# 2020 Administrative Professionals Excellence Academy

## Online Learning

### Learning and Development Opportunities for all Team Members

For course description and learning objectives, click on course title

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<tr>
<th>Course Title</th>
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*To access courses for all Carrier Clinic team members who had created an account in LinkedIn Learning visit*

1. [www.LinkedInlearning.com](http://www.LinkedInlearning.com)
2. Click on Sing In
3. Enter your work email address Ex. [Firstname.lastname@hackensackmeridian.org](mailto:Firstname.lastname@hackensackmeridian.org) then click continue button.
4. Enter your password. (if you do not remember it, click on forgot password? and reset it)

**Note:** if you have not created an account, email: [LearningAndDevelopment@hackensackmeridian.org](mailto:LearningAndDevelopment@hackensackmeridian.org) for access.

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How to register for a course/class in Learning (new learning management system):  
1. Login into [MYWAY](http://MYWAY) by entering your network User ID and Password then Click Sign In button.  
2. Click on the tile/icon named “My Success Learning/Perf Mgmt”  
3. Click on the Learning tile  
4. On the Find Learning, browse all course catalog or type course title on the search box then click on Go button.  
5. Click on the course title or Start Course (Blue text)  
6. Click on (LINKEDINLEARNING...Blue Text) above course name to launch and open course.
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<tr>
<th>Course Name</th>
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| **Administrative Professionals Tips** | Being an administrative professional is a rewarding and challenging career. This series provides tips to help you stay focused, balanced, and in sync with your boss—and become an invaluable asset to whatever company you work for. Executive assistant and coach April Stallworth helps you develop key skills such as gatekeeping, project management, and navigating office politics. She introduces tools to help you be more productive and efficient, and resources to find answers specific to your industry. She also helps you build your brand and your network, to help pave the way to your next job or promotion. | • Stay focused, balanced and sync with your boss.  
• Develop key skills as project management  
• Navigate office politics  
• Build your brand and your network  
• Pave the way to your next job or promotion |
| **Customer Service Foundations** | Do your customers feel valued? When they do, they keep coming back. When they don't, your business suffers. In this course, writer and customer service consultant Jeff Toister teaches you the three crucial skill sets needed to deliver outstanding customer service and increase customer loyalty. Learn how to build winning relationships, provide the right assistance at the right times, and effectively handle angry customers. He also shares ways to find out what your customers really think about your service and use their feedback to improve. | • Explore how you can use customer surveys to build rapport.  
• Name three ways you can use active listening to serve your customers more effectively.  
• Identify the different types of needs that must be addressed in order to solve problems.  
• Explain the benefits of taking ownership of a problem.  
• Define “preemptive acknowledgment” and recognize its impact on customer service.  
• List three types of attitude anchors and explain their differences. |
| **Effective Listening** | Listening is a critical competency, whether you are interviewing for your first job or leading a Fortune 500 company. Surprisingly, relatively few working professionals have ever had any formal training in how to listen effectively. In this course, communications experts Tatiana Kolovou and Brenda Bailey-Hughes show how to assess your current listening skills, understand the challenges to effective listening (such as distractions!), and develop behaviors that will allow you to become a better listener—and a better colleague, mentor, and friend. | • Define attentive listening.  
• Explore what happened when you are distracted by delivery.  
• Recall what a mental filter is and how it can affect assumptions.  
• Explore methods for choosing the best paraphrasing response in the situation.  
• List the five listening intentions. |
| **Learning BlueJeans Meetings** | Learn how to collaborate using BlueJeans Meetings, the popular videoconferencing app. Follow along with Nick Brazzi as he shows how to schedule, moderate, and participate in BlueJeans Meetings. Nick begins by showing how to sign in to your account and install the software you need to use BlueJeans. Next, he walks through joining and participating in meetings scheduled by others, | • Name what must be installed to launch a BlueJeans meeting.  
• Recall what is required to join a meeting as a moderator.  
• Recognize what happens when a person sharing an application view with you closes or minimizes that application. |
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| **Excel Essential Training (Office 365)** | including how to share your screen. Nick also demonstrates how to host your own meetings on BlueJeans, from scheduling and adjusting moderator settings to recording meetings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | • Identify the calendar applications that are compatible with BlueJeans Meetings.  
• Explain where recordings are saved on the BlueJeans site.                                                                                                                                                                                                                                                                                                                                                                                      |
| **Outlook Essential Training (Office 365)** | Get up to speed with Microsoft Excel, the world's most popular spreadsheet program. Follow along with Excel expert Dennis Taylor as he demonstrates how to efficiently manage and analyze data with this powerful program. Learn how to enter and organize data, perform calculations with simple functions, and format the appearance of rows, columns, cells, and data. Other lessons cover how to work with multiple worksheets, build charts and PivotTables, sort and filter data, use the printing capabilities of Excel, and more. | • Describe the process for adding a command to the Quick Access toolbar.  
