



Office of The Judge Advocate General  
Director, Civilian Personnel



# *Civilian Paraprofessional Training Opportunities Guide*



September 2010

# Civilian Paraprofessional Training Opportunities Guide

## TABLE OF CONTENTS

|   |    |
|---|----|
| 1. Introduction   | 2  |
| 2. Table of Civilian Paraprofessional Training Opportunities              | 4  |
| GENERAL SKILLS AND KNOWLEDGE  | 4  |
| ▪ Army Civilian Education System (CES) Leadership and Management Training |    |
| ▪ Defense Travel System (DTS) Training                                    |    |
| ▪ Army Recordkeeping  |    |
| ▪ Desktop Computer Skills   |    |
| ▪ Creative Thinking and Problem Solving                                   |    |
| ▪ Interpersonal Communication   |    |
| ▪ Stress Management   |    |
| ▪ Customer Service  |    |
| ▪ Introduction to Supervising   |    |
| GENERAL LEGAL SKILLS AND KNOWLEDGE  | 6  |
| ▪ General Paraprofessional Training                                       |    |
| ▪ Legal Research, Writing, and Analysis                                   |    |
| ▪ Court Reporting   |    |
| ▪ E-Discovery   |    |
| SPECIALIZED LEGAL SKILLS AND KNOWLEDGE                                    | 11 |
| ▪ Administrative Law  |    |
| ▪ Claims Law  |    |
| ▪ Contract Law  |    |
| ▪ Criminal Law and Military Justice                                       |    |
| ▪ Environmental Law   |    |
| ▪ Ethics and Standards of Conduct Law                                     |    |
| ▪ Intelligence and Security Law   |    |
| ▪ International and Operational Law                                       |    |
| ▪ Labor and Employment Law  |    |
| ▪ Legal Assistance and Tax Law  |    |
| 3. Annexes  | 21 |
| A. Excerpt from Skillssoft Army e-Learning Course Listing                 |    |
| B. Screen Shots from ABA Paralegal State Activity Page and NALA Web Site  |    |
| C. GS Graduate School Paralegal Course List                               |    |
| D. Sample USALSA Paraprofessional Training Program                        |    |

# INTRODUCTION

## I. PURPOSE

This reference guide is the first step toward a fully developed and implemented Army Civilian Training, Education, and Development System (ACTEDS) plan for legal career field paraprofessionals. It addresses a pressing and immediate need for information on training opportunities.

A comprehensive and effective program for the professional development of career civilian paraprofessionals is critical to ensuring that the Judge Advocate Legal Service (JALS) is able to provide the Army with quality legal services. Civilian paraprofessionals are integral members of the One Team, and we have a responsibility to support their professional development.

Training plays a fundamental and critical role in professional development. This guide includes functional and competency-based training, as well as Army civilian leader development through the Army Civilian Education System.

## II. COVERAGE

Within a legal office, a paraprofessional is an employee possessing the specialized knowledge, skills, and abilities that facilitate the delivery of expert legal services. Although generally classified in the 0900-series job family, all non-attorney classifications within the legal office may benefit from training outlined in this guide.

## III. PLANNING

Employees and their supervisors should discuss employee's professional development needs and goals and collaboratively develop a multi-year Individual Development Plan (IDP) that specifies work assignments, professional development, and training that support the goals of both the paraprofessional and the JAGC. Each IDP should be tailored to the needs of the individual and the organization. From this roadmap, supervisors, and employees can use this paraprofessional training guide to identify training sources.

## IV. ROLES

### A. Supervisors.

Supervisors are key players in career development. They serve as appraiser, advisor, counselor and coach. Supervisors must ensure their employees possess, or are provided opportunities to develop, required core competencies. Supervisors and employees prepare individual performance objectives and should prepare multi-year IDPs. An honest assessment of individual strengths and weaknesses is a key step in developing these plans. During counseling sessions, supervisors assist their employees in identifying required training and/or professional development objectives. Once identified, individual training or development activities should be recorded in the employee's development plan.

### B. Employees.

Each employee is responsible for establishing personal career goals and strategies to achieve the goals. Employees and their supervisors establish performance objectives and

development plans considering the duties and responsibilities of the position, needs of the Army and, as appropriate, the employee's performance desires and career plans. Employees should demonstrate interest, enthusiasm, and initiative to achieve their career development objectives. Such a commitment involves more than just participating in structured training. Self development activities augment formal training and highlight an employee's desire to achieve career goals.

## V. FORMS OF PROFESSIONAL DEVELOPMENT

**A. Self-Development.** Self-development activities increase employees' knowledge and improve competence in an area of interest. A self-development activity is an individual, voluntary effort undertaken on the individual's own initiative. Employees may expand their knowledge through professional reading, participation in professional associations, professional writing, and teaching. As an example, there are numerous paralegal professional associations that provide opportunities similar to bar associations for attorneys. The American Bar Association (ABA) is an excellent starting point for exploring options. Information can be found at <http://www.abanet.org/legalservices/paralegals/>.

**B. On-The Job-Training.** On-the-job training is a primary component of paraprofessional training and development. It may be structured or unstructured. Ordinarily, an employee will work with or under the supervision of an experienced attorney or paraprofessional to learn a new skill or area of legal practice. Formal training courses are a common component of on-the-job training; however, such training need not be expensive for the office or inconvenient to the employee. Employees and supervisors are encouraged to explore the distance learning opportunities outlined in this guide. Often overlooked are the paraprofessional instruction opportunities provided by local community colleges and chapters of national paraprofessional organizations. The ABA site noted above includes a list of such providers organized by state.

Locations with more than one legal office may combine efforts and create a local paraprofessional training and development program with monthly or quarterly sessions. The program would be similar to in-house officer or leader development programs common for attorneys, but with a focus on topics connected to paraprofessional development. Annex D includes a sample program from USALSA.

**C. Cross-Training.** Cross-training is training outside the paraprofessional's specific area of practice. Supervisors should encourage cross-training of personnel within a legal office. Cross-training exposes paraprofessionals to other areas of practice, expands their skills and experience, assists the office in responding to surges in workload, and improves client service.

**D. Developmental Assignments.** Developmental assignments build knowledge, skills, and abilities by providing employees experiences not normally encountered in their assigned positions. Developmental assignments have no set form and could include working in other divisions or practice areas or spending time working within client organizations. Possibilities are limited only by supervisors' and employees' innovativeness.

Collaboration and creativity are essential to an effective professional development plan. Supervisors should understand the goals and desires of their employees, and employees should realize the needs of, and constraints faced by, office leadership. By working together, with the assistance of this guide, the interests of both parties should be significantly met.

## TABLE OF CIVILIAN PARAPROFESSIONAL TRAINING OPPORTUNITIES

| GENERAL SKILLS AND KNOWLEDGE   |  |   |
|--|--|---|
|  | <i>Title</i>   | <i>Description</i>  |
| <b>ARMY CIVILIAN EDUCATION SYSTEM (CES) LEADERSHIP AND MANAGEMENT TRAINING</b> | <b>ARMY CIVILIAN EDUCATION SYSTEM (CES), CES FOUNDATION COURSE (FC) 1-250-C59 (DL)</b> , Civilian Human Resources Training Application System (CHRTAS), Army Management Staff College (AMSC)<br><a href="https://www.atrrs.army.mil/channels/chrtas/student/logon.aspx?caller=1">https://www.atrrs.army.mil/channels/chrtas/student/logon.aspx?caller=1</a><br>Centrally funded by the Army for all permanent Army Civilian employees. | The FC is a distributed learning course that provides an orientation to the Army, and develops civilians as effective members of the Army team. This is a distance learning (dL) course. Students who attend this course gain an understanding of the Army's role within the Department of Defense, as well as the Army's composition, customs, traditions, values, ethics and the basics of Army leadership doctrine. Students will also learn team development, conflict management, administrative requirements, and oral and written communication skills.  |
|  | <b>ARMY CIVILIAN EDUCATION SYSTEM (CES), CES BASIC COURSE (BC) 1-250-C60</b> , CHRTAS, AMSC<br><a href="https://www.atrrs.army.mil/channels/chrtas/student/logon.aspx?caller=1">https://www.atrrs.army.mil/channels/chrtas/student/logon.aspx?caller=1</a><br>Centrally funded by the Army for all permanent Army Civilian employees.  | Students must have completed the FC. This course consists of a dL course and a two- week resident course. The resident course will be taken after successful completion of the dL course and takes place in a university setting encompassing a classroom environment and small group seminars at AMSC 's West campus in Fort Leavenworth, Kansas. The BC focuses on basic education in leadership and counseling fundamentals, interpersonal skills, management skills and self-awareness to facilitate mission accomplishment to effectively care for teams.  |
|  | <b>ARMY CIVILIAN EDUCATION SYSTEM (CES), CES Intermediate Course (IC) 1-250-C61</b> , CHRTAS, AMSC<br><a href="https://www.atrrs.army.mil/channels/chrtas/student/logon.aspx?caller=1">https://www.atrrs.army.mil/channels/chrtas/student/logon.aspx?caller=1</a><br>Centrally funded by the Army for all permanent Army Civilian employees.   | Students must have completed the FC and the BC, or have BC credit. The IC is a combination of a dL course, followed by a three-week classroom education at AMSC's Fort Leavenworth, KS or Fort Belvoir, VA campuses. This target population is by necessity more adaptive, innovative, self-aware, and prepared to effectively lead and care for personnel and manage assigned resources. The IC focuses on planning, team building, establishing command climate, and stewardship of resources. Students enhance their leadership abilities and develop skills to manage human and financial resources; displaying flexibility and resilience with a focus on the mission. |
| <b>DEFENSE TRAVEL SYSTEM (DTS) TRAINING</b>                                    | <b>DEFENSE TRAVEL SYSTEM (DTS) TRAINING AND RESOURCE CENTER</b> ,<br><a href="http://www.defensetravel.dod.mil/Training/DTS/Training_Main.cfm">http://www.defensetravel.dod.mil/Training/DTS/Training_Main.cfm</a>   | This page features information on DoD e-learning resources such as web-based training, distance learning and DTS demonstrations, and provides access to a training environment to practice using DTS. In addition, there are links to other valuable resources, including both training and reference materials.  |
| <b>ARMY RECORDKEEPING</b>  | <b>ARMY RECORD INFORMATION MANAGEMENT SYSTEM (ARIMS) WEB-BASED TUTORIAL</b> , Online.<br><a href="https://www.arims.army.mil/Help/OnlineTraining/WebTraining.aspx">https://www.arims.army.mil/Help/OnlineTraining/WebTraining.aspx</a> .<br>Other resources available locally.   | The Army Records Information Management System (ARIMS) helps to ensure that long-term and permanent Army records are kept in compliance with the law, are securely stored, and are retrievable only by authorized personnel.  |

|  | <b>Title</b>  | <b>Description</b>  |
|--|---|---|
| <b>DESKTOP<br/>COMPUTER SKILLS</b>                   | <b>ARMY ELEARNING PROGRAM,</b><br>Register for eLearning account at <a href="https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action">https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action</a> .   | No cost to individuals and organizations. Course completion certificates; college credits; certification preparation; mentoring; over 2,600 courses online. Courses include: Best practices for Desktop Users; Microsoft Operating Systems; Internet Skills; Web 2.0; E-Mail and Groupware; Microsoft Office 2010; Microsoft Office 2007; Microsoft Office 2003; Microsoft Office XP; Business, Reporting, and Related Tools. Course list is continually changing. An excerpt of the SkillPort course list is at Annex A and a complete searchable online catalog is available at <a href="https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf">https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf</a> . |
| <b>CREATIVE THINKING<br/>AND PROBLEM<br/>SOLVING</b> | <b>ARMY ELEARNING PROGRAM,</b><br>Register for eLearning account at <a href="https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action">https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action</a> .   | Critical Thinking Essentials. An excerpt of the SkillPort course list is at Annex A and a complete searchable online catalog is available at <a href="https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf">https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf</a> .  |
| <b>INTERPERSONAL<br/>COMMUNICATION</b>               | <b>ARMY ELEARNING PROGRAM,</b><br>Register for eLearning account at <a href="https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action">https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action</a> .   | Communication Curriculum. An excerpt of the SkillPort course list is at Annex A and a complete searchable online catalog is available at <a href="https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf">https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf</a> .  |
| <b>STRESS<br/>MANAGEMENT</b>                         | <b>BASICS OF STRESS, VGTA01-01;</b><br>Army Training Knowledge Online;<br>Employee Assistance Program.<br><b>ARMY ELEARNING PROGRAM,</b><br>Register for eLearning account at <a href="https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action">https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action</a> . | Conflict in the Workplace Curriculum. An excerpt of the SkillPort course list is at Annex A and a complete searchable online catalog is available at <a href="https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf">https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf</a> .  |
|  | <b>COMPREHENSIVE SOLDIER FITNESS:<br/>STRONG MINDS, STRONG BODIES,</b><br><a href="http://www.army.mil/csf/">http://www.army.mil/csf/</a>   | The program, based on 30-plus years of scientific study and results, uses individual assessments, tailored virtual training, classroom training and embedded resilience experts to provide the critical skills our Soldiers, Family members and Army Civilians need. The Army recently opened resilience evaluation to DA Civilians.  |
| <b>CUSTOMER SERVICE</b>                              | <b>ARMY ELEARNING PROGRAM,</b><br>Register for eLearning account at <a href="https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action">https://usarmy.skillport.com/skillportfe/custom/login/usarmy/login.action</a> .   | Customer Service Curriculum. An excerpt of the SkillPort course list is at Annex A and a complete searchable online catalog is available at <a href="https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf">https://usarmy.skillport.com/skillportfe/custom/usarmy/PSG_186951_Army%20e-Learning%20Catalog%20-%201%20May%202010.pdf</a> .   |
| <b>INTRODUCTION TO<br/>SUPERVISING</b>               | <b>HR FOR SUPERVISORS, US Army</b><br>Civilian Human Resources Agency<br>(CHRA). A calendar of training dates<br>and locations is available at<br><a href="http://www.chra.army.mil/catalog/10date.pdf">http://www.chra.army.mil/catalog/10date.pdf</a> and is reproduced at<br>Annex B.  | The HR (Human Resources) for Supervisors course was developed by the Civilian Human Resources Agency (CHRA) to train new supervisors in their responsibilities for civilian human resources management (CHR). This course covers HR management legal and regulatory requirements, HR processes, HR services and HR automated tools designed to assist supervisors in requesting and tracking personnel actions.   |

## GENERAL LEGAL SKILLS AND KNOWLEDGE

|   | <b>Title</b>  | <b>Description</b>   |
|---|---|--|
| <b>GENERAL PARA-PROFESSIONAL TRAINING</b> | <b>VISIT A CIVILIAN LAW SCHOOL AND LAW LIBRARY: THE ROLE OF A PARAPROFESSIONAL.</b> Any local law school.   | Law schools often have outreach programs where members of their faculty or their law librarians will host a group of paraprofessionals and discuss the role of the paraprofessional.   |
|   | <b>OBSERVE A COURT-MARTIAL,</b> Local Office of the Staff Judge Advocate (OSJA).  | Observing a court-martial familiarizes the civilian paraprofessional with criminal trial practice procedures, e.g., voir dire, questioning witnesses, and evidentiary rules.   |
|   | <b>PRE ADVANCED LEADER COURSE (ALC), JA 58 - OFFICE OF THE STAFF JUDGE ADVOCATE (OSJA) OPERATIONS,</b> The Judge Advocate General's Legal Center and School (TJAGLCS). To request enrollment, go to <a href="https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm">https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm</a> | This is a dL course required for military noncommissioned officers prior to attending the resident ALC, but it provides information about OSJA operations that would be useful for anyone assigned to an OSJA. Lessons include: 1. OSJA Operations; 2. Military Justice Functions; 3. Claims and Litigation Functions; Administrative Law Functions; 5. Legal Assistance and Preventive Law Functions; 6. Contract Law; and 7. International Law. Civilian paraprofessionals may take this course.   |
|   | <b>PRE ADVANCED LEADER COURSE (ALC), JA 26 – ARMY LEGAL ASSISTANCE PROGRAM,</b> TJAGLCS, To request enrollment, go to <a href="https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm">https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm</a>   | This is a 6-hour dL module that provides administrative guidelines associated with providing legal assistance support. Lessons include: 1. Financial Liability Investigations and AR 735-5; 2. Servicemembers' Civil Relief Act (SCRA); 3. Domicile and SCRA Tax Provisions; 4. Survivor Benefits and the Survivor Benefit Plan; 5. Family Law. Civilian paraprofessionals may take this course.   |
|   | <b>LAW FOR PARALEGAL NONCOMMISSIONED OFFICERS COURSE,</b> 512-27D/20/30, TJAGLCS  | This 4 ½-day resident course focuses on essential paralegal training for Army paralegal NCOs. Included are intermediate level classes on the following topics: criminal law (pretrial and post-trial); office administration (Army legal writing, automated legal research, and legal office management); operational law (law office deployable law library and lessons learned from deployments); administrative and civil law (claims, legal assistance, and standards of conduct); leadership (maintaining a law library, family team-building, training subordinates, modification tables of organizational equipment (MTOE)/tables of distribution and allowance (TDA) management, NCO counseling, and government credit cards); and automation (LAAWS update and Legal Automation Training). A civilian paraprofessional nominated by his or her head of legal office may attend this course. |

