

The logo for ITN, consisting of the lowercase letters 'i', 'T', and 'N' in a white, sans-serif font, set against a dark blue square background.

Enterprise Learning Platform



Course Catalog

Reinvent Employee Learning with the ITN Online Learning Platform

Learn Anytime, Learn Anywhere and Learn at Your Own Pace

Ignite Performance through Learning

No matter what your learning goals are – growing sales, improving productivity, leadership training, maintaining compliance or learning basic office skills – our library of online learning lessons is there to train your organization.

The ITN, Enterprise Learning System is a cloud-based solution that offers bite-sized lessons, conveniently split into ready to use modules.

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**Online
Courses**

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Key Benefits



Learn Anytime, Anywhere.

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Communication & Social Skills



Communication & Social Skills

Active Listening
Advanced Communication Skills
Appreciative Inquiry
Appreciative Inquiry Interview Style
Asking Good Questions
Barriers to Successful Collaborative Writing
Being Prepared for Public Speaking
Body Language
Body Language in Business
Body Language Mistakes
Bringing People to Your Side
Build Team Relationships
Building Consensus
Building Rapport
Building Rapport Through Emotional Intelligence
Building Trust
Business Email Etiquette
Business Practices for Emotional Intelligence - Part 1
Business Practices for Emotional Intelligence - Part 2
Collaborative Team Members
Collaborative Tools and Processes
Common Networking Mistakes Inside the Company
Common Networking Mistakes Outside the Company
Communicating with Body Language
Communicating Your Anger
Communication
Communication - Social Intelligence
Communication in Telework (I)
Communication in Telework (II)
Communication in Virtual Teams (I)
Communication in Virtual Teams(II)

Communication & Social Skills

Communication Skills

Communication through Civility

Constructing Sentences

Conversation Skills

Costs and Rewards of Civility in the Workplace

Creating an Outline for Public Speaking

Creating Paragraphs

Cultural Issues in Virtual Teams

Delivering Your Speech (I)

Delivering Your Speech (II)

Develop Interpersonal Relationships Inside the Company

Develop Interpersonal Relationships Outside the Company

Emotional Awareness and Empathetic Accuracy

Employee Communications

Examples of Collaborative Business Writing

Facial Expressions

Fleshing Out Your Speech

Gaining Control

Gender Differences in Body Language

How to Build Networks

How to Build Networks Inside the Company

Identifying Your Audience

Improve Your Body Language

Increase Your Self Awareness

Influencing Skills

Insight on Behavior

Introduction to Emotional Intelligence

Issues and Crisis Communication Planning

Laying and Body Language

Listening Skills

Communication & Social Skills

Maintaining Relationships Over Time
Making an Impact
Making an Impact Using Emotional Intelligence
Making Small Talk and Moving Beyond
Manage Personal and Professional Networks
Mastering the Art of Conversation
Matching Your Words to Your Movement
Moving the Conversation Along
Negotiation Basics
Networking
Networking Obstacles
Networking Obstacles Inside the Company
Networking Principles
Networking Principles Inside the Company
Nonverbal Communication
Non-Verbal Communication Skills
Non-Verbal Communication Skills & Diversity
Non-Verbal Communication Skills for Emotional Intelligence
Nonverbal Communication Strategies
Nonverbal Communication Through Body Language
Online Networking Tools Inside the Company
Online Networking Tools Outside the Company
Organizing Your Speech
Other Types of Documents
Overcoming Collaborative Writing Barriers
Overcoming Nervousness when Speaking Publicly
Paraverbal Communication Skills
Phone Etiquette
Proofreading and Finishing
Putting It All Together - Tips for Public Speaking

Communication & Social Skills

Questions and Answers about Public Speaking
Reading Body Language
Recognize Networking Opportunities
Relationship Management
Remembering Names
Setting Style Guidelines
Sharing Your Opinion
Skills in Emotional Intelligence
Social Cues (I)
Social Cues (II)
Social Management and Responsibility
Social Skills
Speaking Like a Star
Styles of Dealing with Conflict
The Benefits of Networking at Work
The Benefits of Networking Outside of Work
The Big Picture of Communication Strategies
The Keys to Empathy
The Meet and Greet in Business Etiquette
The Meet and Greet in Media and Public Relations
The Written Letter
Time Management and Networking
Time Management When Networking in the Company
Tips for Successful Business Writing Collaboration
Tools to Regulate Your Emotions
Types of Collaborative Business Writing
Understanding Communication Barriers
Verbal Communication Skills
Verbal Communication Skills & Diversity
Verbal Communication Skills for Emotional Intelligence

Communication & Social Skills

What is Collaborative Business Writing

What is Emotional Intelligence?

Why Network

Working with Words

Writing Business Letters

Writing Emails

Writing for Media

Writing Meeting Agendas

Writing Proposals

Writing Reports

Recommended Learning Paths

LEARNING PATH	COURSES
Anger Management	<ul style="list-style-type: none"> • Understanding Anger • The Styles of Anger • Gaining Control When Dealing with Anger • Separate the People from the Problem • Working on the Problem • Solving the Problem • A Personal Plan to Anger Management • Communicating Your Anger • Dealing with Angry People • Anger Management Process Overview
Appreciative Inquiry	<ul style="list-style-type: none"> • Introducing Appreciative Inquiry • Changing the Way You Think • The Four D's Model of Appreciative Inquiry • The Four I's Model of Appreciative Inquiry • Appreciative Inquiry Interview Style • Anticipatory Reality • The Power of Positive Imagery • Influencing Change Through Appreciative Inquiry • Coaching and Managing with Appreciative Inquiry • Creating a Positive Core
Body Language Basics	<ul style="list-style-type: none"> • Communicating with Body Language • Reading Body Language • Body Language Mistakes • Gender Differences in Body Language • Nonverbal Communication Through Body Language • Facial Expressions • Body Language in Business • Lying and Body Language • Improve Your Body Language • Matching Your Words to Your Movement

Recommended Learning Paths

LEARNING PATH	COURSES
Business Etiquette	<ul style="list-style-type: none"> • Understanding Etiquette • Networking for Success • The Meet and Greet in Business Etiquette • The Dining in Style • Eating Out Etiquette • Business Email Etiquette • Phone Etiquette • The Written Letter • Dressing for Success • International Etiquette
Business Writing	<ul style="list-style-type: none"> • Working with Words • Constructing Sentences • Creating Paragraphs • Writing Meeting Agendas • Writing Emails • Writing Business Letters • Writing Proposals • Writing Reports • Proofreading and Finishing • Other Types of Documents
Collaborative Business Writing	<ul style="list-style-type: none"> • What is Collaborative Business Writing • Types of Collaborative Business Writing • Collaborative Team Members • Collaborative Tools and Processes • Setting Style Guidelines • Barriers to Successful Collaborative Writing • Overcoming Collaborative Writing Barriers • Styles of Dealing with Conflict • Tips for Successful Business Writing Collaboration • Examples of Collaborative Business Writing

Recommended Learning Paths

LEARNING PATH	COURSES
Communication Strategies	<ul style="list-style-type: none"> • The Big Picture of Communication Strategies • Understanding Communication Barriers • Paraverbal Communication Skills • Nonverbal Communication Strategies • Speaking Like a Star • Listening Skills • Asking Good Questions • Appreciative Inquiry • Mastering the Art of Conversation • Advanced Communication Skills
Emotional Intelligence	<ul style="list-style-type: none"> • What is Emotional Intelligence? • Skills in Emotional Intelligence • Verbal Communication Skills • Non-Verbal Communication Skills • Social Management and Responsibility • Tools to Regulate Your Emotions • Gaining Control • Business Practices for Emotional Intelligence 1 • Business Practices for Emotional Intelligence 2 • Making an Impact Using Emotional Intelligence
Emotional Intelligence at Work	<ul style="list-style-type: none"> • Introduction to Emotional Intelligence • Benefits of Emotional Intelligence • Social Skills • Reducing Anxiety and Stress • Conflict Resolution through Emotional Intelligence • Relationship Management • Overcoming Obstacles at Work • Building Rapport Through Emotional Intelligence • Nonverbal Communication • Emotional Awareness and Empathetic Accuracy

Recommended Learning Paths

LEARNING PATH	COURSES
Interpersonal Skills	<ul style="list-style-type: none"> • Verbal Communication Skills • Non-Verbal Communication Skills • Making Small Talk and Moving Beyond • Moving the Conversation Along • Remembering Names • Influencing Skills • Bringing People to Your Side • Sharing Your Opinion • Negotiation Basics • Making an Impact
Networking Outside the Company	<ul style="list-style-type: none"> • The Benefits of Networking Outside of Work • Networking Obstacles • Networking Principles • Why Network • How to Build Networks • Online Networking Tools • Develop Interpersonal Relationships Outside the Company • Common Networking Mistakes Outside the Company • Time Management and Networking • Manage Personal and Professional Networks
Networking Within the Company	<ul style="list-style-type: none"> • The Benefits of Networking at Work • Networking Obstacles Inside the Company • Networking Principles Inside the Company • How to Build Networks Inside the Company • Recognize Networking Opportunities • Common Networking Mistakes Inside the Company • Develop Interpersonal Relationships Inside the Company • Online Networking Tools • Time Management When Networking in the Company • Maintaining Relationships Over Time

Recommended Learning Paths

LEARNING PATH	COURSES
Public Speaking	<ul style="list-style-type: none"> • Identifying Your Audience • Creating an Outline for Public Speaking • Organizing Your Speech • Fleshing Out Your Speech • Putting It All Together - Tips for Public Speaking • Being Prepared for Public Speaking • Overcoming Nervousness when Speaking Publicly • Delivering Your Speech (I) • Delivering Your Speech (II) • Questions and Answers about Public Speaking
Social Intelligence	<ul style="list-style-type: none"> • Increase Your Self Awareness • The Keys to Empathy • Active Listening • Insight on Behavior • Communication - Social Intelligence • Social Cues (I) • Social Cues (II) • Conversation Skills • Body Language • Building Rapport

Conflict Management



Conflict Management

Additional Tools for Conflict Resolution

An Introduction to Conflict Resolution

Building a Solution for Conflicts

Conflict Resolution Dealing with Workplace Harassment

Conflict Resolution for Managers

Conflict Resolution Styles with the Thomas-Kilmann Instrument

Conflict Resolution through Civility

Conflict Resolution through Emotional Intelligence

Creating Mutual Understanding

Creating the Right Atmosphere for Resolving Conflicts

Focusing on Individual and Shared Needs

Generating Options in Conflicts

Getting to the Root Cause of Conflicts

The Short Version of the Conflict Resolution Process

Recommended Learning Paths

LEARNING PATH	COURSES
Conflict Resolution	<ul style="list-style-type: none"> • An Introduction to Conflict Resolution • Conflict Resolution Styles with the Thomas-Kilmann Instrument • Creating the Right Atmosphere for Resolving Conflicts • Creating Mutual Understanding • Focusing on Individual and Shared Needs • Getting to the Root Cause of Conflicts • Generating Options in Conflicts • Building a Solution for Conflicts • The Short Version of the Conflict Resolution Process • Additional Tools for Conflict Resolution
Winning Negotiations for Conflict Resolution	<ul style="list-style-type: none"> • Winning Negotiations • Disclose the Issue • Express Intent to Resolve and Establish Common Ground • State Your Perspective • Focus on Issues, Not Personalities • Work Toward Mutual Agreement • Summarize Agreements

Customer Service



Customer Service

All About Customer Service
Aspects of Phone Etiquette
Benchmarking Call Centers
Call Center Basics - Part 1
Call Center Basics - Part 2
Challenges of Customer Support
Closing the Call
Correcting Poor Telephone Etiquette
Customer Support Feedback
Dealing with Angry People
Dealing with Customers In Person
Dealing with Customers Over the Phone
Dealing with Difficult Behavior
Documenting Customer Support
Eliminate Phone Distractions
Email Customer Support
Establishing Your Attitude
Following up With a Customer Once You Have Addressed Their Issue
Generating Return Business
Getting the Necessary Information
Giving Customer Service Over the Phone
Goal Setting
Handling Difficult Customers
Handling Interoffice Calls
Handling Rude or Angry Callers
Handling Voicemail Messages
How to Build Rapport
Identifying and Addressing Customer Needs
Inbound Calls
In-Person Customer Service

Customer Service

It Starts at the Top

Key Steps

Learn to Listen

Manners Matter - Etiquette & Customer Service - Part 1

Manners Matter - Etiquette & Customer Service - Part 2

Methods of Training Employees

Multi-Channel Apps for Customer Support

Outbound Calls

Peer Training

Performance Evaluations

Phone Etiquette

Proactive Customer Support

Providing Electronic Customer Service

Recovering Difficult Customers

Scenarios of Dealing with a Difficult Customer

Sensitivity in Dealing with Customers

Separate the People from the Problem

SMS Texting for Customer Support

Solving the Problem

Speaking Like a Star

Stress Management (External Stressors)

Stress Management (Internal Stressors)

Support Ticket Apps

Ten Things You Can Do to WOW Customers Every Time

The Right Attitude Starts with You

The Styles of Anger

Tools for Call Centers

Training Doesn't Stop

Transactional Analysis

Customer Service

Types of Questions

Understanding When to Escalate

Using Proper Phone Language

Webchat for Customer Support

What is Customer Service?

