



REPRODUCIBLE TRAINING LIBRARY

Customizable Soft-Skills Courseware

Adapting Your Leadership Style: The Four Behavior Styles and How to Make Them Work for You (classroom, e-Learning)

It's no new discovery that people learn differently, which is why leaders need to understand how to communicate with each of their individual employees. In this program, you will assess your personal leadership style and learn to adapt your preferred style to each individual employee for multiple levels of communication, including motivation and feedback. By practicing and applying tools, you'll be able to build connections with employees, facilitate productive meetings, and build rapport using verbal and nonverbal messages.

Program Length: 4 hours/Half Day

e-Learning Length: 1 hour 5 minutes

The Art of Effective Communication (classroom, e-Learning)

It is not unusual to hear people say, "We have a communication problem here." This two-day program will provide methods for analyzing and improving your own communication and help you help others. The Art of Effective Communication will allow you to understand the hidden meanings behind various communication methods and devise strategies to communicate more effectively and avoid unnecessary conflict.

Program Length: 16 hours / Two Days

e-Learning Length: 1 hour 20 minutes

The Art of Influencing Others (classroom, e-Learning)

This highly interactive workshop lays the foundation for more effective communication—a necessary skill for having a powerful impact in any situation. Through a series of structured experiences, you'll learn to develop and apply skills that improve your effectiveness when marketing your services in any situation. In fact, you'll learn to develop creative ways to establish rapport and build relationships through a deeper awareness of the power of nonverbal communication; how to avoid common communication barriers; and how to recognize communication styles preferences to tailor your communication with different people and have a greater influence.

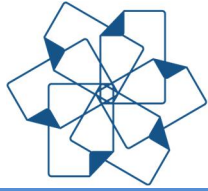
Program Length: 16 hours / Two Days

e-Learning Length: 1 hour 20 minutes



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Assertiveness Skills (classroom, e-Learning)

Assertiveness skills are crucial to professional development, as well as other aspects of life. Asking for what you need, handling confrontations gracefully, and putting ideas forward with confidence. Not only do these skills improve teamwork, focus discussions, and build relationships, but they also help individuals to become competent, constructive, confident, and perform at their best. *Assertiveness Skills* provides the skill development, practice, and understanding individuals need to learn how to be truly assertive.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Balancing Priorities: How to Successfully Manage Tasks, Deadlines, and Expectations (classroom, e-Learning)

It's all about doing more with less. Employees in today's organizations are under immense pressure to work faster and smarter, yet the deadlines are tighter, the resources are lacking, and the work is more complex. Equip them with the know-how and skills to effectively manage the workload with *Balancing Priorities*, the half-day classroom training program that will help them to improve their productivity and performance through better goal setting, task delegation, organization, and an efficient use of technology.

Program Length: 4 hours / Half Day

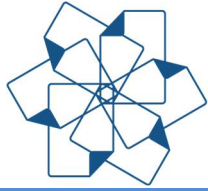
e-Learning Length: 45 minutes

Behavioral Interviews: An Evidence-Based Approach to Hiring the Right Candidate (classroom, e-Learning)

When new hires fail to meet initial expectations, not only must organizations spend time and resources hiring replacement employees, but also potentially suffer a loss of productivity and, in some cases, a damaged reputation as the result of an employee's poor performance. A negative attitude, lack of punctuality, and an inability to work well with others or resolve conflict are all behavioral issues that employers can otherwise uncover during an interview—with the right know-how. Basing its teachings on the basic premise that past performance is the best indicator of future performance, *Behavioral Interviews* leads participants through a structured interview process from reviewing resumes to conducting interviews to evaluating candidates. The program discloses practical, valuable tips and techniques for uncovering the most pertinent information necessary to make the best possible hiring decision.

Program Length: 4 Hours / Half-Day

e-Learning Length: 1 hour 16 minutes



Business Etiquette (classroom, e-Learning)

Business etiquette is defined as the conduct or procedures that are generally acceptable and polite in the workplace. It is typically a set of unspoken expectations that most people either meet—or find out about when they do not meet them.

This course provides guidelines for common business etiquette, how to show respect for yourself and others, how to establish positive connections with anyone, and how to choose polite and positive responses to rude behavior.

Program Length: 4 Hours / Half Day

e-Learning Length: 1 hour 45 minutes

Challenging Negative Attitudes: Taking Control of Pessimistic Perspectives and Stressful Situations (classroom)

This course explores how to challenge individual negativity as well as how to protect yourself from the negativity of others. Behavioral models to use in coaching yourself and others in how to build optimistic responses to any given situation are taught. Learn how negative norms become entrenched in an organization, department or team and how to create a more positive working environment.

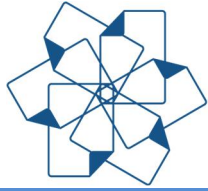
Program Length: 8 hours / One Day

Coaching Conversations (classroom, e-Learning)

This training will help you establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. You will understand how the various aspects of coaching conversations (such as defining the opportunity or problem, analyzing options, and developing an action plan) can motivate and support individuals to help them successfully meet their goals.

Program Length: 4 hours / Half Day

e-Learning Length: 51 minutes



Coaching for Development: Help Employees Reach Their Full Potential (classroom, e-Learning)

An organization's success relies on the performance of every employee and so it goes without saying that it is important to foster an atmosphere that allows for employee's to grow with the company. The key to this is guidance. *Coaching for Development* is designed to help managers, supervisors, and leaders alike encourage individual performance to increase engagement and productivity rather than to use the traditional "command and control" method.

In this workshop, participants learn the key elements of building a successful coaching relationship and how to best implement them using a step-by-step coaching process; in addition, how to help an employee apply a development plan to individually improve their success as well as how to use effective strategies for overcoming common coaching challenges.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

The Communication Mystery: Solved (classroom)

In *Communication Mystery: Solved!* learners will complete a series of activities through which they will learn communication skills, as well as uncover a murder mystery. The theme transports participants through assertive speaking skills, active listening skills and appropriate conflict resolution techniques, all the while trying to figure out the "who done it" mystery theme. It is an innovative and fun way to learn how to communicate.

