



Skills Inventory & Training

Computer Skills Assessment (CSA) Management Skills Assessment (MSA)



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CalgaryTMC.com

Info@CalgaryTMC.com

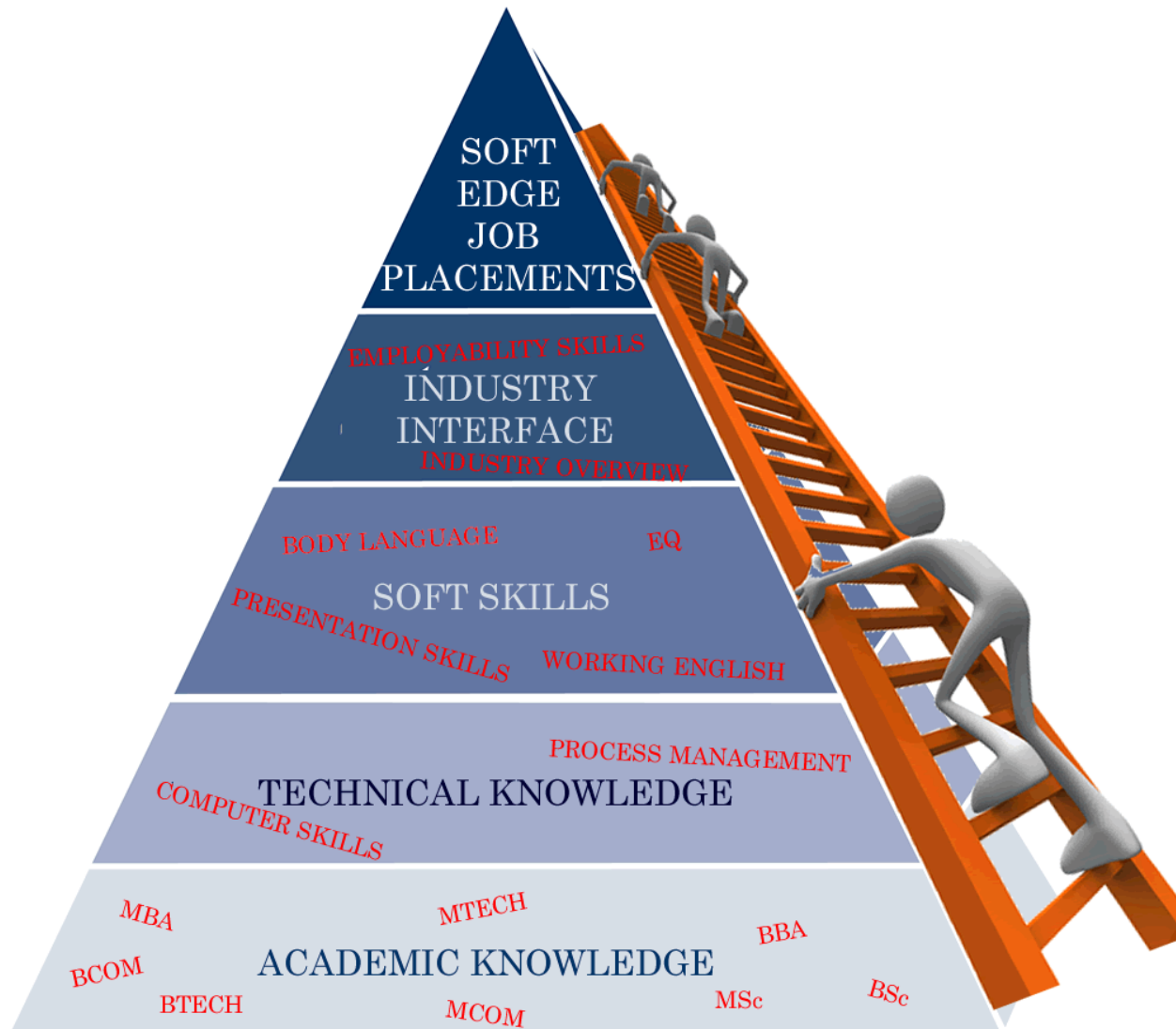
Mohammad Hassan Adjigol (CEO):

Canada: +1-403-252-5014 / Iran: +98-912-1122069

Masoumeh Fahimipour (Regional Manager [Middle East]):

Iran: +98-912-4718876

www.CalgaryTMC.com



Computer Skills

Benefits of digital skills for employers & staff

Skilled employees enable organizations to use technology more effectively, leading to increases in productivity and competitiveness while ensuring operational objectives are achieved more efficiently.

