



Professional Skills Series Catalog



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Professional Skills Series

Career Development

How Adults Learn

50243

Learner-centered training is outcomes based; effective training addresses the outcomes and desired performance. Training must be engaging as well as informative. In this module, you will learn strategies utilized to create engaging, effective, and learner-centered training.

Expected Duration: 30 minutes

Identifying and Avoiding Burnout

50253

Burnout, exhaustion, fatigue, apathy, it doesn't matter what word you use you just can't seem to get the energy to perform at your 'normal' level. In this course, you will learn how you can recognize and avoid burnout so you can achieve a balance and stay on track!

Expected Duration: 60 minutes

Individual Anger Management

50240

This course is designed to describe the essentials of managing anger in an appropriate and constructive manner. While designed specifically for the work environment, the core elements of this training can be applied when you are at home or on the road. The constant pressures and stresses of modern life have resulted in a growing realization that anger control methods should be taught. This course teaches us how to effectively manage anger in all its forms.

Expected Duration: 30 minutes

Individual Goal Contract

50236

Goal setting is not always easy, as unexpected events can get in the way of even the most dedicated efforts. This course will teach you how to achieve goals by developing a self-initiated contract that formalizes your commitment to your goals by setting and meeting deadlines. These contracts can be simple or complex, and can be revised and clarified to meet the obstacles you encounter in the pursuit of your goals.

Expected Duration: 30 minutes

Individual Goal Personalization

50241

The only way to accomplish a goal is to take total ownership of it. This course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role playing. Using these techniques, you will learn how to become a successful goal setter and achiever.

Expected Duration: 30 minutes

Individual Goal Setting

50237

This course will teach you how to properly understand, effectively set, and achieve your goals. You will learn to avoid setting goals that are either unrealistically high or too easily reached. The course also teaches you to understand the difference between goals and dreams.

Expected Duration: 30 minutes

Individual Goals and Challenges

50235

This course provides you with tools to set and remain committed to your goals. You will learn how to commit your goals to paper, set timelines, and track your progress.

Expected Duration: 30 minutes

Individual Listening Skills

50238

This course is designed to help participants improve their listening skills through practical exercises and increased awareness of their personal listening styles.

Expected Duration: 30 minutes

Individual Priority Management

50239

People commonly encounter recurring demands, information overload, increased workloads, and have family and/or community responsibilities, and their own personal expectations of what they want for their job, career or family. This course identifies a priority process to achieve meaningful personal and career goals. It also provides numerous techniques and tips that will make priority management a key to successful accomplishments.

Expected Duration: 30 minutes

Individual Productivity Enhancement

50246

Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life.

Expected Duration: 30 minutes

Introduction to Training

50242

This module presents an overview of training including the steps needed to plan, implement, and assess just-in-time learner-centered training. Clearly defined outcomes are critical to effective training. This module helps managers define outcomes and create training to support learning and improved performance.

Expected Duration: 30 minutes

Managing Stress During a Pandemic

50300

New

The COVID-19 pandemic is a period of extreme uncertainty. In times like these, people have heightened levels of anxiety. They have so many questions to which there are no definite answers. This course examines the causes and symptoms of anxiety. It also explores strategies that can be used to manage and alleviate anxiety.

Expected Duration: 30 minutes

Managing Workplace Stress

50260

Topics covered in this module include: facts about stress, job stress, typical sources of workplace stress, dealing with burnout and prevention strategies, managing unavoidable stress, avoiding unnecessary stress, how to create a healthier workplace, and more!

Expected Duration: 60 minutes

Managing Your Career Path

50250

Resumes are invaluable tools in the job search process. Career planning is a process that requires candid assessment of your accomplishments, goals, talents and most importantly, your future plans. This course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion, or change careers within the same company. The material covers what you want to do, where you want to do it, financial issues,

Expected Duration: 30 minutes

Mind Your Mood

50268

Mind Your Mood is created specifically to help you assess and manage your mood.

Expected Duration: 60 minutes

Networking Your Career Path

50249

The power of networking is evident in various studies of the job search process, which conclude that between 70 and 80 percent of all executive and managerial jobs are obtained through networking. In this course, you will develop your initial network list of names and learn effective ways to begin using this list.

Expected Duration: 30 minutes

Reaching Personal Goals

50233

Being aware of your goals is an important part of reaching them. In this course, you will learn effective ways to maximize your potential and reach your personal goals.

Expected Duration: 60 minutes

Skills for Being Interviewed in a Virtual Environment

50309

New

Virtual interviews play a crucial role in today's job market. This course provides job searchers with strategies and tips for preparing for a virtual job interview, presenting their best image, and creating a positive impression.

Expected Duration: 45 minutes

Time Management

50234

This course will give you tools and techniques to better manage your time. After evaluating your own habits, you'll see how different practices, such as delegating tasks, planning meetings, and setting your status online can help you work effectively. These guidelines will help you to optimize how you work efficiently in collaborative or independent environments.

Expected Duration: 30 minutes

Training Tips & Techniques

50244

In Training Tips and Techniques, tools used to put training to work on the job quickly, efficiently and effectively are discussed. This module outlines ways to present materials that not only captivate attention but also produce the required results. Discover ways to create effective and efficient training that leads to improved performance on-the-job.

