

Business Skills

- Topics are highlighted in pink.
- 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

Time Management
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

Selling to the C-Suite
Sales Forecasting for the Salesperson

Territory Management

Managing a New Territory
Analyzing a Territory

Managing Enterprise Accounts

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
Determining Customer Needs
Turning Features into Benefits

What is a Sales Process?
Asking Great Sales Questions
Say Less, Say More
Creating Your Elevator Pitch
Emotional Selling and Storytelling
Writing a Sales Proposal
Closing the Sale
Cold Calling
Researching Prospects
Speaking Customer
Handling Sales Rejection
Decision Makers and Influencers
Building a Sales Plan
Sales Time Management
The Order-Taker and the Professional
How to Sell in New Products
Selling to Different Customer Roles
Smile!
QuickSell®
Defeating Stalls

Handling Objections

Misunderstanding
Doubt
Indifference
True Negative

Tough Customers

The Bully
The Hesitator
The Grump
The Entitled
The Expert

Distance Selling

Phone Selling
The Virtual Presentation
How to Influence Over the Phone

Recordkeeping

Recordkeeping Basics
Using Your CRM Effectively
Internal Sales Communication

Business Basics

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

This vs. That

Persistent vs. Pestering
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

Punctuation

Ending Sentences
Commas
Semicolons and Colons
Apostrophes
Quotation Marks

Writing Clearly

Active Voice vs. Passive Voice
Fragments and Run-ons
Thinking About Tone
Organize Your Writing

Proofreading

How to Proofread
Spell Check and Autocorrect

Creating a Cheat Sheet
Top 10 Writing Mistakes

Communications

Interruptions
Difficult Conversations
Tips for New Messaging Formats
The Water Cooler for Remote Teams
Saying “Yes, And” Instead of “No”
Playing the Devil’s Advocate
Sharpen Your Message
Building Trust Through Communication
Communication Across Cultures
Persuasive Communication
Barriers to Effective Communication
Straight Talk on Bad Language
Verbal Communication
How to be a Great Conversationalist
Putdown Offenders
Communicating with Confidence

Manipulative Communication

Identifying Manipulative Communicators
Working with Manipulative Communicators

Nonverbal Communication

Defining Nonverbal
Aligning Nonverbal Communication with Intentions
Appearance
Workplace Standards
Leveraging Nonverbals with Success

Assertive Verbal Skills

Developing Assertiveness
Dealing with Manipulation
Communication Techniques

Communicating with the C Suite

Around the Coffee Machine
Sending an Email
During Meetings
In the Hallway
After Work Socializing
Saying You Disagree
When You’re New
When They’re New

If You Have an Idea
If You Want to Impress

Media Training

Introduction to Media Training
Media Appearances
Handling Tough Media

Writing

Speech Writing
Writing Conversationally

Communication Essentials

Types of Communication
Communicating With Different Audiences
Communication Methods and When To Use Each

Listening Skills

Active Listening
Listening Even When It's Difficult

Communication Styles

DISC

DISC Introduction
DISC Questionnaire
Understanding DISC Styles
Determining Styles of Others
Mixing DISC Styles
DISC Style: High D
DISC Style: High I
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

Innovation

Innovation Basics
Innovating Outside the Box
Innovating Inside the Box
Creative Constraints

Customer Service

Customer Diversity
Being Customer-Centric
New Customers
Retail Customer Service
IT Customer Service
Customer Retention
Selling as a Customer Service Rep
Creating Great Customer Conversations
Representing Your Brand
The Four P's of Creating Loyal Customers
Customer Service Later
Customer Service Chat
Customer Service for Field Technicians
When the Customer Isn't Right: Retail
Conflict for Managers
Service Quality Indicators
Helping Customers Decrease Expenses
Customer Service Feedback Metrics

Customer Service Feedback

Feedback Basics
Feedback Surveys
Social Media Feedback
What To Do With Feedback

B2B Customer Service Excellence

Introduction to B2B Customer Service
Delivering a Positive Customer Experience
Customer Relationship Management
Pathways to Customer Service Excellence
B2B Customer Success

Customer Experience (CX)

What Is Customer Experience?
Tips for Improving CX Strategy
The Customer Journey
Good vs. Bad Customer Experiences
Customer Experience Management

