

Knowlogy Course Catalog

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Microsoft® 365 Office for the Web (with Teams®)

Course Specifications

Course Number:

091094

Course Length:

1 day

Course Description

Overview:

This course is an introduction to Microsoft® 365 Office for the Web with Teams® in a cloud-based environment. It can be used as an orientation to the full suite of Microsoft 365 cloud-based tools, or the Teams lessons can be presented separately in a seminar-length presentation with the remaining material available for later student reference.

Using the Microsoft 365 suite of productivity apps, users can easily communicate and collaborate together through Microsoft® Outlook® mail and Teams® messaging and meeting functionality. Additionally, the Microsoft® SharePoint® team site provides a central storage location for accessing and modifying shared documents. This course introduces working with shared documents in the familiar Microsoft 365 web apps—Word, PowerPoint®, and Excel®—as an alternative to installing the Microsoft® Office desktop applications.

Course Objectives:

In this course, you will build upon your knowledge of the Microsoft Office desktop application suite to work productively in the cloud-based Microsoft 365 environment.

You will:

Sign in, navigate, and identify components of the Microsoft 365 environment.

Create, edit, and share documents with team members using the Office web apps, SharePoint, and OneDrive® for Business.

Collaborate and work with colleagues using productivity apps included with Microsoft 365.

Use email and manage contacts with Outlook on the Web.

Collaborate using Teams.

Configure Teams.

Target Student:

This course is intended for business users and knowledge workers in a variety of roles and fields who have competence in a desktop-based installation of Microsoft Office, and who are now extending Microsoft Office to a collaborative cloud-based Microsoft 365 environment.

Prerequisites:

To ensure your success, you will need to be familiar with the Windows operating system and a web browser. You also need competence in using the locally installed version of Microsoft Outlook for sending email and interacting with calendar events, and should be familiar with at least one of the primary applications in the Microsoft Office suite (Microsoft Word, Microsoft PowerPoint, and Microsoft Excel).

To meet these prerequisites, you can take any one or more of the following Knowlogy courses:

Using Microsoft® Windows® 10

Microsoft® Office Outlook® 2019: Part 1

And any one or more of the following:

Microsoft® Office Word 2019: Part 1

Microsoft® Office Excel® 2019: Part 1

Microsoft® Office PowerPoint® 2019: Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor with SSE2 instruction set

1 gigabyte (GB) RAM for 32-bit or 2 GB RAM for 64-bit

20 GB available hard disk space

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

DirectX 10 graphics card

Network cards and cabling for local network access

Microphone with speakers, or a headset with microphone

Internet access (contact your local network administrator)

Projection system to display the instructor's computer screen

Optional hardware needed for the Microsoft Teams lessons:

128 megabytes (MB) graphics card

Web camera

Optional hardware needed for the "Interacting with Mobile Devices" appendix:

Smartphone

Tablet running Windows® 10

Software:

Microsoft® Windows® 10

Microsoft® Teams®

Microsoft® 365 licenses (Microsoft 365 Business Standard is recommended)

Course Content

Lesson 1: Getting Started with Microsoft 365

Topic A: Sign In to Microsoft 365

Topic B: Navigate the Microsoft 365 Environment

Lesson 2: Collaborating with Shared Files

Topic A: Work with Shared Documents in SharePoint

Topic B: Edit Documents in Office Online

Topic C: Collaborate on the SharePoint Site

Topic D: Work with OneDrive for Business

Topic E: Find Shared Resources

Lesson 3: Using Productivity Apps

Topic A: Work with Productivity Apps in Combination

Topic B: Broadcast Messages with Yammer

Lesson 4: Using Outlook on the Web

Topic A: Send and Receive Email

Topic B: Manage Contacts

Topic C: Schedule Appointments

Topic D: Personalize Outlook on the Web

Lesson 5: Collaborating with Teams

Topic A: Overview of Microsoft Teams

Topic B: Converse and Share in Teams

Topic C: Call and Meet in Teams

Topic D: Collaborate with Microsoft 365 Apps and Teams

Lesson 6: Configuring Teams

Topic A: Configure Teams

Topic B: Configure Channels

Topic C: Configure Tabs

Appendix A: Interacting with Mobile Devices

Microsoft® 365 Office for the Web Productivity Apps

Course Specifications

Course Number:

091030

Course Length:

1 day

Course Description

Overview:

This course builds on your foundational knowledge of the Microsoft® 365 core apps and takes a deeper look at some of the productivity apps beyond Microsoft Word, Excel®, and PowerPoint®. Knowing that productivity often begins with assembling the right people, this course starts with the Teams® app that is used to collaborate on shared files and conduct online meetings. The connection between Planner and Teams is established to keep the group's work on schedule. The Forms app is introduced as a tool for collecting information that can be used to help determine your next course of action. The apps designed to handle media assets are introduced: Stream to manage video resources and Sway® to create digital stories. Finally, the power of automating your work processes is introduced in Power Automate, with students using the built-in templates as a starting point. For those interested in the Power BI® and Power Apps® features, a brief overview of these apps is included in an appendix.

Important Note About Prerequisite Course: This course is designed to be the second course in a series. The first course is *Microsoft® 365 Office for the Web (with Teams®)*. It is highly recommended that you take the prerequisite course before taking this one.

Course Objectives:

In this course, you will use the Microsoft 365 productivity apps to work collaboratively with others.

You will:

Identify the Microsoft 365 apps.

Create a team and conduct online meetings with Microsoft Teams.

Create a plan and manage team activities with Planner.

Use Forms to create a form and collect responses.

Post, organize, and view videos in Stream.

Use Sway to create digital stories and content.

Automate your workflow by connecting apps with Power Automate.

Target Student:

This course is designed for knowledge workers in a variety of professional situations and fields who have been introduced to the Microsoft 365 Office for the Web productivity apps and want to explore and use the other apps that include Teams, Planner, Forms, Stream, Sway, and Power Automate to collaborate, communicate, and share resources with members of their organizations.

Prerequisites:

To ensure your success, you will need to be familiar with the Windows® operating system and a web browser. You also need to have a basic understanding and experience working with the core Office for the Web applications, including Outlook® on the Web, SharePoint®, and OneDrive®.

To meet these prerequisites, you can take any one or more of the following Knowlogy courses:

Using Microsoft® Windows® 10

Microsoft® 365 Office for the Web (with Teams®)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

4 gigabyte (GB) Random Access Memory (RAM)

20 GB available hard disk space

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

DirectX 10 graphics card

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10

Microsoft® 365 licenses (The Business Standard plan is recommended.) The Microsoft 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version for testing, Microsoft 365 Enterprise E3 is recommended, as it includes Power BI.

Course Content

Lesson 1: Overview of the Microsoft 365 Apps

Topic A: Navigate the Microsoft 365 Environment

Topic B: Identify How the Microsoft 365 Apps Work Together

Lesson 2: Collaborating with Microsoft Teams

Topic A: Navigate the Teams Interface

Topic B: Create a Team

Topic C: Meet in Microsoft Teams

Lesson 3: Managing Activities with Planner

Topic A: Navigate the Planner Interface

Topic B: Create a Plan

Lesson 4: Gathering Information with Forms

Topic A: Create a Form

Topic B: Share Forms and Collect Responses

Lesson 5: Managing Video Resources with Stream

Topic A: Navigate the Stream Interface

Topic B: Post and Organize Videos in Stream

Lesson 6: Using Sway to Create Digital Stories

Topic A: Navigate the Sway Interface

Topic B: Create a Sway

Lesson 7: Automating Your Work with Power Automate

Topic A: Navigate the Power Automate Interface

Topic B: Create and Share a Flow

Appendix A: Exploring Microsoft's Power Tools

Microsoft® Office 365® Online (with Skype® for Business)

Course Specifications

Course Number:

091029

Course Length:

1 day

Course Description

Overview:

This course is an introduction to Microsoft® Office 365® with Skype® for Business in a cloud-based environment. It can be used as an orientation to the full suite of Office 365 cloud-based tools, or the Skype for Business lessons can be presented separately in a seminar-length presentation with the remaining material available for later student reference.

Using the Office 365 suite of productivity apps, users can easily communicate and collaborate together through Microsoft® Outlook® mail and Skype for Business instant messaging and online meetings. Additionally, the Microsoft® SharePoint® team site provides a central storage location for accessing and modifying shared documents. This course introduces working with shared documents in the familiar Office 365 online apps—Word, PowerPoint, and Excel—as an alternative to installing the Microsoft® Office desktop applications. This course also introduces several productivity apps—Teams, Yammer, Planner, and Delve—that can be used in combination by teams for communication and collaboration.

Course Objectives:

In this course, you will build upon your knowledge of the Microsoft Office desktop application suite to work productively in the cloud-based Microsoft Office 365 environment.

You will:

Sign in, navigate, and identify components of the Office 365 environment.

Create, edit, and share documents with team members using Word Online, Excel Online, PowerPoint Online, and Microsoft SharePoint.

Collaborate and work with colleagues using the Team, Planner, and Yammer apps.

Use email and manage contacts with Outlook on the web.

Use instant messaging with Skype for Business.

Conduct online meetings with Skype for Business.

Target Student:

This course is intended for business users and knowledge workers in a variety of roles and fields who have competence in a desktop-based installation of the Microsoft Office 2010, 2013, or 2016 edition of the Microsoft Office productivity suite, and who are now extending Microsoft Office to a collaborative cloud-based Office 365 environment.

Prerequisites:

To ensure your success, you will need to be familiar with the Windows operating system and a web browser. You also need competence in using the locally installed version of Microsoft® Outlook for email and calendaring, and should be familiar with at least one of the primary applications in the Microsoft Office suite (Microsoft® Word, Microsoft® PowerPoint®, and Microsoft® Excel®).

To meet these prerequisites, you can take any one or more of the following Knowledge courses:

Using Microsoft® Windows® 10

Microsoft® Office Outlook® 2016: Part 1

And any one or more of the following:

Microsoft® Office Word 2016: Part 1

Microsoft® Office Excel® 2016: Part 1

Microsoft® Office PowerPoint® 2016: Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor with SSE2 instruction set

1 gigabyte (GB) RAM for 32-bit or 2 GB RAM for 64-bit

20 GB available hard disk space

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

DirectX10 graphics card

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Projection system to display the instructor's computer screen

Optional hardware needed for the Skype for Business lessons:

128 megabytes (MB) graphics card

Microphone with speakers, or a headset with microphone

Web camera

Optional hardware needed for the Interacting with Mobile Devices appendix:

Smartphone

Tablet running Windows® 10

Software:

Microsoft® Windows® 10

Microsoft® Skype® for Business

Microsoft® Office 365® licenses (Office 365 Business Premium is recommended) The Office 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version for testing, only Office 365 Business Premium is acceptable, as it includes Microsoft Teams, Yammer, and Skype for Business. If you are purchasing a subscription, Office 365 Business Essentials is acceptable; however, this version does not include the Office desktop applications.

Course Content

Lesson 1: Getting Started with Office 365

Topic A: Sign In to Office 365

Topic B: Navigate the Office 365 Environment

Lesson 2: Collaborating with Shared Files

Topic A: Work with Shared Documents in SharePoint

Topic B: Edit Documents in Office Online

Topic C: Collaborate on the SharePoint Site

Topic D: Work with OneDrive for Business and Delve

Lesson 3: Using Productivity Apps

Topic A: Work with Productivity Apps in Combination

Topic B: Broadcast Messages with Yammer

Topic C: Collaborate with the Teams App

Topic D: Manage Tasks with the Planner App

Lesson 4: Using Outlook on the Web

Topic A: Send and Receive Email

Topic B: Manage Contacts

Topic C: Schedule Appointments

Topic D: Personalize Outlook on the Web

Lesson 5: Communicating with Skype for Business

Topic A: Overview of Skype for Business

Topic B: Use Instant Messaging

Topic C: Make Voice and Video Calls

Lesson 6: Using Skype for Business Meetings

Topic A: Initiate Meetings

Topic B: Use Meeting Controls and Options

Topic C: Customize Skype for Business

Appendix A: Interacting with Mobile Devices

Microsoft® Teams® (Desktop and Browser)

Course Specifications

Course Number:

091160

Course Length:

1 day

Course Description

Overview:

This course is designed to help you master Microsoft® Teams®, the key communications tool in the suite of Microsoft 365 productivity apps. Microsoft Teams enables individuals and organizations to chat, share ideas, collaborate on files, and essentially, work together. You can use Teams to have a quick chat with a colleague, participate in a virtual meeting, make an online call, and share files and resources. The Microsoft Teams app is available in three versions: a desktop app, a web app, or a mobile app. Once you are familiar with the Teams desktop app, you can easily transfer that knowledge and work in the web and mobile apps to take advantage of connecting through Teams wherever your work takes you.

Course Objectives:

In this course, you will use Microsoft Teams to chat, post, initiate calls, and participate in meetings. You will:

Use chat messages and posts to communicate with the team.

Initiate, join, record, and screen share in calls and meetings.

Share and work with files and apps.

Create a team and configure channels and tabs.

Target Student:

This course is designed for people who need to use Microsoft Teams to communicate, share files, and conduct online meetings with colleagues. No experience with Teams is required; however, a basic understanding of Office apps will be useful.

Prerequisites:

To ensure your success in this course, you need to be familiar with the Windows operating system and with using a web browser. You can obtain this level of skills and knowledge by taking the following Knowlogy course:

Using Microsoft® Windows® 10

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

4 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Optional hardware:

Web camera

Headsets

Software:

This course requires a Microsoft 365 (formerly known as Office 365™) organization with licenses for students. While various plans are available, this course was developed using Microsoft 365 Business Standard.

Microsoft® Windows® 10

Microsoft® 365 licenses (Microsoft 365 Business Standard is recommended)

Course Content

Lesson 1: Communicating with Microsoft Teams

Topic A: Navigate in Teams

Topic B: Chat with Contacts

Topic C: Post in Team Channels

Lesson 2: Calling and Meeting in Teams

Topic A: Use the Teams Call Feature

Topic B: Meet in Teams

Topic C: Share Your Screen and Record Calls and Meetings

Lesson 3: Sharing Files and App Content

Topic A: Share Files

Topic B: Add Apps and Connectors

Lesson 4: Creating and Configuring Teams

Topic A: Create a Team

Topic B: Create Channels

Topic C: Add Tabs for Files, Wikis, and Websites

Appendix A: Customizing Teams

Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1

Course Specifications

Course Number:

091136

Course Length:

1 day

Course Description

Overview:

Organizations the world over rely on information to make sound decisions regarding all manner of affairs. But with the amount of available data growing on a daily basis, the ability to make sense of all of that data is becoming more and more challenging. Fortunately, this is where the power of Microsoft® Excel® can help.

Excel can help you organize, calculate, analyze, revise, update, and present your data in ways that will help the decision makers in your organization steer you in the right direction. It will also make these tasks much easier for you to accomplish, and in much less time, than if you used traditional pen-and-paper methods or non-specialized software. This course aims to provide you with a foundation for Excel knowledge and skills, which you can build upon to eventually become an expert in data manipulation.

Note: Most Office users perform the majority of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Microsoft 365 subscription. This includes brief coverage of key skills for using Excel for the Web and OneDrive. Helpful notes throughout the material

alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course may be a useful component in your preparation for the Microsoft Excel (Microsoft 365 Apps and Office 2019): Exam MO-200 and Microsoft Excel Expert (Microsoft 365 Apps and Office 2019): Exam MO-201 certification exams.

Course Objectives:

In this course, you will learn fundamental Excel skills.

You will:

Familiarize yourself with Excel's layout, its various parts, its commands, and its terminology.

Outline Excel's abilities to quickly, efficiently, and accurately calculate data.

Update worksheets without throwing away all of the valuable work you've already done.

Format a worksheet and organize your data.

Print workbooks.

Manage the overall structure of your workbooks.

Target Student:

This course is intended for students who wish to gain the foundational understanding of Excel that is necessary to create and work with electronic spreadsheets.

Prerequisites:

To ensure your success, you should have end-user skills with any current version of Windows, including being able to start and close applications, navigate basic file

structures, manage files and folders, and access websites using a web browser. To obtain this level of skills and knowledge, you can take the following Knowledge course:

Using Microsoft® Windows® 10 (Second Edition)

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365™ license (which provides the Microsoft Office apps)

NOTE: The Microsoft 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Microsoft 365 Business Standard is acceptable. This course was not tested with Microsoft 365 Family or Microsoft 365 Personal; some features might not be available in these editions.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Getting Started with Excel

Topic A: Navigate the Excel User Interface

Topic B: Use Excel Commands

Topic C: Create and Save a Basic Workbook

Topic D: Navigate in Excel for the Web

Topic E: Enter Cell Data

Lesson 2: Performing Calculations

Topic A: Create Worksheet Formulas

Topic B: Insert Functions

Topic C: Reuse Formulas and Functions

Lesson 3: Modifying a Worksheet

Topic A: Adjust Cells, Columns, and Rows

Topic B: Search for and Replace Data

Topic C: Use Proofing and Research Tools

Lesson 4: Formatting a Worksheet

Topic A: Apply Text Formats

Topic B: Apply Number Formats

Topic C: Align Cell Contents

Topic D: Apply Colors, Borders, and Styles

Topic E: Apply Basic Conditional Formatting

Lesson 5: Printing Workbooks

Topic A: Preview and Print a Workbook

Topic B: Set Up the Page Layout

Topic C: Configure Headers and Footers

Lesson 6: Managing Workbooks

Topic A: Manage Worksheets

Topic B: Manage Workbook and Worksheet Views

Topic C: Manage Workbook Properties

Appendix A: Mapping Course Content to Microsoft Excel (Microsoft 365 Apps and Office 2019): Exam MO-200

Appendix B: Mapping Course Content to Microsoft Excel Expert (Microsoft 365 Apps and Office 2019): Exam MO-201

Appendix C: Microsoft® Excel® Common Keyboard Shortcuts

Appendix D: Adding Themes and Backgrounds to Worksheets

Appendix E: Basic Excel Customization

Microsoft® Excel® for Office 365™ (Desktop or Online): Part 2

Course Specifications

Course Number:

091137

Course Length:

1 day

Course Description

Overview:

Whether you need to crunch numbers for sales, inventory, information technology, human resources, or other organizational purposes and departments, the ability to get the right information to the right people at the right time can create a powerful competitive advantage. After all, the world runs on data more than ever before and that's a trend not likely to change, or even slow down, any time soon. But with so much data available and being created on a nearly constant basis, the ability to make sense of that data becomes more critical and challenging with every passing day. You already know how to get Microsoft® Excel® to perform simple calculations and how to modify your workbooks and worksheets to make them easier to read, interpret, and present to others. But, Excel is capable of doing so much more. To gain a truly competitive edge, you need to be able to extract actionable organizational intelligence from your raw data. In other words, when you have questions about your data, you need to know how to get Excel to provide the answers for you. And that's exactly what this course aims to help you do.

This course builds upon the foundational knowledge presented in the *Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1* course and will help start you down the road to creating advanced workbooks and worksheets that can help deepen your

understanding of organizational intelligence. The ability to analyze massive amounts of data, extract actionable information from it, and present that information to decision makers is at the foundation of a successful organization that is able to compete at a high level.

Note: Most Office users perform the majority of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Microsoft 365 subscription. This includes brief coverage of key skills for using Excel for the Web and OneDrive. Helpful notes throughout the material alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course may be a useful component in your preparation for the Microsoft Excel (Microsoft 365 Apps and Office 2019): Exam MO-200 and Microsoft Excel Expert (Microsoft 365 Apps and Office 2019): Exam MO-201 certification exams.

Course Objectives:

Upon successful completion of this course, you will be able to leverage the power of data analysis and presentation in order to make informed, intelligent organizational decisions.

You will:

Work with functions.

Work with lists.

Analyze data.

Visualize data with charts.

Use PivotTables and PivotCharts.

Target Student:

This course is designed for students who already have foundational knowledge and skills in Excel and who wish to begin taking advantage of some of the higher-level functionality in Excel to analyze and present data.

Prerequisites:

To ensure success, students should have completed Knowlogy' *Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1* or have the equivalent knowledge and experience.

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s or faster) adapter and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® Office 365™ license (which provides the Microsoft Office apps)

NOTE: The Microsoft 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Microsoft 365 Business Standard is acceptable. This course was not tested with Microsoft 365 Family or Microsoft 365 Personal; some features might not be available in these editions.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Working with Functions

Topic A: Work with Ranges

Topic B: Use Specialized Functions

Topic C: Work with Logical Functions

Topic D: Work with Date and Time Functions

Topic E: Work with Text Functions

Lesson 2: Working with Lists

Topic A: Sort Data

Topic B: Filter Data

Topic C: Query Data with Database Functions

Topic D: Outline and Subtotal Data

Lesson 3: Analyzing Data

Topic A: Create and Modify Tables

Topic B: Apply Intermediate Conditional Formatting

Topic C: Apply Advanced Conditional Formatting

Lesson 4: Visualizing Data with Charts

Topic A: Create Charts

Topic B: Modify and Format Charts

Topic C: Use Advanced Chart Features

Lesson 5: Using PivotTables and PivotCharts

Topic A: Create a PivotTable

Topic B: Analyze PivotTable Data

Topic C: Present Data with PivotCharts

Topic D: Filter Data by Using Timelines and Slicers

Appendix A: Mapping Course Content to Microsoft Excel (Microsoft 365 Apps and Office 2019): Exam MO-200

Appendix B: Mapping Course Content to Microsoft Excel Expert (Microsoft 365 Apps and Office 2019): Exam MO-201

Appendix C: Microsoft® Excel® Common Keyboard Shortcuts

Appendix D: Financial Functions

Appendix E: Working with Graphical Objects

Appendix F: Using Array Formulas

Microsoft® Excel® for Office 365™ (Desktop or Online): Part 3

Course Specifications

Course Number:

091138

Course Length:

1 day

Course Description

Overview:

Clearly, you use Microsoft® Excel® a lot in your role. Otherwise, you wouldn't be taking this course. By now, you're already familiar with Excel, its functions and formulas, a lot of its features and functionality, and its powerful data analysis tools. You are likely called upon to analyze and report on data frequently, work in collaboration with others to deliver actionable organizational intelligence and keep and maintain workbooks for all manner of purposes. At this level of use and collaboration, you have also likely encountered your fair share of issues and challenges. You're too busy, though, to waste time scouring over workbooks to resolve issues or to perform repetitive, monotonous tasks. You need to know how to get Excel to do more for you so you can focus on what's really important: staying ahead of the competition. That's exactly what this course aims to help you do.

This course builds on the foundational and intermediate knowledge presented in the *Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1* and *Microsoft® Excel® for Office 365™ (Desktop or Online): Part 2* courses to help you get the most of your Excel experience. The ability to collaborate with colleagues, automate complex or repetitive tasks, and use conditional logic to construct and apply elaborate formulas and functions will put the full power of Excel right at your fingertips. The more you learn about how

to get Excel to do the hard work for you, the more you'll be able to focus on getting the answers you need from the vast amounts of data your organization generates.

Note: Most Microsoft 365™ users perform the majority of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Microsoft 365 subscription. This includes brief coverage of key skills for using Excel for the Web and OneDrive. Helpful notes throughout the material alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course may be a useful component in your preparation for the Microsoft Excel (Microsoft 365 Apps and Office 2019): Exam MO-200 and Microsoft Excel Expert (Microsoft 365 Apps and Office 2019): Exam MO-201 certification exams.

Course Objectives:

Upon successful completion of this course, you will be able to perform advanced data analysis, collaborate on workbooks with other users, and automate workbook functionality.

You will:

Work with multiple worksheets and workbooks.

Share and protect workbooks.

Automate workbook functionality.

Use Lookup functions and formula auditing.

Forecast data.

Create sparklines and map data.

Target Student:

This course is intended for students who are experienced Excel users and have a desire or need to increase their skills in working with some of the more advanced Excel features. Students will likely need to troubleshoot large, complex workbooks, automate repetitive tasks, engage in collaborative partnerships involving workbook data, construct complex Excel functions, and use those functions to perform rigorous analysis of extensive, complex datasets.

Prerequisites:

To ensure success, students should have practical, real-world experience creating and analyzing datasets by using Excel. Specific tasks students should be able to perform include: creating formulas and using Excel functions; creating, sorting, and filtering datasets and tables; presenting data by using basic charts; creating and working with PivotTables, slicers, and PivotCharts; and customizing the Excel environment. To meet these prerequisites, students can take the following Knowlogy courses, or should possess the equivalent skill level:

Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1

Microsoft® Excel® for Office 365™ (Desktop or Online): Part 2

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

4 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365™ license that includes the Microsoft Office desktop apps

NOTE: This course requires that you have the desktop apps, so make sure that you have a license that provides you with access to the desktop apps. For example, the Microsoft 365 Business Basic subscription does *not* include the desktop apps.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Working with Multiple Worksheets and Workbooks

Topic A: Use Links and External References

Topic B: Use 3-D References

Topic C: Consolidate Data

Lesson 2: Sharing and Protecting Workbooks

Topic A: Collaborate on a Workbook

Topic B: Protect Worksheets and Workbooks

Lesson 3: Automating Workbook Functionality

Topic A: Apply Data Validation

Topic B: Search for Invalid Data and Formulas with Errors

Topic C: Work with Macros

Lesson 4: Using Lookup Functions and Formula Auditing

Topic A: Use Lookup Functions

Topic B: Trace Cells

Topic C: Watch and Evaluate Formulas

Lesson 5: Forecasting Data

Topic A: Determine Potential Outcomes Using Data Tables

Topic B: Determine Potential Outcomes Using Scenarios

Topic C: Use the Goal Seek Feature

Topic D: Forecast Data Trends

Lesson 6: Creating Sparklines and Mapping Data

Topic A: Create Sparklines

Topic B: Map Data

Appendix A: Mapping Course Content to Microsoft Excel (Microsoft 365 Apps and Office 2019): Exam MO-200

Appendix B: Mapping Course Content to Microsoft Excel Expert (Microsoft 365 Apps and Office 2019): Exam MO-201

Appendix C: Microsoft® Excel® Common Keyboard Shortcuts

Appendix D: Cube Functions

Appendix E: Importing and Exporting Data

Appendix F: Customizing Workbooks

Microsoft® Excel® for Office 365™/2021: Data Analysis with PivotTables

Course Specifications

Course Number:

091149

Course Length:

1 day

Course Description

Overview:

Advances in technology have made it possible to store ever-increasing amounts of data. Along with this, the need to analyze data and gain actionable insight is greater than ever. You already have experience working with Microsoft® Excel® and creating basic PivotTables to summarize data. But Excel is capable of doing much more. Being able to harness the power of advanced PivotTable features and create PivotCharts will help you to gain a competitive edge. You will not only be able to summarize data for you to analyze, but also organize the data in a way that can be meaningfully presented to others. This leads to data-driven business decisions that have a better chance for success for everyone involved.

