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COURSE CATALOG 2022



Learning
Academy

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Communication Classes

Business Communication (On-Demand)

In this training, you will learn about the influence of body language, the essentials of business writing, and more as they relate to communicating in the business world.

- This training is provided by GCF Learnfree.org

Business Writing (On-Demand)

The Business Writing workshop will give you a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents.

Delivering Constructive Criticism (On-Demand)

Delivering constructive criticism is one of the most challenging things for anyone. Through this workshop you will gain valuable knowledge and skills that will assist you with this challenging task. When done correctly, constructive criticism can benefit both parties greatly. In the workplace, constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

Computer & Technology Skills Classes

Basic Bookkeeping (On-Demand)

After completing this course, participants will be able to:

- Understand basic accounting terminology
- Identify the differences between the cash and accrual accounting methods
- Use accounts payable & receivable
- Use a journal and general ledger to document a business' financial statements
- Use a balance sheet
- Identify different types of financial statements
- Create a budget
- Become familiar with internal and external auditing

Cybersecurity & You (On-Demand)

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

Email Essentials (On-Demand)

In this class, you will learn about:

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

Excel 2016 Essentials (On-Demand)

Learners will gain a fundamental understanding of the Excel environment and the ability to complete tasks independently. They will know and demonstrate the correct application of the principal features of Excel 2016. Learners will create and edit a workbook with multiple sheets and use a graphic element to represent data visually. Workbook examples include professional looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs. This training will teach you how to:

- Create and Manage Worksheets and Workbooks
- Manage Data Cells and Ranges
- Create Tables
- Perform operations with formulas and functions
- Create charts and objects

Excel 2016 Expert (On-Demand)

Learners will gain an advanced level of understanding for the Microsoft Excel environment, and the ability to guide others to the proper use of the program's full features - critical skills for those in roles such as accountants, financial analysts, and commercial bankers. Learners will create, manage, and distribute professional spreadsheets for a variety of specialized purposes and situations. They will customize their Excel 2016 environments to meet project needs and increase productivity. Expert workbook examples include custom business templates, multi-axis financial charts, amortization tables, and inventory schedules. This training will teach you how to:

- Manage Workbook Options and Settings Manage Workbooks
- Apply Custom Data Formats and Layouts Apply Custom Data Formats and Validation
- Create Advanced Formulas Apply Functions in Formulas
- Create Advanced Charts and Tables Create Advanced Charts

Outlook 2016 Essentials (On-Demand)

Learners will be able to use Outlook to enhance professional correspondence, create calendars, and schedule appointments. Learners will create and edit professional-looking email messages, maintain calendars across time zones, and schedule tasks for a variety of purposes and situations including sending email for marketing campaigns, planning staff meetings, and assigning action items from those meetings. This training will teach you how to:

- Manage the Outlook Environment for Productivity
- Manage Messages
- Manage Schedules
- Manage Contacts and Groups

PowerPoint 2016 Essentials (On-Demand)

Learners will learn to create, edit, and enhance slideshow presentations to create professional-looking sales presentations, employee training, instructional materials, and kiosk slideshows. Learners will gain a fundamental understanding of the PowerPoint 2016 environment and the correct use of key features of this application.

This training will teach you how to:

- Create and manage presentations
- Insert and Format Text, Shapes, and Images
- Insert Tables, Charts, SmartArt, and Media
- Apply transitions and animations
- Manage Multiple Presentations

Word 2016 Essentials (On-Demand)

Learners will gain a fundamental understanding of the Microsoft Word environment and the ability to complete tasks independently. They will demonstrate the correct application of the fundamental features of Word 2016 by creating and editing documents for a variety of purposes and situations. Document examples include professional looking reports, multi-column newsletters, resumes, and business correspondence. This training will teach you how to:

- Create and Manage Documents
- Format Text, Paragraphs, And Sections
- Create Tables and Lists
- Create And Manage References
- Insert And Format Graphic Elements

Word 2016 Expert (On-Demand)

Learners will learn to proficiently use the advanced features of Microsoft Word for document content management and advanced formatting - critical skills for those in roles such as editors, project managers, business information workers, and educators. Learners will create and manage professional multi-page documents for a variety of specialized purposes and situations. They will customize their Word 2016 environments to meet project needs, and to enhance productivity.

