

MICROSOFT OFFICE

P R O F E S S I O N A L

Become a
Microsoft
Office Expert to
Become **More
Employable!**



New Horizons[®]
Learn What Earns

Microsoft Office Professional

Every office has that one person who knows how to answer computer questions that come up. They're a key member of the team and the one that everyone relies on to make their workday go smoothly. This role rewards you by serving others to relieve stress, increase productivity and get things done. With this training course, you'll learn the most popular computer programs in the world including Word, Excel, Outlook and PowerPoint. This is your jumpstart to a career in IT and baseline technical knowledge you'll use and share every day moving forward. Holding a MOS certification and increasing your customer service skills can result in earning an entry-level business employee as much as \$16,000 more in annual salary than uncertified peers.

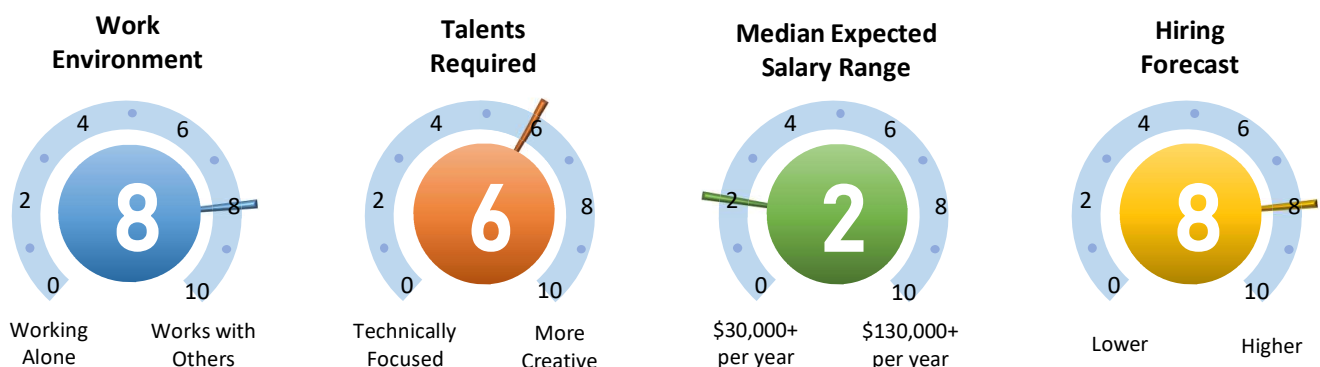
What will you do with it? With this certification, you'll become the Microsoft Office pro and you'll be equipped to be the VIP of a single office team or offer computer support on a help desk. The bulk of your day will be spent troubleshooting and training users that are experiencing problems with Microsoft Office. By spending time thoughtfully teaching the users, you'll share your knowledge and improve their proficiency, too.

Personal Skills Needed

- Active Listening
- Communication
- Reading Comprehension
- Service Orientation
- Written Expression

Does this job fit you?

FUTURE AT A GLANCE*



* According to the U.S. Department of Labor. A proud partner of the [americanjobcenter](#) network.

Your New Understanding and Skills Include:

- Expertise in Microsoft Office, specifically Working with Spreadsheets, Communicating with Email, Working with Documents and Presentation

Other Career Paths Available But Not Limited To:

- Office Administrator
- Customer Service Representative
- Administrative Specialist
- Office Assistant
- Business Manager



Program Includes:

- 80 hours of live Microsoft Office Training (with free re-take option)
- Preparatory Materials for the Certification Exams (4)
- Practice Exams for the Certification Exams (4)
- Certification Exams: *Microsoft Office Word, Excel, PowerPoint, Outlook*
- 48 professional published works covering areas such as:

Advanced Macros
Presentation Skills
Microsoft Teams

Power Pivots/Pivot Tables
Dashboards
VBA Programming

Office 365/Cloud
Financial Modeling
Automating Workflows

Successful Completion of this Program Includes:

- Learning the skills needed to become a Microsoft Office Professional
- Earning the Microsoft Office Specialist Certification Designation
- Learning a multitude of interpersonal, professional, and office skills to help you become successful in your new career!
- (Program includes access to over 1,000 self-paced certified On-Line Anytime (OLA) Courses, Books and Videos to assist you after you are employed in your new career.)

Program Format: Online, in person and self-study

Time: 8 Weeks

Cost: \$5,860



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 and is listed on the Eligible Training Provider List (ETPL) Portal.