This course presents information and skills that are appropriate for users of either the Office 2021 or Office 365 applications. However, the instructional environment for the delivery of this course utilizes Office 365.

Course Objectives:

In this course, you will use the advanced PivotTable functionality in Excel to analyze your raw data.

You will:

Prepare data for PivotTable reporting and create PivotTables from various data sources.

Analyze data by using PivotTables.

Work with PivotCharts.

Target Student:

Students taking this course are experienced Excel users who are seeking to advance their data analysis capabilities by using PivotTables.

Prerequisites:

To ensure your success in this course, you should have experience working with Excel and PivotTables. You should already understand spreadsheet concepts and be comfortable creating basic PivotTables. You can obtain this level of skill and knowledge by taking the following Knowlogy courses:

Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1

Microsoft® Excel® for Office 365™ (Desktop or Online): Part 2

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® Office 365™ for Business license (which provides the Microsoft Office apps) The Office 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Office 365 Business Premium is acceptable. This course was not tested with Office 365 Home or Office 365 Personal; some features might not be available in these editions.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Preparing Data and Creating PivotTables

Topic A: Prepare Data

Topic B: Create a PivotTable from a Local Data Source

Topic C: Create a PivotTable from Multiple Local Data Sources

Topic D: Create a PivotTable from an External Data Source

Lesson 2: Analyzing Data by Using PivotTables

Topic A: Summarize PivotTable Data

Topic B: Organize PivotTable Data

Topic C: Filter PivotTable Data

Topic D: Format a PivotTable

Topic E: Refresh and Change PivotTable Data

Lesson 3: Working with PivotCharts

Topic A: Create a PivotChart

Topic B: Manipulate PivotChart Data

Topic C: Format a PivotChart

Microsoft® Excel® for Office 365™/2021: Data Analysis with Power Pivot

Course Specifications

Course Number:

091150

Course Length:

1 day

Course Description

Overview:

We are now living in the age of big data. Data is being collected all the time and for increasingly detailed transactions. This can lead to an overwhelming amount of data, which brings about a need for people who can analyze large amounts of data quickly. Fortunately, Microsoft® Excel® provides Power Pivot to help you organize, manipulate, and report on your data in the best way possible. Since a tool is only as good as the person using it, it is important to gain a solid understanding of Power Pivot to maximize your effectiveness when analyzing data.

This course presents information and skills that are appropriate for users of either the Office 2021 or Office 365 applications. However, the instructional environment for the delivery of this course utilizes Office 365.

Course Objectives:

Upon successful completion of this course, you will be able to use Power Pivot along with Excel to analyze data from a variety of sources.

You will:

Get started with Power Pivot.

Visualize Power Pivot data.

Work with advanced functionality in Power Pivot.

Target Student:

Students taking this course are experienced Excel users who are seeking to advance their data-analysis capabilities by using Power Pivot.

Prerequisites:

To ensure your success in this course, you should have experience working with Excel and PivotTables. You should already understand spreadsheet concepts and be comfortable creating and analyzing basic PivotTables. You can obtain this level of skills and knowledge by taking the following Knowlogy courses:

Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1

Microsoft® Excel® for Office 365™ (Desktop or Online): Part 2

Microsoft® Excel® for Office 365™/2021: Data Analysis with PivotTables (recommended)

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® Office 365™ for Business license (which provides the Microsoft Office apps) The Office 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Office 365 Business Premium is acceptable. This course was not tested with Office 365 Home or Office 365 Personal; some features might not be available in these editions. Learners will enable the Power Pivot add-in during class. Power Pivot is available in all the editions of Microsoft® Office 365™ that include Desktop versions of Excel and in the standalone edition of Excel 2019.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Getting Started with Power Pivot

Topic A: Enable and Navigate Power Pivot

Topic B: Manage Data Relationships

Lesson 2: Visualizing Power Pivot Data

Topic A: Create a Power Pivot Report

Topic B: Create Calculations in Power Pivot

Lesson 3: Working with Advanced Functionality in Power Pivot

Topic A: Create a KPI

Topic B: Work with Dates and Time in Power Pivot

Appendix A: Commonly Used DAX Functions

Microsoft Excel® for Office 365/2019/2021 VBA with Microsoft® Excel®

Course Specifications

Course Number:

091159

Course Length:

1 day

Course Description

Overview:

VBA (Visual Basic for Applications) enables you to enhance and extend the capabilities of Microsoft® Excel® and other applications in the Microsoft® 365 application suite. You can use VBA to perform tasks that would be difficult or impossible to do using only worksheet functions, and you can automate a wide range of tasks so they can be performed faster, more consistently, and with less effort than performing them manually. This course will give you a good foundation for understanding, creating, and using VBA in your own Excel workbooks. You will learn how to use the macro recorder effectively, as well as how to write your own VBA code from scratch. You will use tools built into Excel to explore and learn VBA's capabilities and to optimize and debug your code.

Course Objectives:

In this course, you will develop and deploy VBA modules to solve business problems. You will:

Identify general components of VBA and their appropriate use in solving business solutions.

Record VBA macros to automate repetitive tasks.

Write VBA code to create VBA subroutines and functions.

Use various programming elements to solve problems through code, including variables, objects, conditional statements, and loops.

Eliminate, avoid, or handle errors in VBA code, and optimize its performance.

Target Student:

This course is primarily designed for students who want to gain the skills necessary to use VBA to automate tasks in Excel such as collecting data from external sources, cleaning, and manipulating data. The target student may also want to learn how to create custom worksheet functions to streamline worksheet formulas and make complex worksheets easier to support, maintain, and understand.

Prerequisites:

To ensure your success in this course, you should be an experienced Excel user who is comfortable creating and working with Excel workbooks, including tasks such as entering worksheet formulas, using absolute and relative addressing, formatting cells, and creating pivot tables and charts. This level of skill could be acquired by taking the Microsoft® Excel® for Office 365 (Desktop or Online) courses, Parts 1, 2, and 3.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1.1 GHz or faster 64-bit processor, at least 2-core

At least 4 GB RAM

50 GB available disk space

DirectX 9 or later graphics card and a 1,280 x 1,024 or higher resolution monitor

Keyboard and mouse (or other pointing device)

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365

NOTE: This course was keyed and tested using Microsoft® 365, although you should be able to use other recent editions and versions (such as Office 2021 LTSC or Office 2019) to perform the activities in this course. However, there will be some minor differences that affect screen shots and minor activity steps. If you plan to use a different version or edition of the software, we recommend that you key the course before you present it, so you'll be able to anticipate any differences from what is shown in the course materials.

NOTE: To use all features of current Office 365 applications, users must be signed into a Microsoft account from the application. Therefore, if you are providing classroom computers for students to use, you must have a valid Microsoft account for each computer.

Course Content

Lesson 1: Using VBA to Solve Business Problems

Topic A: Use Macros to Automate Tasks in Excel

Topic B: Identify Components of Macro-Enabled Workbooks

Topic C: Configure the Excel VBA Environment

Lesson 2: Recording a Macro

Topic A: Use the Macro Recorder to Create a VBA Macro

Topic B: Record a Macro with Relative Addressing

Topic C: Delete Macros and Modules

Topic D: Identify Strategies for Using the Macro Recorder

Lesson 3: Writing VBA Code Directly

Topic A: Write VBA Code

Topic B: Discover Objects You Can Use

Topic C: Create a Custom Function

Lesson 4: Solving Problems Through Code

Topic A: Make Decisions in Code

Topic B: Work with Variables

Topic C: Perform Repetitive Tasks

Lesson 5: Improving Your VBA Code

Topic A: Debug VBA Errors

Topic B: Deal with Errors

Topic C: Improve Macro Performance

Appendix A: Controlling How and When Macros Run

Microsoft® Outlook® for Office 365™ (Desktop or Online): Part 1

Course Specifications

Course Number:

091139

Course Length:

1 day

Course Description

Overview:

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information among employees. As email grows in popularity and use, most organizations have found the need to implement a corporate mail management system such as Microsoft® Outlook® to handle the messages and meeting invitations sent among employees.

In this course, you will use Outlook to send, receive, and manage email messages; manage your contact information; schedule appointments and meetings; create tasks and notes for yourself; and customize the Outlook interface to suit your working style.

Note : Most Office users perform the majority of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Microsoft 365 subscription. This includes brief coverage of key skills for using Outlook on the Web and OneDrive®. Helpful notes throughout the

material alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course is the first in a series of two Microsoft® Outlook® courses. It will provide you with the basic skills you need to start using Outlook to manage your email communications, contact information, calendar events, tasks, and notes.

This course may be a useful component in your preparation for the Microsoft Outlook (Microsoft 365 Apps and Office 2019): Exam MO-400 certification exam.

Course Objectives:

In this course, you will use Outlook to compose and handle your email communications and to manage your calendar, contacts, and tasks.

You will:

Navigate Outlook to read and respond to email.

Use the Address Book and format and spell check new messages.

Attach files to and insert illustrations in messages.

Customize read and response options.

Use flags, categories, and folders to organize messages.

Create and work with contacts.

Create appointments and schedule meetings in the calendar.

Create and work with tasks and other apps.

Target Student:

This course is intended for those with a basic understanding of Microsoft Windows® and who need to know how to use Outlook as an email client to manage their email communications, calendar events, contact information, and other communication tasks.

Prerequisites:

To ensure your success, you should have end-user skills with any current version of Windows, including being able to start and close applications, navigate basic file structures, manage files and folders, and access websites using a web browser. To obtain this level of skills and knowledge, you can take the following Knowledge course:

Using Microsoft® Windows® 10 (Second Edition)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Software requirements for all classroom computers:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft 365® license that includes the Microsoft Office desktop apps

NOTE: This course requires that you have the desktop apps, so make sure that you have a license that provides you with access to the desktop apps. For example, the Microsoft 365 Business Basic subscription does *not* include the desktop apps.

If necessary, software for viewing the course slides. (Instructor machine only.)

If you want students to print paper copies of messages, printer drivers for any printers you make available to them.

Course Content

Lesson 1: Getting Started with Outlook

Topic A: Navigate the Outlook Interface

Topic B: Work with Messages

Topic C: Access Outlook Help

Topic D: Navigate Outlook on the Web

Lesson 2: Formatting Messages

Topic A: Add Message Recipients

Topic B: Check Spelling and Grammar

Topic C: Format Message Content

Lesson 3: Working with Attachments and Illustrations

Topic A: Attach Files and Outlook Items

Topic B: Add Illustrations to Messages

Topic C: Manage Automatic Message Content

Lesson 4: Customizing Message Options

Topic A: Customize Reading Options

Topic B: Track Messages

Topic C: Recall and Resend Messages

Lesson 5: Organizing Messages

Topic A: Mark Messages

Topic B: Organize Messages in Folders

Lesson 6: Managing Contacts

Topic A: Create and Edit Contacts

Topic B: View and Print Contacts

Lesson 7: Working with the Calendar

Topic A: View the Calendar

Topic B: Create Appointments

Topic C: Schedule Meetings

Topic D: Print the Calendar

Lesson 8: Working with Tasks and Other Apps

Topic A: Create Tasks

Topic B: Work with Other Apps

Appendix A: Mapping Course Content to Microsoft Outlook (Microsoft 365 Apps and Office 2019): Exam MO-400

Appendix B: Microsoft® Outlook® Common Keyboard Shortcuts

Microsoft® Outlook® for Office 365™ (Desktop or Online): Part 2

Course Specifications

Course Number:

091140

Course Length:

1 day

Course Description

Overview:

Every day, millions of email messages are exchanged among people within and between organizations. Email has a ubiquitous presence in the lives of many, and it's likely that email technologies will continue to evolve with the changing needs of workplaces. After all, email communication has not been replaced, or its growth slowed, as many predicted with the rise of social media and the widespread adoption of mobile technologies. Many organizations have implemented mail management systems that combine the back-end power of Microsoft® Exchange Server and the front-end intuitive user interface of Microsoft® Outlook®.

In this course, you will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate mail management tasks, work with calendars and contacts, manage tasks, preserve data with archives and data files, as well as share and delegate access to your Outlook items. In short, you'll work with a wide range of features and options and, in so doing, understand why Outlook is a leading personal management system.

Note: Most Microsoft® 365 users perform the majority of their daily tasks using the desktop version of the Office apps, so that is the focus of this training. The course material will also include helpful notes throughout the material to alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course builds upon the foundational knowledge presented in the *Microsoft® Outlook® for Office 365™ (Desktop or Online): Part 1* course and will help you customize a communication system well-suited to your work style.

This course may be a useful component in your preparation for the Microsoft Outlook (Microsoft 365 Apps and Office 2019): Exam MO-400 certification exam.

Course Objectives:

In this course, you will use Outlook's advanced features to customize and manage your email communications, including: using advanced features to organize emails; managing calendar settings and options; managing contact information; scheduling tasks; and managing Outlook archives and data file settings.

You will:

Insert objects in messages, and modify properties and global options.

Organize, search, and manage messages.

Protect your mailbox and manage its size.

Use rules and Quick Steps to automate message management.

Work with advanced calendar settings.

Import and forward contacts.

Assign delegate permissions and share Outlook items with others.

Archive and back up Outlook items using data files.

Target Student:

This course is intended for those with a basic understanding of Microsoft® Outlook® and who need to know how to use its advanced features to manage their email communications, calendar events, contact information, search functions, and other communication tasks.

Prerequisites:

To ensure your success, you should have end-user skills with any current version of Windows, including being able to start and close applications, navigate basic file structures, manage files and folders, and access websites using a web browser. Additionally, it will benefit you to have basic Outlook skills. To obtain this level of skills and knowledge, you can take any one or more of the following Knowlogy courses:

Using Microsoft® Windows® 10 (Second Edition)

Microsoft® Outlook® for Office 365™ (Desktop or Online): Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Software requirements for all classroom computers:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365™ license (which provides the Office desktop apps)

NOTE: This course requires that you have the desktop apps, so make sure that you have a license that provides you with access to the desktop apps. For example, the Microsoft 365 Business Basic subscription does *not* include the desktop apps.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Modifying Message Properties and Customizing Outlook

Topic A: Insert Hyperlinks and Symbols

Topic B: Modify Message Properties

Topic C: Add Email Accounts to Outlook

Topic D: Customize Outlook Options

Lesson 2: Organizing, Searching, and Managing Messages

Topic A: Group and Sort Messages

Topic B: Filter and Manage Messages

Topic C: Search Outlook Items

Lesson 3: Managing Your Mailbox

Topic A: Manage Junk Email Options

Topic B: Manage Your Mailbox Size

Lesson 4: Automating Message Management

Topic A: Use Automatic Replies

Topic B: Use Rules to Organize Messages

Topic C: Create and Use Quick Steps

Lesson 5: Working with Calendar Settings

Topic A: Set Advanced Calendar Options

Topic B: Create and Manage Additional Calendars

Topic C: Manage Meeting Responses

Lesson 6: Managing Contacts

Topic A: Import and Export Contacts

Topic B: Use Electronic Business Cards

Topic C: Forward Contacts

Lesson 7: Sharing Outlook Items

Topic A: Assign and Manage Tasks

Topic B: Share Your Calendar

Topic C: Share Your Contacts

Lesson 8: Managing Outlook Data Files

Topic A: Use Archiving to Manage Mailbox Size

Topic B: Work with Outlook Data Files

Appendix A: Mapping Course Content to Microsoft Outlook (Microsoft 365 Apps and Office 2019): Exam MO-400

Appendix B: Selected Advanced Topics

Appendix C: Microsoft® Outlook® Common Keyboard Shortcuts

Microsoft® Word for Office 365™ (Desktop or Online): Part 1

Course Specifications

Course Number:

091141

Course Length:

1 day

Course Description

Overview:

These days, most people take electronic word processing for granted. While we may still write out our grocery lists with pen and paper, we expect to use a computer to create the majority of our documents. It's impossible to avoid word-processing software in many areas of the business world. Managers, lawyers, clerks, reporters, and editors rely on this software to do their jobs. Whether you are an executive secretary or a website designer, you'll need to know the ins and outs of electronic word processing.

Microsoft® Word is designed to help you move smoothly through the task of creating professional-looking documents. Its rich features and powerful tools can make your work easy, and even fun. In this course, you'll learn how to use Word on the desktop to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

Note: Most Office users perform the majority of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Microsoft 365 subscription. This includes brief coverage of key

skills for using Word for the Web and OneDrive. Helpful notes throughout the material alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course may be a useful component in your preparation for the Microsoft Word (Microsoft 365 Apps and Office 2019): Exam MO-100 and Microsoft Word Expert (Microsoft 365 Apps and Office 2019): Exam MO-101 certification exams.

Course Objectives:

In this course, you will learn fundamental Word skills.

You will:

Navigate and perform common tasks in Word, such as opening, viewing, editing, saving, and printing documents, and configuring the application.

Format text and paragraphs.

Perform repetitive operations efficiently using tools such as Find and Replace, Format Painter, and Styles.

Enhance lists by sorting, renumbering, and customizing list styles.

Create and format tables.

Insert graphic objects into a document, including symbols, special characters, illustrations, pictures, and clip art.

Format the overall appearance of a page through page borders and colors, watermarks, headers and footers, and page layout.

Use Word features to help identify and correct problems with spelling, grammar, readability, and accessibility.

Target Student:

This course is intended for those with a basic understanding of Microsoft® Windows® and who need to learn foundational Word skills, such as creating, editing, and

formatting documents; inserting simple tables and creating lists; and employing a variety of techniques for improving the appearance and accuracy of document content.

Prerequisites:

To ensure your success, you should have end-user skills with any current version of Windows, including being able to start and close applications, navigate basic file structures, manage files and folders, and access websites using a web browser. To obtain this level of skills and knowledge, you can take the following Knowledge course:

Using Microsoft® Windows® 10 (Second Edition)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Microphone if you want to perform the optional activity in Topic 8E.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365™ license (which provides the Microsoft Office apps)

NOTE: The Microsoft 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Microsoft 365 Business Standard is acceptable. This course was not tested with Microsoft 365 Family or Microsoft 365 Personal; some features might not be available in these editions.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Getting Started with Word

Topic A: Navigate in Microsoft Word

Topic B: Create and Save Word Documents

Topic C: Edit Documents

Topic D: Work with Word for the Web

Lesson 2: Formatting Text and Paragraphs

Topic A: Apply Character Formatting

Topic B: Control Paragraph Layout

Topic C: Align Text Using Tabs

Topic D: Display Text in Bulleted or Numbered Lists

Topic E: Apply Borders and Shading

Lesson 3: Working More Efficiently

Topic A: Make Repetitive Edits

Topic B: Apply Repetitive Formatting

Topic C: Use Styles to Streamline Repetitive Formatting Tasks

Topic D: Customize the Word Environment

Lesson 4: Managing Lists

Topic A: Sort a List

Topic B: Format a List

Lesson 5: Adding Tables

Topic A: Insert a Table

Topic B: Modify a Table

Topic C: Format a Table

Topic D: Convert Text to a Table

Lesson 6: Inserting Graphic Objects

Topic A: Insert Symbols and Special Characters

Topic B: Add Images to a Document

Lesson 7: Controlling Page Appearance

Topic A: Apply a Page Border and Color

Topic B: Add Headers and Footers

Topic C: Control Page Layout

Topic D: Add a Watermark

Lesson 8: Preparing to Publish a Document

Topic A: Check Spelling, Grammar, and Readability

Topic B: Preview and Print Documents

Topic C: Use Research Tools

Topic D: Check Accessibility

Topic E: Dictate Text in a Document

Topic F: Save a Document to Other Formats

Appendix A: Mapping Course Content to Microsoft Word (Microsoft 365 Apps and Office 2019): Exam MO-100

Appendix B: Mapping Course Content to Microsoft Word Expert (Microsoft 365 Apps and Office 2019): Exam MO-101

Appendix C: Microsoft® Word Common Keyboard Shortcuts

Microsoft® Word for Office 365™ (Desktop or Online): Part 2

Course Specifications

Course Number:

091142

Course Length:

1 day

Course Description

Overview:

After you master the basics of using Microsoft® Word such as creating, editing, and saving documents; navigating through a document; and printing, you're ready to move on to tackling the more advanced features. These features enable you to create complex and professional documents with a consistent look and feel. They also enable you to automate tedious tasks such as preparing a letter to send to every customer of your organization.

Creating professional-looking documents can help you give your organization a competitive edge. Implementing time-saving features such as document templates and automated mailings helps your organization reduce expenses. Mastering these techniques will make you a valued employee in your organization.

Note: Most Office users perform the majority of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Microsoft 365 subscription. This includes brief coverage of key skills for using Word for the Web and OneDrive®. Helpful notes throughout the

material alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course may be a useful component in your preparation for the Microsoft Word (Microsoft 365 Apps and Office 2019): Exam MO-100 and Microsoft Word Expert (Microsoft 365 Apps and Office 2019): Exam MO-101 certification exams.

Course Objectives:

In this course, you will learn fundamental Word skills.

You will:

Organize content using tables and charts.

Customize formats using styles and themes.

Insert content using Quick Parts.

Use templates to automate document formatting.

Control the flow of a document.

Simplify and manage long documents.

Use mail merge to create letters, envelopes, and labels.

Target Student:

This course is designed for students who wish to use Microsoft Word to create and modify complex documents and use tools that allow them to customize those documents.

Prerequisites:

To ensure your success, you should have end-user skills with any current version of Windows®, including being able to start programs, switch between programs, locate

saved files, close programs, and access websites using a web browser. In addition, you should be able to navigate and perform common tasks in Word, such as opening, viewing, editing, and saving documents; formatting text and paragraphs; formatting the overall appearance of a page; and creating lists and tables. To meet this prerequisite, you can take any one or more of the following Knowledge courses:

Using Microsoft® Windows® 10 (Second Edition)

Microsoft® Word for Office 365™ (Desktop or Online): Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365™ license (which provides the Microsoft Office apps)

NOTE: The Microsoft 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Microsoft 365 Business Standard is

acceptable. This course was not tested with Microsoft 365 Family or Microsoft 365 Personal; some features might not be available in these editions.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Organizing Content Using Tables and Charts

Topic A: Sort Table Data

Topic B: Control Cell Layout

Topic C: Perform Calculations in a Table

Topic D: Create a Chart

Topic E: Add an Excel Table to a Word Document

Lesson 2: Customizing Formats Using Styles and Themes

Topic A: Create and Modify Text Styles

Topic B: Create Custom List or Table Styles

Topic C: Apply Document Themes

Lesson 3: Inserting Content Using Quick Parts

Topic A: Insert Building Blocks

Topic B: Create and Modify Building Blocks

Topic C: Insert Fields Using Quick Parts

Lesson 4: Using Templates to Automate Document Formatting

Topic A: Create a Document Using a Template

Topic B: Create and Modify a Template

Topic C: Manage Templates with the Template Organizer

Lesson 5: Controlling the Flow of a Document

Topic A: Control Paragraph Flow

Topic B: Insert Section Breaks

Topic C: Insert Columns

Topic D: Link Text Boxes to Control Text Flow

Lesson 6: Managing Long Documents

Topic A: Insert Blank and Cover Pages

Topic B: Insert an Index

Topic C: Insert a Table of Contents

Topic D: Insert an Ancillary Table

Topic E: Manage Outlines

Topic F: Create a Master Document

Lesson 7: Using Mail Merge to Create Letters, Envelopes, and Labels

Topic A: Use Mail Merge

Topic B: Merge Data for Envelopes and Labels

Appendix A: Mapping Course Content to Microsoft Word (Microsoft 365 Apps and Office 2019): Exam MO-100

Appendix B: Mapping Course Content to Microsoft Word Expert (Microsoft 365 Apps and Office 2019): Exam MO-101

Appendix C: Microsoft® Word Common Keyboard Shortcuts

Microsoft® Word for Office 365™ (Desktop or Online): Part 3

Course Specifications

Course Number:

091143

Course Length:

1 day

Course Description

Overview:

Word for Microsoft 365 enables you to do far more than simple word processing. Word includes advanced image manipulation tools, collaboration features, cross-referencing and linking tools, entry forms and data collection, security features, and tools to automate document production.

Being able to manipulate graphics and efficiently create, manage, revise, and distribute long documents and forms can help your organization create important and interesting documents. Implementing time-saving features that enable you to work well in a collaborative mode will benefit both you and your organization. Constructing document elements that ensure your readers have access to pertinent information at the click of a button, while at the same time protecting sensitive information, is another important skill. Mastering these skills and techniques will make you a valued employee in your organization.

Note: Most Office users perform the majority of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources

provided with your Microsoft 365™ subscription. Helpful notes throughout the material alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course may be a useful component in your preparation for the Microsoft Word (Microsoft 365 Apps and Office 2019): Exam MO-100 and Microsoft Word Expert (Microsoft 365 Apps and Office 2019): Exam MO-101 certification exams.

Course Objectives:

In this course, you will explore advanced functionalities in Word.

You will:

Use images in a document.

Create custom graphic elements.

Collaborate on documents.

Add reference marks and notes.

Secure a document.

Create and manipulate forms.

Create macros to automate tasks.

Target Student:

This course is intended for students who want to use more advanced functionalities in Microsoft Word, including image manipulation, collaboration and revision tracking, cross-referencing and linking, document security, forms, and process automation through macros.

Prerequisites:

To ensure your success, you should have basic user skills for any current version of Windows®, including being able to start programs, switch between programs, locate saved files, close programs, and access websites using a web browser. In addition, you should be able to navigate and perform common tasks in Word, such as opening, viewing, editing, and saving documents; formatting text and paragraphs; formatting the overall appearance of a page; and creating lists and tables. To meet this prerequisite, you can take any one or more of the following Knowlogy courses:

Using Microsoft® Windows® 10 (Second Edition)

Microsoft® Word for Office 365™ (Desktop or Online): Part 1

Microsoft® Word for Office 365™ (Desktop or Online): Part 2

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

4 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365™ license (which provides the Office apps)

The Microsoft 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Microsoft 365 Business Standard is acceptable. This course was not tested with Microsoft 365 Family or Microsoft 365 Personal; some features might not be available in these editions.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Manipulating Images

Topic A: Integrate Pictures and Text

Topic B: Adjust Image Appearance

Lesson 2: Using Custom Graphic Elements

Topic A: Create Text Boxes and Pull Quotes

Topic B: Add WordArt and Other Text Effects

Topic C: Draw Shapes

Topic D: Create Complex Illustrations with SmartArt

Lesson 3: Collaborating on Documents

Topic A: Share and Co-Author a Document

Topic B: Mark Up a Document

Topic C: Review Markups

Topic D: Merge Changes from Other Documents

Lesson 4: Adding Document References and Links

Topic A: Add Captions

Topic B: Add Cross-References

Topic C: Add Bookmarks

Topic D: Add Links

Topic E: Insert Footnotes and Endnotes

Topic F: Add Citations and a Bibliography

Lesson 5: Securing a Document

Topic A: Suppress Information

Topic B: Set Formatting and Editing Restrictions

Topic C: Restrict Document Access

Topic D: Add a Digital Signature to a Document

Lesson 6: Using Forms to Manage Content

Topic A: Create Forms

Topic B: Modify Forms

Lesson 7: Automating Repetitive Tasks with Macros

Topic A: Automate Tasks by Using Macros

Topic B: Create a Macro

Appendix A: Mapping Course Content to Microsoft Word (Microsoft 365 Apps and Office 2019): Exam MO-100

Appendix B: Mapping Course Content to Microsoft Word Expert (Microsoft 365 Apps and Office 2019): Exam MO-101

Appendix C: Microsoft® Word Common Keyboard Shortcuts

Microsoft® PowerPoint® for Office 365™ (Desktop or Online): Part 1

Course Specifications

Course Number:

091147

Course Length:

1 day

Course Description

Overview:

How do you grab and maintain an audience's focus when you're asked to present important information? By being clear, organized, and engaging. And, that is exactly what Microsoft® PowerPoint® can help you do.