|  | <b>Title</b>  | <b>Description</b>  |
|--|---|---|
|  | <b>SENIOR PARALEGAL COURSE, 512-27D/DC SP, TJAGLCS.*</b>  | This 4 ½-day resident course presents essential paralegal training and office management techniques for U.S. Army Senior and Chief Paralegal NCOs. Included are advanced level classes on the following topics: Office administration and management; CPNCO and SPNCO responsibilities, office management, automated legal research, organizational development, managing and integrating reserve component assets, problem solving, and TOE/TDA building processes and transformation update. Military Operations; law office deployable law library, lessons learned from deployments (OIF/OEF/Afghanistan), managing/leading SJA deployments, detainee operations, convoy operations, and foreign claims. Leadership: Family team building, training subordinates, NCO counseling, coordinating training, and automated property accountability. Training; AIT, BNCOC, ANCOC Update, Task Selection Review Board, Noncommissioned Officer Academy, and JRTC/NTC Updates. Automation: E-Justice Update, JAGC Communication Initiatives, and FFCB2 Administrative, Civil Law, & Military Justice: Foreign claims, legal assistance, appellate review procedures, court reporting, and military justice. A civilian paraprofessional nominated by his or her head of legal office may attend this course. |
|  | <b>LEGAL ADMINISTRATOR COURSE, 7A-270A1, TJAGLCS.</b>   | This 4 ½-day resident course focuses on the technical and mid-level management aspects of Army Staff Judge Advocate Office administration, operations, and support services. A civilian paraprofessional performing legal administrator duties and who is nominated by his or her head of legal office may attend this course.  |
|  | <b>THE AMERICAN BAR ASSOCIATION,</b><br><a href="http://www.abanet.org/legalservices/paralegals/">http://www.abanet.org/legalservices/paralegals/</a>   | This web site is the first stop for paralegal resources. It lists ABA-approved paralegal programs, and SJAs can use the site to locate local community colleges, etc. that offer approved training. Useful to local legal offices a tab on the side of the screen titled "Directory of Paralegal State Activity."<br><a href="http://www.abanet.org/legalservices/paralegals/pararegdir/home.cfm">http://www.abanet.org/legalservices/paralegals/pararegdir/home.cfm</a><br>From that link, click on your state of interest and it pulls up all the resources for that state.   |
|  | <b>GS GRADUATE SCHOOL,</b> Training available on the GSA Schedule, A full list of courses is available at:<br><a href="http://graduateschool.edu/index.php?option=com_content&amp;task=view&amp;id=163">http://graduateschool.edu/index.php?option=com_content&amp;task=view&amp;id=163</a> . | The GS Graduate School offers classes and programs in a broad range of curricula from government-based specialties. Within its course offerings, it currently has 43 paralegal studies courses (a list of which is provided at Annex C and is also available at:<br><a href="http://graduateschool.edu/search.php?action=search&amp;searchtype=course&amp;as_ccode=LAWS">http://graduateschool.edu/search.php?action=search&amp;searchtype=course&amp;as_ccode=LAWS</a> ).  |

\* Please note that TJAGLCS Resident Course Names and Descriptions are from the Resident Course Descriptions on the TJAGLCS web site. These might differ from the course names in the Army Training Requirements and Resources System.

|  | <b>Title</b>   | <b>Description</b>   |
|--|--|--|
|  | <b>THE NATIONAL ASSOCIATION OF LEGAL ASSISTANTS, INC. (NALA), CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT PROGRAMS, <a href="http://www.nala.org/Default.aspx">http://www.nala.org/Default.aspx</a>.</b>   | NALA's mission is to provide continuing education and professional development programs to all paralegals. NALA provides current information about the profession, continuing education materials and seminars, networking opportunities, professional certification programs, and manuals to help paralegals excel in the workplace.  |
|  | <b>NATIONAL FEDERATION OF PARALEGAL ASSOCIATIONS, INC, <a href="http://www.paralegals.org/displaycommon.cfm?an=18">http://www.paralegals.org/displaycommon.cfm?an=18</a></b>   | Cosponsors training with the American Institute of Paralegal Studies in a variety of online methods. Some of the training is co-delivered by West Group or LexisNexis.   |
|  | <b>NALS. . .THE ASSOCIATION FOR LEGAL PROFESSIONALS, <a href="http://www.nals.org/">http://www.nals.org/</a></b>   | NALS offers a great deal of continuing legal education at national, state, and local meetings and conferences. NALS also offers online education opportunities through the Online Basic Legal Training Course, its Online Learning Center, and via the Online Study Group. Both the Online Basic Legal Training Course (offered through Stetson University) and also the Online Study Group are set-up to assist those preparing to take a NALS Certification Exam, but the courses are open to the public and offer information and professional development for all legal support personnel. |
|  | <b>AMERICAN ASSOCIATION FOR PARALEGAL EDUCATION (AAFPE), <a href="http://www.aafpe.org/index.htm">http://www.aafpe.org/index.htm</a></b>   | Although it does not offer classes, AAFPE is a general source of information. It is a national organization that serves the needs of paralegal educators and institutions that offer paralegal educational programs. AAFPE's primary purposes are rooted in the continuing development of higher quality education for paralegal students as well as to be the main source of authority in paralegal academics.  |
| <b>LEGAL RESEARCH, WRITING, AND ANALYSIS</b> | <b>PRE SENIOR LEADER COURSE (SLC), JAA 151 – FUNDAMENTALS OF MILITARY LEGAL WRITING, TJAGLCS. To request enrollment, go to <a href="https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm">https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm</a></b> | This is a dL writing course that consists of several lessons, followed by three practical exercises, requiring the students to complete three writing samples: 1. Memorandum of Reprimand; 2. Review a Promulgating Order; 3. Information Memorandum. Civilian paraprofessionals may take this course.   |
|  | <b>PRE ADVANCED LEADER COURSE (SLC), JA 151B – WRITING FOR PARALEGALS, TJAGLCS. To request enrollment, go to <a href="https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm">https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm</a></b>               | This is a 10-hour DL course that provides skills and procedures used as guidance for effective Army writing. There are five lessons in the module: 1. Critical Reasonable and Creative Thinking in Effective Army Writing; 2. Steps to Effective Communication in Army Writing; 3. Principles of Army Writing Style; 4. Principles of Word usage, Punctuation, Capitalization, and Spelling; and 5. Specific Guidance on Army Correspondence. Civilian paraprofessionals may take this course.   |

|  | <b>Title</b>   | <b>Description</b>  |
|--|--|---|
|  | <b>INTRODUCTION TO LEGAL CITATION (AGENCY)</b> , Department of Justice (DOJ) National Advocacy Center, Columbia, SC,<br><a href="http://www.justice.gov/usao/eousa/ole_course_calendar/calendar.html">http://www.justice.gov/usao/eousa/ole_course_calendar/calendar.html</a>  | The 4 ½-day course is designed to teach both legal assistants and paralegals who have worked in their offices for no more than five years the basic skills needed for successful support of a federal practice. Skills include citation rules, cite checking, effective writing, library and computerized research, Bluebook style rules, and proofreading. Students having previously attended the former Legal Skills for Legal Assistants and Paralegals Seminar are not eligible. This course is intended for employees of federal agencies other than DOJ.   |
|  | <b>INTRODUCTION TO LEGAL CITATION AND RESEARCH SEMINAR</b> , DOJ National Advocacy Center, Columbia, SC,<br><a href="http://www.justice.gov/usao/eousa/ole_course_calendar/calendar.html">http://www.justice.gov/usao/eousa/ole_course_calendar/calendar.html</a>  | The 3-day course is designed to teach both legal assistants and paralegals citation rules, cite checking, library and computerized research, Bluebook style rules, and proofreading. Students should have no more than five years of experience in the area of legal citation and research. Students having previously attended the former Legal Skills for Legal Assistants and Paralegals Seminar are not eligible.   |
|  | <b>LEGAL RESEARCH AND ANALYSIS FOR PARALEGALS SEMINAR</b> , DOJ National Advocacy Center, Columbia, SC,<br><a href="http://www.justice.gov/usao/eousa/ole_course_calendar/calendar.html">http://www.justice.gov/usao/eousa/ole_course_calendar/calendar.html</a>   | This 3-day course is designed for paralegals who use legal research and analysis in their jobs and need to refine their skills. Legal assistants who can demonstrate significant job responsibilities in this area may also be considered. The course focuses on research and analytical skills unique to paralegals involved in litigation; therefore, Department of Justice nominees will be given priority. During the course, students will complete assignments demonstrating their ability to research and analyze legal topics. Although there will be time provided during the course to work on these assignments, homework will be necessary. Nominees for this course must have completed the Introduction to Legal Citation and Research Seminar (or the former Legal Skills for Legal Assistants and Paralegals Seminar) or its equivalent (e.g. a Paralegal Certificate). |
|  | <b>LEGAL WRITING AND ANALYSIS FOR SUPPORT STAFF SEMINAR</b> , DOJ National Advocacy Center, Columbia, SC,<br><a href="http://www.justice.gov/usao/eousa/ole_course_calendar/calendar.html">http://www.justice.gov/usao/eousa/ole_course_calendar/calendar.html</a>   | This 4 ½-day course is designed for paralegals and legal assistants who use legal writing and analysis in their jobs and need to refine their skills. Students may be provided in advance with a list of required reading to be completed prior to attending the course. During the course, students will complete assignments demonstrating their legal writing and analysis skills. Although there will be time provided during the course to work on these assignments, homework will be necessary. Nominees for this course must have completed the Introduction to Legal Citation and Research Seminar (or the former Legal Skills for Legal Assistants and Paralegals Seminar) and the Legal Research and Analysis for Paralegals Seminar or its equivalent (e.g. a Paralegal Certificate).   |
|  | <b>WESTLAW LEGAL RESEARCH</b> , Westlaw representative and online via JAGCNet Westlaw link,<br><a href="https://www.jagcnet2.army.mil/8525750800533F39/0/736D9D5E73E6B3FC85257505004FE9C7?opendocument&amp;noly=1">https://www.jagcnet2.army.mil/8525750800533F39/0/736D9D5E73E6B3FC85257505004FE9C7?opendocument&amp;noly=1</a> . | Various training modules are available online and from local Westlaw Representative. Some live online courses include Basic Westlaw Training for All Army Westlaw Users and Getting Acquainted with Westlaw Tabs.   |

|                        | <b>Title</b>  | <b>Description</b>   |
|------------------------|---|--|
| <b>COURT REPORTING</b> | <b>ADVANCED COURT REPORTING COURSE, 512-27DC6, TJAGLCS</b>  | This 4 ½-day resident course provides speech recognition training to mask-proficient military or civilian court reporters employed by the U.S. Government. The course teaches the fundamentals of using the Dragon Naturally Speaking Professional speech recognition software. The curriculum includes classes on the functions of digital recording, redictating an audio recording using a headset with an open microphone into the Dragon Speech Engine, redictation skills and the various voice commands, DMX8 mixer configuration and setup within the software, as well as incorporating MS Word macros to produce records of trial. Attendees must be court reporters employed by the U.S. Government familiar with the closed-mask style of reporting. |
|                        | <b>REDICTION COURSE, 512-27DC7, TJAGLCS</b>   | This 4 ½-day resident course provides speech recognition training to mask-proficient military or civilian court reporters employed by the U.S. Government. The course teaches the fundamentals of using the Dragon Naturally Speaking Professional speech recognition software. The curriculum includes classes on the functions of digital recording, redictating an audio recording using a headset with an open microphone into the Dragon Speech Engine, redictation skills and the various voice commands, DMX8 mixer configuration and setup within the software, as well as incorporating MS Word macros to produce records of trial. Attendees must be court reporters employed by the U.S. Government familiar with the closed-mask style of reporting. |
| <b>E-DISCOVERY</b>     | <b>FEDERAL E-DISCOVERY SYMPOSIUM 2010</b> , Digital Government Institute<br><a href="http://www.digitalgovernment.com/Downloads/Federal-E-Discovery-Symposium-2010.shtml">http://www.digitalgovernment.com/Downloads/Federal-E-Discovery-Symposium-2010.shtml</a> | Annually, the Digital Government Institute offers a Federal E-Discovery Symposium. This symposium and the materials are useful for paraprofessionals who assist with discovery for all types of litigation. The latest symposium was held in Washington, DC, in August 2010, and the materials from the symposium are available at the link. They include materials from classes: Coping with Complexity: Governance Models for Effective Programs; Why to Implement E-Discovery for More than Compliance; The Realities of Federal E-Discovery: Practical Applications; and Delete Confidently: Why Deletion is Part of Discovery and Sound Information Management.   |

## SPECIALIZED LEGAL SKILLS AND KNOWLEDGE

|                           | <b>Title</b>  | <b>Description</b>   |
|---------------------------|---|--|
| <b>ADMINISTRATIVE LAW</b> | <b>ON-THE JOB TRAINING AND CROSS-TRAINING</b> , Local OSJA or equivalent organization.  | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements.  |
|                           | <b>PRE ADVANCED LEADER COURSE (ALC), JA 161E – FINANCIAL LIABILITY INVESTIGATION OF PROPERTY LOSS</b> , TJAGLCS. To request enrollment, go to <a href="https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm">https://www.jagcnet.army.mil/852574800065ADFB/lcstddhelpdesk?OpenForm</a> | This 3-hour dL module covers fundamental aspects of investigations of property losses and financial liability for them. Lessons include: 1. Financial Liability Investigation of Property Loss Process; 2. Application of the Financial Liability Investigation of Property Loss Process; 3. Standards for Determining Financial Responsibility; 4. Joint and Several Liability; 5. Reconsideration and Remission of Indebtedness; 6. Collection of Pay; 7. Role of Military Attorney. Civilian paraprofessionals may take this course.  |
|                           | <b>ADMINISTRATIVE LAW FOR MILITARY ORGANIZATIONS AND OPERATIONS COURSE</b> , 5F-F24, TJAGLCS  | This 4 ½- day course presents both basic law and current developments in areas of interest to military attorneys in administrative and civil law assignments. Topics include: administrative investigations; civilian personnel law; federal litigation; federal-state relations; military-related First Amendment issues; federal labor-management relations; military support to civilian law enforcement; morale, welfare, and recreation operations; government information practices; military personnel law; standards of conduct; environmental law; and accountability for military property. Classes taught during the course present areas of general applicability to installation-related legal practice. A civilian paraprofessional nominated by his or her head of legal office and approved by the course manager may attend on a space available, case-by-case basis. |
|                           | <b>INTRODUCTION TO FOIA</b> , DOJ National Advocacy Center, Washington, DC, <a href="http://www.justice.gov/usao/eousa/ole/ole_course_calendar/calendar.html">http://www.justice.gov/usao/eousa/ole/ole_course_calendar/calendar.html</a> .   | This ½-day program provides a basic overview of the FOIA for agency personnel who do not specialize in access law. It is designed for those who either work with the FOIA only occasionally or need only a general familiarity with the FOIA in order to recognize and handle FOIA-related problems that may arise in other areas of agency activity.  |
|                           | <b>FOIA FOR ATTORNEYS AND ACCESS PROFESSIONALS</b> , DOJ National Advocacy Center, Washington, DC, <a href="http://www.justice.gov/usao/eousa/ole/ole_course_calendar/calendar.html">http://www.justice.gov/usao/eousa/ole/ole_course_calendar/calendar.html</a> .                                      | This 2-day program is designed for attorneys, FOIA specialists, and information officers with limited previous experience under the FOIA who are now or soon will be working extensively with the Act. It provides an overview of the FOIA including a discussion of the President's FOIA Memorandum and the Attorney General's FOIA Guidelines. This course also provides specialized workshops on the various FOIA exemptions and on procedural issues including fees and fee waiver determinations as well as a discussion on proactive disclosures.  |

|                   | <b>Title</b>  | <b>Description</b>  |
|-------------------|---|---|
| <b>CLAIMS LAW</b> | <b>ON-THE JOB TRAINING AND CROSS-TRAINING</b> , Local OSJA or equivalent organization.  | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements. |
|                   | <b>CONUS AND OCONUS PERSONNEL CLAIMS REGIONAL TRAINING COURSES</b> , US Army Claims Service (USARCS). Annually in the Northeast, South, West, Korea, and Europe. Course dates and registration opportunities are announced on the USARCS web site, which can be accessed from the JAGCNet home page or at <a href="https://www.jagcnet.army.mil/8525752700444FBA">https://www.jagcnet.army.mil/8525752700444FBA</a> .                     | These 2-day courses provide an overview of processing personnel claims. Civilian paraprofessionals may attend these conferences.  |
|                   | <b>CONUS AND OCONUS TORT CLAIMS CONFERENCE</b> , US Army Claims Service. Annually at Fort Meade, MD, Korea, and Europe. Course dates and registration opportunities are announced on the USARCS web site, which can be accessed from the JAGCNet home page or at <a href="https://www.jagcnet.army.mil/8525752700444FBA">https://www.jagcnet.army.mil/8525752700444FBA</a> .  | This 2-day conference covers new developments in tort claims practice. Civilian paraprofessionals may attend these conferences.   |
|                   | <b>DEPLOYMENT CLAIMS CONFERENCE</b> , US Army Claims Service. Annually at Fort Meade, MD. Announcement of course dates and registration opportunities are available on the USARCS web site, which can be accessed from the JAGCNet home page or at <a href="https://www.jagcnet.army.mil/8525752700444FBA">https://www.jagcnet.army.mil/8525752700444FBA</a> .  | This 1-day conference covers the laws and regulations related to processing deployment claims. Civilian paraprofessionals may attend this conference.   |
|                   | <b>FOREIGN CLAIMS COMMISSION TRAINING</b> , US Army Claims Service web site. Announcement of course dates and registration opportunities are available on the USARCS web site, which can be accessed from the JAGCNet home page or at <a href="https://www.jagcnet.army.mil/8525752700444FBA">https://www.jagcnet.army.mil/8525752700444FBA</a> . Click on the link for Foreign Claims Commission Resources on the left side of the page. | This dL course provides training on processing Foreign Claims. Civilian paraprofessionals may take this course.   |

