General Technical Skills for the Workplace

Refresh/upgrade or learn the skills needed for entry/re-entry to the workforce after a period of absence or if you are considering a change in careers.
You'll learn a variety of essential technology skills for the workplace including:

- General Computer Skills for the workplace
- Windows
- Mac
- Computer Troubleshooting
- Office 365 – Overview
- Word Processing – Microsoft Office, Google Docs
- Spreadsheet Programs – Microsoft Excel, Google Sheets
- Presentation Programs – Microsoft PowerPoint, Google Slides
- Microsoft Outlook
- Video Conferencing Tools
- Additional Tech Skills for the Workplace

General Computer Skills

Computer Skills for the Workplace Gale Courses
Running time: 24 hours

This course is an introduction to Windows 10 and Office 2016 and is designed to provide the fundamental computer competencies you need to survive and prosper in today's fast-changing workplace. This course covers practical application for software most common to the workplace. By the time you finish, you will have learned why employers consider technological literacy so critical to the success of any organization.

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Windows

[Introduction to Windows 10](#) Gale Courses
Running time: 24 hours
Learn about the new operating system from Microsoft, which offers a more robust, more powerful, and completely unique computing experience. In this course, you will gain the foundation you need to get started right away using Windows 10.

[Computer Literacy for Windows 10](#) LinkedIn Learning
Running time: 2 hours 6 minutes

Having basic computer skills is a significant asset in today's modern world. Computers keep us connected to family and friends and help us do our jobs. Learn how to use a computer comfortably, while improving learning and productivity. This course focuses on the Microsoft Windows 10 operating system and offers a thorough, jargon-free introduction to computers, files and folders, networks, and peripherals like printers and keyboards. This course also covers basic skills for working with software applications, the Internet, and email.

Mac

[Computer Literacy for Mac](#) LinkedIn Learning
Running time: 2 Hours 28 Minutes

In this course, you'll learn the skills necessary to use Mac computers comfortably, while improving learning, productivity, and performance. This course focuses on Mac hardware and the Mac OS operating system, offering a thorough introduction to computers, networks, and computer peripherals such as printers, Bluetooth devices, and more. In addition, basic procedures with software applications, the internet, and email are covered.

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Computer Troubleshooting

[Help Yourself: Tech Tips](#) LinkedIn Learning
Running time: 2 Hours 11 minutes

For basic IT issues, most users prefer to help themselves. If you are interested in troubleshooting your own computer issues, this series is the answer. The tips are equally useful to end users, small businesses that perform their own IT, and enterprise IT help desks that want to reduce Level 1 service tickets. This course focuses on the Windows PC, covering topics related to hardware, networking, security, and the operating system itself. No pre-existing knowledge is required.

[Introduction to PC Troubleshooting](#) Gale Courses
Running time: 24 hours

The course takes you step by step through the typical hardware and operating system problems encountered by technicians, teaching troubleshooting techniques to decipher any problem, and giving you the skills you need to solve them.

[Troubleshooting Common PC Issues for Users](#) LinkedIn Learning
Running time: 1 Hour 58 Minutes

Learn how to diagnose and fix computer issues, determine if the source is hardware or software related, and take steps to resolve the most common problems, such as dealing with errors, leveraging the Task Manager, fixing Windows issues, and more. Learn about maintenance techniques to help protect storage drives, as well as how to address problems with devices like printers and monitors and restore network and internet connectivity.

Office 365 - Overview

[Learning Office 365 (Microsoft 365)](#)
57 Minutes 24 Seconds

Get a tour of Office 365, Microsoft's cloud-based productivity suite. Learn how to access your Office account and get up to speed with the Office 365 core apps, including subscription versions of Excel, Word, PowerPoint, and Outlook, along with Teams, OneDrive, and SharePoint. You'll learn how to sign in and set up your profile, store and sync files, and navigate from app to app.

Microsoft Word

[Getting Started with Microsoft Word](#) LinkedIn Learning
Running time: 4 Hours

New to Microsoft Word? Get up to speed fast with the world's #1-word processing program. In this learning path, you can learn to create and format basic documents in Word. Create, edit, and save new documents in Word. Format documents with headers, footers, images, and more. Learn time-saving tips.

Word Basics 1: Create and Edit a File – TPL Computer Class
1 hour 30 Minutes

In this introductory Word class you will learn how to open, create, save and delete documents. Features such as highlight, bold, underline, font colour and font size will be covered as well as how to use spell check, templates and print.
*Please note: this course is not currently being offered

Word Basics 2: Formatting– TPL Computer Class
1.5 hours

Basic keyboarding and mouse skills required
Learn to edit and format text, use bullets, and more. An introduction to Microsoft Word.
*Please note: this course is not currently being offered

Word Basics 3: More Tips and Tricks – TPL Computer Class
1.5 hours
Prerequisite: Word 1 & 2, or an equivalent working knowledge of Word required
Building on Word Basics Part II, this class will cover advanced formatting skills in Microsoft Word. Learn to add page numbers, use headers & footers, work with margins, tabs, indents and more.

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*Please note: this course is not currently being offered

Google Docs

[**Google Docs Essential Training**](#) LinkedIn Learning
Running time: 1 hour 30 minutes

Take a closer look at Google Docs and discover how to build and share documents with rich formatting, images, and tables. In this course, you'll learn how to get around the web-based interface, create new documents, and add features such as footnotes, headers and footers, and page numbering. You can also see how to make your documents more engaging by adding images, Google drawing objects, and tables. Then learn how to share docs with others—for real-time, simultaneous collaboration—and take your docs on the go with the Google Docs app for mobile devices.

