

John Gillispie, Chief Operating Officer, ITE

SkillSoft's SkillPort

ITE offers online learning with over 1500 IT courses and 20 Interpersonal skill courses. With enrollment to the IT online courses, you also have access to:

- Simulations and Exercises
- Test Prep Exams
- Mentoring - 24x7 online mentoring by SkillSoft content experts
- Resources - Job Aids and SkillBriefs
- Books 24x7 Referenceware – Powerful search engine to the complete contents of 100s of reference books.

Internet based SkillPort is accessible 24 hours a day, 7 days a week from your Office or Home.

An enrollment form and pricing along with an IT course topic list are in this newsletter. To see the **entire list** of IT courses and outlines visit www.SkillSoft.com.

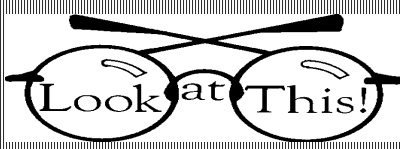
Want to see our list of Business Skills Courses?

(Includes descriptions, target audience and duration.)

Go to the below link and click on Sep/Oct 04.

[ITE Newsletter Archive](#)

<http://www.infoweb.state.ia.us/newsletter/>

	
2	Instructor Led Training Schedule
3	January and February Calendar Sneak Peek at Future Courses
4 & 5	Enrollment Forms

Customers, Conflict and Confrontation

Course Number: CUST0105

Overview/Description

Is there anything that can torpedo your work day more than an arrogant, obnoxious, rude customer? YES! Not knowing how to handle one! It's challenging to stay service-minded when the person you are dealing with is being "difficult." This course will give you the perspective to effectively cope with customer conflict, and sound methods to deal with all types of potentially confrontational situations. You'll be able to identify elements of emotional response that interfere with good customer service. Staying cool, calm, and customer-connected is a critical learning objective for this course. Develop communication skills that defuse customer complaints. Learn and differentiate the best methods to handle difficult customers in person and over the phone. By the end of this highly interactive course, you'll have the strategies necessary to restore customer confidence and move beyond the thorny issue to an even stronger relationship.

Target Audience: Front line personnel, team leaders, and customer service managers.

Lesson Objectives:

- What Creates a Confrontational Customer?
- Communication Essentials for Dealing with Customers
- Face to Face with Customer Conflict
- Handling Customer Conflicts Over the Phone

Expected Duration 5.5 hours

Interested in the above online course. See the 5th page of this newsletter for enrollment form.

Direct all Education Comments and Questions to:

Bruce Hupke – 281-6984
bruce.hupke@iowa.gov

INSTRUCTOR LED TRAINING***ACCESS LEVEL 1***

In this hands-on course, you'll design and create databases, tables, queries, forms, and reports. You'll learn database concepts and terminology. You'll learn how to design and create a table. You'll learn how to work with tables and forms, including adding records, modifying table and form design, finding and editing records, deleting and copying records and values, and filtering and sorting records. You'll learn how to design and use select queries. You'll learn how to create and use forms for a single table and multiple-tables. You'll learn how to create and use reports. You'll learn how to create and maintain a database. You'll learn rules for database design, including an introduction to table relationships. You will examine a database with design flaws and make corrections. Exercises and/or wrap-up lessons follow each of the 7 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index, and disc with all course files.

Prerequisite: Basic Windows or similar experience

Access Level 1

\$115 **Course: PC801**
Jan 18 8:30 – 3:30
19 8:30 – 12:00
 Enrollments closed

Apr 5 8:30 – 3:30
6 8:30 – 12:00
 Enrollments close: Mar 27

Hoover 'B' Level/Learning Center 2

EXCEL LEVEL 1

In this hands-on course you'll learn the skills you need to create, update, format, print and maintain an Excel spreadsheet. The class will work with ranges and various functions. You will create a simple chart sheet and work with an outline structure for a worksheet. You will also discover how to use an electronic spreadsheet to create basic data reports. Exercises and/or wrap-up lessons follow each of the 8 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.

