WEB DESIGN & SOFTWARE DEVELOPMENT

ONLINE PROGRAM - 2 YEARS

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ABOUT THE PROGRAM

Web design requires a variety of skills in the production and maintenance of websites. The different areas of web development include web graphic and interface design; authoring, including standardized code and proprietary software; user experience design; and search engine optimization.

Software systems are increasingly ubiquitous in all aspects of our lives. Failures in these systems can be costly in terms of money, time, and business reputation. Effective software design, development and testing is integral to mitigating harm caused by failures and providing confidence in systems.

This program teaches students basic techniques of web site design and development by introducing digital imaging toolsets, scripting and web language, and web content development toolsets. Students will also learn the latest techniques for designing, developing and testing high quality software.
# PROGRAM OUTLINE

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Desktop Computing

MICROSOFT OFFICE 2016
11 Weeks

Microsoft Office 2016: Beginning Word
● Working with the Interface and Performing Basic Tasks in Word 2016
● Formatting Text in Word 2016
● Customizing Options and Using Document Views in Word 2016
● Creating and Formatting Tables in Word 2016
● Headers, Footers, Page Numbering, and Layout in Word 2016
● Using the Navigation Pane and Creating Lists in Word 2016

Microsoft Office 2016: Beginning Excel
● Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks
● Microsoft Excel 2016 Essentials: Formatting Data
● Microsoft Excel 2016 Essentials: Data Presentation Strategies
● Microsoft Excel 2016 Essentials: Formulas and Functions
● Microsoft Excel 2016 Essentials: Charts, Tables, and Images

Microsoft Office 2016: Beginning PowerPoint
● Introduction to the PowerPoint 2016 Interface and Basic Tasks
● Modifying and Formatting Slides in PowerPoint 2016
● Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016
● Working with Graphic, Audio, and Video Content in PowerPoint 2016
● Constructing and Modifying Tables and Charts in PowerPoint 2016

Microsoft Office 2016: Beginning Access
● Introduction to the Access 2016 Interface, Database Management, and Tables
● Creating Relationships, Queries, Forms and Reports in Access 2016

Microsoft Office 2016: Beginning Outlook
● Getting to Know Outlook 2016
● Managing Conversations and E-mail in Outlook 2016
● Managing Attachments, and Inserting Items and Signatures in Outlook 2016
● Organizing Contacts in Outlook 2016
● Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016
● Configuring and Managing Meetings and Notes in Outlook 2016

Microsoft Office 2016: Intermediate Word
● Using Illustrations, Styles, and Themes in Word 2016
● Designing and Formatting Illustrations in Word 2016
● Advanced Table Customization in Word 2016
• Maintaining, Protecting, and Reviewing Documents in Word 2016
• References, Proofing, Mail Merges, and Forms in Word 2016
• Sharing and Collaborating on Documents in Word 2016

Microsoft Office 2016: Intermediate Excel
• Microsoft Excel 2016 Intermediate: Customizing Views, Styles, and Templates
• Microsoft Office 2016 Intermediate Excel: Creating Custom Visual Effects
• Microsoft Office 2016 Intermediate Excel: Working with Data
• Microsoft Office 2016 Intermediate Excel: Macros and Advanced Queries
• Microsoft Office 2016 Intermediate Excel: PivotTables and Advanced Charts
• Microsoft Office 2016 Intermediate Excel: Share, Review, and Collaborate

Microsoft Office 2016: Intermediate PowerPoint
• Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016
• Using Hyperlinks, Actions, and Comments in PowerPoint 2016
• Using Slide Show Presentation Tools in PowerPoint 2016
• Customizing Proofing and Default Options in PowerPoint 2016
• Sharing and Protecting Presentations in PowerPoint 2016
• Exporting Presentations and Compressing Media in PowerPoint 2016

Microsoft Office 2016: Intermediate Outlook
• Formatting E-mail in Outlook 2016
• Configuring Message Options in Outlook 2016
• Customizing and Managing Outlook 2016
• Managing Automation, Storage, and Tidying Up in Outlook 2016
• Managing Contacts, Tasks, and the Calendar in Outlook 2016
• Viewing and Configuring Outlook 2016 Backstage Options

Microsoft Office 2016: Advanced Excel
• Microsoft Excel 2016 Advanced: Apps and What-if Analysis
• Microsoft Excel 2016 Advanced: Power Pivot, Custom Formatting, Fills, and Forms
• Microsoft Excel 2016 Advanced: Accessibility, Transforming Data, and Errors

Microsoft Office 2016: PowerPoint Best Practices
• Designing Effective PowerPoint Presentations
• Using Slide Masters and Slide Elements to Optimize Impact

Microsoft Office 2016: SharePoint for End Users
• Navigating, Customizing, Lists and Libraries in SharePoint 2016
• Managing Libraries and Lists in SharePoint 2016
• Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016
• Social Networking and Collaboration in SharePoint 2016
• Tags, Notes, Community Sites, and Search in SharePoint 2016
• Content Types, Workflows, Calendar, and Office Applications in SharePoint 2016
Outlook Mail for Web
● Microsoft Outlook Mail for Web: Getting Started
● Microsoft Outlook Mail for Web: Sending and Receiving Email
● Microsoft Outlook Mail for Web: Formatting Email
● Microsoft Outlook Mail for Web: Organizing Email
● Microsoft Outlook Mail for Web: Contact Tools
● Microsoft Outlook Mail for Web: Calendar Tools
● Microsoft Outlook Mail for Web: Configuring the App

