GAMING SUPPORT SPECIALIST

Create Your Future by Combining Esports and IT Essential Skills!

New Horizons®

Learn What Earns

5 Reasons Why the I.T. Industry Is a Great Career Choice

If you're looking into possibilities for a new profession or a career change, the I.T. industry might be at the top of your list. It's one of the fastest growing sectors worldwide providing jobs full of opportunities for professional success. And if you're willing to accept the challenge it is highly rewarding throughout life. To help you make your decision, here are five reasons to start a career in I.T.:

1. Quick Employment

Tech companies are looking to hire I.T. professionals because demand is high and there aren't enough qualified workers to fill the gap. And the trend won't end anytime soon, as the tech industry is continually growing. The demand is so high, that certified professionals can easily find work even without a college degree.

2. A Variety of Career Opportunities

Information Technology is not an isolated industry. It overlaps with every other sector, which makes it a versatile career opportunity. From healthcare to agriculture, digital transformation is driving change in all spheres of business which allows I.T. professionals to choose a career that aligns with their interests.

3. Easy Career Growth

As technology improves, I.T. professionals evolve alongside it. But with the constant pursuit of knowledge, it allows them to grow their careers much faster and easier than in other industries. It is not unheard of for tech professionals to start at entry level and move to a mid-level managerial position within a few years.

4. It Pays Well

Tech professionals are esteemed for their unique skill sets. That makes them invaluable assets in any business. Therefore, when it comes to their financial compensation for their work, it is substantially higher than the average norm even at junior or entry-level positions. For example, depending on the industry and location a software engineer (with experience) can earn an average salary of around $83,000, which is considerably more than the national average in the United States.

5. A Reasonable Education

Every job in the I.T. industry requires a unique set of skills. To qualify for a position, candidates usually must demonstrate the right amount of technical expertise and provide proof of education and some experience. However, what skilled professionals don't necessarily need is a 4-year university degree. If they have the right certification and display an aptitude for completing tasks, they usually receive an entry-level position. When it comes to certification training programs, they are faster and far less expensive than a full degree in Computer Sciences. So, anyone with enough desire can pursue a career in I.T. even when you start from scratch.

Gaming Support Specialist

Have a passion for gaming and esports? Do you enjoy technology? Launch your IT career and secure the skills needed to thrive in the ever emerging world of online gaming and esports! It's the perfect place to immerse yourself in the world of technology because in an average day you will help multiple users on varied platforms. By answering user questions in a fast-paced and constantly changing environment, you will quickly earn real world proficiency. You will learn how to install, configure, and troubleshoot everything from internal PC components the latest apps to networked printers, cloud devices and much more. On an average day you would hone your skills by performing tasks like computer workstation setup, set up equipment for use, performing or ensuring proper installation of cables, operating systems, or appropriate software, computer and mobile device configuration, security monitoring and computer network setup. Every day you will interact and collaborate with individuals who rely on your knowledge to help them through their technology challenges and get back to their day. In a short period of time, you'll have seen it all and be in demand because of your well-rounded experience. This program will prepare you to enter the technology workplace and also gain an understating of the critical components within the fast-paced world of competitive gaming as you explore the ins and outs of hardware, software and industry trends fueling its rapid growth!

What will you do? You'll be in the business of helping people. You'll work with users via phone, email, text or in person to troubleshoot issues they are facing with their apps, printers, email, operating systems and more. Your mix of expertise and customer service skills will lower their stress level and help the company keep moving. Many of these positions are during flexible hours and some allow working from home. This is often the starting place for skilled technology professionals.

Personal Skills Needed

- Active Listening
- Good Interpersonal Communication Skills
- Basic Computer Skills
- Complex Problem Solving
- Critical Thinking

Your New Skills Will Include:

The CompTIA A+ certification verifies your ability to troubleshoot and solve problems with networking, operating systems, mobile devices, and security. The certification focuses on nine major IT skills:

Hardware	Networking	Mobile Devices
Operating Systems	Virtualization/Cloud Computing	Security
Network Troubleshooting	Software Troubleshooting	Operational Procedures

Does this job fit you?