• Cite the shortcuts for Undo and Redo.  
• Name the keys commonly used to move, copy, and insert data.  
• Explain how to create a chart.  
• Summarize the process for freezing and unfreezing panes.  
• Describe methods for sorting data.  
• Explain how to create Pivot Tables.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| **PowerPoint Essential Training (Office 365)** | Learn how to set up and manage email, calendars, and contacts in the Office 365 version of Microsoft Outlook. Outlook has the tools you need to work as a team, track assignments, and collaborate effectively. This beginner-level course begins with a tour of the interface and shows how to connect a wide variety of email accounts to Outlook. Staff instructor Jess Stratton then shows how to quickly create, send, and read email and reduce your inbox clutter; create and share contacts; and stay on schedule with calendars and tasks. Plus, learn how to back up your Outlook data in case you need to restore it or move it to a different machine. | • Connecting your email account to Outlook  
• Reading mail  
• Searching for mail  
• Organizing mail with flags, folders, and rules  
• Creating and sending new email  
• Creating new contacts  
• Adding delegates  
• Creating meetings and appointments in the calendar  
• Creating tasks  
• Backing up Outlook data                                                                                                                                                                                                                                                                                                                                                                                                                         |
| **Microsoft Teams Essential Training** | You don't have to be a designer to create a great-looking presentation. Learn how to use Microsoft PowerPoint for Office 365 to quickly create, edit, and share professional-looking presentations. In this training course, Jess Stratton shows how to get started with PowerPoint templates and themes or build a new presentation from scratch. She explains how to change the slide layout; add and edit text, images, charts, video, and animation; format slides for consistency; and add speaker notes and comments to ensure a smooth delivery... | • Getting started quickly with PowerPoint  
• Creating new presentations  
• Adding, removing, and rearranging slides  
• Changing slide layouts  
• Inserting and formatting images and shapes  
• Adding animation and transitions  
• Sharing and collaborating on presentations  
• Delivering the presentation  
• Saving themes and templates  
• Exporting presentations as video, PDF, or JPEG files                                                                                                                                                                                                                                                                                                                                                                                                              |
| **Communication and Collaboration** | Discover the core features of Microsoft Teams and see how you can bring together colleagues, create conversations and content, and collaborate more effectively. Author Nick Brazzi walks you through the essentials of using Teams, starting with basic setup, creating new teams, and joining existing teams. Nick covers organizing teams and members and shows how to conduct conversations. He explains how to create scheduled meetings or initiate impromptu meetings inside Teams and demonstrates file sharing. | • Communicating effectively  
• Organizing teams  
• Creating conversations  
• Scheduling and starting video meetings  
• Sharing files  
• Apps and optional features  
• Searching  
• Settings and customization  
• Working with the mobile app                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| **Word Essential Training (Office 365)** | Learn how to create, edit, format, and share documents with ease using the Office 365 version of Word. Follow along with David Rivers as he shows all the essential features of this powerful tool. This course covers how to edit and format text to create a stylish document with instant purpose; create numbered and bulleted lists; work with columns and tables; add images and shapes to your documents; collaborate on documents with your team; and share documents via OneDrive and email. Plus, discover how to use the proofing tools in Word to check spelling and grammar, get word counts, and more. | • Name the keyboard shortcut for the “Tell Me” assistant.  
• Recall the keyboard shortcuts for copy and paste.  
• Identify the tab containing the font menu.  
• Recognize the tab that is used to change line spacing for an entire document.  
• Apply the appropriate steps to create a bulleted list.  
• Review bullet and numbering options to create a numbered list.  
• Determine the proper way to adjust the positions of cell contents within a table. |
| **Time Management Foundations** | Effective time management is an indispensable skill. Best-selling author and business coach Dave Crenshaw lays the theoretical and practical foundations for managing your time and becoming more productive.  
Learn how to get more done in the shortest time possible and avoid the obstacles and distractions that can get in the way of good time management. Dave gives practical strategies for increasing productivity in three main areas: developing habits to be more organized and reducing clutter in your workspace; staying mentally on task and eliminate the to-dos you have floating in your head; and developing a time budget to get the most done during your workday and focus on your most valuable activities. | • Discover the principles of time management.  
• Avoid the pitfalls of multitasking.  
• Identify why switch tasking is an ineffective way to work.  
• Define the limits of your physical inbox.  
• Determine the best ways to consolidate multiple accounts.  
• Differentiate between personal and professional gathering points.  
• Plan ways to manage unresolved tasks.  
• Effectively schedule your time.  
• Organize digital and physical information efficiently.  
• Select the appropriate steps in order to get tasks completed efficiently.  
• Manage scheduling conflicts professionally and courteously. |