Business Skills

- Topics are highlighted in orange.
- Courses in series (highlighted in black) are shown in order they should be viewed.
- Courses include Closed Captions (CC) in the following languages: English, Chinese (Simplified), French, French (Canadian), German, Portuguese, Spanish, Thai.
Administrative Excellence
- Prioritizing Techniques
- Preparing a Room for a Meeting
- Detail-Oriented Skill Development
- Front Desk Safety
- Making Travel Arrangements
- Planning and Coordinating Events
- Routing a Problem
- Anticipating Needs
- Acting as Gatekeeper
- Be the Point Person
- Relationship-Building with Your Supervisor

Organization
- Calendars
- Emails
- Filing Systems
- Taking Inventory
- Voicemails

Advanced Selling Skills
- Managing an Enterprise Account
- Introduction
- Value Added Selling
- Customer Lifetime Value
- No Push Selling
- Pre-Call Planning
- The Five-Minute Debrief
- Finding Unmet Needs
- Selling Benefits
- Handling Objections
- No Push Close

Basic Selling Skills
- The Unmet Need
- Sales Time Management
- Creating Your Elevator Pitch
- What is a Sales Process?
- Emotional Selling and Storytelling
- Building a Sales Plan
- Asking Great Sales Questions
- Writing a Sales Proposal
- Decision Makers and Influencers

Tough Customers
- The Hesitator
- The Grump
- The Entitled
- The Expert

Business Basics
- Managing Negativity

Business Travel
- Business Travel
- Before Leaving
- My Bags Are Packed
- I’ve Got a Plane to Catch
- Hotel, Motel, Holiday Inn
- International Business Travel
- Staying Healthy
- Safe Travels
- There’s an App for That
- Technology Security

Business Attire Basics for Men
- Casual Attire
- Business Casual Attire
- Business Formal Attire
- Semi-Formal/Casual Attire
- Black Tie Optional Attire
- Black Tie Attire

Business Attire Basics for Women
- Casual Attire
- Business Casual Attire
- Business Formal Attire
- Semi-Formal/Casual Attire
- Black Tie Optional Attire
- Black Tie Attire

Focusing Your Perspective
- Locus of Control
- The Circle

How to Know What You Don’t Know
- Getting Up to Speed
- Identifying Blind Spots

How to Work a Room
- Preparing for an Event
Attending the Event
After the Event

Respect
How to Be Liked
How to Be Respected
How to Work with Someone You Dislike

This vs. That
Persistent vs. Pester ing
Aggressive vs. Assertive
Compromise vs. Cave
Finished vs. Flawless
Concise vs. Curt
Confident vs. Conceited
Reserved vs. Rude

How to Deal with Workplace Changes
How to Avoid Getting Laid Off
When a Coworker Leaves

Building a Business Case
Concept Evaluation: Identifying Opportunities
Concept Evaluation: Finding Support
Concept Evaluation: Making Decisions
Gathering Data: Costs and Benefits
Gathering Data: Identifying and Addressing Risks
Gathering Data: Understanding Financial Metrics
Gathering Data: SWOT Analysis
Telling the Story: The Art of Persuasion
Telling the Story: Presentation
Telling the Story: After Approval

Business Math

Job Offer Math
Understanding a Job Offer
Cost of Living Comparisons
Benefits by the Numbers
Medical Insurance Basics

New Employee Math
How to Fill Out a W-4
Retirement Savings Basics

Your First Paycheck
Taxation Basics
Budgeting Basics
Savings
Investment Basics

Introduction to Math
Fighting the Fear
Positive and Negative Numbers
Adding and Subtracting
Multiplying and Dividing
Inequalities
Finding Averages
Estimation Basics
Understanding the Metric System
Understanding Fractions
Understanding Decimals
Understanding Percentages
Choosing the Right Operation

Specialized Math
Understanding Ratios, Proportions, and Percentages
Mark-ups and Mark-downs
Inventory Basics
Payroll Basics
Net vs. Gross
Calculating Production Costs
Determining Pricing
Understanding ROI
Interest Rates
Compound vs. Simple Interest
Understanding Annuities
Understanding Loans

Statistics
Introduction to Statistics
Understanding Probability
Organizing Data
Data Analysis Basics

Business Writing

Writing Basics
Why Care About Writing
Parts of Speech
Parts of a Sentence
Capitalization
DISC Style: High S
DISC Style: High C
Selling to a High D
Selling to a High I
Selling to a High S
Selling to a High C
Leading a High D
Leading a High I
Leading a High S
Leading a High C

Emotional Intelligence
What is Emotional Intelligence?
Developing Self-Awareness
Developing Self-Regulation
Developing Self-Motivation
Developing Effective Relationships
Developing Empathy
Using DISC to Anticipate Emotions
How to Improve Your Emotional Intelligence

