

Holding Effective Meetings

Course Guide

Please review the table below to see all the components of the course

Course components	Description
Pre-test	The pre-test is designed to assess your knowledge of the subject matter prior to viewing the lesson. You have one attempt and must take the pre-test before viewing the lesson if you wish to receive a Certificate of Completion.
Lesson	The lesson contains the instructional material. Please note the <u>technical requirements</u> for viewing the lesson provided below.
Post-test	The post-test is designed to assess your knowledge of the subject matter once you have completed the lesson. You have up to two attempts to complete this assessment. Your grade will appear on your Certificate of Completion.
Course evaluation	All course evaluations are completely anonymous and help us to make any improvements, if necessary, to the course. You must submit the evaluation before receiving your Certificate of Completion.
Certificate of Completion	Once you have completed all the course components, you may access your Certificate of Completion. You should download it to keep a copy and you may always return to the course page to view it.

Technical Requirements

In order to successfully view the lesson in this course, please note the following requirements.

- **Windows computer/laptop:** Latest version of Flash and Internet Explorer 8 and later or Microsoft Edge (latest version)
 - Google Chrome will work with Flash or HTML5
- **Mac computer/laptop:** Safari 7 and later, Google Chrome (latest version)
- **Apple iOS:** Safari in Apple iOS 7 and later
- **Android OS:** Google Chrome (latest version) in Android OS 4.1 and later
- **Screen Reader:** JAWS 16 or later with Internet Explorer 11 or later with the latest version of Flash

Other technical matters FAQ

How do I know which version of Flash I have?

- [Check your version of Flash here.](#)

How do I zoom in on the lesson in Firefox?

- In some instances, the lessons may appear to be zoomed out, particularly in Firefox. In order to correct this, place your cursor in the slide of the lesson, then right click and select **Show All**.