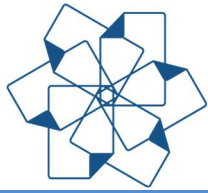
Program Length: 8 hours / One Day

Creative Problem Solving (classroom, e-Learning)

Creative Problem Solving is a course in which participants will learn how to integrate creativity with analytic thinking for effective problem solving, and to develop critical thinking skills. Creative problem solving is a valuable skill for today's fast-changing world. The concept of "innovation" and how it relates to the bottom line will also be emphasized. An innovative mindset not only identifies and evaluates great ideas for the marketplace; it also focuses on solving customer problems.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 16 minutes



Critical Thinking Skills (classroom, e-Learning)

What's the #1 skill executives look for in their employees? Critical thinking. It's a skill that can help your organization find smart solutions to tricky problems, avoid emotional thinking and mistakes, and work together more efficiently. *Critical Thinking Skills* is a training solution that provides individuals with tips, techniques, and thought exercises that help to develop critical thinking skills.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes

Cultural Competency (classroom, e-Learning)

Culture is the shared values, traditions, norms, customs, art, history, folklore and institutions of a specific group of people. Cultural competency is "the willingness and ability to interact respectfully and effectively with individuals and groups, acknowledging the common and different elements of our cultural identities." The result is words and actions that recognize, affirm and value the worth of individuals and communities and protect and preserve the dignity of each.

Program Length: 8 hours / One Day

e-Learning Length: 48 minutes

Customer Service Over the Phone (classroom)

Providing great customer service is often easy when the customer is easy. But when the customer is angry, delivering exceptional customer service is a bigger challenge. This training will address that issue and so much more. It will provide strategies for dealing with all sorts of situations and callers. We will help your staff combat burn out and stay positive.

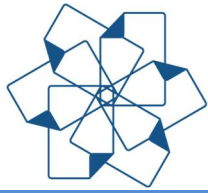
Program Length: 4 hours / Half Day

Delegating for Growth (classroom, e-Learning)

Delegating for Growth is an interactive skills training course that will help any manager to better understand the purpose of delegation, prepare for and apply the steps to delegating effectively, and learn to recover from inevitable mistakes or disappointments. This training program will help to increase company-wide productivity, foster employee confidence at all levels, and develop a team-driven culture. Most tasks and projects can be delegated. In particular, if you find yourself doing the tasks and activities you were promoted from, that's a clear sign of items you should be delegating. Not sure how? That's where we come into play.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes



Developing Positive Relationships at Work (classroom, e-Learning)

Developing Positive Relationships at Work is the positive learning experience your organization needs to ensure that individuals unite around a common mission, value diversity, rise above personal slights, take responsibility, and cultivate an environment based on trust. This training will help you model the behavior you want as well as teach the value of getting to know your employees as individuals.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes

Developing Your Direct Reports (classroom, e-Learning)

Developing Your Direct Reports is a course in which participants will learn development coaching. So what's the difference between performance management and development coaching? Performance management is focused on eliminating the weaknesses of the past and present. Development coaching, on the other hand, targets employee strengths as the basis for future performance and the achievement of long-term goals. And the other major difference? It requires the direct and regular involvement of the manager.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

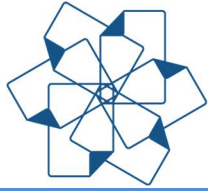
Diversity Awareness: Fostering a Climate of Inclusion, Sensitivity, and Respect in the Workplace (classroom, e-Learning)

A survey by Korn/Ferry International found that more than 2 million people leave their jobs each year because of unfairness in the workplace. The hiring costs which result from high turnover are a huge stumbling block to company success, not to mention the time investment that goes into screening applicants and acclimating new hires to their role. Still, the greatest hindrance to progression lies within the heart of the issue—that is, to devalue and exclude employees because they are different is to also place limitations on their contributions and ability to grow.

From fundamental attribution errors to micro-inequities (a term coined by researcher Mary Rowe), *Diversity Awareness: Fostering a Climate of Inclusivity, Sensitivity, and Respect in the Workplace*, explores the subtle ways that these limitations occur and how to combat them by fostering an environment that focuses on building respectful interactions. The program defines diversity in broad terms, recognizing that people see differences in varying ways from educational background to personal attributes and experiences. Professionals at every level will learn how to take proactive steps to find and capitalize on unique skills as well as exercise flexible thinking and seek personal growth.

Program Length: 4 Hours / Half Day

e-Learning Length: 45 minutes



Effective Listening Skills (classroom, e-Learning)

Without the proper training, two things can stand in the way of effective listening: bad habits and style differences. The first step to becoming a better listener is to break and eliminate those habits. The second step is to understand the different ways people listen, along with its benefits and potential trouble spots. *Effective Listening Skills* can help anyone become a better listener. Using a five-step process, individuals learn how to eliminate barriers to good listening, improve communication skills, maximize productivity, and build interpersonal relationships.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

Effective Negotiation Skills (classroom)

This training is organized in a way to layer coaching with training. Once the participant understands not only what they want but why they want it, they can be in the ideal space to really listen, prepare, and persuade with skill and integrity. These skills offer participants tremendous leverage to reap great rewards and create win-win relationships.

Program Length: 8 hours / One Day

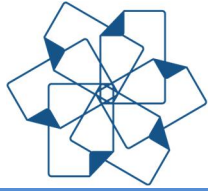
Emotional Intelligence: A Scientifically Proven Method for Developing the Skills of Success (classroom, e-Learning)

No doubt technical and task-oriented skills are important to bring to any working environment, but research has proven that real success comes from those who have honed the soft skill of emotional intelligence. No organization is without its ups, downs, and of course, turnarounds, which is why emotional intelligence is an essential aspect for anyone in the working field. In a world of deadlines, organizational changes, limited resources, and conflicting orders (to name a few stressors), having the ability to control your emotions is essential to navigating the unavoidably high-stress environment that often shapes the working world.