Today's audiences are tech savvy, accustomed to high-impact multimedia content, and stretched for time. By learning how to use the vast array of features and functionality contained within PowerPoint, you will gain the ability to organize your content, enhance it with high-impact visuals, and deliver it with a punch. In this course, you will use PowerPoint to begin creating engaging, dynamic multimedia presentations.

Note: Most Office users perform the majority of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Microsoft 365 subscription. This includes brief coverage of key skills for using PowerPoint for the Web and OneDrive. Helpful notes throughout the material alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course may be a useful component in your preparation for the Microsoft PowerPoint (Microsoft 365 Apps and Office 2019): Exam MO-300 certification exam.

Course Objectives:

In this course, you will create and deliver an engaging PowerPoint presentation.

You will:

Identify the basic features and functions of PowerPoint.

Develop a PowerPoint presentation.

Perform text formatting.

Add and arrange graphical elements.

Modify graphical elements.

Prepare to deliver your presentation.

Target Student:

This course is designed for students who wish to gain a foundational understanding of PowerPoint that is necessary to create and develop engaging multimedia presentations.

Prerequisites:

To ensure your success in this course, you should have end-user skills with any current version of Windows®, including being able to start programs, switch between programs, locate saved files, close programs, and access websites using a web browser. To meet this prerequisite, you can take the following Knowlogy course:

Using Microsoft® Windows® 10 (Second Edition)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

4 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft Windows® 10 Professional or Enterprise

Microsoft 365 license (which provides the Microsoft Office apps)

NOTE: The Microsoft 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Microsoft 365 Business Standard is acceptable. This course was not tested with Microsoft 365 Family or Microsoft 365 Personal; some features might not be available in these editions.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Getting Started with PowerPoint

Topic A: Navigate the PowerPoint Environment

Topic B: View and Navigate a Presentation

Topic C: Create and Save a Basic Presentation

Topic D: Navigate in PowerPoint for the Web

Topic E: Use PowerPoint Help

Lesson 2: Developing a PowerPoint Presentation

Topic A: Create Presentations

Topic B: Edit Text

Topic C: Work with Slides

Topic D: Design a Presentation

Lesson 3: Formatting Text

Topic A: Format Characters

Topic B: Format Paragraphs

Lesson 4: Adding and Arranging Graphical Elements

Topic A: Insert Images

Topic B: Insert Shapes

Topic C: Create SmartArt

Topic D: Insert Stock Media, Icons, and 3D Models

Topic E: Size, Group, and Arrange Objects

Lesson 5: Modifying Graphical Elements

Topic A: Format Images

Topic B: Format Shapes

Topic C: Customize SmartArt

Topic D: Format Icons

Topic E: Format 3D Models

Topic F: Animate Objects

Lesson 6: Preparing to Deliver Your Presentation

Topic A: Review Your Presentation

Topic B: Apply Transitions

Topic C: Print or Export a Presentation

Topic D: Deliver Your Presentation

Appendix A: Mapping Course Content to Microsoft PowerPoint (Microsoft 365 Apps and Office 2019): Exam MO-300

Appendix B: Microsoft® PowerPoint® Common Keyboard Shortcuts

Appendix C: Guidelines for Presentation Design

Microsoft® PowerPoint® for Office 365™ (Desktop or Online): Part 2

Course Specifications

Course Number:

091148

Course Length:

1 day

Course Description

Overview:

Meetings, instruction, training, pitches; these are all a part of our daily lives. We are often called upon to deliver presentations with little notice, at multiple venues, and with varying requirements. And, some of these presentations include sensitive information that needs to be guarded. Given all the variables, it may seem an overwhelming task to deliver your content, on time, to all audiences, and to only those who need to see it. Oh, and by the way, you need to make it interesting, informative, and memorable. So, how do you do it? Without the help of a robust set of tools, it would be nearly impossible. But Microsoft® PowerPoint® provides you with a variety of such tools that can help you deliver content in nearly any situation, while saving time and effort. By taking advantage of these tools, you will be creating presentations that not only stand out from the crowd, but also don't consume all of your available time.

Note: Most Office users perform the majority of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Microsoft 365™ subscription. Helpful notes throughout the material alert you to cases where the online version of the application may function differently from the primary, desktop version.

This course may be a useful component in your preparation for the PowerPoint Associate (Microsoft 365 Apps and Office 2019): Exam MO-300 certification exam.

Course Objectives:

In this course, you will use the advanced tools and features in PowerPoint to create and deliver engaging presentations.

You will:

Customize design templates.

Add tables.

Add charts.

Work with media.

Build advanced transitions and animations.

Collaborate on a presentation.

Customize the delivery of a presentation.

Modify presentation navigation.

Secure and distribute a presentation.

Target Student:

This course is intended for students who have a foundational working knowledge of PowerPoint, who wish to take advantage of the application's higher-level usability, security, collaboration, and distribution functionality.

Prerequisites:

To ensure success, students should have experience using PowerPoint, running within the Windows® 10 operating system, to create, edit, and deliver presentations. To obtain this level of knowledge and skill, you can take the following Knowlogy courses:

Using Microsoft® Windows® 10 (Second Edition)

Microsoft® PowerPoint® for Office 365™ (Desktop or Online): Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

4 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft Windows® 10 Professional or Enterprise

Microsoft 365 license (which provides the Microsoft Office apps)

NOTE: The Microsoft 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Microsoft 365 Business Standard is acceptable. This course was not tested with Microsoft 365 Family or Microsoft 365 Personal; some features might not be available in these editions.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Customizing Design Templates

Topic A: Modify Slide Masters and Slide Layouts

Topic B: Modify the Notes Master and the Handout Master

Topic C: Add Headers and Footers

Lesson 2: Adding Tables

Topic A: Create a Table

Topic B: Format a Table

Topic C: Insert a Table from Other Office Applications

Lesson 3: Adding Charts

Topic A: Create a Chart

Topic B: Format a Chart

Topic C: Insert a Chart from Microsoft Excel

Lesson 4: Working with Media

Topic A: Add Audio to a Presentation

Topic B: Add Video to a Presentation

Topic C: Add a Screen Recording

Lesson 5: Building Advanced Transitions and Animations

Topic A: Use the Morph Transition

Topic B: Customize Animations

Lesson 6: Collaborating on a Presentation

Topic A: Review a Presentation

Topic B: Co-author a Presentation

Lesson 7: Customizing Presentation Delivery

Topic A: Enhance a Live Presentation

Topic B: Record a Presentation

Topic C: Set Up a Slide Show

Lesson 8: Modifying Presentation Navigation

Topic A: Divide a Presentation into Sections

Topic B: Add Links

Topic C: Create a Custom Slide Show

Lesson 9: Securing and Distributing a Presentation

Topic A: Secure a Presentation

Topic B: Create a Video or a CD

Appendix A: Mapping Course Content to Microsoft PowerPoint (Microsoft 365 Apps and Office 2019): Exam MO-300

Appendix B: Microsoft® PowerPoint® Common Keyboard Shortcuts

Appendix C: Using Ink to Hand Draw Elements

Microsoft® Access® for Office 365™: Part 1

Course Specifications

Course Number:

091144

Course Length:

1 day

Course Description

Overview:

Data is everywhere. Most job roles today involve some form of data management. Virtually everyone is affected in some way by the need to manage data. A relational database application such as Microsoft® Access® can help you and your organization with this task. This course is the first part of a three-course series that covers the skills needed to perform database design and development in Access.

Microsoft® Access® for Office 365™: Part 1 (this course): Focuses on the design and construction of an Access database –viewing, navigating, searching, and entering data in a database, as well as basic relational database design and creating simple tables, queries, forms, and reports.

Microsoft® Access® for Office 365™: Part 2: Focuses on optimization of an Access database, including optimizing performance and normalizing data, data validation, usability, and advanced queries, forms, and reports.

Microsoft® Access® for Office 365™: Part 3: Focuses on managing the database and supporting complex database designs, including import and export of data, using action queries to manage data, creating complex forms and reports, macros and VBA, and tools and strategies to manage, distribute, and secure a database.

This course may be a useful component in your preparation for the Microsoft Access Expert (Microsoft 365 Apps and Office 2019): Exam MO-500 certification exam.

Course Objectives:

In this course, you will create and manage an Access database.

You will:

Navigate within the Access application environment, create a simple database, and customize Access configuration options.

Organize and manage data stored within Access tables.

Use queries to join, sort, and filter data from different tables.

Use forms to make it easier to view, access, and input data.

Create and format custom reports.

Target Student:

This course is designed for students looking to establish a foundational understanding of Access, including the skills necessary to create a new database, construct data tables, design forms and reports, and create queries.

Prerequisites:

To ensure your success in this course, you should have end-user skills with any current version of Windows, including being able to start programs, switch between programs, locate saved files, close programs, and use a browser to access websites. You can obtain this level of skills and knowledge by taking either of the following Knowlogy courses, or any similar courses in general Microsoft Windows skills:

Using Microsoft® Windows® 10 (Second Edition)

Experience in another Microsoft Office product such as Excel is recommended. *Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1* would be a good choice.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

4 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1280 × 1024 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse (or other pointing device).

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365 license (which provides the Microsoft Office apps)

NOTE: The Microsoft 365 plan you use depends on the licensing available in your environment. Note that some Microsoft 365 plans do not include Access, so make sure you use one of the plans that includes the Access application.

NOTE: To keep an Office 365 application activated, a user must remain signed into a Microsoft account from within the application. If you log out of an Office application,

all Office applications will be deactivated, and the application's feature set will be severely limited—preventing users from creating and saving files, for example. Therefore, if you are setting up classroom computers for students to use, you must have a valid Microsoft account for each computer.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Working with an Access Database

Topic A: Launch Access and Open a Database

Topic B: Use Tables to Store Data

Topic C: Use Queries to Combine, Find, Filter, and Sort Data

Topic D: Use Forms to View, Add, and Update Data

Topic E: Use Reports to Present Data

Topic F: Get Help and Configure Options in Access

Lesson 2: Creating Tables

Topic A: Plan an Access Database

Topic B: Start a New Access Database

Topic C: Create a New Table

Topic D: Establish Table Relationships

Lesson 3: Creating Queries

Topic A: Create Basic Queries

Topic B: Add Calculated Columns in a Query

Topic C: Sort and Filter Data in a Query

Lesson 4: Creating Forms

Topic A: Start a New Form

Topic B: Enhance a Form

Lesson 5: Creating Reports

Topic A: Start a New Report

Topic B: Enhance Report Layout

Appendix A: Mapping Course Content to Microsoft Access Expert (Microsoft 365 Apps and Office 2019): Exam MO-500

Appendix B: Microsoft® Access® Common Keyboard Shortcuts

Microsoft® Access® for Office 365™: Part 2

Course Specifications

Course Number:

091145

Course Length:

1 day

Course Description

Overview:

Your training and experience using Microsoft® Access® has given you basic database management skills, such as creating tables, designing forms and reports, and building queries. In this course, you will expand your knowledge of relational database design; promote quality input from users; improve database efficiency and promote data integrity; and implement advanced features in tables, queries, forms, and reports. Extending your knowledge of Access will result in a robust, functional database for your users.

This course is the second part of a three-course series that covers the skills needed to perform database design and development in Access.

Microsoft® Access® for Office 365™: Part 1 : Focuses on the design and construction of an Access database –viewing, navigating, searching, and entering data in a database, as well as basic relational database design and creating simple tables, queries, forms, and reports.

Microsoft® Access® for Office 365™: Part 2 (this course): Focuses on optimization of an Access database, including optimizing performance and normalizing data; data validation; usability; and advanced queries, forms, and reports.

Microsoft® Access® for Office 365™: Part 3: Focuses on managing the database and supporting complex database designs, including import and export of data; using action queries to manage data; creating complex forms and reports; macros and Visual Basic for Applications (VBA); and tools and strategies to manage, distribute, and secure a database.

This course may be a useful component in your preparation for the Microsoft Access Expert (Microsoft 365 Apps and Office 2019): Exam MO-500 certification exam.

Course Objectives:

In this course, you will optimize an Access database.

You will:

Provide input validation features to promote the entry of quality data into a database.

Organize a database for efficiency and performance, and to maintain data integrity.

Improve the usability of Access tables.

Create advanced queries to join and summarize data.

Use advanced formatting and controls to improve form presentation.

Use advanced formatting and calculated fields to improve reports.

Target Student:

This course is designed for students wishing to gain intermediate-level skills or individuals whose job responsibilities include constructing relational databases and developing tables, queries, forms, and reports in Microsoft Access for Microsoft 365.

Prerequisites:

To ensure your success in this course, it is recommended you have completed *Microsoft® Access® for Office 365™: Part 1* or possess equivalent knowledge.

It is also suggested that you have end-user skills with any current version of Windows, including being able to start programs, switch between programs, locate saved files, close programs, and use a browser to access websites. You can obtain this level of skills and knowledge by taking the following Knowlogy course, or any similar courses in general Microsoft Windows skills:

Using Microsoft® Windows® 10 (Second Edition)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz(GHz) 64-bit (x64) processor.

4 gigabyte (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1280 × 1024 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse (or other pointing device).

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365 license (which provides the Microsoft Office apps)

NOTE: The Microsoft 365 plan you use depends on the licensing available in your environment. Note that some Microsoft 365 plans do not include Access, so make sure you use one of the plans that includes the Access application.

NOTE: To keep an Office 365 application activated, a user must remain signed into a Microsoft account from within the application. If you log out of an Office application, all Office applications will be deactivated, and the application's feature set will be severely limited—preventing users from creating and saving files, for example. Therefore, if you are setting up classroom computers for students to use, you must have a valid Microsoft account for each computer.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Promoting Quality Data Input

Topic A: Restrict Data Input Through Field Validation

Topic B: Restrict Data Input Through Forms and Record Validation

Lesson 2: Improving Efficiency and Data Integrity

Topic A: Data Normalization

Topic B: Associate Unrelated Tables

Topic C: Enforce Referential Integrity

Lesson 3: Improving Table Usability

Topic A: Create Lookups Within a Table

Topic B: Work with Subdatasheets

Lesson 4: Creating Advanced Queries

Topic A: Create Query Joins

Topic B: Create Subqueries

Topic C: Summarize Data

Lesson 5: Improving Form Presentation

Topic A: Apply Conditional Formatting

Topic B: Create Tab Pages with Subforms and Other Controls

Lesson 6: Creating Advanced Reports

Topic A: Apply Advanced Formatting to a Report

Topic B: Add a Calculated Field to a Report

Topic C: Control Pagination and Print Quality

Topic D: Add a Chart to a Report

Appendix A: Mapping Course Content to Microsoft Access Expert (Microsoft 365 Apps and Office 2019): Exam MO-500

Appendix B: Microsoft® Access® Common Keyboard Shortcuts

Microsoft® Access® for Office 365™: Part 3

Course Specifications

Course Number:

091146

Course Length:

1 day

Course Description

Overview:

You've covered many of the basic functions of Microsoft® Access®, and now you're ready to learn advanced Access features such as database management, advanced form design, packaging a database, encrypting a database, preparing a database for multiple-user access, and more. Knowledge of these features separates database professionals from the casual database users or occasional designers.

This course is the third part of a three-course series that covers the skills needed to perform basic database design and development in Access.

Microsoft® Access® for Office 365™: Part 1 : Focuses on the design and construction of an Access database —viewing, navigating, searching, and entering data in a database, as well as basic relational database design and creating simple tables, queries, forms, and reports.

Microsoft® Access® for Office 365™: Part 2 : Focuses on optimization of an Access database, including optimizing performance and normalizing data; data validation; usability; and advanced queries, forms, and reports.

Microsoft® Access® for Office 365™: Part 3 (this course): Focuses on managing the database and supporting complex database designs , including import and export of data; using action queries to manage data; creating complex forms and reports; macros and

Visual Basic for Applications (VBA); and tools and strategies to manage, distribute, and secure a database.

This course may be a useful component in your preparation for the Microsoft Access Expert (Microsoft 365 Apps and Office 2019): Exam MO-500 certification exam.

Course Objectives:

In this course, you will manage an Access database and add complex database features to improve its usability, efficiency, performance, and security.

You will:

Share data across applications.

Use action, unmatched, and duplicate queries to manage data.

Create complex reports and forms.

Use macros to improve user interface design.

Use VBA to extend database capabilities.

Perform database management tasks such as backup, compacting, repairing, performance analysis, checking object dependencies, and documenting.

Implement security strategies and distribute a database to multiple users.

Target Student:

Students taking this course are database administrators or prospective database administrators who have experience working with Access for Microsoft 365 and need to learn advanced skills.

Prerequisites:

To ensure your success in this course, you should have experience working with Access, including a working knowledge of database design and creation, form design and creation, report design and creation, and a working knowledge of database querying and the various table relationships. You can obtain this level of skills and knowledge by taking the following Knowledge courses:

Microsoft® Access® for Office 365™: Part 1

Microsoft® Access® for Office 365™: Part 2

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

4 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1280 × 1024 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse (or other pointing device).

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® 365™ license (which provides the Microsoft Office apps)

NOTE: The Microsoft 365 plan you use depends on the licensing available in your environment. Note that some Microsoft 365 plans do not include Access, so make sure you use one of the plans that includes the Access application.

NOTE: To keep an Office 365 application activated, a user must remain signed into a Microsoft account from within the application. If you log out of an Office application, all Office applications will be deactivated, and the application's feature set will be severely limited—preventing users from creating and saving files, for example. Therefore, if you are setting up classroom computers for students to use, you must have a valid Microsoft account for each computer.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Importing and Exporting Table Data

Topic A: Import and Link Data

Topic B: Export Data

Topic C: Create a Mail Merge

Lesson 2: Using Queries to Manage Data

Topic A: Create Action Queries

Topic B: Create Unmatched and Duplicate Queries

Lesson 3: Creating Complex Reports and Forms

Topic A: Create Subreports

Topic B: Create a Navigation Form

Topic C: Show Details in Subforms and Popup Forms

Lesson 4: Creating Access Macros

Topic A: Create a Standalone Macro to Automate Repetitive Tasks

Topic B: Create a Macro to Program a User Interface Component

Topic C: Filter Records by Using a Condition

Topic D: Create a Data Macro

Lesson 5: Using VBA to Extend Database Capabilities

Topic A: Introduction to VBA

Topic B: Use VBA with Form Controls

Lesson 6: Managing a Database

Topic A: Back Up a Database

Topic B: Manage Performance Issues

Topic C: Document a Database

Lesson 7: Distributing and Securing a Database

Topic A: Split a Database for Multiple-User Access

Topic B: Implement Security

Topic C: Convert an Access Database to an ACCDE File

Topic D: Package a Database with a Digital Signature

Appendix A: Mapping Course Content to Microsoft Access Expert (Microsoft 365 Apps and Office 2019): Exam MO-500

Appendix B: Microsoft® Access® Common Keyboard Shortcuts

Appendix C: More Queries and Calculations

Appendix D: Common SQL Commands

Microsoft® Project® 2019/2021: Part 1

Course Specifications

Course Number:

091098

Course Length:

1 day

Course Description

Overview:

Welcome to *Microsoft® Project® 2019/2021: Part 1*. This course is designed to familiarize you with the basic features and functions of Microsoft Project so you can use it effectively and efficiently in a real-world environment.

This course covers the critical knowledge and skills a project manager needs to create a project plan with Project during the planning phase of a project. In other words, if your supervisor assigns you to lead a project, this course will enable you to draft a project plan with Project and share it with your supervisor (and others) for review and approval.

Note: This course is for anyone who has Project on the desktop, regardless of whether they purchased an “on-premise” edition or subscribed to a “cloud-based” (online) edition. Most project managers and project team members use the desktop application, so that is the main focus of this course. The main features of the online app are presented in an appendix.

This material will benefit users of any current Office version. The classroom environment setup is based on Office 2019.

Course Objectives:

In this course, you will be able to construct basic project plans using Microsoft Project.

You will:

Identify project management concepts and navigate Microsoft Project Professional.

Create a new project plan.

Add tasks to a project.

Manage task relationships within a project.

Manage project resources.

Finalize a project plan.

Target Student:

This course is designed for a person with an understanding of project management concepts, as well as general desktop computer skills, and who will be responsible for creating and maintaining project plans. This course will give you the fundamental understanding of Microsoft Project necessary to construct basic project plans.

Prerequisites:

To ensure your success in this course, you should have basic knowledge and skills using the Microsoft® Windows® operating system—preferably the most current version. While you do not need to be an expert, some experience and competency with Microsoft Office applications, particularly Word and Excel®, will be useful. Finally, having a foundational knowledge of project management concepts will help prepare you for working with Microsoft Project.

You can take any of the following course offerings from Knowlogy to attain the requisite knowledge and skills:

Using Microsoft® Windows® 10 (Second Edition)

Microsoft® Office Word: Part 1 (any current version)

Microsoft® Office Excel®: Part 1 (any current version)

Project Management Fundamentals (Third Edition)

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise.

Microsoft® Project® 2019 Professional, which is used to complete the activities in the body of the course.

Microsoft® Project® Online Professional, if you wish to complete the activities in the course appendix.

Course Content

Lesson 1: Getting Started with Microsoft Project

Topic A: Identify Project Management Concepts

Topic B: Navigate in the Microsoft Project Desktop Environment

Lesson 2: Defining a Project

Topic A: Create a New Project Plan File

Topic B: Set Project Plan Options

Topic C: Assign a Project Calendar

Lesson 3: Adding Project Tasks

Topic A: Add Tasks to a Project Plan

Topic B: Enter Task Duration Estimates

Lesson 4: Managing Tasks

Topic A: Create a Work Breakdown Structure

Topic B: Define Task Relationships

Topic C: Schedule Tasks

Lesson 5: Managing Project Resources

Topic A: Add Resources to a Project

Topic B: Create a Resource Calendar

Topic C: Enter Costs for Resources

Topic D: Assign Resources to Tasks

Topic E: Resolve Resource Conflicts

Lesson 6: Finalizing a Project Plan

Topic A: Optimize a Project Plan

Topic B: Set a Baseline

Topic C: Share a Project Plan

Appendix A: Navigating in the Microsoft Project Online Environment

Microsoft® Project® 2019/2021: Part 2

Course Specifications

Course Number:

091099

Course Length:

1 day

Course Description

Overview:

Welcome to *Microsoft® Project® 2019/2021: Part 2*. This course is designed to familiarize you with some of the advanced features and functions of Microsoft Project so you can use it effectively and efficiently in a real-world environment.

In *Microsoft® Project® 2019/2021: Part 1*, you learned the basic features of Microsoft Project during the planning phase of a project. This course covers the advanced knowledge and skills a project manager needs to update a project plan in Project during the execution, monitoring, and controlling phases of a project. In other words, once your project plan is approved by the project sponsor, this course will enable you to manage the project so that it is completed on time, within budget, and according to scope.

Note: This course is for anyone who has Project on the desktop, regardless of whether they purchased an “on-premise” edition or subscribed to a “cloud-based” (online) edition. Most project managers and project team members use the desktop application, so that is the main focus of this course. The main features of the online app are presented in an appendix.

This material will benefit users of any current Office version. The classroom environment setup is based on Office 2019.

Course Objectives:

In this course, you will maintain project plans during the execution, monitoring, and controlling phases of a project. You will:

Update a project plan.

Generate project views to manage a project.

Create project reports to share a project's status.

Reuse project plan information.

Work with multiple projects.

Target Student:

This course is designed for a person with an understanding of project management concepts and who is responsible for creating and maintaining project plans. Target students will be looking to acquire the advanced knowledge and skills needed to update a project plan in Microsoft Project during the execution, monitoring, and controlling phases of a project.

Prerequisites:

To ensure your success in this course, you should have basic project management knowledge and skills. Additionally, you should be able to create a new project plan, manage time in a project plan, manage tasks in a project plan, manage resources in a project plan, and share a project plan using Microsoft Project. The following Knowledge course can help you in meeting this requirement: *Microsoft® Project® 2019/2021: Part 1*.

You should also have basic knowledge and skills for using any current Windows® operating system—preferably Windows 10—and Microsoft® Office. The following Knowlogy courses can help you meet this requirement:

Using Microsoft® Windows® 10 (Second Edition)

Microsoft® Office Word: Part 1 (any current version)

Microsoft® Office Excel®: Part 1 (any current version)

Microsoft® Office PowerPoint®: Part 1 (any current version)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise.

Microsoft® Project® 2019 Professional, which is used to complete the activities in the body of the course.

Microsoft® Project® Online Professional (optional) if you wish to demonstrate Project Online.

Microsoft® Office®.

Course Content

Lesson 1: Updating a Project Plan

Topic A: Enter Task Progress

Topic B: Enter Overtime Work

Topic C: Edit Tasks

Topic D: Update Cost Rate Tables

Topic E: Update a Baseline

Lesson 2: Viewing Project Progress

Topic A: Use View Commands

Topic B: Add a Custom Field

Topic C: Create Custom Views

Topic D: Format and Share the Timeline View

Lesson 3: Reporting on Project Progress

Topic A: View Built-in Reports

Topic B: Create Custom Reports

Topic C: Create a Visual Report

Lesson 4: Reusing Project Plan Information

Topic A: Create a Project Plan Template

Topic B: Share Project Plan Elements with Other Plans

Lesson 5: Working with Multiple Projects

Topic A: Share Resources

Topic B: Link Project Plans

Appendix A: Exploring Project Management in the Cloud

Microsoft® Publisher for Office 365™/2021

Course Specifications

Course Number:

091152

Course Length:

1 day

Course Description

Overview:

Microsoft® Publisher for Office 365™ is a desktop publishing software application capable of producing greeting cards, certificates, newsletters, and other printed publications. Publisher includes a large collection of templates that provide a great way to start a new publication. Publisher offers a large selection of "building blocks" that can be dragged into your documents, helping you to create page elements such as calendars, newsletter sidebars, and borders. Publisher integrates online sharing and mail merge features, which are handy when you need to send publications to a list of customers, and it's possible to export publications as HTML web pages or PDF documents. With a user-friendly interface, Publisher makes it easy to create and edit publications.