Why are Some Customers Difficult

Working on the Problem

Recommended Learning Paths

LEARNING PATH	COURSES
Call Center Training	<ul style="list-style-type: none"> • Call Center Basics - Part 1 • Call Center Basics - Part 2 • Phone Etiquette • Tools for Call Centers • Speaking Like a Star • Types of Questions • Benchmarking Call Centers • Goal Setting • Key Steps • Closing the Call
Contact Center Training	<ul style="list-style-type: none"> • It Starts at the Top • Peer Training • How to Build Rapport • Learn to Listen • Manners Matter - Etiquette & Customer Service - Part 1 • Manners Matter - Etiquette & Customer Service - Part 2 • Handling Difficult Customers • Getting the Necessary Information • Performance Evaluations • Training Doesn't Stop
Customer Service	<ul style="list-style-type: none"> • All About Customer Service • Establishing Your Attitude • Identifying and Addressing Customer Needs • Generating Return Business • In-Person Customer Service • Giving Customer Service Over the Phone • Providing Electronic Customer Service • Recovering Difficult Customers • Understanding When to Escalate • Ten Things You Can Do to WOW Customers Every Time

Recommended Learning Paths

LEARNING PATH	COURSES
Customer Support	<ul style="list-style-type: none"> • What is Customer Service? • Challenges of Customer Support • Email Customer Support • SMS Texting for Customer Support • Webchat for Customer Support • Multi-Channel Apps for Customer Support • Support Ticket Apps • Documenting Customer Support • Customer Support Feedback • Proactive Customer Support
Handling a Difficult Customer	<ul style="list-style-type: none"> • The Right Attitude Starts with You • Stress Management (Internal Stressors) • Stress Management (External Stressors) • Transactional Analysis • Why are Some Customers Difficult • Dealing with Customers Over the Phone • Dealing with Customers In Person • Sensitivity in Dealing with Customers • Scenarios of Dealing with a Difficult Customer • Following up With a Customer Once You Have Addressed Their Issue
Telephone Etiquette	<ul style="list-style-type: none"> • Aspects of Phone Etiquette • Using Proper Phone Language • Eliminate Phone Distractions • Inbound Calls • Outbound Calls • Handling Rude or Angry Callers • Handling Interoffice Calls • Handling Voicemail Messages • Methods of Training Employees • Correcting Poor Telephone Etiquette

Cyber Security & Digital Citizenship



Cyber Security & Digital Citizenship

Address Risks in the Cloud and Business

Advantages of the Cloud in Business

Being a Good Citizen

Best Practices for Sharing

Business Processes

Cloud and Business Standards

Cloud Security

Critical Cyber Threats

Cyber Security Breaches

Cyber Security Fundamentals

Cyberbullying

Dealing with the Digital Dark Side

Defense Against Hackers

Device Management

Digital Etiquette - Part 1

Digital Etiquette - Part 2

Digital Security and Safety - Part 1

Digital Security and Safety - Part 2

Keeping an Eye on Security

Mobile Protection

Models for Business

Monitoring Business Systems

Networking and Personal Branding - Part 1

Networking and Personal Branding - Part 2

Prevention Software

Prevention Tips

Service Oriented Architecture

Social Network Security

The Cloud

Types of Cyber Attacks

Cyber Security & Digital Citizenship

Types of Malware

What is Digital Citizenship?

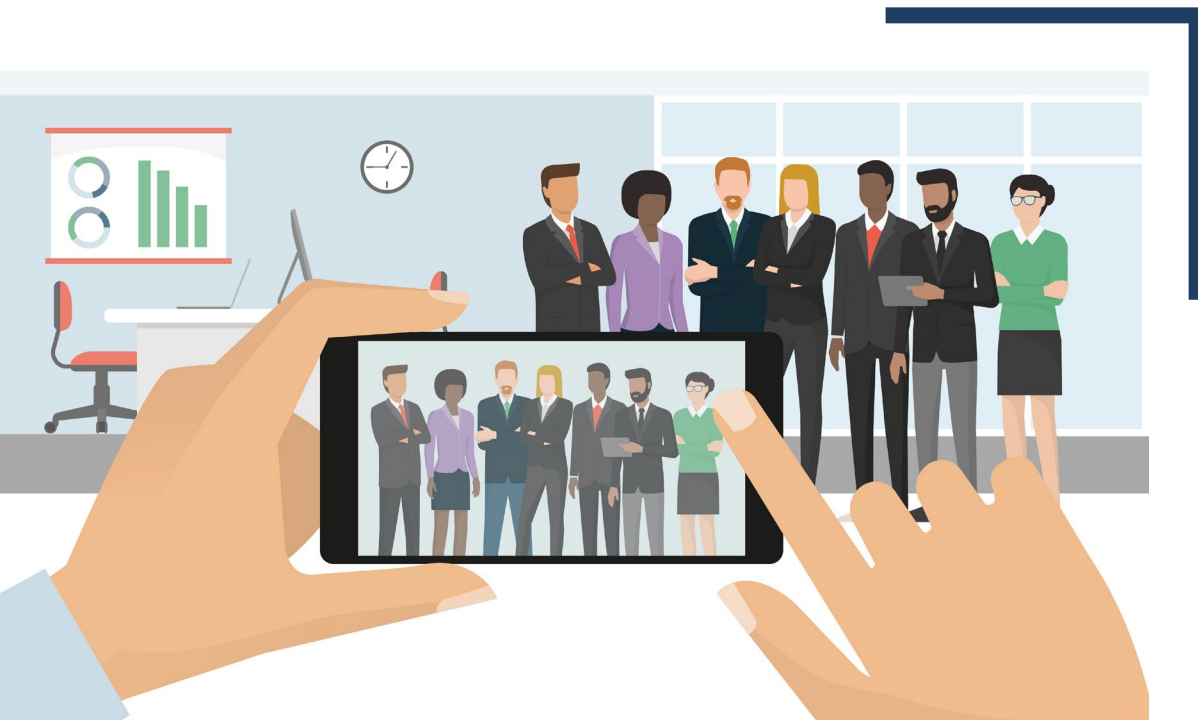
Recommended Learning Paths

LEARNING PATH	COURSES
Cyber Security	<ul style="list-style-type: none"> • Cyber Security Fundamentals • Types of Malware • Cyber Security Breaches • Types of Cyber Attacks • Prevention Tips • Mobile Protection • Social Network Security • Prevention Software • Critical Cyber Threats • Defense Against Hackers
Digital Citizenship	<ul style="list-style-type: none"> • What is Digital Citizenship? • Being a Good Citizen • Best Practices for Sharing • Networking and Personal Branding - Part 1 • Networking and Personal Branding - Part 2 • Digital Security and Safety - Part 1 • Digital Security and Safety - Part 2 • Dealing with the Digital Dark Side • Digital Etiquette - Part 1 • Digital Etiquette - Part 2
Social Media in the Workplace	<ul style="list-style-type: none"> • What is Social Media? • Defining Your Social Media Policy (I) • Defining Your Social Media Policy (II) • Creating a Living Document • Keeping an Eye on Security • Rules to Follow When Posting (I) • Rules to Follow When Posting (II) • Benefits of Social Media • The Pitfalls of Social Media • Listen to Your Customers

Recommended Learning Paths

LEARNING PATH	COURSES
The Cloud and Business	<ul style="list-style-type: none">• The Cloud• Models for Business• Advantages of the Cloud in Business• Address Risks in the Cloud and Business• Cloud Security• Device Management• Service Oriented Architecture• Business Processes• Cloud and Business Standards• Monitoring Business Systems

Diversity, Equity, & Inclusion



Diversity, Equity, & Inclusion

Actively Recruiting Women
Age Sensitivity Training
Barriers to Women's Leadership
Being Proactive with Workplace Diversity
Benefits of a Diverse Workplace
Benefits of Sensitivity Training
Benefits of Women's Leadership
Bias Training
Breaking Down the Barriers to Diversity in the Workplace
Communication through Civility
Conflict Resolution through Civility
Coping with Discrimination
Costs and Rewards of Civility in the Workplace
Create Educational Opportunities
Dealing with Diversity Complaints as a Manager
Dealing with Diversity Complaints as a Person
Dealing with Diversity Complaints as an Organization
Disabilities Sensitivity Training
Discrimination and Sensitivity Training
Effective Work Etiquette
Effects of Bias on the Company
Encourage Networking Opportunities
Erasing Isms
Getting to the Cause of Incivility
Handling Complaints (I)
Handling Complaints (II)
Handling Complaints of Bias
Identifying Your Need for Civility in the Workplace
Implementing the Policy for Civility in the Workplace

Diversity, Equity, & Inclusion

Introduction to Sensitivity Training
Mitigating Unconscious Bias
Negotiation and Civility
Non-Verbal Communication Skills & Diversity
Nurture Women's Leadership
Pairing Women with Mentors
Promote Inclusion
Religion Sensitivity Training
Sex and Gender Stereotypes
Stereotypes
The Leadership Gap
Traits of Women's Management
Types of Unconscious Bias I
Types of Unconscious Bias II
Types of Unconscious Bias III
Understanding Diversity
Understanding Stereotypes
Verbal Communication Skills & Diversity
What is Civility
What is Unconscious Bias?
Women and the Workforce
Working Well Together
Writing a Civility Policy

Recommended Learning Paths

LEARNING PATH	COURSES
Civility in the Workplace	<ul style="list-style-type: none"> • What is Civility • Effective Work Etiquette • Costs and Rewards of Civility in the Workplace • Conflict Resolution through Civility • Getting to the Cause of Incivility • Civil Communication • Civil Negotiation • Identifying Your Need for Civility in the Workplace • Writing a Civility Policy • Implementing the Policy for Civility in the Workplace
Diversity and Inclusion	<ul style="list-style-type: none"> • Understanding Diversity • Racial Diversity • D&I: Employees with Disabilities • D&I: Pregnant Employees • D&I: Lactating Mothers • Sexual Harassment • D&I: Employees Over Age 40 • D&I: LGBTQ • Sensitivity Training • Handling Diversity Complaints
Respect in the Workplace	<ul style="list-style-type: none"> • What is Respect? • The Respectful Employee • Disrespectful Behavior • Managing Emotions • Respectful Communication Approaches • The Inclusive Mindset • Employee Recognition and Respect • The R's of Respect • Building a Respectful Workplace • Benefits of Respect in the Workplace

Recommended Learning Paths

LEARNING PATH	COURSES
Sensitivity Training	<ul style="list-style-type: none"> • Introduction to Sensitivity Training • Benefits of Sensitivity Training • Stereotypes • Discrimination and Sensitivity Training • Sex and Gender Stereotypes • Age Sensitivity Training • Disabilities Sensitivity Training • Religion Sensitivity Training • Handling Complaints (I) • Handling Complaints (II)
Unconscious Bias	<ul style="list-style-type: none"> • What is Unconscious Bias? • Types of Unconscious Bias I • Types of Unconscious Bias II • Types of Unconscious Bias III • Effects of Bias on the Company • Mitigating Unconscious Bias • Bias Training • Promote Inclusion • Benefits of a Diverse Workplace • Handling Complaints of Bias
Women in Leadership	<ul style="list-style-type: none"> • Women and the Workforce • The Leadership Gap • Barriers to Women's Leadership • Traits of Women's Management • Benefits of Women's Leadership • Nurture Women's Leadership • Actively Recruiting Women • Encourage Networking Opportunities • Pairing Women with Mentors • Create Educational Opportunities

Recommended Learning Paths

LEARNING PATH	COURSES
Workplace Diversity	<ul style="list-style-type: none">• Understanding Diversity• Understanding Stereotypes• Breaking Down the Barriers to Diversity in the Workplace• Verbal Communication Skills & Diversity• Non-Verbal Communication Skills & Diversity• Being Proactive with Workplace Diversity• Coping with Discrimination• Dealing with Diversity Complaints as a Person• Dealing with Diversity Complaints as a Manager• Dealing with Diversity Complaints as an Organization