|  | <b>Title</b>  | <b>Description</b>  |
|--|---|---|
| <b>CONTRACT LAW</b>                      | <b>ON-THE JOB TRAINING AND CROSS-TRAINING</b> , Local OSJA or equivalent organization.  | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements.   |
|  | <b>US ARMY BASIC MEDIATION COURSE</b> , Army Office of General Counsel (OGC), <a href="http://ogc.hqda.pentagon.mil/OGC_news.aspx">http://ogc.hqda.pentagon.mil/OGC_news.aspx</a>   | This 5-day mediation course is designed to develop competency in basic mediation skills. Although the course focus is federal sector civilian workplace disputes, the skills taught are applicable in a wide variety of dispute contexts. The course training tools include mediation simulations and debriefings with experienced mediators, faculty lecture (including in-class exercises), and video presentations designed to help new mediators move parties from conflict to resolution. This course is open to civilian paraprofessionals. |
| <b>CRIMINAL LAW AND MILITARY JUSTICE</b> | <b>ON-THE JOB TRAINING AND CROSS-TRAINING</b> , Local OSJA or equivalent organization.  | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements.   |
|  | <b>POST-TRIAL HANDBOOK: A GUIDE FOR MILITARY JUSTICE PRACTITIONERS</b> , Office of the Clerk of Court, Army Court of Criminal Appeals (ACCA)  | ACCA personnel conduct on-site training on preparation of court-martial documents and records of trial. A PowerPoint presentation is also available for in-house training.  |
|  | <b>VICTIM-WITNESS LIAISON TRAINING</b> . OTJAG Criminal Law Division approximately annually invites the Army's victim-witness liaisons for a training course. Also available is the annual National Center for Victims of Crime (NCVC) National Conference, as well as webinars on the NCVC web site. <a href="http://www.ncvc.org/ncvc/main.aspx?dbID=DB_Training_Institute1160">http://www.ncvc.org/ncvc/main.aspx?dbID=DB_Training_Institute1160</a> | The conference brings together victim service providers and advocates, law enforcement officials, researchers, educators, and allied professionals from around the country to share best practices, forge new collaborations, and enhance resources, policies, and services for crime victims. Civilian paraprofessionals may attend this conference.   |
|  | <b>TRAINING FOR VICTIM SERVICE PROVIDERS</b> . The DOJ Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) has several course offerings, which can be accessed at: <a href="http://www.ojp.usdoj.gov/ovc/assist/welcome.html">http://www.ojp.usdoj.gov/ovc/assist/welcome.html</a>  | Offered workshops include, for example: Sexual Assault Advocate/Counselor Training and Enforcing Victims' Rights.   |
|  | <b>NATIONAL VICTIM ASSISTANCE ACADEMIES (NVAA)</b> . <a href="http://www.ojp.usdoj.gov/ovc/assist/vaa.htm">http://www.ojp.usdoj.gov/ovc/assist/vaa.htm</a>  | The Academy NVAA is a week-long, university-based training course on victimology, victims' rights, and victim services for practitioners employed in victim services and allied areas.  |

|  | <b>Title</b>   | <b>Description</b>   |
|--|--|--|
|  | <p><b>STATE VICTIM ASSISTANCE ACADEMIES (SVAAs).</b> A list of them is available at <a href="http://www.ojp.usdoj.gov/ovc/assist/existingsvaa.html">http://www.ojp.usdoj.gov/ovc/assist/existingsvaa.html</a></p>  | <p>State Victim Assistance Academies provide state-specific training in victim assistance issues. SVAAs are modeled after the National Victim Assistance Academy (NVAA), but tailor content to reflect the needs and laws of individual states.</p>  |
|  | <p><b>PRE ADVANCED LEADER COURSE (ALC), JA 30 – CRIMINAL LAW FOR PARALEGALS,</b> TJAGLCS. To request enrollment, go to <a href="https://www.jagcnet.army.mil/852574800065ADFB/lcstdhelpdesk?OpenForm">https://www.jagcnet.army.mil/852574800065ADFB/lcstdhelpdesk?OpenForm</a>.</p>                | <p>This is a 6-hour dL module that covers the elements of and rationale for criminal law, the purposes of punishments, and the role of the military justice system. Lessons include: 1. History of the American Military Justice System; 2. Jurisdiction Over the Person; 3. Nonjudicial Punishment; 4. Defenses; 5. Affirmative Defenses; 6. Punitive Articles; 7. Disposition of Charges; 8. Investigations and Pretrial Advice; 9. Sessions, Arraignment, Motions, and Pleas; 10. Trial Procedure; 11. Finding and Sentencing; 12. Appellate Review. Civilian paraprofessionals may take this course.</p>                     |
|  | <p><b>PRE ADVANCED LEADER COURSE (ALC), JA 308 – PUBLISH A COURT-MARTIAL CONVENING ORDER,</b> TJAGLCS. To request enrollment, go to <a href="https://www.jagcnet.army.mil/852574800065ADFB/lcstdhelpdesk?OpenForm/">https://www.jagcnet.army.mil/852574800065ADFB/lcstdhelpdesk?OpenForm/</a>.</p> | <p>This is a 15-hour dL module that provides details about how to prepare a court-martial convening order. Lessons include: 1. Defining a court-martial convening order; 2. Preparing an original court-martial convening order; 3. Discussing amendatory orders; and 4. Preparing an amended order. Civilian paraprofessionals may take this course.</p>  |
|  | <p><b>PRE ADVANCED LEADER COURSE (ALC), JA 309 – REFERRAL TO TRIAL TO COURT-MARTIAL,</b> TJAGLCS. To request enrollment, go to <a href="https://www.jagcnet.army.mil/852574800065ADFB/lcstdhelpdesk?OpenForm">https://www.jagcnet.army.mil/852574800065ADFB/lcstdhelpdesk?OpenForm</a>.</p>        | <p>This is an 8-hour dL module that provides details about how to prepare and complete Part V of the DD Form 458 Charge Sheet. Lessons include: 1. Identifying a referral; 2. Identifying who may refer charges; 3. Identifying actions the Convening Authority may take in response to a completed charge sheet; 4. Identifying actions to complete the referral; 5. Identifying actions to complete the referral to trial convened by an amended court-martial convening order; 6. Identifying actions to serve charges on the accused; and 7. Identifying a re-referral. Civilian paraprofessionals may take this course.</p> |
|  | <p><b>PRE SENIOR LEADER COURSE (SLC), JAO 131 – PRETRIAL PROCEDURE,</b> TJAGLCS. To request enrollment, go to <a href="https://www.jagcnet.army.mil/852574800065ADFB/lcstdhelpdesk?OpenForm">https://www.jagcnet.army.mil/852574800065ADFB/lcstdhelpdesk?OpenForm</a>.</p>                         | <p>This is a dL course that familiarizes the paraprofessional with steps that must be taken before the start of a court-martial. Civilian paraprofessionals may take this course.</p>  |

|  | <b>Title</b>  | <b>Description</b>   |
|--|---|--|
|  | <b>MILITARY JUSTICE MANAGERS COURSE, 5F-F31, TJAGLCS.</b>   | This 4 ½-day course is designed to provide chiefs of military justice, senior defense counsel, and other attorneys involved in military justice management with information and practical tips regarding pretrial, trial, and post-trial procedures. Topics include: case management; selection of members; sexual assault prevention and response program and the victim/witness assistance program; pretrial and post-trial procedures; and military justice in joint and deployed settings. This course is particularly relevant to individuals supervising various aspects of the pre-trial, trial, and post-trial processes. A civilian paraprofessional nominated by his or her head of legal office and approved by the course manager may attend on a space available, case-by-case basis. |
| <b>ENVIRONMENTAL LAW</b>                   | <b>ON-THE JOB TRAINING AND CROSS-TRAINING, Local OSJA or equivalent organization.</b>   | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements.  |
|  | <b>TRAINEX: THE TRAINING EXCHANGE WEB SITE, Interstate Technology Regulatory Council, the US Environmental Protection Agency (EPA), and other federal agency, state, tribal, and local staff involved in hazardous waste management and remediation.</b><br><a href="http://www.trainex.org/about.cfm">http://www.trainex.org/about.cfm</a>                                 | This web site provides a consolidated listing of training from many EPA and other federal offices provide training relevant to hazardous waste remediation, site characterization, risk assessment, emergency response, site/incident management, counter-terrorism, and the community's role in site management and cleanup. Trainex provides course descriptions, schedules and online registration links for all these courses. It also provides Other Training Resources on the left menu bar, which includes additional EPA course opportunities and links to other government and non-government training.   |
| <b>ETHICS AND STANDARDS OF CONDUCT LAW</b> | <b>ON-THE JOB TRAINING AND CROSS-TRAINING, Local OSJA or equivalent organization.</b>   | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements.  |
|  | <b>OFFICE OF GOVERNMENT ETHICS TRAINING WORKSHOPS AND SEMINARS, ONLINE and in Washington, DC.</b><br><a href="http://www.usoge.gov/training/training_workshops_seminars.aspx">http://www.usoge.gov/training/training_workshops_seminars.aspx</a> ;<br><a href="http://www.usoge.gov/training/training_modules.aspx">http://www.usoge.gov/training/training_modules.aspx</a> | OGE offers numerous workshops and seminars throughout the year, both in Washington, DC and in other parts of the country, for executive branch ethics officials. It also offers several online training modules that are available at the second web link.   |
| <b>INTELLIGENCE AND SECURITY LAW</b>       | <b>ON-THE JOB TRAINING AND CROSS-TRAINING, Local OSJA or equivalent organization.</b>   | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements.  |

|  | <b>Title</b>  | <b>Description</b>  |
|--|---|---|
|  | <b>INTELLIGENCE LAW COURSE, 5F-F41, TJAGLCS.</b>                                      | This 4 ½-day course introduces new practitioners to the field of intelligence law; provides a basic understanding of the legal framework in which the intelligence community operates and the historical context with which to view, understand, and apply existing laws, regulations and policies; and provides an overview of the organization, roles, and functions of the intelligence community. The course stresses the practical application of intelligence law. Attendance is also open to U.S. Government employees assigned or pending assignment to positions requiring an understanding of intelligence law as it relates to the investigation of national security cases. This course is limited to those individuals who have fewer than two years of experience in the intelligence community or in support of intelligence operations. Attendance is by invitation only. Army personnel interested in attending this course should contact <a href="mailto:Robert.Barnsby@us.army.mil">Robert.Barnsby@us.army.mil</a> BEFORE 15 July, for a questionnaire to attend the course. Students who are favorably accepted will be sent an electronic application for completion and return to the School, which will register students into ATRRS. This course requires a SECRET security clearance, confirmation of which must be received before the course begins. Security clearances must be confirmed in writing by the sending unit's security manager. |
| <b>INTERNATIONAL AND OPERATIONAL LAW</b> | <b>ON-THE JOB TRAINING AND CROSS-TRAINING, Local OSJA or equivalent organization.</b> | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements.   |
|  | <b>RULE OF LAW COURSE, 5F-F48, TJAGLCS</b>  | This 4 ½-day course addresses the role of legal practitioners in the conduct of Rule of Law operations as a component of Stability Operations. Lectures will provide an understanding of current and past Rule of Law operations while anticipating the future. Additionally, lectures will provide a comparative analysis of several legal traditions. Speakers from the Department of State, Department of Justice, U.S. Agency for International Development (USAID), U.S. Army Civil Affairs and other government agencies will explain their respective organizations' roles in Rule of Law operations. The speakers will also help attendees understand how to coordinate interagency efforts toward greater unity of action in Rule of Law operations. The course includes seminars, which will push attendees to apply the lessons learned during the day. At the conclusion of the course, attendees will be able to contribute to Rule of Law operations throughout the world. Civilian paraprofessionals who are assigned or pending assignment to a position involved in stability operations or the Rule of Law may attend with permission of the course administrators.   |
| <b>LABOR AND EMPLOYMENT LAW</b>          | <b>ON-THE JOB TRAINING AND CROSS-TRAINING, Local OSJA or equivalent organization.</b> | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements.   |

|  | <b>Title</b>   | <b>Description</b>   |
|--|--|--|
|  | <b>LAW OF FEDERAL EMPLOYMENT COURSE, 5F-F22, TJAGLCS</b>   | This 4 ½-day course focuses on the law of federal employment and federal labor-management relations. Topics include the following: hiring, classification, promotion, and discharge of employees under current civil service laws and regulations, as well as under the National Security Personnel System (NSPS); roles of the Office of Personnel Management, Merit Systems Protection Board, and the Office of Special Counsel; grievance and adverse action procedures; substantive standards for adverse actions; reduction-in-force procedures; and equal employment opportunity law. Topics covered under federal labor-management relations include the following: the rights and duties of management and labor under Title VII of the Civil Service Reform Act of 1978 and the NSPS; roles of the Federal Labor Relations Authority, the Federal Mediation and Conciliation Service, and the Federal Service Impasses Panel; representation activities; negotiation of labor contracts; unfair labor practices complaints; procedures for arbitration of grievances; and labor law implications of contracting out. A civilian paraprofessional nominated by his or her head of legal office and approved by the course manager may attend on a space available, case-by-case basis. |
|  | <b>MANAGEMENT AND EMPLOYEE RELATIONS (MER) – BASIC COURSE, CHRA.</b> A calendar of training dates and locations is available at <a href="http://www.chra.army.mil/catalog/10date.pdf">http://www.chra.army.mil/catalog/10date.pdf</a> and is reproduced at Annex B.                              | This 4 ½-day course covers the major components of the Management-Employee Relations program and provides a solid knowledge foundation for Management-Employee Relations practitioners to build their expertise. Through lectures, case studies and practical exercises, this course introduces participants to the laws and regulations that provide the legal framework for Management-Employee Relations and the various federal agencies that have oversight and compliance authority related to this HR discipline. This course covers topics to include the legal and regulatory framework of the law, discipline and adverse actions, leave management, performance management, disability and reasonable accommodations, grievances and appeals, and alternative dispute resolution.   |
|  | <b>LABOR RELATIONS – BASIC COURSE, CHRA,</b> available locally at CHRA regional training centers. A calendar of training dates and locations is available at <a href="http://www.chra.army.mil/catalog/10date.pdf">http://www.chra.army.mil/catalog/10date.pdf</a> and is reproduced at Annex B. | This 4 ½-day course covers the major components of the federal sector labor relations program and provides a solid knowledge foundation for Labor Relations practitioners to build their expertise. Through lectures, case studies and practical exercises, this course introduces participants to the Federal Service Labor-Management Relations Statute and the various federal agencies that have oversight and compliance authority related to this HR discipline. This course covers topics to include the legal and regulatory framework of the law, interest-based problem solving, Unfair Labor Practices, collective bargaining process, negotiated agreement administration, grievances and arbitration, third parties in dispute resolution, labor-management partnerships, and alternative dispute resolution.   |

|                                     | <b>Title</b>   | <b>Description</b>  |
|-------------------------------------|--|---|
|                                     | <b>EQUAL EMPLOYMENT OPPORTUNITY BASIC COUNSELOR PROGRAM (EEOBCP) NON-RESIDENT</b> , Defense Equal Opportunity Management Institute. Course information and dates are available at: <a href="http://www.deomi.org/Education&amp;Training/CourseInfo.cfm">http://www.deomi.org/Education&amp;Training/CourseInfo.cfm</a> . | This 5-day/40-hour dL course develops a base of knowledge about the Army EEO Program. The course focuses on the inter/intrapersonal and organizational aspects of EEO. Training introduces the causes and effects of discrimination, EEO programs for Federal employees/applicants for employment, civilian personnel/human resource management and valuing diversity. It concentrates on the roles and responsibilities of EEO Counselors, communication and interviewing skills, documenting EEO inquiries, and resolving EEO Complaints (including alternate dispute resolution).  |
|                                     | <b>EQUAL EMPLOYMENT OPPORTUNITY COUNSELORS PROGRAM (EEOCP)</b> , Defense Equal Opportunity Management Institute. Course information and dates are available at: <a href="http://www.deomi.org/Education&amp;Training/CourseInfo.cfm">http://www.deomi.org/Education&amp;Training/CourseInfo.cfm</a> .                    | This 10-day resident course develops a base of about the Army EEO Program. Studies focus on the statutory/legal as well as inter/intrapersonal and organizational aspects of EEO. Training progresses through understanding the causes and effects of discrimination, EEO programs for federal employees/applicants for employment, civilian personnel/human resource management, valuing diversity, the roles and responsibilities of EEO Counselors/Assistants/Specialists, communication and interviewing skills, staff procedures, writing and briefing skills, documenting EEO inquiries, resolving EEO complaints (including alternate dispute resolution), evaluating EEO data and preparing affirmative employment program plans and other EEO reports. |
|                                     | <b>EEO TRAINING FOR NEW COUNSELORS</b> , EEOC Training Institute. A calendar of training dates and locations is available at <a href="https://secure.kinsail.com/results.asp?p=eeoc&amp;pt=store&amp;groupid=18104">https://secure.kinsail.com/results.asp?p=eeoc&amp;pt=store&amp;groupid=18104</a>                     | This course provides the 32-hour of training to introduce attendees to EEO topics. Participants are taught basics regarding EEO law and provided the opportunity to develop essential settlement techniques in a small group setting. Trainers also use instructive exercises to assist participants in completing counseling sessions, which include allegations of harassment and disparate treatment.  |
|                                     | <b>INTRODUCTION, FEDERAL LABOR RELATIONS AUTHORITY (FLRA) ORGANIZATION, ULP PROCESS</b> , FLRA Office of the General Counsel, <a href="http://www.flra.gov/OGC_Training">http://www.flra.gov/OGC_Training</a>  | The FLRA Office of the General Counsel (OGC) provides FLRA statutory training. The FLRA OGC's Statutory Training page lists scheduled training programs, as well as links to the FLRA OGC's Statutory Training slides.  |
| <b>LEGAL ASSISTANCE AND TAX LAW</b> | <b>ON-THE JOB TRAINING AND CROSS-TRAINING</b> , Local OSJA or equivalent organization.   | Provide on-the-job training and opportunities for paraprofessionals to cross-train as a way of developing specialized knowledge and planning for shortages, absences, or increases in mission requirements.   |
|                                     | <b>NOTARY TRAINING</b> , AR 27-55 and Local State requirements.  | Paraprofessionals can be trained and become state notaries public.  |