This course presents information and skills that are appropriate for users of the Office 2019/2021 or Office 365 desktop applications. However, the instructional environment for the delivery of this course utilizes Office 365.

Course Objectives:

In this course, you will create, format, edit, and share publications.

You will:

Perform basic tasks in the Microsoft Publisher interface.

Add content to a publication.

Format text and paragraphs in a publication.

Manage text in a publication.

Work with graphics in a publication.

Prepare a publication for printing and sharing.

Target Student:

This course is intended for persons in a variety of job roles such as publishing specialists, layout specialists, graphic designers, or any other knowledge workers who need to use Microsoft Office Publisher to create, lay out, edit, and share publications.

Prerequisites:

To ensure your success in this course, you should have experience with basic Microsoft® Windows® 10 tasks and be comfortable in the Windows 10 environment.

You can obtain this level of skills and knowledge by taking either of the following Knowlogy courses:

Microsoft® Windows® 10: Transition from Windows® 7

Using Microsoft® Windows® 10

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® Office 365™ for Business license which provides the Microsoft Publisher desktop app The Office 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version, Office 365 Business Premium is acceptable. This course was not tested with Office 365 Home or Office 365 Personal; some features might not be available in these editions.

Adobe® Reader® XI (11.0 or above)

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Getting Started with Microsoft Publisher

Topic A: Navigate the Interface

Topic B: Customize the Publisher Interface

Topic C: Create a Publication

Lesson 2: Adding Content to a Publication

Topic A: Add Text to a Publication

Topic B: Add Pages and Picture Placeholders to a Publication

Topic C: Control the Display of Content in Text Boxes

Topic D: Apply Building Blocks to a Publication

Lesson 3: Formatting Text and Paragraphs in a Publication

Topic A: Format Text

Topic B: Format Paragraphs

Topic C: Apply Schemes

Lesson 4: Managing Text in a Publication

Topic A: Edit Text in a Publication

Topic B: Work with Tables

Topic C: Insert Symbols and Special Characters

Lesson 5: Working with Graphics in a Publication

Topic A: Insert Graphics in a Publication

Topic B: Customize the Appearance of Pictures

Lesson 6: Preparing a Publication for Sharing and Printing

Topic A: Check the Design of a Publication

Topic B: Save a Publication in Different Formats

Topic C: Print a Publication

Topic D: Share a Publication

Appendix A: Automating Communication Using Mail Merge

Microsoft® Visio® 2019/2021: Part 1

Course Specifications

Course Number:

091153

Course Length:

1 day

Course Description

Overview:

From the earliest eras of human existence, visual images have been used to represent knowledge, data, and information. Beginning with the Paleolithic cave paintings and continuing to today's most complex computer networks, these images leverage the ability of the human brain to rapidly perceive patterns and trends from visual representations.

In today's workplace, visual diagrams are an essential part of communication, from road maps to sales flows to process charts. Microsoft® Visio® provides you with an intuitive, customizable tool to easily create a professional-looking visual product by using its extensive gallery of shapes. By following the exercises in this course, you will create visually engaging diagrams, maps, and drawings, using graphical elements to make information easier to comprehend.

This material will benefit users of any current Office version. The classroom environment setup is based on Office 2019.

Course Objectives:

In this course, you will design, modify, and manage basic diagrams.

You will:

Identify the basic elements of Visio and their use.

Create a workflow diagram.

Build organization charts.

Design a floor plan.

Build a cross-functional flowchart.

Design a network diagram.

Style a diagram.

Target Student:

This course is designed for persons who are new to Visio and who will be using Visio to create basic workflows and perform end-to-end flowcharting.

Prerequisites:

To ensure your success, you will need to be familiar with using personal computers, including a mouse and keyboard. You should be comfortable in the Windows 10 environment and proficient in using Windows to access programs, navigate to information stored on the computer, and manage files and folders.

To meet this prerequisite, you can take any one or more of the following Knowlogy courses:

Using Microsoft® Windows® 10

Microsoft® Windows® 10: Transition from Windows® 7

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® Visio® Professional 2019

Microsoft® Visio® Online Plan 1 or Online Plan 2 subscription if you wish to perform the optional activity in Topic 1D

Microsoft® Office Professional 2010 or higher

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Getting Started with Visio

Topic A: Perform Basic Tasks in the Visio Environment

Topic B: Work with Visio Global Options in the Backstage View

Topic C: Save a File

Topic D: Work with Visio for the Web

Lesson 2: Working with Workflow Diagram Tools

Topic A: Use Drawing Components

Topic B: Modify a Drawing

Topic C: Insert Callouts and Groups

Lesson 3: Building Organization Charts

Topic A: Create an Organization Chart Manually

Topic B: Create Organization Charts by Using Starter Diagrams and the Organization Chart Wizard

Topic C: Modify an Organization Chart

Lesson 4: Designing a Floor Plan

Topic A: Make a Basic Floor Plan

Topic B: Model a Room Layout

Lesson 5: Building a Cross-Functional Flowchart

Topic A: Create a Cross-Functional Flowchart

Topic B: Format a Cross-Functional Flowchart

Lesson 6: Designing a Network Diagram

Topic A: Create Network Diagrams

Topic B: Use Shape Data

Topic C: Use Layers

Lesson 7: Styling a Diagram

Topic A: Modify Shape and Connector Styles

Topic B: Apply Themes and Variants

Topic C: Use Containers

Microsoft® Visio® 2019/2021: Part 2

Course Specifications

Course Number:

091154

Course Length:

1 day

Course Description

Overview:

Microsoft® Visio® stands out among similar applications because of its unique ability to draw a wide variety of diagrams, flowcharts, workflows, and organization structures—anything that can be represented by shapes connected by lines. Most importantly, these shapes can be rearranged and with corresponding lines remaining intact. Visio has improved over the years as features common among Microsoft® Office applications have been added. Today, Visio is well integrated with other members of the Office family as well as Microsoft's cloud-based services. This greatly enriches the sharing and publishing of Visio drawings.

In *Microsoft® Visio® 2019/2021: Part 1*, you learned the basic skills needed to create and modify various Visio drawings. In *Microsoft® Visio® 2019/2021: Part 2*, you will learn about more advanced features—making you a more efficient and effective Visio user.

This material will benefit users of any current Office version. The classroom environment setup is based on Office 2019.

Course Objectives:

In this course, you will examine advanced features to make you more efficient and effective.

You will:

Design advanced plans and diagrams.

Enhance the look of drawings.

Create shapes, stencils, and templates.

Connect drawings to external data.

Leverage development tools.

Share drawings.

Target Student:

The target student for this course is a graphic designer, subject matter specialist, or other knowledge worker with basic Microsoft Visio skills (such as creating basic workflows and other diagrams) who needs to use Visio to create complex graphics and illustrations (such as floor plans, custom maps, and scientific illustrations) that may be linked to external data sources and may be inserted into other Microsoft Office files.

Prerequisites:

To ensure your success in this course, you should have the ability to create basic workflows and other common diagram types in Visio. You can obtain this level of knowledge and skills by taking the following Knowlogy course:

Microsoft® Visio® 2019/2021: Part 1

This course includes activities that involve using software such as Excel, Access, and Project. While the listed courses are not mandatory, you can still benefit by taking the following Knowlogy courses to gain an understanding of the basics of the software used with Visio in this course:

Microsoft® Excel® for Office 365 (Desktop or Online): Part 1

Microsoft® Access® for Office 365: Part 1

Microsoft® Project 2019/2021: Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

2 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10 Professional or Enterprise

Microsoft® Visio® Professional 2019

Microsoft® Visio® Online Plan 1 or Online Plan 2 subscription if you wish to access Visio for the Web

Microsoft® Office 365™ license

Microsoft® Project Professional 2019

Adobe® Reader® (latest version)

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Designing Advanced Plans and Diagrams

Topic A: Build Advanced Plans

Topic B: Build Advanced Diagrams

Lesson 2: Enhancing the Look of Drawings

Topic A: Use 3-D Shapes

Topic B: Work with Shape Styles

Topic C: Define Shape Styles

Topic D: Apply Backgrounds, Borders, and Titles

Lesson 3: Creating Custom Shapes, Stencils, and Templates

Topic A: Create Simple Custom Shapes

Topic B: Create Custom Stencils

Topic C: Create Custom Templates

Lesson 4: Connecting Drawings to External Data

Topic A: Make an Organization Chart from an Excel Spreadsheet

Topic B: Generate a PivotDiagram from an Excel Spreadsheet

Topic C: Create a Gantt Chart from a Project File

Topic D: Create a Timeline from a Project File

Topic E: Connect a Map to an Access Database

Lesson 5: Leveraging Development Tools

Topic A: Create Macros

Topic B: Modify ShapeSheets

Topic C: Build Advanced Shapes

Lesson 6: Sharing Drawings

Topic A: Save and Share Drawings with OneDrive

Topic B: Review Drawings

Topic C: Insert Drawings into Other Office Files

Topic D: Export Drawings

Topic E: Print Drawings

Appendix A: Using Diagram Standards

Microsoft® SharePoint® Modern Experience: Site Basics

Course Specifications

Course Number:

091095

Course Length:

1 day

Course Description

Overview:

In many professional environments, people work collaboratively in teams. Information technology and applications facilitate this by enabling people to easily share, access, edit, and save information. Microsoft® SharePoint® is a platform specifically designed to facilitate communication and collaboration, enabling people to use familiar applications and web-based tools to create, access, store, and track documents and data in a central location. In this course, you will use SharePoint to access, store, share, and collaborate with information and documents.

Course Objectives:

In this course, you will use a typical SharePoint team site to work collaboratively with other team members. You will:

Launch a SharePoint site and navigate among the pages and resources provided by the site.

Use SharePoint lists to track and view information.

Use document libraries to store and organize documents.

Find, share, and archive content stored in SharePoint.

Author documents as a member of a SharePoint team site.

Use SharePoint workflow automation tools.

Target Student:

This course is designed for Microsoft® Windows® and Microsoft Office users who are transitioning to a SharePoint environment, and who need to access information from and collaborate with team members within Microsoft SharePoint.

Prerequisites:

To ensure your success in this course, you should have basic end-user skills with a current version of Microsoft Windows. You can obtain these skills by taking the following Knowlogy courses:

Using Microsoft® Windows® 10 (Second Edition)

Microsoft® 365 Office for the Web (with Teams®)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer requires the following minimum hardware configurations:

Sufficient processor speed, RAM, and storage space for good system performance when running a web browser on Windows.

Mouse, keyboard, and monitor. A monitor capable of a screen resolution of 1,920 × 1,080 pixels or higher is recommended.

High-speed, stable Internet connection.

For the instructor's computer, a method to project and/or share the screen as needed for local and remote class participants.

Software:

Microsoft® Windows® 10 or 11, Professional or Enterprise.

Microsoft 365® license that includes SharePoint.

If necessary, software for viewing the course slides. (Instructor machine only.)

NOTE: This course was developed using Microsoft 365 Business Standard edition. If you opt to use one of the Enterprise editions, be sure to key the course activities before you deliver the class so you will be able to anticipate any differences that students might see with the edition you use.

Course Content

Lesson 1: Navigating SharePoint Sites

Topic A: Launch SharePoint

Topic B: Gain Access to a Site You Didn't Create

Topic C: Navigate Within a SharePoint Site

Topic D: Access SharePoint from Your Mobile Device

Lesson 2: Using Lists to Track Information

Topic A: Add and Populate Lists

Topic B: Change View Options

Topic C: Create a Custom View

Lesson 3: Using Document Libraries to Share and Organize Documents

Topic A: Store Files in a Document Library

Topic B: Create and Use Document Templates

Lesson 4: Finding, Sharing, and Archiving Content

Topic A: Search for Items in Lists or Libraries

Topic B: Share Through Links

Topic C: Move Files Offline

Lesson 5: Authoring Documents as a Team

Topic A: Work Together on Documents

Topic B: Manage File Versions and Document Recovery

Lesson 6: Automating Business Processes

Topic A: Use Rule-Based Automation

Topic B: Use Power Automate to Automate a Workflow

Microsoft® SharePoint® Modern Experience: Site Owner with Microsoft Forms and Flow

Course Specifications

Course Number:

091096

Course Length:

1 day

Course Description

Overview:

Microsoft® SharePoint® is a platform designed to facilitate collaboration and allow people to use familiar applications and web-based tools to create, access, store, and track documents and data in a central location. As such, SharePoint has many distinct features that must be enabled and configured, and many content structures that can be selected, added, and configured. In this course, you will learn how to create, configure, and manage SharePoint sites so that your team or organization can share information and collaborate effectively.

SharePoint content structures and configuration options are complex. Site owners must understand what features, options, and content structures are available in SharePoint, and how to properly configure them. With SharePoint sites, features, and content structures properly implemented, users will be able to securely share files, collaborate on documents, and access information they need to work with their colleagues more effectively.

Note: The skills covered in this course are appropriate both for Site Owners who work in environments with SharePoint Online servers and for those using on-premises

SharePoint servers in Modern Experience mode. This course covers the comprehensive suite of SharePoint online features and functions, which may go beyond what is available if the production environment is limited to SharePoint 2019 servers. How the environment is customized and configured will also affect how production sites compare to the sample sites shown in class.

Course Objectives:

In this course, you will create a SharePoint team site and a communication site, perform basic content management tasks on SharePoint sites, and configure workflows with Forms and Flow.

You will:

- Create and configure new SharePoint sites.**
- Create and configure document libraries.**
- Create and configure lists.**
- Assign permissions and access rights.**
- Create and configure a communication site.**
- Implement workflows with Forms and Flow.**

Target Student:

This course is designed for existing Microsoft SharePoint site users who will create and manage SharePoint team or communication sites in SharePoint Online or SharePoint 2019.

Prerequisites:

To ensure your success in this course, you should have basic end-user skills with Microsoft Windows 10 and later, and any or all of the desktop applications in the Microsoft Office suite, plus basic competence with Internet browsing. You should also have basic SharePoint site user skills such as the ability to access and use documents

and apps on a typical SharePoint site. You can obtain this level of skills and knowledge by taking the following Knowlogy courses:

Using Microsoft® Windows® 10 or Microsoft® Windows® 10: Transition from Windows® 7

Any or all of the courses in the Knowlogy Office 2016 or Office 2019 curriculum

Microsoft® SharePoint® Modern Experience: Site User

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor with SSE2 instruction set.

1 gigabyte (GB) of Random Access Memory (RAM) for 32-bit or 2 GB of RAM for 64-bit.

20 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Microphone with speakers, or a headset with microphone.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10

Microsoft® Office 365™ licenses (Office 365 Business Premium recommended) Note: The Office 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version for testing, Office 365 Business Premium or Office 365 Enterprise E3 are acceptable, as they include the apps that are required for this course.

Course Content

Lesson 1: Creating and Configuring a New Site

Topic A: Create a Site in SharePoint

Topic B: Configure Site Look and Layout

Lesson 2: Creating and Configuring Document Libraries

Topic A: Create Document Libraries

Topic B: Configure File Versioning and Checkout

Topic C: Configure Content Approval

Lesson 3: Creating and Configuring Lists

Topic A: Add List Apps to a Site

Topic B: Create Custom Lists

Topic C: Create Calculated and Validated Columns

Lesson 4: Assigning Permissions and Access Rights

Topic A: Secure Sites with Permissions

Topic B: Secure Apps, Documents, and Files

Lesson 5: Creating and Configuring a Communication Site

Topic A: Create a Communication Site

Topic B: Configure a Communication Site

Lesson 6: Implementing Workflows with Forms and Flow

Topic A: Capture Data with Forms

Topic B: Store Form Data in SharePoint with Flow

Topic C: Automate Business Processes with Forms, Flow, and SharePoint

Microsoft® SharePoint® Modern Experience: Advanced Site Owner

Course Specifications

Course Number:

091097

Course Length:

1 day

Course Description

Overview:

Microsoft® SharePoint® Online and SharePoint 2019 helps people collaborate and use familiar applications and web-based tools to create, access, store, and track documents and data in a central location. SharePoint can also help organizations segment digital information, share information from external sources, archive records, and create rich websites quickly and easily. In this course, you will learn how to create, configure, and manage a SharePoint site so that your team or organization can collaborate effectively, manage the flow of digital information, meet governance and compliance needs, and create rich websites for your organization's needs.

SharePoint features are robust and complex. Site owners can determine what features and options to make available in SharePoint, and how to configure those features to meet organizational and user needs. By properly implementing these features, users will be able to collaborate effectively, and organizations will save time and money through automation of business processes, fast and efficient retrieval of information, and effective records management.

Course Objectives:

In this course, you will implement and manage advanced SharePoint Site features based on business requirements.

You will:

Configure site settings.

Integrate external data and apps.

Configure custom content types, columns, and document sets.

Manage information governance and compliance.

Design and create a SharePoint site for an event.

Target Student:

This course is designed for existing Microsoft SharePoint site owners who will create and manage sites, add advanced pages and features, and manage records.

Prerequisites:

To ensure your success, you will need the skills to create SharePoint sites, lists, and libraries, and to apply SharePoint site security. You can obtain this level of skills and knowledge by taking the following Knowledge course:

Microsoft® SharePoint® Modern Experience: Site Owner with Forms and Flow

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor with SSE2 instruction set.

1 gigabyte (GB) of Random Access Memory (RAM) for 32-bit or 2 GB of RAM for 64-bit.

20 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Microphone with speakers, or a headset with microphone.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Software:

Microsoft® Windows® 10

Microsoft® Office 365™ licenses (Office 365 Business Premium recommended) Note: The Office 365 plan you use depends on the licensing available in your environment. If you wish to use a trial version for testing, Office 365 Business Premium or Office 365 Enterprise E3 are acceptable, as they include the apps that are required for this course.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Configuring Site Settings

Topic A: Configure SharePoint Site Settings

Topic B: Configure Navigation in SharePoint

Topic C: Plan and Implement SharePoint Hub Sites

Lesson 2: Integrating External Data and Apps

Topic A: Integrate Outlook with SharePoint

Topic B: Integrate Other Microsoft Apps with SharePoint

Topic C: Integrate Third-Party Apps and Services with SharePoint

Lesson 3: Configuring Custom Content Types, Columns, and Document Sets

Topic A: Create a Custom Content Type

Topic B: Add Columns to Content Types

Topic C: Create and Configure Document Sets

Lesson 4: Managing Information Governance and Compliance

Topic A: Configure Auditing in SharePoint

Topic B: Activate and Configure Information Management Policies

Topic C: Configure Retention Labels and Records Management

Topic D: Manage Files with the Content Organizer

Lesson 5: Designing and Creating a SharePoint Event Site

Topic A: Design a SharePoint Site for an Event

Topic B: Create a SharePoint Site for an Event

Microsoft® Office OneNote® for the Desktop

Course Specifications

Course Number:

091065

Course Length:

1 day

Course Description

Overview:

In our fast-paced digital world, the need to capture ideas, meeting notes, and to-do items is ever present. *Microsoft® Office OneNote® for the Desktop* provides a way for you to efficiently create and collect your notes in an electronic notebook. This course will introduce you to using OneNote notebooks to store a wide variety of content in an organized structure, access the content from anywhere, and also share it with others. Additionally, learning how OneNote and the other applications in the suite are integrated increases your productivity with Microsoft Office.

This courseware is applicable to all users of the current OneNote desktop software. The classroom environment setup is based on the Office 2016 desktop application.

Course Objectives:

In this course, you will develop digital note-taking skills by creating, modifying, and managing OneNote notebooks that work with other Microsoft Office programs.

You will:

Navigate and customize the OneNote interface and environment.

Add and format text, images, audio, links, and drawing objects to a notebook.

Embed Excel spreadsheets and attach other files to a notebook.

Categorize, organize, and search notebook content.

Check spelling in, print, and password-protect notebooks.

Use Outlook and OneDrive to send and share notebook content.

Export notebook content and manage notebook history and backups.

Target Student:

This course is intended for people in a variety of roles and fields who have a basic understanding of Microsoft Office and want to incorporate digital note-taking and note collaboration by using Microsoft OneNote. In addition to creating and modifying OneNote notebooks, this course will introduce you to inserting images and embedding files into notebooks, categorizing content, sharing content with OneDrive®, and exporting content to other file formats.

Prerequisites:

To ensure your success in this course, you should have Windows end-user skills that include starting and closing applications, navigating basic file structures, and managing files and folders. Previous experience with OneNote is not required; however, having a basic understanding of the Microsoft Office productivity suite would be beneficial. You can obtain this level of skill and knowledge by taking either one of the following Knowlogy courses, or any similar course in general Microsoft Windows skills:

Using Microsoft® Windows® 10

Microsoft® Windows® 10 Transition from Windows® 7

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz 32-bit or 64-bit processor

1 GB RAM (32-bit) or 2 GB RAM (64-bit)

25 GB available disk space

DirectX 10 graphics card and a 1,024 × 576 or higher resolution monitor (1,024 × 768 resolution or higher monitor recommended)

Keyboard and mouse (or other pointing device)

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Headphones or ear buds for listening to the audio and video files

Software:

Microsoft® Office Professional Plus 2016 (Specifically, students need OneNote 2016 and Outlook 2016.)

Microsoft® Windows® 10 Professional or Enterprise

Although it may be possible to deliver course content by using Microsoft Office OneNote 2016 on a Windows 8 or 8.1 installation, this course was written and tested on Windows 10 Pro. If you plan to teach this course using a different version of Windows, you should key through the course completely to note what will be different before you deliver the course to students.

Course Content

Lesson 1: Getting Started with OneNote

Topic A: Navigate the OneNote 2016 Environment

Topic B: Use Templates

Topic C: Customize the OneNote User Interface

Lesson 2: Adding and Formatting Notebook Content

Topic A: Apply Formatting to Notebook Content

Topic B: Insert Images and Audio into a Notebook

Topic C: Add Quick Notes and Links

Topic D: Use Drawing Tools

Lesson 3: Embedding and Attaching Files

Topic A: Embed Excel Spreadsheets

Topic B: Attach Other File Types

Lesson 4: Organizing and Searching Notebooks

Topic A: Use Tags

Topic B: Organize and Search Notebooks

Lesson 5: Finalizing a Notebook

Topic A: Proof and Print a Notebook

Topic B: Configure Password Protection and Notebook Properties

Lesson 6: Managing Notebook Files

Topic A: Export Content from OneNote Notebooks

Topic B: Back Up and Restore Notebook Content

Lesson 7: Sending and Sharing OneNote Content

Topic A: Send OneNote Content in Other Formats

Topic B: Share OneNote Content by Using OneDrive

Appendix A: Microsoft OneNote 2016 Common Keyboard Shortcuts

Microsoft® Visio® 2016: Part 1

Course Specifications

Course Number:

091071

Course Length:

1 day

Course Description

Overview:

From the earliest eras of human existence, visual images have been used to represent knowledge, data, and information. Beginning with the Paleolithic cave paintings and continuing to today's most complex computer networks, these images leverage the ability of the human brain to rapidly perceive patterns and trends from visual representations.

In today's workplace, visual diagrams are an essential part of communication, from road maps to sales flows to process charts. Microsoft® Visio® provides you with an intuitive, customizable tool to easily create a professional-looking visual product by using its extensive gallery of shapes. By following the exercises in this course, you will create visually engaging diagrams, maps, and drawings, using graphical elements to make information easier to comprehend.

Course Objectives:

In this course, you will design, modify, and manage basic diagrams. You will:

Identify the basic elements of Visio and their use.

Create a workflow diagram.

Build organization charts.

Design a floor plan.

Build a cross-functional flowchart.

Design a network diagram.

Style a diagram.

Target Student:

This course is designed for persons who are new to Visio and who will be using Visio to create basic workflows and perform end-to-end flowcharting.

Prerequisites:

To ensure your success, you will need to be familiar with using personal computers, including a mouse and keyboard. You should be comfortable in the Windows 8 environment and proficient in using Windows to access programs, navigate to information stored on the computer, and manage files and folders.

To meet this prerequisite, you can take any one or more of the following Knowlogy courses:

Using Microsoft® Windows® 10

Microsoft® Windows® 10: Transition from Windows® 7

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor with SSE2 instruction set

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

3 GB of available hard disk space

Keyboard and mouse (or other pointing device)

Graphics hardware acceleration requires DirectX 10 graphics card (1,280 × 800 resolution monitor recommended)

DVD-ROM drive (if installing any software from a DVD-ROM)

Network cards and cabling for local network access

Internet access with no password required (through Wi-Fi, cabled Ethernet, or mobile broadband)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10

Microsoft® Visio® Professional 2016

Microsoft® Office Professional 2010 or higher

Course Content

Lesson 1: Getting Started with Visio 2016

Topic A: Perform Basic Tasks in the Visio Environment

Topic B: Use Backstage Commands

Topic C: Save a File

Lesson 2: Working with Workflow Diagram Tools

Topic A: Use Drawing Components

Topic B: Modify a Drawing

Topic C: Insert Callouts and Groups

Lesson 3: Building Organization Charts

Topic A: Create an Organization Chart Manually

Topic B: Create Organization Charts by Using Starter Diagrams and the Organization Chart Wizard

Topic C: Modify an Organization Chart

Lesson 4: Designing a Floor Plan

Topic A: Make a Basic Floor Plan

Topic B: Model a Room Layout

Lesson 5: Building a Cross-Functional Flowchart

Topic A: Create a Cross-Functional Flowchart

Topic B: Format a Cross-Functional Flowchart

Lesson 6: Designing a Network Diagram

Topic A: Create Network Diagrams

Topic B: Use Shape Data

Topic C: Use Layers

Lesson 7: Styling a Diagram

Topic A: Modify Shape and Connector Styles

Topic B: Apply Themes and Variants

Topic C: Use Containers

Appendix A: New Features in Visio 2016

Microsoft® Visio® 2016: Part 2

Course Specifications

Course Number:

091072

Course Length:

1 day

Course Description

Overview:

Microsoft® Visio® stands out among similar applications because of its unique ability to draw a wide variety of diagrams, flowcharts, workflows, and organization structures—anything that can be represented by shapes connected by lines. Most importantly, these shapes can be rearranged and with corresponding lines remaining intact. Visio has improved over the years as features common among Microsoft® Office applications have been added. Today, Visio is well integrated with other members of the Office family as well as Microsoft's cloud-based services. This greatly enriches the sharing and publishing of Visio drawings.

