

COMMANDER, NAVY REGION SOUTHWEST COMPETENCY DEVELOPMENT TRAINING RESOURCES GUIDE FOR GENERAL COMPETENCIES

<u>GENERAL COMPETENCIES</u>	<u>TRAINING OPTIONS</u>																																																												
<p>1. CUSTOMER SERVICE</p> <ul style="list-style-type: none"> Recognizes and values the importance and the challenges of serving both internal and external customers, clients, and stakeholders. Interacts with customers to determine customer needs, creates an environment that supports continuous improvement, and value-added customer services. Performs function in a polite and courteous manner. 	<p><u>Formal Classroom</u> <u>www.sdrtc.com:</u></p> <ul style="list-style-type: none"> Customer Service Skills for the Front Line, Regional Trng Ctr, 1/2 Day, \$100 <p><u>www.skillpath.com:</u></p> <ul style="list-style-type: none"> The Conference on Customer Service, Skillpath, 1 Day, \$199 <p><u>www.careertrack.com:</u></p> <ul style="list-style-type: none"> How to Deliver Exceptional Customer Service, Careertrack, 1 Day, \$179 <p><u>Computer Based Training</u> <u>https://www.nko.navy.mil/</u></p> <table border="1"> <tbody> <tr><td>NM-08-CSBP-1.0</td><td>Customer Service - Basic Principles</td></tr> <tr><td>NM-08-CSCC-1.0</td><td>Customer Service - Co-workers as Customers</td></tr> <tr><td>NM-08-CSPBW-1.0</td><td>Customer Service - Proactive Behavior at Work</td></tr> <tr><td>NM-08-CSRDP-1.0</td><td>Customer Service - Responding to the Difficult Patient</td></tr> <tr><td>NM-08-CSTE-1.0</td><td>Customer Service - Telephone Etiquette</td></tr> <tr><td>NMHCI2307V2</td><td>Customer Service and Interpersonal Communication</td></tr> <tr><td>cust_01_a03_bs_enus</td><td>Establishing Team and Customer Relationships</td></tr> <tr><td>cust_02_a01_bs_enus</td><td>Interacting with the Customer</td></tr> <tr><td>cust_02_a02_bs_enus</td><td>Effective Communication Skills</td></tr> <tr><td>cust_02_a03_bs_enus</td><td>Managing Conflict, Stress, and Time</td></tr> <tr><td>cust_03_a01_bs_enus</td><td>Customer Service Procedures</td></tr> <tr><td>CUST0100</td><td>Excelling at Customer Service Simulation</td></tr> <tr><td>CUST0101</td><td>Building the Service Foundation: Corporate Culture</td></tr> <tr><td>CUST0102</td><td>Fundamentals of Exceptional Customer Service</td></tr> <tr><td>CUST0103</td><td>The Voice of the Customer</td></tr> <tr><td>CUST0104</td><td>Advancing Your Service Expertise</td></tr> <tr><td>CUST0105</td><td>Customers, Conflict and Confrontation</td></tr> <tr><td>CUST0106</td><td>Overcoming Challenging Service Situations</td></tr> <tr><td>CUST0107</td><td>Instilling Service Excellence: the EXCEL Acronym</td></tr> <tr><td>CUST0108</td><td>Service Stars and Service Teams</td></tr> <tr><td>CUST010S</td><td>Customer Service Simulation</td></tr> <tr><td>CUST0110</td><td>Frontline Call Center Skills Simulation</td></tr> <tr><td>CUST0112</td><td>Call Center Communication Skills</td></tr> <tr><td>CUST0113</td><td>Call Center Customer Service</td></tr> <tr><td>CUST0130</td><td>Measuring Customer Satisfaction Simulation</td></tr> <tr><td>CUST0131</td><td>Discovering What Your Customers Want</td></tr> <tr><td>CUST0132</td><td>Developing Customer Satisfaction Surveys</td></tr> <tr><td>CUST0133</td><td>Customer Satisfaction: Analysis and Implementation</td></tr> <tr><td>CUST0140</td><td>Internal Customer Service: Conflict and Complaints Simulation</td></tr> <tr><td>CUST0141</td><td>Excellence in Internal Customer Service</td></tr> </tbody> </table>	NM-08-CSBP-1.0	Customer Service - Basic Principles	NM-08-CSCC-1.0	Customer Service - Co-workers as Customers	NM-08-CSPBW-1.0	Customer Service - Proactive Behavior at Work	NM-08-CSRDP-1.0	Customer Service - Responding to the Difficult Patient	NM-08-CSTE-1.0	Customer Service - Telephone Etiquette	NMHCI2307V2	Customer Service and Interpersonal Communication	cust_01_a03_bs_enus	Establishing Team and Customer Relationships	cust_02_a01_bs_enus	Interacting with the Customer	cust_02_a02_bs_enus	Effective Communication Skills	cust_02_a03_bs_enus	Managing Conflict, Stress, and Time	cust_03_a01_bs_enus	Customer Service Procedures	CUST0100	Excelling at Customer Service Simulation	CUST0101	Building the Service Foundation: Corporate Culture	CUST0102	Fundamentals of Exceptional Customer Service	CUST0103	The Voice of the Customer	