

COURSE CATALOG

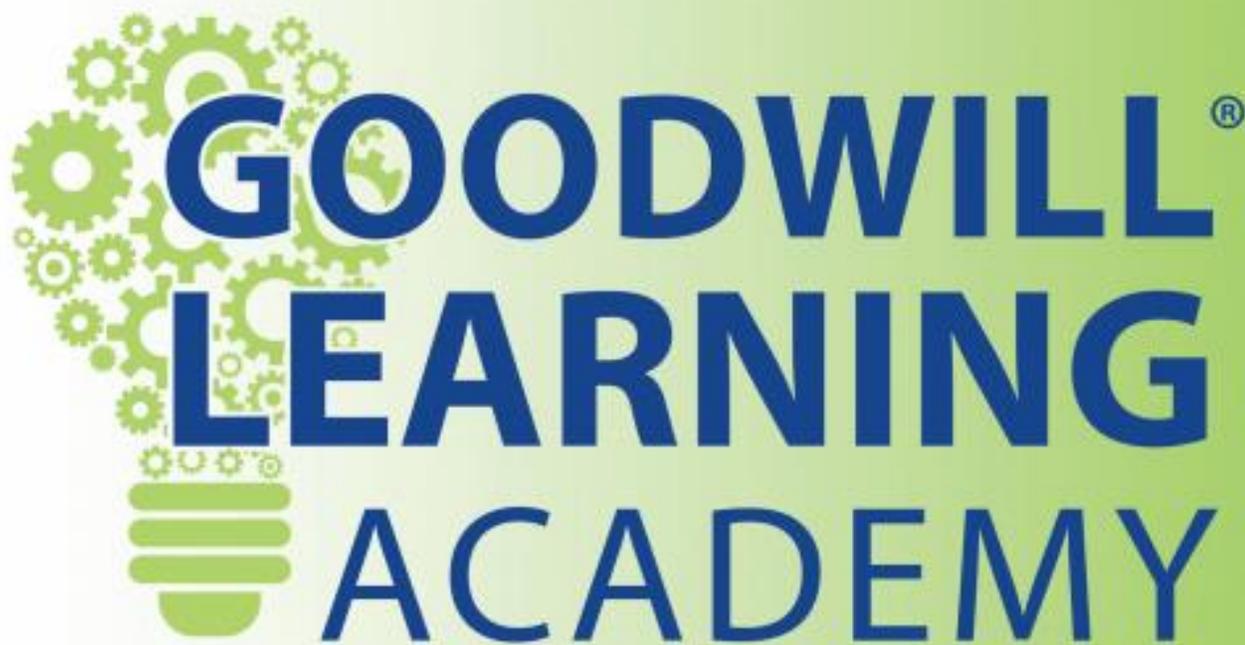


Table of Contents

Click the topic below or scroll down.

Table of Contents	1
Communication Classes	3
Assertive Communication Skills for Women (Live Web Class)	3
Professional Communication (Live Web Class)	3
Write the Right Way Part I (Live Web Class)	3
Write the Right Way Part II (Live Web Class)	3
Write the Right Way Part III (Live Web Class)	3
Writing Robust Emails (On-Demand Class)	3
Computer & Technology Skills Classes	4
Basic Computer Skills (Live Web Class and Instructor Led Training)	4
Cybersecurity (On Demand)	4
Email Essentials (Live Web Class)	4
EXCEL®101: Let's Make a Spreadsheet (Live Web Class).....	4
EXCEL®102: Formatting and Formulas (Live Web Class)	4
EXCEL®103: Tables, Charts & Graphs (Live Web Class)	5
Introduction to Microsoft Word (Live Web Class).....	5
Introduction to Technology (Instructor Led Training).....	5
GFC Learn Free (On-Demand Class)	5
LMS Navigation Training for Managers (Instructor Led Training)	5
NorthStar Assessment (Instructor Led Training/Proctored Assessment)	6
PowerPoint 101 (Live Web Class)	6
Setting Up a Google Account (Live Web Class)	6
Smart Phone Basics (Live Web Class)	6
Customer Service Classes	7
AIM for EXTRAordinary Service (On-Demand Class)	7
Customer Service 101 (Live Web Class).....	7
Introduction to Retail Fundamentals (Live Web Class)	7
Retail Industry Fundamentals (Live Web Class and Instructor Led Training).....	7
Compliance, Diversity, & Ethics Classes	8
Championing Diversity (On-Demand Class).....	8
Ethical Decision Making (On-Demand Class).....	8
Preventing Harassment (On-Demand Class)	8

