

**GEM College of International Business (Global)
Open Cut Learning Soft Skills Suite**

| Course Name | Audio Available | Course Overview |
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| Accounting Skills for New Supervisors | Y | Many of us flinch when we hear terms like depreciation, cash flow, balance sheet, and (worst of all!) budgets. However, these are all important concepts to understand if you're going to succeed in today's business world, particularly as a supervisor. Even better, financial terms are not as scary as they seem! |
| Active Listening | Y | Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This course will help participants develop and practice their active listening skills. |
| Advanced Project Management | N | <p>It's easy to forget the "manager" part of your "project manager" title among the other range of activities you are responsible for. However, your management skills are an important part of your success as a project manager, so it is crucial that you grow both of those skill sets. There are also some advanced project management techniques that you can master to help bring your projects to successful completion.</p> <p>This course is intended for those that have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project. If you are not familiar with these concepts, please take the Fundamentals or Intermediate Project Management course first</p> |
| Advanced Skills for the Practical Trainer | Y | <p>Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting. The learners will have fun while they are learning if the facilitator is able to involve their emotions as well as their minds. You will see the involvement, and you will feel the energy.</p> <p>To reach this stage as an adult educator isn't always easy, but success isn't just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development. We want the enormous satisfaction that comes from working with others to help them reach</p> |

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| | | <p>their potential as human beings. This course will help you reach that goal.</p> <p>This course requires that you have a good understanding of basic training principles, including adult learning concepts, GEM's experiential learning cycle, training methods, and designing a learning sequence. We strongly recommend completing GEM's The Practical Trainer program</p> |
| Advanced Writing Skills | Y | <p>This is a course for those who already are good writers. Our time will be devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about writing business cases, proposals, and reports.</p> <p>You must complete GEM's Business Writing That Works course before taking this course.</p> |
| Management - Understanding Anger | Y | <p>Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't.</p> <p>The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome. This course is designed to help give you and your organization that edge.</p> |
| Balanced Scorecard Basics | Y | <p>Over the past several decades, organizations have come to realize that success cannot only be measured in dollars and cents. Intangible assets (like a company's reputation, the knowledge base created by their employees, and training initiatives) can make up a huge portion of a company's wealth.</p> <p>It only makes sense, then, that we need a new tool to help us measure this expanded definition of success. Enter the balanced scorecard! This tool and its related components will help your organization identify, document, plan, and execute a balanced strategic mission. It will also help your organization evaluate and revise its</p> |

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| | | <p>strategic execution.</p> <p>This course will introduce you to the basics of the balanced scorecard and help you determine if this powerful tool is a good fit for your organization.</p> |
| Basic Business Management - Boot Camp for Business Owners | N | <p>Owning a business requires a vision balanced with attention to detail. You need to be a generalist who understands the multiple aspects of running a business, as well as the ability to step back and see the big picture and to reach into the future.</p> <p>The business environment is a complex place to be. Whether you wish to work as a consultant or freelancer, establish a corporation, or set up an operation that meets a need for very particular type of customer, there is a tremendous amount of information that you need to know and to apply.</p> <p>This course provides essential learning for new business owners, whether the business is just in the idea stage or you have already begun and need to fill in the gaps.</p> |
| Basic Internet Marketing | Y | <p>This course is an ideal start for business owners and people new to marketing to learn the basics of Internet marketing. We've included information on how to market online, and even more importantly, how to determine what results you are getting. Then, you can figure out whether you are reaching your target market, where your qualified prospects are, and how they are engaged as a result of your efforts. This course includes sessions on search engine optimization, e-mail campaigns, pay per click advertising, and more.</p> |
| Body Language - Reading Body Language as a Sales Tool | Y | <p>Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words.</p> <p>Understanding what signals you are sending, as well as being able to read the signals that your clients send, is an essential skill in sales and throughout our lives. What is your body language saying about you?</p> <p>Find out in this course!</p> |
| Branding - Creating and Managing Your Corporate Brand | Y | <p>Your brand is the vehicle that propels your product or service into your customers' lives, and into their hearts. A good brand is much more than an attractive image combined with some witty type. Your brand must reflect the heart and soul of your product, and offer</p> |

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| | | <p>a promise that you can live up to.</p> <p>This course will get you started on the road to creating a perfect brand. The first part of the course will cover the basics of branding, including how to develop a visual identity from start to finish. We will also give you some graphic design tips to help you communicate your expectations to a professional designer. The second part will focus on how to put your brand out there in the right way. We'll also talk about how to keep your brand energized and alive with monitoring and evaluation tools.</p> |
| Budgets and Managing Money | N | <p>For managers in today's business world, it's essential to have a working knowledge of finance. We all play a role in our organization's financial health, whether we realize it or not. If you don't have training or a background in finance, you may be at a disadvantage as you sit around the management table.</p> <p>Understanding the cycle of finance will help you figure out where you fit into your company's financial structure, and how to keep your department out of the red. This course will help you prepare budgets and make decisions with confidence.</p> <p>Participants should complete GEM's Accounting Skills for New Supervisors program before this course, or have equivalent knowledge.</p> |
| Building a Brand on Social Media | N | <p>Your brand speaks for your company and its products and/or services. In today's online- focused world, it's important that your brand has a definitive, consistent, and responsive presence. Whether you're looking to build a brand from scratch, or strengthen an existing brand, this course will help you build a brand using social media. We'll cover how to build a social media strategy, identify social media platforms that fit your brand, craft strong messages that will engage your audience, and evaluate and revise your strategy.</p> |
| Building a Consulting Business | N | <p>Today's business environment isn't focused on 9-to-5, lifelong, static positions like it was decades ago. Our world is constantly shifting and evolving, meaning that businesses (and workers) must evolve with it. As a result of this shift, consultants have more opportunities than ever before. This course will show you how to build a business as a consultant.</p> |

