Municipal Technical Advisory Service - Online Courses Comprehensive Checklist
Sign-up at http://www.solutionpoint.tennessee.edu/MTAS

New Courses Added 2016 – see under Non-Certificate Courses, and Financial Certificate

Certificate & Non-certificate Courses

**Administrative Professional Online Certificate (Introductory Level - APC-L1)**

- Administrative Professionals: Common Administrative Support Tasks -1hr
- Administrative Professionals: Interacting with Others-1hr (CMFO-O)
- Effective Team Communication-1hr (CMFO-O)
- Sexual Harassment Prevention for Employees-1.5 hrs (CMFO)
- Essential Skills for Professional Telephone Calls-1hr
- Business Writing: Editing and Proofreading (CMFO-O)
- Interpersonal Communication: Listening Essentials-1hr (CMFO-O)
- Professional Skills for Customer Service Agents-1hr (CMFO-O)
- Time Management: Planning and Prioritizing Your Time-1hr (CMFO-O)
- Using E-mail and Instant Messaging Effectively

**Administrative Professional Online Certificate (Intermediate Level - APC-L2)**

- Administrative Professionals: Representing Your Boss-1hr (CMFO-O)
- Communicating with Professionalism and Etiquette-1hr (CMFO-O)
- Conflict, Stress, and Time Management-3.5hr (CMFO-O)
- Customer Service Fundamentals: Building Rapport in Customer Relationships-1hr (CMFO-O)
- Customer Service over the Phone (CMFO-O)
- Difficult People in the Workplace Environment-3hrs (CMFO-O)
- Interpersonal Communication: Being Approachable-1hr (CMFO-O)
- Interpersonal Communication: Targeting Your Message-1hr (CMFO-O)
- Managing Your E-mail-1hr (CMFO-O)
- Professionalism, Business Etiquette, and Personal Accountability-1hr (CMFO-O)

**Administrative Professional Online Certificate (Advanced Level - APC-L3)**

- Administrative Professionals: Maximizing Your Relationship with Your Boss-1hr
- Administrative Professionals: Putting Your Best Foot Forward-1hr
- Customer Service Confrontation and Conflict-1hr (CMFO-O)
- Delivering a Difficult Message with Diplomacy and Tact-1hr (CMFO-O)
- Interpersonal Communication: Communicating Assertively-1hr (CMFO-O)
- Interpersonal Communication: Communicating with Confidence-1hr (CMFO-O)
- Managing Challenges in Customer Service-5hrs (CMFO-O)
- Optimizing Your Work/Life Balance: Maintaining Your Life Balance-1hr (CMFO-O)
- Receiving Feedback and Criticism-1hr (CMFO-O)
- Using Emotional Intelligence on the Job-1hr (CMFO-O)
Human Resources Essentials Online Certificate (Introductory Level - HRC-L1)
Essentials of Interviewing and Hiring: Behavioral Interview Techniques-1hr (CMFO-O)
Essentials of Interviewing and Hiring: Conducting an Effective Interview-1hr (CMFO-O)
Essentials of Interviewing and Hiring: Preparing to Interview-1hr (CMFO-O)
Essentials of Interviewing and Hiring: Screening Applicants for Interviewing-1hr(CMFO-O)
Essentials of Interviewing and Hiring: Selecting the Right Candidate-1hr (CMFO-O)
Human Resource Development: Employee Training-1hr
Human Resource Development: Performance Appraisal and Talent Management-1hr (CMFO-O)
Human Resources Core Knowledge: Functions and Activities-1hr
Human Resources Core Knowledge: Skills, Concepts, and Tools-1hr
Listening Basics – 2 hr (CMFO – O)
Planning for Performance-1hr (CMFO-O)
Strategies for Successful Employee Onboarding: Assessing Program Success-1hr (CMFO-O)
Strategies for Successful Employee Onboarding: Getting Started-1hr (CMFO-O)

Human Resources Essentials Online Certificate (Intermediate Level - HRC-L2)
Compensation and Benefits: Managing Policies, Programs, and Activities-.5hrs (CMFO-O)
Compensation and Benefits: Organizational Responsibilities-1hr (CMFO-O)
Compensation and Benefits: Regulations, Strategies, and Needs Assessment-1.5hrs (CMFO-O)
First Steps for Turning Around a Performance Problem-1hr (CMFO-O)
Monitoring and Improving Performance-1hr (CMFO-O)
Performance Appraisal Essentials: 360-degree Appraisals-1hr (CMFO-O)
Performance Appraisal Essentials: Conducting Traditional Appraisals-1hr (CMFO-O).
Performance Appraisal Essentials: Planning for Appraisals-1hr (CMFO-O)
Preventing Problem Performance-1hr (CMFO-O)
Recognizing and Diagnosing Problem Performance-1hr (CMFO-O)
Reviewing and Rewarding Performance-1hr (CMFO-O)
Risk Management: Organizational Risk and Safety and Health Legislation-1.5hrs (CMFO-O)
Risk Management: Workplace Safety, Security, and Privacy-1hr (CMFO-F)