Finance Skills



Finance Skills

A Glimpse into the Legal World
Accounting Methods
Additional Ways to Make Money
Advanced Forecasting Techniques
Analyzing Financial Statements 1
Analyzing Financial Statements 2
Auditing
Basic Bookkeeping Terminology 1
Basic Bookkeeping Terminology 2
Budgeting Made Easy
Business Acumen in Management
Critical Thinking in Business
Determine Where Cuts Can Be Made
End of Period Procedures
Establish Your Personal Finance Goals
Financial Literacy 1
Financial Literacy 2
Financial Planning, Budgeting and Control
Glossary of Budgeting & Financial Report Terms
Keeping Track of Your Business
Key Financial Levers
KPIs (Key Performance Indicators)
Making Smart Purchasing Decisions
Managing the Budget
Other Financial Statements
Paying Off Debt
Payroll Accounting/Terminology
Personal Finance Tools
Recognizing Learning Events
Risk Management Strategies

Finance Skills

Seeing the Big Picture

Stick With Your Budget

The Benefits of Budgeting

Types of Fixed Personal Expenses

Types of Fluctuating Personal Expenses

Understanding Budgets

Understanding Financial Statements

Understanding the Balance Sheet

What to Consider Before Creating a Personal Finance Budget

You Need to Know These Answers and More

Recommended Learning Paths

LEARNING PATH	COURSES
Basic Bookkeeping	<ul style="list-style-type: none"> • Basic Bookkeeping Terminology 1 • Basic Bookkeeping Terminology 2 • Accounting Methods • Keeping Track of Your Business • Understanding the Balance Sheet • Other Financial Statements • Payroll Accounting/Terminology • End of Period Procedures • Financial Planning, Budgeting and Control • Auditing
Budgets and Financial Reports	<ul style="list-style-type: none"> • Glossary of Budgeting & Financial Report Terms • Understanding Financial Statements • Analyzing Financial Statements 1 • Analyzing Financial Statements 2 • Understanding Budgets • Budgeting Made Easy • Advanced Forecasting Techniques • Managing the Budget • Making Smart Purchasing Decisions • A Glimpse into the Legal World
Business Acumen	<ul style="list-style-type: none"> • Seeing the Big Picture • KPIs (Key Performance Indicators) • Risk Management Strategies • Recognizing Learning Events • You Need to Know These Answers and More • Financial Literacy 1 • Financial Literacy 2 • Business Acumen in Management • Critical Thinking in Business • Key Financial Levers

Recommended Learning Paths

LEARNING PATH	COURSES
Managing Personal Finances	<ul style="list-style-type: none">• The Benefits of Budgeting• What to Consider Before Creating a Personal Finance Budget• Types of Fixed Personal Expenses• Types of Fluctuating Personal Expenses• Establish Your Personal Finance Goals• Determine Where Cuts Can Be Made• Personal Finance Tools• Stick With Your Budget• Additional Ways to Make Money• Paying Off Debt

Health & Safety



Health & Safety

Actions to Prepare for an Active Shooter Incident
Actions to Take if Confronted with an Active Shooter
Actions to Take when Law Enforcement Officers Arrive
An Overview to Safety in the Workplace
ARC Flash Hazard Awareness
Back Safety and Manual Material Handling
Being the Victim of Workplace Violence
Bloodborne and Airborne Pathogens
Business Impact Analysis
Checklist for Employers - Workplace Violence
Chemical and Electrical Hazards
Common Workplace Hazards
Concerning Behaviors
Conflict Dangers
Definition of a Safety Attitude
Disaster Recovery Plan
Domestic Violence Indicators
Drug & Alcohol Abuse
Electrical Safety
Emergency Procedures
Ergonomics
Escalation in Workplace Violence
Everyone's Responsibility
Fire Prevention and Safety
Fire Risk
General Office Safety and Reporting
HAZCOM: Your Right to Understand
Hearing Conservation
How to Handle Workplace Violence
How to Manage the Consequences of an Active Shooter Incident
Identifying Hazards and Risks

Health & Safety

Identifying the Bully
Identifying Your Company Hazards
Implementing a Safety Plan
Incident Prevention & Reporting
Lock Out Tag Out
Machine Guards
Machinery
Managers Role in Safety
Monitoring
Myths about Workplace Violence
PPE - A Guide for Knowing What to Use and When
Recognizing Potential Workplace Violence Indicators
Respiratory Safety
Response to Workplace Violence
Risk Management Techniques
Safe Driving
Safe Work Practices
Safety Program
Safety Training
Scaffolding Safety
Seeking Out Problems Before They Happen (I)
Seeking Out Problems Before They Happen (II)
Seven Actions to Stay Safe at Work
Slips, Trips, and Falls
Sound
Strategies for Managing a Crisis
Stress Management
Summary of Risk Assessment
The Importance of Safety
The Role of Attitude and Culture in Workplace Safety
Tracking and Updating Control Measures

Health & Safety

Transportation & Safety

Triggers of Workplace Violence

Types of Crisis

Types of Hazards

Universal Safety Practices & Workplace Violence

What Is Workplace Violence?

Workplace PPE

Workplace Violence

Workplace Violence & Crisis Management

Workplace Violence Risk Assessment (I)

Workplace Violence Risk Assessment (II)

Writing the Safety Plan

Recommended Learning Paths

LEARNING PATH	COURSES
Active Shooter	<ul style="list-style-type: none"> • Recognizing Potential Workplace Violence Indicators • Actions to Prepare for an Active Shooter Incident • Actions to Take if Confronted with an Active Shooter • Actions to Take when Law Enforcement Officers Arrive • How to Manage the Consequences of an Active Shooter Incident
Crisis Management	<ul style="list-style-type: none"> • Types of Crisis • Workplace Violence & Crisis Management • Myths about Workplace Violence • Escalation in Workplace Violence • Concerning Behaviors • Domestic Violence Indicators • Triggers of Workplace Violence • Conflict Dangers • Response to Workplace Violence • Strategies for Managing a Crisis
New Worker Safety Orientation	<ul style="list-style-type: none"> • Common Workplace Hazards • Safe Work Practices • Emergency Procedures • Workplace PPE • Incident Prevention and Reporting
Risk Assessment and Management	<ul style="list-style-type: none"> • Identifying Hazards and Risks • Seeking Out Problems Before They Happen (I) • Seeking Out Problems Before They Happen (II) • Risk Assessment is Everyone's Responsibility • Tracking and Updating Control Measures • Risk Management Techniques • General Office Safety and Reporting • Business Impact Analysis • Disaster Recovery Plan • Summary of Risk Assessment

Recommended Learning Paths

LEARNING PATH	COURSES
Safe Driving	<ul style="list-style-type: none"> • Introduction to Safe Driving • Make Safe Driving Decisions • Expand Your Field of Vision • Be Aware of Your Surroundings • Navigate Intersections Like a Pro • Communicate Your Intentions • Let Others Know You're There • Be Prepared for the Unexpected • Be Decisive • Avoiding Distractions - VR • Safe Steering - VR
Safety Attitudes and Actions	<ul style="list-style-type: none"> • Definition of a Safety Attitude • The Role of Attitude and Culture in Workplace Safety • Seven Actions to Stay Safe at Work
Safety in the Workplace	<ul style="list-style-type: none"> • An Overview to Safety in the Workplace • Types of Hazards • Managers Role in Safety • Safety Training • Stress Management • Workplace Violence • Identifying Your Company Hazards • Drug & Alcohol Abuse • Writing the Safety Plan • Implementing a Safety Plan
Universal Safety Practices	<ul style="list-style-type: none"> • The Importance of Safety • Fire Risk • Sound • Chemical and Electrical Hazards • Ergonomics • Workplace Violence • Transportation & Safety • Machinery • Safety Program • Monitoring

Recommended Learning Paths

LEARNING PATH	COURSES
Workforce Safety Training Basics*	<ul style="list-style-type: none"> • ARC Flash Hazard Awareness • Back Safety and Manual Material Handling • Bloodborne and Airborne Pathogens • Electrical Safety • Fire Prevention and Safety • HAZCOM: Your Right to Understand • Hearing Conservation • Lock Out Tag Out • Machine Guards • PPE - A Guide for Knowing What to Use and When • Respiratory Safety • Safe Driving • Scaffolding Safety • Slips, Trips, and Falls
Workplace Violence	<ul style="list-style-type: none"> • What Is Workplace Violence? • Identifying the Bully • How to Handle Workplace Violence • Workplace Violence Risk Assessment (I) • Workplace Violence Risk Assessment (II) • Being the Victim of Workplace Violence • Checklist for Employers - Workplace Violence • Interview Process in Workplace Violence • Investigation Process • Developing a Workplace Violence Policy

* This Learning Path is similar to the OSHA 10 training and each course is approximately 45 minutes in length.

Health & Wellness



Health & Wellness

Accentuate the Positive
Accepting the Situation
Altering the Situation
At Home - Work-Life Balance
At Work - Work-Life Balance
Avoiding the Situation
Benefits of a Healthy Balance
Choose to Be Happy
Cold / Cold Sores
Common Anxiety Triggers
Common Types of Anxiety
Common Winter Illnesses (I)
Common Winter Illnesses (II)
Coping Strategies for Anxiety (I)
Coping Strategies for Anxiety (II)
Coping with Major Events
Create a "Culture of Wellness"
Creating a Stress-Reducing Lifestyle
Crisis Management
Definition of a Health and Wellness Program
Differences in Anxiety and Normal Nervousness
Don't Avoid the Situation
Emergency Response Plan (ERP)
Employer Resources for Work-Life Balance
Environmental Relaxation Techniques
Evaluate Results of a Health and Wellness Program
Evaluate the Need for Health and Wellness Programs
Go to Your Happy (Work) Space
Health Behavior Programs
Health Screenings and Maintenance Programs

Health & Wellness

Implementing Health and Wellness Programs

Influenza

Keeping Your Office Clean

Mental Health Programs

Norovirus / Viral Gastroenteritis

Not Feeling Great? When to Stay and When To Go Home

Optional Ways to Work

Our Challenge to You

Physical Relaxation Techniques

Physical Symptoms of Anxiety

Plan Ahead for Happiness

Plan Your Day

Planning Process for Health & Wellness Programs

Pneumonia

Practice Positivity

Recognize the Positive Aspects of Anxiety

Recognizing Symptoms of Anxiety in Others

Relate to Others

Set Boundaries

Setting Work-Life Balance Goals

Signs of an Imbalance

Sore Throat / Strep Throat

Stress Management and Work-Life Balance

Take Control of Your Career Happiness

Types of Health and Wellness Programs

Understanding Stress

Use Your Benefits

Using Routines to Reduce Stress

When to Seek Extra Help for Anxiety?

Working in a Home Office

Work-Life Balance Time Management Tips

Recommended Learning Paths

LEARNING PATH	COURSES
Health and Wellness at Work	<ul style="list-style-type: none"> • Definition of a Health and Wellness Program • Types of Health and Wellness Programs • Health Behavior Programs • Health Screenings and Maintenance Programs • Mental Health Programs • Evaluate the Need for Health and Wellness Programs • Planning Process for Health & Wellness Programs • Implementing Health and Wellness Programs • Create a "Culture of Wellness" • Evaluate Results of a Health and Wellness Program
Increasing Your Happiness	<ul style="list-style-type: none"> • Plan Ahead for Happiness • Plan Your Day • Relate to Others • Go to Your Happy (Work) Space • Accentuate the Positive • Use Your Benefits • Take Control of Your Career Happiness • Set Boundaries • Practice Positivity • Choose to Be Happy
Managing Workplace Anxiety	<ul style="list-style-type: none"> • Common Types of Anxiety • Recognizing Symptoms of Anxiety in Others • Coping Strategies for Anxiety (I) • Coping Strategies for Anxiety (II) • Don't Avoid the Situation • Differences in Anxiety and Normal Nervousness • Physical Symptoms of Anxiety • Recognize the Positive Aspects of Anxiety • Common Anxiety Triggers • When to Seek Extra Help for Anxiety?