Microsoft Office Specialist (MOS) is one of the top three skills required for jobs today. It is no surprise that MOS is the world's largest IT certification program in the world. Learners will be able to demonstrate they get the most out of Microsoft Office and maximize their productivity by earning a Microsoft Office Specialist certification in a specific Microsoft Office program – Word, Excel, PowerPoint, Access, OneNote, SharePoint or Outlook.

One of the many benefits of the Microsoft Office program is that it spans across a wide variety of professions. Microsoft Office Specialist skills are in such high demand that learners will be able to put this new knowledge into practice immediately. An astounding 85% of supervisors say Microsoft Office certified employees are more productive!





1 - GETTING STARTED WITH WORD 2019

- Topic A: Navigate in Microsoft Word
- Topic B: Create and Save Word Documents
- Topic C: Manage Your Workspace
- Topic D: Edit Documents
- Topic E: Preview and Print Documents
- Topic F: Customize the Word Environment

2 - FORMATTING TEXT AND PARAGRAPHS

- Topic A: Apply Character Formatting
- Topic B: Control Paragraph Layout
- Topic C: Align Text Using Tabs
- Topic D: Display Text in Bulleted or Numbered Lists
- Topic E: Apply Borders and Shading

3 - WORKING MORE EFFICIENTLY

- Topic A: Make Repetitive Edits
- Topic B: Apply Repetitive Formatting
- Topic C: Use Styles to Streamline Repetitive Formatting Tasks

4 - MANAGING LISTS

- Topic A: Sort a List
- Topic B: Format a List

5 - ADDING TABLES

- Topic A: Insert a Table
- Topic B: Modify a Table
- Topic C: Format a Table
- Topic D: Convert Text to a Table

6 - INSERTING GRAPHIC OBJECTS

- Topic A: Insert Symbols and Special Characters
- Topic B: Add Images to a Document

7 - CONTROLLING PAGE APPEARANCE

- Topic A: Apply a Page Border and Color
- Topic B: Add Headers and Footers
- Topic C: Control Page Layout
- Topic D: Add a Watermark

8 - PREPARING TO PUBLISH A DOCUMENT

- Topic A: Check Spelling, Grammar, and Readability
- Topic B: Use Research Tools

- Topic C: Check Accessibility
- Topic D: Save a Document to Other Formats

DAY 2:

1 - ORGANIZING CONTENT USING

TABLES AND CHARTS

- Topic A: Sort Table Data
- Topic B: Control Cell Layout
- Topic C: Perform Calculations in a Table
- Topic D: Create a Chart
- Topic E: Add an Excel Table to a Word Document (Optional)

2 - CUSTOMIZING FORMATS USING

STYLES AND THEMES

- Topic A: Create and Modify Text Styles
- Topic B: Create Custom List or Table Styles
- Topic C: Apply Document Themes

3 - INSERTING CONTENT USING QUICK PARTS

- Topic A: Insert Building Blocks
- Topic B: Create and Modify Building Blocks
- Topic C: Insert Fields Using Quick Parts

4 - USING TEMPLATES TO AUTOMATE

DOCUMENT FORMATTING

- Topic A: Create a Document Using a Template
- Topic B: Create and Modify a Template
- Topic C: Manage Templates with the Template Organizer

5 - CONTROLLING THE FLOW OF A DOCUMENT

- Topic A: Control Paragraph Flow
- Topic B: Insert Section Breaks
- Topic C: Insert Columns
- Topic D: Link Text Boxes to Control Text Flow

6 - SIMPLIFYING AND MANAGING LONG DOCUMENTS

- Topic A: Insert Blank and Cover Pages
- Topic B: Insert an Index
- Topic C: Insert a Table of Contents
- Topic D: Insert an Ancillary Table
- Topic E: Manage Outlines

- Topic F: Create a Master Document

7 - USING MAIL MERGE TO CREATE LETTERS, ENVELOPES, AND LABELS

- Topic A: Use Mail Merge
- Topic B: Merge Envelopes and Labels

Day 3:

1 - MANIPULATING IMAGES

- Topic A: Integrate Pictures and Text
- Topic B: Adjust Image Appearance
- Topic C: Insert Other Media Elements

2 - USING CUSTOM GRAPHIC ELEMENTS

- Topic A: Create Text Boxes and Pull Quotes
- Topic B: Add WordArt and Other Text Effects
- Topic C: Draw Shapes
- Topic D: Create Complex Illustrations with SmartArt