|  | <b>Title</b>  | <b>Description</b>  |
|--|---|---|
|  | <b>LEGAL ASSISTANCE COURSE, 5F-F23, TJAGLCS</b>   | This 4 ½-day course presents basic law, advanced topics and current developments in areas of interest to military and civilian legal assistance attorneys. Topics include: consumer protection; family law; state and federal taxation; survivor benefits; Servicemembers' Civil Relief Act; professional responsibility; immigration and naturalization; estate planning; bankruptcy; law office management; and the Uniformed Services Employment and Reemployment Rights Act. The course offers a varied selection of electives enabling the attorney to tailor his or her own program. A civilian paraprofessional nominated by his or her head of legal office and approved by the course manager may attend on a space available, case-by-case basis.   |
|  | <b>DOMESTIC RELATIONS, LANDLORD/TENANT, CONSUMER RELATIONS, AND SMALL CLAIMS FORMS AND FILING PROCEDURES, Local and State Bar Association and Court Clerks Offices.</b> | Local bar associations or court clerk offices often have forms and procedures available online so that individuals can file proceedings for divorce, child support, custody, etc., without attorney assistance, pro se. Paraprofessionals who work in legal assistance can familiarize themselves with local resources to better provide information to legal assistance office patrons.  |
|  | <b>USAREUR CLIENT SERVICES CLE, 5F-F23E, TJAGLCS</b>  | This 4 ½-day course is conducted in two tracks: Track 1 focuses on Legal Assistance and presents both basic law and current developments in areas of interest to legal assistance attorneys. Offerings have included the following: survivor benefits; will drafting; the Service members Civil Relief Act, consumer law; casualty assistance; professional responsibility; administrative appeals; immigration and naturalization; preventive law; law office management; tax programs; family law, including family support, and the Uniformed Services Former Spouses' Protection Act; and German law relating to family, consumer, and landlord-tenant law. TRACK 2 focuses on Claims and presents both basic law and current developments in areas of interest to claims attorneys. The course offers a variety of topics including Deployment Claims, Personnel Claims, the Federal Tort Claims Act, Affirmative Claims, the Foreign Claims Act, Claims Adjudication, and Professional Responsibility. A civilian paraprofessional nominated by his or her head of legal office and approved by the course manager may attend on a space available, case-by-case basis. |
|  | <b>INCOME TAX LAW COURSE, 5F-F28, TJAGLCS, USAREUR, PACOM, Hawaii.</b>  | This 4 ½-day course presents an overview of federal income taxation for individuals, with special attention devoted to provisions of the Internal Revenue Code directly affecting military personnel. Topics addressed during the course include the following: introduction to federal income taxation principles; overview of tax forms; and instruction on filing status, gross income, itemized deductions, rental property, real estate taxation, individual retirement arrangements (IRAs), credits, and tax on capital gains; deployment and casualty tax issues; and tax program management. A civilian paraprofessional nominated by his or her head of legal office and approved by the course manager may attend on a space available, case-by-case basis.   |

|  | <b>Title</b>  | <b>Description</b>   |
|--|---|--|
|  | <b>TAX YEAR 20XX LINK &amp; LEARN TAXES E-LEARNING</b> , Internal Revenue Service (IRS), <a href="http://www.irs.gov/app/vita/">http://www.irs.gov/app/vita/</a>  | The IRS Link & Learn Taxes, Volunteer Income Tax Assistance (VITA) guides VITA volunteers through the process of assisting taxpayers in preparing and filing Forms 1040EZ, 1040A, 1040, 1040NR, 1040NR-EZ, 1040PR, and Form 1040X returns. There are seven different courses: Basic, Intermediate, Advanced, Military, International, Puerto Rico and Foreign Students. Individuals who served as volunteer preparers for VITA in the past and have received previous VITA training may elect to take the Returning Student course for their certification level. New tax law is available in each course. |
|  | <b>H&amp;R BLOCK INCOME TAX COURSE</b> , H and R Block, <a href="http://www.hrblock.com/taxes/planning/tax_courses/course_schedule.html">http://www.hrblock.com/taxes/planning/tax_courses/course_schedule.html</a> .   | This 84-hour course teaches basic tax theory; step-by-step skills for preparing tax returns; latest tax filing law and filing practices; how to talk tax clients through the filing process; techniques to advise clients on their tax objections; and how to review the accuracy of past tax returns. This class is appropriate for paraprofessionals who will be working in military income tax centers.   |
|  | <b>JACKSON HEWITT BASIC INCOME TAX COURSE</b> . Jackson Hewitt. <a href="http://www.jacksonhewitt.com/Become-a-Tax-Preparer/Course-Offerings/Basic-Income-Tax-Course/">http://www.jacksonhewitt.com/Become-a-Tax-Preparer/Course-Offerings/Basic-Income-Tax-Course/</a> | This course is offered in three segments. The first segment introduces basic tax concepts such as filing information, exemptions, basic credits. The second segment teaches dividends, capital gains, IRAs, employee business expenses, and other miscellaneous expenses. The third segment covers depreciation, Schedule E and basis of property, and other topics, such as home offices, amended returns, installments agreements, and injured and innocent spouses. This class is appropriate for paraprofessionals who will be working in military income tax centers                                  |

# Annex A: Excerpt from Skillsoft Army e-Learning Course Listing



## Army e-Learning Program Listing as of 5/1/2010 Master

SkillSoft is an international producer and distributor of interactive server-based training solutions. The company offers thousands of hours of programming covering application development, system administration, office systems, business skills, interpersonal skills, etc. This system also hosts the Rosetta Stone foreign language content provided by Rosetta Stone Ltd.

To register for access, go to AKO at [www.us.army.mil](http://www.us.army.mil) > Self Service > My Education > Army e-Learning Portal Page > New User Link



### Program Administration

Primary POC Email: ..... [army.elearning@us.army.mil](mailto:army.elearning@us.army.mil)

Leslie A. York ..... 703-373-1383

Kimberly Berry ..... 703-373-1347

COR and Project Director ..... Stanley C. Davis

SkillSoft Account Consultant ..... [Army@skillsoft.com](mailto:Army@skillsoft.com)

### Access Information

Registration: AKO > Self Service > My Education > Army e-Learning

Access URL: ..... <https://usarmy.skillport.com>

### Help Desk Information

**AKO:** [www.us.army.mil](http://www.us.army.mil) or call 1-866-335-2769 (DSN 312-654-4357)

**ATRRS:** <http://www.atrrs.army.mil/help> or call 703-695-2060 (DSN 225-2060)

#### **Army e-Learning Program Administration:**

Email: ..... [army.elearning@us.army.mil](mailto:army.elearning@us.army.mil)

Phone: ..... Program Administration Above

**SkillSoft Technical Support 24x7:** ..... 1-888-562-4777

Dedicated e-Mail: ..... [skillport\\_armyelearning@skillsoft.com](mailto:skillport_armyelearning@skillsoft.com)

### Notes and Legends:

- > \* = In development as of 5/1/2010. Subject, titles and estimated hours are subject to change/cancellation prior to release.
- > (#) = Special usage and ordering conditions apply.
- > (a) = program does not contain an assessment and does not export completion/certificate data.
- > "Final Exams" are content elements designed specifically for college credit exam testing.
- > (z) = This program remains available for usage as is. No maintenance, mentoring nor support is available.
- > tbd = to be determined.
- > (ACE) = Number of college credits recommended by ACE. Procedures for obtaining college credits for these courses can be found at AKO >> MyEducation >> Army e-Learning Portal Page.
- > For the latest changes please reference the Product Strategy Roadmap and Content Development Roadmap documents.

*SkillSoft courseware content described herein is for information purposes only and is subject to change without notice. SkillSoft has no obligation or commitment to develop or deliver any future release, upgrade, feature, enhancement or function described in this document except as specifically set forth in a written agreement.*

*SkillSoft, the SkillSoft logo, Ahead of the Learning Curve, SkillPort, Search-and-Learn, SkillChoice, SkillSim, Books24x7, Referenceware, ITPro, BusinessPro, OfficeEssentials, GovEssentials, EngineeringPro, FinancePro, AnalystPerspectives, ExecSummaries, ExecBlueprints, ExecSuite, ManagerSuite, Well-BeingEssentials, HospitalityPro, SkillBlend, ExpertCerts, Express Guide, Dialogue, and Enterprise Learning Connection are trademarks or registered trademarks of SkillSoft PLC in the United States and certain other countries. All other trademarks are the property of their respective owners.*

**TABLE OF CONTENTS WITH LINKS ON NEXT PAGE.**

## **Table of Contents**

### **SKILLSOFT ENTERPRISE LEARNING CONNECTION.....3**

|  |   |
|--|---|
| CONNECTED LEARNING DEFINED .....             | 3 |
| KNOWLEDGECENTER CONNECTION .....             | 3 |
| NEW CONTENT TYPES .....                      | 4 |
| <i>The Business Exploration Series</i> ..... | 4 |
| <i>Business Impact Series</i> .....          | 4 |
| <i>Challenge Series</i> .....                | 4 |

|                                       |    |
|---------------------------------------|----|
| FOUNDATION SKILLS CURRICULUM.....     | 10 |
| HUMAN RESOURCES CURRICULUM.....       | 10 |
| INDUSTRY FOUNDATIONS CURRICULUM.....  | 11 |
| KNOWLEDGE MANAGEMENT CURRICULUM.....  | 12 |
| LEADERSHIP CURRICULUM .....           | 12 |
| MANAGEMENT CURRICULUM .....           | 13 |
| MARKETING CURRICULUM .....            | 14 |
| OPERATIONS CURRICULUM.....            | 15 |
| PERSONAL DEVELOPMENT CURRICULUM ..... | 17 |
| PROGRAM MANAGEMENT CURRICULUM .....   | 18 |
| PROJECT MANAGEMENT CURRICULUM.....    | 18 |
| SALES CURRICULUM.....                 | 20 |
| STRATEGIC PLANNING CURRICULUM.....    | 21 |
| TEAM BUILDING CURRICULUM.....         | 21 |

### **DESKTOP SKILLS CURRICULA .....22**

|   |    |
|---|----|
| DESKTOP COMPUTER SKILLS .....                       | 22 |
| <i>Best Practices for Desktop Users</i> .....       | 22 |
| <i>Microsoft Operating Systems</i> .....            | 22 |
| <i>Internet Skills</i> .....                        | 22 |
| <i>Web 2.0</i> .....                                | 22 |
| <i>E-Mail and Groupware</i> .....                   | 22 |
| <i>Microsoft Office 2010</i> .....                  | 22 |
| <i>Microsoft Office 2007</i> .....                  | 23 |
| <i>Microsoft Office 2003</i> .....                  | 25 |
| <i>Microsoft Office XP</i> .....                    | 26 |
| <i>Business, Reporting, and Related Tools</i> ..... | 27 |

### **BUSINESS SKILLS CURRICULA .....6**

|   |    |
|---|----|
| ADMINISTRATIVE SUPPORT CURRICULUM ..... | 6  |
| BUSINESS ANALYSIS CURRICULUM .....      | 6  |
| COMMUNICATION CURRICULUM.....           | 6  |
| CONSULTING SKILLS CURICULUM .....       | 8  |
| CUSTOMER SERVICE CURRICULUM.....        | 8  |
| FINANCE & ACCOUNTING CURRICULUM.....    | 10 |

**BUSINESS SKILLS CURRICULA**

**Listening Essentials**

**ADMINISTRATIVE SUPPORT CURRICULUM**

\*2 titles in 2010 (1.0)..... tbd

**Essential Skills for Administrative Support Professionals**

**Effective Listening**

Representing Your Boss (1.0)..... ad 01 a01 bs enus  
 Common Administrative Support  
 Tasks (1.0)..... ad 01 a02 bs enus  
 Maximizing Your Relationship with  
 Your Boss (1.0) ..... ad 01 a03 bs enus  
 Interacting with Others (1.0)..... ad 01 a04 bs enus  
 Putting Your Best Foot Forward (1.0)..... ad 01 a05 bs enus  
 \*Essential Skills for Administrative  
 Support Professionals **SkillSim** (0.5) ..... tbd

Listening Basics (1.0)..... comm 03 a01 bs enus  
 Listening to Comprehend (4.0) ..... comm 03 a02 bs enus  
 Higher Purpose Listening (1.5)..... comm 03 a03 bs enus  
 Enhancing Listening Skills (2.0)..... comm 03 a04 bs enus  
 Effective Listening **SkillSim** (0.5)..... COMM003A

**Fundamentals of Working with Difficult People**

\*7 titles in 2010 (1.0)..... tbd

**BUSINESS ANALYSIS CURRICULUM**

**Working with and Managing Difficult People**

**Certified Business Analysis Professional (CBAP) – BABOK Guide V2.0 Aligned**

(exam CBAP)  
 Introduction to Business Analysis and  
 Essential Competencies (2.0) ..... ib buap a01 it enus  
 Introduction to Business Analysis  
 Planning (2.5)..... ib buap a02 it enus  
 Planning Business Analysis Communication  
 and Monitoring ..... ib buap a03 it enus  
 Business Analysis Requirements  
 Elicitation ..... ib buap a04 it enus  
 Business Analysis Requirements  
 Management and Communication ..... ib buap a05 it enus  
 Enterprise Analysis ..... ib buap a06 it enus  
 Introduction to Requirements Analysis ..... ib buap a07 it enus  
 Verify and Validate Requirements ..... ib buap a08 it enus  
 Solution Assessment and Validation ..... ib buap a09 it enus

Difficult People in the Workplace  
 Environment (3.0)..... comm 04 a01 bs enus  
 How to Work with Aggressive  
 People (3.0)..... comm 04 a02 bs enus  
 How to Work with Negative People  
 and Procrastinators (3.0)..... comm 04 a03 bs enus  
 How to Work with Arrogant and  
 Duplicitous People (2.0)..... comm 04 a04 bs enus  
 Working with and Managing Difficult  
 People **SkillSim** (0.5) ..... COMM004A  
 Effective Communication with Difficult  
 Coworkers **SkillSim** (0.5) ..... COMM004B  
 Blame Backfires – Conquer Negative Thinking... pc bi pfb003  
 Reacting to Co-Workers Who Try Taking  
 Advantage..... pc ch pfch003

**COMMUNICATION CURRICULUM**

**Giving Successful Presentations**

Presenting Successfully (3.0) ..... comm 05 a01 bs enus  
 Delivering the Message (3.0) ..... comm 05 a02 bs enus  
 Available Presentations Resources (3.5).. comm 05 a03 bs enus  
 Giving Successful Presentations **SkillSim** (0.5)..... COMM005A  
 Attracting New Investors – Keeping  
 Presentations Focused ..... pc bi fabi004

**How to Write an Effective Internal Business Case**

Preparing a Business Case (2.5)..... comm 01 a01 bs enus  
 Writing a Business Case (2.5) ..... comm 01 a02 bs enus  
 Presenting Your Case (2.5)..... comm 01 a03 bs enus  
 Preparing an Effective Internal  
 Business Case **SkillSim** (0.5) ..... COMM001A

**The Effective Business Meeting**

The Effective Business Meeting (2.5)..... comm 06 a01 bs enus  
 Leading an Effective Business  
 Meeting (2.5) ..... comm 06 a02 bs enus  
 Participating Effectively in a Business  
 Meeting (2.5) ..... comm 06 a03 bs enus  
 The Effective Business Meeting **SkillSim** (0.5)..... COMM006A  
 When Too Many Meetings Are Just Too Much... pc bi pfb008  
 Making Meetings Work ..... pc bi pfb018