CUST0104	Advancing Your Service Expertise	CUST0105	Customers, Conflict and Confrontation	CUST0106	Overcoming Challenging Service Situations	CUST0107	Instilling Service Excellence: the EXCEL Acronym	CUST0108	Service Stars and Service Teams	CUST010S	Customer Service Simulation	CUST0110	Frontline Call Center Skills Simulation	CUST0112	Call Center Communication Skills	CUST0113	Call Center Customer Service	CUST0130	Measuring Customer Satisfaction Simulation	CUST0131	Discovering What Your Customers Want	CUST0132	Developing Customer Satisfaction Surveys	CUST0133	Customer Satisfaction: Analysis and Implementation	CUST0140	Internal Customer Service: Conflict and Complaints Simulation	CUST0141	Excellence in Internal Customer Service
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<p>2. ETHICS and VALUES:</p> <ul style="list-style-type: none"> • Consistently exhibits high standards of loyalty to the organization, honesty, fairness, trust, openness and respect for others. • Applies these values to daily behavior and acts in ways that are consistent with these beliefs. • Has passion for the organization and the job. 	<p><u>Formal Classroom</u> www.sdrtc.com:</p> <ul style="list-style-type: none"> • Workplace Diversity, Regional Trng Ctr, 1 Day, on-site ONLY. <p><u>Computer Based Training</u> http://www.dod.mil/dodgc/defense_ethics/main.html</p> <ul style="list-style-type: none"> • Ethics Training for DoD Employees. Topics from 1997-2008 http://www.dod.mil/dodgc/defense_ethics/ethics_training/index.html <p>https://www.nko.navy.mil/</p> <table border="1"> <tr><td>PD0170</td><td>Ethics in Business Simulation</td></tr> <tr><td>PD0171</td><td>Ethical Decision Making</td></tr> <tr><td>PD0172</td><td>Managerial Business Ethics</td></tr> <tr><td>PD0173</td><td>Organizational Ethics</td></tr> <tr><td>fgov_01_a09_bs_enus</td><td>Government Ethics</td></tr> <tr><td>lchr_01_a02_lc_enus</td><td>Workplace Ethics</td></tr> <tr><td>46610</td><td>Business Code of Conduct - Ethical Responsibility</td></tr> <tr><td>46611</td><td>Business Code of Conduct - Bribery and Kickbacks</td></tr> <tr><td>46612</td><td>Business Code of Conduct-Insider Trading</td></tr> <tr><td>46614</td><td>Business Code of Conduct - Sarbanes - Oxley Act</td></tr> <tr><td>46615</td><td>Business Code of Conduct - Confidentiality and Company Assets</td></tr> <tr><td>46616</td><td>Business Code of Conduct-Conflicts of Interest</td></tr> <tr><td>41071</td><td>Business Ethics: Ethical Decision Making</td></tr> <tr><td>41072</td><td>Business Ethics: Managerial Business Ethics</td></tr> <tr><td>41073</td><td>Business Ethics: Organizational Ethics</td></tr> <tr><td>PROJ0041</td><td>Ethics and Professional Knowledge (PMBOK 2000 Aligned)</td></tr> <tr><td>PROJ0042</td><td>Stakeholder Interests and Cultural Diversity</td></tr> <tr><td>CPPD-GMT07-001</td><td>Diversity All-Hands Training</td></tr> <tr><td>47109</td><td>Diversity: Managing Diversity in the Workplace</td></tr> <tr><td>HR0021</td><td>Why Diversity Matters</td></tr> <tr><td>HR0020</td><td>Managing Diversity Simulation</td></tr> <tr><td>HR0024</td><td>Diversity in the Future</td></tr> <tr><td>lchr_01_a03_lc_enus</td><td>Workplace Diversity Awareness</td></tr> </table>	PD0170	Ethics in Business Simulation	PD0171	Ethical Decision Making	PD0172	Managerial Business Ethics	PD0173	Organizational Ethics	fgov_01_a09_bs_enus	Government Ethics	lchr_01_a02_lc_enus	Workplace Ethics	46610	Business Code of Conduct - Ethical Responsibility	46611	Business Code of Conduct - Bribery and Kickbacks	46612	Business Code of Conduct-Insider Trading	46614	Business Code of Conduct - Sarbanes - Oxley Act	46615	Business Code of Conduct - Confidentiality and Company Assets	46616	Business Code of Conduct-Conflicts of Interest	41071	Business Ethics: Ethical Decision Making	41072	Business Ethics: Managerial Business Ethics	41073	Business Ethics: Organizational Ethics	PROJ0041	Ethics and Professional Knowledge (PMBOK 2000 Aligned)	PROJ0042	Stakeholder Interests and Cultural Diversity	CPPD-GMT07-001	Diversity All-Hands Training	47109	Diversity: Managing Diversity in the Workplace	HR0021	Why Diversity Matters	HR0020	Managing Diversity Simulation	HR0024	Diversity in the Future	lchr_01_a03_lc_enus	Workplace Diversity Awareness
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3. ORAL COMMUNICATION