3 - COLLABORATING ON DOCUMENTS

- Topic A: Prepare a Document for Collaboration
- Topic B: Mark Up a Document
- Topic C: Review Markups
- Topic D: Merge Changes from Other Documents

4 - ADDING DOCUMENT REFERENCES AND LINKS

- Topic A: Add Captions
- Topic B: Add Cross-References
- Topic C: Add Bookmarks
- Topic D: Add Hyperlinks
- Topic E: Insert Footnotes and Endnotes
- Topic F: Add Citations and a Bibliography

5 - SECURING A DOCUMENT

- Topic A: Suppress Information
- Topic B: Set Formatting and Editing Restrictions
- Topic C: Restrict Document Access
- Topic D: Add a Digital Signature to a Document

6 - USING FORMS TO MANAGE CONTENT

- Topic A: Create Forms
- Topic B: Modify Forms



1 - GETTING STARTED WITH EXCEL 2019

- Topic A: Navigate the Excel User Interface
- Topic B: Use Excel Commands
- Topic C: Create and Save a Basic Workbook
- Topic D: Enter Cell Data
- Topic E: Use Excel Help

2 - PERFORMING CALCULATIONS

- Topic A: Create Worksheet Formulas
- Topic B: Insert Functions
- Topic C: Reuse Formulas and Functions

3 - MODIFYING A WORKSHEET

- Topic A: Insert, Delete, and Adjust Cells, Columns, and Rows
- Topic B: Search for and Replace Data
- Topic C: Use Proofing and Research Tools

4 - FORMATTING A WORKSHEET

- Topic A: Apply Text Formats
- Topic B: Apply Number Formats
- Topic C: Align Cell Contents
- Topic D: Apply Styles and Themes
- Topic E: Apply Basic Conditional Formatting
- Topic F: Create and Use Templates

5 - PRINTING WORKBOOKS

- Topic A: Preview and Print a Workbook
- Topic B: Set Up the Page Layout
- Topic C: Configure Headers and Footers

6 - MANAGING WORKBOOKS

- Topic A: Manage Worksheets
- Topic B: Manage Workbook and Worksheet Views
- Topic C: Manage Workbook Properties

DAY 2:

1 - WORKING WITH FUNCTIONS

- Topic A: Work with Ranges
- Topic B: Use Specialized Functions
- Topic C: Work with Logical Functions
- Topic D: Work with Date and Time Functions
- Topic E: Work with Text Functions

2 - WORKING WITH LISTS

- Topic A: Sort Data
- Topic B: Filter Data
- Topic C: Query Data with Database Functions
- Topic D: Outline and Subtotal Data

3 - ANALYZING DATA

- Topic A: Create and Modify Tables
- Topic B: Apply Intermediate Conditional Formatting
- Topic C: Apply Advanced Conditional Formatting

4 - VISUALIZING DATA WITH CHARTS

- Topic A: Create Charts
- Topic B: Modify and Format Charts
- Topic C: Use Advanced Chart Features

5 - USING PIVOTTABLES AND PIVOTCHARTS

- Topic A: Create a PivotTable
- Topic B: Analyze PivotTable Data

- Topic C: Present Data with PivotCharts
- Topic D: Filter Data by Using Timelines and Slicers

Day 3:

1 - WORKING WITH MULTIPLE WORKSHEETS AND WORKBOOKS

- Topic A: Use Links and External References
- Topic B: Use 3-D References
- Topic C: Consolidate Data

2 - SHARING AND PROTECTING WORKBOOKS

- Topic A: Collaborate on a Workbook
- Topic B: Protect Worksheets and Workbooks

3 - AUTOMATING WORKBOOK FUNCTIONALITY

- Topic A: Apply Data Validation
- Topic B: Search for Invalid Data and Formulas with Errors
- Topic C: Work with Macros

4 - USING LOOKUP FUNCTIONS AND FORMULA AUDITING

- Topic A: Use Lookup Functions
- Topic B: Trace Cells
- Topic C: Watch and Evaluate Formulas

5 - FORECASTING DATA

- Topic A: Determine Potential Outcomes Using Data Tables
- Topic B: Determine Potential Outcomes Using Scenarios
- Topic C: Use the Goal Seek Feature
- Topic D: Forecast Data Trends

6 - CREATING SPARKLINES AND MAPPING DATA

- Topic A: Create Sparklines
- Topic B: Map Data



1 - GETTING STARTED WITH POWERPOINT 2019

- ▢ Topic A: Navigate the PowerPoint Environment
- ▢ Topic B: View and Navigate a Presentation
- ▢ Topic C: Use PowerPoint Help

