



Goodwill Career Training Centers

Tallahassee CTC Training Modules

300 Mabry St. Tallahassee – Chris Carroll 576-7145 x146 (ccarroll@goodwillbigbend.com)

Required Commitment: Six (6) hour minimum per week
Lab Schedule: Mon.-Fri. 8am-4pm (Fri – no asst.)



Office Skills

Interpersonal Skills I (30 hrs)

- The Happiness of Pursuit: Video & Notes
- Professional Image: Video & Workbook
- Who Moved My Cheese: Book & Report
- Don't Sweat the Small Stuff: Book & Workbook
- FISH Principles: Book & Description
- Post Assessment- Interpersonal Skills I**

Interpersonal Skills II (30 hrs)

- Self Discipline & Emotional Control: Video & Workbook
- 21 Ways to Defuse Anger: 2-Video & Workbook
- The 7 Habits of Successful People: 6-Audio & Notes
- Post Assessment- Interpersonal Skills II**

Phone & Customer Service Skills (120 hrs)

- Professional Phone Skills: 3-Video, & Workbook
- Outstanding Receptionist: 3-Video & Notes
- Telecare Phone Skills: 7-Video & Workbook
- Customer Service – The Guest: Video & Worksheet
- 180 Ways to Improve Customer Service: Workbook
- 20 to 60 Hours on Phones
- OPAC Assessment- Telephone Skills**

Keyboarding I & II (60 hrs each)

- Keyboarding Workbook: Lessons 1-30 (30 wpm)
- Keyboarding Workbook: Lessons 31-45 (45 wpm)
- OPAC Assessment- Keyboarding 1**

10-Key Calculator (60 hrs)

- Decimals, Fractions, Percentages: Worksheets
- 10-Key Calculator: Workbook
- OPAC Assessment- 10-Key**

Copying, Faxing & Filing (30 hrs)

- Files & Records: Video, Worksheets, Card File
- OJT Fax Assignment
- OJT Copy Assignment
- OPAC Assessment- Alpha & Numeric Filing**

Resume & Interview Skills (30 hrs)

- Goals & Personal Mission Statement
- Job Survival: Workbook
- The Winning Resume: Workbook
- Getting Ready for the Interview: Video & Notes
- The Job Hunting Handbook
- Mock Interview**



Computer Skills

Computer Basics (30 hrs)

- Desktop: Mouse Skills Tutorial 1
- Desktop: Mouse Skills Tutorial 2
- Desktop: Keyboard Skills Tutorial
- Workbook: Computer Basics
- Workbook: The Internet
- Computer Basics Post Assessment**

Windows XP (30 hrs)

- Desktop: Windows XP Tutorial
- Workbook: Microsoft Windows XP & Outlook 2007
- Labyrinth Windows Assessments & Tests**

Word 2007 (30 hrs)

- Workbook: Microsoft Word 2007
- Labyrinth Word Assessments & Tests**

Excel 2007 (30 hrs)

- Workbook: Microsoft Excel 2007
- Labyrinth Excel Assessments & Tests**

PowerPoint 2007 (30 hrs)

- Workbook: Microsoft PowerPoint 2007
- Labyrinth PowerPoint Assessments & Tests**

Access 2007 (30 hrs)

- Workbook: Microsoft Access 2007
- Labyrinth Access Assessments & Tests**



Financial Skills

Money Sense (4 hrs)

- Class 1: Budgeting, Investing, Bank Accts
- Class 2: Credit & Credit Reports
- Money Sense Posttest**