Expected Duration: 30 minutes

Working from Home Effectively

50254

This course, intended for all employees, outlines ideas for working from home effectively. Learning objectives include recognizing the challenges and advantages of working from home, how to set up a functional workspace, and how to structure a productive day. Learners will also review techniques for communicating and collaborating with managers and coworkers, and identify strategies for maintaining physical and emotional well-being.

Expected Duration: 30 minutes

Communications

Business Etiquette: Accelerate Your Career

50255

This course will introduce Business Etiquette principles and practices, and show you how they can be applied in typical business situations to put yourself and others at ease.

Expected Duration: 60 minutes

Business Writing: Being Effective

50005

This course teaches you how to organize, write, and edit messages. Many business communicators know how to gather research but may not be aware of the writing process, from pre-planning, to research patterns, to first draft. This course presents a time-tested approach for organizing, writing, and revising a professional business message.

Expected Duration: 60 minutes

Business Writing: Letters and Emails

50017

In many organizations e-mail is widely depended upon as the first form of communication. The simplicity and speed, which makes e-mail such an effective form of communication, can also lead to poor communication. This module includes a case study of how a technical support representative improves the effectiveness of his or her e-mail contact

Expected Duration: 60 minutes

Business Writing: Preparation

50004

Over 90 percent of all business communication is in the form of writing. In this course, you will learn how to write a concise and informative business message. Your continued success in today's business environment depends on your ability to organize and write professional business messages. This course provides a systematic approach to the writing

Expected Duration: 30 minutes

Business Writing: Reports and Proposals

50003

This course presents techniques for writing two crucial business documents: proposals and reports. It covers the various types of business reports and proposals, their structure, purpose and content, as well as professional models of reports written by seasoned experts. Students will learn the components of each kind of business report and proposal in use today, including formal and informal formats.

Expected Duration: 30 minutes

Communicating Clearly: Processes, Skills, and Scenarios

50018

This comprehensive course will teach you communication principles as well as how to navigate professional communications. You'll learn which communication methods to select, how to overcome professional communication barriers, and work toward win-win negotiations with your colleagues and clients.

Expected Duration: 30 minutes

Communicating Effectively at Work

50001

This course on workplace communication will help you identify the components of effective communication and determine which forms of communication are best for specific circumstances.

Expected Duration: 30 minutes

Communicating Interpersonally

50007

In this course you will learn how to communicate effectively and how to practice, perfect, and master your communication skills. You will learn how to assume responsibility for understanding what another person is saying and how to ensure that you are understood. You will also learn how content and process affect communication.

Expected Duration: 30 minutes

Communicating Negative Messages

50002

This course presents tactful, effective strategies for communicating negative or unwelcome news to others. You will learn strategies for presenting negative messages both inside and outside an organization. This includes considering legal matters and recognizing cultural differences.

Expected Duration: 30 minutes

Communicating Non Verbally

50008

This course provides an introduction to the meaning of signals projected through body language. You will learn how these signals provide clues to attitudes and feelings that can be explored and verified with effective verbal communication. By learning and practicing the techniques presented in this course, you can become a more effective

Expected Duration: 30 minutes

Communicating Persuasively

50010

This course presents techniques for communicating persuasively. Learn how to use the 3 x 3 Writing Plan to organize and compose messages and leverage new techniques for writing persuasive internal messages, sales messages, news releases, claims and adjustments, and action requests.

Expected Duration: 30 minutes

Communicating Proactively

50011

This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models -the explanation model, agreement model, and closure model - will teach you how to become a stronger, more positive communicator.

Expected Duration: 30 minutes

Communicating Reactively

50012

This course discusses techniques to use when communicating with someone who questions or doubts the accuracy of information you are providing. Our instinctive reaction is to become defensive in this type of situation, preventing any hope of a positive outcome. This course explains why people question or doubt. You will learn to use non-confrontational methods to clarify information and participate in constructive, positive communication.

Expected Duration: 30 minutes

Communication Principles

50014

This course provides a basic model of the communication process for financial services employees looking to refresh or enhance their proficiency. Using engaging text, video scenarios, and interactive exercises, the course presents the fundamental skills that information senders and receivers need to master and helps them recognize and overcome common barriers to communication.

Expected Duration: 30 minutes

De-Escalating Confrontations Over Masks

50302

New

During the COVID-19 pandemic, businesses are dealing with a patchwork of mask-wearing policies. For a variety of reasons, some customers refuse to wear masks. This can be a nightmare for public-facing workers!

Expected Duration: 30 minutes

Enhancing Your Speaking Skills

50006

This course offers everything the business communicator needs to improve public speaking and oral presentation skills. From learning about visual aids, verbal signposts, and planning and organizing material, your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral presentation process, including planning, organization, and delivery.

Expected Duration: 30 minutes

Optimizing Email

50016

This course will guide you through email best practices and principles. Senders and recipients can leverage email features to best communicate with their teams, vendors, and clients. You'll learn valuable tips for how to organize your inbox.

Expected Duration: 30 minutes

Presentations That Work

50015

In this course you'll learn about one of the most intimidating methods of communication: presentations. You will receive worksheets and checklists to help you plan and present your remarks for the most impact, and you will learn how to deal with anxiety that often accompanies such assignments. The course also includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation.

Expected Duration: 60 minutes

Presentations that Work in a Virtual Environment

50308

New

As remote work becomes more common, employees are increasingly called on to make virtual presentations to colleagues and clients. This course covers techniques to help individuals prepare for both virtual and in-person presentations that succeed with audiences. You will learn how to identify audience needs, structure compelling information, hone your delivery, and apply best practices for virtual presentations.