Customer Relationship Management

Introduction to CRM
Utilizing CRM
Data Analytics for CRM

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

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 Basics
Types of Malware
Ransomware
Identity Theft
Your Responsibility
Social Engineering
Creating a Cybersecurity Training Program
Minimizing Insider Threats
Protecting Intellectual Property
Protecting Your PC: Daily Precautions
GDPR
Safely Surfing the Web on a Work Device
Safely Sharing Information Online
Cybersecurity for Remote and Hybrid Workers
Has My Device Been Compromised?
Using Your Work Device Versus Your Personal Device
The Principle of Least Privilege

Phishing

Types of Phishing
How to Avoid Phishing Attacks
Email Phishing

Decision Making

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



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
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
Working Across Cultures
The Concept of Time

Digital Transformation

Different Types of AI
AI Security Concerns
AI Regulation and Compliance
Using AI for Customer Service
How To Use Generative AI

Artificial Intelligence

What Is AI?
Applying AI to Business
The Ethics of AI

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?
Budgeting Methods
Budget Reporting
Budgeting Expenses
Budgeting Revenue
Budgeting Discounts
Managing Inventory

Principles of Accounting

Principles of Accounting
Common Accounting Terms
Cash vs. Accrual Basis
Fraud
Balance Sheets
Introduction to Balance Sheets
Benchmarking, Ratios, Comparisons, and Trends
Assets and Liabilities

Cash Flow Management

Cash Flow Management for Beginners

Managing Payables
Managing Receivables
How to Read Cash Flow Statements

Income and Expenditures

Key Components
Income Streams
Expenditure Costs
Benchmarking Ratios
Analysis

Financial Ratios

Revenue Ratios
Cost of Goods Sold and Gross Margin
Net Investment Ratios

Finance as a Tool

Evaluating Costs
Investing Using Metrics

Gender Equality

Advocating for Equal Pay for Equal Work
Nonbinary People at Work
Overcoming Gender Bias at Work
Using Gender-Inclusive Language

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 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
Putting Yourself First
Positive Self-Talk
The Basics of Meditation
Fighting Perfectionism

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

You Are What You Eat

You Are What You Eat
Reading Food Labels
Brain Food
Meal Planning

Fighting the Flu

The Fight is On!
Get to Know Your Opponent
Gain the Upper Hand
Throw in the Towel
Call for Backup

Understanding Headaches

Understanding Headaches
Surprise Headache Triggers



The Science of Sleep

The Science of Sleep
Sleep Hygiene
How Much Sleep Do You Need?
Sleeping for Shift Work

Financial Wellness

Creating a Budget
Budget Sample
Debts
Savings
How to Save at Home
How to Save on Food
How to Save on Your Car
How to Save at Your Financial Institution
How to Manage Your Credit Cards
How to Save Using Your Employee Benefits
How to Save on Subscriptions

Planning for Maternity Leave

The First Trimester
The Second Trimester
The Third Trimester

Mental Health

Destigmatizing
Navigating Your Own Mental Health
Managing Mental Health Issues
Disclosing a Physical or Mental Health Condition
Neurodiversity is Different Than Mental Illness
Coping with Anxiety Disorders at Work
Supporting Coworkers With Anxiety Disorders
Coping with Mood Disorders at Work
Supporting Coworkers With Mood Disorders
Coping with Addiction Disorders at Work
Supporting Coworkers With Addiction Disorders
Coping with Obsessive-Compulsive Disorder at Work
Supporting Coworkers With Obsessive-Compulsive Disorder
Coping with Post-Traumatic Stress Disorder at Work
Supporting Coworkers With Post-Traumatic Stress Disorder

Coping with Psychosis at Work
Supporting Coworkers With Psychosis
Coping with Personality Disorders at Work
Supporting Coworkers With Personality Disorders

Coronavirus

COVID-19

Coronavirus Precautions and Prevention

Common Sense Hygiene
Coronavirus Preparedness
Travel
Stay Calm, Stay Informed
If an Employee Gets COVID

Remote Employee Mental Health

Maintaining the Mental Health of Your Remote Employees
Maintaining Your Mental Health as a Remote Employee

Healthy Hygiene

Hand Hygiene
Staying Home
The Benefits of Wearing a Mask
Cleaning Your Workstation
Shared Workstation Hygiene

