

# 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

## **Respect**

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

## **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  
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  
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

## **Digital Transformation**

### **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 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  
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 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

## **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  
Asking for Feedback  
Making Sense of Feedback  
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

## Navigating Your Emotions

Practicing Emotional Intelligence  
Expressing Emotions in a Healthy Way

## Taking Control of Your Career

Planning  
Knowing Yourself  
Taking Action



## **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

## **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  
Selfies Gone Wrong  
Writing Effective Memos  
Thank You Notes  
Ethics for Everyone  
Remembering Names and Faces  
Proper Introductions  
How to Receive Feedback  
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

## **Improving Memory**

Why Can't I Remember Anything?  
Tips and Tricks to Help Improve Your Memory

## **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

## **The Growth Mindset**

The Growth Mindset: Embracing "Yet"  
Developing a Growth Mindset  
Limitations of a Fixed Mindset

## **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**

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

## **Common Time Management Problems**

What is Procrastination?  
What is Precrastination?

## **Effective Time Management**

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

## **The Myth of Multitasking**

Multitasking  
Singletasking

## **Project Management**

What is a Project  
Project Charter  
Timelines  
Negotiating





Communicating  
Measuring and Tracking  
Handling Change  
People Problems  
Completing the Project

## **Retail Excellence**

The PCI Data Security Standard for Leaders and Managers

## **Retailer Hot Buttons**

Sales Traffic  
Transaction Size

## **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

## **Working In Retail**

Managing Retail Employees  
How to Give Exceptional Service  
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  
How to Handle Feedback  
How to Upsell

## **Retail Conflict Management**

Why Retail Conflict Management?  
Preparation and Scenarios  
Phases of Escalation  
De-Escalation  
Maintaining Control

## **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**

Creating a Healthy Risk Culture  
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  
Risk Management Techniques  
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  
Media Inquiries During a Crisis  
Brand Management During a Crisis  
Risk Management Basics



## **Planning for a Pandemic**

Preparing for a Pandemic  
Internal Communications  
External Communications  
Illness in the Office  
Business Continuity

## **Safety**

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

## **Chainsaw Safety**

Types of Chainsaws and Safety Precautions  
Making the Cut

## **Hand and Power Tool Safety**

Preparing Your Tools and Station  
Using Tools Safely

## **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

## **Lockout Tagout**

Introduction for Everyone  
Lockout Tagout Basics for Employers  
Advanced Lockout Tagout for Employers  
Lockout Tagout for Employees

## **Bloodborne Pathogens**

Bloodborne Pathogens for Employers  
Bloodborne Pathogens 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

## **Confined Spaces**

Confined Spaces for Construction

## **Confined Spaces for *Employers***

Rules and Responsibilities



Emergency Procedures and Rescue

## **Confined Spaces for *Employees***

Personnel Responsibilities  
Understanding Permits  
Personal Protective Equipment  
Atmospheric Hazards

## **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

## **Forklift Best Practices**

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

## **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

## **Hazard Communication for *Employers***

Creating an Effective Program  
Labeling Basics  
SDS  
Training & Assessment Requirements

## **Hazard Communication for *Employees***

Introduction to HazCom  
Labels & Pictograms  
SDS

## **Ladder Safety**

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

## **OSHA Recordkeeping**

General Recordkeeping Criteria  
Special Cases  
First Aid  
Understanding OSHA Forms and Privacy Protection  
Reporting Requirements for Serious Events  
New Electronic Rule

## **Hot and Cold Weather Safety**

Heat Stress  
Cold Stress  
Working in Hot Weather  
Working in Cold Weather

## **Personal Protective Equipment**

Introduction to PPE  
Hand and Arm Protection  
Foot and Leg Protection  
Head Protection  
Eye and Face Protection  
Hearing Protection  
Respiratory Protection  
Construction Industry PPE  
PPE 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

## **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  
Fringe Benefits

## **Small Business Finance**

Accounting Part 1  
Accounting Part 2  
Payroll

## **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  
Marketing



## Supervision

Rethinking Brainstorming  
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  
Doing More With Less  
Employees With Side Hustles  
Your Open-Door Policy  
Brainstorming  
Managing While Short-Staffed  
Transitioning to a Front-Line Supervisor

## Analyzing Employee Performance

Introduction to the Can Do, Will Do Grid  
Utilizing the Can Do, Will Do Grid  
Motivating Won't Do's Using the Can Do, Will Do Grid