Skype for Windows
● Skype for Windows: Sign-in and Setup
● Skype for Windows: Chat Tools
● Skype for Windows: Voice and Video Tools
● Skype for Windows: Managing Contacts

Skype for Business 2016
● Skype for Business 2016: Getting Started
● Skype for Business 2016: Chatting and Calling
● Skype for Business 2016: Organizing and Hosting Meetings
● Skype for Business 2016: Meeting Tools
COMMUNICATION
12 Weeks

COMMUNICATION ESSENTIALS FOR BUSINESS

How to Write an Effective Internal Business Case

● Preparing a Business Case
● Writing a Business Case
● Presenting Your Case

E-mail Essentials for Business

● Using E-mail and Instant Messaging Effectively
● Addressing and Redistributing E-mail
● Managing Your E-mail
● Final Exam: E-mail Essentials for Business

Telephone Essentials for Business

● Essential Skills for Professional Telephone Calls

Business Writing Basics

● Business Writing: Know Your Readers and Your Purpose
● Business Writing: How to Write Clearly and Concisely
● Business Writing: Editing and Proofreading
● Final Exam: Business Writing Basics

Business Grammar Basics

● Business Grammar: Parts of Speech
● Business Grammar: Working with Words
● Business Grammar: The Mechanics of Writing
● Business Grammar: Punctuation
● Business Grammar: Sentence Construction
● Business Grammar: Common Usage Errors
● Final Exam: Business Grammar Basics
Interpersonal Communication

- Interpersonal Communication: Communicating with Confidence
- Interpersonal Communication: Targeting Your Message
- Interpersonal Communication: Listening Essentials
- Interpersonal Communication: Communicating Assertively
- Interpersonal Communication: Being Approachable
- Effective Interpersonal Communications Simulation
- Final Exam: Interpersonal Communication

Workplace Conflict

- Workplace Conflict: Recognizing and Responding to Conflict
- Workplace Conflict: Strategies for Resolving Conflicts

Fundamentals of Working with Difficult People

- Working with Difficult People: Identifying Difficult People
- Working with Difficult People: How to Work with Aggressive People
- Working with Difficult People: How to Work with Negative People
- Working with Difficult People: How to Work with Procrastinators
- Working with Difficult People: How to Work with Manipulative People
- Working with Difficult People: How to Work with Self-serving People
- Working with Difficult People: Dealing with Micromanagers

Negotiation Essentials

- Negotiation Essentials: What Is Negotiation?
- Negotiation Essentials: Planning for Negotiation
- Negotiation Essentials: Communicating
- Negotiation Essentials: Persuading
- Negotiation Essentials: Avoiding Pitfalls in Negotiations
- Conducting a Successful Negotiation Simulation
- Location Does Matter

Emotional Intelligence Essentials

- What is Emotional Intelligence?
- Improving Your Emotional Intelligence Skills: Self-awareness and Self-management
- Using Emotional Intelligence on the Job
- Emotional Intelligence at Work Simulation

Fundamentals of Cross Cultural Communication
• Culture and Its Effect on Communication
• Communicating Across Cultures
• Improving Communication in Cross-cultural Relationships

DEVELOP EFFECTIVE BUSINESS COMMUNICATION

Getting Results without Direct Authority

• Getting Results without Direct Authority: Building Relationships and Credibility
• Getting Results without Direct Authority: Persuasive Communication
• Getting Results without Direct Authority: Reciprocity
• Getting Results without Direct Authority: Influencing Your Boss
• Influencing Key Decision Makers
• Influence and Persuasion

Listening Essentials

• Listening Essentials: The Basics of Listening
• Listening Essentials: Improving Your Listening Skills
• Final Exam: Listening Essentials

Constructive Feedback and Criticism

• Giving Feedback
• Giving Constructive Criticism
• Receiving Feedback and Criticism

Anger Management Essentials

• Anger Management Essentials: Understanding Anger
• Anger Management Essentials: Managing and Controlling Anger

Communicating Effectively with the ‘C’ Level

• Preparing to Communicate Effectively at the ‘C’ Level
• Techniques for Communicating Effectively with Senior Executives

Running Effective Business Meetings

• Preparing for Effective Business Meetings
• Managing Effective Business Meetings
• Dealing with Common Meeting Problems
Basic Presentation Skills

- Basic Presentation Skills: Planning a Presentation
- Basic Presentation Skills: Creating a Presentation
- Basic Presentation Skills: Delivering a Presentation

Communicate with Diplomacy and Tact

- The Impact of Situation and Style When Communicating with Diplomacy and Tact
- Strategies for Communicating with Tact and Diplomacy
- Delivering a Difficult Message with Diplomacy and Tact

Professional Networking Essentials

- Finding Opportunities to Make Connections
- Developing Confidence

Writing Skills for Technical Professionals

- Preparing and Planning
- Effective Writing Techniques
- Improving your Technical Writing Skills

Communicating with Impact

- Interpersonal Communication that Builds Trust
- Communication Methods that Make Sense – and Make your Point
- Being a Receptive Communication Partner
- Communication Challenges: Navigating Choppy Waters

Workplace Conflict

- Preventing Unhealthy Workplace Conflict
- Working Out and Through Conflict
- Adapting Your Conflict Style

Issue-focused Negotiation

- Issue-focused Negotiation: Are You Ready?
- You and Your Negotiating Counterpart
- Reaching a Negotiated Agreement