The Toxic Workplace

Signs of a Toxic Workplace
Surviving a Toxic Workplace
Fixing a Toxic Workplace

Know Your EAP

Promoting Your EAP
Utilizing Your EAP

Hospitality

Front of the House

Introduction to Restaurants
Greeting and Seating Guests
Interacting with Guests: Fundamentals
Interacting with Guests: Special Circumstances
Interacting with Guests: Difficult People



Understanding the Menu: What's for Dinner?
Understanding the Menu: Writing Menu Descriptions
Understanding the Menu: What's on Tap?
Serving Guests: Taking Orders
Serving Guests: Table Service
Serving Guests: Time Management
Clearing the Table and Closing the Sale
Tips for Tipped Employees

Back of the House

Introduction to Restaurant Cuisine
Making the Menu
Making the Menu: Presentation
Kitchen Safety
Knife Safety
Food Safety Plans

Beverage

Wine 101
Beer and Spirits 101
Alcohol Safety
Bartending Fundamentals
Bartending Glasses Guide
Bartending: The Pour
Hotels and Inns

Front Desk Customer Service

Etiquette and Presentation
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
Interpreting Data
Quiet Leadership
Evaluating Your Own Leadership Performance
Are You a Boss or a Leader?
Storytelling in Leadership

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 Dysfunction

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

Making the Sales Call

Product Knowledge

Using Portable Media

Sales Prospecting

The Sales Pipeline
The Original Sales Funnel
The Flipped Sales Funnel
Sales Analytics and Metrics
The Link Between Marketing and Sales
Social Media Networking
How to Get Past Gatekeepers
How to Leave Sales Voicemails

Discovery Calls

Gathering Prospect Information
Advanced Questioning Techniques

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

Managerial Courage

What it Takes to Manage
How to Build Resilience
The Leadership Ladder
Taking a Stand
Determining Your Management Style
You're Wrong
Stop Doing and Start Managing
Swallowing Your Pride
Managing Difficult People
Are You a Micromanager?
Retaining Your Best People
How to Break Bad News
Hiring Team Players
Making Your Work More Meaningful
Effectively Challenge the Status Quo
Developing Tact
Fighting For Your Team
Managing Prejudice Within Your Team
Stop Throwing People Under the Bus
Controlling Disruptive People
Building Strategic Alliances

Character

Management is All About Character
The Audience

How to Apologize

The Process
The Audience

Negotiating

Introduction to Negotiating
Framing
Styles
Identifying Leverage
Analyzing Upcoming Negotiations

The Negotiation Process
Reaching Agreement
Evaluating Your Performance
DISC Styles
Dealing with Strategies

Performance Excellence

The Five Whys
Intro to Quality Assurance and Quality Control
Key Performance Indicators
The Plan, Do, Study, Act Model
Root Cause Analysis

Six Sigma

Six Sigma Basics
Six Sigma and Kaizen
Six Sigma and Lean

Performance Excellence

Introduction
Terms
Why
Cost
Requirements
Roadblocks

Personal Development

Recovering From Mistakes
Imposter Syndrome
Becoming Detail Oriented
Your Importance in the Organization
Taking Initiative
Career Change
Identifying Your Strengths
Developing Your Strengths
360-Degree Feedback
Asking for Feedback
How To Receive Feedback
Making Sense of Feedback
How To Handle Criticism
The Four Attachment Styles
Not Every Great Employee is Management Material
Bring a Solution, Not Just the Problem
Becoming Open-Minded

The Benefits of Optimism
The Benefits of Laughter
Making Positive Assumptions
Reinventing Yourself
Overthinking
Vulnerabilities as Strengths
Thinking Fast and Thinking Slow
Reading Comprehension
Common Time Management Problems

Navigating Your Emotions

Practicing Emotional Intelligence
Expressing Emotions in a Healthy Way

Respect

Being Likeable
Being Respected
How to Work With Someone You Dislike

Taking Control of Your Career

Career Planning
Knowing Yourself
Taking Action in Your Career

Learning Styles

Different Learning Styles
Develop Your Learning
Managing Multiple Learning Styles

Unconscious Bias

What is Unconscious Bias?
Types of Unconscious Bias
Overcoming Unconscious Bias

Habits

What Are Habits?
Micro Habits
Habit Stacking
Breaking Habits

The Growth Mindset

Understanding Fixed and Growth Mindsets
Limitations of a Fixed Mindset
Developing the Growth Mindset

Improving Memory

How Does Your Memory Work?

