



**Proposal from the Linkage Department from
CETYS University, Mexicali Campus
to**

**the Office of the Academic President
at the CETYS System**

to offer

Training Programs



MS-OFFICE Course

General Objective:

At the end of the course the attendants will learn to use the basic tools that are part of the MS-Office platform. During the program, the participant will acquire the following competencies in the use of MS Office:

- Use of files in Windows
- Definition of folder and sub folder
- Share, copy, delete, and rename folders, sub folders and files
- Compress and decompress files
- Search of documents with restrictions
- Format desktop
- Register computers and peripheral equipment
- Sharing files

Content

Introduction to Windows (4 hours)

Basic Word (8 hours)

1. Format a work page
2. Format paragraphs
3. Format fonts, size and type
4. Use of tables
5. Merge (Letters, labels)
6. Insert graphs (ClipArt, WordArt, Excel, Images)
7. Use of headings and footnotes
8. Saving a document
9. Opening a document

Basic Excel (8 hours)

1. Format a work sheet
2. Format columns
3. Format cells
4. Book headings
5. Use of arithmetic formulas
6. Generate graphs
7. Insert graphs (ClipArt, WordArt, Images)

Basic PowerPoint (8 hours)

1. Format Slide Master
2. Insert Text
3. Insert Graphs
4. Insert graphs (ClipArt, WordArt, Images)
5. Sound and movement effects for presentations

Internet for beginners (8 hours)

1. Search of topics of interest
2. Generation of documents with selected topics (text and images)
3. Send/Receive e-mail
4. Create e-mails with attachments
5. Check e-mail with attachments

Total duration: 36 hours

Customer Service

General Objective:

Learn how Customer Service is a matter of attitude, and that supported by specific techniques we can develop our job in an efficient way towards the development and growth of the organization.

At the end of the course the attendants will learn techniques that allow them to treat customers effectively (internal and external), in routine interaction or difficult situations, always seeking customer satisfaction, thus keeping a win-win situation for the Institution.

Content

Quality in customer service

- Acknowledge the importance of being prepared to provide a good service.
- Learn to identify the real necessities of the clients.

The Service Process

- 3 tools to satisfy customers' needs
- Learn methodology to achieve Customer Service
- Know the importance of living a PLUS in each interaction
- The phone service process

Difficult Clients

- Classify clients to identify the correct strategies
- See your difficult clients as an improvement opportunity for your business
- Know a proved technique to deal with furious and angry clients
- The difficult customer on the phone line

Strategy Service

- Assess the quality of Customer Service

- Generate strategies that allow continuous improvement
- Attention policies by the phone (courtesy on line)
- Define an evolution and follow up plan of your Customer Service

Duration: 12 hours

Optimization of resources and time

General Objective:

Learn to manage daily activities that are aligned to values and objective achievement without stress.

The importance of time: A Topic of psychological maturity.

Find how you currently spend your day.

First things first

Planning: automatic tool to increase productivity

Time stealers: Identify them and get them out of your life.

Solve your main problem in time management.

Effective delegation

Duration: 8 hours

Team Work

General Objective:

The participant will know the main elements of communication, achieving understanding of each semantic, physical and psychological barrier. The advantages and disadvantages of working in teams will be experienced.

A method to develop effective communication plans, according to the needs and characteristics of your team work, will be studied.

This way, the participant will know the concept of effective communication that allows stays away from classic communication barriers that inhibit such process.

Finally, the participant will understand the importance of achieving organizational objectives, the social dynamics of team work, as well as the different motivational theories.

Content

- Communication as team work fundamentals
- The communication process
- Assertive communication
- Communication plans
- Communication barriers
- Characteristics of an effective team
- Development stages of the teams
- Different balance of teams
- Group decision levels
- Consensus decisions

Duration: 12 hours

Spelling and Writing

General Objective:

Improve the use of written expression by recognizing and applying spelling rules, as well as writing rules focusing especially on text correction, order, clarity, and accuracy.

Content

UNIT I THE STRUCTURE OF A SENTENCE

The structure of a sentence
The subject in a sentence
The core of the subject
The predicate of a sentence
Noun modifiers: direct and indirect
Adjective agreement: placement of the adjective
Verb modifiers

UNIT II SYNTACTIC ORDER

Syntactic order
Logical order
The order of ideas
Coherent and clarity: alteration of subject and verb

UNIT III SPELLING ACCURACY

Rules to use “B”
Rules to use “V”
Words written with “C”
Use of “S”
Use of “G”
Use of “H”
Use of “J”
Use of “M” and “N”
Use of “R” and “RR”
Use of “LL”
Use of “X”
Use of “Y”
Use of “Z”
Homophones
Some spelling observations
Use of upper case letters

UNIT IV ACCENTS

Conceptualization
Syllable separation
“Agudas” words
“Graves” words
“Esdrújulas and sobreesdrújulas” words
Other rules
Compound words
Diacritic accent
Emphatic accent
Accent rules

UNIT V PUNCTUATION

Comma
Other considerations about the use of comma
Period
Semicolon
Colon
Rules for the use of colons
Ellipsis
Quotation marks
Final appreciations
Parentheses and hyphens

UNIT VI STYLE ACCURACY

The gerund

Incorrect use: when the gerund indicates consequence or effect

Other subtleties: possessive “su”, and relative pronoun “que”

Rules: two pieces of advice to use the difficult “que”

Language accuracy

Bibliography

Duration: 20 hours

Ergonomics

General Objective

Provide a base of knowledge on quality aspects in the operations of an establishment by applying ergonomics within the work area.

Acquire the necessary skills to make and use the tools studied during work performance, and to have a better vision to make decisions within the work environment.

Content

Part I Ergonomics Advice

- Watch your back
- Risk factors
- Work centers

Part II Attend your body

- Work with computer
- Posture
- Adjust the furniture
- Mouse

Part III Ergonomics

- Ergonomics general objectives
- Description of the work post
- Risk factors at work

Part IV

- Posture
- Cervical spine
- Lower back

Part V

- Computer work stations
- Standing work stations
- Ergonomics at work

Duration: 12 hours

Interpretation of Engineering Blueprints

General Objective

Acquire the skills to apply technical drawing principles in size description and object form, sizing and details.

Understand symbolism and general representations in order to interpret engineering blueprints.

Content

- Traditional mechanical drawing
- Orthogonal projection
- Sizing
- Sections and conventions
- Isometric projections
- Auxiliary views
- Engineering plans

Duration: 16 hours