- Expresses ideas, facts and information in a clear and concise manner.
- Communicates with individuals or groups in a style, tone, and level appropriate to the audience and the occasion.
- Uses effective listening techniques in order to understand the speaker.
- Conducts effective formal presentations to individuals and groups.

Formal Classroom

www.donhr.navy.mil/Employees/donhr_training.asp:

- [Effective Presentations, HRSC, 3 Days, \\$179](#)

www.sdrtc.com:

- [Communication Skills, Regional Trng Ctr, 1/2 Day, \\$75](#)
- [Getting Your Message Across, Regional Trng Ctr, 1 Day, on-site ONLY](#)
- [Effective Listening, Regional Trng Ctr, 1 Day, on-site ONLY](#)

www.skillpath.com:

- [The Complete Guide To Poised And Powerful Public Speaking, SkillPath, 1 Day, \\$199](#)
- [How to Become a Better Communicator, Skillpath, 1 Day, \\$149](#)

www.careertrack.com:

- [How to Deliver Presentations with Ease and Confidence, CareerTrack, 1 Day, \\$179](#)
- [How to Communicate with Tact & Professionalism, CareerTrack, 2 Days, \\$299](#)

www.nationalseminarstraining.com:

- [Business Grammar and proofreading, National seminar, 1 Day, \\$179](#)
- [Essential Skills of Dynamic Public Speaking, National seminar, 1 Day, \\$249](#)

Computer Based Training

<https://wwwa.nko.navy.mil/>

45117	Effective Presentations: Essentials of Persuasion
45115	Effective Presentations: Planning a Presentation
45116	Effective Presentations: The Presentation Process
COMM0322	Basic Presentation Structure
COMM0300	Delivering Successful Presentations Simulation
COMM0302	Delivering Your Message
COMM0303	Presentation Resources Available to You
COMM0301	Presenting to Succeed
41111	Conducting Meetings: Effective Meeting Communication
ADM0102	Overview to Effective Business Communication
ADM0114	Communicating with Power and Confidence
COMM0003	Communication Skills for the Workplace
COMM0004	Communicate for Results
COMM0515	Getting Results through Communication
cust_02_a02_bs_enus	Effective Communication Skills

4. INTERPERSONAL SKILLS

- Respects and values the differences and perceptions of different groups and individuals.
- Deals effectively with a variety of people, personalities, and cultures.
- Considers and responds appropriately to the needs and feelings of others adjusting approach to suit different people and situations.
- Provides honest feedback and treats people fairly.
- Contributes to the common understanding that resolves conflicts, confrontations, and disagreements.