In *Microsoft® Visio® 2016: Part 1*, you learned the basic skills needed to create and modify various Visio drawings. In *Microsoft® Visio® 2016: Part 2*, you will learn about more advanced features—making you a more efficient and effective Visio user.

Course Objectives:

In this course, you will examine advanced features to make you more efficient and effective.

You will:

Design advanced plans and diagrams.

Enhance the look of drawings.

Create shapes, stencils, and templates.

Connect drawings to external data.

Leverage development tools.

Share drawings.

Use diagram standards (optional).

Target Student:

The target student for this course is a graphic designer, subject matter specialist, or other knowledge worker with basic Microsoft Visio 2016 skills (such as creating basic workflows and other diagrams) who needs to use Visio to create complex graphics and illustrations (such as floor plans, custom maps, and scientific illustrations) that may be linked to external data sources and may be inserted into other Microsoft Office files.

Prerequisites:

To ensure your success in this course, you should have the ability to create basic workflows and other common diagram types in Visio. You can obtain this level of knowledge and skills by taking the following Knowlogy course:

Microsoft® Visio® 2016: Part 1

This course includes activities that involve using software such as Excel, Access, and Project. While the listed courses are not mandatory, you can still benefit by taking the following Knowlogy courses to gain an understanding of the basics of the software used with Visio in this course:

Microsoft® Excel® 2016: Part 1

Microsoft® Access® 2016: Part 1

Microsoft® Project 2016: Part 1

Course-specific Technical Requirements

Hardware

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor with SSE2 instruction set

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

3 GB of available hard disk space

Keyboard and mouse (or other pointing device)

DirectX 10 graphics card (1,280 × 800 resolution monitor recommended) for graphics hardware acceleration

DVD-ROM drive (if installing any software from a DVD-ROM)

Network cards and cabling for local network access

Internet access with no password required (through Wi-Fi, cabled Ethernet, or mobile broadband)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software

Microsoft® Windows® 10

Microsoft® Visio® Professional 2016

Microsoft® Office Professional 2016

Microsoft® Project Professional 2016

Adobe® Reader® (latest version)

Course Content

Lesson 1: Designing Advanced Plans and Diagrams

Topic A: Create a Microsoft Account and Log in to Visio

Topic B: Build Advanced Plans

Topic C: Build Advanced Diagrams

Lesson 2: Enhancing the Look of Drawings

Topic A: Use 3-D Shapes

Topic B: Work with Shape Styles

Topic C: Define Shape Styles

Topic D: Apply Backgrounds, Borders, and Titles

Lesson 3: Working with Custom Shapes, Stencils, and Templates

Topic A: Create Simple Custom Shapes

Topic B: Create Custom Stencils

Topic C: Create Custom Templates

Lesson 4: Connecting Drawings to External Data

Topic A: Make an Organization Chart from an Excel Spreadsheet

Topic B: Generate a Pivot Diagram from an Excel Spreadsheet

Topic C: Create a Gantt Chart from a Project File

Topic D: Create a Timeline from a Project File

Topic E: Connect a Map to an Access Database

Lesson 5: Leveraging Development Tools

Topic A: Create Macros

Topic B: Modify ShapeSheets

Topic C: Build Advanced Shapes

Lesson 6: Sharing Drawings

Topic A: Save and Share Drawings with OneDrive

Topic B: Review Drawings

Topic C: Insert Drawings into Other Office Files

Topic D: Export Drawings

Topic E: Print Drawings

Appendix A: Using Diagram Standards

Microsoft® SharePoint® 2016: Advanced Site Owner with Workflow Administration

Course Specifications

Course Number:

091070

Course Length:

1 day

Course Description

Overview:

Microsoft® SharePoint® 2016 helps people collaborate and use familiar applications and web-based tools to create, access, store, and track documents and data in a central location. SharePoint can also help organizations segment digital information, share information from external sources, archive records, and automate business processes. In this course, you will learn how to create, configure, and manage a SharePoint site so that your team or organization can collaborate effectively, manage the flow of digital information, automate business processes, and meet records management needs.

SharePoint features are robust and complex. Site owners can determine what features and options to make available in SharePoint, and how to configure those features to meet organizational and user needs. By properly implementing these features, users will be able to collaborate effectively, and organizations will save time and money through automation of business processes, fast and efficient retrieval of information, and effective records management.

Course Objectives:

Upon successful completion of this course, existing SharePoint site owners will be able to take on administrative responsibility for implementing and managing advanced features based on business requirements.

You will:

Configure site settings.

Integrate external applications and data.

Configure site metadata.

Manage archiving and compliance.

Implement workflows.

Target Student:

This course is designed for existing Microsoft SharePoint site owners who will create and manage sites, add advanced features, implement and manage records management, and create and administer workflows.

Prerequisites:

To ensure your success, you will need to take the following Knowlogy course:

Microsoft® SharePoint® 2016: Site Owner

Course-specific Technical Requirements

Hardware

This course requires four server computers, and one workstation for each student and one for the instructor. The Domain Controller computer must have 4 GB of RAM, the Exchange Server must have 6 GB of RAM, and the SharePoint server computer must

have at least 12 GB of RAM or you will likely encounter errors during or after setup that are related to low memory conditions. The Office Online Server can run with as little as 6 GB of RAM. The student workstations should be standard Windows 10 installations with Internet access and Microsoft Office installed.

If you need to reduce the number of servers, you can combine the Domain Controller and the Exchange server onto one server. This may cause some issues like the Exchange services not starting automatically on start up. You will have to manually start each service or run the StartExchangeServices.bat file in the C:\091070Data\Setup\DT-Exch folder. To combine the servers, perform all steps for DT-DC. Then perform the DT_Exch steps starting with Step 9. Replace any instances of DT-Exch with DT-DC. The machine should have at least 8 GB of RAM.

Each computer will need the following minimum hardware configurations:

DT-DC

2 GHz (I5 or better) or faster 64-bit (x64) CPU

4 gigabytes (GB) RAM (64-bit)

100 GB available hard disk space

CD-ROM drive

Keyboard and mouse (or other pointing device)

1,024 × 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

DT-Exch

2 GHz (I5 or better) or faster 64-bit (x64) CPU

6 gigabytes (GB) RAM (64-bit)

100 GB available hard disk space

CD-ROM drive

Keyboard and mouse (or other pointing device)

1,024 × 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

SharePoint

2 GHz (I5 or better) or faster 64-bit (×64) CPU

12 GB RAM (64-bit)

100 GB available hard disk space

CD-ROM drive

Keyboard and mouse (or other pointing device)

1,024 × 768 resolution monitor recommended

Assign at least two processor cores if you are running this server in a virtual environment

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

DT-Off-Online

2 GHz (I5 or better) or faster 64-bit (×64) CPU

6 GB RAM (64-bit)

100 GB available hard disk space

CD-ROM drive

Keyboard and mouse (or other pointing device)

1,024 × 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Workstation X

2 GHz (I5 or better) or faster 32-bit (x86) or 64-bit (x64) CPU

3 GB RAM (32-bit) or (64-bit)

100 GB available hard disk space (32-bit) or 100 GB (64-bit)

CD-ROM drive

Keyboard and mouse (or other pointing device)

1,024 × 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software

DT-DC

Microsoft® Windows Server® 2012 R2 Standard

DT-Exch

Microsoft® Exchange Server 2016

Microsoft® Windows Server® 2012 R2 Standard

SharePoint

Microsoft® SharePoint® Server 2016

Microsoft® Windows Server® 2012 R2 Standard

DT-Off-Online

Microsoft® Office Online® Server 2016

Microsoft® Windows Server® 2012 R2 Standard

Workstation X

Microsoft® Office Professional Edition 2016

Microsoft® Windows® 10

Course Content

Lesson 1: Configuring Site Settings

Topic A: Configure Site Settings to Meet Team Requirements

Topic B: Configure Site Search

Topic C: Organize the Site and Configure Navigation

Topic D: Configure Site Auditing

Lesson 2: Integrating External Applications and Data

Topic A: Add an RSS Feed to Your Site

Topic B: Enable Email Connectivity for a Library

Lesson 3: Configuring Site Metadata

Topic A: Create a Custom Content Type

Topic B: Add Site Columns to Content Types

Topic C: Create and Configure Document Sets

Lesson 4: Managing Archiving and Compliance

Topic A: Manage Site Closure and Deletion

Topic B: Configure In-place Records Management

Topic C: Manage Records Using the Records Center

Topic D: Manage Content with the Content Organizer

Topic E: Configure Information Management Policies

Lesson 5: Implementing Workflows

Topic A: Plan a Workflow

Topic B: Create and Publish a Workflow

Topic C: Test Workflows

Topic D: Design and Implement Advanced Workflows

Microsoft® Windows® 11: Transition from Windows® 10

Course Specifications

Course Number:

091171

Course Length:

1 day

Course Description

Overview:

As an experienced Windows® 10 user, when you are ready to move to Windows 11, you might like some guidance in using the new and updated features. This course will help you identify and use those features efficiently and effectively.

Course Objectives:

In this course, you will use the new and updated features of Windows 11. You will:

Navigate the Windows environment.

Use apps available in Windows 11.

Manage available apps.

Configure Windows 11 settings.

Target Student:

This course is designed for students who have experience using the Windows 10 operating system and need to start using the Windows 11 operating system.

Prerequisites:

To ensure your success in this course you should have experience with using Windows 10. You can obtain this level of skills and knowledge by taking any of the following Knowlogy courses:

Using Microsoft® Windows® 10

Using Microsoft® Windows® 10 (Second Edition)

Microsoft® Windows® 10: Transition from Windows® 7

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor with two or more cores. Note: To determine whether the processor is supported in Windows 11, refer to the Windows 11 row of the table on this page: <https://docs.microsoft.com/en-us/windows-hardware/design/minimum/windows-processor-requirements>.

4 gigabytes (GB) of Random Access Memory (RAM).

64 GB available storage space.

TPM version 2.0 chip which has been enabled in the UEFI firmware. Note: Windows 10 systems sold after July 2016 were required to have TPM 2.0 installed and enabled. If it is not enabled, you can enable it through the UEFI firmware.

UEFI Secure Boot enabled in the UEFI firmware.

Monitor of at least 9-inches, with a 720p or higher resolution, and a bit-depth of 8-bits per color channel.

Graphics card that is compatible with DirectX 12 or later, with a WDDM 2.0 driver.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Web camera (optional)

Speakers

Microphone

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Note: If you want to perform the optional step in the "Using Microsoft Teams Chat (Optional)" activity, you will need a webcam, speakers, and microphone.

Software:

Windows 11 Professional

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Navigating the Windows 11 Environment

Topic A: Log in to Windows 11

Topic B: Use the Start Menu

Topic C: Use the Taskbar

Lesson 2: Using Apps

Topic A: Use Built-In Apps

Topic B: Use the Updated File Explorer

Lesson 3: Managing Apps

Topic A: Use Virtual Desktops

Topic B: Obtain Apps from the Microsoft Store

Lesson 4: Configuring Windows 11 Settings

Topic A: Use the Configuration Apps

Topic B: Configure Accessibility Features

Appendix A: Gaming Features Applicable to Business Professionals

Appendix B: Upgrading to Windows 11

Using Microsoft® Windows® 11

Course Specifications

Course Number:

091172

Course Length:

1 day

Course Description

Overview:

Whether you're new to computers or have used them in the past, this class will help you become more comfortable using Windows® 11 by familiarizing you with the Windows 11 user interface and its basic capabilities. In this course, you will explore Windows 11 and learn how to work with locally installed apps and cloud-based apps, browse the Internet, and manage basic Windows 11 settings.

Course Objectives:

In this course, you will perform basic work-related tasks on a PC running the Windows 11 operating system. You will:

Access Windows 11.

Access locally installed apps.

Access cloud-based apps and content.

Manage files and folders.

Configure the Windows 11 environment.

Secure your Windows 11 computer.

Use backup and recovery tools.

Target Student:

This course is designed for end users who are familiar with computers and who need to use the features and functionality of the Windows 11 operating system.

Prerequisites:

To ensure your success in this course, you should have some experience using a personal computer, desktop apps, and the Internet.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 Gigahertz (GHz) 64-bit (x64) processor with two or more cores. To determine whether the processor is supported in Windows 11, refer to the Windows 11 row of the table on the following page: <https://docs.microsoft.com/en-us/windows-hardware/design/minimum/windows-processor-requirements> .

4 Gigabytes (GB) of Random Access Memory (RAM).

64 GB available storage space.

TPM version 2.0 chip that has been enabled in the UEFI firmware. Windows 10 systems sold after July 2016 were required to have TPM 2.0 installed and enabled. If it is not enabled, you can enable it through the UEFI firmware.

UEFI Secure Boot enabled in the UEFI firmware.

Monitor of at least 9 inches, with a 720p or higher resolution, and a bit-depth of 8-bits per color channel.

Graphics card that is compatible with DirectX 12 or later, with a WDDM 2.0 driver.

Bootable USB drive of at least 8 GB, for performing a fresh install of Windows 11 if you are not performing a cloud-based system refresh.

Keyboard and mouse or a compatible pointing device.

Speakers

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

A blank USB drive for each student.

(Instructor computer only) A display system to project the instructor's computer screen.

Optional items if you are doing the instructor demonstrations of using Teams and voice input:

Web camera

Microphone

If you want to perform the optional step in the "Using Microsoft Teams Chat" activity, you will need the webcam, speakers, and microphone.

Software:

Windows 11 Professional

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Accessing Windows 11

Topic A: Log In to Windows 11

Topic B: Navigate the Windows 11 Desktop

Topic C: Use the Start Menu

Lesson 2: Accessing Locally Installed Apps

Topic A: Use Apps

Topic B: Multitask with Open Apps

Topic C: Install Apps

Lesson 3: Accessing Cloud-Based Apps and Content

Topic A: Browse the Web

Topic B: Use Cloud-Based Apps

Lesson 4: Managing Files and Folders

Topic A: Manage Files and Folders with File Explorer

Topic B: Find Files, Folders, and Apps

Topic C: Store and Share Files with OneDrive

Topic D: Manage Removable Storage Devices

Lesson 5: Configuring Windows 11

Topic A: Configure Settings

Topic B: Use Windows System Commands

Topic C: Manage Printers and Other Devices

Topic D: Use Accessibility Features

Topic E: Use Windows Tools

Lesson 6: Securing Your Computer

Topic A: Manage Passwords and Sign-In Options

Topic B: Manage Windows Security

Topic C: Manage Windows Updates

Topic D: Use Other Security Features

Lesson 7: Using Backup and Recovery Tools

Topic A: Create Backups

Topic B: Troubleshoot and Repair Your System

Appendix A: Switching from Other Operating Systems

Appendix B: Continuum Navigation

Appendix C: Keyboard Shortcuts

Using Microsoft® Windows® 10 (Second Edition)

Course Specifications

Course Number:

091162

Course Length:

1 day

Course Description

Overview:

Welcome to *Using Microsoft® Windows® 10 (Second Edition)*. Whether you're new to computers or have used them in the past, this class will help you become more comfortable using a personal computer (PC) and, more specifically, the Windows 10 interface. This course will help you define what a PC is, and familiarize you with the Windows 10 user interface and its basic capabilities. In this course, you will explore Windows 10 and learn how to work with locally installed and cloud-based apps, browse the Internet, and manage basic Windows 10 settings.

Course Objectives:

In this course, you will perform basic work-related tasks on a PC running the Windows 10 operating system. You will:

Access Windows 10.

Access locally installed applications.

Access cloud-based apps and content.

Manage files and folders.

Manage the Windows 10 environment.

Use Windows 10 security features.

Use backup and recovery tools.

Target Student:

This course is designed for end users who are familiar with computers and who need to use the features and functionality of the Windows 10 operating system.

Prerequisites:

To ensure your success in this course, you should have some experience using a personal computer, desktop applications, and the Internet.

For students who are less familiar with computers, consider reviewing the Getting to Know Personal Computers appendix prior to attending class.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

4 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Bootable DVD-ROM or USB drive.

Keyboard and mouse or a compatible pointing device.

Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.

IP addresses that do not conflict with other portions of your network.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

If you will be performing the "Managing Removable Storage Devices (Optional)" activity, students will need a removable USB drive (can be a "thumb" drive or external hard drive).

Software:

Windows 10 Professional, 21H1 or later.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Accessing Windows 10

Topic A: Log In to Windows 10

Topic B: Navigate the Windows 10 Desktop

Topic C: Use the Start Menu

Lesson 2: Accessing Locally Installed Apps

Topic A: Use Apps

Topic B: Multitask with Open Apps

Topic C: Install Apps

Lesson 3: Accessing Cloud-Based Apps and Content

Topic A: Browse the Web

Topic B: Use Cloud-Based Apps

Lesson 4: Managing Files and Folders

Topic A: Manage Files and Folders with File Explorer

Topic B: Find Files, Folders, and Apps

Topic C: Store and Share Files with OneDrive

Topic D: Manage Removable Storage Devices

Lesson 5: Managing Windows 10

Topic A: Configure Settings

Topic B: Use Windows System Commands

Topic C: Manage Devices

Topic D: Configure Accessibility

Topic E: Use Windows Administrative Tools

Lesson 6: Securing Your Computer

Topic A: Manage Sign-In Options

Topic B: Use Windows Security

Topic C: Manage Updates

Topic D: Use Other Security Features

Lesson 7: Using Backup and Recovery Tools

Topic A: Create Backups

Topic B: Troubleshoot or Repair Your System

Appendix A: Getting to Know Personal Computers

Appendix B: Switching from Other Operating Systems

Appendix C: Comparing Windows 10 Editions

Appendix D: Creating Windows 10 Accounts

Appendix E: Continuum Navigation

Introduction to Personal Computers Using Microsoft® Windows® 10

Course Specifications

Course Number:

091064

Course Length:

1 day

Course Description

Overview:

Welcome to *Introduction to Personal Computers Using Microsoft® Windows® 10*. Whether you're new to computers or have used them in the past, this class will help you become more comfortable using a personal computer (PC) and, more specifically, the Windows 10 interface. This course will help you to define what a PC is, and familiarize you with the Windows 10 user interface and its basic capabilities. In this course, you will explore Windows 10 and learn how to create documents, send email, browse the Internet, and share information between applications and with other users.

Course Objectives:

Upon successful completion of this course, you will be able to perform basic work-related tasks on a PC running the Windows 10 operating system.

You will:

Access Windows 10.

Use Windows apps and desktop applications to complete day-to-day tasks, including installing new apps and multitasking with multiple programs.

Work with files and folders by using File Explorer and OneDrive.

Use Cortana as your virtual personal assistant and use Edge for web browsing.

Customize the Windows 10 environment.

Install and remove printers and peripheral devices.

Use Windows 10 security features to create more secure passwords and protect your device against common attacks.

Target Student:

This course is designed for end users who are familiar with computers and who need to use the features and functionality of the Windows 10 operating system for personal and/or professional reasons.

Prerequisites:

This course is intended for computer users who want to use the basic tools and features of Windows 10. Previous exposure to personal computers, desktop applications, and the Internet is needed.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

2 gigabyte (GB) RAM (32-bit) or 4 GB RAM (64-bit)

25 GB available hard disk space

DVD-ROM drive (if installing any software from a DVD-ROM)

Keyboard and mouse (or other pointing device)

1,024 × 768 resolution monitor recommended

Graphics card with DirectX 9 or later with WDDM 1.0 driver

Headset with high-fidelity microphone array

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

A selection of peripheral devices (e.g., cameras, tablets, or printers) for the "Managing Peripheral Devices (Optional)" activity in the "Installing and Removing Devices" lesson

Software:

Microsoft® Windows® 10 Enterprise or Professional edition Microsoft may offer the Fall Creators Update at different rates for different versions of Windows 10.

Web conferencing application for class sessions with remote students or a blend of live and remote students

Course Content

Lesson 1: Accessing Windows 10

Topic A: Get Started with Windows 10

Topic B: Navigate the Windows 10 Desktop

Topic C: Use the Start Menu

Lesson 2: Using Windows Universal Apps and Desktop Applications

Topic A: Use Desktop Applications

Topic B: Use Windows Universal Apps

Topic C: Multitask with Open Apps

Topic D: Install Apps from the Windows Store

Lesson 3: Working with Files and Folders

Topic A: Manage Files and Folders with File Explorer

Topic B: Store and Share Files with OneDrive

Lesson 4: Using Cortana and Edge

Topic A: Get to Know Cortana

Topic B: Use Cortana as a Personal Assistant

Topic C: Browse the Web with Edge

Lesson 5: Customizing the Windows 10 Environment

Topic A: Customize the Start Menu

Topic B: Customize the Desktop and Lock Screen

Lesson 6: Installing and Removing Devices

Topic A: Manage Printers

Topic B: Manage Peripheral Devices

Lesson 7: Using Windows 10 Security Features

Topic A: Manage Passwords and Privacy Levels

Topic B: Use Windows Defender

Appendix A: Getting to Know Personal Computers

Appendix B: Other Windows 10 Features

Appendix C: Continuum Navigation

Appendix D: Tips App

Microsoft® OneNote® for Windows® 10

Course Specifications

Course Number:

091093

Course Length:

1 day

Course Description

Overview:

In our fast-paced digital world, the need to capture ideas, meeting notes, and to-do items is ever present. Microsoft® OneNote® for Windows® 10 provides a way for you to efficiently create and collect your notes in an electronic notebook. This course will introduce you to using OneNote notebooks to store a wide variety of content in an organized structure, access the content from anywhere, and also share it with others.

Course Objectives:

In this course, you will develop digital note-taking skills by creating, modifying, and managing OneNote notebooks.

You will:

Navigate and customize the OneNote for Windows 10 environment.

Add and format text, images, tables, and drawing objects in a notebook.

Use tags, organize notebooks, and search notebook content.

Send and share notebook content.

Configure password protection and restore deleted notebook content.

Target Student:

This course is intended for people in a variety of roles and fields who have a basic understanding of Microsoft Office and want to incorporate digital note-taking and note collaboration by using OneNote for Windows 10. In addition to creating and modifying OneNote notebooks, this course will introduce you to inserting images and files into notebooks, managing notebooks, and sharing content.

Prerequisites:

To ensure your success in this course, you should have Windows end-user skills that include starting and closing applications, navigating basic file structures, and managing files and folders. Previous experience with OneNote is not required; however, having a basic understanding of the Microsoft Office productivity suite would be beneficial. To meet these prerequisites, you can take any one or more of the following Knowlogy courses or any similar course in general Microsoft Windows skills, or possess the equivalent skill level:

Using Microsoft® Windows® 10

Microsoft® Windows® 10 Transition from Windows® 7

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM for 32-bit or 2 GB RAM for 64-bit

25 GB available disk space

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

DirectX10 graphics card

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Headphones or ear buds for listening to the audio and video files

Software:

Microsoft® Windows® 10 Professional or Enterprise

OneNote for Windows 10 is only available with Windows 10. This course will not work if you are using a different version of Windows.

Course Content

Lesson 1: Getting Started with OneNote

Topic A: Navigate the OneNote for Windows 10 Environment

Topic B: Customize the OneNote User Interface

Lesson 2: Adding and Formatting Notebook Content

Topic A: Apply Formatting to Notebook Content

Topic B: Insert Files

Topic C: Insert Tables

Topic D: Use Drawing Tools

Lesson 3: Organizing and Searching Notebooks

Topic A: Use Tags

Topic B: Organize and Search Notebooks

Lesson 4: Sending and Sharing OneNote Content

Topic A: Share OneNote Content

Topic B: Share OneNote Content Using OneDrive

Lesson 5: Managing Notebook Content

Topic A: Configure Password Protection

Topic B: Restore Notebook Content

Appendix A: Microsoft® OneNote® for Windows® 10 Common Keyboard Shortcuts

Course Specifications

Course Number:

091010

Course Length:

1 day

Course Description

Overview:

The office productivity apps that comprise Google G Suite™ support both real-time and asynchronous collaboration. In this course, you will learn about the features and functionalities of the apps included in most G Suite editions—Gmail™, Google Drive™, Google Docs™, Google Slides™, Google Drawings™, Google Sheets™, Google Forms™, Google Hangouts™, Google Calendar™, and Google Sites™—and work within their respective environments.

Course Objectives:

In this course, you will use your knowledge of productivity tools to work productively in the Google G Suite environment.

You will:

Navigate in the Google G Suite environment.

Store documents using Google Drive.

Collaborate with Google Docs, Slides, and Drawings.

Collaborate with Google Sheets and Forms.

Communicate using Google Hangouts.

Manage schedules using Google Calendar.

Collaborate using Google Sites.

Target Student:

This course is designed for business users, educators, students, and knowledge workers in a variety of roles and fields who have a basic knowledge of office productivity applications and who want to be able to use the apps included in the Google G Suite to create, manage, store, and share various types of files for personal or professional use.

This course is also designed for IT professionals who need familiarity with the Google G Suite end-user environment to be effective as Google Cloud Services systems administrators or solutions developers in their organizations.

Prerequisites:

To ensure your success in this course, you should have end-user level skills with Microsoft® Windows® and any standard web browser, as well as with standard office productivity applications, such as the Microsoft® Office 2016 suite. To obtain this level of skills and knowledge, you can take any one or more of the following Knowledge courses:

Using Microsoft® Windows® 10

Microsoft® Windows® 10: Transition from Windows® 7

And, you can take any or all of the courses in the Microsoft Office 2016 curriculum, such as:

Microsoft® Office Word 2016: Part 1 (Desktop/Office 365™)

Microsoft® Office Excel® 2016: Part 1 (Desktop/Office 365™)

Microsoft® Office PowerPoint® 2016: Part 1 (Desktop/Office 365™)

Microsoft® Office Outlook® 2016: Part 1 (Desktop/Office 365™)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

Keyboard and mouse (or other pointing device)

1,024 × 768 resolution monitor recommended

Internet access (contact your local network administrator)

Projection system to display the instructor's computer screen

Optional hardware needed for the "Communicating Using Google Hangouts" lesson:

128-megabyte (MB) graphics card

Microphone with speakers, or a headset with microphone

Web camera

Software:

If necessary, software for viewing the course slides (instructor machine only)

Microsoft® Windows® 10 (recommended, but not required)

Any web browser, but Google Chrome™ is recommended

Course Content

Lesson 1: Getting Started with Google G Suite

Topic A: Navigate Google G Suite

Topic B: Communicate Using Gmail

Lesson 2: Storing Documents Using Google Drive

Topic A: Add Folders and Files

Topic B: Manage Folders and Files

Lesson 3: Collaborating Using Google Docs, Slides, and Drawings

Topic A: Collaborate Using Google Docs

Topic B: Collaborate Using Google Slides

Topic C: Collaborate Using Google Drawings

Lesson 4: Collaborating Using Google Sheets and Forms

Topic A: Collaborate Using Google Sheets

Topic B: Collaborate Using Google Forms

Lesson 5: Communicating Using Google Hangouts

Topic A: Communicate Using Google Hangouts Conversations

Topic B: Communicate Using Google Hangouts Video Calls

Lesson 6: Managing Schedules Using Google Calendar

Topic A: Create Events

Topic B: Customize Your Calendar

Topic C: Create an Additional Calendar

Topic D: Manage Google Tasks

Lesson 7: Collaborating Using Google Sites

Topic A: Create and Edit a Google Site

Topic B: Share and Publish a Google Site

Zoom Meetings

Course Specifications

Course Number:

091161

Course Length:

1 day

Course Description

Overview:

With people transitioning to working remotely, virtual meetings have become the norm and, as a result, the Zoom video conferencing tool is gaining attention and usage. If Zoom has become part of your professional or personal life, this course will help you be a more confident and productive Zoom user. In this course, you will participate in and host Zoom meetings, use Zoom productivity tools such as breakout rooms and contacts, and apply Zoom security and personalization.