FUTURE AT A GLANCE*:

Work Environment	Talents Required	Median Expected Salary Range	Hiring Forecast
9	**5**	**3**	**8**
Working Alone — Works with Others	Technically Focused — More Creative	$30,000+ per year — $130,000+ per year	Lower — Higher

Other Immediate Career Paths Available:
- Information Technology Specialist (IT Specialist)
- Competitive Gaming Technician
- Help Desk Analyst
- Network Technician
- Computer Specialist

Program Includes:
- 40 hours of live CompTIA IT Fundamentals+ Training (with free re-take option)
- Preparatory Materials for the CompTIA IT Fundamentals+ Certification Exam (1)
- Practice Exams for the CompTIA IT Fundamentals+ Certification Exam (1)
- Certification Exams: *CompTIA ITF+*
- 80 hours of live CompTIA IT A+ Certification Training (free re-take option)
- Preparatory Materials for the CompTIA IT A+ Certification Exams (2)
- Practice Exams for the CompTIA IT A+ Certification Exams (2)
- Certification Exams: *CompTIA 220-1001 & 220-1002*
- 40+ hours of Esports training including Hardware, Software, LAN's, Troubleshooting, and more!
- 48+ Hours of professional Power Skills, such as:

Goal Setting	Interviewing Skills	Career Development
Creative Problem Solving	Developing Trust	Effective Listening
Conflict Resolution	Flexible Thinking	Time Management

Successful Completion of this Program Earns You:
- The skills needed to become a professional technology gaming technician
- Certifications of Completion from New Horizons of Wisconsin
- 2 Digital Badges, certified by Credly, for ITF+ and A+, multiple Badges available for Esports
- The learning, practice, support and tools to earn 2 industry-recognized Certifications
- The opportunity to learn a multitude of interpersonal, professional, and technical skills to help you become successful in your new career!
- Program includes access to over 5,500 self-paced certified On-Line Anytime (OLA) Courses and Modules to assist you even after you are employed in your new career.

Program Format:

Live Online and self-study
Completion Time: 16 Weeks
Total Cost: $11,900

Classes and materials provided by New Horizons of Wisconsin, the state's largest technology and business skills training organization. All classes are certified and/or authorized by the developer.

This program is approved by the Wisconsin Department of Workforce Development (DWD) and is listed on the Eligible Training Provider List (ETPL) Portal.

CompTIA IT Fundamentals (ITF+) is an introduction to basic IT knowledge and skills.

What Skills Will You Learn?

IT CONCEPTS & TERMINOLOGY

Comprehend notational systems, illustrate the basics of computing, and explain the value of data and troubleshooting

INFRASTRUCTURE

Know how to set up and install common peripheral devices to a laptop/PC or secure a basic wireless network

APPLICATIONS & SOFTWARE

Manage applications software, understand the various components of an operating system and explain the purpose of methods of application architecture

SOFTWARE DEVELOPMENT

Comprehend programming language categories, interpret logic, and understand the purpose of programming concepts

DATABASE FUNDAMENTALS

Able to explain database concepts, structures, and purpose, as well as understands methods used to interface

SECURITY

Understand confidentiality, integrity, and availability concerns of secure devices and best practice methods

Why would you benefit from ITF+?

In 2017, nearly 5.4 million individuals worked as technology professionals across the U.S., representing an increase of 2.1%, or nearly 110,000 net new jobs. CompTIA ITF+ will help you determine if this is the field for you.

Twelve years ago, technology spending outside of IT was 20 percent of total technology spending; it will become almost 90 percent by the end of the decade, according to Gartner, Inc. All workers need fundamental IT skills to use these technologies.

COURSE OBJECTIVES

On course completion, participants will be able to:

- ☐ Set up a computer workstation and use basic software applications.
- ☐ Explain the functions and types of devices used within a computer system.
- ☐ Apply basic computer maintenance and support principles.
- ☐ Describe some principles of software and database development.
- ☐ Configure computers and mobile devices to connect to home networks and to the Internet.
- ☐ Identify security issues affecting the use of computers and networks.