Formal Classroom

www.donhr.navy.mil/Employees/donhr_training.asp:

- [Conflict Resolution for Employees, HRSC, 2 Days, \\$178](#)

www.grad.usda.gov:

- [Interpersonal Communications, USDA, 2 Days, \\$545](#)
- [Residential Professional Development Seminar, USDA, 3 Days, \\$995](#)

www.sdrtc.com:

- [Confronting Negativity in the Workplace, Regional Trng Ctr, 1 Day, \\$135](#)
- [The 7 Habits of Highly Effective People Introductory workshop, Geogional Trng Ctr, 1 Day, \\$239](#)

www.nationalseminarstraining.com:

- [Strengthening Your People Skills in the Workplace, National seminar, 1 Day, \\$179](#)
- [Developing Your Emotional Intelligence, National seminar, 1 Day, \\$199](#)

www.careertrack.com:

- [Dealing with Difficult People, Careertrack, 1 Day, \\$99](#)

Computer Based Training

<https://wwwa.nko.navy.mil/>

PD0134	Interpersonal Skills on the Fast Track
COMM0001	The Process of Interpersonal Communication
COMM000S	Interpersonal Communication Skills for Business Simulation
COMM000T	Interpersonal Communication Skills for Teams Simulation
NMHCI2307V2	Customer Service and Interpersonal Communication
45101	Advanced Interpersonal Communication: Building Relationships
45103	Advanced Interpersonal Communication: Communicating to Build a Positive Culture
45102	Advanced Interpersonal Communication: Communicating with Co-Workers
45002	Interpersonal Communication: Effective Communication
45003	Interpersonal Communication: Listening Skills
44003	Interpersonal Communication: Telephone Skills
NETC-LSSWB-1.0	Lean Six Sigma White Belt Course
42215	Team Conflict: Working in Diversified Teams
42216	Team Conflict: Overcoming Conflict with Communication
43113	Self-Development: Developing Rapport Through Communication
45221	Cross-Cultural Business Communication: Understanding Cultural Differences
45222	Cross-Cultural Business Communication: Developing Cross-Cultural Communication Skills
45271	Advanced Business Communication: Guidelines for Effective Communication
PD0262	Self-empowerment: Managing from Within

www.grad.usda.gov:

- [Communicating Effectively Across Cultures via GS Connect, USDA, \\$225](#)

5. FLEXIBILITY

- Is open to change and new information.
- Adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles.
- Effectively deals with pressure and ambiguity.
- Recognizes and responds to opportunities when they present themselves.

Formal Classroom

www.donhr.navy.mil/Employees/donhr_training.asp:

- [Relieve Stress – Improve Job Performance, HRSC, 1 Day, \\$125](#)
- [Conflict Resolution for Employees, HRSC, 2 Days, \\$178](#)

www.sdrtc.com:

- [Time Out: Balance Stress in Your Life, Regional Trng Ctr, ½ Day, \\$75](#)

www.careertrack.com:

- [Managing Multiple Priorities, Projects, and Deadlines, CareerTrack, 1 Day, \\$79](#)
- [Managing Emotions Under Pressure, Careertrack, 1 Day, \\$99](#)

www.nationalseminarstraining.com:

- [How to Manage Emotions & Excel Under Pressure, National seminar, 1 Day, \\$199](#)

www.skillpath.com:

- [Managing multiple projects, objectives and deadline, Skillpath, 1 Day, \\$199](#)

Computer Based Training

<https://wwwa.nko.navy.mil/>

41012	Change Management: Adapting to Change
41003	Change Management: Managing Change
41233	Managing Change: Managing Yourself Through Change
41232	Managing Change: Overcoming Change Obstacles
41231	Managing Change: The Change Process
PD0192	Being Prepared for Change
43003	Creativity and Innovation: Thinking Creatively
PD0254	Critical Thinking Skills for Managing
PD0252	Developing Fundamental Critical Thinking Skills
PD0153	Developing Good Time-management Habits
PD0181	Finding Your Life Balance
PD0032	Generating Creative and Innovative Ideas
STGY0407	Taking Systems Thinking into Your Personal Life
proj_01_a01_bs_enus	Project Management Fundamentals
PROJ0112	Project Integration, Scope, and Time Management
PROJ0511	An Introduction to Project Management
PROJ0541	Elements of Project Time Management
43007	Stress Management: Fundamentals for Employees
43021	Time Management: Developing a Time Management Plan
43022	Time Management: Planning Your Day
43023	Time Management: Overcoming Time Management Challenges
43032	Creativity and Innovation: Fostering a Creative Environment
43033	Creativity and Innovation: Promoting Team Creativity
43044	Career Development: Developing a Career Strategy
43045	Career Development: Excelling in Your Career

Video

Who Moved My Cheese – NRSW HRO

6. WRITTEN COMMUNICATION

- Writing expresses ideas, facts, and information in a clear and concise, and grammatically correct manner.
- Level and style of written communication is appropriate for the audience and the occasion.