Human Resources Essentials Online Certificate (Advanced Level - HRC-L3)
Business Management and Strategy: HR and the Strategic Planning Process-1hr (CMFO-O)
Business Management and Strategy: HR Functions and Roles-1hr
Business Management and Strategy: The HR Function and Business Environment-1hr
HR as Business Partner: From Cost Center to Strategic Partner-1hr
HR as Business Partner: Linking HR Functions with Organizational Goals-1hr (CMFO-O)
HR as Business Partner: Managing Talent for Organizational Success-1hr (CMFO-O)
HR as Business Partner: Using Metrics and Designing Strategic Initiatives-1hr(CMFO-O)
Preparing for Organizational Change-1hr (CMFO-O)
Talent Management: Developing and Engaging Talent-1hr (CMFO-O)
Workforce Planning & Employment: Orientation, Onboarding, & Exit Strategies-1.5hrs (CMFO-O)
Workforce Planning and Employment: Employment Legislation-1hr (CMFO-O)
Workforce Planning and Employment: Recruitment Strategies-1hr (CMFO-O)
Workforce Planning and Employment: Sourcing & Selecting Candidates-1.5hrs (CMFO-O)
Managerial Essentials Online Certificate (Introductory Level - MC-L1)
Addressing and Redistributing E-mail-1.5 hr (CMFO-O)
Becoming a Manager: Leading and Communicating- 4 hrs (CMFO-O)
Sexual Harassment Prevention for Employees- 1.5hr (CMFO-O)
First Time Manager: Challenges-1.5hr (CMFO-O)
First Time Manager: Understanding a Manager's Role-1.5hr (CMFO-O)
Leadership Essentials: Communicating Vision-1.5hr (CMFO-O)
Leadership Essentials: Motivating Employees-1.5hr (CMFO-O)
Leading Teams: Building Trust and Commitment-1.5hr (CMFO-O)
Leading Teams: Developing the Team and its Culture-1.5hr (CMFO-O)
Managing Change: Dealing with Resistance to Change-1hr (CMFO-O)
Management Essentials: Delegating-1.5hr (CMFO-O)
Management Essentials: Directing Others-1.5hr (CMFO-O)
Managing Effective Business Meetings-1.5hr (CMFO-O)
Taking on a Management Role-3.5hrs (CMFO-O)

Managerial Essentials Online Certificate (Intermediate Level -MC-L2)
Communicating Across Cultures-1hr (CMFO-O)
Creating and Maintaining a Positive Work Environment-1hr (CMFO-O)
Energizing and Empowering Employees-2.5hrs (CMFO-O).
Establishing Team Goals and Responsibilities-1hr (CMFO-O)
Giving Constructive Criticism-1hr (CMFO-O)
Giving Feedback-1hr (CMFO-O)
Interpersonal Communication: Being Approachable-1hr (CMFO-O)
Leadership Essentials: Building Your Influence as a Leader-1hr (CMFO-O)
Leadership Essentials: Leading Business Execution-1hr (CMFO-O)
Leading Teams: Fostering Effective Communication and Collaboration-1hr (CMFO-O)
Managing High Performers-1hr (CMFO-O)
Managing Workforce - Generations: Working with a Multigenerational Team-1hr (CMFO-O)
Receiving Feedback and Criticism-1hr (CMFO-O)
Strategies for Communicating with Tact and Diplomacy-1hr (CMFO-O)

Managerial Essentials Online Certificate (Advanced Level - MC-L3)
Essential Mentoring Techniques: Mentoring Fundamentals-1hr (CMFO-O)
Leadership Essentials: Creating Your Own Leadership Development Plan-1hr (CMFO-O)
Leadership Essentials: Leading Change-1hr (CMFO-O)
Leadership Essentials: Leading Innovation-1hr (CMFO-O)
Leadership Essentials: Leading with Emotional Intelligence-1hr (CMFO-O).
Management Essentials: Caring about Your Direct Reports-1hr (CMFO-O)
Management Essentials: Confronting Difficult Employee Behavior-1hr (CMFO-O)
Management Essentials: Developing Your Direct Reports-1hr (CMFO-O)
Management Essentials: Managing a Diverse Team-1hr (CMFO-O)
Management Essentials: Treating Your Direct Reports Fairly-1hr (CMFO-O)
Managing Experienced Managers-1hr (CMFO-O)
Managing New Managers-1hr (CMFO-O)
Monitoring and Improving Performance-1hr (CMFO-O)
Setting and Managing Priorities within the Organization: Communication-1hr (CMFO-O)
Non-certificate Courses - Highlighted Courses are Financial added in 2016.