Creativity
Getting Creative
Logic vs. Creativity
Techniques
Defining Problems
Generate and Evaluate
Staying Creative

Customer Service
Creating Great Customer Conversations
Representing Your Brand
The 4P's for Creating Loyal Customers
Customer Service Later
Customer Service Chat
Customer Service for Field Technicians
When the Customer Isn't Right: Retail
Conflict for Managers

Feedback
Feedback Basics
Surveys
Social Media Feedback
What to Do with Feedback

Call Center Training
Duties of the Customer Service Representative
Skills of the Customer Service Representative
Phone Etiquette
Active Listening
Asking Good Questions
Don’t Say This!
Troubleshooting
Handling Angry Callers
Escalating Issues

Customer Service
Service Quality Indicators
Helping Your Customers Increase Their Revenue
Helping Your Customers Decrease Their Expenses

Telephone Techniques
Greetings
Taking Calls
Hold, Please
Phone Etiquette
Taking Messages
Angry Callers

Working in Retail
How to Give Exceptional Service
How to Stay Positive with Customers
How to Handle Feedback
How to Upsell
Managing Retail Employees

Who is Your Customer?
I Can’t Find This
I’ve Got a Coupon for That
I’m Just Looking
I’m With My Kids. Please Hurry.
I’m on a Mission
I’ve Got Time and Money

Cybersecurity
Defining Cybersecurity
Passwords
Protecting Your Mobile Device
Cybersecurity While Traveling
Malware
Types of Malware
Ransomware
Email Phishing
Identity Theft
Your Responsibility
Social Engineering
Creating a Cybersecurity Training Program
Minimizing Insider Threats
Protecting Intellectual Property
Protecting Your PC: Daily Precautions
GDPR

Decision Making
Avoiding Mistakes
Making Group Decisions
Empowering Employee Decisions
Trusting Your Intuition
Identifying Unintended Consequences
Strategic Thinking
Surviving Poor Decisions

Decision Making Basics
Gathering Information
Understanding Motivation
Making Quick Decisions
Facts vs. Opinions
Generating Options
Decision-Making Models
Decision-Making Styles

Developing Your Culture
Developing a Learning Culture
People First
Civility in the Workplace
Personal Boundaries at Work

Fun at Work
The Importance of Humor
What’s Funny?
What’s NOT Funny?

Cross-Cultural Considerations
What is Culture?
What’s Your Culture?

Cultural Intelligence
Workplace Basics
The Concept of Time

LGBTQ in the Workplace
Understanding Pronouns
Supporting a Transitioning Employee for Managers
Supporting a Transitioning Coworker
Gender Identity vs. Sexual Orientation

Digital Transformation
Digital Transformation Basics
What is Digital Transformation?
Terminology
Workplace Culture and Digital Transformation
Going From Vision to Execution

Digital Transformation for Leaders
Business Leaders – What’s Your Role?
Considering Your Business
The ROI of DT
Enhancing Your Customer Experience
Utilizing Your Data

Digital Transformation for Tech Leaders
Tech Leaders – What’s Your Role?
Making Your Infrastructure Work
Cloud Management
Dispersing the Data

Driving Safety
Alcohol Abuse
Training Responsibilities
Rules and Regulations
Who Should I Test?
How Do I Know if Someone is Impaired?
What Are the Testing Procedures?
What Happens if My Employee Fails an Alcohol Test?
What Happens if My Employee Refuses an Alcohol Test?
Record Keeping
Employee Training
Substance Abuse
- Training and Responsibilities
- Rules and Regulations
- Who Should I Test?
- How Do I Know if Someone is Impaired?
- What Are the Testing Procedures?
- What Happens if My Employee Fails a Drug Test?
- What Happens if My Employee Refuses a Drug Test?
- Record Keeping
- Employee Training

Compliance, Safety, Accountability
- Overview
- CSA for Employees
- CSA for Managers

Commercial Driver’s License
- CDL Overview
- Basic Vehicle Control
- Transporting Cargo
- Transporting Hazardous Materials
- Hazardous Driving Conditions
- Accident and Fire Procedures
- Vehicle Inspections

Safe Driving
- Driving Distractions
- Aggressive Driving
- Bad Weather Driving
- Harsh Braking and Acceleration

Ethics
- Liars
- How to Spot Liars
- How to Deal with Liars

Finance for Non-Financial People
- Intro to Finance
  - Why Learn About Finance?
  - Finance Terms
  - Resources & Documents

Budgeting Essentials
- What is Budgeting?
Advancement for Women
Navigating the Broken Rung
Salary Negotiations
Mentoring Other Women
Your Professional Appearance