Expected Duration: 75 minutes

Report Organization and Presentation

50009

This course provides all the tools you need to improve your business report writing skills. The course focuses on techniques for sorting, interpreting, and drawing conclusions from data. You will also learn how to use statistical and tabulating techniques to translate raw data into meaningful, easy-to-read graphics to use in reports.

Expected Duration: 30 minutes

Telephone Techniques

50000

This course provides an introduction to effective telephone techniques. Many people overlook the importance of telephone communications, yet the telephone is the most common means for customers to contact a financial institution. Misunderstandings about effective telephone techniques can lead to lost sales or customers. This course will teach skills that help boost organizational success and professionalism.

Expected Duration: 30 minutes

Ethics

Conflicts of Interest

50256

This course sets out and explains conflict of interest situations - what they are and how to avoid them. The objective is to help you deal with similar situations that you encounter in your job.

Expected Duration: 60 minutes

Employee Discipline

50212

When a situation exists where employee discipline is required, it can be difficult for a supervisor or manager to be sure they are acting appropriately. This course provides information on conducting an effective workplace investigation and discusses the common methods of discipline that exist in the workplace today. The information presented will help you to treat your employees fairly and avoid possible charges of discrimination relating to disciplinary actions.

Expected Duration: 30 minutes

Ethics for Managers

50215

Understanding business ethics is different from learning other subjects. In business ethics, the process of decision-making is as important as the conclusion. Managers need to know how ethical business practices can prevent wrongdoing in their organizations and how ethics can help employees make appropriate choices. This course explains what is meant by the concept business ethics and why initiatives to develop and maintain ethical cultures in organizations are more important than ever.

Expected Duration: 30 minutes

Handling Violence in the Workplace

50228

One out of every four full time workers is harassed, threatened, or attacked on the job each year, yet most companies do not have a written policy on workplace violence, have not taken preventative measures, and probably do not understand the causes or warning signs of such behavior. This course will help prepare yourself and your company to effectively manage violent situations should they occur.

Expected Duration: 60 minutes

Working Ethically

50216

Sooner or later, most people encounter ethical situations at work that are difficult to resolve. Using video scenarios and practical examples, this course helps employees understand ethical challenges and provides resources for resolving them. Topics covered include the benefits of and challenges to working ethically, the role of a company's formal ethics policy, general standards of ethical behavior, a decision-making framework for tackling ethical dilemmas, and the importance of reporting unethical behavior.

Expected Duration: 30 minutes

Human Resources

Coaching for Improved Performance

50191

This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner.

Expected Duration: 30 minutes

Communicating Cross Culturally

50033

Because many companies employ people from a variety of different cultures, miscommunication and miscues can occur. These miscues and poor communication negatively impact performance, relationships, and teamwork. In this course you'll learn the communication styles of co-workers and obtain information vital to successful cross-cultural workplace communication.

Expected Duration: 30 minutes

Developing Your Brand

50192

This course provides ideas and exercises designed to help you formulate clear ideas about managing your career and about creating your brand. It will help you focus on what you like about your current position, what you would like in your next position, and what actions you need to take to gain control over your career. You will assess your strengths and devise a plan to work on your weaknesses.

Expected Duration: 30 minutes

Doing Performance Reviews

50187

Everyone benefits when you take a collaborative, positive approach to performance reviews. In this course, you will learn how to perform effective performance reviews.

Expected Duration: 60 minutes

Effective Performance Feedback

50195

Providing effective performance feedback is an important part of your role as a manager. This module will give you an understanding of the importance of performance feedback. Informal performance feedback is provided on an ongoing basis, while a more formal process is the annual performance review. We will outline the stages of a performance review and show you video clips of performance reviews in action. Finally, we will provide you with strategies for ensuring that your feedback is constructive and effective.

Expected Duration: 30 minutes

Employee Motivation

50189

A motivated and dedicated workforce is the formula for long term success. In this course, you will be provided practical suggestions for identifying group and individual motivating factors and will learn how to mobilize them to energize employees. There are tools, techniques, and methods for revitalizing the workplace and encouraging initiative in each person in order to move everyone forward.

Expected Duration: 60 minutes

Employee Rights Under the Families First Coronavirus Response Act

50305

New

This course outlines the Families First Coronavirus Response Act (FFCRA), which requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19.

Expected Duration: 15 minutes

Establishing Performance Goals and Expectations

50188

Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behavior. In this course, you will learn the tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to your goals and methods to help you review performance goals regularly. It also includes documentation guidelines and techniques to help you get results through effective feedback and positive reinforcement.

Expected Duration: 60 minutes

Gender Identity

50050

New

This Gender Identity course is designed for all employees and supports gender diversity, equity and inclusion in the workplace. This online course provides learners with a foundational knowledge of the gender spectrum, gender identity and expression, the impacts of inclusion and exclusion, and actionable steps to take in building an inclusive workplace. True workplace stories from different gender viewpoints are included (both from a transgender/non-binary employee and a cisgender woman).

Expected Duration: 100 minutes

Harassment Prevention Training for Employees (California)

50232

Preventing harassment and discrimination is the responsibility of all members of an institution. Covering both federal and California law, this course provides employees with the information they need to recognize harassing and discriminatory behavior, know what to do when it occurs, and prevent it from happening in the first place. Using interactive scenarios, video, and optional audio, the course covers practical examples of harassment and discrimination, the key elements of an anti-harassment policy, and processes for reporting and investigating complaints. This course is California AB1825 compliant.

