



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 Skills

Business Analytics

[Business Analysis Analytical Techniques](#)
[Business Analysis Activities and Tools](#)
[Business Analysis 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](#)
[Google Hangouts on the Web](#)

Google Sheets

[Google Sheet: Getting Started](#)
[Google Sheets: Formatting Data](#)
[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](#)
[Google Sheets: Sharing and Collaboration Tools](#)

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 is 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 \(Stanford\)](#)