Recommended Learning Paths

LEARNING PATH	COURSES
Office Health and Safety	<ul style="list-style-type: none"> • Common Winter Illnesses (I) • Common Winter Illnesses (II) • Cold / Cold Sores • Influenza • Pneumonia • Sore Throat / Strep Throat • Norovirus / Viral Gastroenteritis • Keeping Your Office Clean • Not Feeling Great? When to Stay and When To Go Home • Emergency Response Plan (ERP)
Stress Management	<ul style="list-style-type: none"> • Understanding Stress • Creating a Stress-Reducing Lifestyle • Altering the Situation • Avoiding the Situation • Accepting the Situation • Using Routines to Reduce Stress • Environmental Relaxation Techniques • Physical Relaxation Techniques • Coping with Major Events • Our Challenge to You
Work-Life Balance	<ul style="list-style-type: none"> • Benefits of a Healthy Balance • Signs of an Imbalance • Employer Resources for Work-Life Balance • Tips in Time Management • Setting Work-Life Balance Goals • Optional Ways to Work • Work-Life Balance at Work • Work-Life Balance at Home • Stress Management • Working in a Home Office

Human Resources



Human Resources

Assigning Work - Employee Onboarding
Avoiding Bias in Your Selection Process
Baby Boomers in the Workplace
Coaching, Training & Development
Competency Assessments in Talent Management
Conducting an Exit Interview
Creating an Engaging Onboarding Program
Defining and Knowing the Position
Defining Talent
Develop a Social Learning Culture at Work (I)
Develop a Social Learning Culture at Work (II)
Develop a Social Learning Culture at Work (III)
Developing the Succession Plan
Differences Between Generations
Disciplining Employees
Dos and Don'ts of Talent Management
Employee Engagement
Employee Retention
Employees Who Should Be Terminated - Part 1
Employees Who Should Be Terminated - Part 2
Executing the Succession Plan
Filtering Applicants to Interview
Finding Common Ground Amongst Generations
Following Up with New Employees
Following Up With New Employees
Gaining Succession Plan Support
Generation X
Generation Y
Generation Z
Generational Conflict Management - Part 1

Human Resources

Generational Conflict Management - Part 2
Generations in the Workplace
Hiring Strategy
Human Resources Today
Initiating the Succession Planning Process
Introduction to Recruitment
Lure in Great Candidates
Making an Offer
Making the Job Offer
Managing the Succession Plan Changes
Measuring the Results of Recruitment Efforts
Modeling and Observational Learning
Onboarding
Onboarding Checklist
Onboarding Preparation
Orientation and Retention
Overcoming Succession Planning Roadblocks
Performance Management
Placing an Employee on a Performance Improvement Plan Before Firing
Preparing for the Succession Planning Process
Providing Feedback
Providing Feedback to Employees
Purpose of Onboarding
Reaching the End of Succession Planning
Recruiting and Interviewing
Resiliency and Flexibility Onboarding Employees
Retention and Orientation
Role Playing in Social Learning (I)
Role Playing in Social Learning (II)
Selection Process (I)

Human Resources

Selection Process (II)
Setting Expectations for New Employees
Setting Recruiting Goals
Setting the Right Group Dynamic (I)
Setting the Right Group Dynamic (II)
Succession & Career Planning
Succession Planning vs Replacement Planning
Talent Reviews
Terminating Employees
The Background Check
The Correct Way to Fire an Employee - Part 1
The Correct Way to Fire an Employee - Part 2
The Don'ts of Firing an Employee - Part 1
The Don'ts of Firing an Employee - Part 2
The Interview
The Interview (I)
The Interview (II)
The Selection Process
The SWOT Analysis for Succession Planning
Things to Consider When Setting Up a Termination Meeting
Traditionalist in the Workplace
Types of Interview Questions
Understanding Talent Management
Utilizing the Right Tools for Social Learning (I)
Utilizing the Right Tools for Social Learning (II)
What an Employment Termination Checklist Should Contain
What is Onboarding?
Workplace Bullying, Harassment, and Violence
Workplace Health & Safety
Workplace Wellness

Recommended Learning Paths

LEARNING PATH	COURSES
Business Succession Planning	<ul style="list-style-type: none"> • Succession Planning vs Replacement Planning • Preparing for the Succession Planning Process • Initiating the Succession Planning Process • The SWOT Analysis for Succession Planning • Developing the Succession Plan • Executing the Succession Plan • Gaining Succession Plan Support • Managing the Succession Plan Changes • Overcoming Succession Planning Roadblocks • Reaching the End of Succession Planning
Employee Onboarding	<ul style="list-style-type: none"> • Purpose of Onboarding • What is Onboarding? • Onboarding Preparation • Onboarding Checklist • Creating an Engaging Onboarding Program • Following Up with New Employees • Setting Expectations for New Employees • Resiliency and Flexibility Onboarding Employees • Assigning Work - Employee Onboarding • Providing Feedback
Employee Recruitment	<ul style="list-style-type: none"> • Introduction to Recruitment • The Selection Process • Setting Recruiting Goals • The Interview • Types of Interview Questions • Avoiding Bias in Your Selection Process • The Background Check • Making the Job Offer • Orientation and Retention • Measuring the Results of Recruitment Efforts

Recommended Learning Paths

LEARNING PATH	COURSES
Employee Termination Processes	<ul style="list-style-type: none"> • Placing an Employee on a Performance Improvement Plan Before Firing • Employees Who Should Be Terminated - Part 1 • Employees Who Should Be Terminated - Part 2 • Things to Consider When Setting Up a Termination Meeting • The Correct Way to Fire an Employee - Part 1 • The Correct Way to Fire an Employee - Part 2 • What an Employment Termination Checklist Should Contain • The Don'ts of Firing an Employee - Part 1 • The Don'ts of Firing an Employee - Part 2 • Conducting an Exit Interview
Generations in the Workplace	<ul style="list-style-type: none"> • Generations in the Workplace • Traditionalist in the Workplace • Baby Boomers in the Workplace • Generation X • Generation Y • Generation Z • Differences Between Generations • Finding Common Ground Amongst Generations • Generational Conflict Management - Part 1 • Generational Conflict Management - Part 2
Hiring Strategies	<ul style="list-style-type: none"> • Defining and Knowing the Position • Hiring Strategy • Lure in Great Candidates • Filtering Applicants to Interview • The Interview (I) • The Interview (II) • Selection Process (I) • Selection Process (II) • Making an Offer • Onboarding

Recommended Learning Paths

LEARNING PATH	COURSES
Human Resource Management	<ul style="list-style-type: none"> • Human Resources Today • Recruiting and Interviewing • Retention and Orientation • Following Up With New Employees • Workplace Health & Safety • Workplace Bullying, Harassment, and Violence • Workplace Wellness • Providing Feedback to Employees • Disciplining Employees • Terminating Employees
Social Learning	<ul style="list-style-type: none"> • Setting the Right Group Dynamic (I) • Setting the Right Group Dynamic (II) • Develop a Social Learning Culture at Work (I) • Develop a Social Learning Culture at Work (II) • Develop a Social Learning Culture at Work (III) • Role Playing in Social Learning (I) • Role Playing in Social Learning (II) • Utilizing the Right Tools for Social Learning (I) • Utilizing the Right Tools for Social Learning (II) • Modeling and Observational Learning
Talent Management	<ul style="list-style-type: none"> • Defining Talent • Understanding Talent Management • Performance Management • Talent Reviews • Succession & Career Planning • Employee Engagement • Competency Assessments in Talent Management • Coaching, Training & Development • Dos and Don'ts of Talent Management • Employee Retention

Leadership & Management



Leadership & Management

10 Barriers to Accountability
A Personal Inventory of Leadership & Influence
A Personal Toolbox for Employee Motivation
A Psychological Approach to Employee Motivation
A Small Gesture Goes a Long Way
A Survival Guide for the New Supervisor
Accountability in Leadership
Activities in Teambuilding for Managers
Addressing Specific Morale Issues
After the Constructive Criticism Session - Part 1
After the Constructive Criticism Session - Part 2
Assigning Work
Assigning Work to the Millennial Employee
Augmenting Team Performance
Barriers to Servant Leadership
Basic Influencing Skills
Basic Qualities for Managers
Be a Mentor
Be a Motivator
Bringing People to Your Side
Building a Team Community
Building and Reinforcing Your Team
Building Flexibility
Building Ownership
Building Resiliency
Challenges of High Performance Teams
Challenging the Process
Change Acceptance and Management
Changing the Way You Think
Characteristics of a Servant Leader

Leadership & Management

Characteristics of High Performance Teams
Characteristics of High Performance Teams for Remote Workers
Chemistry in Teams
Choosing a Time and Place for Constructive Criticism
Choosing the Right Tools for Virtual Teams
Clearly Defining the Management Track
Coaching and Managing with Appreciative Inquiry
Coaching and Mentoring (I)
Coaching and Mentoring (II)
Coaching and Mentoring Success
Common Mistakes Managers Make when Conducting Reviews - 1
Common Mistakes Managers Make when Conducting Reviews - 2
Common Mistakes When Team Building
Constructive Criticism
Control
Create a Management Track
Creating an Accountable Workplace
Dealing With Poor Team Players
Dealing with Rumors, Gossip, and Half - Truths
Decision-Making
Define and Build Competencies
Defining Coaching and Mentoring
Defining Team Success
Degrees of Delegation
Delegating Made Easy
Develop Positive Relationships
Develop Team Cohesion
Developing Coaching & Mentoring Options
Diffusing Anger or Negative Emotions
Direction of Team

Leadership & Management

Diversity in Teams

Don'ts with High Performance Teams

During the Constructive Criticism Session - Part 1

During the Constructive Criticism Session - Part 2

Earning the Trust of Your Team

Effective Delegation

Effective Team Meeting How-to

Employee Recognition Starts From the Top

Empower New Managers

Empower Staff to Build Trust

Enabling Others to Act

Encouraging Teamwork

Encouraging the Heart

Engaging the Millennial Employee

Ethics and Office Politics

Ethics and Social Responsibility

Evaluate the Team

Feedback as a Tool

Following Up with the Millennial Employee

Formatting a Team Building Plan

Gaining Support

Games for Teams

Getting Support for Your Projects

Goal Setting for Performance

Grooming a New Manager

High Performance Teams

How Mentoring Differs from Coaching

How to Build and Lead High Performance Teams

How to Communicate Employee Expectations Effectively

How to Conduct Annual Reviews

Leadership & Management

How to Create Teamwork
Ideas for Motivating High Performance Teams
Identify Strong Management Candidates Early
Identifying the WIIFM
Implementing Delegation
Innovation and Change
Inspiring a Shared Vision
Introduction to Management
Introduction to Millennial Onboarding
Is It Better to be Loved or Feared?
It's About Interacting and Influencing
Keep Happy and Motivated High Performance Team
Keep Promises
Keeping Yourself Motivated
Leadership as Service
Leadership by Design
Leadership Functions
Leadership Practices
Leading and Managing the Change
Leading High Performance Teams (I)
Leading High Performance Teams (II)
Making it All Worthwhile
Making the Most of Team Meetings
Managers are Made, Not Born
Managers Learn by Being Managed Well
Managing Information
Managing Teams
Managing the Remote Team
Managing Your Time
Measuring Performance

Leadership & Management

Mentoring the Millennial
Millennials and Onboarding
Modeling the Way
More Team Building Activities
More Team Building Games
Motivating Managers
Motivation and Leadership
Motivation and Performance Management
Motivation on the Job
New Hires
Object-Oriented Theory to Motivate
Office Personalities (I)
Office Personalities (II)
Onboarding Checklist for Millennials
Organizational Strategy
Organizational Structures and Process
Overcoming Adversities
Overcoming Coaching Roadblocks
Personality Types
Personality's Role in Motivation
Preparing and Planning for Constructive Criticism
Preparing for Change
Provide Growth Opportunities
Provide Support for New Managers
Provide Tools for New Managers
Providing Coaching Feedback
Providing Feedback
Providing Feedback to Millennials
Purpose of Millennial Onboarding
Reaching the End of Coaching

Leadership & Management

Remote Workforce
Resolving Conflict
Respect & Trust Building
Roles of an Effective Team Leader
Self-Reflection
Setting Employee Goals
Setting Expectations
Setting Expectations with the Millennial Employee
Setting Goals
Setting Goals as a Leader
Setting Goals in Coaching
Setting Goals to Motivate
Setting Up Your Virtual Team (I)
Setting Up Your Virtual Team (II)
Share the Power
Signs of Poor Management
Situational Leadership
Social Events Outside of Work
Social Gatherings
Solving Problems as a Team
Stay Motivated
Steps to Retaining High Performers
Stress Management & Building Trust
Team Building Activities
Team Development Model
Team Roles
The Benefits of Accountability
The Benefits of High Performance Teams
The Evolution of Leadership
The First Stage of Team Development - Forming

Leadership & Management

The Five C's of Accountability
The Fourth Stage of Team Development - Performing
The Importance of Tone
The Importance of Trust in Coaching
The Power of Goal Setting
The Second Stage of Team Development - Storming
The Third Stage of Team Development - Norming
Tips for Special Situations
To Succeed With a Virtual Team
Training Future Leaders
Training Your Remote Team
Transparent Communication
Trust Your Team of Managers
Trusting Your Team
Types of Communication for Remote Teams
Types of Team Building Activities
Types of Teams
Understanding Change
Understanding Motivation
Understanding Teams
Understanding the Realities of Coaching
Using Appreciative Inquiry
Using Expectancy Theory to Motivate
Using Reinforcement Theory to Motivate
Virtual Team Meetings
Vision and Goals for Teams
What Are the Benefits of Team Building?
What is Accountability
What is Servant Leadership?
What Not to Do When Giving Constructive Criticism

Leadership & Management

When an Employee Complains About Their Manager

When Do You Step In to Help Your Managers?

When Should Feedback Occur?