**Business Interpersonal Communication Skills**

Interpersonal Communications: The  
 Process (3.0)..... comm 02 a01 bs enus  
 The Mechanics of Communicating  
 Effectively (3.0) ..... comm 02 a02 bs enus  
 Workplace Communication Skills (3.0).. comm 02 a03 bs enus  
 Communicating for Results (3.5) ..... comm 02 a04 bs enus  
 Leadership Communication Skills (3.5).. comm 02 a05 bs enus  
 Resolving Conflict with Communication  
 Skills (3.0)..... comm 02 a06 bs enus  
 Communicating for Contacts (3.0)..... comm 02 a07 bs enus  
 Business Interpersonal Communication  
 Skills **SkillSim** (0.5) ..... COMM002A  
 Team Interpersonal Communication  
 Skills **SkillSim** (0.5) ..... COMM002B

**Conflict in the Workplace**

Perspectives on Conflict in the  
 Workplace (3.5)..... comm 07 a01 bs enus  
 Handling Conflict (3.5) ..... comm 07 a02 bs enus  
 Managing Organization Conflict (3.5)..... comm 07 a03 bs enus  
 Conflict in the Workplace **SkillSim** (0.5)..... COMM007A  
 Managing Workplace Conflict **SkillSim** (0.5) ..... COMM007B  
 Confrontation: What’s the Best Approach..... pc bi mgbi009  
 Coping with Accusations in the Workplace ..... pc ch lsch003  
 Managing Conflict..... pc ch lach009  
 Manager to Manager Conflict ..... pc ch mgch003

**\*\*Please note Highlighting is in the original\*\***



Program Title (hours) ..... Product Number

### Negotiation Essentials

tbd (1.0) ..... comm 24 a01 bs enus  
Planning for Negotiation (1) ..... comm 24 a02 bs enus  
Communicating (1) ..... comm 24 a03 bs enus  
Persuading (1) ..... comm 24 a04 bs enus  
Avoiding Pitfalls in Negotiation (1) ..... comm 24 a05 bs enus

### Getting the Results you Want: Negotiating to Win

Crafting Deals (2.5) ..... comm 08 a01 bs enus  
Connecting and Communicating (2.0) ..... comm 08 a02 bs enus  
The Process of Negotiation (3.0) ..... comm 08 a03 bs enus  
The Dynamics of Interacting (2.0) ..... comm 08 a04 bs enus  
Negotiating Inclusively (2.0) ..... comm 08 a05 bs enus  
What to Do When the Going Gets Tough (2.0) ..... comm 08 a06 bs enus  
Mastering Negotiation (1.5) ..... comm 08 a07 bs enus  
Winning Negotiation **SkillSim** (0.5) ..... COMM008A  
Effective Body Language in Negotiations ..... pc bi pfb013  
Location Does Matter ..... pc ch pfch002

### Emotional Intelligence Essentials

What is Emotional Intelligence? (1.0) ..... comm 25 a01 bs enus  
Improving Your Emotional Intelligence  
Skills – Self-awareness and  
Self-management (1.0) ..... comm 25 a02 bs enus  
Using Emotional Intelligence on the  
Job (1.0) ..... comm 25 a03 bs enus

### Emotional Intelligence as Work

Defining Emotional Intelligence (2.0) ..... comm 09 a01 bs enus  
Emotional Intelligence in the  
Workplace (1.5) ..... comm 09 a02 bs enus  
Emotional Intelligence and  
Teamwork (2.0) ..... comm 09 a03 bs enus  
Increasing Emotional Intelligence (2.0) ..... comm 09 a04 bs enus  
Emotionally Intelligent Leadership (2.0) ..... comm 09 a05 bs enus  
Emotional Intelligence at Work **SkillSim** (0.5) ..... COMM009A  
What is Emotional Intelligence? ..... pc bi pfb009

### Professionalism and Business Etiquette

Standard Business Etiquette (2.5) ..... comm 11 a01 bs enus  
Communication Business Etiquette (2.5) ..... comm 11 a02 bs enus  
Etiquette at the Business Meeting (3.0) ..... comm 11 a03 bs enus  
Business Etiquette for Supervisors (2.5) ..... comm 11 a04 bs enus  
Professionalism and Business Etiquette  
**SkillSim** (0.5) ..... COMM011A  
Business Etiquette in Introductions ..... pc bi pfb001

### Building Improved Work Relationships

Effective Interfunctional  
Relationships (2.5) ..... comm 12 a01 bs enus  
Effective Intercultural  
Relationships (2.0) ..... comm 12 a02 bs enus  
Effective Intergender  
Relationships (2.0) ..... comm 12 a03 bs enus  
Effective Relationships with  
Customers (2.0) ..... comm 12 a04 bs enus  
Effective Relationships with  
Business Partners (3.0) ..... comm 12 a05 bs enus  
Building Improved Work Relationships  
**SkillSim** (0.5) ..... COMM012A

Program Title (hours) ..... Product Number

### Getting Results without Direct Authority

Building Relationships and  
Credibility (1) ..... comm 27 a01 bs enus  
Persuasive Communication (1) ..... comm 27 a02 bs enus  
tbd (1) ..... comm 27 a03 bs enus  
tbd (1) ..... comm 27 a04 bs enus

### Obtaining Results Without Authority

Getting Results by Building  
Relationships (2.0) ..... comm 13 a01 bs enus  
Results and Teamwork Without  
Authority (2.5) ..... comm 13 a02 bs enus  
Leading Without Authority (3.0) ..... comm 13 a03 bs enus  
Creating Change, Gaining Allies (2.5) ..... comm 13 a04 bs enus  
Communicating to Get Results (2.5) ..... comm 13 a05 bs enus  
Obtaining Results from the Boss (3.0) ..... comm 13 a06 bs enus  
Getting Results With No Authority  
**SkillSim** (0.5) ..... COMM013A  
Influencing Key Decision Makers ..... pc bi lsbi015  
Influence and Persuasion ..... pc ch lach016

### E-mail Essentials for Business

Using E-mail and Instant Messaging  
Effectively (1.0) ..... comm 17 a01 bs enus  
Addressing and Redistributing  
E-mail (1.0) ..... comm 17 a02 bs enus  
Managing Your E-mail (1.0) ..... comm 17 a03 bs enus

### Telephone Essentials for Business

Essential Skills for Professional  
Telephone Calls (1.0) ..... comm 18 a01 bs enus

### Business Writing Basics

Know Your Readers and Your  
Purpose (1.0) ..... comm 19 a01 bs enus  
How to Write Clearly and  
Concisely (1.0) ..... comm 19 a02 bs enus  
Editing and Proofreading (1.0) ..... comm 19 a03 bs enus

### Business Grammar Basics

Parts of Speech (1.0) ..... comm 20 a01 bs enus  
Working with Words (1.0) ..... comm 20 a02 bs enus  
The Mechanics of Writing (1.0) ..... comm 20 a03 bs enus  
Punctuation (1.0) ..... comm 20 a04 bs enus  
Sentence Construction (1.0) ..... comm 20 a05 bs enus  
Common Usage Errors (1.0) ..... comm 20 a06 bs enus

### Interpersonal Communication

Communicating with Confidence (1.0) ..... comm 21 a01 bs enus  
Targeting Your Message (1.0) ..... comm 21 a02 bs enus  
Listening Essentials (1.0) ..... comm 21 a03 bs enus  
Communicating Assertively (1.0) ..... comm 21 a04 bs enus  
Being Approachable (1.0) ..... comm 21 a05 bs enus

### Workplace Conflict

Recognizing and Responding to  
Conflict (1.0) ..... comm 22 a01 bs enus  
Strategies for Resolving Conflict (1.0) ..... comm 22 a02 bs enus

**Program Title (hours) ..... Product Number**

**Fundamentals of Working with Difficult People**

Identifying Difficult People (1.0)..... comm 23 a01 bs enus  
How to Work with Aggressive  
People (1.0)..... comm 23 a02 bs enus  
How to Work with Negative  
People (1.0)..... comm 23 a03 bs enus  
How to Work with Procrastinators (1.0)..... comm 23 a04 bs enus  
How to Work with Manipulative  
People (1.0)..... comm 23 a05 bs enus  
How to Work with Self-serving  
People (1.0)..... comm 23 a06 bs enus  
Dealing with Micromanagers (1.0)..... comm 23 a07 bs enus

**Fundamentals of Cross Cultural Communication**

\*3 titles in 2010 (1.0)..... tbd

**Business Writing Essentials (ACE=1)**

Writing with Intention (4.0)..... COMM0011  
Avoiding Errors in Usage and Punctuation (4.5)..... COMM0012  
Avoiding Grammatical Errors in Business  
Writing (4.5)..... COMM0013  
Crisp Composition (4.5)..... COMM0014  
Writing to Reach the Audience (3.0)..... COMM0015  
Getting the Most from Business Documents (4.0)..... COMM0016  
The Writing Process (5.0)..... COMM0017  
Final Exam: Business Writing Essentials..... FE0011 eng

**International Communications**

The Impact of Culture on Communication (2.5)..... COMM0021  
The Art of Global Communication (3.5)..... COMM0022  
Improving your Cross-cultural  
Communications (3.0)..... COMM0023  
International Communications **SkillSim** (0.5)..... COMM0020  
Cross-cultural Communications **SkillSim** (0.5)..... COMM002S  
Dispute Resolution in International Contracts..... pc ch lsch005

**Constructive Feedback and Criticism**

\*3 titles in 2010 (1.0)..... tbd

**Effective Use of Feedback for Business**

An Essential Guide to Giving Feedback (2.5)..... COMM0521  
Coping with Criticism and Feedback (5.0)..... COMM0522  
Giving Feedback to Colleagues (4.5)..... COMM0523  
Team Feedback: A Guide (4.0)..... COMM0524  
Giving Feedback: A Manager's Guide (4.0)..... COMM0525  
Effective Feedback for Employees and  
Colleagues **SkillSim** (0.5)..... COMM0520  
Effective Use of Feedback for Teams  
**SkillSim** (0.5)..... COMM052S  
Criticism in Context..... pc bi pfb016  
Giving Appropriate Feedback..... pc ch lach006

**Anger Management Essentials**

\*2 titles in 2010 (1.0)..... tbd

**Anger Management in the Workplace**

Experiencing Anger (5.0)..... COMM0701  
Managing Your Anger (5.5)..... COMM0702  
Managing Anger in the Workplace  
**SkillSim** (0.5)..... COMM0700

**CONSULTING SKILLS CURRICULUM**

**Consulting With the External Client**

Essentials of External Consulting (5.0)..... CONS0111  
The Client-Consultant Relationship (5.0)..... CONS0112  
Diagnosing and Planning (4.0)..... CONS0113  
Managing Delivery (3.5)..... CONS0114  
Evaluation and Review (4.0)..... CONS0115  
Consulting with the External Client  
**SkillSim** (0.5)..... CONS0110

**Consulting With the Internal Client**

Essentials of Internal Consulting (4.0)..... CONS0121  
Internal Consulting Skills (3.5)..... CONS0122  
Establishing a Relationship with Internal  
Clients (4.0)..... CONS0123  
A Workable Solution for Internal Clients (4.0)..... CONS0124  
Evaluating Internal Assignments (4.5)..... CONS0125  
Consulting with the Internal Client  
**SkillSim** (0.5)..... CONS0120

**Internal Consulting for the Technical Professional**

The Technical Professional as Internal  
Consultant (4.0)..... CONS0131  
Creating Effective Contracts (3.0)..... CONS0132  
Using Data as a Technical Professional  
Consultant (4.0)..... CONS0133  
Resistance and Technical Professional  
Consultants (2.5)..... CONS0134

**CUSTOMER SERVICE CURRICULUM**

**Excelling at Customer Service**

Corporate Culture: Building the Service  
Foundation (3.0)..... cust 05 a01 bs enus  
The Fundamentals of Exceptional  
Customer Service (3.0)..... cust 05 a02 bs enus  
The Customer's Voice (5)..... cust 05 a03 bs enus  
Advancing Service Expertise (3.5)..... cust 05 a04 bs enus  
Customers, Confrontation and  
Conflict (5.0)..... cust 05 a05 bs enus  
Overcoming Difficult Service  
Situations (4.5)..... cust 05 a06 bs enus  
The EXCEL Acronym: Instilling Service  
Excellence (5.0)..... cust 05 a07 bs enus  
Service Teams and Service Stars (5.0)..... cust 05 a08 bs enus  
Excel at Customer Service **SkillSim** (0.5)..... CUST005A  
Providing Customer Service **SkillSim** (0.5)..... CUST005B  
Aligning Performance to Key Indicators..... pc bi ctb007

**Program Title (hours) ..... Product Number**

**Frontline Call Center Skills**

The Call Center Industry (2.5)..... CUST0111  
Call Center Communication Skills (4.5)..... CUST0112  
Call Center Customer Service (3.5)..... CUST0113  
Call Center Telephone Sales (3.0)..... CUST0114  
Frontline Call Center Skills **SkillSim** (0.5)..... CUST0110  
The Importance of Call Tracking and Ticketing..... pc bi ctbi003  
Creating an Effective On-hold Message ..... pc bi ctbi008  
Aligning Agent Behaviors with Caller Types..... pc bi ctbi010  
Determining Proper Expectation-management ■  
Techniques ..... pc ch ctch001 ■  
Training Methods for CSRs in the Customer ■  
Contact Industry ..... pc ch ctch002

**Measuring Customer Satisfaction** ■

Discovering What Your Customer Wants (2.5)..... CUST0131  
Developing Customer Satisfaction Surveys (3.0)..... CUST0132  
Customer Satisfaction: Analysis and  
Implementation (2.5) ..... CUST0133  
Measuring Customer Satisfaction **SkillSim** (0.5)..... CUST0130 ■

**Internal Customer Service** ■

Excellence in Internal Customer Service (5.0)..... CUST0141 ■  
Working with Internal Customers (4.0) ..... CUST0142  
Overcoming Internal Customer Service  
Problems (3.5)..... CUST0143  
Internal Customer Service: Conflict and  
Complaints **SkillSim** (0.5)..... CUST0140

**Internal Customer Service Agent Skills**

The Customer Service Agent in Action (4.5)..... CUST0151  
Professional Skills for Customer Service  
Agents (4.5)..... CUST0152  
Managing Challenges in Customer Service (5.0) ..... CUST0153  
Cross-selling in a Customer Service Call (5.5)..... CUST0154  
Customer Service Agent Skills **SkillSim** (0.5) ..... CUST0150

**Technical Support Agent Skills**

The Contact Center and the Technical Support  
Agent (4.5)..... CUST0161  
Technical Support Essentials (5.0) ..... CUST0162  
Assessing Customer Behavior (4.5) ..... CUST0163  
Technical Support Agent Survival Skills (3.5) ..... CUST0164  
Technical Support Agent Skills **SkillSim** (0.5) ..... CUST0160

**Managing a Customer-focused Department**

Identifying Your Customer's Expectations (4.5) ..... CUST0171  
Using Surveys to Measure Customer  
Satisfaction (3.0) ..... CUST0172  
Bridge the Expectations Gap (4.5) ..... CUST0173  
Leading a Customer-focused Team (4.0)..... CUST0174  
Managing a Customer-focused Department  
**SkillSim** (0.5) ..... CUST0170  
Creating a Customer-focused Organization ..... pc ch lach020

**Customer Service Fundamentals**

Building Rapport in Customer  
Relationships (1.0)..... cust 09 a01 bs enus  
Customer Service in the Field (1.0) ..... cust 09 a02 bs enus  
Customer Service over the Phone (1.0) ..... cust 09 a03 bs enus  
Internal Customer Service (1.0)..... cust 09 a04 bs enus  
Customer Service Confrontation and  
Conflict (1.0)..... cust 09 a05 bs enus  
Shaping the Direction of Customer  
Service in Your Organization (1.0) ..... cust 09 a06 bs enus

**Program Title (hours) ..... Product Number**

**Customer Service Representative, Professionalism**

The Customer Service Representative (3.5) cust 06 a01 bs enus  
Support Center Services and Work

Environment (3.0).....cust 06 a02 bs enus

Team and Customer Relationships (3.0).....cust 06 a03 bs enus

**Customer Service Representative, Skills**

Customer Interactions (3.5) .....cust 07 a01 bs enus

Communication Skills (3.5).....cust 07 a02 bs enus

Conflict, Stress, and Time

Management (3.5).....cust 07 a03 bs enus

**Customer Service Representative, Process**

Customer Service Processes and

Procedures (3.0) .....cust 08 a01 bs enus

Quality in a Support Center (3.5) .....cust 08 a02 bs enus

Support Center Tools, Technologies

and Metrics (3.0).....cust 08 a03 bs enus

Dealing with Irrational Customers

and Escalating Complaints (2.0).....cust 08 a04 bs enus



Program Title (hours) ..... Product Number

**DESKTOP SKILLS CURRICULA**

**DESKTOP COMPUTER SKILLS**

**BEST PRACTICES FOR DESKTOP USERS**

**Information Security Best Practices for Business Users**

Introduction to Information Security (1.7).....216913 eng  
Operational Information Security (1.5).....217983 eng  
Malicious Code and Information Security (1.7) .....217043 eng  
Information Security and the Internet (1.7).....216960 eng

**MICROSOFT OPERATING SYSTEMS**

**Microsoft Windows 7: First Look for End Users**

First Look for End Users (2.0).....mw mwfe a01 dt enus

**Microsoft Windows 7: End User**

Getting Started with Windows 7 (1.5)....mw mweu a01 dt enus  
Setting Up and Securing  
Windows 7 (2.0) .....mw mweu a02 dt enus  
Customizing Windows 7 (1.0).....mw mweu a03 dt enus