But it's not just about taking control of your reactions to emotionally-charged situations. Emotional intelligence is recognizing your emotional triggers and knowing when and how to use them in a way that enables you to not only deal with these stressors objectively, but to also develop strong connections with your co-workers. *Emotional Intelligence: A Scientifically Proven Method for Developing the Skills of Success*, introduces the four essential aspects to honing this soft skill - intrapersonal skills, interpersonal skills, adaptability, and resilience - and strategies for developing each; helping you to confront issues, tackle problems, and manage change and stress with composure and clarity.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes



Employee Engagement: The Supervisor's Guide to Gaining and Sustaining Commitment (classroom, e-Learning)

Employee Engagement is a half-day training course that introduces leaders and managers alike to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. Organized into four distinct categories or strategies for employee engagement, the program offers self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.

Program Length: 4 hours / Half Day

e-Learning Length: 60 minutes

Ethics in the Workplace (classroom, e-Learning)

Being ethical does not mean following your feelings. Your feelings can misdirect you. This training program explores how workplace ethics should be developed, how to create the standards and policies that support them, how employees can be trained and managed to follow and support these standards, and how to deal with problems where ethics are concerned.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

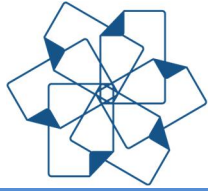
Financial Intelligence: The Ten Accounting Instruments Every Professional Should Know (classroom, e-Learning)

Do more with less. It's become the mantra of organizations across the globe. The demand for increased productivity and bottom-line results is greater than ever before, and the responsibility for monitoring and driving business is no longer the sole domain of the accounting department. Today, employees are partly accountable for the organization's financial well being, regardless of their background, experience, or skill set.

Chances are most employees have a limited knowledge of financial basics, even if they passed Accounting 101 in years past. But the truth is everyone can benefit from a working knowledge of accounting and financial instruments. This back-to-basics training program is perfect for anyone who needs to learn how to read, interpret, and analyze the ten most commonly used accounting instruments. Managers, particularly, will benefit from understanding the financial consequences of their decisions. From budgets and income statements to EBITDA, break-even analysis, and profitability ratio, this program empowers individuals to control operations, justify requests, translate performance into financial terms, and quantify their contribution to the organization.

Program Length: 4 hours/Half Day

e-Learning Length: 50 minutes



Fundamentals of Strategic Planning (classroom, e-Learning)

Strategic planning means different things to different people. To some it means creating vision and practicing values. To others it means setting deadlines for action items and managing changes. Whether you come from the more philosophical end or the task-oriented end, strategic planning does include moving the company forward toward a shared vision through agreed-upon goals and objectives.

Program Length: 8 hours / One Day

e-Learning Length: 45 minutes

The Golden Rule: How to Create a Respectful Workplace (classroom, e-Learning)

An increasingly demanding workplace creates greater pressure and stress for every employee. In addition, impersonal electronic communication has taken precedence over face-to-face interactions. Sometimes, this increased stress, and the lack of personal contact leads to more abrupt, informal face-to-face communication.

The Golden Rule is designed to help employees consistently demonstrate respect in their day-to-day interactions. From electronic to face-to-face communication, participants learn the behaviors that contribute to a respectful environment. They will learn how to establish self-respect, develop reciprocity with colleagues, and maintain respect when faced with stress, uncertainty, and change.

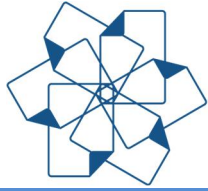
Program Length: 4 hours / Half Day

e-Learning Length: 53 minutes

How to Handle Change and Upheaval (classroom)

It's important to recognize that events occurring in the workplace may be due to change. First and foremost, we must have an understanding of why changes are occurring. In this training, the participants will be asked to evaluate how well they respond to change. They will learn that everyone experiences a negative reaction to change from time to time. However, it's important that the negative reaction doesn't become a habit.

Program Length: 4 hours / Half Day



How to Make Yourself Indispensable (classroom, e-Learning)

Indispensable employees are always indispensable, no matter where they go or what they do. That's because it's more about attitude than skill set. They know the key to their success is to work smarter, not harder. They understand where to focus their energy to get the greatest return on their efforts. They take time out to plan and they offer a solution for every problem. They get the difference between being proactive and being reactive. They also know they are replaceable...and perhaps most importantly, they want to be replaceable. It's how they climb the ladder faster than everyone else.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

How to Manage Your Emotions (classroom, e-Learning)

While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately.

From minimizing frustration to conquering negative self-talk, this training will give individuals the tools they need to control physical responses, reframe thinking, handle accidental outbursts, and learn long-term strategies for channeling emotions productively.

Program Length: 4 hours / Half Day

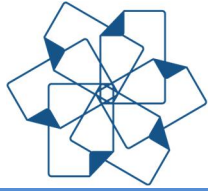
e-Learning Length: 55 minutes

Ideas into Action: From Creativity to Innovation (classroom, e-Learning)

Innovation is a term that tends to make people uncomfortable. That's because it's surrounded by common myths and misconceptions, such as "only creative people can be innovative," and "I don't know how to be innovative." *Ideas into Action* dispels the myths and misconceptions surrounding innovation and guides people and teams through the innovation process, from generating good ideas and encouraging creativity to developing a plan and implementing new concepts.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour



Increasing Your Emotional Intelligence (classroom, e-Learning)

Emotional intelligence is the ability to comprehend your emotions and to manage them effectively. It also helps you say the right thing and accurately judge how the other person is reacting.