Prerequisite: Basic Windows or similar experience

Excel Level 1

\$80 **Course: PC701**
Feb 8 8:30 – 4:00
 Enrollments close: Jan 30

Apr 4 8:30 – 4:00
 Enrollments close: Mar 27

Hoover 'B' Level/Learning Center 2

ACCESS LEVEL 2

In this hands-on course, you will learn how to enhance your database design by using the principles of normalization and table relationships. You'll also learn how to query multiple tables for data that is used in customized forms and reports. In addition, you'll be able to take the guesswork out of creating databases by learning to use data-normalization techniques. See how to take advantage of relational database efficiency to maintain data. You will also learn techniques to save time by controlling data entry and automating tasks. Benefit by becoming familiar with Access features that will enable you to customize forms and reports. An introduction to Data Access pages and Mail Merging with Word will be presented. Exercises and/or wrap-up lessons follow each of the 7 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.

Prerequisite: Basic Microsoft ACCESS class

Access Level 2

\$115 **Course: PC811**
Feb 1 8:30 – 3:30
2 8:30 – 12:00
 Enrollments close: Jan 23
 Hoover 'B' Level/Learning Center 2

EXCEL LEVEL 2

In this hands-on course you'll learn the skills you need to create, modify, and customize Excel charts. You will work with both chart sheets and embedded charts. Drawing tools will be used to enhance worksheets and charts. You will use advanced sorting and filtering techniques for locating and managing information. You will learn the querying capabilities of Excel. Exercises and/or wrap-up lessons follow each of the 6 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.

Prerequisite: Basic Microsoft EXCEL class or similar EXCEL experience

Excel Level 2

\$115 **Course: PC711**
Feb 22 9:00 – 3:30
23 9:00 – 12:00
 Enrollments close: Feb 13
 Hoover 'B' Level/Learning Center 2

BUSINESS OBJECTS

This class is taught using ZABO, a downloadable, self-installing version of Business Objects. ZABO, short for Zero Administration Business Objects, is functionally equivalent to the full-client. It has an integrated suite of Business Objects modules (InfoView, WebIntelligence Explorer and WebIntelligence Reporter.) ZABO is a web based report creating and viewing software. This hands-on course will teach students to create several types of reports. Included in reports students create are: calculations, sorting, grouping, breaking, conditions, crosstab and bar charts. Also formatting a report. Students will learn to send/receive and publish reports. Students in class will do report drilling. Step by step workbook included.

Prerequisite: Basic Windows or similar experience

Business Objects

\$50 **Course: UT501**
 TBA 9:00 – 12:00
 Enrollments close:
 Hoover 'B' Level/Learning Center 2

January 2006

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18 Access Level 1 8:30 – 3:30	19 Access Level 1 8:30 – 12:00	20	21
22	23	24	25	26	27	28
29	30	31				

February 2006

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Access Level 2 8:30 – 3:30	2 Access Level 2 8:30 – 12:00	3	4
5	6	7	8 Excel Level 1 8:30 – 4:00	9	10	11
12	13	14	15	16	17	18
19	20	21	22 Excel Level 2 8:30 – 3:30	23 Excel Level 2 8:30 – 12:00	24	25
26	27	28				

Sneak Peak: Excel 1 Apr 4 Access Level 1 Apr 5, 6 Access Level 2 May 3, 4 Excel 1 May 17

**Personnel Development Seminars (PDS)
e-learning Registration Form (2 pages)**

(PLEASE PRINT)

Instructions

- 1) Fill out the following enrollment form and submit.
- 2) A Username and Password and directions will be issued to you by email.
- 3) Access to online courses and much more for SkillSoft IT users will be, at anytime, anywhere, 24 hours a day, 7 days a week!

***NOTE:** SkillSoft IT users will be on the honor system and will keep their unique username and password private and not give it out to others.

User Information

Name (printed): _____ SS #: _____

Email: _____ Phone: _____

Department Name: _____ Division Name: _____

Information Technology Path (All IT online classes) Access Length (Please check one)

Technical Online Courses

- 1,500 courses for 4 months (\$179.00)
- 1,500 courses for 2 months (\$99.00)
- 1 single course for 1 month (\$35.00)

Interpersonal Skills Online Courses

- 10 courses for 4 months (\$179.00)
- 5 courses for 4 months (\$99.00)
- 1 single course for 1 month (\$35.00)

Please list single courses below

1. _____
2. _____
3. _____
4. _____
5. _____

Signatures

User Signature: _____ Date: _____

Authorized Signature: _____ Date: _____

Training Liaison Signature: _____ Date: _____

Submit (by Mail) to:

Leslie Davenport
DAS-Human Resources Enterprise
Personnel Development Seminars
Grimes State Office Building
400 East 14th Street
Des Moines, IA 50319

