CSU Learn Professional Development Courses

The CSU Learn library provides Sonoma State University employees with access to more than 75,000 online lessons, videos, e-books, and classes. Below is a sampling of courses available to employees, but is not all inclusive. Employees are encouraged to explore the library for additional courses, certifications, and resources that may be of interest to them.

Additional information on using CSU Learn and searching the CSU Learn library can be found in the CSU Learn User’s Guide available on the HR Training Website.

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Business Analytics Analytical Techniques
Business Analytics Activities and Tools
Business Analytics Documentation and Criteria

Customer Service

Rapport Building in Customer Service
Providing Effective Internal Customer Service
Providing Telephone Customer Service
Facing Confrontation in Customer Service

Finance and Accounting

Basic Accounting Concepts for Non-financial Professionals
Basic Budgeting for Non-financial Professionals
Comprehending Financials: A Guide to Financial Statements
Financial Statement Analysis for Non-financial Professionals

Project Management

Finding Your Bearings as a Project Manager
Getting the Big Picture by Defining the Project's Scope and Team
Mastering the Details of a Project's Schedule and Budget
Managing a Project to Minimize Risk and Maximize Quality
Navigating through Changes and Conflicts in Projects
Taking Final Steps to Bring a Project to its Close

Communication

Communication Best Practices

The Art and Science of Communication
Choosing the Right Interpersonal Communication Method to Make Your Point
Communicating Your Message for Maximum Impact

Non-verbal Communication

Acting with Diplomacy and Tact
Making an Impact with Non-verbal Communication
Navigating Challenging Situations with Diplomacy and Tact
Team Communication

- Effective Team Communication
- Encouraging Team Communication and Collaboration
- Trust Building through Effective Communication

Written Communication

- Audience and Purpose in Business Writing
- Clarity and Conciseness in Business Writing
- Business Writing Bootcamp
- Editing and Proofreading Business Documents
- Great Grammar in 60 Minutes
- Writing Effective Emails and Instant Messages

Google

Gmail

- Gmail for Web: Signing In and Setting Up
- Gmail for Web: Sending and Receiving Emails
- Gmail for Web: Formatting Emails
- Gmail for Web: Organizing Emails
- Gmail for Web: Using the Contact Tools
- Gmail for Web: Using the Calendar Tools
- Google Gmail for Web: Customizing Gmail

Google Docs

- Google Docs: Getting Started
- Google Docs: Editing Documents
- Google Docs: Using Tables
- Google Docs: Creating Graphics and Diagrams

Google Drawing

- Google Drawings: Creating & Sharing Drawings
- Google Drawings: Adding Text to Drawings
- Google Drawings: Using Drawing Tools

Google Forms

- Google Forms: Creating Forms
- Google Forms: Sharing & Completing Forms
- Google Forms: Viewing & Analyzing Results
Google Hangouts
- Google Hangouts for Web: Hangouts in Gmail
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Google Sheets
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- Google Sheets: Illustrating Documents
- Google Sheets: Finding, Sorting, and Filtering Data
- Google Sheets: Referencing Data
- Google Sheets: Pivot Tables
- Google Sheets: Conditional Formulas
- Google Sheets: Solving Complex Problems with Formulas
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Google Sites
- Google Sites for Web: Creating Sites
- Google Sites for Web: Creating Site Content
- Google Sites for Web: Integrating & Embedding Web Content in Sites
- Google Sites for Web: Sharing & Publishing Sites

Google Slides
- Google Slides: Getting Started
- Google Slides: Creating & Managing Presentations
- Google Slides: Building & Structuring Presentations
- Google Slides: Saving & Exporting Presentations
- Google Slides: Inserting & Formatting Text
- Google Slides: Inserting & Formatting Tables
- Google Slides: Preparing & Delivering Slideshows
- Google Slides: Sharing & Collaboration

Google Team Drive
- Google Team Drives: Organizing Documents

Management

First Time Managers
- The Reality of Being a First-time Manager
- Facing Challenges as a First-time Manager
- Being a Fair and Caring Manager
Delegation

- Choosing and Preparing Your Delegate
- Getting What you Expect from your Delegate

Navigating Difficult Situations

- How to Manage Difficult Conversations
- Handling Team Conflict
- Managing Motivation during Organizational Change
- Being a Fair and Caring Manager

Microsoft Office

The latest version of Microsoft Office CSU Learn offers training on 2016. SSU uses the 2019 version.

