



CUSTOMISABLE E-LEARNING CATALOGUE 02

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Building Trust and Respect

- Supporting Company Values
- Fairness with Others
- Building Trust with Employees
- Trusting Others to Innovate
- Respect through Resources

Coaching Career Development

- Employee Career Aspirations
- The Company Career System
- Career Plans for Your Employees
- Finding Employee Development Opportunities
- Building an Employee's Professional Network
- Career Plans and Employee Expectations
- Respect through Resources

Conflict Management Skills

- Helping Employees Manage Conflict
- Help Groups Resolve Conflict
- Conflict Management Expectations
- Create a Conflict Management Culture
- Coaching Employees to Manage Conflict

Communication Skills for Managers

- Team Communication Expectations
- Managerial Listening Skills
- Communicate Clear and Concise Messages
- Team Listening
- Right Information at the Right Time
- Communicating with Different Audiences
- Team Communication Feedback
- Communicating Key Messages

Creating Great Teamwork

- Team Norms and Expectations
- Creating a Strong Team Culture
- Working with Others Within the Company
- Project Teams Rely on Each Other
- Involving Others for Great Decisions

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Customer Service Management

- Shaping the Direction of Customer Service
- Inspiring and Motivating Customer Service Agents
- Giving Feedback to Your Customer Service Agents
- Customer Service Coaching
- Customer Service Quality
- Customer Feedback and Insight
- Onboarding New Customer Service Agents
- Managing Remote Customer Service Teams

Delegating Work

- Delegating to Others
- Delegating with Clear Expectations
- Getting Buy-In When Delegating
- When Agreements are Broken
- Leadership through Delegation

Meeting Management

- Prepare for Any Meeting
- Conduct Effective Meetings
- Be a Significant Meeting Member
- Stay Focused in Meetings
- Meeting Behavior Expectations

Discussing Total Compensation

- Market Range Compensation
- Performance and Rewards
- Linking Performance and Rewards
- Going Above and Beyond
- Benefits Discussion

Developing and Coaching Employees

- Support Your Team for Performance
- Giving Employee Feedback
- Building Employee Skills
- Skill Development Plan
- Coaching After Mistakes
- Energizing Work
- Support Employee Development
- Improve the Feedback You Give Others

Developing and Coaching Employees

- Improve the Quality of Feedback You Give
- Employees Monitor Personal Performance
- Acting with Appropriate Speed to Problems
- Employee Reactions to Performance Evaluations
- Teams Monitor Performance

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Managing for Success

- What the Team Loves About the Company
- Building Relationships with Colleagues
- Team Work-Life Balance
- More Than One Solution
- Solving Problems in the Right Way
- Team Integrity
- Speaking Freely with Others
- Soliciting Ideas and Opinions
- Differences Make a Stronger Team
- Understand Customer Needs
- The Importance of Safety
- Create a Safety Culture

Leading the Organization Strategy

- Integrity Expectations
- How Employees Support Organization Goals
- Connecting Work to Company Objectives
- Meeting Goals and Achieving the Strategy
- Connecting Work Projects to the Vision
- Capture and Share Best Practices
- Trust Others to Drive the Strategy
- A Leader's Thoughts on Strategy
- Create a Safety Culture

Management Essentials

- Giving Clear Work Priorities
- What Employees Need
- Reinforce Great Teamwork
- Valuing Employees
- Listening to Others' Ideas and Opinions
- Problem Solving Expectations
- The Right Workload for Employees
- The Great Things Employees Do
- An Ethics and Integrity Discussion
- Perform a Performance Review
- Creating Challenging Work
- Receive Feedback From Your Employees
- Creating a Great Work Situation
- Evaluating Performance in the Right Way
- Perform a Departure Review

Providing Resources for Success

- Managing Team Resources
- Required Employee Resources
- One Resource for Success
- Use a Resource Management Agenda Item
- Resources and Customer Needs
- Providing the Right Resources
- Team Resource Needs
- Teams Improve Efficiency of Resources
- Perform a Departure Review

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Project Management for Managers

- Team Involvement in Planning
- Status Reporting Expectations
- Sharing Essential Project Information
- Sharing Problems Right Away
- Create a Safety Culture

Recognizing Employees

- Recognize Employees Each and Every Day
- Recognize Accomplishments and Contribution
- Improving How Things Get Done
- Balance Public and Private Recognition
- Find Others to Provide Team Recognition

Retaining Your Employees

- Overall Satisfaction at Work
- Keeping Your Employees
- Decreasing Employee Turnover
- Who Needs Better Work-Life Balance?
- Maximizing Employee Talents
- Creating Work Autonomy
- Compensation Rule of Thumb
- Your Own Requirements to Stay

Onboarding New Employees

- New Hire Expectations of a Manager
- First Weeks' Deliverables
- Team Members Introduce Themselves
- Great Work Situations for New Hires
- Learning a New Role
- We Wish We Had Known
- Learning from Co-Workers
- Teams Share with New Hires
- New Hires Build New Skills
- Coaching New Hires
- New Hires Get Coaching From Others
- Reconnect Employees to Individual Work
- Feedback for New Hires
- Exploring Professional Development
- New Hires Build a Professional Network
- Feedback from New Hires
- New Hire Performance Review
- Work and Challenges in the Future

