

**Online Course Catalog  
2019**



**National Institute of  
Continuing Education**

## Introduction

This catalog contains a list of the 33 courses available to students for free on systems supported by the National Institute of Continuing Education (NICE) and Swift Innovative Technologies LLC (SWIFT).

Courses are updated regularly and are available in online and/or downloadable slide or downloadable guide format.

The 33 courses published by NICE fall into 4 categories.

1. Life Skills
2. Career Skills
3. Essential Skills
4. General Business Skills

For more information about these courses, please send an email [marc@beswift.com](mailto:marc@beswift.com)

<b>National Institute of Continuing Education Courses.....</b>	<b>4</b>
<b>Life Skills .....</b>	<b>4</b>
Living with Technology .....	4
Money Management Fundamentals 1 .....	4
Money Management Fundamentals 2 .....	5
Personal and Health Management .....	5
<b>Career Skills .....</b>	<b>6</b>
Employability and Job Readiness: Re-Entering the Workforce.....	6
Interview Fundamentals.....	6
Job Readiness and Retention: Entering the Workforce.....	6
Job Search Fundamentals .....	7
Resume Fundamentals.....	7
<b>Essential Skills.....</b>	<b>8</b>
Essential Bookkeeping Skills .....	8
Essential Computer Skills .....	8
Essential Customer Service Skills .....	8
Essential Interpersonal and Teamwork Skills.....	9
Essential Math Skills – Part 1 .....	9
Essential Math Skills – Part 2 .....	9
Essential Medical Office Skills .....	10
Essential Office Skills .....	10
Essential Reading and Comprehension Skills.....	10
Essential Reasoning Skills.....	11
Essential Sales Skills .....	11
Essential Telephone Skills.....	11
Essential Time Management Skills.....	12
MS Excel Fundamentals.....	12
MS Word Fundamentals .....	12
<b>General Business.....</b>	<b>13</b>
Call Center Fundamentals: .....	13
Customer Service Skills.....	13
Effective Business Communications.....	14
Green Industries and Occupations .....	14
Interpersonal Communication.....	15
Library Assistant Fundamentals .....	15
Marketing Fundamentals .....	16
Selling Techniques.....	16
Time and Priority Management.....	16

## **National Institute of Continuing Education Courses**

### **Life Skills**

#### **[Living with Technology](#)**

The course will introduce you to the digital age, familiarize you with different modern technologies, consider the uses and benefits of these technologies, and show you how you can use them to enhance your everyday life. Each course module includes a Community Resources section, which you can use to access further information and guidance.

Topics covered in this self-study course include:

- Entering the Digital Age;
- Digital Audio and Video;
- Digital Photography;
- Smart Phones;
- Online Communities and Social Networks;
- Online Purchasing.

#### **[Money Management Fundamentals 1](#)**

The course will lead you through the basics of money management; including how to understand your income, keep and organize important financial records, manage your spending and saving, and open and manage a bank account.

Each course module includes a Community Resources section, which you can use to access further information.

Topics covered in this self-study course include:

- Understanding your Income;
- Record Keeping and Financial Goals;
- Spending, Saving, and Budgeting;
- Banking Basics.

### **Money Management Fundamentals 2**

The course will lead you through how to manage your money using banking tools, checking and savings accounts, and credit. Each course module includes a Community Resources section, which you can use to access further information.

Topics covered in this self-study course include:

- Banking Tools;
- Managing Banking and Checking Accounts;
- Managing Credit;
- Managing Debt and Credit Repair.

### **Personal and Health Management**

This course introduces personal life management, basic health, and personal and home safety practices to persons 50 years of age and older. Course modules include: Personal Life Management Basics; Health Management Basics; Fitness; Transportation and Travel Health; Safety and Disaster Planning. Each course module includes a Community Resources section, which you can use to access further information and guidance.

Topics covered in this self-study course include:

- Personal Life Management Basics;
- Health Management Basics;
- Fitness;
- Transportation and Travel Health;
- Safety and Disaster Planning.

## **Career Skills**

### **Employability and Job Readiness: Re-Entering the Workforce**

The course will lead you through the basics of preparing to re-enter the workforce, becoming employed, managing yourself at work, and developing yourself at work.

Topics covered in this self-study course include:

- Preparing to Re-enter the Workforce;
- Becoming Employed;
- Managing Yourself at Work;
- Developing Yourself at Work.

### **Interview Fundamentals**

In today's job market, candidates need an edge. This course gives you tips and strategies for ensuring a successful interview!

Topics covered in this self-study course include:

- Preparing to Re-enter the Workforce;
- Becoming Employed;
- Managing Yourself at Work;
- Developing Yourself at Work.

### **Job Readiness and Retention: Entering the Workforce**

The course will lead you through the basics of preparing to enter the workforce, becoming employed, managing yourself at work, and developing yourself at work.

