



United States Department of Agriculture

Agricultural Marketing Service, Fruit & Vegetable Program, Specialty Crops Inspection Division

Category	Course Name	AgLearn ID	Description
Excel	Beginner Skills in Microsoft® Excel 2010	Web Based Microsoft-Office- Excel 2010-1	Microsoft Excel 2010 is a spreadsheet program that you use to present and analyze financial, engineering, and statistical data. It uses a grid of cells arranged in rows and columns to organize data and perform simple and complex calculations
Excel	Getting Started with Excel 2010	Web Based Microsoft-Office- Excel 2010-2	Excel 2010 is the newest version of Microsoft comprehensive spreadsheet tool that offers features that support a wide range of functions. The Ribbon menu is unique to Microsoft Office and stacks the many features of Excel into related tabs, making it easy to quickly access the ones you need. Backstage view is a streamlined gathering of all file-level tools, such as those used for saving, printing, and sharing your files. This course explores these topics and many other basics of Excel 2010, including opening the application, creating new spreadsheets, entering data and, AutoFill features. It also provides an introduction to the many tools that will help you create and use your spreadsheets productively.
Excel	Advanced Skills in Microsoft® Excel 2010	Web Based Microsoft-Office- Excel 2010-3	This two-hour online course provides information on how to customize and manage the Excel 2010 interface and how to manage, manipulate, and format data. Along with customizing the Excel 2010 interface, you can also customize views, security, and privacy settings. With the new Power Pivot feature, you can analyze millions of rows and columns of data in no time.
Outlook	Beginner Skills in Microsoft® Outlook® 2010	Web Based Microsoft-Office- Outlook 2010-1	This two-hour online course offers a wide variety of new and improved capabilities that help you easily create and manage email messages and scheduling tasks. You will learn about the features and benefits of Outlook 2010 through realistic examples and scenarios that you might experience in your workplace
Outlook	Customizing Outlook 2010 and Managing Accounts	Web Based Microsoft-Office- Outlook 2010-2	Outlook 2010 has now adopted a Ribbon, similar to the other products in the Office suite, which provides an intuitive interface with most commands readily available. The Outlook interface is highly customizable as well. This course discusses how to modify the Ribbon to suit your preferences, as well as ways that views and panes can be customized. Configuring Exchange e-mail accounts are also discussed.
Outlook	Data Files, Archiving, and Send/Receive Groups in Outlook 2010	Web Based SKILLSOFT	Items created in Outlook 2010 are stored in data files on your computer. Proper management of these files is important in organizing Outlook items and managing space on your hard drive. This course discusses PST and OST files and how they can help you while working with Outlook 2010. Archiving data also plays an important role in Outlook 2010, and this course covers how to manage Auto Archive settings and how to manually archive items.

Outlook	Advanced Skills in Microsoft® Outlook 2010	Web Based Microsoft-Office- Outlook 2010-3	In this one hour course, you will learn about the features and benefits of Outlook 2010 through realistic examples and scenarios that you might experience in your workplace
Word	Beginner Skills in Microsoft® Word 2010	Web Based Microsoft-Office- Word 2010-1	This two-hour course provides information on how to perform basic tasks to create, enhance, and share documents by using the new features in Microsoft Word 2010.
Word	Getting Started with Word 2010	Web Based Microsoft-Office- Word 2010-2	Word 2010 is a dynamic word processing tool and it offers features that allow you to create attractive and engaging documents. The Ribbon menu, which is unique to Microsoft Office, organizes Word many features into related tabs and makes it easier to quickly access those you need.
Word	Advanced Skills in Microsoft® Word 2010	Web Based Microsoft-Office- Word 2010-3	This one and half hour course provides information on how to perform advanced tasks in Word 2010, such as creating interactive documents, enhancing documents, and reviewing and editing documents simultaneously with others.
OneNote	Beginner Skills Training in Microsoft® OneNote® 2010	Web Based MicroSoft-Office- OneNote2010	This one and a half hour online course introduces you to the features of Microsoft OneNote 2010. OneNote 2010 is an information gathering and organizing tool that helps you capture information in the form of text, images, and video and audio notes.
Writing Skills	Business Writing: How to Write Clearly	Web Based SKILLSOFT	People who have no problem communicating clearly, when they speak sometimes struggle to make themselves understood when they write. That is because the ability to write clearly and concisely is a skill that requires effort to master. Acquiring this skill gives you the tools to create effective business documents for readers who lack the time or the patience to search for essential information buried in long, rambling e-mails or reports. Writing clearly also entails organizing content logically and appropriately for the subject and reader. Clear and concise sentences get you part of the way. But you need to organize these into coherent paragraphs that convey the relevant information in the most effective way
Writing Skills	Business Grammar: Parts of Speech	Web Based SKILLSOFT	Being reminded of the functions of different parts of speech can help you write with more confidence. The parts of speech are the building blocks of sentences, so finding out about them can help you skillfully combine words into meaningful sentences. This course defines the functions of the eight parts of speech: nouns, pronouns, verbs, adverbs, adjectives, prepositions, interjections, and conjunctions. In particular, it focuses on how to use them effectively, and correctly. In addition, it provides special focus on nouns, adverbs, adjectives, and verbs, including verb tenses. When you have finished the course, you will have the necessary building blocks to develop your writing skills.
Writing Skills	Business Grammar: The Mechanics of Writing	Web Based SKILLSOFT	Knowing the correct way to abbreviate, capitalize, and express numbers in your business messages goes a long way in helping you to present yourself as a reputable professional. This course presents the basic rules for using capital letters, abbreviations, and numbers. It covers abbreviations of titles, names, locations, and countries, as well as how to capitalize direct quotes, titles, names of organizations, and product names, among other elements.