2 - DEVELOPING A POWERPOINT PRESENTATION

- ▢ Topic A: Create and Save a Presentation
- ▢ Topic B: Edit Text
- ▢ Topic C: Work with Slides
- ▢ Topic D: Design a Presentation

3 - PERFORMING ADVANCED TEXT EDITING OPERATIONS

- ▢ Topic A: Format Characters
- ▢ Topic B: Format Paragraphs

4 - ADDING AND ARRANGING GRAPHICAL ELEMENTS

- ▢ Topic A: Insert Images
- ▢ Topic B: Insert Shapes
- ▢ Topic C: Create SmartArt
- ▢ Topic D: Insert Icons and 3D Models
- ▢ Topic E: Arrange and Size Objects

5 - MODIFYING GRAPHICAL ELEMENTS

- ▢ Topic A: Format Images
- ▢ Topic B: Format Shapes
- ▢ Topic C: Customize SmartArt
- ▢ Topic D: Format Icons
- ▢ Topic E: Format 3D Models
- ▢ Topic F: Animate Objects

6 - PREPARING TO DELIVER YOUR PRESENTATION

- ▢ Topic A: Review Your Presentation

- ▢ Topic B: Apply Transitions
- ▢ Topic C: Print a Presentation
- ▢ Topic D: Deliver Your Presentation

DAY 2:

1 - CUSTOMIZING DESIGN TEMPLATES

- ▢ Topic A: Modify Slide Masters and Slide Layouts
- ▢ Topic B: Modify the Notes Master and the Handout Master
- ▢ Topic C: Add Headers and Footers

2 - USING INK TO HAND DRAW ELEMENTS

- ▢ Topic A: Draw Objects
- ▢ Topic B: Write Math Equations

3 - ADDING TABLES

- ▢ Topic A: Create a Table
- ▢ Topic B: Format a Table
- ▢ Topic C: Insert a Table from Other Microsoft Office Applications

4 - ADDING CHARTS

- ▢ Topic A: Create a Chart
- ▢ Topic B: Format a Chart
- ▢ Topic C: Insert a Chart from Microsoft Excel

5 - WORKING WITH MEDIA

- ▢ Topic A: Add Audio to a Presentation
- ▢ Topic B: Add Video to a Presentation
- ▢ Topic C: Add a Screen Recording

6 - BUILDING ADVANCED TRANSITIONS AND ANIMATIONS

- ▢ Topic A: Use the Morph Transition
- ▢ Topic B: Customize Animations

7 - FINALIZING A PRESENTATION

- ▢ Topic A: Collaborate on a Presentation
- ▢ Topic B: Annotate a Presentation
- ▢ Topic C: Record a Presentation
- ▢ Topic D: Set Up a Slide Show

8 - CUSTOMIZING PRESENTATION NAVIGATION

- ▢ Topic A: Divide a Presentation into Sections
- ▢ Topic B: Add Links
- ▢ Topic C: Create a Custom Slide Show

9 - SECURING AND DISTRIBUTING A PRESENTATION

- ▢ Topic A: Secure a Presentation
- ▢ Topic B: Create a Video or a CD



1 - GETTING STARTED WITH OUTLOOK 2019

- Topic A: Navigate the Outlook Interface
- Topic B: Work with Messages
- Topic C: Access Outlook Help

2 - FORMATTING MESSAGES

- Topic A: Add Message Recipients
- Topic B: Check Spelling and Grammar
- Topic C: Format Message Content

3 - WORKING WITH ATTACHMENTS AND ILLUSTRATIONS

- Topic A: Attach Files and Items
- Topic B: Add Illustrations to Messages
- Topic C: Manage Automatic Message Content

4 - CUSTOMIZING MESSAGE OPTIONS

- Topic A: Customize Reading Options
- Topic B: Track Messages
- Topic C: Recall and Resend Messages

5 - ORGANIZING MESSAGES

- Topic A: Mark Messages
- Topic B: Organize Messages Using Folders

6 - MANAGING YOUR CONTACTS

- Topic A: Create and Edit Contacts
- Topic B: View and Print Contacts

7 - WORKING WITH THE CALENDAR

- Topic A: View the Calendar
- Topic B: Create Appointments
- Topic C: Schedule Meetings
- Topic D: Print the Calendar

8 - WORKING WITH TASKS AND NOTES

- Topic A: Create Tasks
- Topic B: Create Notes

Day 2:

