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with Goodwill® Learning Academy

COURSE CATALOG 2022



Learning
Academy

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Communication Classes

Assertive Communication Skills for Women (On-Demand)

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 Webinar)

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 (On-Demand)

This class will help you:

- Improve spelling and grammar skills
- Craft well-structured sentences
- Learn how to be clear, concise, and conversational in your writing.

Computer & Technology Skills Classes

Cybersecurity & You (On-Demand)

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.

GFC Learn Free (On-Demand)

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.

Excel 2016 Essentials (On-Demand) ***(Coming Soon!)***

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) ***(Coming Soon!)***

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) ***(Coming Soon!)***

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) ***(Coming Soon!)***

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) ***(Coming Soon!)***

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) ***(Coming Soon!)***

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'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 (On-Demand)

Are you ready to learn how to get the most out of your smartphone? This training will teach you about:

- 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)

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 Webinar)

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

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.

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.

Management 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.

Introduction to Project Management (Live Webinar)

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 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 Webinar)

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 (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.

Conflict to Collaboration (Live Webinar)

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.

Confident Decision Making (Live Webinar)

Confident decision-making is the ability to make decisions in a way that reduces stress and anxiety while remaining accountable for your actions and staying true to yourself. This training will teach you how to:

- Gather information
- Take action
- Review decisions

Dealing with Workplace Politics (Live Webinar)

Rising above the various workplace dynamics can be challenging. This training will teach you 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 Webinar)

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.

Financial Readiness (Live Webinar)

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)

This training 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)

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

Health Classes

Mental Health in the Workplace (Live Webinar)

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

Workforce Readiness Classes

Conducting an Online Job Search (Live Webinar)

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 Webinar)

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 Webinar)

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)

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

- The training teaches Learners 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 Learners 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.

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