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| Building Better Teams | Y | <p>Teams are an important building block of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organizations.</p> <p>With teams at the core of corporate strategy, your success as an organization can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? This course can help you get there!</p> |
| Building Relationships for Success in Sales | N | <p>No one questions that making friends is a good thing. In this course, you are going to discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.</p> |
| Building Your Self Esteem and Assertiveness Skills | Y | <p>A healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. Today you will discover some techniques that can dramatically change how you feel about yourself, and how you approach the world to get the things that you want.</p> |
| Bullying in the Workplace | Y | <p>Bullying is called the silent epidemic. Although half of workers have experienced or witnessed bullying, policies and laws dealing with it are far less prevalent.</p> <p>This is, in part, because bullying can be hard to identify and address. People wonder, what does bullying look like? How can we discourage it in our workplace? What can I do to protect my staff and co-workers?</p> <p>All of these questions (and more!) will be answered in this course.</p> |
| Business Ethics for the Office | N | <p>What exactly makes a decision ethical? The problem with ethics is that what may seem morally right (or ethical) to one person may seem appalling to another.</p> <p>This course will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical</p> |

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| | | dilemmas easier. We'll also look at some tools that you can use when you're faced with an ethical decision. And, we'll look at some techniques you can use so you don't get stuck in an ethical quandary. Best of all, we'll look at a lot of case studies so that you can practice making decisions in a safe environment. |
| Business Etiquette - Gaining That Extra Edge | Y | <p>If you've ever had an awkward moment where:</p> <ul style="list-style-type: none"> o You aren't sure which fork to use, o You don't know which side plate is yours, o You've ever had to make small talk with a Very Important Person and been lost for words... <p>Then you know just how agonizing such moments can be. Even worse (and what can be even more damaging to your career) are the social gaffes you aren't even aware you make.</p> <p>This course will help you handle most of those socially difficult moments. You'll have an extra edge in areas you may not have given a lot of thought to before.</p> |
| Business Leadership - Becoming Management Material | N | <p>This course is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.</p> <p>At its core, leadership means setting goals, lighting a path, and persuading others to follow. But the responsibility entails much more. Leaders must get their message out in a way that inspires, make the most of their limited time, and build roads to precious resources. They must negotiate alliances, improve their colleagues, and align the ambitions of the many with the needs of the organization.</p> <p>What makes for a great leader? Is it something to do with inward characteristics, such as confidence and focus? Is it more about outward presence, including charm and compassion? Or is it about the ability to create a vision and get others to commit to it?</p> <p>The answer is all of the above. By accepting the challenge to lead, you come to realize that the only limits are those you place on yourself.</p> |
| Business Process Management | N | Business process management helps organizations leverage processes to achieve their goals and be successful. |

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| | | <p>Once processes are implemented, they must be monitored, evaluated, and optimized to make sure they are still meeting the goals that they were designed to accomplish. A business that can successfully manage its processes is able to maintain a competitive edge, while increasing productivity and efficiency and decreasing costs.</p> <p>This course will introduce you to business process management. You'll learn how business processes can help you improve your company's bottom line by providing a higher level of quality and consistency for your customers.</p> |
| Business Succession Planning - Developing and Maintaining a Succession Plan | Y | <p>Change is a hallmark of today's business world. In particular, our workforce is constantly changing – people come and go, and move into new roles within the company. Succession planning can help you make the most of that change by ensuring that when someone leaves, there is someone new to take their place. This course will teach you the basics about creating and maintaining a succession plan</p> |
| Business Writing That Works | Y | <p>We all know what good writing is. It's the novel we can't put down, the poem we never forgot, and the speech that changes the way we look at the world. Good writing is the memo that gets action and the letter that says what a phone call can't.</p> <p>In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This course will give you the tools to become a better writer.</p> |
| Call Center Training - Sales and Customer Service Training for Call Center Agents | Y | <p>Whether we choose to embrace them or cannot stand being interrupted by their calls, call centers are a business element that is here to stay. This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, which we will explore in detail throughout this energizing and practical course.</p> |
| Change Management - Change and How to Deal With It | Y | <p>Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance</p> |

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| | | <p>and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.</p> <p>In this course, you will learn how to manage and cope with change and how to help those around you too.</p> |
| Coaching and Mentoring | N | <p>Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.</p> <p>Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.</p> |
| Communication Strategies | Y | <p>Have you ever wondered why it seems so difficult to talk with some people, yet so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable.</p> <p>A major goal of this course is to help you understand the impact your communication skills have on other people. You will also explore how improving these skills can make it easier for you to get along in the workplace, and in life.</p> |
| Communications for Small Business Owners | N | <p>Communication between individuals is a two-way street, but communication between a small business and its customers is a multi-lane highway. Navigate this highway successfully and you increase customer numbers and profits. Set out on this highway unaware, ill-prepared, or unconvinced of its importance, and you will lose ground to your competitors.</p> <p>This course will introduce and reinforce the essential components of written communication that will connect you with existing and potential customers. If you are new to the communications highway, this course will provide the foundation for future development. If your company has some</p> |

