

ABE Support Professionals Certificate
Competency Worksheet

Domain 2: Technology

Competency B: Email Communication

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| <ol style="list-style-type: none">1. <i>Staff use email effectively to communicate with colleagues, clients, supervisors and to perform job-related tasks, including attaching files, creating mailing lists, etc.</i>2. <i>Staff understand the basics of effective email communication, including etiquette and register</i> |
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Date and location of training: _____

Trainer name: _____

A lot of training and professional development happens outside of conferences or regional events. You may be able to receive credits toward the **ABE Support Professionals Certificate** for participation in training that happens in your program, district, in community education, or through an online course, for example. To do so, you need to report on the training received and how you have applied that in your work context. Please provide a brief response to each of the questions below:

1. What did you learn in the training about using email to communicate effectively that was new to you? How will the training help you to do your job better?

2. How do you use email in your own work? How will the training help you to do your job better?

3. What additional training would be helpful?

**ABE Support Professionals Certificate
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Domain 2: Technology

Competency C: Technology Tools: Software and/or Equipment

1. *Staff are able to use and/or troubleshoot technology in use at the workplace; i.e. computers, SMARTBoards, copiers, etc.*
2. *Staff are able to use office software to perform job-related tasks; i.e. Excel, educational software or DL programs, etc.*

Date and location of training: _____

Trainer name: _____

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1. What did you learn in the training about using or troubleshooting technology that was new to you? How will the training help you to do your job better?

2. How do you use office software in your own work? How will the training help you to do your job better?

3. What additional training would be helpful?