## Coaching Skills

Introduction to Coaching Skills  
The Rookie  
The Everyday Player

The Key Player  
The Captain  
The Coaching Conversation

## The Leader as a Coach

Introduction to Coaching  
The GROW Model  
The CLEAR Model  
The ACHIEVE Model  
The STEPPPA Model  
The CIGAR Model  
The FUEL Model  
The STRIDE Model  
Improving Your Coaching Skills

## 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  
Informational Meetings  
Problem-Solving Meetings  
Decision-Making Meetings  
Team-Building Meetings  
One-on-One Meetings

## 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  
Launching an Employee Recognition Program



## **Managing for Engagement**

Engagement Matters  
Creating Engagement

## **Introverts and Extroverts**

Introduction  
Managing Introverts  
Managing Extroverts

## **Documenting Performance**

Documentation Do's and Don'ts  
Legal Issues of Documenting Performance  
Tips to Make Performance Reviews a Breeze

## **Professional Boundaries**

Nepotism and Favoritism  
Conflicts of Interest  
Confidentiality  
Office Romances

## **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  
Adjusting on the Fly

## **Supply Chain Management**

The Role of Supply Chain  
Supply Chain Transparency  
Inventory Management  
Inventory Management Strategies  
Inventory Control  
Logistics

## **Talent Development**

Creating a Work Plan  
Internal Transfers  
Promoting Learning and Development to Employees  
SMART Goals

## **Curriculum Design**

What Is Curriculum Design?  
Helping L&D With Curriculum Design  
Utilizing Blended Learning

## **Recruiting and Hiring**

Hiring the Right Person  
The Hiring Process  
Creating Job Postings  
Using Social Media to Recruit  
Managing Unconscious Bias During Recruiting  
Reviewing Resumes  
Conducting an Interview  
Unacceptable Interview Questions  
Verifying the Candidate

## **Successful Employee Onboarding**

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

## **Training Needs Assessments**

What Are Training Needs Assessments?  
Types of Training Needs Assessments  
How To Conduct a Training Needs Assessment  
Developing an Evolving Learning Program

## **Voting Essentials**

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  
News Literacy

## **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

## **Warehouse Fundamentals**

Introduction to Warehouse Fundamentals  
General Warehouse Hazards  
OSHA Warehouse Standards  
Material Handling  
Warehouse Efficiency and Productivity

## **Workplace Culture**

Avoiding Discrimination: 5 Keys  
Building an Emotionally Intelligent Team  
Considering Part-Time and Job Sharing for Your Team  
Diversifying Your Leadership Team  
Embracing Candor  
Empathy in the Workplace  
Finding a Mentor Like You  
Introduction to Business Psychology  
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  
Tokenism  
Understanding Intersectionality at Work

## **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

## **De-Escalation in the Workplace**

Phases of Escalation  
De-Escalating Conflicts Between Coworkers

De-Escalating Conflicts With Your Boss  
De-Escalating Conflicts With Employees

## **Equity in the Workplace**

Equality vs. Equity  
Implementing Equitable Practices in the Workplace

## **Isms**

Exploring Isms in the Workplace  
Overcoming Isms in the Workplace  
Avoiding Isms in the Workplace

## **Leading a Team**

Being a Team Leader  
Team Building and the Tuckman Model

## **Neurodiversity**

What Is Neurodiversity?  
Misconceptions About Neurodiversity  
Working With Neurodiverse People

## **Personality Assessments**

Overview of Personality Assessments  
Personality Assessments for Hiring  
Choosing a Personality Assessment  
Personality Assessments for Existing Team Members  
Considerations When Using Personality Assessments

## **Positivity**

Encouraging Positivity  
Staying Positive

## **Privilege**

What Is Privilege?  
Privilege Scenarios  
Using Your Privilege

## **Psychological Safety**

Psychological Safety for Employees  
Psychological Safety for Managers

## **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  
Supporting a transitioning Coworker

## **Team Building**

What Is a Team?  
Types of Teams  
Effective Team Members  
Team Development and the Tuckman Model  
Characteristics of a Successful Team  
Teams in Crisis Situations

## **Working Well With Everyone**

What Is Diversity?  
Diversity by Design  
The Mistake of Stereotyping  
The Power of Inclusion  
Diversity = Greatness

## **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