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Supervision Basics

- Three Month Work Objectives
- Assist Employees Facing Challenges
- Team and Company Policies
- Know Your Employees
- Know Who's Really Contributing
- Involving Others in Problem Solving
- Know Your Team's Experience and Background
- Work-Life Balance for the Team

Basic Business Skills

- Strengthen Job Required Skills
- Know and Meet Customer Needs
- Identify All Outcomes of a Potential Decision
- Ensure Strategy Alignment
- Seeking Out Cutting Edge Ideas
- Organizing Your Workspace
- Resources for Success
- Learn Workplace Technology
- Work Place Rules and Policies
- Understanding Financial Management

Creating Great Work

- What Excites You at Work?
- Increase the Level of Challenge at Work
- Analyze Key Experiences for Lessons Learned
- Work-Life Balance for You
- The Right Level of Challenge

Become a Contributing Project Team Member

- Performance Measures for Performance
- Effective Decision Making
- Share What You Think is Best
- Navigate within the Organization Structure
- Know the Competition
- Clear and Concise Emails
- Understand Past Project Issues
- Potential Project Risks

Communicating with Others

- Nonverbal Communication
- Understanding Body Language
- Talk About and Promote the Company Vision
- Create a Vision Branding Statement
- Handling Customer Complaints

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Building Your Leadership Skills

- Keeping Customers Informed
- Seek Out the Ideas and Opinions of Others
- Show Good Judgment Regarding Creative Ideas
- Integrity Review
- Manage Conflict with Others
- Learn From a Conflict Management Expert
- How Inspiring Are You?
- Be a Powerful and Inspirational Role Model
- Contributing to the Organization Strategy
- Support the Organization's Vision and Strategy
- Work-Life Balance for the Team

Building Your Career

- Potential Career Opportunities
- Company Jobs and Opportunities
- Identify Your Skill Gaps
- Create a Career Plan
- Building Skills for Your Career
- Building a Personal Network
- Branding Yourself
- Reconcile Insufficient Career Opportunities

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- Navigate within the Organization Structure
- Know the Competition
- Clear and Concise Emails
- Understand Past Project Issues
- Potential Project Risks

Increasing Employee Engagement

- Supporting Employees
- Connecting Work to the Organization
- Requirements for Success
- Using an Employee's Best Skills and Abilities
- Team Satisfaction
- Inform and Inspire Your Team
- Work-Life Balance for Each Person
- Appreciating Contribution and Results

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Leadership Essentials

- Become a Reliable Leader with Integrity
- Balance Your Leadership and Employee Roles
- Connecting Goals to Vision
- Connecting Team Work to the Strategy
- Align Resources to Strategic Priorities
- Speaking Your Mind
- Innovation Norms and Expectations
- Are Your Actions Consistent with Your Values?
- Keep Your Top Talent
- Increase Employee Innovation
- Responding to Issues and Concerns
- Analyze the Pros and Cons of Key Decisions

Developing Work Relationships

- Working with a Diverse Team
- Build your Network
- Empathy for Others
- Share Your Knowledge and Expertise
- Recognize Your Peers
- Building Trust with Others
- Balance Conflicting Customer Priorities

Customer Service Basics

- Building Customer Rapport
- Listening to Your Customers
- Developing Your Customer Focus
- Customer Service Over the Phone
- Internal Customer Service
- Serving Customers in the Field
- Customer Service Confrontation and Conflict

Developing for Success

- Exploring Company Job Opportunities
- Brand and Promote What You Do
- Identify Potential Career Opportunities
- Know Your Skills and Gaps
- Building Skills and Capabilities
- Skill Development Opportunities
- Personal Skill Development Plan
- Increase Your Personal Performance
- Best Professional Organizations for You
- Personal Expectations and Your Workload

You and Your Boss

- Feedback for Great Results
- Ask Your Boss for Feedback
- Support the Company Mission and Vision
- Discuss Your Work-Life Balance Needs
- Recognizing Your Boss for Personal Achievements

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Increasing Your Contribution at Work

- Increase Your Personal Success
- Struggling to Meet Commitments
- Increase Your Personal Engagement
- Increase the Quantity of Work
- Stay Productive While Waiting for Answers
- When Are You Most Creative?
- Organizing Information for Productivity
- Creating Accountability for Business Results

Personal Behaviors and Conduct

- Manners and Courtesy at Work
- Developing an Attitude to Learn
- Increase Your Objectivity
- Do You Overreact?
- Persevere During Setbacks
- Being Consistent with Company Values
- Don't Jump to Solutions

Project Management for Managers

- Brand and Promote Your Project
- Project Plan Updates
- Planning Tools and Resources
- Articulate the Attributes of Your Ideas
- Essential Project Plan Components
- Monitor Project Status
- Objectively Evaluate Proposals
- Advocate for Interests
- Be Open to Different Solutions
- Focus on the Issues vs. Individuals
- Negotiating with Difficult People
- The Likelihood of Project Risk
- Responding to Project Risk
- Minimize the Consequences

Starting a New Job

- Clear Work Expectations
- Learn about the Company and Customers
- Information for Success
- Making an Impact
- Getting to Know Your Peers
- Six Month Work Priorities
- Current Performance Review

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- Fairness with Others
- Building Trust with Employees
- Trusting Others to Innovate
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Coaching Career Development

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- Improve the Quality of Feedback You Give
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Increasing Employee Engagement

- Supporting Employees
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