1 - MODIFYING MESSAGE PROPERTIES AND CUSTOMIZING OUTLOOK

- Topic A: Insert Advanced Characters and Objects
- Topic B: Modify Message Properties
- Topic C: Add Email Accounts to Outlook
- Topic D: Customize Outlook Options

2 - ORGANIZING, SEARCHING, AND MANAGING MESSAGES

- Topic A: Group and Sort Messages
- Topic B: Filter and Manage Messages
- Topic C: Search Outlook Items

3 - MANAGING YOUR MAILBOX

- Topic A: Manage Junk Email Options
- Topic B: Manage Your Mailbox Size

4 - AUTOMATING MESSAGE MANAGEMENT

- Topic A: Use Automatic Replies
- Topic B: Use Rules to Organize Messages
- Topic C: Create and Use Quick Steps

5 - WORKING WITH CALENDAR SETTINGS

- Topic A: Set Advanced Calendar Options
- Topic B: Create and Manage Additional Calendars
- Topic C: Manage Meeting Responses

6 - MANAGING CONTACTS

- Topic A: Import and Export Contacts
- Topic B: Use Electronic Business Cards
- Topic C: Forward Contacts

7 - MANAGING ACTIVITIES BY USING TASKS

- Topic A: Assign and Manage Tasks

8 - SHARING OUTLOOK ITEMS

- Topic A: Delegate Access to Outlook Folder
- Topic B: Share Your Calendar
- Topic C: Share Your Contacts

9 - MANAGING OUTLOOK DATA FILES

- Topic A: Use Archiving to Manage Mailbox Size
- Topic B: Work with Outlook Data Files

Online
Learning



Learning
Anytime

This portion of your job skills program focuses on helping your personal improvement, which will help you succeed in the future. Below you will find the detailed listing of dozens of hours of professionally created and delivered content that will provide you with the additional skills that you will need to succeed at your new career! This is your On-Line Anytime (OLA) library, and you will have access to these titles, and thousands more, for a full year!

