patient Records and File Management
- Office Functions and Management

Essential Office Skills

This assessment will measure knowledge and understanding related to the application of fundamental office and clerical concepts and practices. This can include topics such as business emails, memos, letters, and reports, computer and keyboarding skills, file management, and business meetings.

Topics Covered:

- Computer and Keyboarding Skills
- Business Emails and Memos
- Business Letters and Reports
- File Management
- Meetings

Essential Reading and Comprehension Skills

This assessment will measure knowledge and understanding related to the application of basic and essential reading and comprehension skills. This may include basic reading and text comprehension, conditional grammar, context and word definitions, matching antonyms and synonyms, and sentence completion.

Topics Covered:

- Basic Reading/Text Comprehension
- Conditional Grammar
- Context and Word Definitions
- Matching Antonyms and Synonyms
- Sentence Completion

Essential Reasoning Skills

This assessment will measure knowledge and understanding related to the application of basic and essential reasoning and thinking skills. This may include finding common elements, recognizing logical groupings, identifying a fact versus an opinion, reaching a conclusion, predicting what will happen next, and solving number problems.

Topics Covered:

- Facts and Opinions
- Commonalities and Contrasts
- Logical Expectations and Conclusions
- Predictions and Consequence
- Number Problems and Logic

Essential Sales Skills

This assessment will measure knowledge and understanding related to the application of basic and essential sales skills. This may include sales planning, research and analysis, contacting and communicating with prospects and customers, promotional strategies and sales presentations, and sales negotiations and follow-through.

Topics Covered:

- Sales Overview and Concepts
- Sales Planning, Research, and Analysis
- Contacting Prospects and Customers
- Communicating with Prospects and Customers
- Promotional Strategies and Sales Presentations
- Sales Negotiations, Closing, and Follow-up

Essential Telephone Skills

This assessment will measure knowledge and understanding related to the application of fundamental and essential telephone skills in a professional workplace environment. This can include using appropriate telephone etiquette, speaking, and voice skills, applying active listening skills when communicating on the telephone, effectively managing challenging telephone calls, and making effective outgoing calls.

Topics Covered:

- Professional Telephone Etiquette
- Effective Speaking and Voice Skills
- Active Listening Skills
- Managing Challenging Telephone Calls
- Making Effective Outgoing Calls

Essential Time Management Skills

This assessment will measure knowledge and understanding related to the application of basic and essential time management skills. This may include goal setting, task planning, organizing and scheduling, managing priorities and stress, and workplace time problem solving.

Topics Covered:

- Task Planning
- Goal Setting
- Managing Priorities and Stress
- Organizing and Scheduling
- Workplace Time Problem Solving

Finance for Nonfinancial Managers

This assessment will measure knowledge and understanding related to the application of financial concepts, practices, and techniques relevant to nonfinancial managers. This can include the fundamental principles of financial management, the basics of budgeting, managing cash flows, and understanding financial statements.

Topics Covered:

- The Principles of Financial Management
- The Basics of Budgeting
- Management of Cash Flows
- Financial Statements

Fundamental Office Skills

This assessment will measure knowledge and understanding related to the application of fundamental clerical functions and office skills. This can include topics such as business emails, memos, letters, and reports, computer and keyboarding skills, file management, and business meetings.

Topics Covered:

- Computer and Keyboarding Skills
- Business Emails and Memos
- Business Letters and Reports
- File Management
- Meetings

Human Resources Fundamentals

This assessment will assess competency in fundamental Human Resources (HR) terms, practices, and policies, particularly as they relate to recruitment and hiring practices and employment law and regulation.

Topics Covered:

- Facilitating Effective Hiring
- Recruiting successfully
- Interviewing and Hiring Practices: Legal Compliance
- Offers, Contracts, and Exit from the Organization

Interpersonal Communication

This assessment will measure knowledge and understanding related to the application of interpersonal communication and teamwork-related skills and techniques. This can include topics such as interpersonal communication fundamentals, effective listening and communicating in a team, questioning and using feedback, and dealing with workplace conflict.