Examples of expert-level documents include a business plan, a research paper, a specialized brochure, and a mass mailing. This training will teach you how to:

- Manage Document Options and Settings
- Design Advanced Documents
- Create Advanced References
- Create Custom Word Elements

Setting Up a Google Account (On-Demand)

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

Social Media in the Workplace (On-Demand)

We are being flooded with social media notifications and updates. Web-based communication giants like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. Businesses are quickly becoming aware of the drain social media can have on productivity. People love to share, but they need to know what is appropriate to share and what is not. Understanding social media will help you use it to communicate the right way. Social media channels are becoming a main form of connection, so take this course to learn how social media can be leveraged to improve communication efficiencies in the workplace.

Customer Service Classes

Introduction to Customer Service (On-Demand)

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

Compliance, Diversity, & Ethics Classes

Championing Diversity (On-Demand)

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

Ethical Decision Making (On-Demand)

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.

Platinum Rule (On-Demand)

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

Preventing Harassment (On-Demand)

This training takes a forward approach towards standing up against workplace bullying and preventing harassment by ensuring our words and actions are respectful.

Interpersonal Skills Classes

Being Positive (On-Demand)

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.

Civility in the Workplace (On-Demand)

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace, will also be discussed.

Emotional Intelligence (On-Demand)

Emotional intelligence describes the ability to understand one’s own feelings and how emotion influences motivation and behavior. This course will help you gain a better understanding of self-management and self-awareness for greater insight and control over your actions and emotions. A greater understanding of emotions can have a positive impact on your professional and personal life.

Interpersonal Communication Skills (On-Demand)

This training will teach you how to understand the process of effective communication. You will learn:

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

Health & Wellness Classes

Managing Personal Finances (On-Demand)

For many people, finances are an unsolvable Rubik's cube filled with anxiety. We rarely teach children the value of a good credit score. Many people have a hard time formatting and sticking to a budget. But you can easily solve the finance puzzle with a little hard work, self-control, and the right tools. This course will help you learn how to budget and create a financial plan for the future.

Stress Management (On-Demand)

Stress - both positive and negative - is a constant influence on our lives. The trick is to maximize positive stress and minimize negative stress. This course will look at the Triple A approach to managing stress and give you a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress-log system. You will also learn what lifestyle elements you can change to reduce stress.

Work-Life Balance (On-Demand)

Having a balance between work and home life can be a challenge. There are also great rewards when it is done successfully. You will become healthier, both mentally and physically, and you can even become more productive. This workshop will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

Workforce Readiness Classes

Introduction to Time Management (On-Demand)

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.

Organizational Skills (On-Demand)

Developing good organizational skills is an investment that will provide benefits for years. These skills will filter through all aspects of your professional and personal life. You will experience improved productivity, better management, and an overall increase in professional growth.

Public Speaking (On-Demand)

This course will help you become more confident and relaxed in front of an audience, which will translate into a more successful speaking event. Mastering the fear of public speaking can be a great ego booster, not to mention a huge benefit to your career. This course addresses some basic public speaking skills, including how to develop an engaging program and deliver your presentation with power.

Skills to Succeed (On-Demand)

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

- The training teaches things you need to know to choose the right career for you, and to find and keep a job.
- It gives you an opportunity to learn by doing, so you can try things out for yourself with ongoing support along the way. By guiding the characters in the training, you will learn the tools and techniques to help yourself.
- It is flexible and can be returned to or retaken at any time.
- You will hear directly from employers, recruiters, and advisors about what is important to them, how to succeed when you start work, and much more.

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