Asset Type	Title	Code	Program Length
OLA Course	Administrative Support: Developing Your Essential Skills	aad_01_a01_bs_enus	26 Minutes
OLA Course	Administrative Support: Working in Partnership with Your Boss	aad_01_a02_bs_enus	18 Minutes
OLA Course	Administrative Support: Interacting Effectively with Colleagues	aad_01_a03_bs_enus	19 Minutes
OLA Course	Administrative Support: Projecting a Positive Professional Image	aad_01_a04_bs_enus	19 Minutes
OLA Course	Writing Effective E-mails and Instant Messages	acm_02_a01_bs_enus	28 Minutes
OLA Course	The Art and Science of Communication	acm_07_a01_bs_enus	21 Minutes
OLA Course	Trust Building through Effective Communication	acm_07_a03_bs_enus	25 Minutes
OLA Course	Choosing the Right Interpersonal Communication Method to Make Your Point	acm_07_a04_bs_enus	30 Minutes
OLA Course	Become a Great Listener	acm_07_a05_bs_enus	24 Minutes
OLA Course	Navigating Your Own Emotions	acm_13_a01_bs_enus	29 Minutes
OLA Course	Navigating Other People's Emotions	acm_13_a02_bs_enus	25 Minutes
OLA Course	Navigating the Workplace with Emotional Intelligence	acm_13_a03_bs_enus	26 Minutes
OLA Course	Listening Even When it's Difficult to Listen	acm_14_a01_bs_enus	32 Minutes
OLA Course	Using Active Listening in Workplace Situations	acm_14_a02_bs_enus	34 Minutes
OLA Course	Gaining a Positive Perspective on Feedback	acm_15_a02_bs_enus	30 Minutes
OLA Course	Acting with Diplomacy and Tact	acm_16_a01_bs_enus	36 Minutes
OLA Course	Navigating Challenging Situations with Diplomacy and Tact	acm_16_a02_bs_enus	30 Minutes
OLA Course	Interacting with Customers	acs_02_a01_bs_enus	30 Minutes
OLA Course	Communicating Effectively with Customers	acs_02_a02_bs_enus	30 Minutes
OLA Course	Controlling Conflict, Stress, and Time in a Customer Service Environment	acs_02_a03_bs_enus	32 Minutes
OLA Course	Dealing with Customer Service Incidents and Complaints	acs_02_a04_bs_enus	30 Minutes
OLA Course	Polishing Your Skills for Excellent Customer Service	acs_02_a05_bs_enus	24 Minutes
OLA Course	Rapport Building in Customer Service	acs_03_a01_bs_enus	28 Minutes
OLA Course	Providing Telephone Customer Service	acs_03_a03_bs_enus	31 Minutes
OLA Course	Facing Confrontation in Customer Service	acs_03_a05_bs_enus	27 Minutes
OLA Course	Designing a Customer Service Strategy	acs_03_a06_bs_enus	28 Minutes
OLA Course	Leveraging Emotional Intelligence	ald_01_a04_bs_enus	28 Minutes
OLA Course	How to Manage Difficult Conversations	amg_06_a03_bs_enus	29 Minutes
OLA Course	Developing a Plan to Further Your Career	apd_03_a01_bs_enus	28 Minutes
OLA Course	Getting Your Career on the Right Track	apd_03_a02_bs_enus	29 Minutes
OLA Course	Cultivating Relationships with Your Peers	apd_04_a01_bs_enus	21 Minutes
OLA Course	Managing Pressure and Stress to Optimize Your Performance	apd_07_a01_bs_enus	26 Minutes
OLA Course	Aligning Goals and Priorities to Manage Time	apd_08_a01_bs_enus	25 Minutes
OLA Course	Make the Time You Need: Get Organized	apd_08_a02_bs_enus	28 Minutes
OLA Course	The Art of Staying Focused	apd_08_a03_bs_enus	30 Minutes
OLA Course	Uncovering and Utilizing Your Talents and Skills	apd_10_a01_bs_enus	19 Minutes
OLA Course	Self-improvement for Lifelong Success	apd_10_a02_bs_enus	24 Minutes
OLA Course	Establishing Self-confidence for Life	apd_10_a03_bs_enus	23 Minutes
OLA Course	Procrastination: Admitting it is the First Step	apd_11_a01_bs_enus	20 Minutes
OLA Course	Understanding Unconscious Bias	apd_14_a01_bs_enus	25 Minutes
OLA Course	Overcoming Your Own Unconscious Biases	apd_14_a02_bs_enus	22 Minutes
OLA Course	Being an Effective Team Member	atm_02_a01_bs_enus	30 Minutes
OLA Course	Taking Effective and Professional Notes	bs_acm19_a01_enus	20 Minutes
OLA Course	Developing Your Business Acumen	bs_apd20_a01_enus	21 Minutes
OLA Course	Developing a Growth Mind-set	bs_ast03_a01_enus	16 Minutes
OLA Course	Personal Power and Credibility	comm_42_a01_bs_enus	24 Minutes
OLA Course	Difficult People: Why They Act That Way and How to Deal with Them	comm_46_a01_bs_enus	31 Minutes
OLA Course	The Essentials for Anger Management	comm_47_a01_bs_enus	26 Minutes
OLA Course	Using Communication Strategies to Bridge Cultural Divides	comm_48_a02_bs_enus	30 Minutes
OLA Course	Taking Stock of Your Work/Life Balance	pd_30_a01_bs_enus	22 Minutes
OLA Course	Staying Balanced in a Shifting World	pd_30_a02_bs_enus	15 Minutes
OLA Course	Take a Deep Breath and Manage Your Stress	pd_30_a03_bs_enus	22 Minutes
OLA Course	Avoid Procrastination by Getting Organized Instead	pd_32_a02_bs_enus	22 Minutes
OLA Course	Maximize Your Productivity by Managing Time and Tasks	pd_32_a03_bs_enus	21 Minutes
OLA Course	Forging Ahead with Perseverance and Resilience	pe_03_a01_bs_enus	31 Minutes
OLA Course	Reaching Goals Using Perseverance and Resilience	pe_03_a02_bs_enus	27 Minutes
OLA Course	The Building Blocks of Building Trust	pe_04_a01_bs_enus	29 Minutes
OLA Course	Becoming an Accountable Professional	pe_05_a01_bs_enus	30 Minutes
OLA Course	Managing Workplace Stress	_pc_bi_hrbi006	6 Minutes
OLA Course	Reframing Negative Situations	_pc_bi_hrbi008	6 Minutes
OLA Course	Developing Your Career	_pc_ch_lach037	15 Minutes
OLA Course	Persevering through Setbacks	_pc_ch_pach011	15 Minutes
OLA Course	The Fruits of Integrity: Building Trust at Work	_pc_ch_pach012	15 Minutes

Notes Page:

Your New Career Starts Today!



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