COURSE OUTLINE

1 - USING COMPUTERS

- ☐ Common Computing Devices
- ☐ Using a Workstation
- ☐ Using an OS
- ☐ Managing an OS
- ☐ Troubleshooting and Support
- ☐ Summary

2 - USING APPS AND DATABASES

- ☐ Using Data Types and Units
- ☐ Using Apps
- ☐ Programming and App Development
- ☐ Using Databases
- ☐ Summary

3 - USING COMPUTER HARDWARE

- ☐ System Components
- ☐ Using Device Interfaces
- ☐ Using Peripheral Devices
- ☐ Using Storage Devices
- ☐ Using File Systems
- ☐ Summary

4 - USING NETWORKS

- ☐ Networking Concepts
- ☐ Connecting to a Network
- ☐ Secure Web Browsing
- ☐ Using Shared Storage
- ☐ Using Mobile Devices
- ☐ Summary

5 - SECURITY CONCEPTS

- ☐ Security Concerns
- ☐ Using Best Practices
- ☐ Using Access Controls
- ☐ Behavioral Security Concepts
- ☐ Summary

The **9 skills** that you master and validate with
CompTIA A+

HARDWARE

Identifying, using, and connecting hardware components and devices

OPERATING SYSTEMS

Install and support Windows OS including command line & client support. Understand Mac OS, Linux and mobile OS

SOFTWARE TROUBLESHOOTING

Troubleshoot PC and mobile device issues including application security support

NETWORKING

Explain types of networks and connections including TCP/IP, WIFI and SOHO

HARDWARE & NETWORK TROUBLESHOOTING

Troubleshoot device and network issues

SECURITY

Identify and protect against security vulnerabilities for devices and their network connections

MOBILE DEVICES

Install & configure laptops and other mobile devices

VIRTUALIZATION & CLOUD COMPUTING

Compare & contrast cloud computing concepts &set up client-side virtualization

OPERATIONAL PROCEDURES

Follow best practices for safety, environmental impacts, and communication and professionalism

CompTIA A+ Is the Industry Standard for Establishing A Career in IT.

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world.

- The only credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment
- Trusted by employers around the world to identify the go-to person in end management & technical support roles
- Regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace

The CompTIA A+ Core Series requires candidates to pass two exams: Core 1 (220-1001) and Core 2 (220-1002) covering the following new content:

- Demonstrate baseline security skills for IT support professional.
- Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting
- Support basic IT infrastructure and networking
- Configure and support PC, mobile and IoT device hardware
- Implement basic data backup and recovery methods and apply data storage and management best practices

1 - INSTALLING AND CONFIGURING PC COMPONENTS
ꙮ Use Appropriate Safety Procedures
ꙮ PC Components
ꙮ Common Connection Interfaces
ꙮ Install Peripheral Devices

2 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING DISPLAY AND MULTIMEDIA DEVICES
ꙮ Install and Configure Display Devices
ꙮ Troubleshoot Display Devices
ꙮ Install and Configure Multimedia Devices

3 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING STORAGE DEVICES
ꙮ Install System Memory
ꙮ Install and Configure Mass Storage Devices
ꙮ Install and Configure Removable Storage
ꙮ Configure RAID
ꙮ Troubleshoot Storage Devices

4 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING INTERNAL SYSTEM COMPONENTS
ꙮ Install and Upgrade CPUs
ꙮ Configure and Update BIOS/UEFI
ꙮ Install Power Supplies
ꙮ Troubleshoot Internal System Components
ꙮ Configure a Custom PC

5 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING PRINT DEVICES
ꙮ Maintain Laser Printers
ꙮ Maintain Inkjet Printers
ꙮ Maintain Impact, Thermal, and 3D Printers
ꙮ Install and Configure Printers
ꙮ Troubleshoot Print Device Issues
ꙮ Install and Configure Imaging Devices

6 - NETWORK INFRASTRUCTURE CONCEPTS
ꙮ Wired Networks
ꙮ Network Hardware Devices
ꙮ Wireless Networks
ꙮ Internet Connection Types
ꙮ Network Configuration Concepts
ꙮ Network Services

7 - CONFIGURING AND TROUBLESHOOTING NETWORKS
ꙮ Configure Network Connection Settings
ꙮ Install and Configure SOHO Networks
ꙮ Configure SOHO Network Security
ꙮ Configure Remote Access
ꙮ Troubleshoot Network Connections
ꙮ Install and Configure IoT Devices