Tips and Tricks To Help Improve Your Memory

Presentation Skills

Presentation Skills Basics

Know Your Audience
Structuring Your Presentation
Setting Up Your Presentation
Setting the Stage
Closing and Q&A
Punching Up Your Presentation
Designing Handouts
Psyching Up, Not Out
Handling Distractions
After the Presentation
Creating Slides

Train the Trainer

What Is Your Role?
Becoming a Subject Matter Expert
Creating Engaging Materials
Managing the Audience
Tricks of the Trade

Problem Solving

Introduction to Problem Solving
Define the Problem
Determine the Root Cause
Generate Solutions
Evaluate and Select Solutions
Implement Solutions
Monitor the Resolution

Professional Productivity

Is It Better to Be Agreeable or Disagreeable?
Givers, Takers, and Matchers
How to Leave Voicemails That Get Returned
Writing Effective Memos
Thank You Notes
Ethics for Everyone
Proper Introductions
Liven Up Your Culture
Top Productivity Apps



Latest App Trends
The Art of Saying No
The Do's and Don'ts of Success
Working Remotely
Turning Internships into Full-Time
Don't Burn Your Bridges
Working for a Workaholic
Clashing with Your Boss
So, You Have a New Boss
How to Finish What You Start
The Craft of Winning Over Others
Troubleshoot Before Calling the IT Helpdesk
Think Before You Speak
Critical Observation
When To Let It Go
Thomas-Kilmann Conflict Resolution
It's Okay Not to Know

Common Sense

Critical Thinking and Common Sense
Common Sense in Decision Making
Common Sense and Professional Relationships
Common Sense and Management

Compliments

How to Give a Compliment
How to Receive a Compliment

Dealing With Difficult Coworkers

The Procrastinator
The Nitpicker
The Gossip
The Complainer
The Nonresponder

Conflict Management

The Realities of Conflict Management
Maintaining Self-Control
The EASY Conflict Management Process

Change Management

Change Phases
Changing Behaviors
Change Models
Change for Managers

Change Management Models

Introduction to Change Management
Lewin's Change Management Model
The ADKAR Change Management Model
Kotter's 8-Step Change Model
The McKinsey 7S Framework
The Satir Change Model
The Nudge Theory
The Bridges Transition Model
The Kübler-Ross Model
Leading Change Initiatives

Failure is an Option

Accepting Failure
Moving Forward and Learning from Failure
Focus
Focusing in Times of Hardship
Focusing in a Noisy Workplace

Generation Z

Who Are They?
Generation Z vs. Millennials
Selling to Generation Z

Business Meals

Hosting a Business Meal
Attending a Business Meal
Table Manners

Note Taking

Note-Taking Basics
Writing and Typing Ergonomics
Note-Taking Strategies
Producing Official Minutes

Office Etiquette

Appearance
Environment
Food
Interactions

Perceptions

Understanding Perceptions
Managing How You're Perceived
Rebuilding Your Reputation

Proper Introductions

In-Person Introductions



Virtual Introductions

Protecting Your Mobile Devices

Loss
Malware

Study Skills

Study Location
Studying in Groups
How to Study Effectively
When to Study

Keep Your Cool

What is Anger?
Types of Anger
Warning Signs
Changing Perspective
Preventing Anger
Controlling anger

Work Hacks

5 Hacks to a Clean and Comfortable Space
6 Hacks to Controlling Your Inbox
7 Hacks for Office Productivity
7 Hacks for Maintaining Work/Life Balance
5 Hacks for Workplace Sanity
Workplace Hacks: Go Green

Building Accountability

Taking Ownership
Trust and Performance at Work
Managing Yourself

Integrating Millennials

Millennial Characteristics

Creating Collaboration

The Process
How to Collaborate

Email Etiquette

To Email or Not to Email?
Spelling and Grammar Check
Formatting Your Email
Subject Line
Reply Time
When to CC and BCC
Using Reply All

Forwarding Emails

Your Moving Abroad Checklist

Research
Finding a Place to Stay
Paperwork
Money
Packing
Health
Safety
Moving Your Family Abroad
Culture Shock