OR Submit (by Fax) to: Personnel Development Seminars
(515)-242-5152

For PDS Use Only:

Date Activated _____ Completion Date By _____

Report Sent _____ Date Deactivated _____

IT End-User Curricula TOPICS

Adobe Acrobat 5
Home and Personal
IBM Lotus Sametime 3 and QuickPlace 3
Lotus Notes R6 End-User
Microsoft End-User Operating Systems and Tools
Microsoft Internet Explorer 5.5
Microsoft Office XP
Microsoft Office 2003
Microsoft Office 2000
Microsoft Office 97
Microsoft Project 2002
Microsoft Visio 2000
Microsoft Windows 2000 for End Users
Microsoft Windows 98 for End Users
Microsoft Windows ME for End Users
Microsoft Windows XP for End Users
Netscape 6
Netscape 6.2
PDAs
Seagate Crystal Reports

IT Professional Curricula

Enterprise Database Systems Solution Area Topics

Microsoft SQL Server
Microsoft SQL Server 2000
Microsoft SQL Server 7.0 Database Implementation
Microsoft SQL Server 7.0 System Administration
Oracle8i Backup and Recovery
Oracle8i Introduction
Oracle8i Database Administration
Oracle8i Network Administration
Oracle8i Performance Tuning
Oracle9i
Systems and Database Design

IT Professional Curricula

Internet and Network Technologies Solution Area Topics

ATM Fundamentals (CBE) - 1M0-801
Avaya
BCMSN 2
BCRAN 2
BSCI 2
Cisco ARCH
Cisco CCDA/CCDP Certification
Cisco CIT
Cisco CCNA and CCNP Certification
Cisco INTRO
Cisco IMCR (Installation and Maintenance of Cisco Routers)
CompTIA iNET+ Certification
CompTIA Network+ Certification
Data/Telecomms
DSL Theory, Standards and Protocols - LCTE/401
Frame Relay Fundamentals (CBE) - 1M0-901
Internet Security
Internetworking Essentials
Networking and Telecommunications Fundamentals
SANS GSEC
Security Principles, Procedures, and Solutions
Telecommunications
VoIP Theory, Protocols and Standards (CBE) - 1M0-301
VPN Theory, Protocols and Standards (CBE) - 1M0-201
WAN Technologies
Wireless Communications

For a complete list of actual courses, course outlines, or demo an online course, go to www.skillsoft.com.
For questions or more information contact Bruce Hupke at 515/281-6984 or e-mail at bruce.hupke@iowa.gov

CompTIA Linux+ Certification
Linux: Basic System Administration
Lotus Domino R6
IBM Mainframe
Microsoft Application Center 2000
Microsoft BizTalk Server 2000
Microsoft Commerce Server 2000
Microsoft Exchange Server 2000
Microsoft Exchange Server 5.5
Microsoft Internet Information Server 4.0
Microsoft Internet Information Services 5.0
Microsoft Internet Security and Acceleration Server 2000
Microsoft Proxy Server 2.0
Microsoft Small Business Server 2000
Microsoft Systems Management Server 2.0
Microsoft TCP/IP on Windows NT 4.0
Microsoft Windows 2000
Microsoft Windows 2000 Update from NT 4.0
Microsoft Windows 2003
Microsoft Windows NT 4.0 (Server and Workstation)
Microsoft Windows XP
Microsoft Windows 98 Service and Support
Operating Systems
Sun Solaris 8
Sun Solaris 9
UNIX Essentials
Windows Server 2003

IT Professional Curricula

Software Development Solution Area Topics

ANSI C Programming
C/C++ Programming
Cobol
Java 2 (Platform 1.2)
Java 2 Programming (Platform 1.3)
Java Enterprise Connectivity
Java Web Services
Lotus Notes Domino 6.0
Microsoft .NET for Developers
Microsoft .NET Software Development Tools
Microsoft Office 2000 Solution Development
Microsoft Solution Architectures
Microsoft VBScript
Microsoft Visual Basic 5.0
Microsoft Visual Basic 6.0
Microsoft Visual C++
Rational Rose 2001
Software Design
Software Design Methodology
Software Programming Fundamentals

IT Professional Curricula

Web Design Solution Area Topics

Adobe
Macromedia
Microsoft FrontPage
Scripting and Web Languages
Web Site Design - Principles