Computer Skills increase the value of human capital and achieve productivity gains through developing competent staff.

Key benefits of Computer Skills:

- ✓ Increase your overall efficiency and productivity



- ✓ Increase employees ability to produce professional quality documents and presentations
- ✓ Reduce IT support overall saving time and money
- ✓ Increase employees confidence and job satisfaction
- ✓ Significantly enhance internal and external communications

Basic Skills

- 1- Computer Essentials
- 2- Online Essentials
- 3- Word Processing - Microsoft Word 2013
- 4- Spread Sheet - Microsoft Excel 2013

Standard Skills

- 5- Presentation - Microsoft PowerPoint 2013
- 6- Using Database - Microsoft Access 2013
- 7- IT Security
- 8- Online Collaboration
- 9- Image Editing
- 10- Web Editing
- 11- Project Planning
- 12- 2D Computer Aided Design *
- 13- Health Information Systems Usage *
- 14- ICT un Education *

Advanced Skills

- 15- Advanced Word Processing - Microsoft Word 2013
- 16- Advanced Spread Sheet - Microsoft Excel 2013
- 17- Advanced Database - Microsoft Access 2013
- 18- Advanced Presentation - Microsoft PowerPoint 2013

* = This Skill is only for related industry

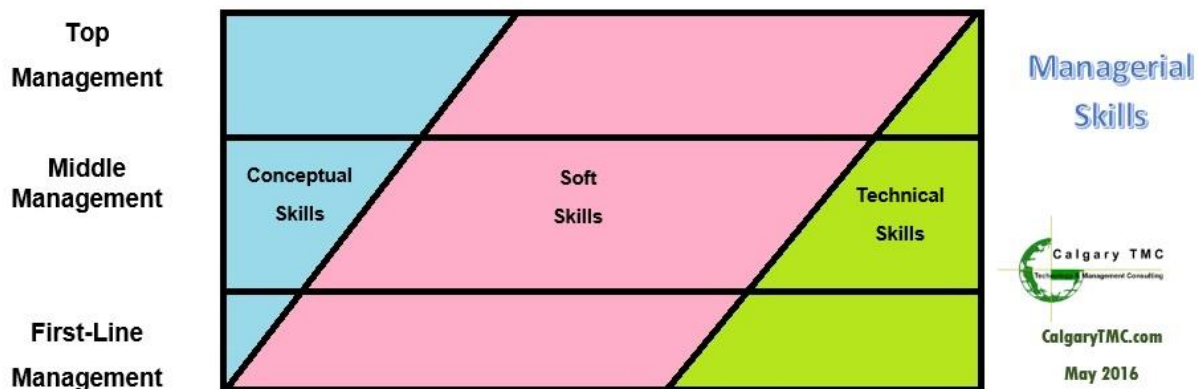
Do you have all required managerial skills to manage your own company? What are you thinking about your own managerial skills? Can you be a real manager with all skills necessary for you and your company?



Management is not a simple task. It needs knowledge and experience. Because of that, there is existence of hierarchy, organizational structure, and possibilities for each organizational member with adequate knowledge, experience and skills to move from the bottom to the middle and top level of managerial pyramid.

Managerial Skills

Managerial skills represent a knowledge and ability of the individual on a managerial position to fulfill some specific managerial activities or tasks.



Conceptual skill involves the formulation of ideas. Managers understand abstract relationships, develop ideas, and solve problems creatively. Thus, **technical skill** deals with things, **Soft skill** concerns people, and **conceptual skill** has to do with ideas.