Time Management Classes	8
Introduction to Time Management (On-Demand Class)	8
Introduction to Project Management (Live Web Class)	8
Time Management & Prioritization (Live Web Class)	9
Interpersonal Skills Classes	9
Being Positive (Live Web Class)	9
Conflict to Collaboration (Live Web Class)	9
Dealing with Workplace Politics (Live Web Class)	9
Developing Emotional Intelligence (Live Web Class)	9
Employ Excellence (Live Web Class)	10
Financial Readiness (Live Web Class)	10
Interpersonal Communication Skills (On-Demand Class)	10
The Platinum Rule (On-Demand Class)	10
Health & Safety Classes	10
Bloodborne Pathogens (On-Demand Class)	10
Cloth Face Coverings (On-Demand Class)	10
Infectious Disease Control (On-Demand Class)	11
Mental Health in the Workplace (Live Web Class)	11
Removing Gloves Guidance (On-Demand Class)	11
Surviving an Active Shooter (On-Demand Class)	11
Workforce Readiness Classes	11
Conducting an Online Job Search (Live Web Class)	11
Creating a Powerful Resume (Live Web Class)	12
Nail the Interview; Get the Job! (Live Web Class)	12
Skills to Succeed (On-Demand Class)	12
The First 90 Days (On-Demand Class)	12
Training Locations	13

Communication Classes

Assertive Communication Skills for Women (Live Web Class)

Learn how to strengthen your communication skills, set boundaries, and ask for what you want!

This class will help you:

- Express your opinion with authority and tact
- Say “no” with confidence
- Project an image that is more self-assured and credible.



Professional Communication (Live Web Class)

This class will help you:

- Ensure your verbal and non-verbal messages are congruent
- Increase your confidence
- Project a more professional image



Write the Right Way Part I (Live Web Class)

Spelling and Grammar

This class will help you:

- Identify the top 10 grammatical errors people make
- Learn how to avoid grammatical mistakes
- Use homonyms correctly (to vs. too, here vs. hear, and more)
- Ensure proper spelling when you are writing

Write the Right Way Part II (Live Web Class)

Sentence Structure

This class will help you:

- Apply proper noun-pronoun agreement
- Craft well-structured sentences
- Use proper punctuation



Write the Right Way Part III (Live Web Class)

Putting It All Together

This class will introduce you to the "BEs" that will make your writing stand out from the crowd.

- BE Clear
- BE Concise
- BE Conversational

Writing Robust Emails (On-Demand Class)

This class focuses on helping you write emails that are clear and effective. You will learn the top 10 email blunders and how to avoid them when communicating electronically.



Computer & Technology Skills Classes

Basic Computer Skills (Live Web Class and Instructor Led Training)

Prerequisites: NorthStar Assessment (offered only at the Roanoke Jobs Campus)

This class teaches the fundamental knowledge and skills of computing.

Specifically, you will learn:

- How to identify and operate the various hardware components of a computer
- The various desktop functions such as taskbar, icons, folders, files and documents
- How to use Windows technology and to navigate the internet using browsers
- How to use the various types of storage systems



Cybersecurity (On Demand)

An overview of simple and free techniques to protect yourself online in an increasingly digital world.



Email Essentials (Live Web Class)

Learn to communicate effectively through email.

This class will teach you:

- Essential functions of email services
- Useful productivity tools
- Best practices for communicating effectively through email



EXCEL® 101: Let's Make a Spreadsheet (Live Web Class)

This class will teach you:

- The anatomy of a spreadsheet
- How to arrange data for easier use
- How to use basic formatting and Auto Fill Handle to save time
- How to insert/delete rows/columns and use basic calculation functions

EXCEL® 102: Formatting and Formulas (Live Web Class)

Prerequisite: EXCEL® 101: Let's Make a Spreadsheet

This is the second class in the Excel Series to help you go beyond the creation of the basic spreadsheet.