Your Professional Network

Benefits of a Professional Network
Building Your Network
Promoting Your Personal Brand
Giving Back to Your Community
Being a Member

Moving Up

Defining Your Career
Maintaining Your Resume
Internal Interviews
Asking for a Raise
Internal Networking and Connecting
Executives

Performance Reviews for Employees

Self-Assessments
Preparing for Your Review
Handling a Bad Performance Review

Returning to Work After a Gap

Revamping Your Resume
Interviewing After a Gap

Resource Planning

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Managing Time vs. Energy
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Critical Path Method Basics
Waterfall Model Basics
Scrum Framework Basics
OKRs: Objectives and Key Results
Agile Methodology for Project Management

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Workday Planning Techniques
Time Blocking and Focus Time
The Pomodoro Technique
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The Four D's of Time Management
Iceberg Method Basics
Eisenhower Matrix Basics

The Myth of Multitasking

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The PCI Data Security Standard for Leaders and Managers

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Retailer Profitability Model for Vendors

Introduction
Creating Revenue
Reducing Expenses
Frequency
Reach
Items Per Customer
Price Per Item

Retailer Profitability Model for Retailers

Introduction
Creating Revenue
Reducing Expenses
Frequency
Reach

Items Per Customer
Price Per Item

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Managing Retail Employees
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Who Is Your Customer? | "I Can't Find This."
Who Is Your Customer? | "I've Got a Coupon for That."
Who Is Your Customer? | "I'm Just Looking."
Who Is Your Customer? | "I'm With My Kids. Please Hurry."
Who Is Your Customer? | "I'm on a Mission."
Who Is Your Customer? | "I've Got Time and Money."
How to Stay Positive with Customers
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Retail Conflict Management

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Preparation and Scenarios
Phases of Escalation
De-Escalation
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PCI DSS for Point of Sale

Intro to the PCI Data Security Standard for Point of Sale
Types of Card Fraud
Identifying Card Security Features
Digital Wallets
Protecting Customer Data

Risk Management

Risk Management Basics

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Violence Awareness
Decision Making
Defining Hazards, Risks, and Loss
Embedding Risk Management Processes
Employee Health
Financial Basics
Identifying Risks



Preventative Maintenance
Reputation Management
Risk Assessment
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Safety
Types of Risks

Crisis Management

Creating a Crisis Management Plan
Preparing for Crises
Responding to Natural Disasters
Responding to Emergencies
Business Continuity During a Crisis
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Risk Management Basics

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Preparing for a Pandemic
Internal Communications
External Communications
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DOT Audit Checklist
HAZWOPER Overview
Understanding Industrial Hygiene
Indoor Air Quality for Managers
Hearing Conservation for Employees
Hearing Conservation for Managers
Emergency Exits
Two-Wheeled Handcart
Aerial Lift Safety
Robbery Safety
What is OSHA?
Preparing for and OSHA Inspection
See Something, Say Something
Box Cutter Safety
What is Human Trafficking?
Asbestos Safety 101
Safety for Employees
Machine Guard Safety for Employees
Flammable and Combustible Liquids for Employees
Carbon Dioxide for Employees
Carbon Monoxide for Employees

Propane Gas Safety for Employees
Slips, Trips, and Falls
Portable Fire Extinguishers for Employees
Driving for Sales Professionals
Eye Safety
Foot Protection
Compressed Gas Cylinders
Fall Protection
Hand Injury Prevention
Nailer Safety
Safety Culture for Employees
Safety Culture for Leaders

Back Smarts

Back Science
Proper Posture
Lifting and Lowering

Bloodborne Pathogens

Bloodborne Pathogens for Employers
Bloodborne Pathogens for Employees

Chainsaw Safety

Types of Chainsaws and Safety Precautions
Making the Cut

Confined Spaces for *Employees*

Personnel Responsibilities
Understanding Permits
Atmospheric Hazards
Personal Protective Equipment
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Confined Spaces for *Employers*

Rules and Responsibilities
Emergency Procedures and Rescue

Electrical Safety

The Basics for General Employees
Safe Work Practices and PPE
Hazard Recognition
Understanding Grounding
Arc Flash
Wiring, GFCI, and Extension Cords
Responding to Emergencies
OSHA for Employees