Topics covered in this self-study course include:

- Preparing to Re-enter the Workforce;
- Becoming Employed;
- Managing Yourself at Work;
- Developing Yourself at Work.

### **Job Search Fundamentals**

Learn industry tips and techniques for getting an interview, including how to search for openings, networking, cold calling, and more.

Topics covered in this self-study course include:

- Job Search Readiness;
- The Job Search Process;
- The Networking Technique;
- The Cold Calling Technique;
- Job Search Pitfalls.

### **Resume Fundamentals**

Learn how to plan and develop a resume and cover letter that will get you an interview!

Topics covered in this self-study course include:

- What is a resume?
- Planning your resume;
- Information to include in your resume;
- Avoiding common resume errors;
- Building a resume;
- Software, services and templates that can be used;
- Cover Letters.

## **Essential Skills**

### **Essential Bookkeeping Skills**

Learn common terms and procedures used for basic accounting and bookkeeping functions, or to record and track your own business finances.

Topics covered in this self-study course include:

- Introduction to Bookkeeping;
- The Bookkeeping System;
- Daily Entries and Ledger Posting;
- Subsidiary Ledgers;
- Financial Statements;
- Payroll Records;
- End of Month and End of Period Procedures.

### **Essential Computer Skills**

Learn about the hardware and software components of your PC, including email, Internet, popular computer programs, and essential Windows procedures.

Topics covered in this self-study course include:

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

### **Essential Customer Service Skills**

Build a strong foundation in the essential customer service skills sought after by today's employers - regardless of industry.

Topics covered in this self-study course include:

- What is Customer Service?
- Connecting with the Customer;
- Managing Unhappy Customers;
- Communicating with Customers.



### **Essential Interpersonal and Teamwork Skills**

Develop the interpersonal and teamwork skills and strategies that employers want, and learn to communicate effectively in the workplace!

Topics covered in this self-study course include:

- Interpersonal Communication Fundamentals;
- Effective Listening;
- Effective Speaking;
- Nonverbal Communication;
- Communicating in Writing;
- Teamwork Skills;
- Respecting Diversity;
- Preventing and Resolving Workplace Conflict.

### **Essential Math Skills – Part 1**

Learn the basic math and numeric concepts required in today's workplace.

Topics covered in this self-study course include:

- Introduction to Mathematics;
- Addition;
- Subtraction;
- Multiplication;
- Division.

### **Essential Math Skills – Part 2**

Learn the basic math and numeric concepts required in today's workplace.

Topics covered in this self-study course include:

- Fractions
- Decimals
- Percent
- Working with Units of Measure
- Other Workplace Math

### **Essential Medical Office Skills**

Develop an awareness of the basic medical office procedures and skills required to successfully perform healthcare administration duties.

Topics covered in this self-study course include:

- Healthcare Industry Knowledge;
- What are Medical Office Skills?
- Patient Communication and Interaction;
- Medical Office Administration;
- Managing Appointments;
- Managing Patient Records and Files;
- Medical Insurance, Billing and Coding;
- SOAP Notes.

### **Essential Office Skills**

Learn and develop fundamental office skills such as file management, business writing, handling mail, organizing meetings, and more.

Topics covered in this self-study course include:

- Basic Office Competencies;
- File Management;
- Typing or Keyboarding Skills;
- Incoming and Outgoing Mail;
- Communicating by Email;
- Business Writing Basics;
- Meetings.

### **Essential Reading and Comprehension Skills**

Learn to read effectively and critically, and become familiar with commonly used terms, abbreviations, acronyms, and symbols.

Topics covered in this self-study course include:

- Introduction to Reading and Text Comprehension;
- Managing Difficult Text;
- Reading Effectively & Critically;
- Grammar;
- Punctuation;
- Typical Workplace Content.

### Essential Reasoning Skills

Learn how to use critical and analytical thinking techniques to develop effective thinking habits and improved reasoning skills.

Topics covered in this self-study course include:

- Introduction to Critical Thinking;
- Analytical and Critical Thinking;
- Evaluating Information;
- Effective Thinking Habits;
- Applying Critical Thinking.

### Essential Sales Skills

Improve your selling technique by learning how to create a professional image, generate leads, close sales, and use popular sales models.

Topics covered in this self-study course include:

- An Introduction to Sales;
- Effective Selling Behavior;
- Developing Sales Prospects;
- The Sales Presentation;
- Sales Negotiations;
- Completing the Sale.

### Essential Telephone Skills

Give yourself an edge by developing professional telephone skills, including receiving and making calls, and managing difficult callers.

Topics covered in this self-study include:

- Incoming Calls;
- Telephone Etiquette;
- Professional Telephone Practices;
- Putting Callers on Hold;
- Transferring and Screening Calls;
- Telephone Messages;
- Outgoing Calls;
- Managing Challenging Calls.