8 - SUPPORTING AND TROUBLESHOOTING LAPTOPS
ꙮ Use Laptop Features
ꙮ Install and Configure Laptop Hardware
ꙮ Troubleshoot Common Laptop Issues

9 - SUPPORTING AND TROUBLESHOOTING MOBILE DEVICES
ꙮ Mobile Device Types
ꙮ Connect and Configure Mobile Device Accessories
ꙮ Configure Mobile Device Network Connectivity
ꙮ Support Mobile Apps
ꙮ Secure Mobile Devices
ꙮ Troubleshoot Mobile Device Issues

10 - IMPLEMENTING CLIENT VIRTUALIZATION AND CLOUD COMPUTING
ꙮ Configure Client-Side Virtualization
ꙮ Cloud Computing Concepts

11 - SUPPORTING OPERATING SYSTEMS
ꙮ Identify Common Operating Systems
ꙮ Troubleshooting Methodology
ꙮ Use Windows Features and Tools
ꙮ Manage Files in Windows
ꙮ Manage Disks in Windows
ꙮ Manage Devices in Windows

12 - MAINTAINING AND TROUBLESHOOTING MICROSOFT WINDOWS
ꙮ Install and Manage Windows Applications
ꙮ Manage Windows Performance

13 - INSTALLING, CONFIGURING, AND MAINTAINING OPERATING SYSTEMS
ꙮ Configure and Use Linux
ꙮ Configure and Use macOS
ꙮ Install and Upgrade Operating Systems
ꙮ Maintain Oss

14 - MANAGING USERS, WORKSTATIONS, AND SHARED RESOURCES
ꙮ Manage Users
ꙮ Configure Shared Resources
ꙮ Configure Active Directory Accounts and Policies

15 - SECURITY CONCEPTS
ꙮ Logical Security Concepts
ꙮ Threats and Vulnerabilities
ꙮ Physical Security Measures

16 - SECURING WORKSTATIONS AND DATA
ꙮ Implement Security Best Practices
ꙮ Implement Data Protection Policies
ꙮ Protect Data During Incident Response

17 - TROUBLESHOOTING WORKSTATION SECURITY ISSUES
ꙮ Detect, Remove, and Prevent Malware
ꙮ Troubleshoot Common Workstation Security Issues

18 - IMPLEMENTING OPERATIONAL PROCEDURES
ꙮ Environmental Impacts and Controls
ꙮ Create and Maintain Documentation
ꙮ Use Basic Change Management Best Practices
ꙮ Implement Disaster Prevention and Recovery Methods
ꙮ Basic Scripting Concepts
ꙮ Professionalism and Communication

Esports & Information Technology Program

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

TARGET AUDIENCE

This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician.

This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ Core 1 220-1001 Certification Exam and the CompTIA A+ Core 2 220-1002 Certification Exam.

COURSE OBJECTIVES

In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

You will:

- Support operating systems.
- Install and configure PC system unit components and peripheral devices.
- Install, configure, and troubleshoot display and multimedia devices.
- Install, configure, and troubleshoot storage devices.
- Install, configure, and troubleshoot internal system components.
- Install, configure, and maintain operating systems.
- Maintain and troubleshoot Microsoft Windows.
- Explain network infrastructure concepts.
- Configure and troubleshoot network connections.
- Manage users, workstations, and shared resources.
- Implement client virtualization and cloud computing.
- Implement physical security.
- Secure workstations and data.
- Troubleshoot workstation security issues.
- Support and troubleshoot laptops.
- Support and troubleshoot mobile devices.
- Install, configure, and troubleshoot print devices.
- Implement operational procedures.