**Microsoft Windows Vista for the End User**

Getting Started with Windows Vista (1.2) mv vweu a01 it enus  
Work with Files, Programs and Printing  
In Windows Vista (1.8).....mv vweu a02 it enus  
Navigating the Web and System  
Maintenance with Windows Vista (1.7).mv vweu a03 it enus

**Microsoft Windows Vista: New Features**

Windows Vista User Experience (2.0).....242954 eng  
Windows Vista Security and Performance  
Improvements (1.7).....242964 eng

**Microsoft Windows XP Getting Started**

Introducing Windows XP (1.3) .....112615 eng

**Microsoft Windows XP – New Features**

Windows XP: Fundamentals (3.7) .....112553 eng  
Windows XP: Advanced (4.7).....112554 eng

**Microsoft Windows XP for Beginners**

Getting Started with Microsoft Windows XP (4.7) ....112949 eng  
Up and Running with Microsoft Windows XP (4.0)..112954 eng

**Home Networking with Microsoft Windows XP**

Home Networking with Microsoft  
Windows XP (1.0) .....66335 eng

**INTERNET SKILLS**

**Microsoft Internet Explorer 8**

Basic Features (1.5) .....id mcie a01 dt enus  
Advanced Features (1.5).....id mcie a02 dt enus

**Microsoft Internet Explorer 7: End User**

Fundamentals of Internet Explorer 7 (2.7).....250164 eng  
Customization and Security in Internet  
Explorer 7 (2.2).....250177 eng

Program Title (hours).....Product Number

**Microsoft Internet Explorer 6**

Fundamentals of Internet Explorer 6 (3.3).....117246 eng  
Moving On with Internet Explorer 6 (2.7).....117260 eng

**WEB 2.0**

**Social Networking Technologies**

\*1 title (?)..... tbd

**Podcasting Technologies**

\*1 title (?)..... tbd

**RSS Technologies**

\*1 title (?)..... tbd

**IM/Texting/Instant Chat**

\*1 title (?)..... tbd

**E-MAIL AND GROUPWARE**

**Lotus Notes 8.0: New Features for End Users**

New Features for End Users (2.0).....ia lnnf a01 dt enus

**Lotus Notes 8.0: End User**

Getting Started with Lotus Notes 8 and  
Using Mail (2.5) .....ia lteu a01 dt enus  
Scheduling Events and Managing  
Applications (2.5) .....ia lteu a02 dt enus  
Working with Instant Messaging, Contacts,  
And Blogs (2.5) .....ia lteu a03 dt enus  
Using Productivity Tools and Accessing  
Lotus Notes 8 Remotely (2.5) .....ia lteu a04 dt enus

**Lotus Notes 7.0: End User**

Getting Started with Lotus Notes 7  
and Mail (2.3) .....233489 eng  
Managing Mail, Instant Messaging, and  
Contacts in Lotus Notes 7 (2.8).....233490 eng  
Working with Databases, the Calendar, and the  
To Do List in Lotus Notes 7 (2.9) .....233491 eng  
Using Lotus Notes 7 Remotely (1.5) .....233492 eng

**MICROSOFT OFFICE 2010**

(Microsoft Office exams are supported by mentoring)

**Microsoft Office 2010: New Features for Users Migrating from Office 2003**

\*3 titles (1.0)..... tbd

**Microsoft Office 2010: New Features**

\*3 titles (1.0)..... tbd

**Microsoft Office 2010: Beginning Word**

\*9 titles (1.0)..... tbd

**Microsoft Office 2010: Advanced Word**

\*7 titles (1.0)..... tbd

**Microsoft Office 2010: Beginning Excel**

\*11 titles (1.0)..... tbd



**Program Title (hours) ..... Product Number**

**Microsoft Office 2010: Advanced Excel**  
\*6 titles (1.0) ..... tbd

**Microsoft Office 2010: Beginning PowerPoint**  
\*4 titles (1.0) ..... tbd

**Microsoft Office 2010: Advanced PowerPoint**  
\*2 titles (1.0) ..... t

**Microsoft Office 2010: Beginning Outlook**  
\*11 titles (1.0) ..... tbd

**Microsoft Office 2010: Advanced Outlook**  
\*4 titles (1.0) ..... tbd

**Microsoft Office 2010: Beginning Access**  
\*7 titles (1.0) ..... tbd

**Microsoft Office 2010: Advanced Access**  
\*8 titles (1.0) ..... tbd

**Microsoft Office 2010: Beginning Project**  
\*8 titles (1.0) ..... tbd

**Microsoft Office Visio 2010**  
\*5 titles (1.0) ..... tbd

**Microsoft Office Publisher 2010**  
\*5 titles (1.0) ..... tbd

**Microsoft SharePoint 2010**  
\*tbd titles (1.0) ..... tbd

**MICROSOFT OFFICE 2007**  
(Microsoft Office exams are supported by mentoring)

**Microsoft Certified Application Specialist (ACE=3)**  
See the tracking form for specifics.

**Microsoft Office 2007: New Features**  
New Features for End Users in Microsoft  
Office 2007 (1.3).....239866 eng  
Microsoft Office Excel, PowerPoint, and  
Outlook 2007 (1.5).....239874 eng  
Microsoft Access 2007 and Microsoft  
Publisher 2007 (1.0).....239976 eng  
Sharing and Collaboration in Microsoft  
Office Enterprise 2007 (2.0).....240019 eng

**Program Title (hours).....Product Number**

**Microsoft Office 2007: Beginning Word**  
**Mentoring** Using Word 2007..... mntwd2007  
Getting Started with Word 2007 (1.0)...mo bgwd a01 dt enus  
Working with Text and Paragraphs  
In Word 2007 (1.6).....mo bgwd a02 dt enus  
Structuring, Editing, Saving, and  
Opening Documents in Word  
2007 (1.5).....mo bgwd a03 dt enus  
Printing, Help, and Automated  
Formatting in Word 2007 (1.4) .....mo bgwd a04 dt enus  
Working with Documents in  
Word 2007 (1.7).....mo bgwd a05 dt enus  
**TestPrep:** Using Word 2007 ..... tpwd2007 eng

**Microsoft Office 2007: Advanced Word**  
Advanced Formatting in  
Word 2007 (1.8).....mo adwd a01 dt enus  
Advanced Document Navigation  
and Document Reviews in  
Word 2007 (1.8).....mo adwd a02 dt enus  
Using Tables, Charts, and Graphics  
In Word 2007 (1.5).....mo adwd a03 dt enus

**Microsoft Office 2007: Word for the Power User**  
Advanced Data Manipulation  
Features in Word 2007 (1.0).....mo wdpu a01 dt enus  
Advanced Document Features in  
Word 2007 (1.0).....mo wdpu a02 dt enus  
Collaborative Features in  
Word 2007 (1.3).....mo wdpu a03 dt enus

**Microsoft Office 2007: Beginning Excel**  
**Mentoring** Using Excel 2007..... mntex2007  
Getting Started with Excel 2007 (1.8)..... mo bgex a01 dt enus  
Manipulating and Formatting Data and  
Worksheets (3.5)..... mo bgex a02 dt enus  
Reviewing and Printing in Excel  
2007 (1.3).....mo bgex a03 dt enus  
Excel 2007 Formulas and Functions (2.2) mo bgex a04 dt enus  
Excel 2007 Charts, Pictures, Themes,  
And Styles (1.7) .....mo bgex a06 dt enus  
**TestPrep:** Using Excel 2007 ..... tpex2007 eng

**Microsoft Office 2007: Advanced Excel**  
Advanced Formatting in Excel  
2007 (2.3).....mo adex a01 dt enus  
Advanced Data Management in  
Excel 2007 (1.7).....mo adex a02 dt enus  
Advanced Customization in Excel  
2007 (1.9).....mo adex a03 dt enus

**Microsoft Office 2007: Excel for the Power User**  
Analyzing Data in Excel 2007 (3.8)..... mo expu a01 dt enus  
Protecting and Sharing Excel 2007  
Workbooks (1.9).....mo expu a02 dt enus  
Exchanging Data with Excel 2007 (2.8).mo expu a03 dt enus



**Program Title (hours) ..... Product Number**

**Microsoft Office 2007: Beginning PowerPoint**

**Mentoring:** Using PowerPoint 2007..... mntpp2007  
Getting Started with PowerPoint  
2007 (1.0)..... mo bgpp a01 dt enus  
Adding Graphics to Presentations in  
PowerPoint 2007 (1.5)..... mo bgpp a02 dt enus  
Adding Multimedia and Animations to  
Presentations (1.0)..... mo bgpp a03 dt enus  
**TestPrep:** Using PowerPoint 2007 ..... tppp2007 eng

**Microsoft Office 2007: Advanced PowerPoint**

Creating Custom Slide Shows in  
PowerPoint 2007 (0.5)..... mo adpp a01 dt enus  
Distributing Presentations in  
PowerPoint 2007 (0.5)..... mo adpp a02 dt enus

**Microsoft Office 2007: Beginning Outlook**

**Mentoring** Using Outlook 2007..... mntol2007  
Getting Started with Outlook 2007 (1.5) mo bgol a01 dt enus  
Formatting and Managing E-mail in  
Outlook 2007 (1.5) ..... mo bgol a02 dt enus  
Using the Calendar in Outlook  
2007 (1.9) ..... mo bgol a03 dt enus  
Using Contacts, Tasks, Notes, and  
Customizing the Interface in Outlook  
2007 (2.8) ..... mo bgol a04 dt enus  
Completing Searches, Printing Items,  
And Working with RSS Feeds in  
Outlook 2007 (1.5) ..... mo bgol a05 dt enus  
**TestPrep:** Using Outlook 2007..... tpol2007 eng

**Microsoft Office 2007: Advanced Outlook**

Customizing Outlook 2007 and  
Using the Journal (1.5) ..... mo adol a01 dt enus  
Configuring Rules, Alerts, and Junk  
E-mail Settings in Outlook 2007 (1.5)..... mo adol a02 dt enus  
Working with SharePoint, Calendars,  
And Forms in Outlook 2007 (0.5)..... mo adol a03 dt enus

**Microsoft Office 2007: Outlook for the Power User**

Data Security, Archiving, and Working  
Offline in Outlook 2007 (2.5)..... mo olpu a01 dt enus  
Instant, Text, and Unified Messaging  
In Outlook 2007 (0.5)..... mo olpu a02 dt enus  
Business Contact Manager with  
Outlook 2007 (2.0) ..... mo olpu a03 dt enus

**Microsoft Office 2007: Beginning Access**

**Mentoring** Using Access 2007 ..... mntac2007  
Getting Started with Access 2007 (1.3) .. mo bgac a01 dt enus  
Basic Access 2007 Tables (1.8)..... mo bgac a02 dt enus  
Basic Access 2007 Forms (1.5)..... mo bgac a03 dt enus  
Queries and reports in Access 2007 (2.2)..... mo bgac a04 dt enus  
**TestPrep:** Using Access 2007..... tpac2007 eng

**Microsoft Office 2007: Advanced Access**

Importing and Exporting Data and  
Data Presentation in Access 2007 (1.5)..... mo adax a01 dt enus  
Advanced Data Management in  
Access 2007 (2.7) ..... mo adax a02 dt enus

**Program Title (hours)..... Product Number**

**Microsoft Office 2007: Access for the Power User**

Programmability and Administration  
In Access 2007 (1.3)..... mo acpu a01 dt enus  
Database Administration in  
Access 2007 (2.2)..... mo acpu a02 dt enus

**Microsoft Certified Technology Specialist (MCTS): Managing Projects with Microsoft Office Project 2007 (ACE=1)**

**Microsoft Office 2007: Beginning Project**  
Creating and Designing a Project (3.3) .. mo bgpr a01 dt enus  
Specifying and Assigning Resources  
In Project 2007 (2.5)..... mo bgpr a02 dt enus  
Tracking and Reporting Progress (2.7)... mo bgpr a03 dt enus

**Microsoft Office 2007: Advanced Project**

Advanced Customization (2.0)..... mo adpr a01 dt enus  
Project Data Management and  
Performance (3.0)..... mo adpr a02 dt enus

**Microsoft Office Project Server 2007 Managing Projects**

(exam 70-632)  
**Mentoring** Microsoft Office Project Server 2007,  
Managing Projects..... mnt70632  
Initiating Projects with Project  
Server 2007 (2.5)..... mo psmpr a01 dt enus  
Planning Projects with Project  
Server 2007 (2.0)..... mo psmpr a02 dt enus  
Managing Resource Capacity in  
Project Server 2007 (2.5)..... mo psmpr a03 dt enus  
Executing Projects with Project  
Server 2007 (2.0)..... mo psmpr a04 dt enus  
Monitoring, Controlling, and Closing  
Projects with Project Server 2007 (2.5)..... mo psmpr a05 dt enus  
**TestPrep** Microsoft Office Project 2007,  
Managing Projects..... TP70632 eng

**Microsoft Office 2007: Publisher**

Creating Customized Publications  
With Publisher 2007 (2.0) ..... mo pblr a01 dt enus  
Extending Publisher 2007 Beyond  
Publications (1.5) ..... mo pblr a02 dt enus

**Microsoft Office 2007: Beginning Visio**

Creating Visio 2007 Diagrams (2.5)..... mo bgvs a01 dt enus  
Enhancing and Customizing Diagrams  
in Visio 2007 (3.5) ..... mo bgvs a02 dt enus  
Collaborating and Using Vision 2007  
With Other Programs (1.5)..... mo bgvs a03 dt enus

**Microsoft Office SharePoint Server 2007 End User**

SharePoint 2007 Essentials (2.8)..... 250450 eng  
Creating and Managing Personal Sites and  
Searches in SharePoint 2007 (2.7)..... 250463 eng

**Microsoft Office 2007: Collaborating, Communicating, and Sharing Information**

Collaborating with Groove and  
Communicator (2.0)..... mo ncmg a01 dt enus  
Sharing Information with  
OneNote 2007 (0.5)..... mo ncmg a02 dt enus

**Program Title (hours) ..... Product Number**

**Microsoft Office 2007: Outlook Web Access**

Using Outlook Web Access 2007 (2.0) .. [mo\\_otwa\\_a01\\_dt\\_eng](#)  
Outlook Web Access 2007 Advanced  
Features (1.0)..... [mo\\_otwa\\_a02\\_dt\\_eng](#)

**Microsoft Office Live Meeting 2007 for End Users**

Attending a Microsoft Office 2007 Live  
Meeting (1.0)..... [mo\\_lmeu\\_a01\\_dt\\_eng](#)  
Hosting a Microsoft Office 2007 Live  
Meeting (1.5)..... [mo\\_lmeu\\_a02\\_dt\\_eng](#)

**MICROSOFT OFFICE 2003**

(Microsoft Office exams supported by mentoring)

**Microsoft Office 2003: New Features**

New Features for End Users (2.3)..... [117529\\_eng](#)  
New Features for Outlook Users (2.3)..... [126060\\_eng](#)  
New Features for Advanced Users (4.0)..... [117530\\_eng](#)  
New Applications (1.0)..... [117531\\_eng](#)

**Microsoft Office 2003: Getting Started**

Introduction to Microsoft Office 2003 (3.0)..... [121587\\_eng](#)  
Formatting and Printing Files in Office 2003 (2.7)..... [121643\\_eng](#)

**Microsoft Office 2003: Beginning Word**

**Mentoring** Word 2003..... [mntwd2003c](#)  
Getting Started with Word 2003 (1.3)..... [112997\\_eng](#)  
Working with Text and Paragraphs in  
Word 2003 (2.0)..... [124981\\_eng](#)  
Structuring, Editing, Saving, and Opening  
Documents in Word 2003 (2.3)..... [123383\\_eng](#)  
Printing, Help, and Automated Formatting in  
Word 2003 (3.0)..... [116299\\_eng](#)  
Working with Documents in Word 2003 (2.3)..... [112998\\_eng](#)  
Working with Tables and Media Features in  
Word 2003 (3.3)..... [116894\\_eng](#)

**Microsoft Office 2003: Advanced Word**

**Mentoring** Word 2003 Expert..... [mntwd2003e](#)  
Advanced Formatting in Word 2003 (2.0)..... [113095\\_eng](#)  
Advanced Document Navigation in  
Word 2003 (1.3)..... [126778\\_eng](#)  
Advanced Data Manipulation Features in  
Word 2003 (2.0)..... [113114\\_eng](#)  
Using Tables, Charts, and Graphics in  
Word 2003 (1.7)..... [126789\\_eng](#)  
Advanced Documents Features in  
Word 2003 (2.0)..... [121072\\_eng](#)  
Collaborative Features in Word 2003 (3.7)..... [113139\\_eng](#)

**Microsoft Office 2003: Beginning Excel**

**Mentoring** Excel 2003..... [mntex2003c](#)  
Basic Features of Excel 2003 (3.3)..... [113187\\_eng](#)  
Formatting Data in Excel 2003 (2.0)..... [119827\\_eng](#)  
Printing and Collaborating in Excel 2003 (2.0)..... [122518\\_eng](#)  
Excel 2003 Formulas and Functions (2.7)..... [113221\\_eng](#)  
Excel 2003 Chart and Multimedia Features (3.3)..... [119828\\_eng](#)