Topics Covered:

- Interpersonal Communication Fundamentals
- Effective Listening and Communicating in a Team
- Questioning and Using Feedback
- Dealing with Workplace Conflict

Interpersonal Communication for Management

This assessment will measure knowledge and understanding related to the application of interpersonal communication concepts and techniques intended for management. This can include topics such as leadership communication skills, workplace interpersonal communication, communicating for positive results, and resolving conflicts using effective communication skills.

Topics Covered:

- Leadership Communication Skills
- Workplace Interpersonal Communication
- Communicating for Results
- Resolving Conflict with Communication Skills

Interview Fundamentals

Interviews are conversations between an employer and a job candidate to discuss a job opening. When an employer invites you to an interview, they are hoping to gather information to help in their final selection of a candidate for a position, and you will be trying to sell yourself as the person that they should select. This test will help determine your interview skill level.

Topics Covered:

- Preparing for the Interview
- Questions and Answers
- Recommended Actions and Attitude
- After the Interview

Interviewing and Hiring (U.S.)

This assessment will measure knowledge and understanding related to the application of employee interviewing and hiring concepts and practices. This may include topics such as what should be considered when hiring including legal compliance issues, how to effectively interview candidates, and how to choose the best job candidate.

Topics Covered:

- What to Consider When Hiring
- Legal Compliance for Interviewing and Hiring Practices
- Interviewing Effectively
- Choosing the Best Applicant

Job Readiness Assessment

This assessment will test fundamental, transferable skills commonly required for employment. This includes subjects and topics such as basic math, measurements, reading, comprehension, vocabulary, grammar, interpersonal communication, and time and priority management.

Topics Covered:

- Basic Math and Measurements
- Basic Reading, Comprehension, Vocabulary, and Grammar
- Interpersonal Communication
- Time and Priority Management

Job Search Fundamentals

Looking for work can be a stressful and discouraging task, however, there are plenty of reasons for hope! Approaching your job search as an acquired skill, one that improves with practice, will help make your search easier and more effective. This assessment will help determine your job search skill level.

Topics Covered:

- Starting Your Job Search
- Sources for Potential Jobs
- Finding Job Openings
- Speaking with Potential Employers

Leadership and Motivation

This assessment will measure knowledge and understanding related to the application of leadership and motivation concepts and practices. This can include topics such as energizing and empowering employees, understanding organizational culture and developing a vision, building effective teams and acting as a model leader, and techniques for coaching and counseling employees.

Topics Covered:

- Energizing and Empowering Employees
- Organizational Culture and Leadership
- The Model Leader
- Coaching Performance

Library Assistant Fundamentals

This assessment will measure the student's competency in understanding the work required of a library assistant, and the job competencies and factors required to achieve success in this field. This will include understanding the history, purpose, and primary functions of libraries; the types of materials found in libraries; the organization of books and other materials in the library; and the role of the library assistant and other library staff in organizing and maintaining the collection.

Topics Covered:

- Overview of Libraries and Library Services
- Maintaining a library and serving clients
- Primary work activities, skills, and abilities required for success
- Major classification systems and your role as a Library Assistant
- The Dewey Decimal Classification system
- The Library of Congress Classification system
- Your future as a Library Assistant

Life Skills: Entering the Workforce

This assessment will measure knowledge and understanding needed for successfully entering the workforce. This may include setting employment goals, identifying relevant skills and experience, preparing an effective resume and attending job interviews, and once employed managing work relations, expectations, and performance feedback, and keeping safe in the work environment.