COURSE OUTLINE

1 - INSTALLING AND CONFIGURING PC COMPONENTS
2 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING DISPLAY AND MULTIMEDIA DEVICES
3 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING STORAGE DEVICES
4 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING INTERNAL SYSTEM COMPONENTS
5 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING PRINT DEVICES
6 - NETWORK INFRASTRUCTURE CONCEPT
7 - CONFIGURING AND TROUBLESHOOTING NETWORKS
8 - SUPPORTING AND TROUBLESHOOTING LAPTOPS
9 - SUPPORTING AND TROUBLESHOOTING MOBILE DEVICES
10 - IMPLEMENTING CLIENT VIRTUALIZATION AND CLOUD COMPUTING

ESP - Hardware and Infrastructure in Esports

- Topic A: Intro to Esports (Stage setting)
- Topic B: Consoles
- Topic C: PC's and Configurations
- Topic D: Monitors and Graphic Cards
- Topic E: Communication devices
- Topic F: Test Prep and Review
- Topic G: Instruction and details on taking the Badge Exam.

COURSE OBJECTIVES

In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

You will:

- Support operating systems.
- Install and configure PC system unit components and peripheral devices.
- Install, configure, and troubleshoot display and multimedia devices.
- Install, configure, and troubleshoot storage devices.
- Install, configure, and troubleshoot internal system components.
- Install, configure, and maintain operating systems.
- Maintain and troubleshoot Microsoft Windows.
- Explain network infrastructure concepts.
- Configure and troubleshoot network connections.
- Manage users, workstations, and shared resources.
- Implement client virtualization and cloud computing.
- Implement physical security.
- Secure workstations and data.
- Troubleshoot workstation security issues.
- Support and troubleshoot laptops.
- Support and troubleshoot mobile devices.
- Install, configure, and troubleshoot print devices.
- Implement operational procedures.

COURSE OUTLINE

- Maintaining and Troubleshooting Microsoft Windows
- Installing, Configuring, and Maintaining Operating Systems
- Manager Users, Workstations, and Shared Resources
- Security Concepts
- Securing Workstations and Data
- Troubleshooting Workstation Security Issues
- Implementing Operational Procedures

ESP - How Software is used in Esports (Production/Broadcasting/Networking)

- Topic A: Intro to Esports (Stage Setting)
- Topic B: Networking in Esports
- Topic C: LANs
- Topic D: Internet Connections
- Topic E: Ports and Protocols
- Topic F: Networking Tools
- Topic G: Test Prep and Review
- Topic H: Instruction and details on taking the Badge Exam.

Esports Knowledge Opens Doors to Infinite Possibilities

ESPORTS RELATED PROFESSIONS

- **HEALTH MANAGEMENT**
  - Sports Director
  - Sport Medicine Physician
  - Physical Therapist
  - Physical Trainer
  - Performance Psychologist
  - Wellness and Mental Coach
  - Nutritionist or Dietitian
  - Photographer
  - Journalist
  - Editorial Manager
  - Editorial Assistant

- **PERFORMANCE MANAGEMENT**
  - (Team) Manager
  - Media Trainer
  - (Video) Analyst
  - Head of Scouting
  - Head Coach
  - Head of Esports
  - Executive Officer
  - Data & API Collector
  - Career Manager

- **PERFORMANCE OPTIMISATION**
  - High Level Player

- **EVENTS ORGANISATION**
  - Translator
  - Runner
  - Event Project Leader
  - Executive Producer
  - Observer
  - Administrator or Referee
  - Event Director

- **MEDIA**

- **BROADCAST**
  - Broadcast Distribution
  - Content Analyst
  - Replay Operator
  - Live GFX
  - TV Manager
  - Stage Manager
  - Video Producer
  - Stream/VOD Monitoring
  - TV/Live Producer
  - Set Assistant
  - Security Engineer
  - Cameraman
  - Broadcast Manager
  - Stream Director

- **INFORMATION & TECHNOLOGY**
  - Network Engineer
  - Software Architect
  - Network Architect
  - Light Engineer
  - Balancing Manager
  - Network Technician
  - Sound Engineer
  - Software Engineer
  - Technical Producer
  - Director
  - Data Engineer

- **GAME SUPPORT & DEVELOPMENT**

- **COMMUNICATION**
  - Press Officer
  - PR Officer
  - Internal Communication
  - External Communication
  - Communication Corporate
  - Content Editor