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| | | communications expertise, this course will help you strengthen and polish your essential components. |
| Conducting Effective Performance Reviews | N | <p>Performance reviews are an essential component of employee development. The performance review meeting is an important aspect of career planning, and the outcomes of the meeting should be known to the employee and supervisor before the meeting actually takes place. Remember what the German philosopher Goethe said: "Treat people as if they were what they ought to be and you help them become what they are capable of being."</p> <p>Setting goals and objectives to aim for will give both supervisors and employees a focus, and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals involve all these activities.</p> |
| Conference and Event Management | Y | <p>Although it does take plenty of creativity to design an event that is memorable and meaningful, it also takes careful attention to detail, adaptability, effective delegating, and a lot of work. This course will walk you through the process of event management, from the beginning stages of planning, to the final touches (like decorations, food, and music).</p> <p>While this course is specifically for corporate event planning, the elements here can also be applied to more personal event planning like anniversaries, special birthday gatherings, weddings, and more. Essentially, we're creating an effective and well planned design that is ready for implementation and can be used over and over again</p> |
| Conflict Resolution - Dealing With Difficult People | Y | <p>We can get into a routine where it feels like everyone we speak with is either having a bad day, or we are having a bad day ourselves. We feel like we constantly meet people who seem to be inconsiderate, stubborn, incorrigible, indecent, miserable, or passive-aggressive. Sometimes we can be equally awkward ourselves. While it might seem that the easiest remedy is to lock yourself up at home and avoid people, we eventually have to pick up the phone or step outside and interact with someone.</p> |

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| | | <p>Success comes from understanding how we behave, as well as how we can influence others. If difficult interactions are necessary, and we approach those conversations with a plan, we will find that we have less difficult people to deal with.</p> <p>More often than not, we will also have more meaningful and significant conversations. In this course, you will learn how to turn difficult situations into opportunities for growth.</p> |
| Conflict Resolution - Getting Along In The Workplace | N | <p>Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs.</p> <p>However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships.</p> <p>This course will give you the tools that will help you resolve conflict successfully and produce a win-win outcome</p> |
| Conquering Your Fear of Speaking in Public | N | <p>Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this course is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.</p> |
| Creating a Dynamite Job Portfolio | N | <p>The job market continues to change, as does the way we look for work. This course examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview.</p> <p>In order to make the most of this course, participants need to have recently completed the Getting Your Job Search Started course, or identified target positions and completed a full skills assessment and goal setting exercise.</p> |
| Creating a Google AdWords Campaign | Y | <p>Many companies advertise with pay per click ads. This course focuses on the largest machine available: Google AdWords. In this course, participants will</p> |

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| | | learn how Google AdWords work, what pay per click means, the importance of correctly setting an AdWord budget, how to select keywords and set up ad groups, how to design a compelling ad, and how to make adjustments to increase success. |
| Creating a Top-Notch Talent Management Program | N | Organizations recognize that they do better business when their people are engaged, motivated, and yes, talented. Having the right people in place at the right time is a key aspect to continued growth, success, or even just stability. This course will provide you with just what it takes to have the right people ready. It will help you create a program to measure the talents of your people and how to help them grow in preparation for the future. It will also help you support and grow your organization by teaching you how to apply the most current research and adapt your organization to the ever-changing marketplaces |
| Creating a Workplace Wellness Program | Y | Whether you are creating a workplace wellness program from scratch, or enhancing what you already have, you're already on the right track! With increasing costs of health care, a shrinking workforce, and aging workers, a savvy workplace understands the value in supporting workers to improve their conditioning and to live a fitter lifestyle. This course includes all aspects of designing or upgrading a program, from concept through implementation, to review. |
| Creative Thinking and Innovation | N | <p>Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. What most of us do not recognize is that we are creative on a daily basis, whether it's picking out what clothes to wear in the morning or stretching a tight budget at work. While these tasks may not normally be associated with creativity, there is a great deal of creativity involved to get those jobs done.</p> <p>While some people seem to be simply bursting with creativity, others find it a struggle to think outside the square. If you fall into the latter category, it is important to understand that boosting your creative and innovative abilities takes practice. Recognizing and honing your own creative potential is a process. That's what this course is all about.</p> |
| Crisis Management | Y | Viable organizations need to be ready |

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| | | for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help you to prevent, respond, and recover from all crises. This course will help you ensure your organization is ready to manage any kind of crisis. |
| Critical Thinking | N | <p>In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?</p> <p>The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This course will give you some practical tools and hands-on experience with critical thinking and problem solving</p> |
| CRM - An Introduction to Customer Relationship Management | N | <p>This course will introduce the different facets of CRM and identify who the customers really are. It will also analyze the key components of CRM and explore how it can be integrated within an organization.</p> <p>As with many significant undertakings, undergoing a CRM review (even simply considering its implementation) requires learners to analyze technical and complicated systems. This course sorts through a myriad of information and brings you the basics you need to make a decision about the need for CRM, its benefits, and how to coordinate the base requirements for a CRM undertaking.</p> |
| Customer Service Training - Critical Elements of Customer Service | Y | While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition |
| Customer Service Training - Managing Customer Service | Y | The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This course will provide you with opportunities to explore your |