Course Objectives:

In this course, you will participate in and host Zoom meetings to collaborate with others. You will:

Use Zoom as a meeting participant.

Use Zoom to host meetings.

Customize Zoom settings.

Manage Zoom contacts.

Target Student:

This course is designed for business professionals in any functional role who need to participate in Zoom meetings and webinars, and who may also be called on to host Zoom events.

Prerequisites:

To ensure your success in this course you should have basic computer skills, which includes using the desktop to open applications and using a web browser. You can obtain these skills by taking the following Knowlogy course:

Using Microsoft® Windows® 10

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 gigahertz (GHz) 64-bit (x64) processor.

4 gigabytes (GB) of Random Access Memory (RAM).

32 GB available storage space.

Monitor capable of a screen resolution of at least 1,024 × 768 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.

Keyboard and mouse or a compatible pointing device.

Internet access (contact your local network administrator).

(Instructor computer only) A display system to project the instructor's computer screen.

Speakers or headphones.

Microphone or headset with microphone.

Optional (but highly recommended) hardware:

Web camera

Headsets with microphones (Note: If students will be in the same room as other students, a headset with a microphone is suggested to help avoid audio interference during meetings.)

Software:

The class starts without the Zoom app installed. Students will download and install it during the course.

Microsoft® Windows® 10

(Instructor only) Microsoft PowerPoint for viewing the course slides.

A valid email address for each student and a way to access the email account during class (either through a browser or through an email client).

Course Content

Lesson 1: Using Zoom as a Meeting Participant

Topic A: Join a Zoom Meeting

Topic B: Participate in a Zoom Meeting

Topic C: Collaborate in a Meeting

Lesson 2: Using Zoom to Host Meetings

Topic A: Schedule a Meeting

Topic B: Host a Meeting

Topic C: Use Breakout Rooms

Topic D: Compare Meetings and Webinars

Lesson 3: Customizing Zoom

Topic A: Customize Settings in the Zoom Web Portal

Topic B: Customize Zoom Desktop Client Settings

Lesson 4: Managing Zoom Contacts

Topic A: Add Zoom Contacts

Topic B: Chat with Zoom Contacts

Adobe® Acrobat® Pro DC

Course Specifications

Course Number:

092103

Course Length:

1 day

Course Description

Overview:

Communicating ideas and information is the cornerstone of organizational operations. And, electronic forms of communication have made the transfer of knowledge quick, easy, and inexpensive. The ability to harness the potential of electronic forms of communication is critical in nearly every type of organization. But, in many, if not most, organizations, people work with a wide variety of devices running on a wide variety of platforms. And sometimes, what works well or looks good on one device, won't work at all on another device. Or, your carefully designed and formatted document may end up looking like a jumbled mess on someone else's computer. So, how do you balance the need to communicate ideas to large groups of people with the enormous diversity found in today's electronic devices? The answer: you don't have to because Adobe® created the Portable Document Format (PDF) as a solution to incompatible document formats.

Adobe® Acrobat® Pro DC puts the power of the Portable Document Format, literally, at your fingertips. By taking advantage of the functionality and features available in Acrobat, you will ensure the integrity of your electronic documents regardless of who views them, on what devices, or with what operating systems. And that will give you the confidence and peace of mind that comes with knowing that what you meant to communicate is what your document recipients will see.

Course Objectives:

In this course, you will create and work with PDF documents.

You will:

Access information in a PDF document.

Create and save PDF documents.

Navigate content in a PDF document.

Modify PDF documents.

Review PDF documents.

Convert PDF documents.

Target Student:

This course is for individuals who are new to Adobe Acrobat Pro DC, but need to create and share PDF files and PDF portfolios. Students should have some experience using office productivity applications, such as a word processor, a multimedia presentation application, or a spreadsheet application.

Prerequisites:

To ensure your success in this course, you should have basic experience with computers and exposure to Windows® 8, as well as common productivity tools such as Microsoft® Word and Microsoft® PowerPoint®. You can obtain this level of skill and knowledge by taking the following Knowlogy courses:

Using Microsoft® Windows® 10

Microsoft Windows® 10: Transition from Windows® 7

Microsoft® Office Word 2013: Part 1 (Desktop/Office 365™), Microsoft® Office Word 2016: Part 1 (Desktop/Office 365™), Microsoft® Office Word 2019: Part 1, or Microsoft® Word for Office 365™ (Desktop or Online): Part 1

Microsoft® Office PowerPoint® 2013: Part 1 (Desktop/Office 365™) , Microsoft® Office PowerPoint® 2016: Part 1 (Desktop/Office 365™) , Microsoft® Office PowerPoint® 2019: Part 1, or Microsoft® PowerPoint® for Office 365™ (Desktop or Online): Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one workstation for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1.5 GHz or faster processor

2 GB of RAM minimum

4.5 GB of available hard-disk space

1,024 x 768 screen resolution or higher

Video hardware acceleration (optional)

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10 (32 bit or 64 bit)

Adobe® Acrobat® Pro DC

Microsoft Edge®

Microsoft® Office 2016 Pro or later or Microsoft 365 Enterprise

NOTE: You can use trial editions of Acrobat and Office.

Course Content

Lesson 1: Accessing PDF Documents

Topic A: Open a PDF Document

Topic B: Browse a PDF Document

Lesson 2: Creating and Saving PDF Documents

Topic A: Create and Save a PDF Document from an Existing Document

Topic B: Create a PDF Document from a Web Page

Topic C: Combine Multiple PDF Documents

Lesson 3: Navigating Content in a PDF Document

Topic A: Perform a Search in a PDF Document

Topic B: Search Multiple PDF Documents

Topic C: Work with Bookmarks

Topic D: Create Links and Buttons

Lesson 4: Modifying PDF Documents

Topic A: Manipulate PDF Document Pages

Topic B: Edit Content in a PDF Document

Topic C: Add Page Elements

Lesson 5: Reviewing PDF Documents

Topic A: Add Comments and Markup

Topic B: Compare PDF Documents

Topic C: Initiate and Manage a Review

Topic D: Digitally Sign PDF Documents

Lesson 6: Converting PDF Files

Topic A: Reduce the File Size of a PDF Document

Topic B: Optimize PDF Files

Topic C: Convert and Reuse PDF Document Content

Appendix A: Acrobat Pro DC on Touchscreen Devices

Adobe® Photoshop® CC: Part 1

Course Specifications

Course Number:

092013

Course Length:

1 day

Course Description

Overview:

Adobe® Photoshop® CC: Part 1 focuses on some of the basic features of Photoshop so that the student can navigate the environment and use Photoshop tools to work with photographic images. In addition, the orientation to Adobe® Bridge and organization of files in Bridge is covered. Although Photoshop is used by a variety of professionals, from photographers to designers to videographers, Photoshop Part 1 will focus mainly on the photography component. The illustration and animation techniques are covered in subsequent levels of Photoshop.

This course is a great component of your preparation for the Adobe Certified Professional (ACP) in Visual Design Using Adobe Photoshop exam.

Course Objectives:

This course will prepare you to use the most common basic features of Adobe Photoshop. In this course, you will:

Identify the components and capabilities of Photoshop.

Create basic images.

Manage selections and layers.

Modify and repair images, and manage color.

Refine images by adjusting layers, using camera raw, and applying advanced image refinement.

Import, export, organize, and save files.

Target Student:

Target students include professional or amateur photographers who want to use the robust features of Photoshop to enhance, modify, and organize their photographs, and anyone interested in working toward the Visual Design Using Adobe Photoshop certification.

Prerequisites:

To ensure your success in this course, you should have a basic comfort level with digital photography. For example, you have used a digital camera and have downloaded images to your computer or other storage device.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

Sufficient processor speed, RAM, and disk space for good system performance when running Microsoft Windows 10 and Adobe Photoshop.

Mouse, keyboard, and monitor

High-speed, stable Internet connection

For the instructor's computer, a method to project and/or share the screen as needed for local and remote class participants.

Software:

Microsoft® Windows® version 1909 or later

Adobe® Photoshop®: Photoshop Plan

NOTE: You might also see this version referred to as the October 2022 release, Photoshop 2023, or version 24.0.

Adobe® Bridge

If necessary, software for viewing the course slides (instructor machine only).

NOTE: In October 2022, Adobe updated Photoshop. This course is based on the Photoshop Plan. This course was created and keyed using Windows 10.

NOTE: The course was not tested on Windows 11 or using the Photography Plan or the All Apps Plan, so if you are using any combination of those versions, be sure to test the activities before class begins.

Course Content

Lesson 1: Getting Started with Photoshop

Topic A: Organize Photoshop Assets by Using Adobe Bridge

Topic B: Organize the Photoshop Workspace

Topic C: Customize the Photoshop Workspace

Lesson 2: Creating Basic Images

Topic A: Manage Image Elements and Formats

Topic B: Apply Design Principles, Elements, and Graphic Composition

Topic C: Work with Digital Devices

Lesson 3: Managing Selections and Layers

Topic A: Use Selection Tools

Topic B: Manage Layers

Lesson 4: Adjusting Images

Topic A: Modify Images

Topic B: Repair Images

Topic C: Implement Color Management

Lesson 5: Refining Images

Topic A: Adjust Layers

Topic B: Apply Camera Raw

Topic C: Refine Images by Using Advanced Tools

Lesson 6: Managing Files in a Production Workflow

Topic A: Import, Export, and Organize Files

Topic B: Save Images for the Web

Topic C: Save Images for Print

Topic D: Format Images for Other Programs

Appendix A: Mapping Course Content to the Adobe Certified Professional in Visual Design Using Adobe Photoshop Exam

Adobe® Photoshop® CC: Part 2

Course Specifications

Course Number:

092014

Course Length:

1 day

Course Description

Overview:

Adobe® Photoshop® is a leading graphic creation application, popular among graphic designers, illustrators, and photographers. Photoshop's numerous features work together to provide a comprehensive toolset for you, the design professional. This course delves into some of the more advanced image creation and editing techniques, and offers you hands-on activities that demonstrate how these techniques can be used in combination to create exciting visual effects.

This course is a great component of your preparation for the Adobe Certified Professional (ACP) in Visual Design Using Adobe Photoshop exam.

Course Objectives:

This course will prepare you to use the most common basic features of Adobe Photoshop.

In this course, you will:

Use brushes, gradients, and tool presets to create raster images.

Apply vector paths, shape drawing tools, type, and type special effects.

Apply advanced layer techniques with masks, filters, layers, and smart objects.

Apply actions and batch processing to automate tasks.

Edit video by using timelines, transitions, graphics, titles, and animation.

Set project requirements by identifying the purpose, audience, copyright rules, and project management tasks.

Target Student:

Target students include professional or amateur photographers who want to use the robust features of Photoshop to enhance, modify, and organize their photographs, and anyone interested in working toward the Visual Communication with Adobe Photoshop exam certification.

Prerequisites:

To ensure your success in this course, you should have experience with the following tasks:

Identify the basic components of Adobe® Bridge and the Photoshop workspace.

Define image size and resolution.

Add and modify Photoshop layers.

Use tools to select, crop, and move images.

Work with image adjustment properties to correct and retouch photographic images.

Open and modify an image in Adobe® Camera Raw.

Prepare images for print and web.

To meet these prerequisites, you can take the Knowlogy course:

Adobe® Photoshop® CC: Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

Sufficient processor speed, RAM, and disk space for good system performance when running Microsoft Windows 10 and Adobe Photoshop.

Mouse, keyboard, and monitor

High-speed, stable Internet connection

For the instructor's computer, a method to project and/or share the screen as needed for local and remote class participants.

Software:

Microsoft® Windows® version 1909 or later

Adobe® Photoshop® : Photoshop Plan

NOTE: You might also see this version referred to as the October 2022 release, Photoshop 2023, or version 24.0.

Adobe® Bridge

If necessary, software for viewing the course slides (instructor machine only)

NOTE: In October 2022, Adobe updated Photoshop. This course is based on the Photoshop Plan. This course was created and keyed using Windows 10.

Course Content

Lesson 1: Creating Raster Images

Topic A: Draw with Brushes

Topic B: Create Gradients

Topic C: Apply Tool Presets

Lesson 2: Applying Vector Image Tools

Topic A: Create Images with Vector Paths

Topic B: Apply the Shape Drawing Tools

Topic C: Work with Type

Topic D: Apply Type Special Effects

Lesson 3: Applying Advanced Layer Techniques

Topic A: Modify Images with Masks

Topic B: Apply Special Effects by Using Filters

Topic C: Apply Special Effects to Layers

Topic D: Apply Smart Objects for Nondestructive Editing

Lesson 4: Automating Tasks

Topic A: Create and Apply Actions

Topic B: Batch Process Files with Photoshop and Adobe Bridge

Lesson 5: Editing Video

Topic A: Edit Video

Topic B: Add Graphics, Titles, and Animation to Video

Lesson 6: Setting Project Requirements

Topic A: Identify Purpose, Audience, and Audience Needs

Topic B: Adhere to Copyright Rules for Artwork, Graphics, and Graphics Use

Topic C: Determine and Evaluate Project Management Tasks and Responsibilities

Appendix A: Mapping Course Content to the Adobe Certified Professional in Visual Design Using Adobe Photoshop Exam

Adobe® InDesign® (2020): Part 1

Course Specifications

Course Number:

092023

Course Length:

1 day

Course Description

Overview:

Giving your documents a well-designed, professional look will put you a step ahead in the marketplace cluttered with all kinds of communications. Paragraph and character styles that allow you to format pages of text uniformly, layout features that help you to build alternate size configurations of your document, and various panels that enable you to easily customize both text and graphics; Adobe® InDesign® (2020) has all the tools you need to elevate the look of your document and get it out to the people who need to see it, whether it be in print or on the web.

This course is a great component of your preparation for the Adobe Certified Associate (ACA) Print & Digital Media Publication Using Adobe InDesign exam.

Course Objectives:

In this course, you will use Adobe InDesign (2020) to create and deliver professional looking printed and interactive documents.

You will:

Navigate the InDesign interface.

Create a new document.

Customize a document using color, swatches, gradients, and styles.

Manage page elements.

Add tables.

Prepare documents for deployment.

Target Student:

This course is intended for students who want to use the basic tools and features of InDesign for creating professional page layouts and designs.

Prerequisites:

To ensure your success in this course, you should be familiar with the functions of your computer's operating system such as creating folders, launching programs, copying and pasting objects, formatting text, retrieving files, and saving files. You can obtain this level of skill and knowledge by taking one of the following Knowlogy courses:

Using Microsoft® Windows® 8.1

Using Microsoft® Windows® 10

Microsoft® Windows® 10: Transition from Windows® 7

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

Intel® Pentium® 4 or AMD Athlon® 64 processor dual core or faster (or compatible)

4 gigabyte (GB) RAM (16 GB is recommended)

3.6 GB of available hard-disk space for installation; additional free space required during installation (cannot install on removable flash storage devices); SSD recommended

1024 x 768 resolution monitor (1920 × 1080 recommended), 32-bit video card; supports HiDPI display

Internet connection and registration necessary for required software activation, membership validation, and access to online services

Keyboard and mouse (or other pointing device)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10 (64-bit) Windows 10 versions 1507, 1511, 1703, and 1709 are not supported.

Adobe® InDesign® (2020) (You might also see this version referred to as the November 2019 release or version 15.0.)

Adobe® Acrobat Reader® DC or another PDF viewer

If necessary, software for viewing the course slides (instructor machine only)

In November 2019, Adobe updated InDesign to the 2020 release. This book is based on version 2020 and will refer to the software as InDesign (2020). This course was keyed using Windows 10.

Course Content

Lesson 1: Getting Started with InDesign

Topic A: Identify Components of the InDesign Interface

Topic B: Customize the InDesign Interface

Topic C: Apply the Navigation Controls and Set Preferences

Lesson 2: Designing a Document

Topic A: Establish Project Requirements

Topic B: Apply Design Principles

Topic C: Create a New Document

Topic D: Add Text to a Document

Topic E: Add Graphics to a Document

Lesson 3: Customizing a Document

Topic A: Format Characters and Paragraphs

Topic B: Apply Colors, Swatches, and Gradients

Topic C: Create and Apply Styles

Lesson 4: Working with Page Elements

Topic A: Arrange and Align Objects

Topic B: Apply Layers

Topic C: Transform and Manipulate Objects

Topic D: Thread Text Frames

Topic E: Edit Text

Lesson 5: Building Tables

Topic A: Create and Modify a New Table

Topic B: Format a Table

Lesson 6: Preparing a Document for Delivery

Topic A: Resolve Errors in a Document

Topic B: Export Files for Printing and for the Web

Appendix A: Mapping Course Content to Print & Digital Media Publication Using Adobe InDesign CC Exam

Appendix B: Productivity Enhancements

Adobe® InDesign® (2020): Part 2

Course Specifications

Course Number:

092024

Course Length:

1 day

Course Description

Overview:

In *Adobe® InDesign® (2020): Part 1* you were introduced to the many features that help you create professional looking documents. Now you need to create much lengthier interactive documents that need to be accessed across a range of devices. In *Adobe® InDesign® (2020): Part 2*, you will learn advanced InDesign techniques to enhance the look and functionality of your documents.

Using Adobe InDesign, you can create interactive documents and export them for viewing in a web browser with various features such as buttons, page transitions, movies and audio files, hyperlinks, and animation. You have the ability to assign color profiles and establish print presets. In creating longer documents, you'll be able to include such features as a table of contents, footnotes, cross-references, and an index.

This course is a great component of your preparation for the Adobe Certified Associate (ACA) Print & Digital Media Publication Using Adobe InDesign CC exam.

Course Objectives:

Upon successful completion of this course, you will be able to use Adobe InDesign (2020) to create and deliver professional looking printed and interactive documents.

You will:

Prepare documents for multiple formats.

Manage advanced page layouts.

Manage styles.

Build complex paths.

Manage external files and create dynamic documents.

Manage long documents.

Publish InDesign files for other formats and customize print settings.

Target Student:

This course is intended for students who want to expand their entry-level knowledge of Adobe InDesign by using advanced features and collaboration tools.

Prerequisites:

To ensure your success, you will need to take the following Knowledge course:

Adobe® InDesign® (2020): Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

Intel® Pentium® 4 or AMD Athlon® 64 processor dual core or faster (or compatible)

4 gigabyte (GB) RAM (16 GB is recommended)

3.6 GB of available hard-disk space for installation; additional free space required during installation (cannot install on removable flash storage devices); SSD recommended

1024 x 768 resolution monitor (1920 × 1080 recommended), 32-bit video card; supports HiDPI display

Internet connection and registration necessary for required software activation, membership validation, and access to online services

Keyboard and mouse (or other pointing device)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10 (64-bit) Windows 10 versions 1507, 1511, 1703, and 1709 are not supported.

Adobe® InDesign® (2020) (You might also see this version referred to as the November 2019 release or version 15.0.)

Adobe® Acrobat Reader® DC or another PDF viewer

Microsoft® Word 2016 or later (optional)

Adobe® Digital Editions

If necessary, software for viewing the course slides (instructor machine only)

In November 2019, Adobe updated InDesign to the 2020 Release. This book is based on version 2020, and will refer to the software as InDesign (2020). This course was keyed using Windows 10.

Course Content

Lesson 1: Preparing Documents for Multiple Formats

Topic A: Build Layout Versions

Topic B: Link Content

Lesson 2: Managing Advanced Page Elements

Topic A: Create Repeating Content

Topic B: Change Text Layouts

Topic C: Create Transparency

Topic D: Anchor Objects and Manage a Library

Lesson 3: Managing Styles

Topic A: Import Styles from Microsoft Word Documents

Topic B: Manage Styles

Lesson 4: Building Complex Paths

Topic A: Create Bezier Paths

Topic B: Create Clipping Paths

Topic C: Create Compound Paths

Lesson 5: Managing External Files and Creating Dynamic Documents

Topic A: Import External Files

Topic B: Create Document Sections

Topic C: Insert Text Variables

Topic D: Create Interactive Documents

Lesson 6: Managing Long Documents

Topic A: Create a Book

Topic B: Build a Table of Contents

Topic C: Create Hyperlinks and Cross-References

Topic D: Generate an Index and Insert Footnotes

Lesson 7: Publishing InDesign Files for Other Formats and Customizing Print Settings

Topic A: Export PDF Files for Print

Topic B: Export Interactive PDF Files

Topic C: Export Files for the Web

Topic D: Manage Colors

Topic E: Preview the Print Output

Topic F: Create Print Presets

Appendix A: Mapping Course Content to Print & Digital Media Publication Using Adobe InDesign CC Exam

Appendix B: Productivity Enhancements

Appendix C: InDesign Language Support

Appendix D: Extension Manager

Adobe® Illustrator® (2020): Part 1

Course Specifications

Course Number:

092033

Course Length:

1 day

Course Description

Overview:

To meet the demands of individuals and organizations for flexible, reusable, and easily modified visual content, Adobe Systems has created a cadre of applications that collectively provide a scalable, end-to-end solution for nearly every type of visual design project one can contemplate. Called Creative Cloud®, the collection of applications perform specialized design tasks while interoperating among each other to deliver content.

This course focuses on Adobe® Illustrator® (2020), the component within Creative Cloud used to create "drawn" graphics, while enabling its users to integrate content from other domains (such as photo-oriented graphics and animation, which belong to Adobe® Photoshop® and other applications). With Illustrator's many easily used tools, you will discover that not only can you unlock the same creative impulses you've always had as you've picked up a pencil to sketch out an idea, but also capture those multiple ideas and "what ifs" during the creative process in ways that you never imagined. And for those of you who are just embarking on building your creative skills, you will be surprised at "how good" your work will appear, even at the outset of your exploration of the world of graphic design.

This course is a great component of your preparation for the Adobe Certified Associate (ACA) Graphic Design & Illustration Using Adobe Illustrator exam.

Course Objectives:

Upon successful completion of this course, you will be able to use Adobe Illustrator (2020) to create illustrations that include graphics and text.

You will:

Identify the components and capabilities of Illustrator.

Create basic shapes.

Create custom paths.

Create graphics that contain custom text.

Customize objects.

Customize basic shapes.

Prepare documents for deployment.

Target Student:

This course is intended for designers, publishers, pre-press professionals, marketing communications professionals, or people switching to a design job or taking on design responsibilities and who need to use Illustrator to create illustrations, logos, advertisements, or other graphic documents.

Prerequisites:

To ensure your success in this course, you should be familiar with the basic functions of your computer's operating system, such as creating folders, launching programs, and working with windows. You should also have basic Windows application skills, such as copying and pasting objects, formatting text, saving files, and so on.

Familiarity with basic design terminology, such as palettes, color modes, shapes, text, and paths, is highly recommended.

You can obtain this level of skill and knowledge by taking one of the following Knowlogy courses:

Using Microsoft® Windows® 10

Microsoft® Windows® 10: Transition from Windows® 7

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

A multicore Intel® processor with 64-bit support, or an AMD Athlon® 64 (or compatible) processor

8 gigabyte (GB) of RAM (16 GB recommended)

2 GB of available hard-disk space for installation; additional free space required during installation; SSD is recommended (installing on removable flash storage devices is not supported)

1,024 × 768 resolution monitor (1,920 × 1080 recommended)

To use Touch workspace, you must have a touch-screen-enabled tablet or monitor running Windows 10 (Microsoft Surface Pro 3 recommended)

OpenGL 4.x or greater

To use GPU Performance: an Intel, NVIDIA, or AMD video adapter that supports Windows GPU Performance features (see the Supported video adapter section at <https://helpx.adobe.com/illustrator/system-requirements.html>); minimum of 1 GB of VRAM (4 GB recommended); support for OpenGL 4.0 or later; and latest drivers for optimal performance

Internet connection and registration necessary for required software activation, membership validation, and access to online services

Keyboard and mouse (or other pointing device)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10 (64-bit) Note: The November 2019 release of Illustrator is not supported on Windows 10 version 1507, 1511, 1607, 1703, or 1709. 32-bit Windows systems are no longer supported.

Adobe® Illustrator® (2020) Note: You might also see this version referred to as the November 2019 release or version 24.0.

Adobe® Acrobat Reader® DC or another PDF viewer

If necessary, software for viewing the course slides (instructor machine only)

In November 2019, Adobe updated Illustrator to the 2020 Release. This book is based on version 2020 and will refer to the software as Illustrator (2020).

Course Content

Lesson 1: Introducing Illustrator

Topic A: Apply Design Principles, Elements, and Graphics Composition

Topic B: Evaluate Graphics Scalability

Topic C: Navigate the User Interface

Topic D: Customize the User Interface

Lesson 2: Creating Documents Containing Basic Shapes

Topic A: Create Documents

Topic B: Save Documents

Topic C: Draw Basic Shapes

Lesson 3: Creating Documents Containing Customized Paths

Topic A: Draw Paths

Topic B: Modify Paths

Lesson 4: Creating Graphics Containing Customized Text

Topic A: Insert Text

Topic B: Apply Flow Text Along a Path

Topic C: Insert Bounded and Threaded Text

Topic D: Apply Text Styles

Topic E: Insert Typographical Characters

Lesson 5: Customizing Objects

Topic A: Import, Place, and Link Graphics

Topic B: Alter the Appearance of Objects

Lesson 6: Customizing Basic Shapes

Topic A: Apply Strokes and Brushes

Topic B: Fill Shapes

Topic C: Apply Graphics Styles

Topic D: Distort Text with Text Envelopes

Lesson 7: Preparing Documents for Deployment

Topic A: Update Text

Topic B: Wrap Text

Topic C: Hyphenate Text

Topic D: Optimize Content for Print

Topic E: Optimize Content for the Web

Topic F: Optimize Content for PDF Documents

Appendix A: Mapping Course Content to Graphic Design & Illustration Using Adobe Illustrator Exam

Adobe® Illustrator® (2020): Part 2

Course Specifications

Course Number:

092034

Course Length:

1 day

Course Description

Overview:

You have created simple artwork by using the basic drawing and painting tools available in Adobe® Illustrator®. You now want to use advanced tools, options, and effects to create complex artwork. In addition, you want to ensure that your artwork is ready for commercial printing and also save it for the web. In this course, you will draw complex illustrations and enhance them by using various painting options. You will also use painting tools, manage colors, format type, work with effects, prepare artwork for commercial printing, and prepare graphics for the web.