- **DIGITAL**
  - Social Media Optimiser
  - Head of Advertising
  - Head of Product
  - Community Manager
  - Web Designer
  - Trade Merchandising
  - Trade Marketing
  - Traffic Manager
  - Creative Strategist
  - Artistic Director
  - Web Developer
  - Head of Sales Marketing
  - Head of Sponsoring
  - Head of Licensing
  - Post Editor
  - 3D Graphic Designer
  - Mobile Developer
  - Head of Localisation
  - Head of Partnership
  - Video Editor
  - Graphic Designer
  - Web Marketer
  - Brand Manager

- **SALES MARKETING**

- **BUSINESS**
  - **COMMERCIAL**
    - Head of Reception Areas
    - Business Developer
    - Rights Reseller
    - Rights Purchaser
  - **HUMAN RESOURCES**
    - Recruitment Officer
    - HR Manager
    - Mobility Manager
    - Training Manager
  - **FINANCIAL**
    - Budgeting Manager
    - Financial Manager
    - Accountant Treasurer
    - Financial Analyst
  - **LEGAL**
    - Lawyer Attorney
    - Legal Manager
    - Legal Counsel

- **ADMINISTRATION**

- **SERVICES**
  - Insurance Provider
  - Software Supplier
  - Hardware Supplier
  - Facilities Provider
  - Apparel Provider

- **ENTERTAINMENT**
  - Video Maker
  - Desk Analyst
  - Streamer
  - Host or Stage
  - Caster

- **EDUCATION**
  - Instructor
  - Teacher
  - Association Manager
  - Researcher

Power Skills Library

| Program Title	Content Type	Duration
01. Problem Solving: Introduction to Problem Solving	interactive	4 Minutes
02. Problem Solving: Define the Problem	interactive	6 Minutes
03. Problem Solving: Determine the Root Cause	interactive	4 Minutes
04. Problem Solving: Generate Solutions	interactive	4 Minutes
05. Problem Solving: Evaluate and Select Solutions	interactive	4 Minutes
06. Problem Solving: Implement Solutions	interactive	5 Minutes
07. Problem Solving: Monitor the Resolution	interactive	4 Minutes
12 Rules For Life	interactive	15 Minutes
13 Things Mentally Strong People Don't Do	interactive	15 Minutes
A Guide to Great Goal Setting	interactive	10 Minutes
Adapting Your Communication Style	interactive	10 Minutes
Appropriate Use of Social Media	course	14 Minutes
Assertive communication	interactive	17 Minutes
Atomic Habits	interactive	15 Minutes
Basics of Written Communication	interactive	16 Minutes
Becoming a Good Business Writer	interactive	15 Minutes
Best Practice Customer Service face to face	course	4 Minutes
Build Resilience Through Perseverance	interactive	5 Minutes
Build Resilience With An Adaptive Mindset	interactive	51 Minutes
Business Communication Skills	interactive	15 Minutes
Business Email Etiquette	interactive	30 Minutes
Business Writing	course	264 Minutes
Call me – How to level up your phone skills	interactive	5 Minutes
Can I be blunt? – How to use tact when speaking your mind	interactive	5 Minutes
Career Development Bundle	course	72 Minutes
Celebrate When You Achieve Your Goal	interactive	5 Minutes
Code of Conduct and Ethics	interactive	30 Minutes
Communication 101 from Mind Tools for Business (Emerald Works)	interactive	60 Minutes
Confidence Hacks	interactive	10 Minutes
Conflict Resolution	interactive	15 Minutes
Coping with Uncertainty	interactive	10 Minutes
Creative Problem Solving	interactive	25 Minutes
Customer Service 101 from Mind Tools for Business (Emerald Works)	interactive	60 Minutes
Dealing with change	interactive	9 Minutes
Dealing with complaints: Customer Service	interactive	10 Minutes
Developing Trust	course	23 Minutes
Effective Listening	course	21 Minutes
Email Management	course	20 Minutes
Ethics for Everyone	interactive	9 Minutes
Flexible thinking	interactive	8 Minutes
Interpersonal Effectiveness	interactive	15 Minutes
Interpersonal Relationships	interactive	15 Minutes
Interviewing Skills	interactive	15 Minutes
Manage Time And Overcome Stress	interactive	44 Minutes
Networking and Building Relationships	interactive	15 Minutes
Organise yourself at work	interactive	17 Minutes
Present a Professional Appearance	interactive	5 Minutes
Problem solving	interactive	10 Minutes
Relationship-Building with Colleagues	interactive	4 Minutes
Relationship-Building with Your Supervisor	interactive	7 Minutes
Review of Grammatical Principles	interactive	15 Minutes
Setting Up Your Desk For Work	interactive	10 Minutes
Social Media & Digital Marketing	interactive	60 Minutes
Social media in the workplace	interactive	8 Minutes
Strengthen Your Writing Today	interactive	15 Minutes
The Power of Goal Setting	interactive	5 Minutes
The Power of Habit	interactive	15 Minutes
Time Management	interactive	15 Minutes
Tiny Habits	interactive	15 Minutes
Using email effectively	interactive	10 Minutes
Microsoft Teams - Introduction	course	240 Minutes
PowerPoint 365 Beginner	interactive	278 Minutes
Excel 365 Beginner	interactive	286 Minutes
Microsoft Office 365 - Basic	course	80 Minutes
Outlook 365 Beginner	interactive	222 Minutes
Windows 10 End User Essentials Beginner	interactive	283 Minutes
Word 365 Beginner	interactive	262 Minutes

