

Appendix I: Course Descriptions for MTP for 1702's

Course Code: 97-5116
Title: Accounting for Administrative Personnel
Description: This course helps participants understand accounting concepts, agency financing, the budget execution process, and report analysis. The major topics covered are: Obtain an Overview of Accounting; Understanding Basic Accounting Concepts; Obtaining an Overview of the Budget Process; Understanding Basic Accounting Principles of the Federal Government; Keeping Accurate Records; and Interpreting Financial Reports.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 2 days
Source: Management Concepts, Inc.

Course Code: 43DA
Title: Accounting for Non-Accountants
Description: This course provides instruction on basic accounting procedures and techniques. Topics include how to determine assets, liabilities and equity; the differences between “costs” and “expenses”; the concept of double-entry accounting; the elements of an accounting system; how to make proper entries in accounts, ledgers, journal vouchers; and defining budget terms used in accounting.
Target Audience: 1702's in Education Services (Designed for employees with little or no formal accounting background who require a basic understanding of accounting principles.)
Type: Classroom
Length: 2 days
Source: Graduate School, USDA

Course Code: ACOMM721
Title: Basic Communications Skills
Description: This course provides a foundation in various areas of the communication process. The verbal and nonverbal communication skills used daily are analyzed and critiqued, and suggestions and alternatives for improvement are offered. Participants will work on their speaking, listening, writing and interpersonal skills. The course includes videotaped replay and evaluation, brief lectures, small and large group learning activities, role-playing, and individual feedback surveys.

Target Audience: 1702's in Education Services
Type: Classroom
Length: 5 days
Source: Graduate School, USDA

Course Code: 97-5094
Title: Basic Federal Accounting Principles
Description: This course provides a strong foundation and understanding of basic federal accounting principles and standards, as well as federal accounting concepts and techniques. Major topics covered are: Understanding the Basic Federal Accounting Cycle; Employing Accounting Procedures; Preparing Transaction Data; Understanding Basic Fund Accounting Concepts; Using the Standard General Ledger; and Analyzing Transaction Flow.

Target Audience: 1702's in Education Services
Type: Classroom
Length: 4 days
Source: Management Concepts, Inc.

Course Code: Varies with source.
Title: Basic Mathematics
Description: The goals of this course are to develop and apply the skills involved in using whole numbers, fractions, decimals, squares and square root, and percentages. The second semester covers units of measure (lengths, angles, area, volume, capacity, weight, time and speed), informal geometry, the metric system, ratio and proportion, elementary algebra, and consumer mathematics applications.

Target Audience: 1702's in Education Services
Type: Correspondence
Length: 2 - 3 semester hours
Source: Local college or university

Course Code: Varies with source.
Title: Basic Writing
Description: Course covers writing clear, concise, and coherent letters, memos, and reports. Topics frequently include: assessing personal writing style; grammar and punctuation; organizing ideas; developing better sentences and paragraphs; writing memos, letters, and reports; editing the work; and proofreading for accuracy.

Target Audience: 1702's in Education Services
Type: Classroom (short course, workshop, or seminar)
Length: 2- 3 days

Source: Sources include local college/university and training vendor (such as, Graduate School, USDA; Management Concepts, Inc.)

Course Code: 97-4184
Title: Becoming a Team Player
Description: This course helps participants understand how to become an important part of a group. Participants will learn the behaviors and communication skills necessary to become an effective team player. The topics covered are: Defining a Sense of Team Spirit; Playing a Role in Group Process; Communicating within the Team; and Coping with Change.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 1 day
Source: Management Concepts, Inc.

Course Code: H80161 and H80162
Title: Computer Basics for Non-Techies
Description: This program walks participants through most of the computer fundamentals they will ever have to know.
Target Audience: 1702's in Education Services (This course is designed for beginners.)
Type: Interactive CD-ROMs
Length: 50 minutes ea.
Source: CareerTrack, Inc.

Course Code: AINFO731
Title: Concepts of Office Technology
Description: Learn what's involved in the concept, design and management of office information systems, emphasizing practical solutions to problems. This course will analyze different office systems, telling what they're all about how they work and what new innovations are on the horizon. Automated information systems will be discussed in the context of strategic office work flow including topics such as database basics, the local area network (LAN), electronic document management, imaging and text retrieval systems. Additional topics include an overview of current e-mail, voicemail, facsimile and automated forms systems. The presentation will include audio-visuales, case studies and a work flow analysis exercise. Course handouts provide readings on office technology issues and additional sources for further information.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 3 days
Source: Graduate School, USDA

Course Code: 45HB
Title: Creative Problem Solving
Description: This course is designed to help participants develop a skill that is essential for the government office of the 21st century. Participants will examine the elements, techniques and strategies that lead to effective problem-solving.
Target Audience: 1702's in Education Services, GS-5 and above.
Type: Classroom
Length: 3 days
Source: Graduate School, USDA

Course Code: 97-4186
Title: Creative Thinking: Setting the Stage for Innovation
Description: In this course participants will learn how to think creatively, assess their organization's approach to creativity, and cultivate an environment that supports innovation.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 2 days
Source: Management Concepts, Inc.