Gender Equality in Hiring and Promotions
Recruiting People of All Genders
Supporting Leaders of All Genders
Promotions for All

Women and Gender Bias
Understanding Gender Bias in the Workplace
Being an Only or a Double Only
Dealing with Microaggressions
Recognizing and Reporting Gender Bias
Allyship at Work
Assertive Communication
Recognizing and Reporting Pregnancy
Discrimination

Women at Work
Giving Feedback to Managers
Receiving Feedback from Managers
Conflict Management
Stress and Burnout
Work-Life Balance

Health and Wellness
Convenience Store Diet
Optimizing Work-Life Balance
Understanding Stress and Job Burnout
The Benefits of Time Off
Workplace Friendships
Digital Stress and Addiction
Preparing for Pumping at Work
When Your Head Isn’t in Work Anymore
Building Confidence
Taking a Deep Breath
Opioid Addiction for Employees
Opioid Addiction for Managers
Helping Your Employees Find Purpose
Managing Your Employee’s Work-Life Balance
Don’t Be a Calvin! (Dealing with Allergies)

Returning from Maternity Leave
Creating a Paternal Leave Policy
Creating a Family Leave Policy
Keeping Track of Your Teen While You’re at Work
Stopping the Drama
How to Beat Insomnia
Seasonal Affective Disorder
Pre-Vacation Planning
Returning to Work After Vacation
How to Beat Jet Lag
Breaking the Stress Cycle

Know Your Numbers
Blood Pressure
Glucose
Cholesterol
BMI

Ergonomics
Ergonomics Basics
Chairs 101
Reducing Eyestrain
Adjusting Your Workspace
Stretching at Work

Stress Management
Understanding Stress
Avoidable Stress
Unavoidable Stress
Handling Stress
Managing Stress

Returning to Work After a Loss
When You’ve Lost a Loved One
When a Coworker Loses a Loved One
When a Coworker Dies

Deskercises
Deskercises: Simple, Cardio, and Core
Deskercises: Chest, Neck, Back
Deskercises: Arms and Shoulders
Deskercises: Legs and Backside, While Sitting
Deskercises: Legs and Backside, While Standing
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Clearing the Table and Closing the Sale
Tips for Tipped Employees

**Back of the House**
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Making the Menu
Making the Menu: Presentation
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Knife Safety
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Beer and Spirits 101
Alcohol Safety
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Bartending Glasses Guide
Bartending: The Pour
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**Front Desk Customer Service**
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Check-in & Check-out
Communicating with Guests
Telephone Techniques
Handling Upset Guests

**Housekeeping**
Cleaning Guest Rooms
Cleaning Public Spaces
Working Safely with Ergonomics
Interacting with Customers

**Valet**
Appearance and Professionalism
Parking Vehicles
Returning Vehicles
Safety Essentials

**Food and Beverage**
In-Room Dining
Alcohol Basics
Food Safety Plans

**Tourist Attractions**
Overview
Serving the Guest

**Leadership**
Empathy as a Leader
Matrix Organization Structures
Introduction to Intentional Leadership
Introduction to Authentic Leadership
Introduction to Servant-Based Leadership
Introduction to VUCA Framework
Building an Effective Leadership Team
THE Answer for Business Success
Corporate Social Responsibility
How to Be a Socially Responsible Corporation
Learning to Lead

**Employee Retention and Turnover**
The Cost of Employee Turnover
Why Are Our Best People Leaving?
Reducing Employee Turnover

**Mission, Vision, Values**
Mission Statements
Vision Statements
Value Statements

**Knowledge Transfer**
Why Knowledge Transfer?
Barriers to Knowledge Transfer
Implementing Knowledge Transfer

**Leadership Fundamentals**
The Leadership Toolkit
Characteristics of a Leader
Becoming a Followable Leader
Empowering Others
How to Inspire as a Leader
Listening as a Leader
Developing Yourself

**Leadership & Power**
The Bases of Power
Honing Your Power
Using Your Power in the Community

**Leading With Authenticity**
What Is Authentic Leadership?
Becoming an Authentic Leader
Organizational Disfunction
Eight Signs of a Dysfunctional Organization
Fixing the Dysfunction

Transformational Leadership
Transforming the Organization
Dealing with Resistance
Creating Focus During Change

DISC Leading Skills
Leading a High D
Leading a High I
Leading a High S
Leading a High C

Mentoring
What is a Mentoring Program?
How to Create a Mentoring Program
How to Match Mentors with Mentees
Making a Mentoring Agreement
Mentoring Meeting Guidelines
Creating a Successful Mentoring Relationship