First Aid

Introduction
Broken Bones
Burns
Bites, Cuts and Scrapes
Choking
AED Training
Seizures
Diabetes
Toxic Plants
Bug Bites and Stings
EpiPens and Allergic Reactions
Strokes
Mammal Bites and Scratches
Snake Bites

Forklift Best Practices

Physical Conditions
Travel Practices
Pedestrian Traffic Concerns
Ramps and Grades
Tipovers and Loading Docks
Narrow Aisles and Enclosed and Hazardous Areas

Forklift Safety

Introduction to Forklifts for Employees
Introduction to Forklifts for Managers
Forklift Operations for Managers
Forklift Operations for Employees: Pre-Operations
Forklift Operations for Employees: Traveling and Maneuvering
Forklift Operations for Employees: Load Handling

Hand and Power Tool Safety

Preparing Your Tools and Station
Using Tools Safely

Hazard Communication for *Employees*

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Hazard Communication for *Employers*

Creating an Effective Program
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SDS

Training & Assessment Requirements

Hot and Cold Weather Safety

Heat Stress
Cold Stress
Working in Hot Weather
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Ladder Safety

The World of Ladders
Positioning and Climbing Ladders
Storing, Carrying, and Transporting Ladders

Lockout Tagout

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Lockout Tagout Basics for Employers
Advanced Lockout Tagout for Employers
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OSHA Recordkeeping

General Recordkeeping Criteria
Special Cases
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Understanding OSHA Forms and Privacy Protection
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Personal Protective Equipment

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Hand and Arm Protection
Foot and Leg Protection
Head Protection
Eye and Face Protection
Hearing Protection
Respiratory Protection
Construction Industry PPE
PPE for Managers

Physical Labor Ergonomics

Common Physical Labor Ergonomic Issues
Body Mechanics and Posture
Tools and Equipment Ergonomics
Warming Up and Cooling Down

Safety for Managers

Machine Guard Safety for Managers



Flammable and Combustible Liquids for Managers
Carbon Dioxide for Managers
Carbon Monoxide for Managers
Propane Gas Safety for Employees
Portable Fire Extinguishers for Managers

Situational Awareness

What Is Situational Awareness?
Developing Situational Awareness
Applying Situational Awareness

Toolbox Talks

What's a Toolbox Talk?
Organizing an Effective Toolbox Talk

Working Alone Safely

Working Alone Safely for Employees
Working Alone Safely for Managers

Sales Management

Sales Forecasting for Managers
Sales Management Basics
Sales Performance Measurement and Reporting
Managing Field Sales
Developing Your Business Plan
Creating an Ethical Sales Environment
Managing a Sales Process
Riding Along With Reps
Running a Sales Meeting

The Sales Process

Building a Sales Process
Overview of Sales Methodologies
What's Right for This Prospect, Today?

Selling Strategies

Consultative Selling
Cyclical Selling
Field Sales
STUN Selling
Tiered Selling
Upsell and Add-Ons

Sales Relationships

Establishing Credibility
How Customers Want to Be Treated
Excellent Customer Service
Utilizing DISC in Sales
Building Great Sales Relationships
No, But, If™

DISC Selling Skills

Selling to a High D
Selling to a High I
Selling to a High S
Selling to a High C

Small Business Success

Sales as an Owner
Building Relationships
Wearing Multiple Hats
Business with Family and Friends
Ethics for Small Businesses

Hiring for Small Businesses

Posting the Job
Conducting the Interview
Onboarding

Small Business HR Laws

For All Sizes of Businesses
For 15 or More Employees
For 20 or More Employees
For 50 or More Employees
For 100 or More Employees

Small Business Benefits & Compensation

Required Benefits
Optional Benefits
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Small Business Finance

Accounting Part 1
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Marketing for Small Business

Marketing Plan



Marketing Techniques
Tracking Marketing Metrics

Big Ideas for Small Business

Tips for Printing
Tips for Shipping
Tips for Technology Management
Tips for Building Your Website
Tips for Outsourcing

Social Media

Social Media for Employees

Getting a Job: Your Social Media Presence
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
Using Social Media at Work

Social Media for Managers

Crafting a Social Media Policy
Using Social Media for Talent Recruitment
Using Social Media for Hiring
Engaging with Employees on Social Media
Getting Employees Involved in Social Media
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Supervision