Formal Classroom

www.donhr.navy.mil/Employees/donhr_training.asp:

- [English Grammar Review, HRSC, 2 Days, \\$150](#)
- [Technical and Report Writing, HRSC, 2 Days, \\$159](#)
- [Writing Skills Workshop, HRSC, 3 Days, \\$235](#)

www.sdrtc.com:

- [Grammatical Concepts \(Basic\), Regional Trng Ctr, 1 Day, \\$160](#)
- [Grammatical Concepts \(Advance\), Regional Trng Ctr, 1 Day, \\$160](#)
- [Writing for Result, Regional Trng Ctr, 2 Days, \\$285](#)

www.skillpath.com:

- [Business Writing and Grammar Skills Make Easy, Skillpath, 1 Day, \\$299](#)

www.careertrack.com:

- [Business Writing for Results, Careertrack, 1 Day, \\$149](#)

www.grad.usda.gov:

- [Briefing Techniques, USDA, 3 Days, \\$765](#)
- [Writing for Results, USDA, 2 Days, \\$615](#)
- [Clear Writing through Critical Thinking, USDA, 3 Days, \\$765](#)
- [Fundamentals of Writing, USDA, 3 Days, \\$765](#)
- [Grammar and Usage Workshop, USDA, 3 Days, \\$765](#)
- [Technical Writing, USDA, 3 Days, \\$795](#)

Computer Based Trainin

<https://wwwa.nko.navy.mil/>

COMM0013	Avoiding Grammatical Errors in Business Writing
COMM0015	Writing to Reach the Audience
COMM0017	The Writing Process
45104	Grammar Skills - An Introduction to Basic Grammar
45105	Grammar Skills - Writing Effectively
45106	Grammar Skills - Punctuation, Mechanics, and Spelling
45107	Business Writing - The Fundamentals
45233	E-mail Etiquette: Writing Effective E-mail Messages
45272	Advanced Business Communication: Business Writing for Results
COMM0011	Writing with Intention
COMM0231	Essentials of Electronic Communication
COMM0232	Optimizing E-mail at Work
COMM0515	Getting Results through Communication

Self-Paced Training

www.grad.usda.gov

- [English Grammar and Usage, USDA, \\$295](#)
- [Writing Sentence and Paragraphs Effectively, USDA, \\$315](#)
- [Proofreading, USDA, \\$185](#)
- [Letter Writing Workshop, USDA, \\$265](#)
- [Put It in Writing, USDA, \\$185](#)

7. PROBLEM SOLVING AND DECISION-MAKING

- Recognizes and defines problems.
- Identifies and collects pertinent information.
- Determines specific causes.
- Generates alternatives and selects appropriate solution in a timely and effective manner within the employee's scope of authority and responsibility.

Formal Classroom

www.donhr.navy.mil/Employees/donhr_training.asp:

- [Conflict Resolution for Employees, HRSC, 2 Days, \\$178](#)
- www.sdrtc.com:
- [Conflict Management, Regional Trng Ctr, ½ Day, \\$100](#)

Computer Based Training

<https://wwwa.nko.navy.mil/>

46001	Decision Making and Problem Solving: Decision Making Fundamentals
46006	Decision Making and Problem Solving: Problem Solving Fundamentals
MGMT0223	Resolving Conflict through Problem Solving
PD0230	Creative Problem Solving and Effective Thinking Simulation
PD0233	Generating Alternatives in Problem Solving
PD0234	Dynamic Decision Making
PD0231	Foundations of Effective Thinking
PD0250	Critical Thinking Strategies Simulation
PD0252	Developing Fundamental Critical Thinking Skills

8. TEAM WORK

- Understands group dynamics and team development.
- Works cooperatively with other team members and contributes to group solutions through constructive feedback, ideas, and suggestions.

