

# GENERAL EMPLOYEE COURSE COMPETENCY MAP: COMPUTER-BASED TRAINING

	Course Number	Course Length	Competency	Interpersonal	Building Positive Working Relationships	Building Trust	Communication Skills	Collaboration Skills	Working Together as a Team	Customer Service Skills	Partnering with Supervisor	Self-Management Skills	Quality Focus	Adaptability	Decision-Making	Planning and Organizing	Continuous Learning	Professional Knowledge/Expertise
<b>COMPUTER-BASED TRAINING (CBT) Courses for General Employees</b>																		
<b>Administrative Support Curriculum</b>																		
Administrative Professionals: Interacting With Others	CBT142				X	X	X		X	X	X		X					
Administrative Professionals: Putting Your Best Foot Forward	CBT143				X	X	X		X	X	X		X					
<b>Communication Curriculum</b>																		
Interpersonal Communication: Being Approachable	CBT167				X	X	X		X	X	X							
Interpersonal Communication: Communicating Assertively	CBT168				X	X	X		X	X	X							
Interpersonal Communication: Communicating with Confidence	CBT169				X	X	X		X	X	X							
Interpersonal Communication: Listening Essentials	CBT170				X	X	X		X	X	X							
Interpersonal Communication: Targeting Your Message	CBT171				X	X	X		X	X	X		X					
Listening Essentials: Improving Your Listening Skills	CBT178				X	X	X		X	X	X		X					
Listening Essentials: The Basics of Listening	CBT179				X	X	X		X	X	X							
<b>Customer Service Curriculum</b>																		
Customer Service Confrontation and Conflict	CBT152					X	X			X								
Customer Service Fundamentals: Building Rapport in Customer Relationships	CBT132					X	X			X								
Customer Service in the Field	CBT153					X	X			X								
Customer Service Over the Phone	CBT133					X	X			X								
Internal Customer Service	CBT166					X	X		X	X								
<b>E-Learning Curriculum</b>																	X	
e-Learning	CBT009																	
<b>Grammar and Business Writing Curriculum</b>																		
Addressing and Redistributing Email	CBT141						X						X			X		
Business Grammar: Common Usage Errors	CBT144						X						X					
Business Grammar: Parts of Speech	CBT128						X						X					
Business Grammar: Punctuation	CBT145						X						X					
Business Grammar: Sentence Construction	CBT129						X						X					
Business Grammar: The Mechanics of Writing	CBT146						X						X					
Business Grammar: Working with Words	CBT147						X						X					
Business Writing: Editing and Proofreading	CBT148						X						X					
Business Writing: How to Write Clearly and Concisely	CBT130						X						X					
Business Writing: Know Your Readers and Your Purpose	CBT131						X						X					
Managing Your Email	CBT184						X						X			X		

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<b>COMPUTER-BASED TRAINING (CBT) Courses for General Employees</b>																		
<b>Personal Development Curriculum</b>																		
Creating a Positive Attitude	CBT149				X	X	X		X	X	X							
Embracing Organizational Change	CBT158								X		X			X			X	
Ethical Decision Making in the Workplace	CBT159				X	X			X		X				X			
Forming Peer Relationships and Alliances at Work	CBT160																	
Generating Creative and Innovative Ideas: Enhancing Your Creativity	CBT134																X	
Improving Your Emotional Intelligence Skills: Self-Awareness and Self-Management	CBT164				X	X	X		X		X				X		X	
Introduction to Workplace Ethics	CBT172				X	X			X		X				X			
Optimizing Your Work/Life Balance: Taking Control of Stress	CBT188														X		X	
Preparing for Organizational Change	CBT189								X		X			X	X		X	
Understanding Organizational Change	CBT195								X		X			X	X		X	
Using Emotional Intelligence on the Job	CBT196				X	X	X		X		X				X		X	
What is Emotional Intelligence	CBT197				X	X	X		X		X				X		X	
<b>Personal Productivity Curriculum</b>																		
Critical Thinking Essentials: Applying Critical Thinking Skills	CBT150												X		X			
Critical Thinking Essentials: What is Critical Thinking?	CBT151												X		X			
Decision Making: Making Tough Decisions	CBT154												X		X			
Decision Making: The Fundamentals	CBT155												X		X			
Getting Results Without Direct Authority: Building Relationships and Credibility	CBT161				X	X	X		X									
Goals and Goal Setting	CBT162															X		
Problem Solving: Determining and Building Your Strengths	CBT190														X			
Problem Solving: The Fundamentals	CBT191														X			
Project Management Fundamentals	CBT136								X		X		X	X	X	X		
Time Management: Analyzing Your Use of Time	CBT193												X			X		
Time Management: Avoiding Time Stealers	CBT194												X			X		
Time Management: Planning and Prioritizing Your Time	CBT137												X			X		
Working for Your Inner Boss: Personal Accountability	CBT198												X			X		
<b>Team Building Curriculum</b>																		
Being an Effective Team Member	CBT127				X	X	X		X		X							
Effective Team Communication	CBT157				X	X	X		X		X							
The Value of Peer Relationships	CBT192				X	X	X		X	X	X							
Working with Difficult People: How to Work with Aggressive People	CBT199				X	X	X		X	X	X							
Working with Difficult People: How to Work with Negative People	CBT200				X	X	X		X	X	X							

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<b>COMPUTER-BASED TRAINING (CBT) Courses for General Employees</b>																		
Working With Difficult People: Identifying Difficult People	CBT201				X	X	X		X	X	X							
Workplace Conflict: Recognizing and Responding to Conflict	CBT122				X	X	X		X	X	X							
Workplace Conflict: Strategies for Resolving Conflicts	CBT123				X	X	X		X	X	X							