Developing Your Emotional Intelligence
● Emotional Intelligence: Owning Your Emotions
● Emotional Intelligence: Building Self-Management Skills
● Emotional Intelligence: Being Aware of the Emotions of Others
● Emotional Intelligence: Applying EI at Work

ADVANCED BUSINESS COMMUNICATION SKILLS

Getting Results through Personal Power

● Personal Power and Credibility
● Building Personal Power through Influence
● Influence Others with Political Savvy

How to Succeed in Listening

● Be a Better Listener
● Roadblocks to Excellent Listening
● Active Listening Skills for Professionals
● Mastering Active Listening in the Workplace

Constructive Feedback

● Feedback and Its Vital Role in the Workplace
● Delivering Feedback
● Receiving Feedback
● Making Feedback a Regular Occurrence

Engaging Others with Tact and Diplomacy

● Diplomacy and Tact for Every Day
● Diplomacy and Tact in Challenging Situations
● Connecting with Others through Diplomacy and Tact
● Using Humor with Diplomacy and Tact

Working with Difficult People

● Difficult People: Why They Act That Way and How to Deal with Them
● Difficult People: Can’t Change Them, so Change Yourself
● Difficult People: Strategies to Keep Everyone Working Together
● Coping with Aggressive Behavior in the Workplace
● Blame Backfires – Conquer Negative Thinking
● Reacting to Co-Workers Who Try Taking Advantage
Managing and Controlling Anger

- The Essentials for Anger Management

Cross-Cultural Communication

- How Culture Impacts Communication
- Using Communication Strategies to Bridge Cultural Divides
- Communicating with a Cross Cultural Audience
- Dispute Resolution in International Contracts

Communicating with Senior Executives

- Capturing the Attention of Senior Executives

Effective Business Meetings

- Planning Meetings Fit for Purpose
- Running Meetings in Better Directions
- When Too Many Meetings Are Just Too Much
- Making Meetings Work
- Managing Meetings for Productivity and Effectiveness

Effective Business Writing

- Audience and Purpose in Business Writing
- Clarity and Conciseness in Business Writing
- Editing and Proofreading Business Documents
- Writing for Business
- Written Communication

Writing a Business Case

- Developing an Effective Business Case

Using E-mail Effectively in the Workplace

- Writing Effective E-mails and Instant Messages
- Sending E-mails to the Right People
- Organizing Your E-mail

Essential Skills for Professional Telephone Calls

- Keeping Business Calls Professional
**Practical Grammar for Business Writing**

- Using the Parts of Speech
- Getting the Details Right: Spelling Basics
- Abbreviating, Capitalizing, and Using Numbers
- Using Punctuation Marks
- Creating Well-Constructed Sentences
- Troublesome Words and Phrases: Common Usage Mistakes in Writing

**SUCCEED WITH EXPERT COMMUNICATION SKILLS**

**Making the Most of Your Presentations**

- Planning an Effective Presentation
- Building Your Presentation
- Ensuring Successful Presentation Delivery
- Handling Difficult Questions as a Presenter

**Skills for Communication Success**

- The Art and Science of Communication
- Making an Impact with Non-verbal Communication
- Trust Building through Effective Communication
- Choosing the Right Interpersonal Communication Method to Make Your Point
- Become a Great Listener
- Do We Have a Failure to Communicate?
- Making Yourself Approachable
- Asserting Yourself in the Workplace

**Developing Your Listening Skills**

- Listening Even When It’s Difficult to Listen
- Using Active Listening in Workplace Situations
- Listening to Improve Conversation
- Effective Listening
- Listening with Skill

**Developing Effective Negotiation Skills**

- The First Step in Negotiation
- Negotiating the Best Solution
- Effective Body Language in Negotiations
Vendor Negotiations: Choosing the Best Approach
Tailoring your Negotiation Approach

**The Art of Feedback**

- Polishing Your Feedback Skills
- Gaining a Positive Perspective on Feedback
- Criticism in Context
- Giving Appropriate Feedback
- Giving Feedback to Coworkers

**Dealing with Workplace Conflict**

- The Many Approaches to Facing Workplace Conflict
- Facing and Resolving Conflict in the Workplace
- Confrontation: What’s the Best Approach
- Personal Conflict Styles
- Coping with Accusations in the Workplace
- Managing Conflict
- Manager to Manager Conflict
- Conflict: Avoid, Confront, or Delay?
- Meeting the Challenge of Workplace Conflict

**Achieving Emotional Intelligence**

- Navigating Your Own Emotions
- Navigating Other People’s Emotions
- Navigating the Workplace with Emotional Intelligence
- How High is your EQ?
- Emotional Intelligence at Work

**Communicating Tactfully and Diplomatically**

- Acting with Diplomacy and Tact
- Navigating Challenging Situations with Diplomacy and Tact

**Storytelling Basics**

- Fundamentals of Business Storytelling
PERSONAL DEVELOPMENT
14 Weeks

BASICS IN PERSONAL CAREER DEVELOPMENT

Doing Business Professionally

- Working for Your Inner Boss: Personal Accountability
- Managing from Within: Self-empowerment
- Goals and Setting Goals
- Creating a Positive Attitude
- Pursuing Successful Lifelong Learning
- Reframing Negative Situations
- Doing Business Professionally Simulation