### **Essential Time Management Skills**

Learn to develop successful techniques for setting goals, meeting deadlines, and scheduling and managing time at home and at work.

Topics covered in this self-study course include:

- Time Management Basics;
- Developing Goals;
- Task Planning;
- Identifying Time Wasters;
- Organizing and Scheduling;
- Managing Stress in the Workplace.

### **MS Excel Fundamentals**

Develop essential MS Excel skills like entering, editing, formatting, and moving data, and creating simple formulas, functions, and charts.

Topics covered in this self-study course include:

- The Excel Application and Workbook Environment;
- Editing and Moving Data;
- Formatting Cells and Worksheets;
- Viewing Data and Printing;
- Simple Formulas and Functions;
- Creating a Chart.

### **MS Word Fundamentals**

Learn how to use MS Word to create, edit, format, and print documents, as well as how to add images, charts, tables, and more.

Topics covered in this self-study course include:

- Introduction to Microsoft Word;
- Creating and Formatting Documents;
- Editing and Printing Documents;
- Inserting Elements – Reviewing and Viewing your Documents.

## **General Business**

### **Call Center Fundamentals:**

This course was published by JobSkillCenter.com and will introduce you to the some of the fundamentals of working in a call center. Anyone who has never worked in a call center will benefit from taking this course.

Topics covered in this self-study course include:

- An introduction to the duties of a Call Center Representative;
- A Day in the Life of a Call Center Agent;
- Thinking of Being a Call Center Agent?;
- What to expect if you get the job;
- Hear what employers are looking for;
- Customer Service Experiences;
- Call Center Careers;
- Call Center Technologies;
- Call Center Training;
- Inbound Call Centers;
- Outbound Call Centers;
- Locating Additional Resources.

### **Customer Service Skills**

The Customer Service Skills course will introduce you to the fundamental concepts of customer service, and how to work with customers effectively.

Topics covered in this self-study course include:

- Customer Service Communication;
- Getting to Know Your Customer;
- Developing Customer Service Standards;
- Customer Service Tools;
- Dealing with Customer Conflict.

### **Effective Business Communications**

This course will present the fundamental concepts of successful written and interpersonal communication in a business environment.

Topics covered in this self-study course include:

- Interpersonal Workplace Communication;
- Meetings and Presentations;
- Business Writing Fundamentals;
- Email and Electronic Communication;
- Proposals and Reports.

### **Green Industries and Occupations**

In today's economy, there are many technologies, work processes, products and services that can reduce its environmental footprint, making it become more sustainable and "green". These economic aspects are most prevalent within what are known as "Green Industries". These are industries that by their nature have occupations that are typically focused on sustainability and proactive environmental protection.

As wide in scope as the "Green Economy" is, the focus of this course is to introduce the participant to at least a few green industry sectors within our economy, some featured companies and occupations within them as well as provide additional information on "Green Job" education and employment.

Topics covered in this self-study course include:

- An Introduction to the Green Economy;
- Agriculture and Forestry;
- Green Construction;
- Recycling and Waste Reduction;
- Renewable Energy Generation;
- Green Job Education;
- Employment in a Green Industry.

### Interpersonal Communication

The course will introduce you to the fundamental concepts of communicating with others in the workplace. Course modules include: The Fundamentals of Communication, Listening Effectively, Questioning and Using Feedback, Team Communication, and Dealing with Conflict.

Topics covered in this self-study course include:

- The Fundamentals of Communication;
- Listening Effectively;
- Questioning and Using Feedback;
- Team Communication;
- Dealing with Conflict.

### Library Assistant Fundamentals

This course will present information required for 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 in this self-study course include:

- An 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

### **Marketing Fundamentals**

This course will present the fundamental concepts of marketing, including developing a marketing plan, branding, and advertising strategies.

Topics covered in this self-study course include:

- Key Elements of Marketing;
- Marketing Concepts;
- Products and Brand Marketing;
- Advertising and Public Relations;
- Pricing Concepts.

### **Selling Techniques**

This course will present an overview of fundamental selling techniques, including sales planning, negotiations, and closing a sale.

Topics covered in this self-study course include:

- Essential Selling Fundamentals;
- Sales Planning and Research;
- Sales Communications;
- Selling and Negotiation Techniques;
- Promotional Strategies and Customer Service.

### **Time and Priority Management**

This course will present an overview of fundamental concepts of time management in the workplace, including planning, scheduling, and managing deadlines.

Topics covered in this self-study course include:

- Time Management;
- Planning and Prioritizing;
- Scheduling and Deadlines;
- Managing Meetings and Calls;
- Dealing with Stress and Personal Time.



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



National Institute of  
Continuing Education