Expected Duration: 60 minutes

Hiring Right

50276

Hiring the right people is an important part of your role as a manager. This e-learning module will give you an understanding of the four steps of effective interviewing and selection, and explore the key interviewing skills that will assist you in conducting an efficient and effective interview.

Expected Duration: 60 minutes

Interviewing Job Candidates

50193

This is a practical course with tools and methods to help you prepare to get the results you want from an interview. You will learn how to define exactly what you are looking for in a job candidate and be given checklists and discussion guides to ask the right questions and get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate.

Expected Duration: 60 minutes

Multigenerational Workforce

50049

New

This Multigenerational Workforce online training course was designed for employees and managers in the workplace. This course explores generations in the workplace, how generations connect, practical strategies to promote generational leadership, how to build community across generations in the workplace, generational differences, similarities, and how to leverage differences as strengths.

Expected Duration: 45 minutes

Negotiating Skills For The Professional

50201

An effective sales professional knows how to meet customer needs while assuring reasonable terms and profit for his or her own company. This course has techniques for identifying customer expectations and determining how to meet them in a way that both parties are satisfied by the results. There are checklists and discussion guidelines to help a sales professional master this essential communication skill.

Expected Duration: 60 minutes

Preventing Workplace Harassment for Employees (Illinois)

50280

Preventing harassment and discrimination is the responsibility of all members of an institution. Covering both federal and Illinois law, this course provides employees with the information they need to recognize harassing and discriminatory behavior, know what to do when it occurs, and prevent it from happening in the first place. Using interactive scenarios, video, and optional audio, the course covers practical examples of harassment and discrimination, the key elements of an anti-harassment policy, and processes for reporting and investigating complaints.

Expected Duration: 60 minutes

Preventing Workplace Harassment for Employees (New York)

50282

Preventing harassment and discrimination is the responsibility of all members of an institution. Covering federal, New York State, and NYC law, this course provides employees with the information they need to recognize harassing and discriminatory behavior, know what to do when it occurs, and prevent it from happening in the first place. Using interactive scenarios, video, and optional audio, the course covers practical examples of harassment and discrimination, the key elements of an anti-harassment policy, and processes for reporting and investigating complaints.

Expected Duration: 60 minutes

Preventing Workplace Harassment for Supervisors (California)

50231

Covering both federal and California law, this course provides employers and supervisors with the information they need to recognize harassing and discriminatory behavior, remediate it when it occurs, and prevent it from happening in the first place. Using interactive scenarios, video, and optional audio, the course covers practical examples of harassment and discrimination, the key elements of anti-harassment and anti-retaliation policies, and processes for receiving and investigating complaints. This course is California AB1825 compliant.

Expected Duration: 120 minutes

Preventing Workplace Harassment for Supervisors (Chicago, Illinois)

50285

New

Covering both federal and Illinois law, this course provides employers and supervisors with the information they need to recognize harassing and discriminatory behavior, remediate it when it occurs, and prevent it from happening in the first place. Using interactive scenarios, video, and optional audio, the course covers practical examples of harassment and discrimination, the key elements of anti-harassment and anti-retaliation policies, and processes for receiving and investigating complaints. This meets the Chicago City Ordinance length requirements.

Expected Duration: 120 minutes

Preventing Workplace Harassment for Supervisors (Illinois)

50281

Covering both federal and Illinois law, this course provides employers and supervisors with the information they need to recognize harassing and discriminatory behavior, remediate it when it occurs, and prevent it from happening in the first place. Using interactive scenarios, video, and optional audio, the course covers practical examples of harassment and discrimination, the key elements of anti-harassment and anti-retaliation policies, and processes for receiving and investigating complaints.

Expected Duration: 120 minutes

Preventing Workplace Harassment for Supervisors (New York)

50283

Covering federal, New York State, and NYC law, this course provides employers and supervisors with the information they need to recognize harassing and discriminatory behavior, remediate it when it occurs, and prevent it from happening in the first place. Using interactive scenarios, video, and optional audio, the course covers practical examples of harassment and discrimination, the key elements of anti-harassment and anti-retaliation policies, and processes for receiving and investigating complaints.

Expected Duration: 120 minutes

Skills for Interviewing

50186

In this course, you will learn the A-to-Z's of interviewing for a new job. The strategies and tips provide specific recommendations for valuable preliminary work, and tools to prepare for the interviewer's questions. Key points will help you promote your best image and create a positive impression. You will also learn how to follow up with the interviewer and how to negotiate the best offer if you are selected.

Expected Duration: 30 minutes

Time Management for Employees

50200

This course is designed to assist individuals in diverse occupations to understand time management and to practice specific techniques to improve their efficiency including making lists, using a personal organizer, handling interruptions, and delegating work tasks. The course discusses how time management skills will help you overcome the effects of stress.

Expected Duration: 60 minutes

Unconscious Bias

50053

This interactive course explains unconscious bias, the impact it has on the workplace, and the steps employees can take to manage it and encourage diversity and inclusivity within their organization.

Expected Duration: 60 minutes

Leadership and Management

Acting Effectively on a Team

50042

Working in a team requires finding a balance between team involvement and individual responsibility. This course will teach you how to contribute more effectively to your team and help your teammates do the same. It will expand your understanding of the challenges teams face and what you can do to meet them.