Formal Classroom

www.donhr.navy.mil/Employees/donhr_training.asp

- [Conflict Resolution for Employees, HRSC, 2 Days, \\$178](#)

Computer Based Training

<https://wwwa.nko.navy.mil/>

COMM0512	Teamwork and Results without Authority
COMM0143	Teamwork and Emotional Intelligence
42107	Team Participation: Decision Making in Teams
42106	Team Participation: Resolving Conflict in Teams
42105	Team Participation: Team Communication
42104	Team Participation: Teamwork Fundamentals
TEAM0172	Effectively Communicating in Teams
TEAM0213	Getting Past Clashes: Valuing Team Diversity
LEAD0235	Making Cross-generational Teams Work

9. SELF-MANAGEMENT

- Prioritizes and schedules personnel work activities to efficiently manage time and accomplish multi-tasks simultaneously.
- Demonstrates self-motivation and is results-oriented.
- Assumes responsibility for work and work products.
- Recognizes own strengths and weaknesses, builds on strengths and learns from mistakes.
- Solicits feedback from others and opportunities for self-development.
- Sets career goals and actively develops competencies needed to achieve goals.

Formal Classroom

www.donhr.navy.mil/Employees/donhr_training.asp:

- [Project Management, HRSC, 3 Days, \\$375](#)
- [Relieve Stress – Improve Job Performance, HRSC, 1 Day, \\$125](#)
- [Conflict Resolution for Employees, HRSC, 2 Days, \\$178](#)
- [Working Smarter, not Harder, HRSC, 2 Days, \\$165](#)

www.careertrack.com:

- [Managing Multiple Priorities, Projects, and Deadlines, CareerTrack, 1 Day, \\$79](#)

www.skillpath.com:

- [Managing multiple projects, objectives and deadline, Skillpath, 1 Day, \\$199](#)

www.sdrtc.com:

- [Succeeding at Promotional Interviews, Regional Trng Ctr, 1 Day, \\$145](#)
- [Managing stress in the workplace, Regional Trng Ctr, 1/2 Day, \\$75](#)

Computer Based Training

<https://www.nko.navy.mil/>

46002	Leadership Development: Delegation
46003	Leadership Development: Goal Setting
46004	Leadership Development: Leading the Way
46005	Leadership Development: Motivation
46010	Leading the Way: Learning to Lead
COMM0005	Communication Skills for Leadership
COMM0006	Communication Skills for Resolving Conflict
MGMT0122	Communication Skills for Successful Management
COMM0003	Communication Skills for the Workplace
PD0133	Communication Skills to Fast-track Your Career
PD0252	Developing Fundamental Critical Thinking Skills
PD0231	Foundations of Effective Thinking
PD0230	Creative Problem Solving and Effective Thinking Simulation
43003	Creativity and Innovation: Thinking Creatively
PD0153	Developing Good Time-management Habits

10. TECHNOLOGY

- Ability to use a computer keyboard and various software programs, e.g. word processing, graphics, database management, spreadsheets, e-mail and internet to accomplish work.

Formal Classroom

A Variety of Computer Training Courses

- New Horizons, 1-2 Days, <http://www.newhorizons.com>
- Learnsoft Technology Group, 1-2 Days, www.learnsoft.com
- Computers Etc, ½ Day, www.pc-classes.com/
- Blue Star Learning, 1-2 Days, <http://www.bluestarlearning.com/>