Writing Skills	Business Grammar: Sentence Construction	Web Based SKILLSOFT	People write sentences every day in business. In this course, you will review basic sentence construction, including how to develop sentences that are logical, clear, and powerful. The course examines the parts of a sentence the subject and predicate, for example and distinguishes between phrases and clauses. It shows the importance of subject-verb agreement, as well as agreement between pronouns and their antecedents.
Writing Skills	Professional Writing Skills A Self-Paced Training Program	Web Based USDA-BOOK-12280	This book provides a systematic process for writing letters, e-mail, reports, and other business documents that persuade and inform clearly and concisely.
Communication	Communicating Across Cultures	Web Based SKILLSOFT	Communicating effectively across cultures can be very difficult. Not only must you pay attention to the cultural distinctions of your audience and adjust your style to them, but you also need to adjust your style to different forms of communication. This course offers guidelines and best practices for speaking and writing across cultures. The course also highlights the importance of keeping your audiences cultural expectations in mind when creating presentations and how to make your presentations effective in a variety of cross-cultural settings.
Communication and Project management	Control Project Communications	Web Based SKILLSOFT	A project manager is the communication hub through whom all project information flows. A project manager may receive and distribute dozens of messages per day. Customers, suppliers, project team members, and company executives all rely on the project manager for up-to-date information. Controlling these communications is critical to the project, and it is the project manager's responsibility to ensure that the planned flow of project communications continues so that the needs of both the project stakeholders and the project itself are met. This course emphasizes the importance of the Control Communications process and guides the learner through the tools and techniques that can be used for controlling communications.
Communication and Project management	Communication Skills and Project Management	Web Based SKILLSOFT	An essential element of management is the ability to effectively communicate with people. This course explores how communication takes place, and presents techniques and strategies for enhancing communication. It also examines how various project management tools can be used to analyze project risk, feasibility, and priority. The course is aligned with the Quality Management Division of the American Society for Quality's Certification Handbook, and is designed to assist learners as part of their preparation for the ASQ Certified Manager of Quality/Organizational Excellence certification exam.
Customer Service	Customer Service over the Phone	Web Based USDA	Can you hear a smile over the phone? Just like for face-to-face customer service, there are many techniques for service over the phone that can help you to consistently deliver the best customer service
Customer Service	Customer Service in the Field	Web Based SKILLSOFT	When you meet customers on their turf, your initial meeting forms the basis for their overall impression of you, your abilities, and your company. You can enhance the impressions you make in the field by being prepared, practicing customer recognition, and employing active listening so the customer feels reassured by your presence. To kick off your face-to-face service meeting, you should try to start on a positive note, clearly set the expectations for resolution time and scope, and help customers fully understand your products and services, as well as your intentions.

Customer Service	Conflict, Stress, and Time Management	Web Based SKILLSOFT	Each customer wants his or her problem to be the most important problem, adapting to each customers communication style, understanding each customers emotional response, and solving each customer’s problem can be an enormously stressful and time-consuming process. This course is intended to show the proper methods needed to resolve conflicts, manage time, and manage stress.
People Skills	151 Quick Ideas to Improve Your People Skills	Web Based USDA-BOOK-27068	Culled from the study of human behavior, relationships, and communication, this guide offers tested and true ideas that will help you be more effective, efficient and in control of your relationships with people.
People Skills	Bringing Out the Best in People	Web Based USDA-BOOK-36006	What motivates people? What encourages employees to work to their fullest potential, not just for a short while but also for the long haul? Applying scientifically based behavioral stimuli to the workplace while making it fun at the same time.
People Skills	Discover the Secret to Getting Through to Absolutely Anyone	Web Based USDA-BOOK-32465	Discussing the skills, you need to get through to anyone, this book shares simple but powerful techniques readers can use to really get through to people—whether they are coworkers, friends, strangers, or enemies.