Expected Duration: 60 minutes

Change Management

50185

Change is a constant at every organization. Effective leaders know how to develop change-friendly companies. In this course, you'll learn the skills necessary for mastering change management.

Expected Duration: 60 minutes

Change Management - Coping with Change

50077

Change is a constant in today's world. This module presents an overview of the process of change. It highlights strategies managers and employees can use to cope with change and tips and techniques that can be used to make change easier.

Expected Duration: 30 minutes

Change Management - Managing Change

50078

This module provides managers with the tools necessary to manage change in an effective and efficient manner. It outlines strategies managers when they seek change to improve the organization's performance and tips and techniques that can be used to manage the change process.

Expected Duration: 30 minutes

Communicating as a Team

50043

Organizations increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills.

Expected Duration: 30 minutes

Conflict Management

50035

Conflict is an inevitable part of any organization. This course will help you understand the difference between functional and dysfunctional conflict and provide a useful model of conflict development to diagnose and treat conflicts in the workplace. You will learn the common causes of conflict and strategies for resolving conflict, and how to use functional conflict to increase innovation, change, and creativity in your organization.

Expected Duration: 30 minutes

Creativity and Innovation in the Workplace

50257

In this course, we will show you how creativity and innovation can be made to work. As you move through the various sections, you will begin to see how an overall framework, processes, methods and techniques can make creativity and innovation a valuable asset, not only in the workplace but for the organization.

Expected Duration: 60 minutes

Delegation

50036

Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective feedback. You will also learn to apply this powerful tool for the benefit of your organization.

Expected Duration: 30 minutes

Delivering Effective Feedback

50056

Delivering effective feedback can serve as a tool to enhance performance and morale. In this course, you will learn how to provide clear, effective feedback.

Expected Duration: 60 minutes

Developing A Strong Leadership Team

50040

In this course you'll learn the key elements to creating a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned.

Expected Duration: 60 minutes

Developing Diverse Teams

50052

This course will help you understand the impact of cultural factors when you attempt to build harmonious and productive work units. You will learn to build a team that encourages mutual accountability, trust, problem solving, conflict management, and an appreciation for the unique contributions by all. You will also learn to foster enthusiasm about the collective purpose of the team and each person's role in accomplishing that purpose.

Expected Duration: 60 minutes

Effective Leadership

50258

An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. In this course you'll have an opportunity to explore these essential leadership skills.

Expected Duration: 30 minutes

Empowering Your People

50065

As a leader you are expected to delegate much of the work to others. Empowering others involves giving them authority and responsibility for each assignment while maintaining accountability for the results that are achieved. This module addresses building relationships with the people you lead.

Expected Duration: 30 minutes

From Peer to Supervisor

50259

This course was designed to help new supervisors address with confidence the challenges of managing their former co-workers.

Expected Duration: 60 minutes

Hiring Right in a Virtual Environment

50307

New

Hiring top talent is a critical factor in business success. This course provides hiring managers with practical tips for developing objective job criteria and interview questions, conducting a productive virtual interview, and selecting the best candidate based on the results.

Expected Duration: 45 minutes

Introduction to Leadership

50061

In this course, you will learn how to become a dynamic leader. The module begins with a general introduction to the nature of leadership, specifying the core characteristics of successful leaders, and comparing and contrasting six leadership styles.

Expected Duration: 30 minutes

Leading Your Resources

50064

Leading people involves more than a vision and the ability to communicate - leadership is also a strategic activity. This module looks at the strategic aspects of leading people.

Expected Duration: 30 minutes

Managing a Remote Workforce

50079

Intended for Management personnel, this course explores the challenges of managing a remote workforce and outlines strategies that managers can use to keep their teams engaged and productive. Learning objectives include the equipment and support structure essential for a remote workforce to function, the technology and tools that best match the needs of your workforce, and recognizing the challenges inherent in remote work. 30 minutes.

Expected Duration: 30 minutes

Meeting Effectiveness

50037

Employees at all levels are involved in group decisions and problem solving more than ever before. This course teaches the skills needed to lead and participate in meetings effectively and efficiently.

Expected Duration: 30 minutes

Personal Leadership Power

50062

Leadership requires not only that you believe in yourself, but also that you are able to inspire positive change and influence people to rally around you. This module will explore the personal aspects of leadership.

Expected Duration: 30 minutes

Problem Solving in the Workplace

50047

In this course you will learn how to solve some of your most important business problems using logical methods and supporting techniques. You will also be introduced to the five-step process for solving problems.

Expected Duration: 30 minutes

Problem Solving: The 5 Steps

50048

In this course, you will learn five steps involved in the problem-solving process. The five steps that will help solve any workplace dispute include defining the situation, providing a quick fix if necessary, identifying the root causes, taking corrective action, and evaluating and following up.

Expected Duration: 30 minutes

Project Management: Getting Ready

50066

Project management (PM) is the application of skills, knowledge, tools, and techniques in order to meet or exceed stakeholder requirements. This course is designed to introduce the project life cycle (PLC) and to show where a project begins and ends. You will learn about organizational support structures, the key organizational influences that can affect a project, and how to divide a project into several project phases to better control project deliverables.

Expected Duration: 30 minutes

Project Management: Goals and Stakeholders

50068

Mission statements should be developed for every project in order to set goals and objectives and provide guidelines for making decisions. In this course you will learn to develop a mission statement for a project team and project stakeholders. You will learn to establish objectives, manage stakeholder expectations and detail project feasibility.