Auditing the Revenue Cycle 1.5 hrs (CMFO-F)
Capital Budgeting: Capital Allocations 1.5 hrs (CMFO-F)
Capital Budgeting: Discounted Payback Period And Profitability Index 1.5 hrs (CMFO-F)
Capital Budgeting: Net Present Value And Internal Rate Of Return 1.5 hrs (CMFO-F)
The Income Statement 1.5 hrs (CMFO-F)
Introduction To Auditing 1.5 hrs (CMFO-F)
The Balance Sheet 1.5 hrs (CMFO-F)
Thinking Like A CFO: Mind-Set And Financial Priorities 1.5 hrs (CMFO-F)
Preventing Fraud And Abuse 1.5 hrs (CMFO-F)
The Accounting Equation And Financial Statements 1.5 hrs (CMFO-F)

Analyzing Financial Statements for Non-financial Professionals -2hrs (CMFO-F)
Auditing for Internal Control and Risk Assessment -2hrs (CMFO-F)
Business Tax for City Officials 4 hrs (CMFO-F)
Capital Budgeting: The Capital Budgeting Process -2hrs (CMFO-F)
Closing out the Fiscal Year End 4 hrs (CMFO-F)
Creating a Positive Attitude -1hr
Culture and its Effect on Communication -1hr (CMFO-O)
Decision Making: The Fundamentals -1hr
Delegation: the Personal Approach -2.5hr (CMFO-O)
Difficult People in the Workplace Environment -3hrs (CMFO-O)
Dynamics of Leadership -3hrs (CMFO-O)
Effectively Communicating in Teams -3hrs (CMFO-O)
Sexual Harassment Prevention for Employees
Energizing and Empowering Employees -2.5hrs (CMFO-O)
Financial Statements for Non-financial Professionals -2hrs (CMFO-F)
Financial Fraud - 1hr (CMFO-F)
Internal Control: Documentation and Policy Control Online – 4hrs (CMFO-F)
Introduction to Planning and Zoning 2hrs (CMFO-O)
Leading Change -1hr (CMFO-O)
Listening Basics -2hrs (CMFO-O)
Listening Essentials: Improving Your Listening Skills -1hr (CMFO-O)
Listening Essentials: The Basics of Listening -1hr (CMFO-O)
Making Decisions Ethically -2.5hrs (CMFO-O)
Management Essentials - Confronting Difficult Employee Behavior -1hr (CMFO-O)
Management Essentials: Managing a Diverse Team -1hr (CMFO-O)
Managing Change: Dealing with Resistance to Change -1hr (CMFO-O)
Managing Delegation -3hrs (CMFO-O)

*Municipal Legislative Update 2016 – 4hrs (CMFO – F)
Principles of Accounting and Finance for Non-financial Professionals - 2hrs (CMFO-F)
Records Management Online 4hrs (CMFO-F) - $50 if taken individually outside of certificate
Risk Management: Workplace Safety, Security, and Privacy -1hr (CMFO-F)
Supervisor’s Toolbox – 1hr (CMFO-O)
The Reasons Why Diversity Matters -1.5hrs (CMFO-O)
The Accounting Cycle and Accrual Accounting -2hrs (CMFO-F)
The Essentials of Budgeting for Non–financial Professionals -2hrs (CMFO-F)
Trial Balance & Adjusting Entries -2hrs (CMFO-F)
Understanding Organizational Ethics-3hrs (CMFO-O)
Working with Difficult People: Identifying Difficult People-1hr (CMFO-O)
Workplace Conflict: Recognizing and Responding to Conflict-1hr (CMFO-O)
**Financial Fundamentals Certificate - Finance, CPE (CMFO-Finance)**

**newly added 2/8/2016**

- Auditing the Revenue Cycle 1.5 hrs (CMFO-F)
- Capital Budgeting: Capital Allocations 1.5 hrs (CMFO-F)
- Capital Budgeting: Discounted Payback Period And Profitability Index 1.5 hrs (CMFO-F)
- Capital Budgeting: Net Present Value And Internal Rate Of Return 1.5 hrs (CMFO-F)
- The Income Statement 1.5 hrs (CMFO-F)
- Introduction To Auditing 1.5 hrs (CMFO-F)
- The Balance Sheet 1.5 hrs (CMFO-F)
- Thinking Like A CFO: Mind-Set And Financial Priorities 1.5 hrs (CMFO-F)
- Preventing Fraud And Abuse 1.5 hrs (CMFO-F)
- The Accounting Equation And Financial Statements 1.5 hrs (CMFO-F)
- Records Management Online 4.0 hrs (CMFO-F) - $50 if taken individually outside of certificate

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