Essential Soft Skills for Managers

No	Skill
1	Leadership
2	Creative Problem Solving
3	Time Management
4	Effective Communication
5	Team Work & Team Building



Fast Track Soft skills

No	Skill	No	Skill
Key Skills			
1	Anger Management	7	Personal Productivity
2	Assertiveness & Self-Confidence	8	Safety In The Workplace
3	Customer Service	9	Stress Management
4	Facilitation Skills	10	Teamwork And Team Building
5	Interpersonal Skills	11	Time Management
6	Managing Workplace Anxiety		
Data / Information Skills			
1	Basic Bookkeeping	4	Goal Setting and Getting Things Done
2	Budgets And Financial Reports	5	Proposal Writing
3	Job Search Skills	6	Risk Assessment and Management
Leadership Skills			
1	Appreciative Inquiry	7	Developing a Lunch and Learn
2	Attention Management	8	Employee Motivation
3	Business Acumen	9	Leadership And Influence
4	Business Succession Planning	10	Talent Management
5	Change Management	11	Train-The-Trainer
6	Coaching And Mentoring		
People Skills			
1	Administrative Support	7	Human Resource Management
2	Employee Onboarding	8	Manager Management
3	Employee Recruitment	9	Office Politics For Managers
4	Executive and Personal Assistants	10	Organizational Skills
5	Generation Gaps	11	Supervising Others
6	Hiring Strategies	12	Telework And Telecommuting



Communication Skills			
1	Body Language Basics	7	Communication Strategies
2	Business Ethics	8	Conflict Resolution
3	Business Etiquette	9	Delivering Constructive Criticism
4	Business Writing	10	Meeting Management
5	Phone Skills	11	Negotiation Skills
6	Civility In The Workplace	12	Workplace Diversity
Creative / Artistic Skills			
1	Creative Problem Solving	6	Trade Show Staff Training
2	Critical Thinking	7	Virtual Team Building And Management
3	Emotional Intelligence	8	Work-Life Balance
4	Presentation Skills	9	Workplace Harassment
5	Public Speaking	10	Workplace Violence

CSA & Training Details:

- ✓ There are two separate Assessment : Standard & Advanced
- ✓ Cost – total questions and time

Assessment	Cost	Total Questions	Time (hours)	Training (hours)
Standard I	CAN\$ 110.00	165	2:45	176
Standard II	CAN\$ 120.00	180	3	192
Advanced	CAN\$ 40.00	60	1	64

- ✓ The CSA must be taken all standard or advanced exam at once
- ✓ You may retake them by registering again for each assessment
- ✓ CSA Accounts are active for once
- ✓ Your scores are available from the Assessment Staff maximum 10 work days after you have completed the assessment.



- ✓ Candidate must have valid passport & one copy of main page when entering to test site
- ✓ Candidate must not mark in questionnaire sheet
- ✓ Candidate must complete answer sheet with pencil

MSA Details:

- ✓ There are two separate Assessment : Essential & Fast Track
- ✓ Cost – total questions and time

Assessment	Cost	Total Questions	Time (hours)	Skills	Training (hours)
Essential	CAN\$ 75.00	75	1:15	5	96
Fast Track 1	CAN\$ 100.00	150	2:30	10	496
Fast Track 2	CAN\$ 100.00	150	2:30	10	
Fast Track 3	CAN\$ 100.00	150	2:30	10	
Fast Track 4	CAN\$ 100.00	150	2:30	10	
Fast Track 5	CAN\$ 100.00	150	2:30	10	
Fast Track 6	CAN\$ 120.00	180	3	12	

- ✓ The MSA **Fast Track** must be taken assessment two separate time
- ✓ You may retake them by registering again for each assessment
- ✓ MSA Accounts are active for once
- ✓ Your scores are available from the Assessment Staff maximum 10 work days for essential and 20 work days for **Fast Track** after you have completed the assessment.
- ✓ Candidate must have valid passport & one copy of main page when entering to test site
- ✓ Candidate must not mark in questionnaire sheet
- ✓ Candidate must complete answer sheet with pencil

“Technical skills
may get you the job,
but soft skills can make you
or break you as a manager.”