**Program Title (hours)..... Product Number**

**Microsoft Office 2003: Advanced Excel**

**Mentoring** Excel 2003 Expert..... [mntex2003e](#)  
Advanced Customization in Excel 2003 (2.7)..... [119829\\_eng](#)  
Advanced Formatting in Excel 2003 (2.0)..... [125656\\_eng](#)  
Advanced Data Management in Excel 2003 (2.3)..... [113262\\_eng](#)  
Advanced Data Analysis in Excel 2003 (3.0)..... [113309\\_eng](#)  
Advanced Validation and Collaboration in  
Excel 2003 (3.3)..... [121344\\_eng](#)  
Advanced Data Exchange in Excel 2003 (3.7)..... [119748\\_eng](#)

**Microsoft Office 2003: Beginning Access**

**Mentoring** Access 2003..... [mntac2003c](#)  
Getting Started with Access 2003 (2.7)..... [125937\\_eng](#)  
Basic Access 2003 Tables (3.0)..... [125947\\_eng](#)  
Basic Access 2003 Forms (2.7)..... [125956\\_eng](#)  
Using Queries and Reports in Access 2003 (3.7)..... [125964\\_eng](#)  
Personalizing and Maintaining Access 2003(1.3)..... [125984\\_eng](#)

**Microsoft Office 2003: Advanced Access**

Enhancing Tables, Forms, and Reports in  
Access 2003 (2.3)..... [126934\\_eng](#)  
Advanced Querying in Access 2003 (1.7)..... [126944\\_eng](#)  
Working with Data and Presentation in  
Access 2003 (2.0)..... [126950\\_eng](#)  
Access 2003 and the Web (1.3)..... [126959\\_eng](#)  
Access 2003 Programmability (1.3)..... [126965\\_eng](#)  
Database Administration in Access 2003 (2.0)..... [126973\\_eng](#)

**Microsoft Office 2003: Beginning PowerPoint**

**Mentoring** PowerPoint 2003..... [mntpp2003c](#)  
Creating Basic Presentations using  
PowerPoint 2003 (2.7)..... [121838\\_eng](#)  
Slide Layout and Design in PowerPoint  
2003 (1.6)..... [123164\\_eng](#)  
Using Visuals in PowerPoint 2003  
Presentations (2.0)..... [125933\\_eng](#)  
Finalizing PowerPoint 2003 Presentations (2.0)..... [123167\\_eng](#)

**Microsoft Office 2003: Advanced PowerPoint**

Customizing PowerPoint 2003 Presentations (2.0)..... [121956\\_eng](#)  
Preparing PowerPoint 2003 Presentations  
for Effective Delivery (1.7)..... [125830\\_eng](#)  
Running, Broadcasting, and Reviewing  
PowerPoint 2003 (2.7)..... [124997\\_eng](#)  
Settings, Customization, and Office 2003  
Integration with PowerPoint 2003 (2.0)..... [121957\\_eng](#)

**Microsoft Office 2003: Beginning Outlook**

**Mentoring** Outlook 2003..... [mntol2003c](#)  
Sending and Receiving Messages in Outlook  
2003 (2.7)..... [113430\\_eng](#)  
Formatting and Managing Messages in  
Outlook 2003 (2.7)..... [128879\\_eng](#)  
Scheduling Events, Appointments, and  
Meetings in Outlook 2003 (3.0)..... [128880\\_eng](#)  
Using Tasks Lists, Contacts Lists, and  
Notes in Outlook 2003 (2.3)..... [128881\\_eng](#)

**Program Title (hours) ..... Product Number**

**Microsoft Office 2003: Advanced Outlook**

Customizing E-mail, Views, Navigation, and  
E-mail Accounts in Outlook 2003 (3.3)..... [131326 eng](#)  
Tracking, Categorizing, Searching, and  
Printing in Outlook 2003 (3.7)..... [131341 eng](#)  
Configuring Rules, Alerts, and Junk Mail  
Settings in Outlook 2003 (2.7)..... [113469 eng](#)  
Sharing Folders, Schedules, and Contacts and  
Using SharePoint Data in Outlook 2003 (3.3) ..... [129976 eng](#)

**Microsoft Office 2003: Outlook for the Power User**

Data Security in Outlook 2003 (2.7)..... [132613 eng](#)  
Archiving and Storing Data, and Using  
IRM in Outlook 2003 (1.3)..... [206606 eng](#)  
Working in Outlook 2003 from Multiple  
Locations (3.3)..... [132614 eng](#)  
Newsreaders, Online Meetings, Instant Messaging,  
and Faxing Information in Outlook 2003 (2.7)..... [132615 eng](#)  
Customizing Toolbars and Commands and  
Creating Forms in Outlook 2003 (3.3)..... [132616 eng](#)  
Outlook 2003 and the Business Contact  
Manager (3.7) ..... [132617 eng](#)

**Microsoft Office 2003: Beginning FrontPage**

Getting Started with FrontPage 2003 (2.3) ..... [121449 eng](#)  
Working with Graphics, Hyperlinks, and  
Tables in FrontPage 2003 (3.0) ..... [131714 eng](#)  
Working with Web Sites in FrontPage 2003 (2.3)..... [122475 eng](#)  
Organizing Content Using Templates and  
Frames in FrontPage 2003 (2.3) ..... [122481 eng](#)  
Structuring and Publishing Web Sites in  
FrontPage 2003 (2.3) ..... [122092 eng](#)

**Microsoft Office 2003: Advanced FrontPage**

Working with Code in FrontPage 2003 (2.3)..... [122120 eng](#)  
Importing and Working with Data in  
FrontPage 2003 (4.3) ..... [121653 eng](#)  
Enhancing Web Sites with Advanced  
FrontPage 2003 Features (3.0)..... [122099 eng](#)  
Administering Web Sites in FrontPage 2003 (1.7)..... [122100 eng](#)  
Using Windows SharePoint Services and  
FrontPage 2003 (2.3) ..... [131456 eng](#)

**Microsoft Office 2003: Beginning Project Professional**

Creating and Defining a Project (4.0)..... [132490 eng](#)  
Specifying and Assigning Resources (2.7) ..... [132510 eng](#)  
Tracking and Reporting Progress (3.3)..... [132504 eng](#)

**Microsoft Office 2003: Advanced Project Professional**

Advanced Customization (2.3) ..... [132661 eng](#)  
Sharing Project Data and Working with  
Macros (2.0) ..... [132659 eng](#)  
Organizing and Managing Project Information (3.0)..... [205433 eng](#)  
Working Collaboratively (2.3)..... [201354 eng](#)  
Enterprise Project Management (2.0) ..... [201357 eng](#)  
Advanced Analysis of Your Project (2.7) ..... [206372 eng](#)

**Microsoft Office 2003: Visio for Beginners**

Creating Diagrams with Visio 2003 (3.3)..... [132531 eng](#)  
Developing Diagrams with Visio 2003 (3.7) ..... [132532 eng](#)  
Visio 2003 and Other Programs (2.0) ..... [132533 eng](#)

**Program Title (hours)..... Product Number**

**Microsoft Office 2003: Publisher**

Getting Started with Publisher 2003 (2.3) ..... [204924 eng](#)  
Working with Text Boxes, Text, and Tables in  
Publisher 2003 (2.0) ..... [207503 eng](#)  
Printing and Working with Graphics and  
Objects in Publisher 2003 (2.7)..... [204925 eng](#)  
Working with E-mail and Web Sites in  
Publisher 2003 (2.7) ..... [204927 eng](#)  
Working with Mail and Catalog Merges in  
Publisher 2003 (1.0) ..... [207309 eng](#)  
Advanced Design Techniques and Printing  
with Publisher 2003 (3.3) ..... [204928 eng](#)

**MICROSOFT OFFICE XP**

(Microsoft Office exams supported by mentoring)

**Common Features Across Office Applications**

Common Features in Microsoft Office XP (2.8)..... [115172 eng](#)

**Beginning Word 2002**

**Mentoring** Word 2002..... [mntwd2002c](#)  
Creating Documents in Word 2002 (3.6)..... [114325 eng](#)  
Working with Documents in Word 2002 (2.0)..... [114346 eng](#)

**Advanced Word 2002**

**Mentoring** Word 2002 Expert..... [mntwd2002e](#)  
Advanced Formatting and Navigation in  
Word 2002 (2.6) ..... [114968 eng](#)  
Advanced Document Features in Word 2002 (4.1).... [114983 eng](#)  
Collaborative Features in Word 2002 (2.9) ..... [115008 eng](#)

**Beginning Excel 2002**

**Mentoring** Excel 2002..... [mntex2002c](#)  
Basic Features of Excel 2002 (3.4) ..... [115096 eng](#)  
Optimizing Excel 2002 (4.3)..... [115117 eng](#)

**Advanced Excel 2002**

**Mentoring** Excel 2002 Expert..... [mntex2002e](#)  
Advanced Data Management in Excel 2002 (4.8)..... [114461 eng](#)  
Advanced Data Manipulation and Analysis in  
Excel 2002 (4.1) ..... [114635 eng](#)

**Beginning Access 2002**

**Mentoring** Access 2002 ..... [mntac2002c](#)  
Introduction to Access 2002 (4.4)..... [117147 eng](#)  
Intermediate Access 2002 (3.8)..... [117172 eng](#)

**Advanced Access 2002**

Advanced Database Design in Access 2002 (5.8)..... [116022 eng](#)  
Advanced Database Features in Access 2002 (6.3).... [116051 eng](#)

**Beginning PowerPoint 2002**

**Mentoring** PowerPoint 2002..... [mntpp2002c](#)  
Creating Presentations using PowerPoint 2002 (5.4) . [115027 eng](#)

**Program Title (hours) ..... Product Number**

**Advanced PowerPoint 2002**

Customizing, Running, and Broadcasting PowerPoint Presentations (3.0).....[116195\\_eng](#)  
PowerPoint 2002 Customization and Office XP Integration (2.1) .....[116211\\_eng](#)

**Beginning FrontPage 2002**

FrontPage 2002 Basics (4.0).....[114938\\_eng](#)  
Enhancing and Managing Web Sites with FrontPage 2002 (2.1) .....[114955\\_eng](#)

**Advanced FrontPage 2002**

Building and Modifying Web Sites in FrontPage 2002 (5.1) .....[115955\\_eng](#)  
Enhancing and Publishing Web Sites in FrontPage 2002 (4.5) .....[115977\\_eng](#)

**Beginning Outlook 2002**

**Mentoring** Outlook 2002.....[mntol2002c](#)  
Introducing Outlook 2002 (4.4).....[115146\\_eng](#)

**Advanced Outlook 2002**

Managing Outlook 2002 (4.8).....[114389\\_eng](#)

**New Features for Advanced Users**

Office XP for the Advanced User (2.6).....[116275\\_eng](#)

**New Features for End-Users**

New and Enhanced Features for End-Users in Office XP (3.8).....[116224\\_eng](#)

**New Office-wide Features**

New Features Review of Microsoft Office XP (1.8) ..[116084\\_eng](#)

**Beginning Visio 2002**

Creating Diagrams in Visio 2002 (3.3) .....[117077\\_eng](#)  
Working with Diagrams in Visio 2002 (2.0).....[117090\\_eng](#)

**Microsoft Project 2002: Beginners**

**Mentoring** Microsoft Project 2002 Comprehensive ..[mntpr2002c](#)  
Getting Started with Project 2002 (1.7).....[117545\\_eng](#)  
Up and Running with Project 2002 (2.0) .....[117554\\_eng](#)  
Tracking and Reporting with Project 2002 (1.7) .....[117565\\_eng](#)

**Microsoft Project 2002: Advanced**

Data Sources, Templates, and Customization in Project 2002 (2.8) .....[117348\\_eng](#)  
Workgroup, Collaboration and Advanced Reporting Options in Project 2002 (3.0) .....[117361\\_eng](#)

**BUSINESS, REPORTING, AND RELATED TOOLS**

**Adobe Reader 9**

Adobe Reader 9 (1.5).....[at\\_rean\\_a01\\_dt\\_enus](#)

**Adobe Reader 8.0**

Using Adobe Reader 8 (2.5).....[at\\_adar\\_a01\\_dt\\_enus](#)

**Adobe Acrobat 9**

Fundamentals (2.0) .....[at\\_adan\\_a01\\_it\\_enus](#)

**Program Title (hours)..... Product Number**

**Adobe Acrobat 8.0**

Creating and Working with PDFs in Adobe Acrobat 8 (2.5).....[at\\_adab\\_a01\\_dt\\_enus](#)  
Editing and Reviewing in Adobe Acrobat 8 (1.0).....[at\\_adab\\_a02\\_dt\\_enus](#)  
Forms and Document Security in Adobe Acrobat 8 (1.4).....[at\\_adab\\_a03\\_dt\\_enus](#)  
Advanced Features of Adobe Acrobat 8 (2.0).....[at\\_adab\\_a04\\_dt\\_enus](#)

**Crystal Reports XI: Report Writing Basics**

Reporting Basics with Crystal Reports XI (2.1).....[234748\\_eng](#)  
Managing Data and Distributing Reports with Crystal Reports XI (2.9) .....[234758\\_eng](#)

**QuickBooks Pro 2009 Fundamentals**

Getting Started (3.0) .....[hp\\_iqbs\\_a01\\_dt\\_enus](#)

**Adobe Photoshop CS4**

Getting Started (2.0) .....[at\\_pcsf\\_a01\\_it\\_enus](#)  
Beyond the Basics (3.0).....[at\\_pcsf\\_a02\\_it\\_enus](#)

**Adobe Photoshop CS3**

Photoshop CS3 Basics (3.0).....[at\\_pcst\\_a01\\_it\\_enus](#)  
Selections and Layers in Photoshop CS3 (2.0).....[at\\_pcst\\_a02\\_it\\_enus](#)  
Advanced Tools in Photoshop CS3 (2.5).....[at\\_pcst\\_a03\\_it\\_enus](#)  
Photoshop CS3 Animation and Automation (1.5) .....[at\\_pcst\\_a04\\_it\\_enus](#)

**Adobe Illustrator CS4**

Getting Started (2.5) .....[at\\_icsf\\_a01\\_it\\_enus](#)  
Beyond the Basics (2.5).....[at\\_icsf\\_a02\\_it\\_enus](#)

**Adobe Illustrator CS3**

Getting Started with Illustrator CS3 (3.0).....[at\\_icst\\_a01\\_it\\_enus](#)  
Coloring Objects and Using Brushes in Illustrator CS3 (2.5).....[at\\_icst\\_a02\\_it\\_enus](#)  
Manipulating Objects in Illustrator CS3 (2.5) [at\\_icst\\_a03\\_it\\_enus](#)  
Using Type and Symbols in Illustrator CS3 (2.5).....[at\\_icst\\_a04\\_it\\_enus](#)  
Importing and Tracing Images, and Applying Effects in Illustrator CS3 (2.5).....[at\\_icst\\_a05\\_it\\_enus](#)  
Exporting and Printing Artwork in Illustrator CS3 (2.5).....[at\\_icst\\_a06\\_it\\_enus](#)

**Adobe Dreamweaver CS4**

Setting up a Site and Adding Content in Dreamweaver CS4 (2.5).....[at\\_dcsf\\_a01\\_it\\_enus](#)  
Adding Links and Images in Dreamweaver CS4 (1.5).....[at\\_dcsf\\_a02\\_it\\_enus](#)  
Tables, Accessibility, and Standards in Dreamweaver CS4 (1.5).....[at\\_dcsf\\_a03\\_it\\_enus](#)  
Reusing Content in Dreamweaver CS4 (2.0).....[at\\_dcsf\\_a04\\_it\\_enus](#)  
Creating Interactive Web Pages in Dreamweaver CS4 (2.5).....[at\\_dcsf\\_a05\\_it\\_enus](#)  
Cascading Style Sheets in Dreamweaver CS4 (2.5).....[at\\_dcsf\\_a06\\_it\\_enus](#)  
Dreamweaver CS4 Site Maintenance and Advanced Concepts.....[at\\_dcsf\\_a07\\_it\\_enus](#)

# Annex B: Screen Shot from ABA Paralegal State Activity Page

STATE ACTIVITY CONCERNING PARALEGALS - Windows Internet Explorer

http://www.abanet.org/legalservices/paralegals/pararegdir/home.cfm

Defending Liberty, Pursuing Justice

Home | Membership | Member Resources | Public Resources | Legal Education | CLE | Calendar | Store | Publications | About the ABA

Print This | Page Feedback

Paralegals Home

Approved Programs

Career Information

Publications

Calendar

General Approval Process Information

Approval Process Materials

Directory of Paralegal State Activity

Newsletters

Information for Lawyers

Join a Listserv

Email Us

Division for Legal Services

Find Legal Help

 Standing Committee on Paralegals

Division for Legal Services

[Click here for general information regarding state activity concerning paralegals](#)

### Locate State Activity Concerning Paralegals

Select a state from the drop-down menu or click on a state below for a summary of information and links for state activity concerning paralegals:



[Alabama](#) | [Alaska](#) | [Arizona](#) | [Arkansas](#) | [California](#) | [Canada](#) | [Colorado](#) | [Connecticut](#) | [Delaware](#) | [Dist. of Columbia](#) | [Florida](#) | [Georgia](#) | [Hawaii](#) | [Idaho](#) | [Illinois](#) | [Indiana](#) | [Iowa](#) | [Kansas](#) | [Kentucky](#) | [Louisiana](#) | [Maine](#) | [Maryland](#) | [Massachusetts](#) | [Michigan](#) | [Minnesota](#) | [Mississippi](#) | [Missouri](#) | [Montana](#) | [Nebraska](#) | [Nevada](#) | [New Hampshire](#) | [New Jersey](#) | [New Mexico](#) | [New York](#) | [North Carolina](#) | [North Dakota](#) | [Ohio](#) | [Oklahoma](#) | [Oregon](#) | [Pennsylvania](#) | [Puerto Rico](#) | [Rhode Island](#) | [South Carolina](#) | [South Dakota](#) | [Tennessee](#) | [Texas](#) | [Utah](#) | [Vermont](#) | [Virginia](#) | [Virgin Islands](#) | [Washington](#) | [West Virginia](#) | [Wisconsin](#) | [Wyoming](#)

*This directory is provided by the Standing Committee on Paralegals as a convenience only.*

<http://www.abanet.org/legalservices/paralegals/pararegdir/home.cfm>

## **Annex C: GS Graduate School Paralegal Course List**

### **1. LAWS1110C - Introduction to Law for Paralegals (Distance Education)**

Get introduced to general legal concepts. Acquire the practical knowledge of the duties, skills, and responsibilities of a successful paralegal. Part of the Paralegal Studies Certificate. ACE College Credit Recommendation Service reviewed.>In this independent study paper-based course, you submit assignments to an instructor, who grades them and ...