Topics Covered:

- Preparing to Enter the Workforce
- Becoming Employed
- Managing Yourself at Work
- Developing Yourself at Work

Life Skills: Money Management Fundamentals 1

This assessment will measure knowledge and understanding related to fundamental money management terms, practices, and abilities. This may include identifying sources of income and income tax requirements, organizing important financial records, setting short-term and long-term financial goals, tracking personal spending, creating a savings plan, developing and following a budget, and opening and managing a bank account.

Topics Covered:

- Understanding Your Income
- Record Keeping and Financial Goals
- Spending, Saving, and Budgeting
- Banking Basics

Life Skills: Money Management Fundamentals 2

This assessment will measure knowledge and understanding related to fundamental money management terms, practices, and abilities needed for banking and managing credit. This may include using banking tools such as ATMs, telephone or online banking, managing a checking or savings account, applying for loans and credit cards, responsibly handling credit and debt, and keeping banking and credit information secure and protected.

Topics Covered:

- Banking Tools
- Managing Checking And Savings Accounts
- Managing Credit
- Managing Debt and Credit Repair

Life Skills: Re-Entering the Workforce

This assessment will measure knowledge and understanding needed for successfully re-entering the workforce. This may include setting employment goals and identifying relevant skills, and once employed managing work relations and priorities, keeping safe at work, expanding workplace skills, getting and staying organized, and preventing and managing stress.

Topics Covered:

- Preparing to Re-Enter the Workforce
- Becoming Employed
- Managing Yourself at Work
- Developing Yourself at Work

Living with Technology

This assessment will measure competency in understanding the basics of technologies commonly used in everyday life. This will include understanding the use of cell phones, digital audio and video, digital photography, and the use of online communities and online purchasing.

Topics Covered:

- Cell phones
- Digital Audio and Video
- Digital photography
- Online Communities and Online Purchasing

MS Excel Fundamentals

This assessment will measure knowledge and understanding related to the application of fundamental Microsoft (MS) Excel concepts and functionality, especially those relevant to Excel versions 2010 and beyond. This includes measuring the student's understanding how Excel is organized; what it is typically used for; how to work with Excel cells, columns, rows and worksheets to enter, edit and analyze information; formatting cells and tables; creating and working with simple formulas; understanding the use of functions and charts, and viewing and printing a finished worksheet.

Please note: The content covered in this test is based on Microsoft software. However, successful completion of this test does not count in any way toward any official Microsoft certification.

Topics Covered:

- Overview of Excel and the Workbook Environment
- Entering, Editing and Moving Data
- Formatting Cells and Worksheets
- Using Simple Formulas, Functions and Charts
- Working with Data to Create a Report & Printing

MS Word Fundamentals

This assessment will measure knowledge and understanding related to the use of fundamental Microsoft (MS) Word tools and features, especially those relevant to versions from 2007 and up. This may include using Word's Ribbon bar and tab system, saving documents, setting page size and layout, using the mouse or keyboard to select text, formatting paragraphs and changing font size, style and color, editing and proofing your work, adding clip art and other graphical elements, and understanding how to print and where to find Help when you need it.

It is assumed that you will have access to this Microsoft application during the test and will be able to review the program's features or consult its Help functions if necessary. (Just click the Question mark icon to access Help).

Please note: The content covered in this test is based on Microsoft software. However, successful completion of this test does not count in any way toward any official Microsoft certification.

Topics Covered:

- Overview of the Microsoft Word Application
- Selecting and Navigating Through Text
- Font Formatting
- Paragraph Formatting and Text Layout
- Editing and Proofing
- Page Setup and Printing
- Inserting Graphical Elements
- Reviewing and changing your document

Negotiation Skills

This assessment will measure knowledge and understanding related to the application of negotiation concepts and techniques. This can include planning for negotiation processes, using successful negotiation strategies, overcoming challenges and blocks during negotiations, and mastering the art of negotiation.