Expected Duration: 30 minutes

Project Management: The Basics

50067

This course is designed to introduce you to project management. The course presents definitions, boundaries, and basic responsibilities as well as some examples of projects.

Expected Duration: 30 minutes

Running Effective Meetings

50044

Meetings are an integral for sharing information and setting goals. In this course, you'll learn how to lead meetings that are organized, focused, and productive.

Expected Duration: 60 minutes

Running Effective Teams

50045

Teams can provide opportunities for collaboration and innovation, but sometimes being the leader of a team can be difficult. In this course you'll learn how to identify effective leading strategies and overcome the obstacles you face as a team leader.

Expected Duration: 60 minutes

Sales: Team Effectiveness

50041

Leadership is the most important element of a sales force's success, but it has some unique challenges. In this course, a sales force leader will learn how to get a sales team organized, motivated, and focused on results. There are suggestions and tools for creating a cohesive team, developing a high level of commitment to goals, and coaching sales professionals for improved performance.

Expected Duration: 60 minutes

Strategies for Achieving Goals

50038

Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting, how to pursue multiple goals, overcome obstacles, and achieve long term goals.

Expected Duration: 30 minutes

Succeed as a Supervisor

50057

A supervisor is a critical contributor to an organization's success. This course details the most important elements of successful supervision, with attention to both people and organizational skills. You will learn tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow.

Expected Duration: 60 minutes

Team Problem Solving

50046

Problem-solving as a team can lead to exceptional results - or it can be a disaster! As a team leader, you have the responsibility to ensure your team finds the best solution. In this course you will learn strategies for successful team problem solving.

Expected Duration: 60 minutes

The Future of Work

50301

New

This course explores the trends that may affect the future of work in the post-pandemic world.

Expected Duration: 40 minutes

The Vision of Leadership

50063

An effective leader sees the whole picture and can articulate the broad perspective to others in order to create a common purpose that mobilizes people and coordinates their efforts. Ethical behavior gains respect and a strong vision of the future conveys a sense of direction. In this module, you will learn to develop and communicate your vision, deal with change as it happens, and make decisions.

Expected Duration: 30 minutes

Using Leadership Basics

50055

In this course you will learn the fundamental skills for leading a group: defining the task, establishing a vision, gaining commitment, and building relationships. Learn how and when to use various leadership styles and gain techniques to help leaders direct the efforts of others. The Strategies and Tips in this module teach you how to foster innovation, provide appropriate direction, and develop and maintain positive relationships.

Expected Duration: 60 minutes

Valuing Diversity

50058

This course, intended for managers, provides an excellent base for the student to learn about his or her own beliefs and to see the potential of a diverse workplace. There are tools and techniques to help a manager learn to recognize the positive contributions all employees make in achieving the goals of the organization. There are suggestions for modeling and promoting organizational values and methods to gain involvement from diverse populations. This course also provides guidance on developing important organizational processes that support diversity and methods for soliciting participation from non-traditional contributors.

Expected Duration: 60 minutes

Work Process Basics

50059

In this course, you will learn how to analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and outputs. The course will also show you how to keep quality number one and examine listening skills to ensure that customer requirements are met.

Expected Duration: 30 minutes

Sales and Support Creating Valuable Customer Relationships

50264

Good customer relations are a key success factor in any business. This course will help you discover the advantages to you and your customers of reaching out to each other and communicating openly. You will examine issues such as rapport and trust, and identify what clients want in terms of communication. You will learn some techniques for establishing trust and eliminating negative messages from your communication, both of which will have a significant impact on your client relations. Finally, you will discover some challenging personality types and learn strategies for dealing with them.

Expected Duration: 60 minutes

Creating Winning First Impressions

50265

First impressions are made within minutes, but they last much longer than that and can seriously affect a client's decision to choose you and your company or to go elsewhere. Making a positive first impression requires knowing the elements that influence them, and learning how to control them. In addition to what happens in the first few minutes, however, there is the need to maintain the impression, and this requires effective communication skills.

Expected Duration: 60 minutes

Dealing with Difficult Customers

50124

This course will give you techniques on how to cope with difficult customers. From handling complaints to calming their anger, you'll find ways you can respond positively and cope emotionally with difficult circumstances brought on by customers.

Expected Duration: 30 minutes

Developing Strong Customer Relationships

50123

Developing customer relationships is very important. In this course, you will learn how you can provide consistent and legendary customer service to maintain your competitive position.

Expected Duration: 60 minutes

New Business Development: Cold Calling

50263

New business development in the form of 'cold calling' prospects is a unique form of telephone sales, requiring an approach and a skill set that are different than typical 'selling' skills. This program examines these areas of difference and guides learners through the creation of a roadmap to successful new customer generation.

Expected Duration: 240 minutes

Online Customer Support

50121

In this course you will learn important elements of effective online interactivity and relationship building which includes user online behavior, choice, and demographics. You will learn how individuals on the web demand customization and personalization. The course makes you aware that sensitivity to language and culture are important on the web, and stresses the importance of the demographics of computer access.

Expected Duration: 30 minutes

Practice Active Listening

50128

Active listening is a skill that will improve your ability to provide quality service to your customers. This module will help you improve your listening skills by explaining the difference between hearing and listening, and by outlining the steps involved in becoming an active listener.