Optimizing Your Work/Life Balance

- Optimizing Your Work/Life Balance: Analyzing Your Life Balance
- Optimizing Your Work/Life Balance: Maintaining Your Life Balance
- Optimizing Your Work/Life Balance: Taking Control of Your Stress
- Employee Exhaustion: Managing a Well-Balanced Workload
- Creating Work/Life Balance
- Balancing Your Responsibilities Simulation

Diversity on the Job

- Diversity on the Job: The Importance of Diversity and the Changing Workplace
- Diversity on the Job: Diversity and You
- Developing Workplace Diversity Awareness Simulation
- Instituting a Dress Code
- Workplace Diversity: Assessing Your Organization

Telecommuting and the Remote Employee

- Telecommuting Basics: Maximizing Productivity as a Remote Employee
- Telecommuting Basics: Communication Strategies for the Remote Employee

Generating Creative & Innovative Ideas

- Generating Creative and Innovative Ideas: Enhancing Your Creativity
- Generating Creative and Innovative Ideas: Maximizing Team Creativity
- Generating Creative and Innovative Ideas: Verifying and Building on Ideas
Managing Your Career

- Managing Your Career: Creating a Plan
- Managing Your Career: Getting on the Right Track
- Managing Your Career: Professional Networking Essentials
- Managing Your Career: You and Your Boss
- Managing Your Career: Leveraging the Performance Appraisal
- Managing Your Relationship with Your Boss Simulation

Effective Time Management

- Time Management: Analyzing Your Use of Time
- Time Management: Planning and Prioritizing Your Time
- Time Management: Avoiding Time Stealers

Problem Solving and Decision-Making Strategies

- Problem Solving: The Fundamentals
- Problem Solving: Determining and Building Your Strengths
- Problem Solving: Digging Deeper
- Decision Making: The Fundamentals
- Decision Making: Tools and Techniques
- Decision Making: Making Tough Decisions

Dealing with Organizational Change

- Understanding Organizational Change
- Preparing for Organizational Change
- Embracing Organizational Change

Critical Thinking Essentials

- Critical Thinking Essentials: What Is Critical Thinking?
- Critical Thinking Essentials: Applying Critical Thinking Skills

Building and Maintaining Trust

- Building Trust
- Rebuilding Trust
- Rebuilding Trust

Personal Productivity Improvement

- Personal Productivity Improvement: Managing Your Workspace
• Personal Productivity: Self-organization and Overcoming Procrastination
• Personal Productivity Improvement: Managing Tasks and Maximizing Productivity

CRITICAL PERSONAL MANAGEMENT IN BUSINESS

Peer Relationships

• The Value of Peer Relationships
• Developing Strategic Peer Relationships in Your Organization
• Forming Peer Relationships and Alliances at Work

Business Ethics

• Introduction to Workplace Ethics
• Developing a Code of Ethical Conduct
• Ethical Decision-making in the Workplace
• Ethical Self-Promotion

Living and Working Abroad in the United States

• American Work Culture and Values
• Key Aspects of the American Work Environment
• Communicating Successfully in the American Workplace
• Succeeding in the American Workplace

Interviewing Strategies for the Interviewee

• Preparing for an Internal Interview
• Making a Positive Impression in an Internal Interview

Campus to Corporate

• Campus to Corporate: Meeting New Expectations
• Campus to Corporate: Developing a Professional Image

Public Speaking Strategies

• Public Speaking Strategies: Preparing Effective Speeches
• Public Speaking Strategies: Confident Public Speaking

Performance under Pressure
• Developing the Right Attitude for Performing under Pressure
• Taking Action for Performing under Pressure
• Performing with Others under Pressure

Business Etiquette and Professionalism
• Developing Your Reputation of Professionalism with Business Etiquette
• Professionalism, Business Etiquette, and Personal Accountability
• Communicating with Professionalism and Etiquette
• Using Business Etiquette to Build Professional Relationships
• Business Etiquette in Introductions

Perseverance and Resilience
• Developing Character for Perseverance and Resilience
• Achieving Goals through Perseverance and Resilience
• Bouncing Back with Perseverance and Resilience
• Persevering through Setbacks

Decisiveness
• Developing Character for Decisiveness
• Overcoming the Barriers to Decisiveness

Writing Under Pressure
• Writing under Pressure: Preparing for Success
• Writing under Pressure: The Writing Process

Problem Solving and Decision Making
• Solving Problems: Framing the Problem
• Solving Problems: Generating and Evaluating Alternatives
• Making and Carrying Out Tough Decisions

Thinking Critically
• Thinking Critically: Coming to Terms with Assumptions
• Thinking Critically: Getting Your Arms around Arguments
• Thinking Critically: Drawing Conclusions with Confidence

Perseverance at Work
• Forging Ahead with Perseverance and Resilience
• Reaching Goals Using Perseverance and Resilience
• Perseverance: Flexibility in Action

**Building, Rebuilding and Sustaining Trust**

• The Building Blocks of Building Trust
• The Fruits of Integrity: Building Trust at Work

**Improving Your Work/Life Balance**

• Taking Stock of Your Work/Life Balance
• Staying Balanced in a Shifting World
• Take a Deep Breath and Manage Your Stress
• Managing Workplace Stress

**ADVANCED CAREER MANAGEMENT SKILLS**

**Navigating through Organizational Change**

• Organizations Change So Get Ready
• Redefining Yourself after Organizational Change
• Managing the Stress of Organizational Change
• The Importance of Flexibility in the Workplace
• Developing Organizational Agility