Topics Covered:

- The Process of Negotiation
- Negotiation Techniques and Overcoming Challenges
- Mastering Negotiation

Personal Health Management

This assessment will measure competency in understanding the basics of how to live a healthy and safe life. This will include understanding how to create a clean and organized living space; ensure you have an adequate personal support system; and knowing how to manage work, recreation time and stress. It will also include tips on nutrition, shopping, and safe food practices; how to build and stick to a fitness plan; and how to travel safely and prepare for a disaster scenario.

Topics Covered:

- Personal Life Management Basics
- Nutrition
- Health Management Basics
- Fitness
- Transportation and Travel/Safety and Disaster Planning

Presentation and Public Speaking Skills

This assessment will measure knowledge and understanding related to the application of presentation and public speaking practices and techniques. This can include successfully organizing and structuring a presentation, effectively delivering your message, overcoming presentation anxiety, and using presentation resources and appropriate visual aids.

Topics Covered:

- Presenting Successfully
- Delivering an Effective Presentation
- Using Presentation Resources

Professional Telephone Skills

This assessment will measure knowledge and understanding related to the application of fundamental telephone skills in a professional workplace environment. This can include using appropriate telephone etiquette, speaking, and voice skills, applying active listening skills when communicating on the telephone, effectively managing challenging telephone calls, and making effective outgoing calls.

Topics Covered:

- Professional Telephone Etiquette
- Effective Speaking and Voice Skills
- Active Listening Skills
- Managing Challenging Telephone Calls
- Making Effective Outgoing Calls

Professional Workplace Readiness Assessment

This assessment will test transferable skills typically required in a professional workplace. This includes subjects and topics such as math, measurements, and money calculations, time and priority management, interpersonal communication, and workplace computer skills.

Topics Covered:

- Math, Measurements, and Money Calculations
- Time and Priority Management
- Interpersonal Communication
- Workplace Computer Skills

Project Financial and Procurement Management

This assessment will assess competency in managing project procurement and financial processes. This involves the ability to apply skills and knowledge related to such topics as procurement contract solicitation and administration, estimating costs, monitoring costs and controlling project costs.

Topics Covered:

- Cost Budgeting: Establishing a Total Cost Baseline
- Controlling Costs
- Selecting Sellers
- Contract Administration
- Contract Closure

Project Management Fundamentals

This assessment will measure knowledge and understanding related to the application of fundamental project management practices and techniques. This can include topics related to initiating, planning, managing, troubleshooting, and closing a project.

Topics Covered:

- Project Management Fundamentals
- The Transition to Project Management
- Initiating and Planning a Project
- Managing a Project
- Troubleshooting and Closing the Project

Research for Writing

This assessment will measure knowledge and understanding related to the application of research for writing concepts and techniques. This may include Internet search engines, public libraries, primary and secondary sources, plagiarism, outlines and draft copies, and document layout.

Topics Covered:

- Online Research Sources
- Referencing Sources
- Traditional Research Sources and Methods
- Types of Research
- Writing a Draft Copy
- Writing the Final Copy

Resume Fundamentals

Developing a well-written resume that highlights your job-related strengths is your most important job search tool. This test will help to determine your ability to plan and create an effective resume.

Topics Covered:

- Planning Your Resume
- Information to Include on Your Resume
- Presenting Your Skills and Employment Objective
- Cover Letters and References

Sales Management

This assessment will measure knowledge and understanding related to the application of sales management concepts and practices. This can include topics such as recognizing and developing behavioral attributes to build an effective sales team, using supportive listening skills, overcoming communication barriers, and employing communication strategies and techniques, motivating and providing feedback to sales team members, developing morale-building and mentoring programs, and using business and planning tools for sales forecasting, analysis, and to efficiently manage a sales team.

Topics Covered:

- Building an Effective Sales Team
- Communicating in a Sales Team
- Motivating a Sales Team
- Using Business Tools to Manage a Sales Team

Selling Techniques

This assessment will measure knowledge and understanding related to the application of effective selling techniques and concepts. This may include topics such as sales planning and research, communicating with prospects and customers, selling and negotiation techniques, and promotional strategies and customer service.