Expected Duration: 30 minutes

Providing Service Excellence

50127

The secret to exceptional service is treating your customer the way you would want to be treated. Despite the technological tools in our hands, customer service cannot be fully automated; it has to happen with and between people. Even though we know when we receive good customer service, it is hard to define or to quantify. In this module, we will look at the value of customer service and how to implement it in organizations.

Expected Duration: 30 minutes

Sales is Just Great Service

50290

This course shows employees of financial institutions how they can foster their institutions success by expanding its existing customer relationships. Topics covered include working as a team to provide exceptional service, responding to customer problems in ways that increase customer loyalty and retention, communicating the features and benefits of products/services to satisfy customers, and developing a competitive advantage by cultivating loyal, long-term customer relationships.

Expected Duration: 180 minutes

Sales: Closing

50269

This course examines the issues related to preparing and setting the stage for a commitment to buy, looks at some of the reasons why this is such a tough step for many aspiring sales professionals, and gives techniques and methods for making sure it happens.

Expected Duration: 30 minutes

Sales: Cold Calls

50277

This course describes both the technical and the psychological techniques and methods to help you overcome an apprehension and conduct a sales call that gets results.

Expected Duration: 30 minutes

Sales: Qualifying Prospects

50271

This course introduces techniques and methods for making sure that you are following sound principles as you qualify prospects and determine where to invest your time for the best potential payoff.

Expected Duration: 30 minutes

Sales: Telephone Skills

50272

This course identifies the specific selling techniques and strategies that sales people need to be effective over the phone.

Expected Duration: 30 minutes

Sales: The Basics

50273

This course will provide you with practical tips on identifying the features and benefits of your product and service, a competitive analysis, preparing sales presentation, dealing with customers, handling objections, and using customer feedback to improve your performance.

Expected Duration: 30 minutes

Selling Your Idea

50274

The course includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation.

Expected Duration: 30 minutes

Social Media Marketing

50275

In this course we will discuss Social Media and the role of Social Media Marketing; we will identify commonly-used Social Media platforms and explain the significance of each in a marketing context; and we will discuss the various aspects of developing a Social Media Marketing plan.

Expected Duration: 60 minutes

Software

Microsoft 365 Excel

59020

New

This course provides step-by-step instructional videos for working with key functions in Microsoft 365 Excel. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 25 minutes

Microsoft 365 Excel [Mini-Course]

59028

New

This course is an introductory guide to working with key functions in Microsoft 365 Excel. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 5 minutes

Microsoft 365 OneDrive

59021

New

This course provides step-by-step instructional videos for working with key functions in Microsoft 365 OneDrive. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 15 minutes

Microsoft 365 OneNote [Mini-Course]

59025

New

This course is an introductory guide to working with key functions in Microsoft 365 OneNote. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 10 minutes

Microsoft 365 Outlook

59022

New

This course provides step-by-step instructional videos for working with key functions in Microsoft 365 Outlook. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 20 minutes

Microsoft 365 PowerPoint

59024

New

This course provides step-by-step instructional videos for working with key functions in Microsoft 365 PowerPoint. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 25 minutes

Microsoft 365 PowerPoint [Mini-Course]

59029

New

This course is an introductory guide to working with key functions in Microsoft 365 PowerPoint. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 5 minutes

Microsoft 365 WebSites [Mini-Course]

59026

New

This course is an introductory guide to working with key functions in Microsoft 365 Websites. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 5 minutes

Microsoft 365 Word

59023

New

This course provides step-by-step instructional videos for working with key functions in Microsoft 365 Word. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 20 minutes

Microsoft 365 Word [Mini-Course]

59030

New

This course is an introductory guide to working with key functions in Microsoft 365 Word. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 10 minutes

Microsoft 365 Yammer [Mini-Course]

59027

New

This course is an introductory guide to working with key functions in Microsoft 365 Yammer. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 10 minutes

Microsoft Office 2010 - Excel

59001

In this course, you will learn how to use the following features of Excel 2010: Inserting functions, using the formula bar, page formatting, autocomplete, formatting, themes, lists and tables, duplicates, filtering and sorting, pivot tables, charts, sparklines, and protecting a workbook. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 25 minutes

Microsoft Office 2010 - Outlook

59002

In this course, you will learn how to use the following features of Outlook 2010: using email with Word functions, signatures, previewing attachments, quick search, categorizing emails, conversations, cleaning up, quick steps, the to-do field, tasks and flagged emails, calendars, scheduling and managing meetings, and out of office. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 25 minutes

Microsoft Office 2010 - PowerPoint

59003

In this course, you will learn how to use the following features of PowerPoint 2010: Creating presentations, background images and master slides, sections, formatting text, inserting tables or charts, inserting images, arranging figures, animating, slide transitions, video editing, and using the presenter view. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 20 minutes

Microsoft Office 2010 - Word

59004

In this course, you will learn how to use the following features of Word 2010: document views and zooming, formatting tools, template and themes, text effects, page headers and footers, tables of contents, inserting a cover page, text boxes, creating tables, quick parts, searching, spell-check, changing languages, and inserting items. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 20 minutes

Microsoft Office 2013 - Excel

59009

In this course, you will learn how to use the following features of Excel 2013: Utilizing workbooks and worksheets, formulas and functions, aligning cell content, flash filling cells, themes, lists and tables, duplicates, conditional formatting, filtering and sorting, quick analysis, sparklines, pivot tables, slicer, timelines, charts, page setup, printing, and protecting workbooks and cells. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 30 minutes