You Are Not an Island

You are the Boss of You

Recommended Learning Paths

LEARNING PATH	COURSES
Accountability in the Workplace	<ul style="list-style-type: none"> • What is Accountability • Creating an Accountable Workplace • The Five C's of Accountability • Building Ownership • Accountability in Leadership • The Power of Goal Setting • Feedback as a Tool • Effective Delegation • Barriers to Accountability • The Benefits of Accountability
Being a Likeable Boss	<ul style="list-style-type: none"> • Is It Better to be Loved or Feared? • Leadership as Service • Leadership by Design • Understanding Motivation • Constructive Criticism • The Importance of Tone • Trusting Your Team • Earning the Trust of Your Team • Building and Reinforcing Your Team • You are the Boss of You
Change Management	<ul style="list-style-type: none"> • Preparing for Change • Identifying the WIFM • Understanding Change • Leading and Managing the Change • Gaining Support • Making it All Worthwhile • Using Appreciative Inquiry • Bringing People to Your Side • Building Resiliency • Building Flexibility

Recommended Learning Paths

LEARNING PATH	COURSES
Coaching and Mentoring	<ul style="list-style-type: none"> • Defining Coaching and Mentoring • Setting Goals in Coaching • Understanding the Realities of Coaching • Developing Coaching & Mentoring Options • Coaching and Mentoring Success • The Importance of Trust in Coaching • Providing Coaching Feedback • Overcoming Coaching Roadblocks • Reaching the End of Coaching • How Mentoring Differs from Coaching
Conducting Annual Employee Reviews	<ul style="list-style-type: none"> • How to Conduct Annual Reviews • Categories for Annual Reviews - Part 1 • Categories for Annual Reviews - Part 2 • Common Mistakes Managers Make when Conducting Reviews - 1 • Common Mistakes Managers Make when Conducting Reviews - 2 • Tips for Concept of Pay for Performance • How to Tie Compensation to Company-Based Returns • Meaningful Questions to Gauge Employee Engagement - 1 • Meaningful Questions to Gauge Employee Engagement - 2 • How to Communicate Employee Expectations Effectively

Recommended Learning Paths

LEARNING PATH	COURSES
Delivering Constructive Criticism	<ul style="list-style-type: none"> • When Should Feedback Occur? • Preparing and Planning for Constructive Criticism • Choosing a Time and Place for Constructive Criticism • During the Constructive Criticism Session 1 • During the Constructive Criticism Session 2 • Setting Goals • Diffusing Anger or Negative Emotions • What Not to Do When Giving Constructive Criticism • After the Constructive Criticism Session - Part 1 • After the Constructive Criticism Session - Part 2
Developing New Managers	<ul style="list-style-type: none"> • Managers are Made, Not Born • Create a Management Track • Define and Build Competencies • Managers Learn by Being Managed Well • Provide Tools for New Managers • Provide Support for New Managers • Identify Strong Management Candidates Early • Clearly Defining the Management Track • Empower New Managers • Provide Growth Opportunities
Employee Motivation	<ul style="list-style-type: none"> • A Psychological Approach to Employee Motivation • Object-Oriented Theory to Motivate • Using Reinforcement Theory to Motivate • Using Expectancy Theory to Motivate • Personality's Role in Motivation • Setting Goals to Motivate • A Personal Toolbox for Employee Motivation • Motivation on the Job • Addressing Specific Morale Issues • Keeping Yourself Motivated

Recommended Learning Paths

LEARNING PATH	COURSES
Employee Recognition	<ul style="list-style-type: none"> • Many Types of Incentives • Designing Employee Recognition Programs • How to Get the Buzz Out Recognizing Employees • Employee Recognition Starts From the Top • Creating a Culture of Recognition • The Best Things in Life are Free! • A Small Gesture Goes a Long Way • Pulling Out the Red Carpet for Recognition • The Don'ts of Employee Recognition • Maintaining Employee Recognition Programs
High Performance Teams Inside the Company	<ul style="list-style-type: none"> • The Benefits of High-Performance Teams • Challenges of High-Performance Teams • How to Build and Lead High Performance Teams • Characteristics of High-Performance Teams • Roles of an Effective Team Leader • Leading High-Performance Teams (I) • Leading High-Performance Teams (II) • Ideas for Motivating High Performance Teams • Steps to Retaining High Performers • Augmenting Team Performance
High Performance Teams Remote Workforce	<ul style="list-style-type: none"> • Remote Workforce • High Performance Teams • Characteristics of High-Performance Teams for Remote Workers • How to Create Teamwork • Types of Communication for Remote Teams • Training Your Remote Team • Managing the Remote Team • Effective Team Meeting How-to • Keep Happy and Motivated High-Performance Team • Don'ts with High Performance Teams

Recommended Learning Paths

LEARNING PATH	COURSES
Leadership and Influence	<ul style="list-style-type: none"> • The Evolution of Leadership • Situational Leadership • A Personal Inventory of Leadership & Influence • Modeling the Way • Inspiring a Shared Vision • Challenging the Process • Enabling Others to Act • Encouraging the Heart • Basic Influencing Skills • Setting Goals as a Leader
Manager Management	<ul style="list-style-type: none"> • Grooming a New Manager • Coaching and Mentoring (I) • Coaching and Mentoring (II) • Measuring Performance • Motivating Managers • Signs of Poor Management • Trust Your Team of Managers • When Do You Step In to Help Your Managers? • Basic Qualities for Managers • When an Employee Complains About Their Manager
Middle Manager	<ul style="list-style-type: none"> • Introduction to Management • Ethics and Social Responsibility • Managing Information • Decision-Making • Control • Organizational Strategy • Innovation and Change • Organizational Structures and Process • Managing Teams • Motivation and Leadership

Recommended Learning Paths

LEARNING PATH	COURSES
Millennial Onboarding	<ul style="list-style-type: none"> • Purpose of Onboarding • Introduction to Onboarding • Millennials and Onboarding • Onboarding Checklist • Engaging the Millennial Employee • Following Up with the Millennial Employee • Setting Expectations with the Millennial Employee • Mentoring the Millennial • Assigning Work to the Millennial Employee • Providing Feedback to Millennials
Office Politics for Managers	<ul style="list-style-type: none"> • New Hires • It's About Interacting and Influencing • Dealing with Rumors, Gossip, and Half - Truths • Office Personalities (I) • Office Personalities (II) • Getting Support for Your Projects • Conflict Resolution for Managers • Ethics and Office Politics • You Are Not an Island • Social Events Outside of Work
Performance Management	<ul style="list-style-type: none"> • The Basics of Performance Management (I) • The Basics of Performance Management (II) • Goal Setting for Performance • Establishing Performance Goals • 360-degree Feedback • Competency Assessments - Performance Management • Kolb's Learning Cycle • Motivation and Performance Management • The Performance Journal • Creating a Performance Plan

Recommended Learning Paths

LEARNING PATH	COURSES
Responsibility in the Workplace	<ul style="list-style-type: none"> • Accountability Ladder • Examples of Responsibility in the Workplace • Importance of Responsibility in the Workplace • Benefits of Responsibility in the Workplace • Characteristics of Responsible People • Barriers to Responsibility in the Workplace • Overcoming Barriers to Responsibility in the Workplace • Increasing Responsibility in the Workplace • Accountability Software part 1 • Accountability Software part 2
Servant Leadership	<ul style="list-style-type: none"> • What is Servant Leadership? • Leadership Practices • Share the Power • Characteristics of a Servant Leader • Barriers to Servant Leadership • Building a Team Community • Be a Motivator • Be a Mentor • Training Future Leaders • Self-Reflection
Supervising Others	<ul style="list-style-type: none"> • Setting Expectations • Setting Employee Goals • Assigning Work • Degrees of Delegation • Implementing Delegation • Providing Feedback • Managing Your Time • Resolving Conflict • Tips for Special Situations • A Survival Guide for the New Supervisor

Recommended Learning Paths

LEARNING PATH	COURSES
Team Building for Managers	<ul style="list-style-type: none"> • What Are the Benefits of Team Building? • Types of Team Building Activities • Games for Teams • More Team Building Games • Activities in Teambuilding for Managers • More Team Building Activities • Social Gatherings • Common Mistakes When Team Building • Formatting a Team Building Plan • Evaluate the Team
Team Building through Chemistry	<ul style="list-style-type: none"> • Understanding Teams • Team Development Model • Chemistry in Teams • Diversity in Teams • Vision and Goals for Teams • Team Roles • Leadership Functions • Develop Team Cohesion • Build Team Relationships • Direction of Team
Teamwork and Team Building	<ul style="list-style-type: none"> • Defining Team Success • Types of Teams • The First Stage of Team Development - Forming • The Second Stage of Team Development - Storming • The Third Stage of Team Development - Norming • The Fourth Stage of Team Development - Performing • Team Building Activities • Making the Most of Team Meetings • Solving Problems as a Team • Encouraging Teamwork

Recommended Learning Paths

LEARNING PATH	COURSES
Trust Building and Resilience Development	<ul style="list-style-type: none"> • Empower Staff to Build Trust • Transparent Communication • Keep Promises • Respect & Trust Building • Develop Positive Relationships • Personality Types • Change Acceptance and Management • Overcoming Adversities • Stress Management & Building Trust • Staying Motivated
Virtual Team Building and Management	<ul style="list-style-type: none"> • Setting Up Your Virtual Team (I) • Setting Up Your Virtual Team (II) • Virtual Team Meetings • Communication in Virtual Teams (I) • Communication in Virtual Teams(II) • Building Trust • Cultural Issues in Virtual Teams • To Succeed With a Virtual Team • Dealing With Poor Team Players • Choosing the Right Tools for Virtual Teams

Marketing



Marketing

- Benefits of Social Media
- Brand Management
- Building a Contact List
- Campaign Characteristics
- Capturing Leads
- Common Marketing Types (I)
- Common Marketing Types (II)
- Communicating the Right Way
- Customer Communications
- Facebook
- How Does Multi-Level Marketing Work
- Instagram
- LinkedIn
- Listen to Your Customers
- Marketing Goals
- Marketing Mistakes (I)
- Marketing Mistakes (II)
- Marketing Research
- Media Relations
- Networking for Success (I)
- Networking For Success (II)
- Pinterest
- Provide Ethics Training
- Provide Marketing Presentation Training
- Provide Social Media Training
- Provide Training in Recruitment
- Real Time Marketing
- Recruiting New Agents I
- Recruiting New Agents II
- SEO Basics

Marketing

Setting Media Goals

Snapchat

Social Media (I)

Social Media (II)

Social Media (The PR Toolkit)

Sponsorship/Mentorship

SWOT Analysis in Marketing

The Marketing Funnel

The Marketing Mix

The Pitfalls of Social Media

TikTok

Training Multi-Level Marketing Agents

Tumblr

Twitter

Website Characteristics

What is Marketing?

What is Social Media?

WhatsApp

YouTube

Recommended Learning Paths

LEARNING PATH	COURSES
Internet Marketing Fundamentals	<ul style="list-style-type: none"> • SWOT Analysis in Marketing • Marketing Research • Real Time Marketing • Brand Management • Social Media (I) • Social Media (II) • SEO Basics • Website Characteristics • Capturing Leads • Campaign Characteristics
Marketing Basics	<ul style="list-style-type: none"> • What is Marketing? • Common Marketing Types (I) • Common Marketing Types (II) • The Marketing Mix • Communicating the Right Way • Customer Communications • Marketing Goals • The Marketing Funnel • Marketing Mistakes (I) • Marketing Mistakes (II)
Media and Public Relations	<ul style="list-style-type: none"> • Networking for Success (I) • Networking For Success (II) • The Meet and Greet • Dressing for Success • Writing for Business • Setting Media Goals • Media Relations • Issues and Crisis Communication Planning • Social Media (The PR Toolkit) • Employee Communications

Recommended Learning Paths

LEARNING PATH	COURSES
Multi-Level Marketing	<ul style="list-style-type: none"> • How Does Multi-Level Marketing Work • Building a Contact List • Recruiting New Agents I • Recruiting New Agents II • Training Multi-Level Marketing Agents • Sponsorship/Mentorship • Provide Marketing Presentation Training • Provide Social Media Training • Provide Training in Recruitment • Provide Ethics Training
Social Media Marketing	<ul style="list-style-type: none"> • Facebook • YouTube • Twitter • LinkedIn • TikTok • Pinterest • Tumblr • WhatsApp • Snapchat • Instagram