Course Code: SMGMT 818
Title: Critical Thinking: Creativity and Innovation
Description: Participants will learn how to identify the steps in the creative process and decide how and when to apply examples to work-related situations, identify procedures which foster creativity, and harness the concept of creativity and focus it on organizational problems.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 2 days
Source: Graduate School, USDA

Course Code: 5124
Title: Data Handling for Accounting and Budget for Technicians
Description: This course helps administrative staff understand and use financial terms and relate budgeting and accounting functions. Participants learn how to compile data for budget admissions, understand accounting concepts and allotment recordkeeping, and use financial data in report presentations.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 3 days
Source: Management Concepts, Inc.

Course Code: 45AT
Title: Decision Making for Support Staff
Description: This course covers decision making, decision logic tables and the seven-step method. The time has passed when a secretary's responsibilities were limited to taking dictation, typing and filing. Today's secretarial or other support staff positions are more challenging with many responsibilities, one of which is making decisions about work and people. Participants will learn how to identify decision making situations, distinguish between fact and inferences, discuss group vs. individual problem-solving.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 2 days
Source: Graduate School, USDA

Course Code: Varies with source.
Title: Effective Briefings or Presentations
Description: Course may cover briefings and/or presentations. Topics typically include: process for developing and presenting a briefing or presentation (such as, audience analysis, planning, and practice); using multiple types of media; handling anxiety before the presentation; and answering questions. Training methods should include skill-building exercises, such as, videotaping briefing/presentation and evaluation.
Target Audience: 1702's in Education Services
Type: Classroom (short course, workshop, or seminar)
Length: 3 - 5 days
Source: Sources include local college/university and training vendor (such as: Graduate School, USDA).

Course Code: 45CE
Title: Effective Communication with Customers
Description: Concentrating on how effective communication contributes to customer service, this course emphasizes courteous, clear and complete communicating; positive and negative verbal and non-verbal communication; listening; communication styles and behaviors; and models for effective customer service interactions.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 2 days
Source: Graduate School, USDA

Course Code: Varies with source.
Title: English Composition I

Description: The purpose of this course is to make the student a better writer. The course is offered to help students learn the basic principles of writing as a communication medium; to analyze examples of successful writing; and to improve writing skills through practice. Concentrates on organizing and supporting ideas in writing.

Target Audience: 1702's in Education Services

Type: College Course

Length: 3 semester hours

Source: Local college or university

Course Code: Varies with source.

Title: English Composition II

Description: Continued study of forms and principles of expository and argumentative writing. Emphasis is on using critical thinking and analytical skills in research and writing.

Target Audience: 1702's in Education Services

Type: College Course

Length: 3 semester hours

Source: Local college or university

Course Code: Varies with source.

Title: Effective Writing

Description: Course typically covers: determining the purpose for what is being written; organizing information and data; improving the participant's writing; reducing writing time; and developing an appropriate style and tone. May also include an analysis of the participant's writing style.

Type: Classroom (short course, workshop or seminar)

Length: 1 - 2 days

Source: Sources include: Local college/university and training vendor (such as, Booher Consultants, Inc.; M.J. Weeks Seminars; E. Thomas and Associates; The Writing Exchange; Management Concepts, Inc.).

Course Code: 43AB

Title: Government Bookkeeping and Accounting

Description: This is an introductory course in governmental accounting designed to acquaint participants with basic accounting theory and principles. Emphasis is placed on sound bookkeeping and accounting procedures utilized in governmental operations.

Target Audience: 1702's in Education Services with little or no prior knowledge of bookkeeping and accounting.

Type: Classroom

Length: 4 days

Source: Graduate School, USDA

Course Code: None
Title: How to Organize Your Life and Get Rid of Clutter
Description: In this workshop participants will learn “Paper Management,” “Space Management,” and “Time Management.”
Target Audience: 1702's in Education Services
Type: Classroom
Length: 1/2 day or 1 evening
Source: CareerTrack, Inc.

Course Code: None
Title: How to be a Better Communicator
Description: Participants will gain communication skills that will make them more effective with other people. They will learn how to be more influential and get their ideas accepted more often.
Target Audience: 1702's in Education Services
Type: Seminar
Length: 1 day
Source: CareerTrack, Inc.

Course Code: SMGMT701
Title: Improving Customer Service Skills
Description: This two-day workshop provides practical applications on how to improve both the content and the interpersonal components critical to customer service. Both internal and external components are focused on during the workshop.
Target Audience: 1702's in Education Services
Type: Workshop
Length: 2 days
Source: Graduate School, USDA

Course Code: AMGMT702
Title: Interpersonal Communication
Description: This course will help participants analyze how they relate to others and how others relate to them; how they regard themselves and how to encourage and build positive self-esteem; how they respond to various situations; and how to promote a harmonious work environment.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 3 days
Source: Graduate School, USDA

Course Code: 97-4057
Title: Interpersonal Communication: Developing Effective Relationships
Description: In this course, participants will learn to overcome barriers to communication, become a more effective speaker and listener, and learn how to manage conflicts.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 3 days
Source: Management Concepts, Inc.