**Improving Your Personal Productivity**

• Organize Your Physical and Digital Workspace
• Avoid Procrastination by Getting Organized Instead
• Maximize Your Productivity by Managing Time and Tasks
• Achieve Productivity in Your Personal Life

**Polishing Your Professional Edge**

• Becoming an Accountable Professional
• Becoming Your Own Best Boss
• Becoming More Professional through Business Etiquette
• Developing a Personal Accountability Framework
• Safe Small Talk
• Broadening Your Learning Horizons
• Managing Goals
• Targeting Personal Learning
360 Degree Relationships

- Cultivating Relationships with Your Peers
- Building Your Professional Network
- Building Rapport with Your Boss
- Peer Political Styles
- Building Better Relationships through Understanding
- Building Peer Relationships

Diversity on the Job

- Bridging the Diversity Gap
- Your Role in Workplace Diversity
- Understanding Workplace Diversity
- Managing Diversity

Performing Under Pressure

- Managing Pressure and Stress to Optimize Your Performance

Managing Your Career

- Developing your Career
- Developing a Plan to Further Your Career
- Getting Your Career on the Right Track
- Using Performance Appraisals to Advance Your Career
- Conquering Career Stagnation
- Building and Managing Upward Relationships
- Planning Your Career
- Exploring Self-Development

Business Ethics Essentials

- Developing Your Business Ethics
- Office Politics – What Will You Do?
- Ethics, Integrity and Trust
- The Ethics Enigma

Public Speaking Strategies

- Writing and Preparing an Effective Speech
- Conquering the Challenges of Public Speaking
Creativity in the Workplace

- Unleashing Personal and Team Creativity
- Verifying and Building on Creative Ideas
- Getting Ready to Present

Time Management

- Too Much to Do and Too Little Time
- Quit Making Excuses and Make Time Instead
- Ready, Set...FOCUS!
- Aligning Goals and Priorities to Manage Time
- Make the Time You Need: Get Organized
- The Art of Staying Focused
- Coping with Information Overload
- Prioritizing Personal and Professional Responsibilities
- Planning for Interruptions Helps With Procrastination
- Setting and Managing Priorities
- Coping with Conflicting Priorities
- Setting Goals
- Getting Time Under Control
- The Dangers of Multitasking

SUCCESS IN PERSONAL CAREER DEVELOPMENT

Discovering Your Strengths

- Uncovering and Utilizing Your Talents and Skills
- Self-improvement for Lifelong Success
- Establishing Self-confidence for Life

Overcoming Procrastination

- Procrastination: Admitting it is the First Step
- Beating Procrastination by Boosting Your Creativity and Drive

Improving Your Memory

- Improving Your Memory Skills
Improving Your Reading Speed

- Improving Your Reading Speed and Comprehension

Unconscious Bias

- Understanding Unconscious Bias
- Overcoming Your Own Unconscious Biases
- Overcoming Unconscious Bias in the Workplace

Facing Problems and Making Decisions

- Getting to the Root of a Problem
- Defining Alternative Solutions to a Problem
- Choosing and Using the Best Solution
- Playing the Devil’s Advocate in Decision Making
- Turning Problems Around with Reverse Brainstorming
- Uncovering the Root Problem
- Problem Solving: Process, Tools, and Techniques
- Decisions: Making the Right Move
- Managing Projects with no Direct Authority
- Ensuring Management Buy-in on a Project
- Managing Conflict in Project Team
- Managing Scope on a Project
- Weighing the Costs of Project Change
- Managing Vendor Relationships
- Anticipating and Solving Problems as a Project Champion
- Addressing Stakeholder Conflicts
- Portfolios, Programs, and Projects: What’s the Difference?
- Controlling Project Cost
- Project Management Essentials
- Supporting Project Managers

Developing Your Critical Thinking Skills

- Confronting Your Assumptions
- Investigating Arguments
- Reaching Sound Conclusions
- Critical Thinking
- Applying your Best Thinking

Creating Lasting Organizational Change

- Facilitating Sustainable Change
• Moving Forward with Change Planning
• Making Change Stick
• Communicating Properly During Layoffs
• Involving Employees in Corporate Change
• Communicating Organizational Change
• Beyond Change: Working with Agility
• Developing People
• Instituting a Quality Improvement Program
SIX SIGMA GREEN BELT
5 Weeks

6 σ and the Organization
- Organizational Goals
- Lean Principles and Projects
- Design for Six Sigma and FMEA

Define
- Project Identification
- Voice of the Customer
- Basics of Project Management
- Management and Planning Tools
- Performance Metrics
- Project Team Dynamics and Performance

Measure
- Process Documentation and Analysis
- Basic Probability and Statistical Distributions
- Data Classification, Sampling, and Collection
- Statistics and Graphical Presentation
- Measurement System Analysis
- Process and Performance Capability Measurement

Analyze
- Multi-vary Studies, Correlation, and Linear Regression
- Introduction to Hypothesis Testing and Tests for Means
- Hypothesis Tests for Variances and Proportions

Improve
- Design of Experiments
- Root Cause Analysis and Waste Elimination
- Cycle Time Reduction and Kaizen

Control
- Statistical Process Control and Control Plans
- Creating and Using Control Charts
- Lean Tools for Process Control

Mentoring Six Sigma Green Belt (SSGB)
TestPrep Six Sigma Green Belt (SSGB)
Networking Fundamentals

SOCIAL NETWORKING
4 Weeks

Social Networking Technology and Security Fundamentals
  ● Social Networking for Users