Topics Covered:

- Essential Selling Concepts
- Sales Planning and Research
- Communicating with Prospects and Customers
- Selling and Negotiation Techniques
- Promotional Strategies and Customer Service

Supervision and Management

This assessment will measure knowledge and understanding related to the application of supervision and management techniques and strategies. This may include topics such as identifying the functions and demands of a manager's role, using effective delegation practices, acting as a coach and counselor, and monitoring performance and objectives to enhance your company's future success.

Topics Covered:

- Taking on the Management Role
- The Basics of Delegation
- Managing as Coach and Counselor
- A New Manager and the Company's Future

Supervision/Management Readiness Assessment

This assessment will test transferable skills typically required in a position at the level of supervision and/or management. This includes subjects and topics such as supervising employees, leadership and motivation practices, interpersonal communication, fundamental math concepts and calculations, time and priority management, and recruiting and staffing considerations.

Topics Covered:

- Employee Supervision Practices
- Leadership and Motivation
- Interpersonal Communication
- Math Concepts and Calculations
- Time and Priority Management
- Recruiting and Staffing

Technical Writing Fundamentals

This assessment will measure competency in understanding how to plan and create a variety of technical documents. This may include descriptions of how to determine a document's purpose, define its audience, select the right delivery medium, and adapt content to a particular group of readers. It will also include basic writing techniques, page layout and design, and special techniques for writing instructions and reference materials and materials designed to teach or persuade.

Topics Covered:

- Writing for Technical Professionals: Preparation and Planning
- Writing for Technical Professionals: Effective Writing Techniques

Telework Core Skills

This test will assess basic skills needed for telework, such as math, reading, computer, and professional and effective telephone communication.

Topics Covered:

- Efficient and Effective Telephone Communication
- Polite and Professional Telephone Communication
- Computer Basics
- Math Basics
- Reading/Vocabulary

Time and Priority Management

This assessment will measure knowledge and understanding related to the application of time and priority management concepts and techniques. This can include estimating and maximizing the use of time, planning and prioritizing activities and tasks, setting realistic goals, deadlines, and schedules, keeping meetings and telephone calls under control, and managing stress and personal time.

Topics Covered:

- Time Management
- Planning and Prioritizing
- Scheduling and Deadlines
- Managing Meetings and Calls
- Managing Stress and Personal Time

Workplace Computer Skills

The ability to use computers and computer applications effectively and efficiently in the workplace. This can include recognizing and maintaining basic computer components and external devices, understanding basic computer terminology, performing basic file management, navigation and security related functions, accessing and using the Internet and common web functions, and using basic applications such as word processing or email software.

Topics Covered:

- Components of a PC
- Common Computer Programs
- Windows Navigation and Procedures
- Using the Internet and Email

Workplace Diversity Awareness

This assessment will assess competency in understanding fundamental principles, practices, and policies as they relate to workplace diversity issues. This includes the history of diversity programs, myths about diversity programs, the benefits of diversity and the effects of successfully implementing diversity in a business. It will also include methods of assessing corporate culture and the need for change, identifying employee change types, writing a vision statement to include a goal of valuing diversity, and implementing a valuing diversity program.

Topics Covered:

- The Evolution of Diversity Programs
- General Overview of Diversity Programs
- Understanding Workplace Change Dynamics
- Implementing a Valuing Diversity Program

Workplace Math

This assessment will measure knowledge and understanding related to the application of math operations and equations commonly required in a work or business setting. This can include performing addition, subtraction, multiplication, and division using decimals, percents, and fractions, as well as calculating ratios and averages, making estimates, and formulating equations to solve for an unknown variable.

Topics Covered:

- Decimals and Percents
- Ratios and Averages
- Whole Numbers, Fractions, and Equations

For more information, please visit:
<http://nationalice.org/>



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