Course Code: SMGMT969
Title: Interpersonal Communication for Team Effectiveness
Description: This workshop examines the interpersonal communication process and the skills necessary to ensure that the team functions at optimum effectiveness within the workplace. Emphasis will be given to verbal and non-verbal communication, authority relationships, role differentiation, peer relationships and power/influence dynamics.
Target Audience: 1702's in Education Services working on teams
Type: Workshop
Length: 2 days
Source: Graduate School, USDA

Course Code: SMGMT 714
Title: Introduction to Basic Statistical Applications
Description: Participants are introduced to the most frequently used statistical tools and concepts.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 5 days
Source: Graduate School, USDA

Course Code: H60391 (9 volume video set)
Title: Microsoft Office Suite
Description: In this video tutorial participants will master five of Microsoft's most widely used business applications: Microsoft Excel for Windows 94 (spreadsheet software), Word for Windows 95 (word processing software), Windows 95 (system software), PowerPoint (slide presentation software) and Microsoft Network.
Target Audience: 1702's in Education Services
Type: Audio-visual (9 volume video set)
Length: Self-paced
Source: CareerTrack, Inc.

Course Code: Varies with source.
Title: Personal Computer (PC) Fundamentals
Description: Series of courses with emphasis on Microsoft Office, LAN, email, and Internet.
Type: Classroom
Length: 1 - 3 days per course
Target Audience: 1702's in Education Services
Source: Sources include local college/university and training vendor (such as, Graduate School, USDA).

Course Code: H50170 (audio cassettes) and H60107 (video)
Title: Power Talking Skills
Description: This learning aid teaches participants how to say what they mean and get what they want.
Target Audience: 1702's in Education Services
Type: Video and Audio cassettes
Length: Video (48 minutes), Audio cassettes (6 hours, 28 minutes)
Source: CareerTrack, Inc.

Course Code: 97-4101
Title: Providing Superior Customer Service
Description: In this course participants will learn to identify their customers, find out what they want, and deliver the kind of service that builds loyalty.
Target Audience: 1702's in Education Services interested in learning to identify their organization's customers and evaluate their customer service.
Type: Classroom
Length: 2 days
Source: Management Concepts, Inc.

Course Code: Varies with source.
Title: Public Speaking
Description: This course is designed to give participants training and practice in speaking before large or small groups. Consists of performance (speaking and listening), study of general communications theory, and study of principles and theories of public communication. Through class lectures, activities, assignments, and quizzes/examinations, the participant gains a working knowledge of the rhetorical choices available for effective public speaking and the possibilities for his/her skills improvement.
Target Audience: 1702's in Education Services
Type: College course

Length: 3 semester hours
Source: Local college or university

Course Code: AINFO860
Title: Records Management
Description: This course provides participants with practical information on the basic program elements required by Federal regulations; teaches participants how to promote the flow of information within Federal agencies and how to contribute to efficient agency operations.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 2 days
Source: Graduate School, USDA

Course Code: H20897
Title: Speaking Without Fear or Nervousness
Description: This video is designed to help one identify self-defeating thoughts and replace them with positive expectations. It will also help one to stand up to speaking challenges.
Target Audience: 1702's in Education Services
Type: Audio-visual (2 volume video set)
Length: Self-paced
Source: CareerTrack, Inc.

Course Code: 97-4151
Title: Statistics Made Simple
Description: Students will start with fundamentals and work their way through more challenging subjects.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 5 days
Source: Management Concepts, Inc.

Course Code: None
Title: Time Management: Gateway to Success
Description: This course guides participants on the path to getting the most out of their time while gaining more control over their day. They learn how to combine proven time management concepts with an integrated productivity tool, *The Ultimate Organizer*. In this course, participants learn to: take a systematic approach to controlling their time; clarify objectives; conquer procrastination; eliminate time wasters; handle interruptions; and say "no" to unreasonable demands.
Target Audience: All

Type: Video, CD-ROM, or classroom
Length: Self-paced or 1 day
Source: Productivity Plus, Inc.

Course Code: 97-4035
Title: Time Management: Organizing Yourself
Description: When attending the course, participants will learn how to prioritize, perform various projects, and basically, learn to use their time wisely.
Target Audience: 1702's in Education Services
Type: Classroom
Length: 1 day
Source: Management Concepts, Inc.

Course Code: SMGMT 918
Title: Time and Self Management
Description: This workshop emphasizes the need to set and prioritize goals both in work and personal life as a way to focus day-to-day actions on what is most important. Participants will receive the Ultimate Organizer or Franklin Quest organizer (offered every other month).
Target Audience: 1702's in Education Services
Type: Classroom
Length: 1 day
Source: Graduate School, USDA