### **2. LAWS1116C - Legal Ethics (Distance Education)**

Learn about the roles and ethical responsibilities of lawyers and legal assistants. The framework for this course includes the American Bar Association's (ABA) Model Code of Professional Responsibility and Model Rules of Professional Conduct as well as the National Federation of Paralegal Associations's (NFPA) Model Code of Ethics and Professional ...

### **3. LAWS1120C - Business Law I (Distance Education)**

Gain an overview of certain aspects of the substantive law that you are likely to encounter in business, especially contract law. Part of the Accounting Certificate. ACE College Credit Recommendation Service reviewed. ... In this independent study paper-based course, you submit assignments to an instructor, who grades them and gives you feedback. ...

### **4. LAWS1155E - Criminal Law (Classroom-Evening/Weekend)**

Master the basic principles and procedures of criminal law, including the sources and types of law, due process, the role of the judicial system and its components. Explore the landmark cases that have influenced the principles and procedures of criminal law. ACE College Credit Recommendation Service reviewed. ... This course is part of ...

### **5. LAWS1160E - Family Law (Classroom-Evening/Weekend)**

Discover the legal aspects of family law. Areas explored include divorce and annulment, separation, defense, adoption, legitimization, custody, habeas corpus, support, alimony, tax consulting, validity and jurisdiction service. Obtain a review analysis of a separation and custody agreement as well as other documents in divorce proceedings. ACE College ...

### **6. LAWS1180E - Bankruptcy Law (Classroom-Evening/Weekend)**

The Bankruptcy Law course is designed to prepare students to understand bankruptcy and how to operate in law firms dealing with bankruptcy cases. This course provides the building blocks of bankruptcy law by explaining bankruptcy cases from the perspective of the debtor, the trustee, and the creditor. This course also explains how cases are commenced, ...

### **7. LAWS1310E - Introduction to Law for Paralegals (Classroom-Evening/Weekend)**

Discover the role of the paralegal or legal assistant. Delve into the American system of law, court systems and court procedures, and gain legal background knowledge. This is the introductory course for the Certificate of Accomplishment in Paralegal Studies.

Participants need no prior legal knowledge. ACE College Credit Recommendation Service reviewed. ...

**8. LAWS1315E - Legal Ethics/Law Office Systems (Classroom-Evening/Weekend)**

Examine the role and activities of the paralegal in the law office environment. Discuss the professional and ethical conduct of lawyers and non-lawyers, as well as basic management principles of a law office. Specific topics include managing cases, integrity, competence, accounting, timekeeping, billing, automation and time management. ACE College ...

**9. LAWS1322E - Business Law I (Classroom-Evening/Weekend)**

Gain an understanding of legal principles involved in contracts, sales, the Uniform Commercial Code and business torts and crimes. Contracts, sales, warranties are covered. ACE College Credit Recommendation Service reviewed. ... This course is part of the Certificate of Accomplishment in Accounting and the Certificate of Accomplishment in Paralegal ...

**10. LAWS1345E - Environmental Law (Classroom-Evening/Weekend)**

Examine federal environmental statutes, their implementation by federal agencies and their interpretation in decisions by the Supreme Court and other federal appellate courts. Review statutes that are implemented by the Environmental Protection Agency, including the Clean Air Act; Clean Water Act; Compensation and Liability Act; Federal Water Pollution ...

**11. LAWS2215C - Legal Research (Distance Education)**

Get introduced to a number of research materials. Develop a familiarity with the primary research tools by performing actual research. ACE College Credit Recommendation Service reviewed. ... In this independent study paper-based course, you submit assignments to an instructor, who grades them and gives you feedback. Textbook must be purchased ...

**12. LAWS2220C - Legal Writing (Distance Education)**

Practice the two essential skills for clear and effective legal writing: communicating effectively through the written word and working effectively. Apply the skills in paralegal duties. ACE College Credit Recommendation Service reviewed. ... In this independent study paper-based course, you submit assignments to an instructor, who grades them ...

**13. LAWS2250E - Real Estate Transactions (Classroom-Evening/Weekend)**

Take the mystery out of the legal aspects of real estate transactions and settlements, property rights and interests. Ideal for paralegals and others seeking a practical working knowledge of real estate laws and procedures, you learn to draft a real estate sales contract and settlement, as well as explore fundamental principles of real estate law. ...

**14. LAWS2252E - Immigration Law I (Classroom-Evening/Weekend)**

Gain the training you need to work within the Immigration and Nationality Act. Explore the provisions on agencies of enforcement, visa eligibility and procedure, grounds for removal, removal procedure, relief from removal, as well as administrative and judicial review. Review the forms used by the Department of Homeland Security and

attend a hearing ...

**15. LAWS2256E - Legal Writing (Classroom-Evening/Weekend)**

Improve your writing effectiveness in the legal setting. Learn techniques for clear and convincing legal writing, and how to summarize case opinions and identify legal issues. Gain skill in preparing accurate, concise and logical arguments and memoranda. ACE College Credit Recommendation Service reviewed. ... This course is a part of the Certificate ...

**16. LAWS2325E - Business Law II (Classroom-Evening/Weekend)**

Build upon knowledge gained in Business I and develop an understanding of legal principles involved in personnel and real property law and the law of agency, corporations and partnerships. Analyze the legal relationship between business and society, including the roles of corporate stock and stockholders. Study rules of law in terms of why they were ...

**17. LAWS2345E - Civil Litigation for Paralegals (Classroom-Evening/Weekend)**

Familiarize yourself with the important process of civil litigation. Topics include procedural, evidentiary and substantive rules which govern a lawsuit. Acquire skills on investigation of a client's case, preparation of pleadings and pretrial motions, preparation for trial, post-trial proceedings and settlement documents. Learn the legalities ...

**18. LAWS2352E - Immigration Law II (Classroom-Evening/Weekend)**

Delve deeper into visa, asylum and removal procedures. Explore recent Congressional changes in immigration law and local reactions to the number of undocumented aliens. As in Immigration Law I, you have the opportunity to attend an immigration hearing in Falls Church, VA. With the coming of the new administration in January 2009, this topic takes on ...

**19. LAWS3310C - Administrative Law and Procedure (Distance Education)**

Gain an understanding of the law applicable to administrative agencies of the government. Course focuses on law applicable to federal administrative agencies and particularly on the Administrative Procedure Act. ACE College Credit Recommendation Service reviewed. ... In this independent study paper-based course, you submit assignments to an ...

**20. LAWS3315E - Negotiations and Alternative Dispute Resolution (ADR) (Classroom-Evening/Weekend)**

Explore negotiation processes as an alternative to litigation as a means to resolving legal disputes. Alternative Dispute Resolution (ADR) refers to any means of settling disputes outside of the courtroom and typically includes arbitration, mediation, early neutral evaluation and conciliation. Explore and practice negotiation processes. Learn how ADR ...

**21. LAWS3330E - Administrative Law and Procedure (Classroom-Evening/Weekend)**

Learn the principles and practices of administrative law in the federal field, concentrating on provisions of the Administrative Procedure Act dealing with formal and

informal rulemaking and adjudication; notice, hearing, evidence, findings, and control by the courts; and pertinent and applicable principles of constitutional law. <br ...

**22. LAWS3335C - The Freedom of Information Act and The Privacy Act (Distance Education)**

Become familiar with the Freedom of Information Act (FOIA) Guide and Privacy Act Overview so that you can use them as tools to apply the provisions of the FOIA and Privacy Acts at your agency. ACE College Credit Recommendation Service reviewed. ... In this independent study paper-based course, you submit assignments to an instructor, who grades ...

**23. LAWS5551E - Legal Research I (Classroom-Evening/Weekend)**

Learn the skills needed to review and analyze legal materials used in researching statutory and judicial publications. Examine the utility, contents and currency of these publications for the paralegal. ACE College Credit Recommendation Service reviewed. ... This course is a part of the Certificate of Accomplishment in Paralegal Studies. Additional ...

**24. LAWS5552E - Legal Research II (Classroom-Evening/Weekend)**

Extend your review and analytical skills developed in Legal Research I. Learn to research materials to assist attorneys in general or government practice. Gain practice in applying rules for statutory interpretation, compiling legislative histories, preparing office briefs, checking cites and weighing authorities. Includes an overview of computer-assisted ...

**25. LAWS7000S - Paralegal Certificate Course (Instructor-Supported WBT)**

Learn how to work as a full or part-time paralegal, or open your own freelance business. The course requires participating in two consecutive sessions, each lasting 7 weeks, for a total of 14 weeks of online study. Your tuition pays for both 7-week sessions. Pay your tuition when you enroll in your first 7-week session and you will automatically be ...

**26. LAWS7100S - Legal Nurse Consultant Training Course&#8482; (Instructor-Supported WBT)**

Prepare for a career in the legal field as a legal nurse consultant. Building on your medical education and clinical experience, this course prepares participants to advise law firms, health care providers, insurance companies, and governmental agencies regarding medically related issues and to testify in court as expert witnesses. ...

**27. LAWS7200S - Legal Investigation Certificate Course (Instructor-Supported WBT)**

This exciting course is designed to teach legal investigation to those interested in pursuing a new career and those presently working in the legal field. At the end of the course, participants are qualified to assist attorneys, paralegals, insurance companies and private businesses, as well as state and federal government agencies, in the process ...

**28. LAWS7300S - Legal Secretary Certificate Course (Instructor-Supported WBT)**

Gain new, marketable job skills if you are interested in a career change or increase efficiency and productivity in your office if you are already working as a legal secretary.

... In this independent study scheduled online course, you submit assignments to an instructor, who grades them and gives you feedback. Purchase textbook separately ...

**29. LAWS7400S - Victim Advocacy Certificate Course (Instructor-Supported WBT)**

Provide assistance to crime victims, both inside and outside the courtroom. Be prepared to work with state and county governments as advocates for crime victims, assisting them in progressing through the criminal justice system and toward successful recovery. ... In this independent study scheduled online course, you submit assignments to an ...

**30. LAWS9000S - Advanced Legal Research (Instructor-Supported WBT)**

Become invaluable to your attorney and clients by learning specialized approaches to utilize the legal resources available in a law library, and elsewhere Learn advanced computer-assisted legal research and hard copy research including timesaving devices in legal research and writing. ... This course can be taken as part of the Advanced Paralegal ...

**31. LAWS9155S - Constitutional Law and Civil Liberties (Instructor-Supported WBT)**

Master the fundamentals of the US Constitution. Investigate issues of individual civil liberties and 42 USC Section 1983 claims. ... This course can be taken as part of the Advanced Paralegal Certificate Program. Read more information on the Online Paralegal Courses and Advanced Certificate or call (866) 448-9740. ... Additional Information:Order ...

**32. LAWS9185S - Bankruptcy Law (Instructor-Supported WBT)**

Learn to examine the debtor-creditor relationship and the difference between voluntary and involuntary bankruptcy, both under Chapters 7 (liquidation) and 11 (reorganization) by studying the Bankruptcy Code in depth. Learn how to prepare the most important bankruptcy forms. ... This course is part of the Certificate of Accomplishment in Advanced ...

**33. LAWS9200S - Alternative Dispute Resolution (Instructor-Supported WBT)**

Learn dispute resolution techniques that may better suit the needs of parties than does traditional litigation. Become trained in the art of negotiation and participate in conflict mediation processes. ... This course can be taken as part of the Advanced Paralegal Certificate Program. Read more information on the Online Paralegal Courses and ...

**34. LAWS9225S - Victim Advocacy (Instructor-Supported WBT)**

Become trained and qualified to provide assistance to crime victims. The course provides an overview of criminal procedure and discusses the devastating effects crime can have on its victims. ... This course can be taken as part of the Advanced Paralegal Certificate Program. Read more information on the Online Paralegal Courses and Advanced ...

**35. LAWS9255S - Criminal Law (Instructor-Supported WBT)**

Gain valuable knowledge regarding the concept of punishment and the burden of proof for criminal defenses. Learn common terminology in criminal law and how to consider a crime thoroughly in terms of its elements. ... This course can be taken as part of the Advanced Paralegal Certificate Program. Read more information on the Online

Paralegal ...

**36. LAWS9285S - Family Law (Instructor-Supported WBT)**

Learn the law as it pertains to the formation and dissolution of domestic relations, including the law of marriage, annulment, separation and dissolution, maintenance, and custody and support of children. ... This course can be taken as part of the Advanced Paralegal Certificate Program. Read more information on the Online Paralegal Courses ...

**37. LAWS9325S - Estate Planning: Probate, Wills and Trusts (Instructor-Supported WBT)**

Discover the paralegal's role in estate planning. Learn the requirements of creating enforceable wills and trusts. ... This course can be taken as part of the Advanced Paralegal Certificate Program. Read more information on the Online Paralegal Courses and Advanced Certificate or call (866) 448-9740. ... In this independent study ...

**38. LAWS9355S - Business Law and Practices (Instructor-Supported WBT)**

Discover the law and practice of business organizations and the paralegal's potential functions in this area of law. ... This course can be taken as part of the Advanced Paralegal Certificate Program. Read more information on the Online Paralegal Courses and Advanced Certificate or call (866) 448-9740. ... Additional Information:Order ...

**39. LAWS9425S - Criminal Procedure (Instructor-Supported WBT)**

Gain a clear and concise overview of the constitutional protections that are provided to the accused in the United States. The knowledge gained in this course is essential to full or part-time law office employment, as well as employment with government agencies in the criminal justice system. ... This course can be taken as part of the Advanced ...

**40. LAWS9435S - Education Law (Instructor-Supported WBT)**

Learn the laws that govern America's public school system, as well as home schooling, including student rights regarding discipline, suspension, personal grooming, testing and grading, and drug testing. ... This course can be taken as part of the Advanced Paralegal Certificate Program. Read more information on the Online Paralegal Courses ...

**41. LAWS9525S - Immigration Law (Instructor-Supported WBT)**

Explore all significant aspects of the immigration and naturalization process in the United States, including the Homeland Security Act of 2002 and the Illegal Immigration Reform and Immigrant Responsibility Act of 1996. Find the information gained in this course especially helpful in a rapidly growing specialty in the law. ...

**42. LAWS9535S - Intellectual Property (Instructor-Supported WBT)**

Get in on the cutting edge with in-depth instruction in one of the most dynamic and challenging areas of the law. Paralegals in this exciting area work on copyrights, patents, trademarks, unfair competition, protection of trade secrets, and much more. ... This course can be taken as part of the Advanced Paralegal Certificate Program. Read ...

**43. LAWS9625S - Water Law (Instructor-Supported WBT)**

Learn how the law has influenced the growth of the West and the various forms of ownership that people can exercise over the inland waters of the United States. Particular emphasis will be given to adjudication of competing claims to a finite resource, water. ... This course can be taken as part of the Advanced Paralegal Certificate Program. ...

## **Annex D: Sample USALSA Paraprofessional Training Program**

### **Paralegal Training Program FY10 Tentative Training Calendar**

---

- October:**           **Army Review Boards Agency Overview (ARBA)**  
Speaker: Mr. William S. Fulton, Jr.  
Location: USALSA  
Coordinator: Jeff Todd and Lori Heltzel
- December:**       **Office of the Chief of Legislative Liaison (OCLL)**  
Speaker: COL Holly Cook  
Location: USALSA  
Coordinator: Jeff Todd and Lori Heltzel
- February:**       **Observation of Military Court-Martial**  
CM to be announced, COL Henley presiding  
Location: USALSA Courtroom  
Coordinator: SFC Gilmer and Lori Heltzel  
Note: It will be Judge alone, guilty plea. Date to be determined based upon caseload and scheduling in MDW jurisdiction.
- April:**           **DTS/Correspondence Training on AR 25-50**  
Speaker: Linda Abbot and Jeff Todd  
Location: Rosslyn, 14<sup>th</sup> floor conference room  
Coordinator: George Sanchez, Jeff Todd, Lori Heltzel
- June:**             **George Washington Law School Visit**  
Speaker: LTC Greg Maggs, Assoc. Dean of GW Law School  
Location: GW Law School  
Coordinator: Lori Heltzel  
Note: Date to be determined based on GW class schedule
- August:**         **Civilian/NCO Training Opportunities**  
Proposed Speaker: Mr. Jim Szymalak  
Proposed NCO Speaker: SFC Joanna Shakir  
Coordinator: Jeff Todd and Lori Heltzel