This course is a great component of your preparation for the Adobe Certified Associate (ACA) Graphic Design & Illustration Using Adobe Illustrator exam.

Course Objectives:

Upon successful completion of this course, students will be able to use Adobe Illustrator to create complex illustrations, format illustrations and type, and prepare documents for print and web.

You will:

Draw complex illustrations.

Enhance artwork by using painting tools.

Customize colors and swatches.

Format type.

Enhance the appearance of artwork.

Prepare content for deployment.

Set up project requirements.

Target Student:

This course is intended for designers, publishers, pre-press professionals, marketing communications professionals, or people taking on design responsibilities who need to use Illustrator to create illustrations, logos, advertisements, or other graphic documents.

Prerequisites:

To ensure your success in this course, you should be familiar with basic computer functions such as creating folders, launching programs, and working with Windows. You should also have basic Windows application skills, such as copying and pasting objects, formatting text, and saving files.

Familiarity with basic design terminology, such as palettes, color modes, shapes, text, and paths, is highly recommended.

You can obtain this level of skill and knowledge by taking the following Knowlogy course:

Adobe® Illustrator® (2020): Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

A multicore Intel® processor with 32/64-bit support, or an AMD Athlon® 64 (or compatible) processor

8 gigabyte (GB) of RAM (16 GB recommended)

2 GB of available hard-disk space for installation; additional free space required during installation; SSD is recommended (installing on removable flash storage devices is not supported)

1,024 × 768 resolution monitor (1,920 × 1080 recommended)

To use Touch workspace, you must have a touch-screen-enabled tablet or monitor running Windows 10 (Microsoft Surface Pro 3 recommended)

OpenGL 4.x or greater

To use GPU Performance: an Intel, NVIDIA, or AMD video adapter that supports Windows GPU Performance features (see the Supported video adapter section on <https://helpx.adobe.com/illustrator/system-requirements.html>); minimum of 1 GB of VRAM (4 GB recommended); support for OpenGL 4.0 or later; and latest drivers for optimal performance

Internet connection and registration necessary for required software activation, membership validation, and access to online services

Keyboard and mouse (or other pointing device)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10 (64-bit) Note: The November 2019 release of Illustrator is not supported on Windows 10 version 1507, 1511, 1607, 1703, or 1709. 32-bit Windows systems are no longer supported.

Adobe® Illustrator® (2020) Note: You might also see this version referred to as the November 2019 release or version 24.0.

Adobe® Acrobat Reader® DC or another PDF viewer

If necessary, software for viewing the course slides (instructor machine only)

In November 2019, Adobe updated Illustrator to the 2020 Release. This book is based on version 2020, and will refer to the software as Illustrator (2020).

This course was created and key checked using Windows 10.

Course Content

Lesson 1: Drawing Complex Illustrations

Topic A: Apply the Grid, Guides, and Info Panel

Topic B: Combine Objects to Create Complex Illustrations

Topic C: Organize Artwork with Layers

Topic D: Create a Perspective Drawing

Topic E: Trace Artwork

Lesson 2: Enhancing Artwork Using Painting Tools

Topic A: Paint Objects Using Fills and Strokes

Topic B: Paint Objects Using Live Paint Groups

Topic C: Paint with Custom Brushes

Topic D: Add Transparency and Blending Modes

Topic E: Apply Meshes to Objects

Topic F: Apply Patterns

Lesson 3: Customizing Colors and Swatches

Topic A: Manage Colors

Topic B: Customize Swatches

Topic C: Manage Color Groups

Topic D: Adjust Color

Lesson 4: Formatting Type

Topic A: Set Character Formats

Topic B: Apply Advanced Formatting Options to Type

Lesson 5: Enhancing the Appearance of Artwork

Topic A: Apply Effects to an Object

Topic B: Create Graphic Styles

Topic C: Apply a Mask to an Object

Topic D: Apply Symbols and Symbol Sets

Lesson 6: Preparing Content for Deployment

Topic A: Prepare Artwork for Printing

Topic B: Prepare Transparency and Colors for Printing

Topic C: Create Slices and Image Maps

Topic D: Save Graphics for the Web

Topic E: Prepare Documents for Video

Topic F: Prepare Files for Other Applications

Lesson 7: Setting Project Requirements

Topic A: Identify the Purpose, Audience, and Audience Needs

Topic B: Determine and Evaluate Standard Copyright Rules for Artwork, Graphics, and Graphics Use

Topic C: Determine and Evaluate Project Management Tasks and Responsibilities

Appendix A: Mapping Course Content to Graphic Design & Illustration Using Adobe Illustrator Exam

AWS™ Fundamentals

Course Specifications

Course Number:

093025

Course Length:

1 day

Course Description

Overview:

Welcome to the *AWS™ Fundamentals* course! Congratulations on choosing the finest materials available on the market today for expert-facilitated learning in any presentation modality.

Course Objectives:

By the end of this course, you will be able to:

Reach customers with AWS.

Implement AWS storage and database services.

Optimize compute and network services.

Use AWS management tools.

Secure an AWS deployment.

Target Student:

The *AWS™ Fundamentals* course is designed for technology enthusiasts who are working in IT (as an administrator, software developer, or manager), or any other interested individual who would like to learn about the core cloud services provided by AWS, such as:

Information Technology practitioners and leaders who are new to AWS and who will be supporting or implementing AWS in their organizations.

Business and technology leaders responsible for articulating the technical and business benefits of using AWS.

Administrators and developers who are evaluating the use of AWS services.

Prerequisites:

You should have the following prerequisite skills before taking this class:

Be able to navigate Windows.

Be able to use a web browser.

Experience logging on to, navigating, and searching a website.

Basic end-user skills with personal productivity software such as Microsoft® Office or Google Apps™.

Familiarity with networking concepts such as server, database, storage, IP subnet, load balancing, authentication, authorization.

Some experience as an IT practitioner, manager, or leader may be helpful.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)
Keyboard and mouse (or other pointing device)
1,024 x 768 resolution monitor recommended
Network cards and cabling for local network access
Internet access (contact your local network administrator)
Printer (optional) or an installed printer driver
Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 8.1 or later.

Microsoft® Word 2013 or later or another word processing program.

If necessary, software for viewing the course slides (instructor machine only).

Any web browser.

NOTE: To perform the course activities, students will need to provide credit card information to create some cloud accounts. Training organizations will need to communicate this requirement appropriately to students if they will be expected to provide their own cards. Providers may consider alternate strategies, such as supplying a prepaid card number to students during class that they can use to create the temporary accounts. Charges, if any, to these cards will be minimal, and where possible the activities suggest alternate strategies in cases where minor charges might be accrued.

Course Content

Lesson 1: Getting Started with AWS

Topic A: AWS

Topic B: Leverage AWS in Your Business Strategy

Topic C: Work with the AWS Management Console

Lesson 2: Implementing AWS Storage and Database Services

Topic A: Configure AWS Storage

Topic B: Deploy Amazon Database Services

Lesson 3: Implementing Compute and Network Services

Topic A: Implement Elastic Cloud Compute Services

Topic B: Implement Virtual Networks

Lesson 4: Using AWS Management Tools

Topic A: Automate AWS Resource Provisioning

Topic B: Manage AWS Resources

Lesson 5: Securing an AWS Deployment

Topic A: Enforce AWS Security

Topic B: Optimize AWS Security

Project Management Fundamentals (Third Edition)

Course Specifications

Course Number:

095015

Course Length:

1 day

Course Description

Overview:

Successfully managing a project requires effective planning and adherence to the industry's best practices in every step of the process. By understanding the fundamentals of project management, you will be better prepared to initiate a project in your organization and position it for success. In this course, you will identify effective project management practices and their related processes.

At this point in your professional development, you are ready to take on the responsibility for managing projects. You can manage a project by developing a solid understanding of the fundamentals of project management and its underlying structure and elements, including project phases, project life cycles, stakeholders, and areas of expertise. These, coupled with the ability to identify the project management processes that are recognized industry-wide as good practice, will help you to apply effective project management techniques to improve the efficiency of your projects and ensure their success.

Course Objectives:

In this course, you will examine the elements of sound project management and apply the generally recognized practices to successfully manage projects.

You will:

Identify the key processes and requirements of project management.

Initiate a project.

Plan for time and cost.

Plan for project risks, communication, and change control.

Execute, manage, and control a project.

Close a project.

Target Student:

This course is designed for individuals whose primary job is not project management, but who manage projects on an informal basis. Also, anyone who is considering a career path in project management and desiring a complete overview of the field and its generally accepted practices can benefit from this course.

Prerequisites:

To ensure your success, you will need to take the following Knowlogy courses or have equivalent knowledge:

Microsoft® Office Word 2016: Part 1

Some on-the-job experience in participating in managed projects would be preferable.

Course-specific Technical Requirements

Hardware

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Projection system to display the instructor's computer screen

Software

Microsoft® Windows® 8 or higher

Microsoft® Word 2010 or later for accessing student data files.

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Getting Started with Project Management

Topic A: Identify the Characteristics of a Project

Topic B: Identify the Project Management Life Cycle

Topic C: Identify the Role of a Project Manager

Lesson 2: Initiating a Project

Topic A: Determine the Scope of a Project

Topic B: Identify the Skills for a Project Team

Topic C: Identify the Risks to a Project

Lesson 3: Planning for Time and Cost

Topic A: Create a WBS

Topic B: Sequence the Activities

Topic C: Create a Project Schedule

Topic D: Determine Project Costs

Lesson 4: Planning for Project Risks, Communication, and Change Control

Topic A: Analyze the Risks to a Project

Topic B: Create a Communication Plan

Topic C: Plan for Change Control

Lesson 5: Managing a Project

Topic A: Begin Project Work

Topic B: Execute the Project Plan

Topic C: Track Project Progress

Topic D: Report Performance

Topic E: Implement Change Control

Lesson 6: Closing the Project

Topic A: Close a Project

Topic B: Create a Final Rep

Introduction to Agile and Scrum Methodologies

Course Specifications

Course Number:

095025

Course Length:

1 day

Course Description

Overview:

Agile project management is growing in popularity as a method for delivering value quickly. This course presents the tenets of Agile methodologies using the Scrum framework as a primary example to demonstrate the Agile approaches, their benefits, and challenges.

Course Objectives:

In this course, you will identify the Agile project management principles and use the Scrum methodology of Agile to manage projects.

You will:

Identify basic concepts, core values, principles, and methodologies of Agile.

Address the myths, challenges, and benefits of Agile.

Define the Scrum methodology of Agile.

Execute sprint ceremonies using Scrum tools and techniques.

Target Student:

This course is intended for business professionals in a variety of roles who want to learn about Agile methodologies as a prelude to Agile adoption or migration, and for those who work on projects that require more flexibility and adaptability than traditional project management approaches.

Prerequisites:

To ensure your success, you will need a basic understanding of how projects are executed in the business environment, and an interest in Agile methodologies.

Course-specific Technical Requirements

Hardware:

For this course, you will only need a computer for the instructor. The following is the minimum hardware configuration required:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 GB RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

The instructor's computer should have the following software:

Operating system of your choice

If necessary, software for viewing the course slides

Course Content

Lesson 1: Getting Started with Agile

Topic A: Overview of Agile

Topic B: Core Values of Agile

Topic C: Principles of Agile

Topic D: Common Methodologies of Agile

Lesson 2: Addressing the Myths, Challenges, and Benefits of Agile

Topic A: Overcome the Myths and Misunderstandings of Agile

Topic B: Overcome the Challenges of Agile

Topic C: The Benefits of Agile

Lesson 3: Introducing the Scrum Methodology

Topic A: Identify Roles and Responsibilities in Scrum

Topic B: Define the Sprint Ceremonies

Lesson 4: Executing Sprint Ceremonies

Topic A: Estimate a Scrum Project

Topic B: Conduct a Sprint Planning Meeting

Topic C: Conduct a Sprint

Topic D: Conduct a Sprint Review Meeting

Topic E: Conduct a Sprint Retrospective Meeting

Customer Service (Second Edition)

Course Number:

097001

Course Length:

1 day

Course Description

Overview:

As a customer service representative, you are expected to handle customer interactions in the best way possible. The expectations of both your company and your customers hinge on your ability to provide the right service in the right way. In this course, you will explore the background and techniques of customer interactions.

Providing quality customer care ensures that every single contact with your company is a positive experience. Customers can range from external consumers to internal employees in other departments. Knowing how to provide the same level of service to all customers will enrich your time spent at work by establishing positive business relationships. Recognizing crucial points throughout customer interactions increases your ability to solve problems and offer affirmative solutions. Applying this knowledge to trends in service and consumer desires allows you to contribute to the company's bottom line and make a customer's life a little easier.

Course Objectives:

In this course, you will explore the background and techniques of customer interactions.

You will:

Describe the benefits of customer service, identify internal customers, identify the benefits to you of giving good customer service, and identify how you can help your company to excel.

Identify the major trends in customer service today and the combination of criteria required for customer satisfaction.

Identify the benefits of bringing respect, emotional support, and a personal touch to customer interactions, and apply the personal touch to customer interactions.

Identify the six categories of face-to-face communication, the critical success factors in face-to-face communication, and the benefits of actively listening to your customers.

Identify remote customer service communication channels and apply remote customer service best practices.

Identify guidelines for handling unreasonable customers, explore ways to handle angry customers, and identify guidelines for handling unhelpful colleagues.

Take action to increase the loyalty of the customers you serve. You will also identify guidelines for dealing with moments of truth, identify the benefits of customer complaints, identify the steps in the service recovery process, and analyze the moments of truth in a real-life situation.

Target Student:

This course is intended for customer service professionals with any level of experience who want to expand their knowledge, improve their skill set, and increase the understanding of customer benefits.

Prerequisites:

To ensure your success, we recommend you have some level of work experience in any of a variety of organizational settings, and general end-user computer and Internet skills. You may wish to take either of the following Logical Operation courses or have equivalent knowledge:

Using Microsoft® Windows® 10

Microsoft® Office Word 2016: Part 1 (Desktop/Office 365™)

Course-specific Technical Requirements

Hardware

For this course, you will need one computer for the instructor. The computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software

Microsoft® Windows®10

Microsoft® Office®16

Any PDF reader

Course Content

Lesson 1: Understanding Customer Service

Topic A: Describe Customer Service Benefits

Topic B: Recognize the Importance of Internal Customer Service

Topic C: Identify How Customer Service Benefits You

Topic D: Excel with Customer Service

Lesson 2: Identifying How Customers Define the Success of Your Company

Topic A: Recognize Trends in Customer Service

Topic B: Identify Criteria for Customer Satisfaction

Lesson 3: Increasing Customer Satisfaction

Topic A: Identify Characteristics of the Personal Touch

Topic B: Create Lasting Positive Impressions on Your Customers

Lesson 4: Providing Face-to-Face Customer Service

Topic A: Identify Categories of Face-to-Face Contact

Topic B: Understand the Critical Success Factors in Face-to-Face Customer Service

Topic C: Identify the Characteristics of Active Listening

Lesson 5: Providing Remote Customer Service

Topic A: Identify Remote Customer Service Communication Channels

Topic B: Apply Remote Customer Service Best Practices

Lesson 6: Engaging Difficult Customers

Topic A: Serve Difficult Customers

Topic B: Manage Angry Customers

Topic C: Deal with Difficult or Unhelpful Colleagues

Lesson 7: Increasing Customer Loyalty

Topic A: Optimize Moments of Truth

Topic B: Recognize the Value of Customer Complaints

Topic C: Identify the Stages of the Service Recovery Process

Project Management Essentials (Second Edition)

Course Specifications

Course Number:

095023

Course Length:

3 days

Course Description

Overview:

If you are taking this course, you probably have some exposure to managing projects, or you may be considering embarking on a career as a professional project manager. Your ability as a project manager to demonstrate best practices in project management on the job is becoming the standard to compete in today's fast-paced and highly technical workplace. In this course, you will apply the generally recognized practices of project management to successfully manage projects.

Project managers are always under severe pressure to complete projects on time and within budget. However, most projects fail to meet these demands, and, as a result, many projects are terminated early. Successful project management requires knowledge and experience. This course is designed to provide you with the skills needed to be a successful project manager in today's rapidly changing world. The skills and knowledge you gain in this course will help you avoid making costly mistakes and increase your competitive edge in the project management profession.

Course Objectives:

In this course, you will apply recognized practices of project management to manage a project from start to finish.

You will:

Identify the basic concepts of project management.

Launch a project.

Estimate project work.

Create a project schedule.

Plan project costs.

Plan for project risks.

Plan for project quality and compliance.

Manage human and physical resources for the project.

Manage project procurements.

Plan for change management and monitor the project scope.

Monitor and optimize project schedule and cost.

Monitor the quality of the project work and the risks involved.

Plan communication strategies and manage stakeholder relationships.

Close a project.

Target Student:

This course is designed for any individual who might need to perform project management activities in their job role on either a formal or informal basis, or any individual who wants to build upon their current project management knowledge to be more productively involved on a project team.

This course is not specifically designed for students who are seeking project management-related certification. Rather, it is designed to introduce a structure to help students more effectively manage projects as well as participate fully on a project team.

Prerequisites:

To ensure your success in this course, you should be familiar with basic project management concepts and have some working experience with project management. Experience with a specific project management software tool is not required. Basic computing skills and some experience using Microsoft® Office is desirable but not required.

You can obtain this level of skills and knowledge by taking the following Knowlogy courses:

Microsoft® Office Word 2016: Part 1

Microsoft® Office Excel® 2016: Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Any current version of Microsoft® Windows®

Microsoft® Office Word 2016

Microsoft® Office Excel® 2016

If necessary, software for viewing the course slides. (Instructor machine only.)

Course Content

Lesson 1: Getting Started with Project Management

Topic A: Define Project Management Basics

Topic B: Identify Influencing Factors

Topic C: Define Project Management Certifications

Lesson 2: Launching Projects

Topic A: How Organizations Choose the Right Project

Topic B: Identify Project Stakeholders and Their Expectations

Topic C: Authorize a Project

Topic D: Identify the Project Scope

Lesson 3: Estimating Project Work

Topic A: Develop a WBS

Topic B: Identify the Relationships Between Work Packages

Topic C: Identify Resources

Topic D: Estimate Time

Lesson 4: Creating the Project Schedule

Topic A: Develop a Project Schedule

Topic B: Create a Schedule Baseline

Lesson 5: Planning Project Costs

Topic A: Establish Project Costs

Topic B: Establish the Cost Baseline

Topic C: Reconcile Funding and Costs

Lesson 6: Planning for Risk

Topic A: Create a Risk Management Plan

Topic B: Identify Risks and Triggers

Topic C: Analyze Risks

Topic D: Develop a Risk Response Plan

Lesson 7: Planning for Quality and Compliance

Topic A: Deliver the Desired Project Results

Topic B: Verify Compliance Requirements

Lesson 8: Managing the Project Team

Topic A: Plan Your Project Team

Topic B: Assemble the Team

Topic C: Develop the Team

Topic D: Manage the Team

Lesson 9: Managing Project Procurements

Topic A: Plan for Project Procurements

Topic B: Obtain Responses from Vendors

Topic C: Select the Right Vendor

Topic D: Manage Vendors and Procurements

Lesson 10: Managing Change During Project Execution

Topic A: Prepare for Project Execution

Topic B: Manage Project Changes

Topic C: Monitor the Project Scope

Lesson 11: Monitoring and Controlling the Schedule and Cost

Topic A: Monitor and Control the Project Schedule

Topic B: Optimize the Project Schedule

Topic C: Monitor and Control the Project Cost

Lesson 12: Monitoring and Controlling Risk and Quality

Topic A: Monitor and Control Risks

Topic B: Put Quality Plans into Action

Topic C: Control Project Quality

Lesson 13: Communicating and Reporting

Topic A: Communicate During a Project

Topic B: Distribute Project Information

Topic C: Manage Stakeholder Relationships and Expectations

Topic D: Report on Project Performance

Lesson 14: Closing the Project

Topic A: Deliver the Final Product

Topic B: Close Project Procurements

Topic C: Close the Project

Effective Business Writing (Second Edition)

Course Specifications

Course Number:

097002

Course Length:

1 day

Course Description

Overview:

Though businesses increasingly rely on technology, technological skills alone do not guarantee success in the workplace. You must still develop your ideas, express them clearly, and persuade others of their viability. This course offers effective strategies to sharpen your writing skills by structuring your ideas logically, exercising diplomacy in letters and reports, and shaping your arguments.

In contemporary business environments, information overload makes it necessary for you to communicate clearly and concisely. Trying to make sense of a disorganized email message can be frustrating given the number of emails you have to answer daily. By analyzing your audience, organizing your writing, and employing effective persuasive techniques, your writing will make an impact.

Course Objectives:

In this course, you will organize and write effective business documents.

You will:

Identify techniques to write effective business communication.

Write electronic communication that is clear, concise, and appropriate in a business context.

Apply the writing principles you have studied to specific business situations and learn to address the needs of a particular audience.

Use your writing and diplomatic skills to create formal business letters.

Use basic persuasive strategies that will allow you to plan and deliver effective proposals.

Target Student:

This course is for individuals who need to write clearly and concisely in a professional environment.

Prerequisites:

To ensure your success, we recommend you have some level of work experience in any of a variety of organizational settings, and general end-user computer and Internet skills. You may wish to take the following Logical Operation courses or have equivalent knowledge:

Grammar Essentials (Second Edition)

Microsoft® Office Word 2016: Part 1 (Desktop/Office 365™)

Microsoft® Office Outlook® 2016: Part 1 (Desktop/Office 365™)

Course-specific Technical Requirements

Hardware

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software

Microsoft® Windows®10

Microsoft® Office®16

Any PDF reader

Course Content

Lesson 1: Writing Effective Business Communication

Topic A: Write Strong Sentences

Topic B: Organize Your Content

Topic C: Analyze Your Audience

Lesson 2: Writing Email and Other Electronic Communication

Topic A: Write an Email

Topic B: Write Instant Messages and Text Messages

Lesson 3: Writing Common Business Documents

Topic A: Write an Internal Announcement

Topic B: Write a Routine Request

Topic C: Write a Response to Routine Requests

Topic D: Write a Complaint

Topic E: Write a Positive Response to Customer Complaints

Topic F: Write Bad-News Messages

Lesson 4: Writing a Business Letter

Topic A: Write a Business Letter

Topic B: Write a Thank-You Letter

Lesson 5: Writing Business Proposals

Topic A: Persuade Your Audience

Topic B: Write an Executive Summary

Topic C: Use Visuals

Effective Time Management (Second Edition)

Course Specifications

Course Number:

097003

Course Length:

1 day

Course Description

Overview:

Time is a form of currency, and the ways you talk about it illustrate its value: people say “Time is money,” and “My time was well spent,” or “It’s a waste of time.” Like most professionals, you’ve probably struggled with managing time effectively. In this course, you will acquire day-to-day time-management tools that will help you more effectively use your time so you can direct your energy towards fulfilling your short- and long-term professional and personal goals.

Your time is a precious and limited resource. Too often, you may feel frustrated that there aren’t enough hours in the day to accomplish everything you hope to do. Effective time managers enjoy the satisfaction of directing their talents and energy towards productive, goal-centered activities. By identifying improved time management and organizational skills, you, too, can use your time and energy effectively, focusing your efforts on the activities that will help you reach your goals.

Course Objectives:

In this course, identify effective time-management strategies, including defining personal and professional goals, establishing priorities, and identifying the tasks that will be critical to achieving those goals. You will create a personal time-management action plan.

You will:

State your goals.

Analyze how you are currently allocating your most precious resources: energy and time.

Identify elements of your personal work style that contribute to your effective use of time.

Assemble a collection of time-management tools and strategies that you can use to take control of your time.

Create an action plan for your time-management process and identify ways to evaluate and improve your efforts.

Target Student:

Professionals in a variety of fields who are seeking improved time-management skills, so that they can meet their long-term goals and perform more effectively.

Prerequisites:

To ensure your success, we recommend you have some level of work experience in any of a variety of organizational settings, and general end-user computer and Internet skills. You may wish to take either of the following Logical Operation courses or have equivalent knowledge:

Using Microsoft® Windows® 10

Microsoft® Office Word 2016: Part 1 (Desktop/Office 365™)

Course-specific Technical Requirements

Hardware

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

- 1 GHz or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit)
- CD-ROM drive (if installing any software from a CD-ROM)
- Keyboard and mouse (or other pointing device)
- 1,024 x 768 resolution monitor recommended
- Network cards and cabling for local network access
- Internet access (contact your local network administrator)
- Printer (optional) or an installed printer driver
- Projection system to display the instructor's computer screen

Software

Microsoft® Windows®10

Microsoft® Office®16

Any PDF reader

Course Content

Lesson 1: Defining Goals

Topic A: Define Time Management

Topic B: Describe Your Dreams

Topic C: Identify Regrets

Topic D: State Goals

Lesson 2: Analyzing Energy Allocation

Topic A: Create a Time Log

Topic B: Analyze Tasks

Topic C: Analyze Time Usage

Topic D: Analyze Energy Flow

Lesson 3: Identifying Personal Style

Topic A: Review a Successful Day or Project

Topic B: Analyze Your Preferences

Topic C: Identify Personal Strengths

Topic D: Identify Personal Motivators

Topic E: Reduce Time Wasters

Lesson 4: Assembling the Toolbox

Topic A: Negotiate for Success

Topic B: Delegate Tasks

Topic C: Choose Tools that Work for You

Lesson 5: Creating a Time-Management Action Plan

Topic A: Create the Action Plan

Topic B: Evaluate the Time-Management Action Plan

Grammar Essentials (Second Edition)

Course Specifications

Course Number:

097004

Course Length:

1 day

Course Description

Overview:

You learned the rules of grammar in school, but now you'd like to refresh and refine your grammar usage for your professional life. You need to state your ideas clearly and concisely in written communications and present yourself in a professional manner. In this course, you will review the rules of grammar, identify common grammar errors, and refine your business writing style.