Microsoft Excel

Excel Basics Part 1 – TPL Computer Class
1 hour 30 minutes
Basic keyboarding and mouse skills required
Learn to open, create and edit a simple table using Microsoft Excel.
*Please note: this course is not currently being offered

Excel Basics Part 2 – TPL Computer Class
1 hour 30 minutes
Prerequisite: Excel Basics Part 1 or a basic knowledge of Microsoft Excel required; Basic keyboarding and mouse skills required
Learn to create charts and tables, sort your data, and more, using Microsoft Excel.
*Please note: this course is not currently being offered

[Getting Started with Microsoft Excel](#) – LinkedIn Learning
Running time: 7 hours

New to Microsoft Excel? Get up to speed fast with the world's #1 spreadsheet program. In this learning path, you can learn to create and format basic spreadsheets in Excel. Create,

format, and share Excel workbooks. Work with basic formulas and functions. Learn time-saving tips.

[Excel Essential Training (Office 365/Microsoft 365)](#) LinkedIn Learning
2 hours 10 minutes
Get up to speed with Microsoft Excel, the world's most popular spreadsheet 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.

Google Sheets

[Google Sheets Essential Training](#) LinkedIn Learning
Running time: 3 hours 4 min
Format and analyze all kinds of data. Discover how to navigate Google Sheets, enter and work with data, and use formatting and function features.

[Google Sheets Advanced Tips and Tricks](#) LinkedIn Learning
Running time: 1 hour 22 minutes
Helpful tips and tricks to boost productivity, from leveraging Google's wide array of templates and sharing spreadsheets to creating interactive charts and applying conditional formatting, using powerful formulas and functions, add data validation, create surveys and charts, and expand the functionality of Google Sheets with add-ons.

Presentation Programs – PowerPoint/Google Sheets

PowerPoint Basics Part 1 – TPL Computer Class
Running time: 1 hour 30 minutes

Learn to open, create and edit a simple presentation using Microsoft PowerPoint. Basic keyboarding and mouse skills required
*Please note: this course is not currently being offered.

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PowerPoint Basics Part 2 - TPL Computer Class
1 hour 30 minutes
Basic keyboarding and mouse skills required
Learn how to add and edit tables, charts, SmartArt and more.
*Please note: this course is not currently being offered.

[Getting Started with Microsoft PowerPoint](#) LinkedIn Learning
Running time: 5 hours
New to Microsoft PowerPoint? Get up to speed fast with this popular presentation software. In this learning path, you can learn the basics of creating engaging presentations in PowerPoint. Create, format, and organize presentations. Enhance slides with images, audio, and video.

[Google Slides Essential Training](#) LinkedIn Learning
Running time: 1 hour 4 minutes
Learn how to create high-impact presentations with Google Slides. Follow along as the instructor shows how to plan and build a presentation. You'll learn how to get started with a template or create a new slideshow from scratch. This course covers adding and formatting text, working with images and shapes, and inserting video, diagrams, and charts. You'll also learn how to increase engagement with animation, collaborate with others in real time, download slides to your desktop, and use Presenter view.

Microsoft Outlook

[**Getting Started with Microsoft Outlook**](#) LinkedIn Learning
Running time: 3 hours

New to Outlook? Get up to speed fast with the popular Microsoft email and calendaring program. In this learning pathway, you'll learn the basics of working with email, calendar, and contacts in Outlook. Create, send, read, and organize email. Set appointments and meetings and manage your schedule. Learn time-saving tips.

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Video Conferencing Tools

[Learning WebEx Meetings LinkedIn Learning](#)
Running time: 44 minutes, 6 seconds

Get up to speed quickly with Webex, the online meeting and video conferencing app. In this course, staff instructor Oliver Schinkten shows how to use Webex to host, run, and record online meetings. Oliver begins by showing how to configure your account and navigate the Webex dashboard. He offers quick tips for anyone attending a meeting on Webex, including adjusting key audio and video settings. Next, he steps through how to host a meeting on Webex, from scheduling the meeting to navigating as a presenter to recording the meeting, sharing your screen, and creating polls for attendees.

[Learning Zoom](#) LinkedIn Learning
Running time: 45 minutes, 11 seconds

Collaborate more seamlessly using Zoom, the popular video conferencing tool. In this course, staff instructor Garrick Chow shows how to schedule, moderate, and participate in Zoom meetings. Garrick begins by showing how to set up your Zoom account and adjust audio and video settings. Next, he walks through joining and participating in meetings scheduled by others. Garrick covers how to use a variety of options during meetings such as adjusting views, muting your microphone, turning your video camera on and off, and sharing your screen. Finally, Garrick demonstrates how to host your own Zoom meetings, from scheduling and adjusting moderator settings to recording meetings.

Additional Tech Skills for the Workplace

[Customer Service: Serving Customers Through Chat and Text](#) LinkedIn Learning
Running time: 38 Minutes 30 Seconds

Customers are demanding more ways to connect with companies when they need help. Live chat and text are the fastest growing and most popular channels. While you may be a pro at writing emails, you need a whole new set of skills to handle live, rapid-fire chat and text conversations. You'll need to be able to handle multiple conversations at one time, and may even be required to sell or recommend products. This course walks through each of these situations, and more, using real-world chats and texts.

[Productivity Tips: Using Technology](#) LinkedIn Learning
Running time: 38 Minutes 12 Seconds

Technology can be both a boon to productivity and a major time sink. In this installment of the Productivity Tips series, you'll learn how to get comfortable with technology and how to leverage particular tools and features to make the most of your workday. Discover how to use social media more sensibly, clear your mind by incorporating note-taking apps into your workflow, and reduce digital interruptions. You'll also learn tips for avoiding multitasking while on the road, remaining engaged during video meetings, and determining when to invest in updated tech.