This training program offers you techniques to increase and develop your emotional intelligence. It will guide you through proven methods to apply emotional intelligence in the workplace to enhance employee relationships and increase productivity.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 10 minutes

Leadership 101 (classroom, e-Learning)

By addressing everything from trust to perception to attitude, *Leadership 101* is a training program that gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills. This learning resource will help your organization retain employees and clients, make better decisions, and improve performance.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

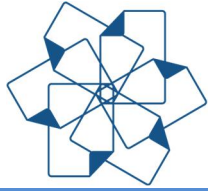
Leading Others Through Change: A Three-Phase Model for Success

(classroom, e-Learning)

Organizational shifts can bode either a positive or negative experience for those involved depending on how effectively they are led through the process. Leaders play a vital role in seeing that employees understand the benefits and new opportunities brought about by change. Leading Others Through Change recognizes that to effect a positive and productive experience, leaders must **ACT** - **A**ctivate the change, **C**reate a Plan, and **T**ransition the change. Using a 10-step process as its basis, this program takes participants through the three phases and identifies techniques for ensuring that the change is not only a success, but that it becomes a lasting part of the culture. They'll learn to manage resistance, garner commitment, and increase motivation for the change from start to finish, including how to evaluate efforts in order to steer the success of future initiatives.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 32 minutes



Learning to Manage: Techniques and Tools for the New Manager (classroom, e-Learning)

So you're highly knowledgeable and skilled in your career field, your hard work has paid off and a job promotion is likely or has already come your way. You relish in the prospects and rightfully so — a managerial role is an exciting and advantageous opportunity, but if you're not equipped with the management know-how, it can be a surprisingly overwhelming transition.

Learning to Manage walks you through the process of successful management by introducing the tools for effectively handling five target areas — people, projects, performance, problems, and personal development. Each of these areas is essential to minimizing the stress associated with the transition from individual work as you learn to delegate, communicate, and most of all, develop your employees — laying the foundation for productivity and organizational success.

Program Length: 4 hours/Half Day

e-Learning Length: 1 hour 25 minutes

Managing Offsite Employees: Staying Connected with a Dispersed Workforce (classroom, e-Learning)

Organizations are buzzing about the potential benefits and competitive advantage an offsite workforce has to offer like decreased turnover and improved retention to cost reduction and access to a larger pool of talent. And there are perks for the individual too, including increased flexibility, independence, and a better work-life balance. But let's face it — managing a remote workforce takes more than smartphones, WiFi, web cams, and expense allowances. It requires the right employees in the right jobs with the right skills and the right resources. And it also requires managers with the know-how to communicate effectively, maintain a sense of community, cultivate teamwork and develop relationships built on trust. *Managing Offsite Employees: Staying Connected with a Dispersed Workforce*, is packed with self-assessment exercises, real-life scenarios, practices activities, and more to set your team up for success.

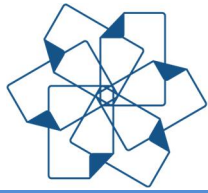
Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

Managing Teams (classroom)

Managing a team can be one of the most challenging, yet rewarding, experiences you will have in the workplace. Finding the balance between directing and supporting is always one of the most difficult functions of the manager. Teamwork is unsuccessful if the leader is continually putting forth ideas before anyone else on the team.

Program Length: 8 hours / One Day



Managing Up: Forging a Successful Relationship with Your Supervisor

(classroom, e-Learning)

The principles of managing up are designed to make your supervisor's life easier. However, you'll find that becoming in tune with their needs and supporting their daily obligations in turn, benefits you. Your work life will run smoother, you'll encounter less conflict, and you'll make a positive impression on your supervisor, ultimately forging a successful relationship.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 5 minutes

Meetings: How to Make Them More Efficient and Effective (classroom, e-Learning)

Meetings—we all have them. The bad news? It is estimated that Fortune 500 companies waste 75 million dollars per year in unproductive meeting time. The good news? Most of the factors that disrupt productivity are in the control of meeting attendees. This training helps participants develop skills to ensure meetings are an advantage instead of a disadvantage to both employees and organizations alike.

Whether running the meeting or simply participating in it, this program provides the knowledge and techniques for making the most of meetings. Among other practices, participants learn to provide a specific meeting focus, identify the signs of an unproductive meeting, generate ideas for creating an environment of fun to encourage participation, and prepare a proper agenda.

Program Length: 4 hours / Half Day

e-Learning Length: 48 minutes

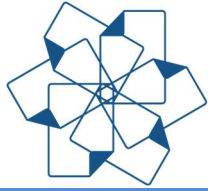
Mental Models: The Key to Making Reality-Based Decisions (classroom, e-Learning)

Each one of us has a perception of reality about how the world works—a mental model. Like an internal hard drive, they provide understanding, guide thinking, and direct decision making. Built from everyday experiences, outside influences, and rewards such as money and success, mental models can be both beneficial and detrimental to success. Just as technology advances, so does the need for individuals, teams, and organizations to update, flex, and reconstruct mental models to improve performance.

An excellent starting point is to create awareness. This training shows the people in your organization how to examine their mental models, separate fact from opinion, clarify assumptions, and reveal hidden beliefs. Using interactive exercises and activities, this learning experience illustrates the need to tune into one's surroundings, look for opportunities, and approach work with an open mind.

Program Length: 4 hours / Half Day

e-Learning Length: 45 minutes



Motivating Employees to Be Their Best (classroom, e-Learning)

Unlike traditional extrinsic motivation techniques like rewards, *Motivating Employees to Be Their Best* is about helping employees to find intrinsic motivation by fostering positive feelings and eliminating obstacles. The program focuses on providing the skills and techniques you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings. The three elements of this type of climate are Community, Influence and Openness. The training focuses on providing the skills you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 21 minutes

The Multi-Generational Workplace (classroom)

This program will help you gain a better understanding of the four generations that make up the current workforce - Veterans, Baby Boomers, and Generations X and Y - and how their unique experiences and expectations impact their view of the workplace. You will be able to identify the challenges of working with multiple generations and learn techniques that foster respectful communication and positive interaction with all groups.

Program Length: 4 hours / Half Day

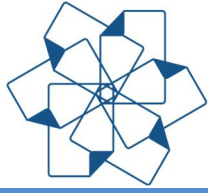
Navigating Difficult Conversations: Deliver Your Message with Poise, Empathy, and Resolve (classroom, e-Learning)

This half-day workshop introduces a seven-stage process to help managers, supervisors, and leaders successfully handle difficult workplace conversations with their employees. Most managers and team leaders do not enjoy the task of having to let an employee go or provide them with a negative performance review. These are just a couple of examples of difficult conversations which are an unavoidable circumstance in the workplace. But they don't have to be feared or dreaded—they can be handled in such a way that increases self-confidence and encourages an environment of positivity.