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| | | responsibilities within your role as a leader (supervisor or manager) in a customer service environment. |
| Delegation - The Art of Delegating Effectively | Y | <p>Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organization.</p> <p>Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This course will explore many of the facets of delegation, including when to delegate and whom to delegate to. We will also go through the delegation process step by step and learn about techniques to overcome problems.</p> |
| Developing Your Training Program | Y | <p>Training is an essential element of development in any organization. Being knowledgeable and continuing to learn throughout your career can make you a very valuable asset. We also know that training and orientation (or 'onboarding') for newly hired employees is a key factor in retention. In order for training to be valuable, the person that designs and plans the training must have an excellent understanding of what the training objectives are. In addition, if the trainer is able to research the strategic objectives of the company providing the training to their staff, what resources are available, and what elements of those plans can enhance the training experience, the entire experience is much more meaningful. At the same time, if a trainer is aware of any barriers that training could present (such as trainees being on call during a session, having to spread training over a long period of time, or trainees who are not accustomed to theory or classroom types of presentations), then the trainer can present a much stronger program that is tailored specifically to the participants' needs.</p> <p>This course is designed for a trainer who wants to develop training programs that are meaningful, practical, and will benefit both trainees and the organizations they work for.</p> |
| Disability Awareness - Working with People with Disabilities | Y | <p>People with disabilities represent a significant and largely underutilized resource for businesses. Many disabled persons are underemployed or unemployed. As a result of advocates for diversity, as well as a shrinking labor</p> |

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| | | pool, employers are taking a serious look at hiring and retaining people with disabilities. This course will give supervisors, managers, and human resource consultants tools and tips for creating a diverse workplace |
| Diversity Training - Celebrating Diversity in the Workplace | N | <p>More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team.</p> <p>We all know what happens to organizations that don't have effective teamwork: they fail. And, failing to embrace diversity can also have serious legal costs for corporations. This course will give you ways to celebrate diversity in the workplace while bringing individuals together.</p> |
| Dynamite Sales Presentations | Y | <p>A great sales presentation does not demand that you have all the bells and whistles to impress the client with your technical skills. Rather, try impressing your clients with your knowledge of the products and services you sell and your understanding of their problems and the solutions they need.</p> <p>This course will show you how to create a winning proposal and how to turn it into a dynamite sales presentation</p> |
| Effective Planning and Scheduling | N | <p>As project managers and leads, we all know how difficult it can be to accurately determine the duration of a project, yet that is exactly what is expected of us on a regular basis. This course will not disclose the secret of creating an accurate schedule, because there isn't one. However, it will provide the factors and fundamental elements that you should consider and address when creating any type of schedule.</p> <p>You should complete the Intermediate Project Management workshop prior to this course, or have equivalent knowledge. This course presumes that you:</p> <ul style="list-style-type: none"> ○ Can define projects and project management ○ Understand a project's life cycle ○ Are familiar with the basics of project planning and scheduling <p>Know how to complete a Statement of Work and/or a project charter</p> |
| Emotional Intelligence (One Day) | N | Emotional intelligence, also called EQ, is the ability to be aware of and to manage |

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| | | <p>emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life.</p> <p>We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great. The mean and the meek and all those in between can teach us more than they realize. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. This course will help you develop your emotional intelligence</p> |
| Employee Accountability | N | <p>An article in the March 11, 2010 edition of TIME magazine purported to explain “why we have entered the post-trust era.” Indeed, we seem to be in a time where people act inappropriately and then refuse to take responsibility for their actions. Who can we blame for the world economic crisis, or issues with religion, or the outcomes of our governments, or the state of the environment? More to the point, why do we spend so much time and energy looking to pin the blame on someone (usually anyone but ourselves)?</p> <p>With this in mind, it's no wonder that organizations who promote accountability are more successful and more productive. In this course, you will learn about what accountability is, how to promote it in your organization, and how to become more accountable to yourself and others.</p> |
| Employee Dispute Resolution - Mediation through Peer Review | Y | <p>Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The peer review process offers employees just that chance, using a formalized procedure to ask, consider, and resolve just these sorts of questions. This course will teach you everything you need to know about employee dispute resolution through mediation.</p> |
| Entrepreneurship 101 | N | <p>Wouldn't it be nice to be your own boss, work on your own schedule, and make money doing something that you're passionate about? Millions of people</p> |

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| | | <p>around the world are living that dream and running their own business.</p> <p>This course will teach you the basics of entrepreneurship. You'll consider if entrepreneurship is right for you and learn the basic steps of creating your own business. At the end of the course, you'll have a solid foundation to start your entrepreneurial journey.</p> |
| Facilitation Skills | Y | <p>It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, and planning and coordinating meetings all take time.</p> <p>There has been a growing realization that we have to pay attention to the process elements of meetings if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Managers and supervisors are often asked to facilitate rather than instruct or manage their meetings and training sessions.</p> <p>How can you facilitate, rather than control, group decision-making and team interaction? With no formal training, people may find it difficult to make the transition from instructors or managers to facilitators.</p> <p>This course has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings</p> |
| Generation Gap - Closing the Generation Gap in the Workplace | Y | <p>There are currently five generations in the workforce, and employers faced with mass retirements of Baby Boomers are looking for ways to prepare for the changes that will result. This course examines the history and reality of the generation gap.</p> <p>This course explores whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. Understanding others helps us to understand ourselves and to manage the people that we work with. We will explore problems, solutions, and strategies to help overcome issues of the generation gap.</p> |
| Getting Stuff Done - Personal | N | Why are there so many different |