Yammer for Business Users
  ● Using Yammer

Getting the Most From Social Networking
  ● Social Networking Fundamentals
  ● Social Networking Services, Strategy, and Management

Buffer for Business Users
  ● Sign-In and Account Creation
  ● Managing Social Media Activity

Flickr for End Users
  ● Sign-In and Setup
  ● Photo Storage Tools
  ● Organizing Photos & Creating Albums
  ● Editing Photos
  ● Interacting with the Community

Facebook for Web
  ● Sign-In and Setup
  ● Finding and Interacting with Friends
  ● Using the News Feed
  ● Posting Updates
  ● Photo Tools
  ● Group Tools
  ● Creating and Managing Pages
  ● Creating and Organizing Events
  ● Private Communication Tools
  ● Privacy and Security Settings

Facebook Messenger
  ● Sign-In and Setup
  ● Communication and Connections
• Using Messenger on the Web

**YouTube for Web**
• Searching and Viewing Videos
• Publishing Videos and Managing Channels
• Creating and Editing Videos

**Tumblr for Web**
• Getting Started with Blogs
• Blog Authoring Tools
• Finding Blogs

**LinkedIn for Web**
• Setting Up a Profile
• Managing Contacts and Connections
• Posting Updates and Messages
• Using Networking Tools
• Using Groups
• Configuring an Account
COMPUTER NETWORKS
3 Weeks
CompTIA Network+ 2017
- Ports and Protocols and the OSI Model
- Routing, Switching, & IP Addressing
- Network Topologies & Technologies
- Cloud Concepts, Network Services, & Cabling Solutions
- Networking Devices
- Network Storage, Virtualization, & WAN Technologies
- Documentation and Diagrams & Business Continuity
- Network Monitoring & Remote Access Methods
- Policies and Best Practices
- Network Attacks & Device Hardening
- Mitigation Techniques
- Troubleshooting Methodology & Tools
- Troubleshooting Connectivity & Performance Issues
- Troubleshooting Common Network Service Issues
- Mentoring CompTIA Network+ N10-007
NETWORK SECURITY

3 Weeks

IT Security for End Users
- IT Security Fundamentals
- Using Corporate Devices Securely
- Secure Corporate Communications and Networking

Securing User Accounts
- Fundamental Security Concepts
- Authorization, Registration and Passwords
- Logon, Logoff, Account Changes, and Attack Mitigation

Exploring Security Trends
- Attack Vectors and Mitigation
- Vulnerabilities and Exploits

Foundations of Android Security
- Android Architecture, Protection, and Development Best Practices
- Android Security Vulnerabilities, Testing, and Enterprise Considerations

Foundations of iOS Security
- iOS Security Architecture and Application Data Protection
- Securing Against Threats, Securing for Enterprise, and Jailbreaking Devices

Cryptography Fundamentals
- Cryptography Fundamentals: Defining Cryptography
- Cryptography Fundamentals: Applying Cryptography

Securing Mobile Devices in the Enterprise
- Securing Mobile Devices in the Enterprise: Mobile Security Threats
- Securing Mobile Devices in the Enterprise: Mobile Security Technologies
- Securing Mobile Devices in the Enterprise: Mobile Security Threat Mitigation
- Securing Mobile Devices in the Enterprise: Configuring Enterprise-level Security

Microsoft Security Fundamentals
- Mentoring 98-367 Security Fundamentals
- Microsoft Security Fundamentals: Security Layers
- Microsoft Security Fundamentals: Operating System Security
- Microsoft Security Fundamentals: Network Security
- Microsoft Security Fundamentals: Security Software
- TestPrep 98-367 Microsoft Security Fundamentals
CLOUD COMPUTING FUNDAMENTALS
2 Weeks

Cloud Computing for the Business User
• Cloud Computing for the Business User: Concepts and Moving to the Cloud

Cloud Computing Technology Fundamentals
• Cloud Computing Fundamentals: Overview
• Cloud Computing Fundamentals: Virtualization and Data Centers
• Cloud Computing Fundamentals: Storing and Managing Cloud Data
• Cloud Computing Fundamentals: Migrating to the Cloud
• Cloud Computing Fundamentals: Identity, Presence, and Privacy
• Cloud Computing Fundamentals: Cloud Security
Web Design

WEB DESIGN FUNDAMENTALS
2 Weeks

Responsive Web Design
● Responsive Web Design: Flexible Grids, Images, and Media Queries
● Responsive Web Design: Flexible Data and UIs, Devices, Process and Performance

Web Design Essentials
● Web Design Basics
● Web Design Enhancements

Using Balsamiq
● Introduction to Balsamiq Mockups
● Working with Balsamiq Versions and Plugins

Using Justinmind
● Introduction to Justinmind
● The Justinmind Desktop Application Interface
● Creating and Simulating a Working Prototype

Web Accessibility Fundamentals
● Introduction to Web Accessibility
● Oss, Regulations, & Laws
● WCAG 2.0 Accessibility Guidelines (ATAG)
● HTML5 and Accessibility
● Accessibility and Design
ADOBE CC
4 Weeks

Adobe Photoshop CC
● Photoshop CC 2015 Basics
● Photoshop CC 2015: File Types and Color Editing
● Photoshop CC 2015: Selection Tools and Techniques
● Photoshop CC 2015: Layers and Type
● Photoshop CC 2015 Enhancement Tools and Techniques
● Photoshop CC 2015 Cloning and Editing
● Photoshop CC 2015 Paths and Techniques