Navigating Difficult Conversations introduces participants to a seven-stage process for taking control in these situations and minimizing negative backlash to reduce stress, increase trust, and improve relationships and productivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations —leading them to embrace, rather than fear confrontation and produce long-lasting benefits for the employee and organization.

Program Length: 4 hours / Half Day

e-Learning Length: 30 minutes



Onboarding: How to Successfully Integrate New Employees (classroom, e-Learning)

Most would agree that introductions to company processes and policies are a “must” when bringing in a new hire. Yet it’s also just as important to help new hires gain a comprehensive view of their role and establish an effective network of support. Relationships and roles have the greatest impact on an employee’s immediate satisfaction and productivity in their new position. Clear expectations between a manager and his/her direct reports can make the difference between a relationship that succeeds and one that fails.

Onboarding is the training course you need to help your new hires build a foundation for success from the get-go. At its core is the Onboarding Model with four overlapping elements — Resources, Rules, Relationships, and Roles. Using these elements as a cornerstone in the onboarding process, managers learn how to become an active participant in helping new hires not only accelerate their involvement, but establish a groundwork for continual progression.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes

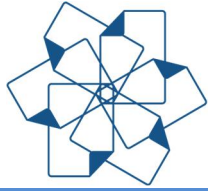
Organizational Trust: Strengthen and Restore Respect, Faith, and Integrity at Work (classroom, e-Learning)

While the nature of day-to-day tasks and responsibilities certainly make up a large portion of employee job satisfaction, more often than not the most influential aspect is the interaction between colleagues. Organizations that promote a positive, supportive working environment, such as those that emphasize a culture of trust, are also those with the highest recruitment and retention rates. This is because they lay the groundwork for effecting respect, faith, and integrity at all levels. In turn, this groundwork makes the organization more credible, productive, flexible, innovative, and able to handle crisis and change.

Organizational Trust is about helping managers supervisors, and leaders to effect these outcomes by building, improving, or restoring an environment of trust. Participants begin by examining the quality of trust on an organizational and personal level (or how trustworthy others perceive them to be) and then reviewing the characteristics and behaviors which shape trust. They’ll also learn to identify the warning signs of a low-trust organization, providing the opportunity to implement techniques for handling and combating distrustful behaviors before they escalate.

Program Length: 4 hours / Half Day

e-Learning Length: 30 minutes



Performance Management (classroom)

This training covers the basic concepts of a performance management system and the means needed for building and implementing a performance strategy within your organization. This core understanding empowers you to translate your strategy into actions that can be measured and monitored throughout your organization.

Program Length: 8 hours / One Day

Positive Approaches to Resolving Performance Problems (classroom)

This course will increase your ability to identify problem employees or non-performers. You'll learn how to assess problem behaviors before drastic measures need to be taken, as well as how to conduct a successful confrontation session. This course will show you how to develop standards that ensure high quality performance, create a plan for employee "buy-in," and carry out effective disciplinary sessions.

Program Length: 4 hours / Half Day

Preventing Workplace Harassment (classroom)

In this program, you'll learn the answers to all of your questions about dealing with harassment in the workplace. You'll read about real cases, learn some tips and tools for dealing with situations that may come up, and implement steps to prevent the occurrence of harassment.

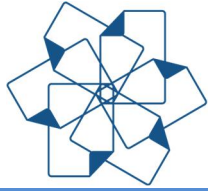
Program Length: 4 hours / Half Day

Productive Work Habits (classroom, e-Learning)

Productivity isn't about quantity. It's about doing the right task, at the right time. But sometimes that's easier said than done. In *Productive Work Habits*, participants will develop the positive habits they need to gain focus, learn how to prioritize tasks efficiently, become better organized, manage their time efficiently, work more effectively with colleagues, and create better work-life balance.

Program Length: 4 hours / Half Day

e-Learning Length: 50 minutes



Real-World Project Management (classroom)

Real-World Project Management is a Two Day program (16 classroom training hours) which covers the steps of project management from definition and planning to implementation. First you will review monitoring, completion and evaluation. Then you will be able to complete a thorough and accurate project plan including task identification, scheduling and budgeting. Next you will monitor the key project issues of a schedule, create a budget and performance deliverables and develop appropriate responses to potential problems. Lastly, after the project is completed, you will execute clear and effective reports that include a formal evaluation of the project.

Program Length: 16 hours / Two Days

Resilience: How to Keep Going When the Going Gets Tough (classroom, e-Learning)

Conflict, change, and stress are a regular part of everyday organizational life. The key to employee survival is resilience, the ability to bounce back after adversity. Being resilient doesn't prevent tough challenges from happening, but it does provide individuals with the strength and wherewithal to recover and move on time and time again.

Developing resilience is a lot like engineering a building to withstand an earthquake. It requires a solid foundation and a flexible structure that won't crack or crumble under pressure. In human terms, it translates into self-esteem, connections with others, mental agility, and effective coping strategies.

Resilience: How to Keep Going When the Going Gets Tough offers individuals a blueprint for increasing their resilience. Aimed at developing confidence, support networks, achievable goals, and stress management skills, its part of the Reproducible Training Library, a comprehensive source of customizable training workshops and e-learning programs.

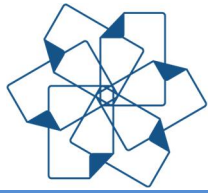
Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

Resolving Conflict at Work: Improving Workplace Relationships (classroom)

Conflict is an inevitable part of work. Whether between individuals or teams, at some point, conflict will arise and need to be addressed. But resolving conflict doesn't need to be a negative experience; in fact, managing conflict can be a catalyst for positive change. This half-day program explores various work relationships and their impact on the employee, how business relationships can be managed to avoid unnecessary conflict, how to use effective resolution steps when conflict occurs, and how to deal with difficult people when managing conflict.