Specifically, you'll learn:

- Auto sum functions
- Merging cells
- Borders
- Theme colors



EXCEL® 103: Tables, Charts & Graphs (Live Web Class)

Prerequisite: EXCEL®102: Formatting & Formulas

This is the third class in the Excel series to help you go beyond the creation of the basic spreadsheet.

You will learn how to:

- Create and edit tables, graphs, and charts
- Filter and sort data
- Prepare table for mail merge

Introduction to Microsoft Word (Live Web Class)

This class is designed to teach the basics of Microsoft Word. Specifically, you'll learn:

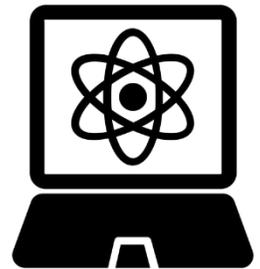
- Create a document
- Format using fonts, colored text & bullets
- How to locate specific text
- How to save a document
- Keyboard shortcuts



Introduction to Technology (Instructor Led Training)

This class is designed to teach a *basic overview of technology*. Specifically, you'll learn:

- Cybersecurity
- social media
- smartphone basic
- email essentials
- making Google accounts



GFC Learn Free (On-Demand Class)

For almost 20 years, the GCFLearnFree.org program has helped millions around the world learn the essential skills they need to live and work in the 21st century. From Microsoft Office and email, to reading, math, and more—GCFLearnFree.org offers more than 200 topics, including more than 2,000 lessons, more than 1,000 videos, and more than 50 interactives and games, completely free.



LMS Navigation Training for Managers (Instructor Led Training)

This training will teach manager's how to navigate and utilize the Manager functions in the Goodwill Learning Academy.



NorthStar Assessment (Instructor Led Training/Proctored Assessment)

In today's competitive work environment, employees must be digitally literate in order to find and succeed in a career. The *Northstar Digital Literacy Assessment* measures adult digital literacy skills in 10 basic categories:

- Basic computer skills
- Internet
- Windows OS
- Mac OS
- Email
- Social media
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Information literacy

This is a proctored assessment that will lead to a NorthStar Certificate upon successful completion.



PowerPoint 101 (Live Web Class)

Learn the basics of creating engaging presentations with PowerPoint! This class explores the fundamental tasks for creating effective presentations. Specifically, you'll learn about:

- Layouts
- Shapes and Images
- Animations
- Text
- Word Art



Setting Up a Google Account (Live Web Class)

Google is more than the world's most popular search engine. It's also a resource for many free web-based services. This class covers several of these popular Google services, and students will learn how to set up a free Google account.



Smart Phone Basics (Live Web Class)

Are you ready to learn how to get the most out of your smartphone?

This class covers:

- Android vs. iPhone
- Phone Buttons & Features
- Using a Touchscreen
- Downloading & Using Apps
- Creating Home Screen Icons
- Data vs. Wifi and When to Use



Customer Service Classes

AIM for EXTRAordinary Service (On-Demand Class)

Customers are not solely the people who shop in retail stores; they are also the people who are dependent upon you to do your job well – your internal customers! This class focuses on delivering extraordinary customer service the A.I.M. way!

- Having a can-do ATTITUDE
- Taking the INITIATIVE to serve
- And Making positive and lasting MEMORIES



Customer Service 101 (Live Web Class)

This class focuses on the basics of retail customer service. You will learn how to sustain customer loyalty by looking at every situation through the eyes of the customer and then acting accordingly by:

- Interacting professionally with every customer
- Listening for problem-solving
- De-escalating conflict and seeking win-win solutions



Introduction to Retail Fundamentals (Live Web Class)

There has never been a better time to begin a career in retail! This ever-growing industry provides many opportunities for growth and advancement. Learn about the skills needed to excel in a fast-paced retail environment.

Retail Industry Fundamentals (Live Web Class and Instructor Led Training) **Credentialed Course**

Prerequisite: Introduction to Retail Fundamentals

This comprehensive course prepares students for a career in retail. Upon successful completion of the course and related exam, students can earn an industry-recognized credential accredited through the National Retail Federation.