Personal Development



Personal Development

A Personal Plan to Anger Management
Ability to Learn
About Intervention When Facilitating
About Mutual Gain in Negotiations
Adaptability/Flexibility
Additional Challenges to Telework & Telecommuting
Addressing Group Dysfunction
Administrative Tasks in Event Planning
Adult Learning and Mental Skills
Advance Topics in Knowledge Management
Alternatives to Meetings
Analysis of Adult Learning
Analyzing Solutions
Anger Management Process Overview
Anticipatory Reality
Appearance Matters
Applications in Adult Learning
Articulation in Adult Learning
Attention Zones Model
Attitude and Work Ethic
Avoid the Causes of Disorganization
Awareness of the Physical Self
Balance Initiative and Restraint
Be Persistent
Beating Procrastination
Behavior Focus (I)
Behavior Focus (II)
Benefits of Critical Thinking
Benefits of Emotional Intelligence
Best Practices Developing a Lunch & Learn - Part 1

Personal Development

Best Practices Developing a Lunch & Learn - Part 2
Bloom's Taxonomy Adult Learning Mental Skills
Bloom's Taxonomy Adult Learning Physical Skills
Brainstorming for Creativity
Brainstorming for Event Planning
Brand Management During a Crisis
Branding Personality Traits
Breaking Down Creativity
Building a Knowledge Management Rationale
Building Your Resume
Chairing a Meeting (I)
Chairing a Meeting (II)
Changing Your Perspective
Choosing Your Presentation Delivery Methods
Cognitive Distortion (I)
Cognitive Distortion (II)
Components of Critical Thinking
Comprehension in Adult Learning
Confidence
Constructive Thinking
Controlling and Developing Your Image
Coping Techniques
Creating a Portfolio
Creating a Positive Core
Creating a Presentation
Creating a Workspace
Creating Business Success
Creating Compelling PowerPoint Presentations
Creating Fantastic Flip Charts
Creating the Content for a Lunch & Learn - Part 1

Personal Development

Creating the Content for a Lunch & Learn - Part 2
Creativity Myths
Creativity vs Innovation
Critical Thinking - Part 1
Critical Thinking - Part 2
Cultivating the High Performance Emotions
Curiosity
Customizing Knowledge Management Definitions
Dealing with Difficult Negotiation Issues
Dealing with Difficult People When Facilitating
Dealing with Meeting Disruptions
Defining Yourself (I)
Defining Yourself (II)
Difficult Situations or People During a Lunch & Learn
Discipline is the Key to Stay Organized
Dos and Don'ts of Knowledge Management
Dressing for Success
Dressing for Success
Drive Up Webinar Registration
During the Session Lunch & Learn
Eating Out Etiquette
Effective Work Etiquette
Electronic Meeting Options
Emotional Intelligence
Empowering Yourself
Environmental Factors to Creativity
Evaluate the Information
Evaluation of Adult Learning
Feeling the Part
Finalize the Event Plan

Personal Development

Find Opportunities

Finding the Right Format for Your Webinar

Finding Your Creative Mind

Food and Facilities for a Lunch & Learn

Fostering a Creative Workplace

Four P's of Goal Setting

Gaining Control When Dealing with Anger

Generating Solutions - Part 1

Generating Solutions - Part 2

Getting Inspired

Getting It All Done On Time

Getting Organized - Part 1

Getting Organized - Part 2

Getting Prepared for Negotiating

Good or Bad

Imitation in Adult Learning

Implementing Knowledge Management in Your Organization

Improving Motivation

Improving Your Creative Mindset - Part 1

Improving Your Creative Mindset - Part 2

Increase Your Productivity

Independence versus Interdependence

Individual Brainstorming

Individuality

Influencing Change Through Appreciative Inquiry

Information Gathering

Interacting with Your Webinar Audience

International Etiquette

Interpersonal Awareness

Intervention Techniques

Personal Development

Interview Skills
Introducing Appreciative Inquiry
Introduction to Attention Management
Keeping Yourself Focused
Keeping Yourself on Top of Tasks
Knowledge and Adult Learning
Knowledge Management Models
Laying the Groundwork for Negotiating
Laying the Groundwork When Facilitating
Leading Up to Your Webinar
Liker's Toyota Way
Limitations of Self Awareness
Logical Thinking
Looking the Part
Making the Most of Your Meeting
Managing E-Mail
Managing Time
Manipulation and Adult Learning
Marketing and Social Media for Webinars
Meditation
Meeting Management
Meeting Roles and Responsibilities
Mindfulness and Gratitude
Mindfulness and Leadership
Mindfulness Based Cognitive Therapy
Mindfulness in Customer Service
Mistakes to Avoid in Webinars
Mistakes Will Happen
Mood Management
Natural Rewards

Personal Development

Naturalization in Adult Learning
Negotiating on Behalf of Someone Else
Negotiating Outside the Boardroom
Negotiation and Civility
Networking for Success
Networking Skills
Non-Linear Thinking
Nonverbal Communication Skills
Nonverbal Communication Skills for Presentations
Observation of Adult Learning
Obstacles to Our Goals
Organization in Your Work Area
Organize the Event
Organizing and Planning for Telework (I)
Organizing and Planning for Telework (II)
Organizing Files and Folders
Organizing Your Inbox
Organizing Your Workspace
Overcoming Nervousness
Overcoming Obstacles at Work
Overcoming Procrastination - Part 1
Overcoming Procrastination - Part 2
Paper and Paperless Storage
Personal and Professional Influences
Personal Application of Self-Leadership
Phase One of Negotiations – Exchanging Information
Phase Three of Negotiations – Closing
Phase Two Negotiations– Bargaining
Planning and Preparing for Meetings (I)
Planning and Preparing for Meetings(II)

Personal Development

Planning Wisely
Planning Your Next Problem-Solving Steps
Polishing Your Resume
Post Event Activities
Post Webinar Event
Powerful Presentations
Practical Application for Critical Thinking
Practicing Mindfulness
Precision of Adult Learning
Preparing for Brainstorming
Presentation Tips for Webinars
Prioritize to Organize
Prioritizing
Prioritizing Your Time
Problem Definition
Problem Solving and Critical Thinking
Problem-Solving
Process vs Content Facilitation
Procrastination
Psychomotor Measurements
Pumping it Up a Notch
Reaching a Decision Point
Ready, Set, Go!
Recognize When You Can Go Outside the Normal
Recognize When You Can Step In
Recognizing Obstacles to Creativity
Recording Lessons Learned
Reducing Anxiety and Stress
Remove the Clutter
Scheduling Your Time

Personal Development

Scheduling Yourself
Selecting a Solution
Self-Confidence (Owning It)
Self-Leadership Motivators
Setting a Ritual
Setting SMART Goals for Productivity
Setting SMART Goals for Time Management
Setting up the Meeting Space
Sharpening Your Brand
Skills for Success
Skills to Consider When Planning Adult Learning
SMART Goals and Attention Management
SMART Goals for Getting Things Done
Social Media and Your Personal Brand (I)
Social Media and Your Personal Brand (II)
Sounding the Part
Special Tasks
Strategies for Goal Setting
Successful Webinar Criteria
Support Staff for Events
Synthesis of Adult Learning
Tackling New Tasks and Projects
Tackling Procrastination for Productivity
Tackling Procrastination in Managing Your Time
Take a Chance
Take Away Materials for a Lunch & Learn
Take Risks
Taking Care of Yourself
Taking Minutes during a Meeting
Teamwork

Personal Development

Technical Staff for Events
Telework Self-Management (I)
Telework Self-Management (II)
Telework Time Management (I)
Telework Time Management (II)
The Creative Process
The Creative Team
The Dining in Style
The Emotional Self
The Fifth Improvement Concept (Continuous Improvement)
The First Improvement Concept (Value)
The Five Principles of Lean Business
The Four D's Model of Appreciative Inquiry
The Four I's Model of Appreciative Inquiry
The Fourth Improvement Concept (Complexity)
The Importance of Goal Setting
The Improvement Toolkit
The Knowledge Management Life Cycle
The Mental Self
The New Knowledge Management Paradigm
The Power of Positive Imagery
The Power of Routines
The Prep Work for a Lunch & Learn
The Problem-Solving Method
The Second Improvement Concept (Waste)
The Spiritual Self
The Team of Two
The Third Improvement Concept (Variation)
The TPS House
Think Like a Child

Personal Development

Time Management
Time Management and Improving Self-Awareness
Tips for Completing Tasks
Tips for Knowledge Management Success
To Do List Characteristics
To Do Lists
Tools to Fight Procrastination
Training Techniques for Adult Learning
Training Your Attention
Tuckman and Jensen's Model of Team Development
Types of Attention
Types of Entertainment for Events
Types of Events
Types of Knowledge
Understanding Anger
Understanding Etiquette
Understanding Facilitation
Understanding Knowledge Management
Understanding Lean
Understanding Negotiation
Understanding the Interview
Uses for Webinars
Using Project Management Techniques
Vendors for Events
Verbal Communication Skills
Verbal Communication Skills When Presenting
Versions of Psychomotor Domain
Vibrant Videos and Amazing Audio
Weighing the Consequences
Well-Being (I)

Personal Development

Well-Being (II)

What a Lunch & Learn is Not

What are Soft Skills?

What Does Self-Confidence Mean to You?

What is Civility

What is Creativity?

What is Initiative?

What Is Mindfulness?

What Is Self-Leadership?

What Is the Self?

Where to Look for a Job?

Wise Time Management

Wow 'Em with the Whiteboard

Writing a Cover Letter

Recommended Learning Paths

LEARNING PATH	COURSES
Administrative Support	<ul style="list-style-type: none"> • Getting Organized - Part 1 • Getting Organized - Part 2 • Managing Time for Administrative Support • Administrative Support - Getting It All Done On Time • Special Tasks for Administrative Support • Verbal Communication Skills for Administrative Support • Nonverbal Communication Skills for Administrative Support • Empowerment for Administrative Support • Administrative Support & The Team of Two • Administrative Support - Taking Care of Yourself
Adult Learning - Mental Skills	<ul style="list-style-type: none"> • Bloom's Taxonomy Adult Learning • Knowledge and Adult Learning • Comprehension in Adult Learning • Application of Adult Learning • Analysis of Adult Learning • Synthesis of Adult Learning • Evaluation of Adult Learning • Adult Learning and Mental Skills • Types of Knowledge • Training Techniques for Adult Learning
Adult Learning - Physical Skills	<ul style="list-style-type: none"> • Bloom's Taxonomy Adult Learning • Observation of Adult Learning • Imitation in Adult Learning • Manipulation and Adult Learning • Precision of Adult Learning • Articulation in Adult Learning • Naturalization in Adult Learning • Versions of Psychomotor Domain • Psychomotor Measurements • Skills to Consider When Planning Adult Learning

Recommended Learning Paths

LEARNING PATH	COURSES
Assertiveness and Self-Confidence	<ul style="list-style-type: none"> • What Does Self-Confidence Mean to You? • Obstacles to Our Goals • Communication Skills • The Importance of Goal Setting • Feeling the Part • Looking the Part • Sounding the Part • Powerful Presentations • Coping Techniques • Dealing with Difficult Behavior
Attention Management	<ul style="list-style-type: none"> • Introduction to Attention Management • Types of Attention • Strategies for Goal Setting • Meditation • Training Your Attention • Attention Zones Model • SMART Goals and Attention Management • Keeping Yourself Focused • Procrastination • Prioritizing Your Time
Creating a Great Webinar	<ul style="list-style-type: none"> • Uses for Webinars • Successful Webinar Criteria • Finding the Right Format for Your Webinar • Marketing and Social Media for Webinars • Leading Up to Your Webinar • Drive Up Webinar Registration • Presentation Tips for Webinars • Interacting with Your Webinar Audience • Mistakes to Avoid in Webinars • Post Webinar Event

Recommended Learning Paths

LEARNING PATH	COURSES
Creative Problem Solving	<ul style="list-style-type: none"> • The Problem-Solving Method • Information Gathering • Problem Definition • Preparing for Brainstorming • Generating Solutions - Part 1 • Generating Solutions - Part 2 • Analyzing Solutions • Selecting a Solution • Planning Your Next Problem-Solving Steps • Recording Lessons Learned
Creativity: Thinking Outside the Box	<ul style="list-style-type: none"> • Breaking Down Creativity • Creating Business Success • The Creative Process • Creativity vs Innovation • Fostering a Creative Workplace • Brainstorming for Creativity • The Creative Team • Creativity Myths • Recognizing Obstacles to Creativity • Finding Your Creative Mind
Critical Thinking	<ul style="list-style-type: none"> • Components of Critical Thinking • Non-Linear Thinking • Logical Thinking • Critical Thinkers - Part 1 • Critical Thinkers - Part 2 • Evaluate the Information • Benefits of Critical Thinking • Changing Your Perspective • Problem Solving and Critical Thinking • Practical Application for Critical Thinking