Program Length: 4 hours / Half Day



Selling Essentials: Coaching for Performance (classroom, e-Learning)

Many managers claim they don't have the time, the skills, the patience, or the need to do sales coaching. But in reality, creating a coaching culture will fundamentally change the way business is done. It will enable your organization to develop the potential of its sales team, retain its top performers, and multiply sales. And guess what? Coaching doesn't involve hours of classroom time, role playing, or a three-day retreat at a faraway conference center. In fact, it's not that at all. Coaching is about building a trust-based relationship that's focused on mutual growth, a little know-how about personal style, the ability to be flexible, and knowing when to seize everyday moments as learning opportunities. The seventh module of the in-depth *Selling Essentials* training series, *Coaching for Performance* targets the skills sales managers need to be effective coaches throughout the selling process, from high-level planning in the early stages to tactical decision making later in the cycle.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 10 minutes

Selling Essentials: Developing Clients for Life (classroom, e-Learning)

Whether you are working with fresh faces or seasoned pros, there are usually gaps between where salespeople are in their development and where they should be. That's why it's a good idea to assess skill levels from time to time, establish a baseline, and always have an action plan for improvement. The results are beneficial to the bottom line—for both the individual and the organization. The sixth module of the in-depth *Selling Essentials* training series, *Developing Clients for Life* focuses on the skills salespeople need to cultivate relationships based on mutual trust and loyalty.

Program Length: 4 hours / Half Day

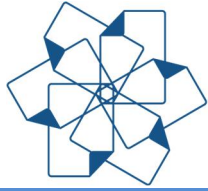
e-Learning Length: 1 hour 10 minutes

Selling Essentials: Opening the Sales Call (classroom, e-Learning)

You never get a second chance to make a first impression. Ten seconds or less. That's how long the window of opportunity is open for your salespeople to grab a client's attention. And that's why it's vitally important to arm them with the tools that enable them to be confident, sincere, engaging, and successful—before they set foot in their next face-to-face sales call. With the proper knowledge and preparation, your salespeople can establish themselves as experts, think on their feet, adapt to client expectations, and capture lifetime clients. *Selling Essentials: Opening the Sales Call* does just that. The third installment of the in-depth training series, this half-day classroom program and one-hour e-learning workshop is all about learning how to make a great first impression, set a positive tone, and beat the competition.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes



Selling Essentials: Presenting Solutions, Overcoming Objections, and Closing the Sale (classroom, e-Learning)

It's true. Preparation is key, especially when it comes to selling. Successful salespeople know it. From mastering product knowledge to understanding what the client wants and figuring out how to clinch the sale, they always do their homework. Always. But knowing what to prepare—and how to prepare—can't be left to trial and error. That's because developing the ability to see through the client's eyes, pinpoint their needs, think outside of the box, and deliver a convincing presentation takes time, training, practice, and then more practice. This course prepares your sales force to approach each sales call with the skill, confidence, and know-how to achieve results.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 5 minutes

Selling Essentials: Prospecting and Territory Management (classroom, e-Learning)

Ask any sales professional about prospecting and most will tell you it's their least favorite thing to do. From figuring out how to develop a territory to finding qualified leads and making cold calls, it's enough to cause even the most seasoned people to cringe. But prospecting is the vital first step in the sales cycle, and the key to success is preparation, practice, and confidence. *Selling Essentials: Prospecting and Territory Management* gives salespeople at all levels the know-how to tackle prospecting, maintain a healthy pipeline, and grow their business. Title two of an in-depth training series, this customizable classroom program and e-learning workshop is packed with helpful tools, including worksheet templates, qualifying checklists, practice exercises, strategies, and more.

Program Length: 4 hours / Half Day

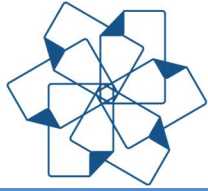
e-Learning Length: 1 hour 5 minutes

Selling Essentials: Understanding the Sales Cycle (classroom, e-Learning)

Whether you are working with fresh faces or seasoned pros, there are usually gaps between where salespeople are in their development and where they should be. That's why it's a good idea to assess skill levels from time to time, establish a baseline, and have an action plan for improvement. *Selling Essentials: Understanding the Sales Cycle* is the first title in a series of learning experiences aimed at transforming your sales force into true professionals who are ready for any challenge. Filled with an assessment, activities, worksheets, action planning, and more, individuals can't take an active role in their learning. It starts with self-reflection and measurement, and then shifts the focus to the buyer with customer-focused selling and decision-making patterns, and ends with action strategies and planning.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour



Sales Essentials: What to Ask and How to Listen (classroom, e-Learning)

They've mastered prospecting, scoped out hot leads, and succeeded in getting their foot in the door. So far, your salespeople are off to a great start. But at this moment, they're sitting face-to-face with their next (hopefully) new customer, and after an engaging opening, they stop and think, 'hmm... now what?' It's time to shift the focus to the customer.

So before your salespeople have the chance to jeopardize their next big deal, make sure they know how to keep the customer engaged, uncover their needs, learn their decision-making strategies, and know what not to say. Teach them what to ask—and how to listen.

Sales Essentials: What to Ask & How to Listen, the fourth module of the in-depth training series, shows salespeople how to ask the right questions, avoid communication shut downs, maximize business discussions, and learn valuable active listening skills that will move the customer relationship forward.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

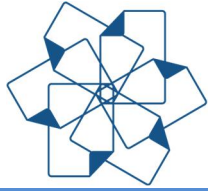
Skillful Collaboration: Working Successfully with Others to Achieve a Common Goal (classroom, e-Learning)

Creative thinking, effective problem solving, increased productivity, job satisfaction, and more: the benefits of collaboration are significant, both for individuals and organizations. That is, when things run smoothly. But there is much more to collaboration than working side-by-side with people. There is an effective way to collaborate - and an ineffective way to collaborate. Believe it or not, sometimes it is the wrong choice altogether. That is because successful collaboration requires a combination of the right situation, well-honed skills, and an open mindset.