Topics covered include:

- Soft skills
- Company and product knowledge
- Emerging technologies
- Customer service
- Merchandising and product sales
- Inventory management
- E-Commerce
- Workplace safety and health



Compliance, Diversity, & Ethics Classes

Championing Diversity (On-Demand Class)

This course teaches the importance of working with and learning from people who are different than you.



Ethical Decision Making (On-Demand Class)

Many employees must make hundreds of decisions every day within the course of their work. But knowing right from wrong is very different than choosing right from wrong. This class takes a practical look at how “right” decisions are processed when properly aligned with a person’s core values.



Preventing Harassment (On-Demand Class)

It’s easy to talk about the victories at work and the things we feel good about, but what about the topics that are difficult to discuss? This class takes a forward approach towards standing up against workplace bullying and preventing harassment by ensuring our words and actions are respectful.



Time Management Classes

Introduction to Time Management (On-Demand Class)

Personal time management skills are essential for professional success in any workplace. This class focuses on helping you identify the biggest timewasters in your day so you can eliminate or reduce these time-robbers. Learn to identify which priorities are urgent so you can keep a healthy perspective on what matters most.



Introduction to Project Management (Live Web Class)

Project management is the process of leading the work of a team to achieve goals and meet success criteria at a specified time. The primary challenge of project management is to achieve all of the project goals within the given constraints.

In this course, we will discuss the importance of the following topics:

- Communication
- Leadership
- Organization
- Team management
- Time management
- Problem-solving



Time Management & Prioritization (Live Web Class)

Time management is defined as doing the right things in the right order...easier said than done when working in a world of competing priorities!

This class will teach you how to:

- Prioritize by spending the right amounts of time on the things that really matter
- Manage your distractions to increase your effectiveness
- Get organized and stay focused



Interpersonal Skills Classes

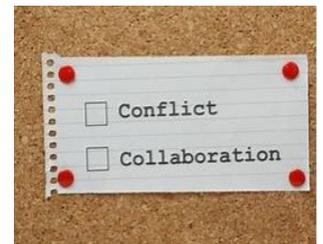
Being Positive (Live Web Class)

Being positive when things are negative is not always easy. This class will teach you how to keep perspective during stressful times and offers 6 tips to help you stay positive.



Conflict to Collaboration (Live Web Class)

Conflict is a natural part of any team environment, and the true test for the strength of a team is how it ultimately handles conflicts and solves problems. This class helps prepare students to deal with difficult issues in a straightforward manner and to seek mutual understanding by spotting potential conflict, bringing disagreements into the open, and helping to de-escalate them.



Dealing with Workplace Politics (Live Web Class)

Rising above the various workplace dynamics can be challenging.

Learn how to:

- Work with people who tend to see things from a negative perspective
- Critique in a positive manner
- Share credit when things are good and when they go wrong
- Avoid rumors and gossip
- Keep your emotions in check



Developing Emotional Intelligence (Live Web Class)

Research and business experts agree: people with high emotional intelligence (EQ) are consistently top performers in their organization.

In this class you will learn skills to take you to the top, including:

- Why EQ is a better predictor of success than IQ
- How to measure your own emotional intelligence
- How your mental states affect the behaviors you choose
- How increasing your own self-awareness leads to a higher emotional quotient.



Employ Excellence (Live Web Class)

As you prepare for your role on a new team, you'll want to be the best that you can possibly be! This class will help you learn the key behaviors that lead to amazing effects on workplace relationships.



Financial Readiness (Live Web Class)

Understanding Financial is a large part of success in life. In this course, you will specifically learn about:

- How to spend money wisely
- How to avoid identity theft
- How to budget



Interpersonal Communication Skills (On-Demand Class)

This class will teach you how to understand the process of effective communication.

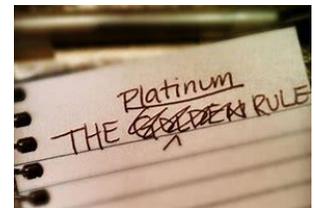
You'll learn:

- Habits to avoid
- How to communicate in professional settings
- How to communicate in tough situations



The Platinum Rule (On-Demand Class)

This class examines how establishing respect and appreciation among coworkers leads to a more productive work culture.