Microsoft Office 2013 - Outlook

59006

In this course, you will learn how to use the following features of Outlook 2013: Adding folders to favorites, searching, replying immediately, using features from Word, drafts, signatures, attaching items, inserting items, previewing, categorizing, ignoring conversations, cleaning up, quick steps, the to-do bar, tasks and flagged messages, calendar views and settings, setting up a meeting, sharing a calendar, and out of office replies. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 30 minutes

Microsoft Office 2013 - PowerPoint

59007

In this course, you will learn how to use the following features of PowerPoint 2013: Creating presentations, text formatting, the slide master, inserting items, using comments, editing videos, copying data from other Office applications, creating sections, using guides and gridlines, aligning and grouping objects, merging shapes, design tools, animations, slide transitions, making notes, and using presenter view. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 25 minutes

Microsoft Office 2013 - Word

59008

In this course, you will learn how to use the following features of Word 2013: Document views and the ruler, gridlines, formatting tools, themes and styles, showing and hiding content, the navigation pane, tracking changes and comments, text effects, page headers and footers, tables of contents, cover pages, text boxes, tables, inserting items, formatting text, quick parts, searching, and spelling and grammar. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 30 minutes

Microsoft Office 2016 - Excel

59014

This course provides step-by-step instructions for working with key functions in Microsoft Excel 2016. It contains instructional videos and downloadable training exercises for supporting you in your daily work with Microsoft Excel 2016. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 30 minutes

Microsoft Office 2016 - OneNote

59015

This course provides step-by-step instructions for working with key functions in Microsoft OneNote 2016. It contains instructional videos and downloadable training exercises for supporting you in your daily work with Microsoft OneNote 2016. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 30 minutes

Microsoft Office 2016 - Outlook

59011

This course provides step-by-step instructions for working with key functions in Microsoft Outlook 2016. It contains instructional videos and downloadable training exercises for supporting you in your daily work with Microsoft Outlook 2016. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 20 minutes

Microsoft Office 2016 - PowerPoint

59012

This course provides step-by-step instructions for working with key functions in Microsoft PowerPoint 2016. It contains instructional videos and downloadable training exercises for supporting you in your daily work with Microsoft PowerPoint 2016.

Expected Duration: 20 minutes

Microsoft Office 2016 - Skype for Business

59016

This course provides step-by-step instructions for working with key functions in Skype. It contains instructional videos for supporting you in your daily work with Skype. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 15 minutes

Microsoft Office 2016 - Word

59013

This course provides step-by-step instructions for working with key functions in Microsoft Word 2016. It contains instructional videos and downloadable training exercises for supporting you in your daily work with Microsoft Word 2016. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 20 minutes

Microsoft Office 2019 - Excel

59040

New

This course provides step-by-step instructional videos for working with key functions in Microsoft Office 2019 Excel. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 25 minutes

Microsoft Office 2019 - OneDrive

59046

New

This course provides step-by-step instructional videos for working with key functions in Microsoft Office 2019 OneDrive. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 15 minutes

Microsoft Office 2019 - Outlook

59043

New

This course provides step-by-step instructional videos for working with key functions in Microsoft Office 2019 Outlook. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 20 minutes

Microsoft Office 2019 - PowerPoint

59042

New

This course provides step-by-step instructional videos for working with key functions in Microsoft Office 2019 PowerPoint. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 25 minutes

Microsoft Office 2019 - SharePoint

59045

New

This course provides step-by-step instructional videos for working with key functions in Microsoft Office 2019 SharePoint. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 20 minutes

Microsoft Office 2019 - Visio

59044

New

This course provides step-by-step instructional videos for working with key functions in Microsoft Office 2019 Visio. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 15 minutes

Microsoft Office 2019 - Word

59041

New

This course provides step-by-step instructional videos for working with key functions in Microsoft Office 2019 Word. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 20 minutes

Microsoft Teams

59047

New

This course provides step-by-step instructional videos for working with key functions in Microsoft Teams. In order to complete this course, you must exit on the last page of the tutorial.

Expected Duration: 25 minutes

Windows 10

59010

This course provides step-by-step instructions for working with key functions in Windows 10. It contains instructional videos for supporting you in your daily work with Windows 10.

Expected Duration: 20 minutes

Workplace Health and Safety

Best Practices for Returning to Work for Employees

50303

New

This course describes the safety and health protocols, policies, and procedures that employees need to understand and follow to ensure that they stay safe when they return to work during the COVID-19 pandemic.

Expected Duration: 30 minutes

Best Practices for Returning to Work for Supervisors/Managers

50304

New

This course describes the safety and health protocols, policies, and procedures that employers need to be put in place to ensure that workplaces are safe when employees return to work during the COVID-19 pandemic.

Expected Duration: 30 minutes

COVID-19 Vaccine Awareness

50310

This COVID-19 Vaccines Awareness online training course is designed for anyone seeking information about COVID-19 vaccination. This course provides information about vaccines, specifically COVID-19 vaccines. We will discuss the differences between the types of COVID-19 vaccines and outline the benefits of taking a COVID-19 vaccine. We will also answer some common questions about COVID-19 vaccines.

Expected Duration: 30 minutes

Returning to the Workplace During a Pandemic

50306

New

This course takes a look at the health and safety protocols that need to be put in place to ensure that workplaces are safe when employees return to work.

Expected Duration: 30 minutes