Recommended Learning Paths

LEARNING PATH	COURSES
Developing a Lunch and Learn	<ul style="list-style-type: none"> • The Prep Work for a Lunch & Learn • Creating the Content for a Lunch & Learn 1 • Creating the Content for a Lunch & Learn 2 • During the Session Lunch & Learn • Food and Facilities for a Lunch & Learn • Take Away Materials for a Lunch & Learn • Difficult Situations or People During a Lunch & Learn • What a Lunch & Learn is Not • Best Practices Developing a Lunch & Learn 1 • Best Practices Developing a Lunch & Learn 2
Developing Creativity	<ul style="list-style-type: none"> • What is Creativity? • Getting Inspired • Beating Procrastination • Improving Your Creative Mindset - Part 1 • Improving Your Creative Mindset - Part 2 • Curiosity • Take Risks • Think Like a Child • Environmental Factors to Creativity • Individual Brainstorming
Event Planning	<ul style="list-style-type: none"> • Types of Events • Brainstorming for Event Planning • Types of Entertainment for Events • Support Staff for Events • Technical Staff for Events • Vendors for Events • Finalize the Event Plan • Administrative Tasks in Event Planning • Organize the Event • Post Event Activities

Recommended Learning Paths

LEARNING PATH	COURSES
Facilitation Skills	<ul style="list-style-type: none"> • Understanding Facilitation • Process vs Content Facilitation • Laying the Groundwork When Facilitating • Tuckman and Jensen's Model of Team Development • Building Consensus • Reaching a Decision Point • Dealing with Difficult People When Facilitating • Addressing Group Dysfunction • About Intervention When Facilitating • Intervention Techniques
Goal Setting and Getting Things Done	<ul style="list-style-type: none"> • Overcoming Procrastination - Part 1 • Overcoming Procrastination - Part 2 • Four P's of Goal Setting • Improving Motivation • Wise Time Management • Tips for Completing Tasks • Increase Your Productivity • To Do List Characteristics • SMART Goals for Getting Things Done • Mistakes Will Happen
Improving Mindfulness	<ul style="list-style-type: none"> • What Is Mindfulness? • Practicing Mindfulness • Emotional Intelligence • Cognitive Distortion (I) • Cognitive Distortion (II) • Mindfulness Based Cognitive Therapy • Mindfulness and Gratitude • Cultivating the High-Performance Emotions • Mindfulness in Customer Service • Mindfulness and Leadership

Recommended Learning Paths

LEARNING PATH	COURSES
Improving Self-Awareness	<ul style="list-style-type: none"> • What Is the Self? • Awareness of the Physical Self • Time Management and Improving Self-Awareness • The Emotional Self • Mood Management • The Mental Self • Interpersonal Awareness • The Spiritual Self • Limitations of Self Awareness • Independence versus Interdependence
Job Search Skills	<ul style="list-style-type: none"> • Ready, Set, Go! • Building Your Resume • Polishing Your Resume • Writing a Cover Letter • Creating a Portfolio • Networking Skills • Skills for Success • Where to Look for a Job? • Understanding the Interview • Interview Skills
Knowledge Management	<ul style="list-style-type: none"> • Understanding Knowledge Management • Dos and Don'ts of Knowledge Management • The Knowledge Management Life Cycle • The New Knowledge Management Paradigm • Knowledge Management Models • Building a Knowledge Management Rationale • Customizing Knowledge Management Definitions • Implementing Knowledge Management in Your Organization • Tips for Knowledge Management Success • Advance Topics in Knowledge Management

Recommended Learning Paths

LEARNING PATH	COURSES
Lean Process and Six Sigma	<ul style="list-style-type: none"> • Understanding Lean • Liker's Toyota Way • The TPS House • The Five Principles of Lean Business • The First Improvement Concept (Value) • The Second Improvement Concept (Waste) • The Third Improvement Concept (Variation) • The Fourth Improvement Concept (Complexity) • The Fifth Improvement Concept (Continuous Improvement) • The Improvement Toolkit
Meeting Management	<ul style="list-style-type: none"> • Planning and Preparing for Meetings(I) • Planning and Preparing for Meetings (II) • Setting up the Meeting Space • Electronic Meeting Options • Meeting Roles and Responsibilities • Chairing a Meeting (I) • Chairing a Meeting (II) • Dealing with Meeting Disruptions • Taking Minutes during a Meeting • Making the Most of Your Meeting
Negotiation Skills	<ul style="list-style-type: none"> • Understanding Negotiation • Getting Prepared for Negotiating • Laying the Groundwork for Negotiating • Phase One of Negotiations – Exchanging Information • Phase Two Negotiations– Bargaining About Mutual Gain in Negotiations • Phase Three of Negotiations – Closing • Dealing with Difficult Negotiation Issues • Negotiating Outside the Boardroom • Negotiating on Behalf of Someone Else

Recommended Learning Paths

LEARNING PATH	COURSES
Organizational Skills	<ul style="list-style-type: none"> • Remove the Clutter • Prioritize to Organize • Scheduling Your Time • To Do Lists Organization • Paper and Paperless Storage • Organization in Your Work Area • Tools to Fight Procrastination • Organizing Your Inbox • Avoid the Causes of Disorganization • Discipline is the Key to Stay Organized
Personal Branding	<ul style="list-style-type: none"> • Defining Yourself (I) • Defining Yourself (II) • Controlling and Developing Your Image • Personal and Professional Influences • Sharpening Your Brand • Appearance Matters • Social Media and Your Personal Brand (I) • Social Media and Your Personal Brand (II) • Brand Management During a Crisis • Branding Personality Traits
Personal Productivity	<ul style="list-style-type: none"> • Setting SMART Goals for Productivity • The Power of Routines • Scheduling Yourself • Keeping Yourself on Top of Tasks • Tackling New Tasks and Projects • Using Project Management Techniques • Creating a Workspace • Organizing Files and Folders • Managing E-Mail • Tackling Procrastination for Productivity

Recommended Learning Paths

LEARNING PATH	COURSES
Presentation Skills	<ul style="list-style-type: none"> • Creating a Presentation • Choosing Your Presentation Delivery Methods • Verbal Communication Skills When Presenting • Nonverbal Communication Skills for presentations • Overcoming Nervousness • Creating Fantastic Flip Charts • Creating Compelling PowerPoint Presentations • Wow 'Em with the Whiteboard • Vibrant Videos and Amazing Audio • Pumping it Up a Notch
Self-Leadership	<ul style="list-style-type: none"> • What Is Self-Leadership? • Self-Leadership Motivators • Behavior Focus (I) • Behavior Focus (II) • Natural Rewards • Constructive Thinking • Well-Being (I) • Well-Being (II) • Individuality • Personal Application of Self-Leadership
Taking Initiative	<ul style="list-style-type: none"> • What is Initiative? • Take a Chance • Recognize When You Can Step In • Recognize When You Can Go Outside the Normal • Weighing the Consequences • Good or Bad • Confidence • Find Opportunities • Be Persistent • Balance Initiative and Restraint

Recommended Learning Paths

LEARNING PATH	COURSES
Telework and Telecommuting	<ul style="list-style-type: none"> • Core Skills Required for Telework • Telework Self-Management (I) • Telework Self-Management (II) • Telework Time Management (I) • Telework Time Management (II) • Organizing and Planning for Telework (I) • Organizing and Planning for Telework (II) • Communication in Telework (I) • Communication in Telework (II) • Additional Challenges to Telework & Telecommuting
Ten Soft Skills You Need	<ul style="list-style-type: none"> • What are Soft Skills? • Communication • Teamwork • Problem-Solving • Time Management • Attitude and Work Ethic • Adaptability/Flexibility • Self-Confidence (Owning It) • Ability to Learn • Networking
Time Management	<ul style="list-style-type: none"> • Setting SMART Goals for Time Management • Prioritizing Your Time • Planning Wisely • Tackling Procrastination in Managing Your Time • Crisis Management • Organizing Your Workspace • Delegating Made Easy • Setting a Ritual • Meeting Management • Alternatives to Meetings

Policy & Compliance



Policy & Compliance

Addressing the Bully
Amending Contracts
Assess Contract Performance
Auditing Corporate Behavior
Being Bullied
Benefits of Corporate Behavior
Business & Social Responsibilities
Company Policy on Bullying
Company Responsibility on Workplace Bullying
Company Values and Ethics
Conducting Contract Audits
Conflict Resolution Dealing with Workplace Harassment
Contract Management Requests
Contract Negotiations
Corporate Team Behavior
Cyberbullying
Defining Contract Management
Designing and Implementing Corporate Behavior
Developing an Anti-Harassment Policy
Discrimination and Workplace Harassment
Effects of Bullying on Employees
Effects of Bullying on the Company
Employee Accountability
Employer Responsibility for Harassment-Free Workplace
Employer/Employee Rights
Ethical Decisions
Ethics in Business 1
Ethics in Business 2
False Allegations
Handling Harassment Complaints

Policy & Compliance

How to Create a Contract
Implementing Ethics in the Workplace
Legal and Ethical Contract Management
Managerial Ethics
Managerial Structure
Mediation
Most Common Categories of Corporate Behavior
Physical Harassment
Policies in the Workplace
Proper Procedures in the Workplace
Psychological Harassment
Relationships In Contracts
Renewing Contracts
Reporting Harassment
Sexual Harassment
Sexual Harassment in the Workplace
Someone Else is Being Bullied
Stopping Harassment Before It Happens
The Aftermath of Workplace Harassment
The Legal Background
The Science of Behavior
Types of Harassment
Unethical Behavior
Verbal Harassment
What is Ethics
What is Workplace Bullying?
Whistle Blowing
Why Does One Bully?
Workplace Bullying Training
Workplace Incidents

Recommended Learning Paths

LEARNING PATH	COURSES
Business Ethics	<ul style="list-style-type: none"> • What is Ethics • Implementing Ethics in the Workplace • Employer/Employee Rights • Business & Social Responsibilities • Ethical Decisions • Whistle Blowing • Unethical Behavior • Ethics in Business 1 • Ethics in Business 2 • Managerial Ethics
Contract Management	<ul style="list-style-type: none"> • Defining Contract Management • Legal and Ethical Contract Management • Contract Management Requests • How to Create a Contract • Contract Negotiations • Assess Contract Performance • Relationships In Contracts • Amending Contracts • Renewing Contracts • Conducting Contract Audits
Developing Corporate Behavior	<ul style="list-style-type: none"> • The Science of Behavior • Benefits of Corporate Behavior • Most Common Categories of Corporate Behavior • Managerial Structure • Company Values and Ethics • Employee Accountability • Workplace Incidents • Designing and Implementing Corporate Behavior • Corporate Team Behavior • Auditing Corporate Behavior

Recommended Learning Paths

LEARNING PATH	COURSES
Managing Workplace Harassment	<ul style="list-style-type: none"> • Discrimination and Workplace Harassment • Physical Harassment • Verbal Harassment • Sexual Harassment • Psychological Harassment • Cyberbullying • Employer Responsibility for Harassment-Free Workplace • Stopping Harassment Before It Happens • Reporting Harassment • Handling Harassment Complaints
Workplace Bullying	<ul style="list-style-type: none"> • What is Workplace Bullying? • Why Does One Bully? • Effects of Bullying on Employees • Effects of Bullying on the Company • Company Policy on Bullying • Workplace Bullying Training • Company Responsibility on Workplace Bullying • Being Bullied • Someone Else is Being Bullied • Addressing the Bully
Workplace Harassment	<ul style="list-style-type: none"> • The Legal Background • Developing an Anti-Harassment Policy • Policies in the Workplace • Proper Procedures in the Workplace • False Allegations • Types of Harassment • Sexual Harassment in the Workplace • Mediation • Conflict Resolution Dealing with Workplace Harassment • The Aftermath of Workplace Harassment

Professional Development



Professional Development

Administrative Soft Skills
After the Trade Show
Ancillary Equipment in MLearning
Apply What You Learned about Life Coaching
Appraisals & Systems for Record Management
Aspects of MLearning
Assessing Learning after Training
Assessing Learning before Training
Assessing Learning during Training
Basic Structure of a Life Coaching Session
Basics of Starting a Business
Being an Effective Gatekeeper
Benefits of MLearning
Calculating the ROI for Training
Challenges of MLearning
Choosing Training Activities
Classifications in Records Management
Common MLearning Devices
Confidentiality Guidelines for Executive Assistants
Creating a Business Plan
Creating a Lesson Plan
Creating a Training Evaluation Plan
Dealing with Difficult Training Participants
Decide on the Type of Business
Delivery Tips and Tricks
During the Trade Show (I)
During the Trade Show (II)
Effective Time Management for Executive Assistants
Electronic Records Management
Employee Training