Excel

- Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks
- Microsoft Excel 2016 Essentials: Formatting Data
- Microsoft Excel 2016 Essentials: Data Presentation Strategies
- Microsoft Excel 2016 Essentials: Formulas and Functions
- Microsoft Excel 2016 Essentials: Charts, Tables, and Images
- Microsoft Excel 2016 Advanced: Apps and What-if Analysis
- Microsoft Excel 2016 Advanced: Power Pivot, Custom Formatting, Fills, and Forms
- Microsoft Excel 2016 Advanced: Accessibility, Transforming Data, and Errors

PowerPoint

- Designing Effective PowerPoint Presentations
- Using Slide Masters and Slide Elements to Optimize Impact
- Introduction to the PowerPoint 2016 Interface and Basic Tasks
- Modifying and Formatting Slides in PowerPoint 2016
- Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016
- Working with Graphic, Audio, and Video Content in PowerPoint 2016
- Constructing and Modifying Tables and Charts in PowerPoint 2016
- Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016
- Using Hyperlinks, Actions, and Comments in PowerPoint 2016
- Using Slide Show Presentation Tools in PowerPoint 2016
- Customizing Proofing and Default Options in PowerPoint 2016
- Sharing and Protecting Presentations in PowerPoint 2016
- Exporting Presentations and Compressing Media in PowerPoint 2016

Word

- Working with the Interface and Performing Basic Tasks in Word 2016
- Formatting Text in Word 2016
Customizing Options and Using Document Views in Word 2016
Creating and Formatting Tables in Word 2016
Headers, Footers, Page Numbering, and Layout in Word 2016
Using the Navigation Pane and Creating Lists in Word 2016
Using Illustrations, Styles, and Themes in Word 2016
Designing and Formatting Illustrations in Word 2016
Advanced Table Customization in Word 2016
Maintaining, Protecting, and Reviewing Documents in Word 2016
References, Proofing, Mail Merges, and Forms in Word 2016
Sharing and Collaborating on Documents in Word 2016

Serving on a Search Committee
Aligning Recruitment to Job Requirements
Conducting Interviews: Asking the Right Questions
Ensuring Onboarding Success
Guarding Against Interviewing Biases

Stress Management
An Introduction to Mindfulness Meditation
Getting Things Done: The Art of Stress-free Productivity
Master Your Work-Life Impact
Managing Pressure and Stress to Optimize Your Performance
Take a Deep Breath and Manage Your Stress
Taking Stock of Your Work/Life Balance
The 7 Habits of Highly Fulfilled People: Journey From Success to Significance

Team Building
Building the Foundation for an Effective Team
Developing a Successful Team
Encouraging Team Communication and Collaboration
Handling Team Conflict
Leading a Cross-functional Team

Time Management
Aligning Goals and Priorities to Manage Time
Make the Time You Need: Get Organized Note: Good for when working in teams
Maximize Your Productivity by Managing Time and Tasks
Procrastination: Admitting it is the First Step
The Art of Staying Focused
Time Management: What Gets in the Way and How to Get Control
Unconscious Bias

Conflict Psychology: Seven Fundamental Cognitive Biases that Create Everyday Conflict and How to Mitigate Them
Outwitting Your Cognitive Bias
Overcoming Unconscious Bias in the Workplace
Understanding Unconscious Bias

Working Virtually

Contributing as a Virtual Team Member
CSU Managers: Transitioning to Remote Work During COVID-19
CSU Employees: Transitioning to Working Remote during COVID-19
Facilitating Virtual Collaboration
Ways to Engage as an Effective Zoom Participant
Ways to Lead a Productive and Inclusive Zoom Meeting (Stanford)