Health & Safety Classes

Bloodborne Pathogens (On-Demand Class)

This course focuses on how to handle bodily fluids (bloodborne pathogens) via safe practices and good hygiene.



Cloth Face Coverings (On-Demand Class)

This short training provides guidance on properly wearing, removing, inspecting, and cleaning cloth face coverings.



Infectious Disease Control (On-Demand Class)

This class focuses on preventing the spread of infectious diseases. Specifically, you will learn:

- What an infectious disease is
- How to identify common means of transmission
- How to identify different types of infectious diseases



Mental Health in the Workplace (Live Web Class)

This class provides an overview of how to recognize the symptoms of the most common and severe mental health problems. Topics covered include:

- Aggressive behavior
- Anxiety
- Depression
- Psychosis
- Self-harm
- Substance use
- Suicidal behavior
- Traumatic events



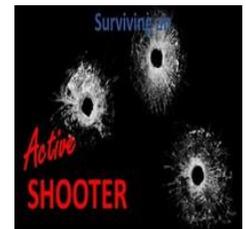
Removing Gloves Guidance (On-Demand Class)

This course demonstrates how to remove disposable gloves safely after using them.



Surviving an Active Shooter (On-Demand Class)

This class demonstrates the survival actions that are recommended to be taken in the event of an active shooter situation.



Workforce Readiness Classes

Conducting an Online Job Search (Live Web Class)

Applying for jobs online can be a challenge. During this class you will learn:

- How technology has changed the application process
- Job search tools that are available online
- How to complete and submit an online application
- Best practices for following up after submitting your application



Creating a Powerful Resume (Live Web Class)

This class teaches the steps to writing a resume that will get noticed. This training will help you learn methods to:

- Identify your transferable skills based on life experiences
- Properly organize and construct your resume
- Describe your experiences, skills, and achievements in compelling ways
- Review your resume for grammatical and format errors
- Tailor your resume for a specific job.



Nail the Interview; Get the Job! (Live Web Class)

This class teaches students the skills necessary to have a successful job interview. This training will help develop your understanding of:

- The Roles of the Interviewer and the Interviewee
- Making a Good First Impression
- The Interview Process
- An excellent closing and follow-up



Skills to Succeed (On-Demand Class)

Get help planning your career, getting a job, and achieving success at work!

- The training teaches participants the key things they need to know to choose the right career for them, and find and keep a job.
- It gives them an opportunity to learn by doing, they can try things out for themselves with on-going support along the way. By guiding the characters in the training, they will learn the tools and techniques to help themselves.
- It is flexible and can be returned to or re-done at any time.
- By completing the on-line training participants can hear directly from employers, recruiters, and advisors about what is important to them, how to succeed when they start work, and much more too.



The First 90 Days (On-Demand Class)

Your first 90 days on the job are the most critical; you must make a good and lasting first impression with your new Manager and coworkers. This “first impression” is largely determined by your ability to gain credibility and establish trust in your relationships.





Training Locations

[Charlottesville Career Works](#)

944 Glenwood Station, Suite 103
Charlottesville, VA 22901
434.529.6791

[Christiansburg Goodwill Learning Academy](#)

265A Peppers Ferry Road
Christiansburg, VA 24073
540.339.2878

[Danville Career Center](#)

512 Westover Drive
Danville, VA 24541
434.792.2511

[Madison Heights Jobs Campus](#)

174 River James Shopping Center
Madison Heights, VA 24572
434.200.9920

[Radford Jobs Campus](#)

103 Duncan Lane
Radford, VA 24141
540.639.9027

[Roanoke Jobs Campus](#)

2502 Melrose Avenue, NW, Suite B
Roanoke, VA 24017
540.581.0620

[Rocky Mount Jobs Campus](#)

1045 North Main Street
Rocky Mount, VA 24151
540.483.0296

[Staunton Jobs Campus](#)

Greenbrier Office Park,
1600 North Coalter Street,
Staunton, VA 24401
540.886.2001