<p>10. TECHNOLOGY (CONTINUE)</p>	<p><i>Computer Based Training</i> https://wwwa.nko.navy.mil/</p> <table border="1"> <tr><td>15010</td><td>Adobe Acrobat 6.0 Fundamentals</td></tr> <tr><td>15011</td><td>Adobe Acrobat 6.0 Intermediate</td></tr> <tr><td>14363</td><td>Adobe PhotoShop 7.0 Advanced</td></tr> <tr><td>14362</td><td>Adobe PhotoShop 7.0 Fundamentals</td></tr> <tr><td>15119</td><td>Internet Fundamentals</td></tr> <tr><td>75050</td><td>Microsoft Access 2003 Fundamentals</td></tr> <tr><td>75051</td><td>Microsoft Access 2003 Proficient User</td></tr> <tr><td>75034</td><td>Microsoft Excel 2003 Expert Part 1</td></tr> <tr><td>75036</td><td>Microsoft Excel 2003 Expert Part 2</td></tr> <tr><td>75032</td><td>Microsoft Excel 2003 Fundamentals</td></tr> <tr><td>75033</td><td>Microsoft Excel 2003 Proficient User</td></tr> <tr><td>75092</td><td>Microsoft FrontPage 2003 Expert User</td></tr> <tr><td>75091</td><td>Microsoft FrontPage 2003 Proficient User</td></tr> <tr><td>15004</td><td>Microsoft Money 2003 - Managing Your Finances</td></tr> <tr><td>15094</td><td>Microsoft Money Standard 2004</td></tr> <tr><td>75001</td><td>Microsoft Office 2003 - Introduction to Office 2003</td></tr> <tr><td>75010</td><td>Microsoft Office 2003 - New Features for Office Users</td></tr> <tr><td>75070</td><td>Microsoft Outlook 2003 Fundamentals</td></tr> <tr><td>75071</td><td>Microsoft Outlook 2003 Proficient User</td></tr> <tr><td>75041</td><td>Microsoft PowerPoint 2003 Fundamentals</td></tr> <tr><td>75042</td><td>Microsoft PowerPoint 2003 Proficient User</td></tr> <tr><td>75081</td><td>Microsoft Project 2003 Fundamentals</td></tr> <tr><td>75082</td><td>Microsoft Project 2003 Proficient User</td></tr> <tr><td>15003</td><td>Microsoft Publisher 2002</td></tr> <tr><td>75061</td><td>Microsoft Visio 2003 Expert User</td></tr> <tr><td>75060</td><td>Microsoft Visio 2003 Proficient User</td></tr> <tr><td>75024</td><td>Microsoft Word 2003 Expert Part 1</td></tr> <tr><td>75026</td><td>Microsoft Word 2003 Expert Part 2</td></tr> <tr><td>75022</td><td>Microsoft Word 2003 Fundamentals</td></tr> <tr><td>75023</td><td>Microsoft Word 2003 Proficient User</td></tr> <tr><td>15009</td><td>Microsoft Works 2003 - Creating Databases</td></tr> <tr><td>15007</td><td>Microsoft Works 2003 - Creating Documents</td></tr> <tr><td>15008</td><td>Microsoft Works 2003 - Creating Spreadsheets</td></tr> <tr><td>15006</td><td>Microsoft Works 2003 - Introduction</td></tr> </table>	15010	Adobe Acrobat 6.0 Fundamentals	15011	Adobe Acrobat 6.0 Intermediate	14363	Adobe PhotoShop 7.0 Advanced	14362	Adobe PhotoShop 7.0 Fundamentals	15119	Internet Fundamentals	75050	Microsoft Access 2003 Fundamentals	75051	Microsoft Access 2003 Proficient User	75034	Microsoft Excel 2003 Expert Part 1	75036	Microsoft Excel 2003 Expert Part 2	75032	Microsoft Excel 2003 Fundamentals	75033	Microsoft Excel 2003 Proficient User	75092	Microsoft FrontPage 2003 Expert User	75091	Microsoft FrontPage 2003 Proficient User	15004	Microsoft Money 2003 - Managing Your Finances	15094	Microsoft Money Standard 2004	75001	Microsoft Office 2003 - Introduction to Office 2003	75010	Microsoft Office 2003 - New Features for Office Users	75070	Microsoft Outlook 2003 Fundamentals	75071	Microsoft Outlook 2003 Proficient User	75041	Microsoft PowerPoint 2003 Fundamentals	75042	Microsoft PowerPoint 2003 Proficient User	75081	Microsoft Project 2003 Fundamentals	75082	Microsoft Project 2003 Proficient User	15003	Microsoft Publisher 2002	75061	Microsoft Visio 2003 Expert User	75060	Microsoft Visio 2003 Proficient User	75024	Microsoft Word 2003 Expert Part 1	75026	Microsoft Word 2003 Expert Part 2	75022	Microsoft Word 2003 Fundamentals	75023	Microsoft Word 2003 Proficient User	15009	Microsoft Works 2003 - Creating Databases	15007	Microsoft Works 2003 - Creating Documents	15008	Microsoft Works 2003 - Creating Spreadsheets	15006	Microsoft Works 2003 - Introduction
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<p>WEB BASED TRAINING</p> <p>WEB ADDRESSES</p> <p>AUDIO, BOOKS AND CD's</p>	<p>Navy E-Learning - https://wwwa.nko.navy.mil/ Department of Defense – http://www.dod.mil/dodgc/defense_ethics/main.html</p> <p>www.donhr.navy.mil/Employees/training.asp www.nationalseminarstraining.com www.grad.usda.gov www.careertrack.com www.skillpath.com www.sdrtc.com</p> <p>NRSW HRO, contact 619-532-3525, DSN 522, for a list of the media titles.</p>																																																																				