FAQ's

- **How do I get to classes (zoom, email link, special website)?**
  - We manage a "Classroom in the Cloud", and all the student needs is a PC with an internet connection to attend our LIVE training, led by certified instructors. We have our own proprietary LMS (Learning Management System) that the student logs into, and they quickly find themselves in their class. It's extremely easy.

- **How long is each class session?**
  - Our classes generally run from 8:30 to 4, Monday to Friday. We also have options that are available at night for some class titles.

- **How many days long are your courses?**
  - Generally speaking, each class is a 5-day class, but some are 3 days. The days run consecutively. This is "Boot Camp" style learning, which has proven to be very effective for young adult and adult learners.

- **How much homework do I receive for your classes?**
  - This will vary depending on the title and whether you are going for an industry certification and the complexity of the subject matter. If you are planning on sitting for a certification exam, you can plan on 2 hours of study for each hour of class time as a rule of thumb. That is why we provide you with certification prep materials, practice exams, access to your classes' recordings and even the ability to sit the entire class again live if you want. Your advisor will help you through the process one-on-one, so you are never on your own.

- **Are these beginner classes or is this for those that already work in the industry?**
  - Great question. We have programs that appeal to career beginners, career changers and career enhancers, so we can meet you wherever you are in your career journey. If you are just graduating from high school, we have programs specially designed for you, if you are looking to change careers at 40 years old, we have programs for you too. It just depends on your needs. That is why our career development team is so important in the process. They will be with you every step of the way and make sure you are enrolled in the right program.

- **What capabilities does a computer/laptop need for this class?**
  - You need to be running Windows (Chromebooks don't work), and have a reliable internet connection. Other than that, any PC made in the last 5 years or so will work fine. Our classes are in the cloud and available to you through the internet so nothing is really required from your local equipment to learn your new skills. Also, our Learning Centers are always available as a quiet, private place to come and learn (and get hot, fresh cookies!).

- **How long has New Horizons been offering these classes?**
  - We have been offering computer training for 40 years nationally, and 13 years locally in Wisconsin. We have learning centers in Appleton, Madison and Milwaukee and have helped thousands of Wisconsinites gain valuable new skills. We are certified partners with dozens of the biggest names in technology, offer a 100% certified curriculum, live training on your schedule and for the first time in 2022, we expanded our marketplace to high school graduates as a faster, cost-effective option to the traditional college experience to enter the IT workplace in weeks, not years.