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Motivating Wont-Dos
Productivity Through Praise
Progressive Discipline
Managing the Grapevine
Staying Positive
Going from Coworker to Boss
Supervising a Narcissist
Managing People Offsite
Ethics for Managers
SCAMPER Brainstorming
Helping Employees Use Their Time Wisely
You Get What You Expect from Employees
Managing for Accountability
Managing Up: The Art of Managing Your Managers
Successful Delegation

Concerned Conversations
Managing Interns
Fix That Bad Attitude
Inheriting Underperformers
Conducting a Performance Review
Six Wrong Ways to Manage
Impedership
The Manager's Role in Reducing Employee Turnover
Making Employees Feel Heard
Mediating Employee Conflicts
Problem Solving With Your Team
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Analyzing Employee Performance

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Utilizing the Can Do, Will Do Grid
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Introduction to Coaching Skills
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The Everyday Player
The Key Player
The Captain
The Coaching Conversation

The Leader as a Coach

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The GROW Model
The CLEAR Model
The ACHIEVE Model
The STEPPPA Model
The CIGAR Model
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Contract Management

Introduction to Contract Management
Writing Contracts
Internal Contract Approval and Storage



Contract Negotiation
Contract Initiation
Contract Monitoring and Tracking
How to Handle a Breach of Contract
Avoiding Common Contract Pitfalls
Overview of Contract Management Law
Contract Conclusion or Renewal

Effective Meetings

Tips to Facilitate Effective Meetings
Virtual vs. In-Person Meetings
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Problem-Solving Meetings
Decision-Making Meetings
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Employee Recognition

The Basics of Employee Recognition Programs
Types of Employee Recognition
Employee Recognition Vendors
Your Role in Recognizing Employees
Making a Case for Employee Recognition Programs
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Engagement Matters
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Documenting Performance

Documentation Do's and Don'ts
Legal Issues of Documenting Performance
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Nepotism and Favoritism
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The New Foreman

Transitioning to Foreman
Getting More Out of Your Crew
Safety Leadership
On-Site Customer Service
Paying Attention to the Financials
Conflict Resolution as a Foreman
Communicating Back to Corporate
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The Role of Supply Chain
Supply Chain Transparency
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Inventory Management Strategies
Inventory Control
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The Hiring Process
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Using Social Media to Recruit
Managing Unconscious Bias During Recruiting
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Conducting an Interview
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Successful Employee Onboarding

The Importance of Onboarding Before They Start
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Their First Week
Their First Three Months

Training Needs Assessments

What Are Training Needs Assessments?
Types of Training Needs Assessments
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Registering to Vote
Voting for President
Political Parties 101
Your Voting Rights
Why Should I Vote?
Election Day
Single Issue Voting
Beyond the Presidency
Finding Common Ground
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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

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Onboarding New Employees
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Preparing for Your Virtual Interview
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Time Management in a Hybrid Work
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How To Be a Great Hybrid Work Employee
Establishing Your Hybrid Work Schedule
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Setting Up Your At-Home and In-Person
Workspaces
Collaborating in a Hybrid Work Environment

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OSHA Warehouse Standards
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Avoiding Discrimination: 5 Keys
Building an Emotionally Intelligent Team
Considering Part-Time and Job Sharing for
Your Team
Diversifying Your Leadership Team
Embracing Candor
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Finding a Mentor Like You
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Leadership of a Diverse Group
Microaggressions
People-First Language



Supporting Coworkers on the Autism Spectrum
Supporting Coworkers With ADHD
Supporting Working Parents and Caregivers
The Problem with Toxic Masculinity
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Anti-Racism

The Anti-Racism Continuum
Colorblindness Doesn't Work
Calling Out and Calling In
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Maintaining Momentum

Anti-Racism for Leaders

Diversity-Focused Recruitment
Mitigating Bias
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Allyship
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Equality vs. Equity
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Exploring Isms in the Workplace
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Being a Team Leader
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What Is Neurodiversity?
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Psychological Safety for Employees
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Supporting LGBTQ+ Coworkers

Gender Identity and Sexual Orientation
Understanding Pronouns
Being an LGBTQ+ Ally
Coming Out at Work
Navigating a Gender Transition at Work
Supporting a Coworkers Coming Out
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Effective Team Members
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The Mistake of Stereotyping
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Working With Gen X

Working With Millennials

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Working Together Across Generations