Before the individuals in your organization attempt the next project, introduce them to *Skillful Collaboration: Working Successfully with Others to Achieve a Common Goal*. It's the soft-skills training program that will help them to make sense of the ins and outs of collaboration. From setting common objectives, defining roles, and establishing processes to communication strategies, troubleshooting obstacles, and building networks, Skillful Collaboration focuses on how to structure an effective framework that enables individuals to develop harmonious and productive working relationships.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour



Social Media at Work: Reap the Rewards and Avoid the Risks (classroom, e-Learning)

From Facebook and Twitter to LinkedIn and YouTube, social media has become a successful medium for broadcasting messages, developing brand recognition, prospecting for clients, and recruiting employees. There's no doubt it's here to stay—and that means it's time your company takes it seriously. Many enterprises already have, leveraging social media to drive more business, exposure, and good will with customers. In fact, a whopping 53% of organizations have a formal social media policy in place.

Unfortunately, without awareness of potential risks, proper training, and clear-cut guidelines, social media can get your organization into serious hot water—both in terms of negative publicity and real legal troubles. For those reasons, some 42% of employers forbid their employees to use social media of any kind. That's why proper social media training can make all the difference for your organization, and we've got an excellent way to get started.

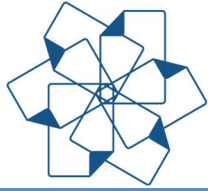
Social Media at Work: Reap the Rewards and Avoid the Risks uses real-world examples, quizzes, and case studies to showcase the powerful ways social media can impact your business for both good and bad. This on-trend social media training program explores the do's and don'ts of using popular platforms like Facebook and Twitter in the workplace.

You will also learn how a good social media plan can increase the visibility of your company by communicating its core vision, sharing its internal culture, and creating a positive dialogue between employees and customers. A good social media strategy can also develop a community around your business, building loyalty and giving your customers another reason to visit your business, whether that's online or in the real world. A poor social media strategy could lead to serious negative and even legal consequences, like defamation, trademark infringement, privacy violations, and discrimination.

That's why good social media training can make all the difference for your business. Packed with ripped-from-the-headlines examples, activities, exercises to test knowledge, a sample social media policy, and an action planning worksheet, *Social Media at Work: Reap the Rewards and Avoid the Risks* is the comprehensive solution your organization needs to help instill good judgment in employees, build a social media presence, safeguard against from potential pitfalls, and implement a sound policy.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes



Solid Business Writing (classroom, e-Learning)

Have you ever misunderstood an e-mail? You thought it said one thing, only to find out later that the writer intended something totally different. This is a daily occurrence and is often the result of relying only on words.

Few of us really love to write, but it is a necessary part of most jobs. It is normally seen as a chore and a daunting task that we have to do. By learning the tricks taught in this course, you will actually spend less time writing and create a better document. Get back to the basics with this course and make sure your t's are crossed and your i's are dotted before sending out vital correspondence.

Program Length: 4 hours / Half Day

e-Learning Length: 57 minutes

Succession Planning (classroom, e-Learning)

A lack of succession planning is like driving your car in the dark without headlights. Effective succession planning is like having halogen headlights that shine farther and brighter than any other kind of headlight. This program shows you how to conduct a gap analysis to identify current and future needs, how to create a pipeline of potential top leadership and how to bring selection systems, reward systems and management development into alignment with the process of leadership renewal.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 26 minutes

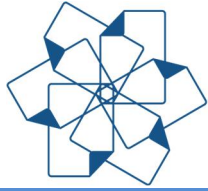
Super Manager: Be the Boss Everyone Wants to Work For (classroom, e-Learning)

As a manager, overseeing employee performance is an essential obligation. Yet, it's more than just ensuring a timely schedule of operations and quality production. Organizations that surpass expectations with unmatched success ensure employees receive the necessary support, resources, and guidance to get the job done. In a study on employee retention, a number of respondents pointed the finger back at their manager citing behaviors such as a lack of recognition and an inability to meet commitments as some of the top reasons for quitting. It takes a special manager to increase employee engagement and satisfaction in the workplace—it takes a super manager.

Super Manager is the half-day training course that provides managers at all levels the necessary know-how to help their employees grow in their abilities and motivate them to go above and beyond expectations. Participants will explore the qualities, behaviors, skills, and tools to help them become the manager everyone wants to for.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 25 minutes



Supervisor Communication Skills (classroom, e-Learning)

In general, there are four basic purposes of communication: To inform, to persuade, to ask a question, or to learn. It's as important to know what you don't want as it is to know what you do want.

In this course, you will learn the importance of assertive speaking - asking directly for what you need from others without being aggressive. You will discover techniques for holding others accountable while also creating and practicing the art of equitable compromise.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 27 minutes

Systems Thinking: How to Solve Problems So They Stay Solved (classroom, e-Learning)

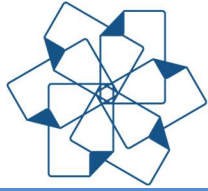
From production and marketing to customer service and fulfillment, organizations are made up of a series of interconnected parts. And while each function may appear to operate efficiently on its own, a change in just one cog can throw the whole system out of whack, creating a continuous chain reaction of problems.

If your organization is plagued by nagging issues that affect its performance, it's time for a new approach. Systems thinking is a proactive problem-solving technique that examines the relationships between various organizational functions and how they impact each other. What makes systems thinking so powerful is that it enables your organization to predict the consequences of change, eliminate silo thinking, adjust perspectives to see different viewpoints, and remain focused on the big picture.

Get your problem-solving approach in gear with *Systems Thinking: How to Solve Problems so they Stay Solved*, the program that helps your organization find optimal solutions to complex challenges, improve innovation, and increase productivity.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour



Taking Control of Conflict: How to Resolve and Minimize Workplace Disputes (classroom, e-Learning)

Is conflict an ongoing battle in your organization? Apparently, it is for most. A recent study reveals that 85 percent of employees experience conflict at work—a staggering 2.8 hours each week—ranging from mild squabbles with teammates to explosive disagreements between managers.