Professional Development

Engaging the Right People at a Trade Show
Essential Skills for Successful Life Coaching
Executive Assistants Tools of the Trade - Part 1
Executive Assistants Tools of the Trade - Part 2
Executive Assistants Working with Your Manager
Five Stages of Supply Chain Management
Focusing the Training Measurement
Four C's of MLearning
Gathering Materials
Gathering the Right Tools as an Admin
Get Financing
Getting MLearning Started
Grow the Business
Hire Employees
Hybrid Systems for Records Management
Identifying Procedures to Include for the Office
Inventory Management
Keeping Training Interactive
Key Supply Chain Terms (I)
Key Supply Chain Terms (II)
Kirkpatrick's Levels of Evaluation
Kolb's Learning Styles
Life Coaching Challenges
Life Coaching Specialized Areas (I)
Life Coaching Specialized Areas (II)
Life Coaching Specialized Areas (III)
Life Coaching Tools and Techniques
Making a Good First Impression
Management of Records
Market the Business

Professional Development

Meeting Management for Executive Assistants
M-Learning vs E-Learning
Organization Skills for Executive Assistants
Organizing Your Office Binder
Paper-Based Systems for Records Management
Preparing for the Workshop
Pre-Show Preparation
Project Communications Management
Project Cost Management
Project Integration Management
Project Procurement Management
Project Quality Management
Project Resource Management
Project Risk Management
Project Schedule Management
Project Scope Management
Project Stakeholder Management
Qualifying Visitors at a Trade Show
Record Maintenance
Record Management Context 1
Record Management Context 2
Rules of Engagement at a Trade Show (I)
Rules of Engagement at a Trade Show (II)
Run the Business
Sharing Office Procedure Guides
Special Tasks for Executive Assistants
Successfully Executing Office Procedures
Supply Chain Event Management
Supply Chain Groups
The Benefits of Life Coaching

Professional Development

The Flows of Supply Chain Management
The Long-Term View of Training Measurement
Three Levels of Supply Chain Management
Top Five Office Procedures to Record
Tracking and Monitoring Supply Chains
Trade Show Booth Characteristics and Set-Up (I)
Trade Show Booth Characteristics and Set-up (II)
Training Employees
Types of Training Measurement Tools
Understanding Records Management
Understanding Training and Facilitation
What is MLearning?
What is the Market/Competition Like?
What Not to Include in the Office Procedure Guide
What to Include in Your Office Binder - Part 1
What to Include in Your Office Binder - Part 2
Why Supply Chain Management?
Why You Need a Life Coach?
Why Your Office Needs Administrative Procedures

Recommended Learning Paths

LEARNING PATH	COURSES
Administrative Office Procedures	<ul style="list-style-type: none"> • Why Your Office Needs Administrative Procedures • Gathering the Right Tools as an Admin • Identifying Procedures to Include for the Office • Top Five Office Procedures to Record • What to Include in Your Office Binder - Part 1 • What to Include in Your Office Binder - Part 2 • Organizing Your Office Binder • What Not to Include in the Office Procedure Guide • Sharing Office Procedure Guides • Successfully Executing Office Procedures
Archiving and Records Management	<ul style="list-style-type: none"> • Understanding Records Management • Management of Records • Record Management Context 1 • Record Management Context 2 • Classifications in Records Management • Paper-Based Systems for Records Management • Electronic Records Management • Hybrid Systems for Records Management • Appraisals & Systems for Record Management • Record Maintenance
Entrepreneurship	<ul style="list-style-type: none"> • Decide on the Type of Business • What is the Market/Competition Like? • Basics of Starting a Business • Creating a Business Plan • Get Financing • Hire Employees • Training Employees • Market the Business • Run the Business • Grow the Business

Recommended Learning Paths

LEARNING PATH	COURSES
Executive and Personal Assistants	<ul style="list-style-type: none"> • Working with Your Manager • Administrative Soft Skills • Effective Time Management for Executive Assistants • Meeting Management for Executive Assistants • Executive Assistants Tools of the Trade - Part 1 • Executive Assistants Tools of the Trade - Part 2 • Being an Effective Gatekeeper • Organization Skills for Executive Assistants • Confidentiality Guidelines for Executive Assistants • Special Tasks for Executive Assistants
Life Coaching Essentials	<ul style="list-style-type: none"> • Why You Need a Life Coach? • The Benefits of Life Coaching • Life Coaching Challenges • Basic Structure of a Life Coaching Session • Essential Skills for Successful Life Coaching • Life Coaching Tools and Techniques • Life Coaching Specialized Areas (I) • Life Coaching Specialized Areas (II) • Life Coaching Specialized Areas (III) • Apply What You Learned about Life Coaching
Measuring Results from Training	<ul style="list-style-type: none"> • Kolb's Learning Styles • Kirkpatrick's Levels of Evaluation • Types of Training Measurement Tools • Focusing the Training Measurement • Creating a Training Evaluation Plan • Assessing Learning before Training • Assessing Learning during Training • Assessing Learning after Training • The Long Term View of Training Measurement • Calculating the ROI for Training

Recommended Learning Paths

LEARNING PATH	COURSES
mLearning Essentials	<ul style="list-style-type: none"> • What is MLearning? • Common MLearning Devices • Ancillary Equipment in MLearning • M-Learning vs E-Learning • Four C's of MLearning • Aspects of MLearning • Challenges of MLearning • Benefits of MLearning • Getting MLearning Started • Employee Training
Project Management	<ul style="list-style-type: none"> • Project Integration Management • Project Scope Management • Project Schedule Management • Project Cost Management • Project Quality Management • Project Resource Management • Project Communications Management • Project Risk Management • Project Stakeholder Management • Project Procurement Management
Supply Chain Management	<ul style="list-style-type: none"> • Why Supply Chain Management? • Key Supply Chain Terms (I) • Key Supply Chain Terms (II) • Three Levels of Supply Chain Management • Five Stages of Supply Chain Management • The Flows of Supply Chain Management • Inventory Management • Supply Chain Groups • Tracking and Monitoring Supply Chains • Supply Chain Event Management

Recommended Learning Paths

LEARNING PATH	COURSES
Trade Show Staff Training	<ul style="list-style-type: none"> • Pre-Show Preparation • Booth Characteristics and Set-Up 1 • Booth Characteristics and Set-up 2 • During the Trade Show 1 • During the Trade Show 2 • Qualifying Visitors at a Trade Show • Engaging the Right People at a Trade Show • Rules of Engagement at a Trade Show 1 • Rules of Engagement at a Trade Show 2 • After the Trade Show
Train-the-Trainer	<ul style="list-style-type: none"> • Understanding Training and Facilitation • Gathering Materials • Creating a Lesson Plan • Choosing Training Activities • Preparing for the Workshop • Making a Good First Impression • Delivery Tips and Tricks • Keeping Training Interactive • Dealing with Difficult Training Participants • Tackling Tough Topics

Sales Mastery



Sales Mastery

The Adding the Final Touches To Your Proposal

Authentic Leadership

Avoid Common Lead Generation Mistakes

Avoid Common Sales Coaching Mistakes

Beginning the Proposal Writing Process

Best Practices in Coaching Salespeople

Checking for Proposal Readability

Coaching Salespeople

Coaching vs Training

Commitment to Sales

Communicate to Motivate Your Sales Team

Competition

Create a Motivational Environment

Create Customers

Create Team Incentives

Creative Openings

Customer Loyalty

Data and Sales

Deflating Objections

Dos and Don'ts in Handling Objections

Educate Prospects

Emulate Best Practices

Engage the Prospect

Examples of In-Person Sales

Expand Prospects

Find Out What Motivates Employees

Finding a Point of Agreement

Finding Facts for Your Proposal

Follow up Communication with Prospects

Following Up

Sales Mastery

Generating New Leads
Getting Prepared to Make the Call
Getting to the Bottom of Objections
Handling Objections
Have the Client Answer Their Own Objection
Implement Incentives
In Person Sales
Inspiring Salespeople
Maintenance Strategies
Making Your Pitch
Managing Your Data
New Marketing Methods
Prepare for In Person Sales
Preparing A Proposal Outline
Presentation for In Person Sales
Proofreading and Editing Proposals
Proposal Writing Skills (I)
Proposal Writing Skills (II)
Prospecting
Provide Sales Tools
Recognize Sales Achievements
Sales Funnel
Sales Secret on Authority
Sales Secret on Building Trust
Sales Secret on Communication
Sales Secret on Effective Traits
Sales Secret on Goals
Sales Secret on Knowing Clients
Sales Secret on Leads
Sales Secret on Products

Sales Mastery

Sales Secret on Relationships
Sales Secret on Self-Motivation
Sealing the Deal
Sealing the Deal
Seeing Objections as Opportunities
Setting Sales Goals
Tailor Rewards to the Employee
The Five Steps of Overcoming Objections
The Pipeline
Three Main Factors for Sales Objections
Tracking Lead Activity
Traditional Marketing Methods
Train Your Sales Team
Understanding Proposals
Understanding the Talk
Unvoiced Objections
Using a Prospect Board
What is a Coach
Writing the Proposal

Recommended Learning Paths

LEARNING PATH	COURSES
Coaching Salespeople	<ul style="list-style-type: none"> • What is a Coach • Coaching Salespeople • Coaching vs Training • Inspiring Salespeople • Authentic Leadership • Best Practices in Coaching Salespeople • Competition • Data and Sales • Maintenance Strategies • Avoid Common Sales Coaching Mistakes
In Person Sales	<ul style="list-style-type: none"> • In Person Sales • Examples of In-Person Sales • Sales Funnel • Prepare for In Person Sales • Presentation for In Person Sales • Engage the Prospect • Commitment to Sales • Expand Prospects • Customer Loyalty
Motivating Your Sales Team	<ul style="list-style-type: none"> • Create a Motivational Environment • Communicate to Motivate Your Sales Team • Train Your Sales Team • Emulate Best Practices • Provide Sales Tools • Find Out What Motivates Employees • Tailor Rewards to the Employee • Create Team Incentives • Implement Incentives • Recognize Sales Achievement

Recommended Learning Paths

LEARNING PATH	COURSES
Overcoming Sales Objections	<ul style="list-style-type: none"> • Three Main Factors for Sales Objections • Seeing Objections as Opportunities • Getting to the Bottom of Objections • Finding a Point of Agreement • Have the Client Answer Their Own Objection • Deflating Objections • Unvoiced Objections • The Five Steps of Overcoming Objections • Dos and Don'ts in Handling Objections • Sealing the Deal
Proposal Writing	<ul style="list-style-type: none"> • Understanding Proposals • Beginning the Proposal Writing Process • Preparing A Proposal Outline • Finding Facts for Your Proposal • Proposal Writing Skills (I) • Proposal Writing Skills (II) • Writing the Proposal • Checking for Proposal Readability • Proofreading and Editing Proposals • Adding the Final Touches To Your Proposal
Prospecting and Lead Generation	<ul style="list-style-type: none"> • Prospecting • Traditional Marketing Methods • New Marketing Methods • Generating New Leads • Avoid Common Lead Generation Mistakes • Educate Prospects • The Pipeline • Follow up Communication with Prospects • Tracking Lead Activity • Create Customers

Recommended Learning Paths

LEARNING PATH	COURSES
Sales Fundamentals	<ul style="list-style-type: none"> Understanding the Talk Getting Prepared to Make the Call Creative Openings Making Your Pitch Handling Objections Sealing the Deal Following Up Setting Sales Goals Managing Your Data Using a Prospect Board
Top 10 Sales Secrets	<ul style="list-style-type: none"> Sales Secret on Effective Traits Sales Secret on Knowing Clients Sales Secret on Products Sales Secret on Leads Sales Secret on Authority Sales Secret on Building Trust Sales Secret on Relationships Sales Secret on Communication Sales Secret on Self-Motivation Sales Secret on Goals

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Teaching New Skills & Coaching

Leadership & Influence

Performance Management

Change Management

Work-Life Balance

Investing thirty minutes per week to develop your managers can make a significant impact on performance & retention!

30-Minute Topic Introduction Workshop

Each month participants are introduced to a new topic through a virtual, engaging 30-minute workshop.

1-Hour Independent Online Learning

Managers are busy, so they can pace out their independent learning time to fit their schedules. It is recommended that they spend 30-minutes per week to keep on track.

30-Minute Practice Accountability Session

Review session with skilled facilitator to guide participants in building action plans for implementing newly learned skills.

FEATURED PROGRAM



Presented by:
Gwendolyn J. Tucker
President and DEI Expert



Working Well Together - 38 Minutes

In this course, we will look at what makes a positive work environment and how we can build that environment to work well together.

Module Overview

- Finding Common Ground- Explore what connects us by finding what we have in common.
- Confronting Bias - Learn what biases are and how they cloud our judgments about others.
- Combating Behavior Discover how biases can negatively affect interactions with others.
- Committing To Excellence - Create an action plan to apply what you've learned. Identify changes that will strengthen your ability to work well with others.

Erasing Isms - 20 Minutes

Conscious and unconscious bias often show up as isms - Racism, Sexism, Classism - to name a few. In this course, learn the three-step process for dismantling the effects of implicit bias.



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