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| Development Boot Camp | | <p>organizational systems and time management methods out there? The answer is simple: it's like any other personal challenge, like weight loss or money management. There is no simple, one size fits all answer. You must build a solution that works for you.</p> <p>Over the course of this program, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!</p> |
| Getting Your Job Search Started | N | <p>While looking for work can be an exciting time, it can also involve fear and discomfort about change and the unknown. Whether you are already in the midst of a job search or just thinking about it, this course will help you to determine what your skill set is made up of, the kind of work that is important and realistic to include in your search, and how to get started.</p> <p>Today's job market is not the same as it was even five years ago. Knowing where to go, who to talk to, and the opportunities that are available will help to shift you from someone who dreams about having a job, to someone who has the job they always wanted.</p> |
| Giving Effective Feedback | | <p>As human beings, we often hunger for feedback. However, many people will tell you that when they do get feedback, it's often because of something they have done wrong. This course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting.</p> <p>NThis course will help participants learn why the way we deliver is feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.</p> |
| Goal Setting | Y | <p>We all have things we want in life. The route to success is to take the things that we dream about and wish for, and turn them into reality. This course will lead you through thinking, planning, and taking action on the things they really want. They will learn ways to ensure</p> |

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| | | that they get where they want to go in life. |
| Hiring for Success - Behavioral Interviewing Techniques | N | Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This course will give you the skills and tools to hire successful candidates. |
| Human Resources Training - HR for the Non-HR Manager | N | In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This course will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline |
| Influence and Persuasion | | When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If you want a raise, sometimes you need to persuade your boss. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This course will help you learn how to influence and persuade in a variety of areas |
| Intermediate Project Management | N | Project management is not just restricted to certain industries, or to individuals with certification as a project manager. Lots of us are expected to complete assignments that are not a usual part of our job, and to get the job done well, within our budget, and on time. This course is intended for those who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. This course will take you through the remaining three stages: planning, execution, and termination. |
| Intrapreneurship | N | Intrapreneurship has been described as a great way to make beneficial changes |

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| | | <p>to your organization. People can choose to continue with the status quo, or they can work to make a difference in the lives of themselves and others within the company.</p> <p>Who wants to feel empowered and recognized for their innovative and creative ideas? Who wants to make a difference? If you answered yes to these questions, then this course will help you become energized and ready to push your ideas forward. After you complete this course, you will have ways to get started and implement your plans.</p> |
| Introduction to Neuro Linguistic Programming | Y | <p>Your brain, thoughts, and behavior are at the core of everything that you do every day, even if you aren't aware of it. In order to truly achieve the results that you want to achieve, you must master the art of bringing your unconscious thoughts to the surface, so that you can have real choice over how you interact with and respond to the world. Neuro linguistic programming can give you the tools to do just that.</p> <p>In this introductory course, you will learn the basics of neuro linguistic programming. We will give you the tools to manage your thoughts, and thereby manage yourself</p> |
| Inventory Management - The Nuts and Bolts | N | |
| | | <p>No business can survive very long without an effective program of controls over the parts and materials that are used in producing or distributing goods and services of the firm. Like many other things that depend on human interpretation, "control" means different things to different individuals.</p> <p>This is an introductory course for you, the warehouse or stockroom manager, the person in charge of what comes in and goes out of your company. You want a smooth and cost-effective operation, with enough products on hand to satisfy needs without stockpiling too much.</p> <p>This course will discuss all aspects of inventory management, including common terms, the inventory cycle, how to maintain inventory accuracy, and what some of the latest trends are.</p> |
| Kickstarting Your Business with Crowdsourcing | N | <p>Today's fast-paced marketplace demands that businesses think fast. Crowdsourcing can help all types of businesses keep on top of trends and stay competitive. This course will show</p> |

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| | | you how to leverage all types of crowdsourcing (including microwork, macrowork, crowdvoting, crowdcontests, crowdwisdom, and crowdfunding) to kickstart your business' growth. |
| Knowledge Management | N | <p>Understanding how to manage the knowledge within your organization is the key to business success. Mismanagement of organizational knowledge comes with a price: frustrated employees, angry customers, and decreased productivity. All of these things can affect our business' bottom line. The purpose behind knowledge management is to help us bridge organizational gaps and to use our greatest asset (our knowledge) to take our business performance to the next level. The theory of knowledge management has emerged to help us harness and enhance both the individual and collective brain power of our businesses. This course will introduce you to knowledge management tips, techniques, and proven processes.</p> |
| Leadership Skills for Supervisors - Communication, Coaching, and Conflict | N | <p>Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful.</p> |
| Lean Process Improvement | N | <p>Lean principles have come a long way over the past 300 years. From Benjamin Franklin's early ideas, to Henry Ford's work in the 1920's and the Toyoda precepts in the 1930's, to Jeffery Liker's publication of <i>The Toyota Way</i> in 2004, Lean processes have evolved from a simple concept to a set of widely used best practices.</p> <p>This course will give participants the foundation to begin implementing Lean process improvement tools in their workplace. The first part of the course will explore the foundations of Lean through the Toyota precepts and the five critical improvement concepts (value, waste, variation, complexity, and continuous improvement). The second part of the course will give participants tools to perform continuous</p> |

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| | | improvement in their organization, including 5S, 5W-2H, PDSA, DMAIC, Kaizen, Genchi Genbutsu, and various Lean data mapping methods. |
| Making Training Stick | N | <p>We have all participated in training courses or workshops. Some of these have been helpful and useful in our everyday lives and others have seemed redundant and a waste of time. How often have we cheered or grumbled at being asked to participate in a training day?</p> <p>The good news is that all training can be useful and applicable if the trainer keeps some simple tips in mind when developing and applying training. We all learn differently, but there are some truths about learning that can be applicable to most groups and can be tweaked to fit any training session.</p> |
| Managing Difficult Conversations | Y | <p>We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This course will give you the tools to manage difficult conversations and get the best results possible out of them.</p> |
| Managing Pressure and Maintaining Balance | N | <p>When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.</p> |
| Managing the Virtual Workplace | N | <p>Virtual workers and virtual teams are an essential part of today's workforce. More than ever, people are using technology to work anywhere, anytime.</p> <p>There are big benefits to today's virtual workplace, but there can be big challenges, too. This course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers</p> |
| Marketing and Sales | N | <p>A small marketing budget doesn't mean you can't meet your goals and business objectives. You just have to be more</p> |