Adobe Flash Professional CC
● Adobe Flash Professional CC 2015 Fundamentals
● Drawing with Adobe Flash Professional CC 2015
● Adobe Flash Professional CC 2015 Tools
● Adobe Flash Professional CC 2015 Animations
● Adobe Flash Professional CC – Introduction and Basic Tools
● Adobe Flash Professional CC 2015 Programming
● Adobe Flash Professional CC – Working with ActionScript
● Adobe Flash Professional CC – Additional Tools and Features

Adobe Illustrator CC
● Illustrator CC 2015 Introduction and New Features
● Illustrator CC 2015 Fundamentals
● Drawing in Illustrator CC 2015
● Working with Text in Illustrator CC 2015
● Illustrator CC 2015 Tools
● Illustrator CC 2015 Working with the Pen Tools and Objects
● Illustrator CC 2015 Gradients and Bitmap Images
● Illustrator CC 2015 Advanced Tools and Effects

Adobe Dreamweaver CC
● Dreamweaver CC 2015 Fundamentals
● Basic Coding with Dreamweaver CC 2015
● The Dreamweaver CC 2015 Interface
● Dreamweaver CC 2015 Browsers and HTML
● Dreamweaver CC 2015 Web Design

Adobe InDesign CC
● InDesign CC 2015 Fundamentals
● InDesign CC 2015 Basic Navigation and Tools
● Working with Images and Exporting Files in InDesign CC 2015
• Working with Objects and Editing Tools in InDesign CC 2015
• Working with Text in InDesign CC 2015
• Working with Pages in InDesign CC 2015

Adobe Edge Animate CC
• Adobe Edge Animate CC: Exploring the Interface
• Adobe Edge Animate CC: Creating and Animating Artwork
• Adobe Edge Animate CC: Importing Artwork, Text Animation and Typeface Properties
• Adobe Edge Animate CC: Transitions, Symbols, and Synchronizing Motion
• Adobe Edge Animate CC: Interactive Compositions
• Adobe Edge Animate CC: Publishing Compositions
• Adobe Edge Animate CC: Working with Video and Audio

Adobe Premiere Elements 13
• Adobe Premiere Elements 13 Essentials

Adobe Premiere Pro CC
• Premiere Pro CC 2015 Fundamentals
• Premiere Pro CC 2015 Panels and Effects
• Premiere Pro CC 2015 Movies and Application Extensibility

Using Adobe Typekit
• Getting Started with Typekit
• Using Typekit Fonts on Web Sites
WEB DEVELOPMENT
3 Weeks

**XML Essentials**
- XML Language Basics
- Manipulating XML with the XML DOM and Ajax
- XML Transformation Using XSLT and XSL-FO
- Querying XML Data with XPath and XQuery
- Web Services and XML

**HTML5**
- Introduction to HTML5
- HTML5 Layout
- HTML5 Forms
- HTML5 APIs and Media
- HTML5 and CSS3
- HTML5 Layout with CSS3
- HTML5 and Advanced CSS3
- HTML5 and JavaScript
- HTML5 Graphics and Canvas
- Advanced HTML5
- Advanced Features of JavaScript, CSS3 and HTML5

**Advanced XML**
- Structuring XML with Schemas
- Advanced Schemas
- Transforming and Formatting XML
- Querying, Navigating, and Linking XML Data
- XML APIs
- Extending XML
SCRIPTING AND WEB LANGUAGES
3 Weeks

**JavaScript Essentials**
- JavaScript Essentials: Getting Started
- JavaScript Essentials: Language Features
- JavaScript Essentials: JavaScript In Depth
- JavaScript Essentials: Basic Browser Interaction
- JavaScript Essentials: Date and Math Functions
- JavaScript Essentials: Working with Strings
- JavaScript Essentials: Working with Page Elements
- JavaScript Essentials: Dynamic Content and HTML5
- JavaScript Essentials: Dynamic JavaScript Code
- JavaScript Essentials: Input and the Mouse

**CSS3, Sass and Less**
- Creating Styles with CSS3 and Styling Text
- Styling Page Elements using CSS3
- Navigation Elements and Animations with CSS3
- Forms, Positioning, and Layout with CSS3
- Advanced Options, Responsive Web Design, and Management with CSS3
- Extending CSS3 with Sass and Less
WEB SERVICES
2 Weeks

Apache Web Services
● Fundamentals of Apache Web Services
● Apache Web Services Advanced

REST API
● REST API: Exploring the Basic Features
● REST API: Exploring the Advanced Features

Apache Web Services with Tomcat
● LAMP Overview and Development
● The Apache Web Server Engine
● MySQL as a Database
● Configuring Tomcat and PHP
CONTENT MANAGEMENT SYSTEMS

1 Week

Drupal 8
- Drupal 8 First Look

WordPress
- WordPress Introduction and Basic Configuration
- WordPress Networking and Security
- WordPress Advanced Themes and Administration
Software Development

SOFTWARE DESIGN
2 Weeks

JIRA Fundamentals
  ● Leveraging the JIRA Platform for Development Projects

Architecture N-Tier/REST
  ● Designing and Building Applications

Object-oriented Design
  ● Beginning Object Oriented Design

Service Oriented Architecture
  ● SOA Fundamentals

SOLID Principles of Object-oriented Design
  ● Introduction to SOLID
  ● SOLID Fundamentals