- **How much does it cost?**
  - Each programs cost is clearly detailed in the booklet. Work with your advisor to determine the best way for you to pay for your education. We accept a variety of payment methods from credit cards, student loans, personal loans, and we can help work with government programs to see if you are eligible for financial assistance as well.
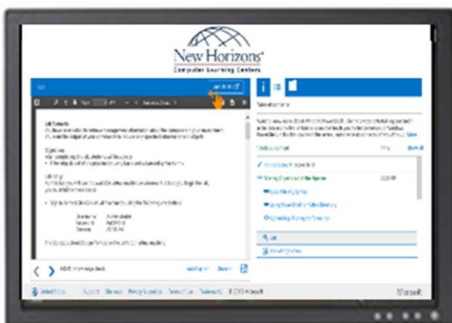
THE GLOBAL LEADER IN IT CAREER TRAINING

Our students are looking to move forward, **fast.** New Horizons training— through vendor-authorized courses and certifications and award-winning learning methods— is the vehicle that will be the pathway to the better job, the higher salary, the more fulfilling life.
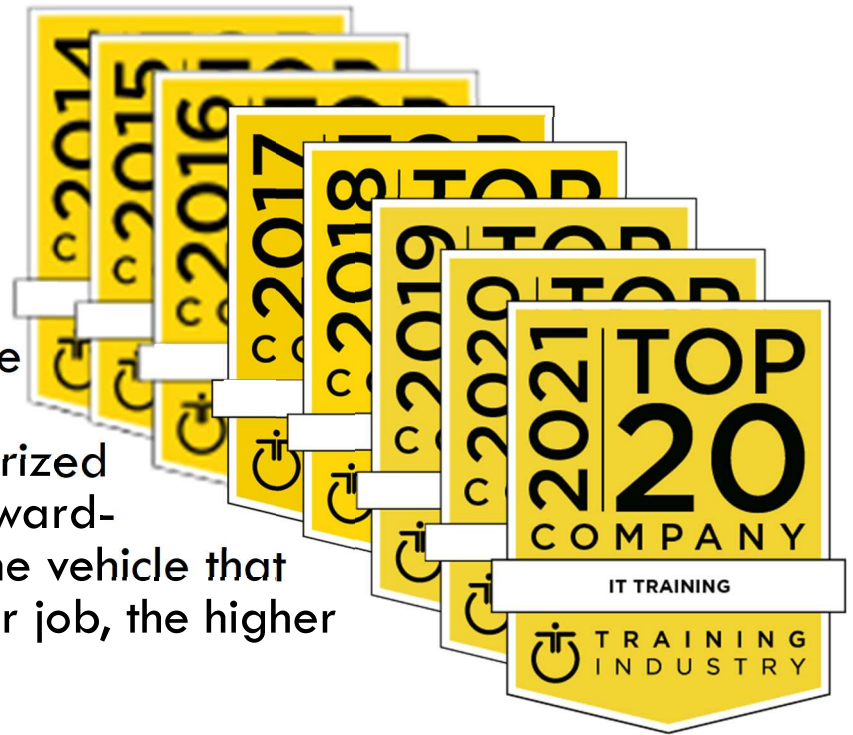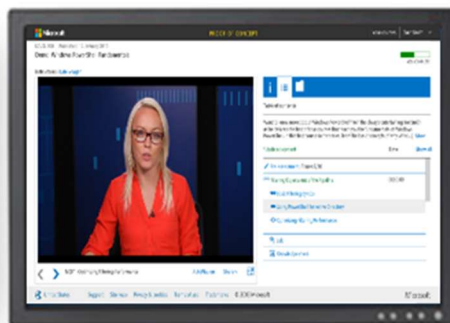

Immersive, Live Student Experience

We take the traditional learning experience and <u>add</u> the benefit of technology, while providing **fully live interaction** and **24/7 virtual access** to the actual technology we are training in your own personalized lab environment. Unlike the old model of learning, your experience is recorded, and available to you post-class.
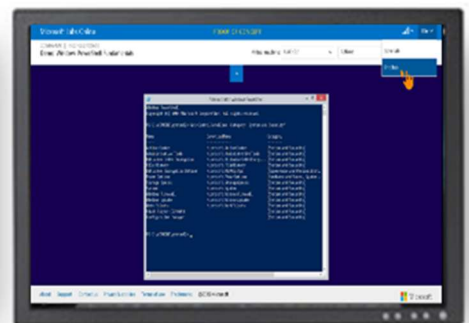
Editable, Digital Courseware ✔ Live Communications Module ✔ Virtual "Sandbox" Lab ✔

Notes Page:

Your New Career Starts Today!

newhorizonswi.com/career-development