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| | | creative in your marketing tactics. This course will show you how to get maximum exposure at minimum cost. You will learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line |
| Marketing for Small Businesses | N | Marketing is about getting your business known and building your position within the marketplace. Small businesses don't always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This course will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies. |
| Marketing with Social Media | Y | Social media remains an evolving aspect of our daily lives in addition to being a part of our businesses. This course is designed for people who have some familiarity with social media already. Participants will learn to develop a social media marketing plan as a part of their overall marketing strategy, determine who should be on their team, and choose how they will measure what is taking place. In addition, we will explore some of the major social media sites and look at how specialty sites and social media management tools can take their social media marketing to the next level. |
| Mastering the Interview | N | The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this course, you will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions you should think about asking. You will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on interview sessions. |
| Meeting Management - The Art of Making Meetings Work | Y | Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This course will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate. Members of such a group want to get some kind of result out of their time together: solving problems, brainstorming, or simply sharing information. At its best, such a group knows what it is about, and knows and utilizes the strengths of individual members. |

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| Motivation Training - Motivating Your Workforce | N | It's no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This course will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions |
| Negotiating for Results | N | <p>Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.</p> <p>Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this course will provide you with a basic comfort level to negotiate in any situation. This course includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.</p> |
| Networking for Success | Y – Partial Only | Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. These achievements don't come through a direct sales approach, however. They come from being interested in helping others, in listening, and in purposefully meeting and introducing people to one another. In this course, you'll learn the essential ingredients for business networking, including in- person, people-centered connections and online spaces such as LinkedIn. |
| NLP Tools for Real Life | Y | <p>Neuro linguistic programming (NLP for short) is all about bringing your unconscious thoughts to the surface, so that you can have real choice over how you interact with and respond to the world.</p> <p>Once you have a grasp on NLP's basic principles, you might be interested in learning about some tools that can help you do more with NLP. This workshop will give you some hands-on experience with important NLP techniques, including anchoring, establishing congruency, developing rapport, creating outcomes, interpreting and presenting information efficiently, and even some self-hypnosis techniques.</p> |

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| | | To get the most out of this workshop, you should first complete An Introduction to Neuro Linguistic Programming. |
| Onboarding – The Essential Rules for a Successful Onboarding Program | Y | <p>Did you know that most employees decide to leave a job within their first 18 months with an organization? When an employee does leave, it usually costs about three times their salary to replace them.</p> <p>You can greatly increase the likelihood that a new employee will stay with you by implementing a well-designed onboarding program that will guide the employee through their first months with the company. This course will explore the benefits of onboarding, show you how to design an onboarding framework, give you ways to customize the program for different audiences (including managers and executives), and demonstrate how to measure results from the program.</p> |
| Orientation Handbook - Getting Employees Off to a Good Start | Y | <p>An effective human resource professional knows that managing employee performance is more than responding to problems, conducting performance reviews, or hiring staff. Performance management begins with an orientation to the organization and the job, and continues on a daily basis as employees are trained and coached.</p> <p>A thoughtful new employee orientation program, coupled with an employee handbook (or website) that communicates workplace policies, can reduce turnover and those reductions save your organization money. Whether your company has two employees or a thousand employees, don't leave employee retention to chance. Engage them from the moment they are hired; give them what they need to feel welcome, and let them impress you with what they bring to your company</p> |
| Overcoming Objections to Nail the Sale | N | If you are like most sales professionals, you are always looking for ways to overcome customer objections and close the sale. This course will help you to work through objectives effectively. We will help you plan and prepare for objections so that you can address customer concerns, reduce the number of objections you encounter, and improve your averages at closing sales. |
| Performance Management - Managing Employee Performance | N | Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that |

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| | | encourages people to go beyond their best? This course will give you some of those skills. |
| Personal Brand - Maximizing Personal Impact | N | <p>Abigail Van Buren, the writer of Dear Abby, once said, “There are two kinds of people: those who come into a room with the attitude, ‘Here I am!’ and those who have the attitude, ‘There you are!’”</p> <p>This course is an exploration about the type of impact we want to have in life and work. You will consider and define the influence that you can have on your life and work.</p> <p>You will also learn skills for success and how to create those circumstances</p> |
| Problem Solving and Decision Making | N | <p>Abigail Van Buren, the writer of Dear Abby, once said, “There are two kinds of people: those who come into a room with the attitude, ‘Here I am!’ and those who have the attitude, ‘There you are!’”</p> <p>This course is an exploration about the type of impact we want to have in life and work. You will consider and define the influence that you can have on your life and work.</p> <p>You will also learn skills for success and how to create those circumstances</p> |
| Project Management Fundamentals | N | <p>Project management isn’t just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments, and to get that additional job done well, done under budget, and done on time.</p> <p>This course is not intended to take you from a supervisory or administrative position to that of a project manager. However, these topics will familiarize you with the most common terms and practices in terms of working on projects.</p> |