TOGAF 9.1 Fundamentals
  ● Enterprise Architecture Basics
  ● Content Framework and Capability Basics
  ● Security and SOA Governance
  ● Architectural Artifacts and the Enterprise Continuum

Domain-driven Design
  ● Introduction
  ● Components
  ● Expanding Design Patterns

TOGAF 9.1 Advanced
  ● Enterprise Architecture
  ● Guidelines and Techniques
  ● Content Framework and Continuum
  ● Reference Models and Capability Framework
SOFTWARE DEVELOPMENT PRINCIPLES

2 Weeks

Software Programming Fundamentals
● Design and Development Best Practices
● Source Coding Best Practices
● Software Security Best Practices
● Best Practices for Maintaining Code

Clean Coding Techniques
● Introduction to SOLID
● Introduction to Clean Coding
● Defensive Programming, MVC, and DDD
● Syntax, Variables, Objects, and Classes
● Functions, Type Checking, Error Handling, and Testing
● Architecture and Testable Code
● Implementation

Exploring Virtual Reality
● Introduction to Virtual Reality
● Manipulating the VR Environment
● Creating a Virtual Reality App with Unity
● User Interfaces in Virtual Reality
● Optimizing for Unity VR
● Android Cardboard and Unity VR
● Using GoogleVR and Unreal
GENERIC LANGUAGES
2 Weeks

C++ Certified Associate Programmer (CPA)
- C++ Fundamentals
- C++ Functions, Exceptions, and Strings
- C++ Classes and Object-oriented Programming

C++ Institute Certified Professional Programmer
- C++ Templates and Containers
- C++ STL Algorithms and Operations
- C++ Sort, Merge, IO Operations and Functors
JAVA 2 PROGRAMMING
3 Weeks

Java SE 8 Fundamentals
- Java SE 8 Fundamentals: Introduction to Java
- Java SE 8 Fundamentals: Classes and Objects
- Java SE 8 Fundamentals: Methods, Encapsulation, and Conditionals
- Java SE 8 Fundamentals: Data Manipulation and Inheritance
- Java SE 8 Fundamentals: Interfaces, Exceptions, and Deployment

Java SE 8 Programming
- Encapsulation, Polymorphism, and Abstraction
- Interfaces, Lambda Expressions, Collections, and Generics
- Inheritance, Interfaces, Exceptions, and Deployment
- Date/Time API, I/O and File I/O (NIO.2), and Concurrency
- Concurrency, Parallelism, the JDBC API, and Localization
MICROSOFT WEB APPLICATIONS

4 Weeks

Microsoft Azure

- Microsoft Azure: Introduction
- Microsoft Azure: Networks and Storage
- Microsoft Azure: Publishing and Caching

Microsoft Azure and Web Services

- Working with Local Data Access Technologies
- Introduction to Web Services
- Querying and Manipulating Data with the Entity Framework
- Introduction to the Entity Framework
- Creating and Consuming WCF Web Services
- IIS and Web Services
- WCF Instancing and Concurrency and WCF Data Services
- Consuming Services Using the ASP.NET Pipeline and Using OData Services
- Creating and Consuming Web API Services
- WCF Services
- Data Access and Services with Microsoft Azure
- WCF Transactions, Pipelines, and Extensibility
- Preparing and Packaging Applications For Deployment
- Security and WCF Streams
- Web Application and Services Deployment
- Azure Services
- Azure Storage
- Azure Subscription Messages, Security, and Troubleshooting
- Azure Diagnostics, Debugging, and Access Control Service
- Azure Scalability
DEFENSIVE PROGRAMMING

1 Week

Defensive Programming in Android
- Defensive Programming in Android: Input and Methods
- Defensive Programming in Android: Using Standards
- Defensive Programming in Android: Errors, Exceptions, and Testing
- Defensive Programming in Android: Network Access and Java Defensive Techniques

Defensive Programming in C/C++
- Defensive Coding Fundamentals for C/C++
- Defensive Coding for C/C++

Secure Programming
- Introduction to Secure Programming
- Secure Programming for C/C++
- Securing C/C++ Applications
- Creating Secure C/C++ Code
MOBILE APPLICATION DEVELOPMENT

3 Weeks

Developing Mobile Apps – Universal Windows Platform

- Introducing UWP and Basic App Layouts
- Adaptive App Design
- XAML App Controls
- App Navigation
- Application Life Cycle
- Data Access and Binding in Apps
- Using Mouse, Touch, and Keyboard Input
- Using Other Device Input Methods
- Speech Input and Cortana
- App-to-app Communication and File Storage
- Notifications with Toasts and Tiles
- Background Tasks and Reusable Components
- Authentication and Identity Management

Android App Development Essentials

- The Development of Android Applications
- The Main Components of Android
- User Interfaces, Controls, and Fragments
- Designing, Creating, and Manipulating Android Databases
- New Features of Android 7
SOFTWARE TESTING

2 Weeks

**Debugging Fundamentals**
- Introduction to Debugging
- Visual Studio 2013 Debugging
- Debugging Tools
- Software Debugging in Windows

**Software Testing Foundations**
- Software Testing Foundations: Testing throughout the Software Life Cycle
- Software Testing Foundations: Static, Dynamic, Black-box, and White-box Testing
- Software Testing Foundations: Test Planning, Management, and Tool Support

**Testing Social Media Applications**
- Ensuring Social Media and Application Quality

**WebLOAD Performance Testing**
- Working with WebLOAD
- Testing with WebLOAD
- Implementing WebLOAD Solutions