Succession Planning
The Importance of Succession Planning
Creating a HiPo Policy
Identifying HiPos
Retaining and Developing HiPos

Marketing
Public Relations Trends
Marketing to Millennials

Marketing Essentials
Understanding Marketing
Types of Marketing
Brand and Product Overview
What Everyone Needs to Know

Marketing Strategy
What is a Marketing Strategy?
Developing a Strategy
B2B Marketing Strategy
Defining Your Target Audience
Measuring Your Marketing

Brand Management
Building Your Brand
Promoting Your Brand
Rebranding
Brand Statement

Digital Marketing
What is Digital Marketing?
Types of Digital Marketing
Social Media
SEO
Content Marketing
Email Marketing
Pay-Per-Click
5 Things Everyone Needs to Know
Driving Traffic to Your Website

Public Relations
Introduction to Public Relations
Press Releases
Dealing with the Media
How to Handle Bad Press

Managing an Enterprise Account
Introduction
Value Added Selling
Lifetime Customer Value
No Push Selling
Five Minute Pre-Brief

Discovery Calls
Gathering Prospect Information
Advanced Questioning Techniques
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Turning Internships into Full-Time
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- Using Social Media to Enhance Your Career
- Top 10 Social Media Etiquette Tips
- Social Media Privacy Settings
- What Are My Rights?
- Navigating Conflict on Social Media
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- Using Social Media for Hiring
- Engaging with Employees on Social Media
- Getting Employees Involved in Social Media Marketing

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- Rethinking Brainstorming
- Motivating Wont-Dos
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The Virtual Workplace

**Working Virtually**
- Collaborating in a Digital Work World
- Setting Up Your Virtual Workspace
- Networking in a Virtual World
- Building and Maintaining Sales Relationships
- Time Management in a Work-from-Home World
- Body Language in Virtual Meetings
- Working Virtually with Your Boss

**Virtual Leadership**
- Virtual All-Company Meetings and Town Halls
- Shifting the Productivity Mindset
- Handling Personnel Challenges Virtually
- Leading Remote Teams
- Handling IT Challenges in Virtual Work
- The Virtual Daily Standup
- Virtual Team Building

**Virtual Human Resources**
- Recruiting & Hiring
- Onboarding New Employees
- Conducting Performance Reviews
- Terminations, Layoffs, and Furloughs

**The Virtual Interview**
- Preparing for Your Virtual Interview
- During Your Virtual Interview

**Hybrid Work Environments**
- Time Management in a Hybrid Work Environment
- How To Be a Great Hybrid Work Employee
- Establishing Your Hybrid Work Schedule
- Communication in a Hybrid Work Environment
- Setting Up Your At-Home and In-Person Workspaces
- Collaborating in a Hybrid Work Environment

**Managing a Hybrid Team**
- Managing a Hybrid Workforce
- Team Building for a Hybrid Team

**Tools for a Hybrid Workforce**
- Managing Culture in a Hybrid Team

**Workplace Culture**
- Leadership of a Diverse Group
- Avoiding Discrimination: 5 Keys
- Diversifying Your Leadership Team
- Tokenism
- Microaggressions
- Empathy in the Workplace
- Finding a Mentor Like You
- Introduction to Business Psychology
- The Problem with Toxic Masculinity
- Supporting Working Parents and Caregivers
- Considering Part-Time and Job Sharing for Your Team

**Psychological Safety**
- Psychological Safety for Employees
- Psychological Safety for Managers

**Anti-Racism**
- The Anti-Racism Continuum
- Colorblindness Doesn’t Work
- Calling Out and Calling In
- Learning to Listen and Listening to Learn
- Maintaining Momentum

**Anti-Racism for Leaders**
- Diversity-Focused Recruitment
- Mitigating Bias
- Creating and Implementing Policy
- Allyship
- Maintaining Momentum for Leaders
- Evaluating Your Organization

**Equity in the Workplace**
- Equality vs. Equity
- Implementing Equitable Practices in the Workplace

**Privilege**
- What Is Privilege?
- Privilege Scenarios
- Using Your Privilege

**Isms**
- Exploring Isms in the Workplace
Overcoming Isms in the Workplace
Avoiding Isms in the Workplace

Neurodiversity
What Is Neurodiversity?
Misconceptions About Neurodiversity
Working With Neurodiverse People

Working With Different Generations
Introduction to the Working Generations
Working With Baby Boomers
Working With Gen X
Working With Millennials
Working With Gen Z
Working Together Across Generations

Workplace Sustainability
The ROI of Green
Conducting an Audit
Recycling in the Workplace
Water Conservation
Managing Your Waste
Understanding Hazardous Waste
Green Cleaning Concepts
Green Purchasing