

Appendix H : List of Courses by Competency for 1702's¹

Technical Competencies

- T1 Accounting/Budget**
 - Accounting for Administrative Personnel
 - Accounting for Non-Accountants
 - Basic Federal Accounting Principles
 - Data Handling for Accounting and Budget Technicians
 - Government Bookkeeping and Accounting

- T2 Arithmetic/ Mathematical Reasoning**
 - Basic Mathematics

- T3 Document Preparation**
 - Basic Writing

- T4 Non-Technical Duties**

- T5 Office Automation**
 - Computer Basics for Non-Techies
 - Concepts of Office Technology
 - Microsoft Office Suite
 - Personal Computer (PC) Fundamentals

- T6 Policies/Procedures/Regulations**
 - Introduction to Basic Statistical Applications
 - Statistics Made Simple

- T7 Programs**

- T8 Records Management**
 - Records Management

- T9 Security**

- T10 Statistics**
 - Introduction to Basic Statistical Applications
 - Statistics Made Simple

¹ When courses are not listed for a competency, employees receive training through on-the-job (OJT) training.

T11 Test Administration

Professional Competencies

P1 Creative Thinking

Creative Thinking: Setting the Stage for Innovation
Critical Thinking: Creativity and Innovation

P2 Customer Service

Improving Customer Service Skills
Providing Superior Customer Service

P3 Decision Making

Creative Problem Solving
Decision Making for Support Staff

P4 Interpersonal Skills

Interpersonal Communication
Interpersonal Communication: Developing Effective Relationships
Interpersonal Communication for Team Effectiveness

P5 Manages and Organizes Information

How to Organize Your Life and Get Rid of Clutter

P6 Manages Resources

P7 Oral Communication

Basic Communication Skills
Effective Briefings and Presentations
Effective Communication With Customers
How to be a Better Communicator
Power Talking Skills
Public Speaking
Speaking Without Fear or Nervousness

P8 Organizational Awareness

P9 Self-Management

Time Management: Gateway to Success
Time Management: Organizing Yourself
Time and Self Management

P10 Teamwork

Becoming a Team Player
Interpersonal Communication for Team Effectiveness

P11 Written Communication

Basic Writing

Effective Writing

English Composition I

English Composition II