Let's face it. Conflict isn't going to become obsolete anytime soon. But individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships—that is, when it's managed successfully.

A half-day classroom training program, *Taking Control of Conflict: How to Resolve and Minimize Workplace Disputes* introduces the different types of conflict, shows individuals how to communicate clearly and tactfully, explores appropriate resolution strategies, and establishes a common-sense approach for preventing unnecessary conflict.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 15 minutes

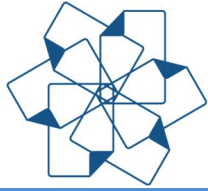
Talk Like a Leader: What Every Leader Needs to Hear (classroom, e-Learning)

Did you know the average person speaks up to 16,000 words each and every day? No doubt, that's a lot of chatter. But successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people.

Talk Like a Leader: What Every Leader Needs to Hear is a half-day classroom training program that cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, Talk Like a Leader is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

Program Length: 4 hours/Half Day

e-Learning Length: 1 hour



Team Chemistry: How to Build a Team that Everyone Wants to Join (classroom, e-Learning)

In the world of science, chemistry is an exploration into the properties of matter, their interactions, and the substances they produce. The same basic principles of study are applicable to the working world—the reason many often use “chemistry” to describe an intangible, but positive effect on teamwork. That’s because the basis for understanding team development and performance is a consideration of the skills, characteristics, and strengths each person possesses and how those qualities can be combined to form cohesive, collaborative working relationships that result in high productivity.

Appropriate for anyone who may have influence on the structure of a team, *Team Chemistry* teaches participants how to identify and correlate diverse, but complementary skills, characteristics, and strengths to team roles. They also learn the techniques for observing interactions, establishing positive communication patterns, overcoming groupthink, developing mutual accountability for results, and boosting morale.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 5 minutes

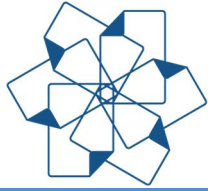
Team Excellence: The Secret to Achieving High Performance (classroom, e-Learning)

Organizations know that every one of their employees is valuable and contributes unique talents and experience to each project or task at hand. So, comparatively, when employees come together as a team, the end result is typically even greater success—that is, when members understand how to work collaboratively. Effective collaboration not only helps to increase the quality of results, but also the productivity.

Team Excellence is the training resource that ensures teams achieve these outcomes. Participants fundamentally learn to CARE by discovering techniques for effective Communication, maximizing individual Ability, producing Results, and fostering Esprit de corps. Among these techniques, they learn to create synergy, set goals, cultivate accountability, and coordinate effective team building activities, effectively allowing them to achieve high performance.

Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes



Time Management (classroom, e-Learning)

A simple glance at the desks of various workers reveals different organizational and time management practices that individuals have adapted to their personality. Personality preferences have an impact on how individuals successfully manage their time. Different approaches to time management are equally effective and neither approach is better than the other. In this program you will learn how to increase your personal effectiveness by using management techniques that fit your personality. You will apply time saving techniques, learn ways to overcome procrastination and find out a variety of methods to living a balanced life.

Program Length: 8 hours / One Day

e-Learning Length: 1 hour 15 minutes

The Toughest Supervisor Challenges (classroom, e-Learning)

When dealing with issues such as employee performance, personality clashes, and conflict, the truth is that there are no quick fixes. Successful supervisors know it takes time to do what's best for the long-term success of the organization, its employees, and even themselves. They also know that they can overcome almost any challenge by exercising the three keys: realism, restraint, and resolve. *The Toughest Supervisor Challenges* gives both new and experienced managers the supervisory skills, tools, and techniques they need to evaluate the situation at hand and choose the appropriate response.

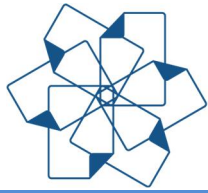
Program Length: 4 hours / Half Day

e-Learning Length: 55 minutes

What Customers Really Want (classroom)

What is extraordinary customer service? We have all experienced it and, most likely remembered it. In this course participants will explore the concepts and benefits of superb customer service. Individuals will learn ways of building positive rapport with various types of customers and then apply those skills in activities and exercises throughout the course. They will dive deeper into workplace communication by examining the do's and don'ts of technology, and how to use these advances to further their customer alliances. Further groups will practice learned skills in dealing with difficult situations and making every interaction a positive experience.

Program Length: 8 hours / One Day



Why We Struggle With Tough Decisions: Overcoming Doubts and Dilemmas (classroom, e-Learning)

In the workplace, some people get stuck overanalyzing all of their choices—they want a spreadsheet packed with data before proceeding with any decision. Others swear by their intuition and have no data to back up how they arrived at a particular decision. How can you make a high-impact decision that is effective, practical, and successful? By having a clear objective, gathering and evaluating information in a structured way, avoiding common decision traps, and by using your intuition to confirm or question your decision. This course will enhance your confidence and skill at making—and implementing—tough decisions, allowing you to increase your value to your organization and actively contribute to its success.

Program Length: 4 hours / Half Day

e-Learning Length: 60 minutes

Women and Leaderships: Working Through Barriers and Biases (classroom, e-Learning)

Research studies have shown that companies with sustained high representation of women - that is, three or more women board directors in at least four of five years - significantly outperformed those with no women board directors. Statistics like this prove women have the skills to not only take on top leadership positions, but to also have an impressive impact on their organization's success. Still, we rarely see women in higher positions of power because the reality of the glass ceiling is all too real. There exist a multitude of challenges preventing women from reaching higher-level positions; including preconceived notions of a woman's working ability as it relates to a societal and organizational context and from an internal context - or rather, those self-imposed barriers women place on themselves. Women and Leadership identifies the specific challenges imposed on women in the workplace and provides an in-depth look at how they can combat these obstacles to maximize their strengths - helping not only women, but all professionals and organizations as they work to build the leadership skills of their employees.

Program Length: 4 hours / Half Day

e-Learning Length: 1 hour 23 minutes