Improving your grammar will help you deliver polished and professional written communications. Correct grammar and a refined, concise writing style can help you clearly express your ideas to others, streamline the directions and instructions that you deliver, and create impressive presentations and reports.

Course Objectives:

In this course, you will identify the elements of correct grammar for use in professional writing.

You will:

Examine nouns, pronouns, and verbs.

Identify adjectives and adverbs.

Identify prepositions, conjunctions, and interjections.

Identify some important rules of grammar and some commonly made grammatical errors.

Identify grammar rules regarding correct punctuation.

Identify problematic sentence fragments, run-ons, and comma splices, as well as effective methods of rewriting sentences so that they are clear and complete.

Identify methods for improving word choices.

Identify methods for building effective sentences.

Identify methods for editing text effectively.

Target Student:

This course is intended for working professionals in various job roles, both native and non-native English speakers, who use formal and informal written communications in the course of business, and who seek to improve their grammar usage.

Prerequisites:

To ensure your success, we recommend you have some level of work experience in any of a variety of organizational settings, and general end-user computer and Internet skills. You may wish to take either the following Logical Operation courses or have equivalent knowledge:

Using Microsoft® Windows® 10

Microsoft® Office Word 2016: Part 1 (Desktop/Office 365®)

Course-specific Technical Requirements

Hardware

For this course, you will need one computer for the instructor. The computer will need the following minimum hardware configurations:

- 1 GHz or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit)
- CD-ROM drive (if installing any software from a CD-ROM)
- Keyboard and mouse (or other pointing device)
- 1,024 x 768 resolution monitor recommended
- Network cards and cabling for local network access
- Internet access (contact your local network administrator)
- Printer (optional) or an installed printer driver
- Projection system to display the instructor's computer screen

Software

Microsoft® Windows® 10

Microsoft® Office 16

Course Content

Lesson 1: Identifying Nouns, Pronouns, and Verbs

Topic A: Identify Parts of Speech

Topic B: Use Nouns

Topic C: Use Pronouns

Topic D: Use Verbs

Lesson 2: Identifying Adjectives and Adverbs

Topic A: Use Adjectives

Topic B: Use Adverbs

Lesson 3: Identifying Prepositions, Conjunctions, and Interjections

Topic A: Use Prepositions

Topic B: Use Conjunctions

Topic C: Use Interjections

Lesson 4: Identifying Rules

Topic A: Monitor Sentence Structure

Topic B: Monitor Modifiers

Topic C: Avoid Common Errors

Lesson 5: Identifying Correct Punctuation

Topic A: Use Parentheses Correctly

Topic B: Use Commas, Semicolons, Colons, Em Dashes, and Quotation Marks Correctly

Topic C: Use Numbers, Symbols, and Capitalization Correctly

Lesson 6: Identifying Sentence Fragments, Run-ons, and Comma Splices

Topic A: Identify and Resolve Sentence Fragments

Topic B: Identify and Resolve Run-ons and Comma Splices

Lesson 7: Improving Word Choices

Topic A: Identify Commonly Misused Words

Topic B: Identify Synonyms, Antonyms, and Homonyms

Lesson 8: Writing Effectively

Topic A: Write with Purpose

Topic B: Consider the Audience

Topic C: Consider the Context

Lesson 9: Editing Effectively

Topic A: Use Correct Spelling

Topic B: Check Your Work

Appendix A: Commonly Misspelled Words

Managing Conflict (Second Edition)

Course Specifications

Course Number:

097005

Course Length:

1 day

Course Description

Overview:

An organization improves its likelihood of success by effectively managing conflict. As a leader within your organization, you share in that responsibility. This course will help you cultivate the skills necessary to help manage conflict and ultimately to decrease the presence of conflict in the workplace.

Course Objectives:

In this course, you will identify the sources of conflict and how to manage conflict effectively.

You will:

Recognize the impact of conflict in the workplace by identifying your personal reaction and developing a healthy attitude toward conflict.

Analyze conflict by assessing the situation and identifying the source of the conflict.

Utilize effective communication techniques to manage conflict in a proactive manner.

Resolve conflict by evaluating approaches, and determining and implementing an action plan with the best solution.

Target Student:

This course is intended for any business professional who encounters conflict in the workplace.

Prerequisites:

To ensure your success, we recommend you have some level of work experience in any of a variety of organizational settings, and general end-user computer and Internet skills. You may wish to take either of the following Logical Operation courses or have equivalent knowledge:

Using Microsoft® Windows® 10

Microsoft® Office Word® 2016: Part 1 (Desktop/Office 365®)

Course-specific Technical Requirements

Hardware

For this course, you will need one computer for the instructor. The computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)
Printer (optional) or an installed printer driver
Projection system to display the instructor's computer screen

Software

Microsoft® Windows® 10

Microsoft® Office 16

Any PDF reader

Course Content

Lesson 1: Recognizing the Impact of Conflict

Topic A: Identify Your Personal Reaction to Conflict

Topic B: Develop a Healthy Attitude Toward Conflict

Lesson 2: Analyzing Conflict

Topic A: Assess the Situation

Topic B: Identify the Source of the Conflict

Lesson 3: Dealing with Conflict

Topic A: Listen Actively

Topic B: Communicate Effectively

Topic C: Respond to Negative Tactics

Topic D: Avoid Conflict Escalation

Lesson 4: Resolving Conflict

Topic A: Evaluate Approaches to Conflict Resolution

Topic B: Determine the Best Solution

Topic C: Implement an Action Plan

Practical Leadership (Second Edition)

Course Specifications

Course Number:

097006

Course Length:

1 day

Course Description

Overview:

You have developed skills to be successful in your field. In this course, you will learn the practical skills you need to be an effective leader in your organization.

Leadership enhances the skills employees at all levels need to be truly successful. When you learn practical leadership skills, you'll have the ability to motivate, coach, communicate with, and teach employees in such a way that they are more effective in their jobs and, as a result, you become more effective in your job.

Course Objectives:

In this course, you will learn practical leadership skills.

You will:

Transition from an individual contributor to a leader.

Develop an effective team.

Lead a team effectively.

Increase your effectiveness in leading different types of teams.

Develop a team mission, values statement, and vision to achieve business results.

Target Student:

Individuals taking this course may be new managers and individual contributors seeking to develop or enhance leadership abilities with practical skills.

Prerequisites:

Students should possess experience working in an organization as an individual contributor or possibly as a manager.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10

Microsoft® Office 16

Any PDF reader

Course Content

Lesson 1: Transitioning from Individual Contributor to Leader

Topic A: Define Leadership

Topic B: Identify Your Leadership Style

Topic C: Redefine Your Role

Lesson 2: Developing an Effective Team

Topic A: Build an Effective Team

Topic B: Coach for Performance

Topic C: Empower Your Team Members

Lesson 3: Leading a Team Effectively

Topic A: Influence for Results

Topic B: Lead Your Team Through Organizational Change

Lesson 4: Leading Different Types of Teams

Topic A: Work with Different Types of Teams

Topic B: Overcome Communication Barriers

Topic C: Overcome Issues Among Team Members

Lesson 5: Aligning Your Strategy for Business Results

Topic A: Establish a Team Mission

Topic B: Determine Team Core Values

Topic C: Write a Team Vision Statement

Effective Presentations (Second Edition)

Course Specifications

Course Number:

097007

Course Length:

1 day

Course Description

Overview:

The ability to deliver presentations is vital to achieving advancement for yourself and for your ideas. Few skills in life will contribute to your success as much as presentation skills. Without a dynamic and coherent presentation, even stellar ideas can fail to convince your audience. In this course, you will learn to organize your ideas to create coherent and convincing oral presentations, while also utilizing available visual aids and using public-speaking techniques to strengthen your delivery.

Course Objectives:

In this course, you will create and deliver effective presentations, both in-person and virtually.

You will:

Define what makes a presentation effective.

Plan presentations.

Design a presentation framework.

Develop the presentation body.

Create supporting materials.

Prepare for your presentation.

Deliver presentations.

Conduct a question-and-answer session.

Deliver group presentations and virtual presentations.

Target Student:

This course is designed for individuals who may need to present information effectively in a professional environment.

Prerequisites:

To ensure your success, you will need to have experience writing in a professional context and creating presentations using Microsoft® Office PowerPoint®. To meet this prerequisite, you can take any one or more of the following Knowlogy courses:

Any Microsoft® Office PowerPoint® course, for example *Microsoft® Office PowerPoint® 2016: Part 1 (Desktop/Office 365®)*

Grammar Essentials (Second Edition)

Effective Business Writing (Second Edition)

Course-specific Technical Requirements

Hardware

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software

Microsoft® Windows® 8.1 or 10

Microsoft® Office 2013 or 2016

Any PDF reader

Course Content

Lesson 1: Defining Presentation Effectiveness

Topic A: Identify Qualities of Effective Presentations

Topic B: Evaluate Yourself as a Presenter

Lesson 2: Planning Presentations

Topic A: Analyze the Audience

Topic B: Establish Your Presentation's Objectives

Lesson 3: Designing the Presentation

Topic A: Create the Presentation Structure

Topic B: Organize the Presentation Body

Topic C: Write the Conclusion First

Topic D: Write the Introduction

Lesson 4: Developing the Presentation Body

Topic A: Select Evidence

Topic B: Write the Presentation Body

Topic C: Create Visuals

Lesson 5: Creating Supporting Materials

Topic A: Create a Slide Deck

Topic B: Create Speaker Aids

Topic C: Create Audience Handouts

Lesson 6: Preparing for Your Presentation

Topic A: Rehearse the Presentation

Topic B: Plan Event Logistics

Lesson 7: Delivering Presentations

Topic A: Connect with Your Audience

Topic B: Present Powerfully

Topic C: Utilize a Slide Deck Effectively

Lesson 8: Conducting a Question-and-Answer Session

Topic A: Answer Questions

Topic B: Handle Challenging Questions

Lesson 9: Presenting in Common Business Scenarios

Topic A: Plan and Deliver a Virtual Presentation

Topic B: Plan and Deliver Group Presentations

Effective Management (Second Edition)

Course Specifications

Course Number:

097008

Course Length:

1 day

Course Description

Overview:

The business world is increasingly becoming centered around the interaction of different teams, both within and outside the organization. The success of a team within a company is often directly linked to the ability of a manager to lead and manage the team effectively. To perform the job well, the manager must understand the different roles of everyone involved on the team, and be trained in developing the capabilities of all team members and addressing issues as soon as they surface. In this course you will gain an understanding of the basic fundamentals of becoming an effective manager for your team.

Before a law student is able to begin practicing law, the student must endure years of intense studying and be familiar with many different legal precedents in order to understand how the law works. A surgeon must attend medical school for several years and have an extensive knowledge of the human body before they can begin operating on patients. Similarly, a manager must have a thorough understanding of team dynamics and the principles that make the difference between success and failure before they can effectively manage a group of people. By examining effective methods of communication, problem solving, delegation, and motivation, you can prepare yourself to be an effective manager.

Course Objectives:

In this course, you will explore the fundamental concepts of effective management.

You will:

Determine the roles that a manager must fill on a team, and explore the key areas of personal development.

Discover how to detect silent messages through body language and other means of nonverbal communication. You will also boost your listening skills through active listening.

Discover the stages of team development and how to motivate your team. Also, you'll examine the need for regular team meetings and how to resolve conflict.

Empower your workgroup through delegation and coaching, and optimize staff performance.

Discover ways of identifying problems and determining their root cause. You'll also explore techniques to identify and implement solutions effectively.

Target Student:

Individuals taking this course may be business professionals who are either at the managerial level, or are interested in becoming team leaders.

Prerequisites:

There are no prerequisite skills for this course.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)
CD-ROM drive (if installing any software from a CD-ROM)
Keyboard and mouse (or other pointing device)
1,024 x 768 resolution monitor recommended
Network cards and cabling for local network access
Internet access (contact your local network administrator)
Printer (optional) or an installed printer driver
Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10

Microsoft® Office 2016

Any PDF reader

Course Content

Lesson 1: Developing as a Manager

Topic A: Identify Effective Manager Roles

Topic B: Develop Personal Skills

Lesson 2: Communicating Successfully

Topic A: Communicate Without Talking

Topic B: Manage Better by Listening

Topic C: Assert to Achieve

Lesson 3: Cultivating Great Teams

Topic A: Create an Invincible Team

Topic B: Inspire Team Success

Topic C: Run Team Meetings

Topic D: Resolve Conflicts Positively

Lesson 4: Empowering Your Workgroup

Topic A: Delegate for Results

Topic B: Coach for Achievement

Topic C: Optimize Staff Performance

Lesson 5: Creating Successful Solutions to Problems

Topic A: Identify and Define the Problem

Topic B: Determine the Root Cause

Topic C: Identify a Solution

Topic D: Implement Solutions Decisively

Problem-Solving Skills (Second Edition)

Course Specifications

Course Number:

097009

Course Length:

1 day

Course Description

Overview:

Problem-Solving Skills (Second Edition) focuses on eliminating corporate problems. Approaches to problem solving are defined, along with traits of good problem solvers and the company cultures that influence them. The course focuses on the three phases of problem solving and breaks each phase into steps. Strategies are provided for individual problem solvers and problem-solving teams.

Course Objectives:

In this course, you will gain adaptable, specific tools for corporate problem solving.

You will:

Identify problem-solving principles and barriers.

Describe the impact of corporate culture on problem solving.

Analyze a problem to approach it effectively.

Generate potential solutions using creative and logical processes.

Carry out and evaluate your solution.

Build problem-solving teams through effective leadership.

Target Student:

This course is intended for business professionals or managers who would like to learn problem-solving techniques for a corporate environment.

Prerequisites:

To ensure your success, we recommend you have some level of work experience in any of a variety of organizational settings. You should also have general end-user computer and Internet skills. You may wish to take one of the following Knowlogy courses or have equivalent knowledge:

Using Microsoft® Windows® 10

Microsoft® Office 365® Online (with Skype® for Business)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for the instructor. You might need one computer for each student if you want to do the writing activities in Lessons 3, 4, and 5 electronically instead of using paper and pencil.

Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10

Microsoft® Office 2016

Any PDF reader

An Internet browser (e.g., Microsoft Edge®, Google Chrome™, Mozilla® Firefox®)

For remote students, a free online whiteboard tool or a free graphic program, such as Microsoft® Paint.

Course Content

Lesson 1: Problem-Solving Basics

Topic A: Identify Problem-Solving Opportunities

Topic B: Determine a Problem-Solving Approach

Lesson 2: Corporate Problem Solving

Topic A: Develop Traits of Problem Solvers

Topic B: Utilize Problem-Solving Cultures

Topic C: Overview of the Problem-Solving Process

Lesson 3: Identifying and Analyzing Problems

Topic A: Identify the Problem

Topic B: Analyze the Problem

Lesson 4: Committing to a Solution

Topic A: Generate Solution Options

Topic B: Choose the Best Solution

Lesson 5: Solving the Problem

Topic A: Sell Your Solution

Topic B: Implement the Chosen Solution

Topic C: Evaluate the Implemented Solution

Lesson 6: Problem-Solving Teams

Topic A: Build Positive Group Dynamics

Topic B: Lead a Problem-Solving Team

Emotional Intelligence for Business Professionals (Second Edition)

Course Specifications

Course Number:

097010

Course Length:

1 day

Course Description**Overview:**

It was once believed that intelligence was the metric that would determine a person's success in the workplace. Intelligence matters because it contributes to your ability to do your job. But intelligence is not the best indicator of whether or not you'll succeed. Your ability to understand and manage your own emotions, and get along well with others, has at least as much impact on your performance and effectiveness as intelligence. In this course, you'll explore strategies to increase your awareness of your emotions, develop your ability to manage your emotions, and improve your social skills.

Course Objectives:

In this course, you will explore the concept of emotional intelligence.

You will:

Identify the components of emotional intelligence and recognize how emotional intelligence benefits organizations.

Assess and develop your personal emotional intelligence competencies.

Assess and develop your social emotional intelligence competencies.

Practice emotional intelligence in common workplace scenarios.

Target Student:

Individuals taking this course are business professionals seeking to develop or increase their emotional intelligence.

Prerequisites:

There are no prerequisite skills for this course.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10

Microsoft® Office 2016

Course Content

Lesson 1: Recognizing the Benefits of Emotional Intelligence

Topic A: Define Emotional Intelligence

Topic B: Recognize EQ's Impact on Work Experience

Lesson 2: Increasing Your Personal Emotional Intelligence in the Workplace

Topic A: Develop Your Level of Self-Awareness

Topic B: Develop Your Self-Regulation Skills

Topic C: Develop Your Motivation

Lesson 3: Increasing Your Social Emotional Intelligence in the Workplace

Topic A: Develop Your Empathy

Topic B: Develop Your Social Skills

Lesson 4: Practicing Emotional Intelligence in the Workplace

Topic A: Practice Emotionally Intelligent Leadership

Topic B: Build an Emotionally Intelligent Team

Topic C: Manage Change

Topic D: Manage Conflict

Topic E: Coach for Performance

Developing Yourself as a Leader (Second Edition)

Course Specifications

Course Number:

097011

Course Length:

1 day

Course Description

Overview:

You have transitioned from an individual contributor to a manager, or as an individual contributor, you've acquired practical skills to enhance your leadership abilities.

When you want to take your leadership skills to the next level, you assess your leadership traits, develop your communication skills, and build your reputation. These strategies can increase your ability to effectively influence others and get results.

Course Objectives:

In this course, you will acquire strategies to develop your leadership skills.

You will:

Define leadership.

Assess your own leadership traits.

Establish your leadership development plan.

Develop your communication skills.

Build your reputation.

Target Student:

This course is intended for managers, team leads, and individual contributors on techniques and best practices for continual improvement of themselves as leaders.

Prerequisites:

Students taking this course should have completed the course:

Practical Leadership (Second Edition)

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for the instructor. The computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10

Microsoft® Office 2016

Any PDF reader

Course Content

Lesson 1: Defining Leadership

Topic A: Identify Leadership Attributes

Topic B: Identify Leadership Responsibilities

Lesson 2: Assessing Your Leadership Traits

Topic A: Assess Your Leadership Characteristics

Topic B: Determine How Colleagues View Your Leadership

Topic C: Evaluate Factors that Affect Your Leadership

Lesson 3: Establishing Your Leadership Development Plan

Topic A: Identify Your Destination

Topic B: Establish Your Map

Topic C: Build a Leadership Development Plan

Lesson 4: Developing Your Communication Skills

Topic A: Upgrade Your Listening Skills

Topic B: Improve Your Communication Effectiveness

Lesson 5: Building Your Reputation

Topic A: Establish Your Credibility

Topic B: Use Influence to Get Results

Effective Interpersonal Communication for Business Professionals

Course Specifications

Course Number:

097012

Course Length:

1 day

Course Description

Overview:

To be successful in the workplace, you must be able to effectively communicate and cooperate with coworkers and external people.

Course Objectives:

In this course, you will use a variety of methods to communicate effectively with people in many different roles in an organization.

You will:

Interact productively with others in the workplace on a day-to-day basis.

Build positive relationships with diverse individuals.

Consider organizational communication systems.

Communicate with peers.

Communicate with supervisors.

Communicate with external people.

Communicate during conflict and change.

Target Student:

The typical students of this course will be business professionals who want to enhance their communication skills to interact more effectively with superiors, colleagues, team members, customers, and vendors, and ultimately improve their overall job performance.

Prerequisites:

To ensure your success in this course, you should have some level of work experience in any of a variety of organizational settings.

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for the instructor. The computer will need the following minimum hardware configurations:

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1,024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10

Microsoft® Office 2016

Any PDF reader

Course Content

Lesson 1: Interacting with Others

Topic A: Understand the Communication Process

Topic B: Apply Core Communication Skills

Topic C: Observe Nonverbal Communication

Lesson 2: Building Positive Relationships

Topic A: Create Connection

Topic B: Adapt Appropriately to Different Communication Styles

Topic C: Accommodate Diversity

Lesson 3: Considering Organizational Communication Systems

Topic A: Analyze Organizational Culture

Topic B: Ensure Communication Flows Effectively

Lesson 4: Communicating with Peers

Topic A: Interact Effectively with Peers

Topic B: Work Productively in a Group

Topic C: Engage in Productive Meetings

Topic D: Lead a Team

Lesson 5: Communicating with Supervisors

Topic A: Communicate with Different Supervisor Styles

Topic B: Discuss Important Topics with Your Supervisor

Lesson 6: Communicating with External People

Topic A: Interact Effectively with Customers

Topic B: Work Productively with Vendors

Lesson 7: Communicating During Conflict and Change

Topic A: Communicate Through Conflict

Topic B: Communicate Through Change

Finance and Budgeting Essentials for Business Professionals

Course Specifications

Course Number:

097014

Course Length:

1 day

Course Description

Overview:

Good financial judgment can deepen the decision-making skills of any business professional. Fluency with monetary figures helps you tie everyday operations to the financial success of your organization at a department and senior level.

Finance and Budgeting Essentials for Business Professionals grounds you in the functions and tools of finance. In this course, you will examine financial statements—including the balance sheet, income statement, cash flow statement, and statement of stockholders' equity—as guides to fiscal health. You will also identify what you want to gain from a budget and describe the steps of budgeting to meet these goals.

Course Objectives:

In this course, you will use financial information to interpret and preserve the financial health of an organization.

You will:

Describe the importance and major elements of financial statements.

Use balance sheets to determine the assets a company has at its disposal.

Interpret income statements to identify corporate earnings, expenses, and profitability.

Read cash flow and other statements to assess an organization's real-world financial situation.

Select a budget type and method to fit the needs of a company.

Prepare a responsible budget.

Target Student:

This course is designed for managers and other professionals in a variety of profit and non-profit organizations who need to use principles of finance or budgeting to fulfill their responsibilities.

Prerequisites:

To ensure your success, we recommend you have some level of work experience in any of a variety of organizational settings. You should also have general end-user computer and Internet skills. You may wish to take the following Knowlogy course or have equivalent knowledge:

Using Microsoft® Windows® 10

We also recommend you have basic familiarity working with spreadsheets. You may wish to take one or more of the following Knowlogy courses or have equivalent knowledge:

Microsoft® Office Excel® 2016: Part 1

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware configurations:

- 1 GHz or faster 32-bit (x86) or 64-bit (x64) processor**
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)**
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit)**
- CD-ROM drive (if installing any software from a CD-ROM)**
- Keyboard and mouse (or other pointing device)**
- 1024 x 768 resolution monitor recommended**
- Network cards and cabling for local network access**
- Internet access (contact your local network administrator)**
- Printer (optional) or an installed printer driver**
- Projection system to display the instructor's computer screen**

Software:

- Microsoft® Windows® 10**
- Microsoft® Office Excel® 2016**
- Microsoft® Office Word 2016**
- Microsoft® Windows® Calculator**
- Any PDF reader**
- An Internet browser (e.g., Microsoft Edge, Google Chrome™, Mozilla® Firefox®)**

Course Content

Lesson 1: Reviewing Financial Basics

Topic A: Identify the Benefits of Finance

Topic B: Describe Financial Statements

Lesson 2: Interpreting Balance Sheets

Topic A: Identify Elements of Balance Sheets

Topic B: Analyze a Balance Sheet

Lesson 3: Interpreting Income Statements

Topic A: Identify Elements of Income Statements

Topic B: Analyze an Income Statement

Lesson 4: Interpreting Other Financial Statements

Topic A: Read Cash Flow Statements

Topic B: Read Statements of Stockholders' Equity

Topic C: Read Notes to Financial Statements

Topic D: Identify Elements of Financial Statements for Non-Profits

Lesson 5: Planning a Budgeting Approach

Topic A: Describe Budgeting Principles

Topic B: Choose What and How to Budget

Lesson 6: Utilizing Budgets

Topic A: Prepare an Operating Budget

Topic B: Prepare an Activity-Based Budget

Topic C: Monitor a Budget

Facilitating Meetings Effectively

Course Specifications

Course Number:

097015

Course Length:

1 day

Course Description

Overview:

Effective facilitators know how to take charge of meetings and lead groups toward successfully completing their work objectives. In this course, you will strategically plan meetings and create formal agendas, lead groups to generate new ideas through brainstorming events, and help people work through facilitated difficult sessions. You will also further develop your facilitation skills by leading virtual meetings and even moderating international sessions.

Course Objectives:

In this course, you will develop the skills to facilitate meetings effectively.

You will:

Build a foundation for a successful meeting.

Prepare for a meeting.

Set the stage for a meeting.

Facilitate a meeting.

Facilitate a specialized meeting.

Target Student:

This course is designed for managers, supervisors, team leaders, or anyone who leads meetings as part of their job and wants to learn how to become a more effective meeting facilitator.

Prerequisites:

To ensure your success, we recommend that you have some level of work experience in any of a variety of organizational settings. You should also have general end-user computer and Internet skills. To meet this prerequisite, you can take the following Knowlogy course:

Using Microsoft® Windows® 10

Course-specific Technical Requirements

Hardware:

For this course, you will need one computer for the instructor. The computer will need the following minimum hardware configurations: There are some activities in this course that require students to capture their ideas, which can be done with pen and paper. Other options include providing computers with a text editor or word processing software, asking students to bring their own computers, or using the whiteboard feature of your web conferencing system.

1 GHz or faster 32-bit (x86) or 64-bit (x64) processor

1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

16 GB available hard disk space (32-bit) or 20 GB (64-bit)

CD-ROM drive (if installing any software from a CD-ROM)

Keyboard and mouse (or other pointing device)

1024 x 768 resolution monitor recommended

Network cards and cabling for local network access

Internet access (contact your local network administrator)

Printer (optional) or an installed printer driver

Projection system to display the instructor's computer screen

Software:

Microsoft® Windows® 10

Microsoft® Office 2016

Any PDF reader

Course Content

Lesson 1: Building a Foundation for Successful Meetings

Topic A: Identify Types of Meetings

Topic B: Identify Attributes of Strong Meeting Leaders

Lesson 2: Preparing for a Meeting

Topic A: Clarify the Purpose of the Meeting

Topic B: Identify Participants

Topic C: Plan Meeting Logistics

Topic D: Create an Agenda

Lesson 3: Setting the Stage for a Meeting

Topic A: Establish a Meeting Climate

Topic B: Resolve Challenging Situations

Lesson 4: Facilitating a Meeting

Topic A: Lead a Meeting

Topic B: Make Sound Decisions

Topic C: Publish Meeting Minutes

Topic D: Close a Meeting

Lesson 5: Facilitating Specialized Meetings

Topic A: Manage a Brainstorming Session

Topic B: Manage a Virtual Meeting

Topic C: Manage an International Meeting