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| Project Management Training - Understanding Project Management | Y | <p>Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments and to get that additional job done well, done under budget, and done on time. This course is not intended to take you from a supervisory or administrative position to that of a project manager. However, this course will familiarize you with the most common terms and the most current thinking about projects.</p> <p>In this course, we will walk you through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. You may still have to cope with the unexpected, but you'll be better prepared</p> |
| Prospecting for Leads Like a Pro | Y | <p>Prospecting is one of the keys to your sales success. Keeping your pipeline full ensures that you will continue to attract new business, and so your success today is a result of the prospecting you did six months ago. In this course, you will become skilled at prospecting and learn the 80/20 rule.</p> <p>After completing this course, you will know who to target and how to target them, and commit to do some prospecting every day through warming up cold calls, following up on leads, or networking. You will also build your personal prospecting plan and learn how to ensure your future by planting seeds daily.</p> |
| Public Relations Boot Camp | N | <p>Public relations has changed with the evolution of computers and the speed with which information can spread. However, the need for public relations to be clear, concise, and accurate while being completely appropriate for the situation has not changed. In this comprehensive course, you will learn how to determine the type of information required, to approach PR strategically, create compelling releases, and manage your media relations</p> |
| Public Speaking - Presentation Survival School | N | <p>A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this course, you will master the skills that will make you a better speaker and presenter.</p> |
| Public Speaking - Speaking Under Pressure | Y | <p>This course has been designed for those in positions where they must speak in front of audiences that are hostile or</p> |

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| | | <p>demanding.</p> <p>This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization.</p> <p>Speaking under pressure, or thinking on your feet, means being able to quickly organize your thoughts and ideas, and then being able to convey them meaningfully to your audience to modify their attitudes or behavior. It applies to formal speeches as well as everyday business situations.</p> <p>It requires presence of mind, goal orientation, adaptation, and judgment. It also requires differentiating between oral and written communications.</p> <p>This course is aimed at improving your skills and learning some new techniques which will give you the persuasive edge when you are making a presentation, fielding difficult questions, or presenting complex information.</p> |
| Research Skills | Y | <p>In this age of information overload, it can be hard to know where to find good information that you can trust. If you're doing research for an important project, report, or proposal, how do you find information that you can count on?</p> <p>This course will teach you how to research any topic using a number of different tools. We will start with basic techniques, such as reading, memory recall, note-taking, and planning. We will also talk about creating different kinds of outlines for different stages of your project, and how to move from the outline to actual writing, editing, and polishing. Most importantly, we will talk about how to use all kinds of sources, including a library's Dewey Decimal System, journals, and the Internet.</p> <p>After you complete this course, you'll be ready to find reliable information on any topic, and turn that information into a compelling, accurate piece of writing.</p> |
| Risk Management | Y | <p>Risk management has long been a key part of project management and it has also become an increasingly important part of organizational best practices. Corporations have realized that effective risk management can not only reduce the negative impact of crises; it can provide real benefits and cost savings.</p> |

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| | | The risk management framework provided in this course is flexible enough for any organization. You can apply it to a single project, a department, or use it as a basis for an enterprise-wide risk management program. |
| Safety in the Workplace | N | Workplace accidents and injuries cost corporations millions of dollars and thousands of hours lost every year. They also have a profound, often lifelong impact on workers. Introducing a safety culture into your organization, where safety is valued as an integral part of the business's operation, not only saves the business time and money, it also builds a committed, loyal, healthy workforce. This course will give you the foundation to start building your safety culture. |
| Self-Leadership | N | <p>Self-leadership puts together taking responsibility for our outcomes, setting direction for our lives, and having tools to manage priorities. Self-leaders work at all levels of an organization. They are front-line workers in every possible role, middle managers, and CEOs. Self-leaders like Walt Disney and Wayne Gretzky worked hard to achieve their dreams without using the term self-leadership. However, they have clearly demonstrated that being in control of their behavior and results, focus, practice, and learning were necessary to achieve their goals.</p> <p>Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This course will help you internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where you want to go.</p> |
| Selling Smarter | N | <p>It's no secret that the sales industry continues to change and evolve rapidly. This is an exciting and dynamic profession, although it is often underrated and misunderstood. The back-slapping, high pressure, joke-telling sales person has disappeared. In his place is a new generation of sales professionals: highly trained and well groomed, with the characteristics of honesty, trustworthiness, and competence.</p> <p>Today's top salespeople are in the business of identifying needs and persuading potential customers to respond favorably to an idea that will result in mutual satisfaction for both the buyer and the seller. They do this in a</p> |

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| | | way which puts the customer first, fully knowing that when they meet the customers' needs, sales will follow. |
| Skills for the Administrative Assistant | Y | <p>Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on our job satisfaction is our relationship with others.</p> <p>Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This course is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.</p> |
| Strategic Planning | N | <p>If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and actually prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there's the challenge of bringing these principles to life in a meaningful way that people can relate to. This course will help you describe what you want to do and get people where you want to go</p> |
| Stress Management | Y | <p>Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This course explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.</p> |
| Survival Skills for the New Trainer | Y | <p>Few people choose training and development while they are still in school, and yet there are talented and knowledgeable trainers working in every industry. Some individuals become trainers because they are passionate about sharing their knowledge and about helping people. Others become trainers because their employer asks them to get involved in mentoring, training, or coaching new or existing employees. Trainers also get started when they want to make some changes to their daily activities, but wish to continue contributing to a particular organization or industry.</p> |

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| | | <p>If you are thinking about becoming a trainer, or have started doing some training already and want to know more about what will help you to become an excellent trainer, this course will help. This course is designed as an exploration of the essential skills that trainers need to develop, and to get you started in the learning process in an interactive and fun environment.</p> |
| <p>Team Building - Developing High Performance Teams</p> | <p>N</p> | <p>Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together?</p> <p>This course is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.</p> |
| <p>Telemarketing - Using the Telephone as a Sales Tool</p> | <p>N</p> | <p>Virtually everybody in sales today sells over the phone at least part of the time. Perhaps it is time for you to evaluate how you use the telephone and where it fits into your sales and marketing mix. This course will show you how the telephone can supplement, enhance, and sometimes replace other means of marketing and selling, and how this personal approach can dramatically increase your sales success. We will also talk about how to hone your communication skills, your ability to persuade, and techniques to personalize each sales call.</p> |
| <p>The ABC's of Supervising Others</p> | <p>N</p> | <p>This course is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority.</p> <p>This course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.</p> |

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| The Minute Taker's Workshop | Y | <p>No matter who you are or what you do, whether at work or in the community, you are likely involved in meetings. Meetings are costly, whether they are held in a company boardroom or at the local coffee shop. To ensure that meetings are productive and worth the expense involved, three ingredients are necessary: an assurance of closure, a strong chair or leader, and accurate minutes. It has been said that if accurate minutes have not been recorded, then the meeting may just as well not have taken place.</p> <p>If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? After this course, you will understand your role as a minute-taker and the best techniques for producing minutes that include all the essential information needed.</p> |
| The Practical Trainer | Y | <p>Most people who call themselves trainers today probably didn't start out to be trainers. They often work in a field where they develop extensive knowledge and then are asked to share what they know. Many trainers have some experience with teaching, writing, or leadership, although they come from nearly every field.</p> <p>As such, people who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing skills to bring information to an audience. This information will then engage, empower, and encourage continued learning and development.</p> <p>This course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace.</p> |
| The Professional Supervisor | Y | <p>With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This course can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!</p> |
| Time Management - Get Organized for Peak Performance | Y | <p>Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant</p> |

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| | | <p>barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done.</p> <p>In this course, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people</p> |
| <p>Tough Topics - Talking to Employees about Personal Hygiene</p> | <p>N</p> | <p>As a manager, you're probably used to dealing with tough situations: employees who insist on being late, team members who miss deadlines, and staff members who can't get along. But conversations about an employee's personal appearance are a whole different ball game. It's something that we often avoid talking about, or worse, make light of.</p> <p>This course has two major themes. First, we'll give you a framework for having those tough conversations. We'll also give you some guidelines for customizing that framework for your organization. Then, we'll look at some common tough conversations that come up, including body odor, flatulence, poor clothing and hair decisions, and bad breath. You'll walk away well prepared for any kind of challenging conversation.</p> |
| <p>Using Activities to Make Training Fun</p> | <p>Y</p> | <p>Most people have been at a party or some other social occasion where someone has told an inappropriate joke and ruined the mood (at least temporarily). Likewise, we've all been somewhere where the class clown is able to lighten the mood and help people have fun.</p> <p>The good news is that humor can help you make your training sessions just as engaging as those fun social occasions. Even better, you don't need to be the class clown or an award-winning comedian to do it. This course will help you identify what kind of humor you can bring to the classroom, and how games can help you engage your participants.</p> |
| <p>Working Smarter - Using Technology to Your Advantage</p> | <p>N</p> | <p>Rudeness in the workplace is increasing to the level that universities are studying it. Everyone is busy, everyone is stressed, and most people take it out on their colleagues at one time or another. We've all been in a situation where we need to print something ASAP and someone has left the printer jammed, or we need coffee and the coffeepot is empty. Technology is supposed to make</p> |

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| | | life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets. This course will show you how to leverage technology to work smarter, not harder. |
| Workplace Ergonomics - Injury Prevention Through Ergonomics | Y | The human body is a fragile system, and we put many demands on it every day. Activities like reaching to get supplies off of a shelf, sitting in front of a computer for hours every day, and moving heavy products around the shop can all take a toll on our bodies. In this course, you will learn how to make your environment as ergonomic as possible in order to make daily tasks easier on your body and mind. |
| Workplace Harassment - What It Is and What To Do About It | N | In 2012 alone, the US Equal Employment Opportunity Commission ordered that \$365,400,000 (that's 365.4 million dollars!) be paid out for discrimination and harassment charges. No wonder companies are working to be more proactive in preventing harassment. But how do you prevent harassment from occurring? What sorts of policies should be in place? What should managers do to protect their employees? And if a complaint is filed, what will we do? All of these questions (and more!) will be answered in this course. |
| Workplace Violence - How to Manage Anger and Violence in the Workplace | N | Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive course includes everything a workplace leader needs to get started. |
| Writing a Business Plan | Y | This course is designed for business owners and entrepreneurs who are ready to create a business plan. All the essential steps are covered, including drafting the original document; identifying the audience; gathering information; researching; describing product plans; and marketing, sales, and accounting terms. Students will come away from the course energized and prepared to write their business plan. |
| Writing for the Web | N | The Internet is full of fascinating places to find information, check out your favorite companies and stores, look for deals, read the news, and much more. However, people don't read information on the web in the same way that they read a printed newspaper, magazine, or a book. As writers, we have to be very aware of |

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| | | <p>how people approach a web page so that we can create interesting and engaging content. This course is for people who write for readers on the web.</p> |
| <p>Writing Reports and Proposals</p> | <p>Y</p> | <p>It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and a variety of purposes. Whether you need to report on a product analysis, inventory, feasibility studies, or something else, report writing is a skill you will use again and again.</p> <p>Having a method to prepare these documents will help you be as efficient as possible with the task. This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.</p> <p>You should complete GEM's Business Writing That Works course before taking this program.</p> |