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LEADERSHIP CONSULTING & MANAGEMENT SERVICES

ON-DEMAND SELF-GUIDED COURSE CATALOG

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Unlock a world of knowledge with the **On-Demand Video Library**, where expertly crafted, instructor-led video courses are available at your fingertips, ready to enhance yours or your teams' learning journey. Each course in our library offers over an hour of rich, engaging video content to guide you through the material with clarity and precision. Whether the need is professional skills or exploring new areas of interest, our comprehensive library has something for everyone.

With our user-friendly Learning Management Platform, individuals can effortlessly navigate through the content module by module, allowing them to learn at their own pace. The streamlined interface ensures that you stay focused on the material without unnecessary distractions. Courses available are listed below, with starred (*) courses available in Spanish:

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ADMINISTRATIVE SKILLS

Administrative Office Procedures

Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well-run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly.

With our Administrative Office Procedures training, participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.

Administrative Support

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This training will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage their time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course may take time to be a part of any daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

Archiving and Records Management

Every organization is responsible for maintaining records. The ability to create, organize and maintain records and archives is essential to success. Correct records keeping will not only offer liability protection; it will also increase efficiency and productivity. To put it simply, maintaining records and archives will improve the bottom line.

With our Archiving and Records Management course participants will know how to classify records, define and maintain different systems, and develop a keen understanding of the importance of records management.

Basic Bookkeeping

Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers.

ADMINISTRATIVE SKILLS

Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of you who have already recognized and appreciate the impact that numbers actually have on just about everything, you deserve a cookie. Welcome to Basic Bookkeeping!

Business Writing

Writing is a key method of communication for most people, and it's one that many people struggle with. Writing and communication skills have degraded with more and more people communicating through email and text messaging. Developing writing skills is still important in the business world as creating proper documents (such as proposals, reports, and agendas), giving you that extra edge in the workplace.

This training will give participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents- basic skills that will provide participants with that extra benefit in the business world that a lot of people are losing.

Collaborative Business Writing

Writing and communication skills have degraded with more and more people communicating through email and instant messaging. Developing writing skills is still important in the business world as is creating proper documents (such as proposals, reports, and agendas) giving you that extra edge in the workplace.

The Collaborative Business Writing training will give participants the knowledge and skills to collaborate with others and create that important document. Participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide participants with that extra benefit in the business world that a lot of people are losing.

Executive and Personal Assistants

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Whether you are updating schedules, making travel arrangements, minute taking, or creating important documents, all must be done with a high degree of confidentiality. Confidentiality is one of the most important characteristics for every assistant.

Our Executive and Personal Assistants training will show participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this training will provide participants with the necessary tools.

ADMINISTRATIVE SKILLS

Meeting Management

This training is designed to give participants the basic tools you need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this training, participants will learn the needed skills in planning and implementing a successful meeting.

The Meeting Management training will explore how to reduce waste and make meetings more efficient.

Organizational Skills

Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of participants' professional and personal lives. Throughout this training participants will be given the tools necessary in developing better Organizational Skills.

Through Organizational Skills, participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So, stop looking for those important items, and start knowing where they are by getting organized

Social Media in the Workplace

We are being flooded with Social Media invitations and updates. Web-based communication icons like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. People are feeling the need to be updated at all times. It has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity. People love to share, but they need to know what is alright to share and what should not be sent out.

Understanding social media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and participants will realize how social media and the Workplace can work together.

Supply Chain Management

Supply Chain Management improves the coordination and relationship between Suppliers, Producers, and Customers. It must be kept at a high level of organization to be successful in today's global economy. Goods and services are now pieced together from all over the world, and this process can be hectic and complicated if not managed correctly.

With Supply Chain Management your company and employees will be on target to lower costs, improve efficiency, and increase customer satisfaction. This course will provide your employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

CAREER DEVELOPMENT

Budgets and Financial Reports

Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to your career. When terms like ROI, EBIT, GAAP, and extrapolation join the conversation, you'll want to know what people are talking about, and you'll want to be able to participate in the discussion.

The Budgets and Financial Reports training will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

Building Confidence and Assertiveness

Strengthening our self-confidence is a powerful step in shaping our lives and creating future success. The ability to be confident and assertive are crucial skills for personal development, displaying authority in business, and promoting equality throughout interactions. Essentially, these skills have a significant influence on building a happy life. Through effective communication, visualization, and resiliency, we can learn to be confident and project an image of confidence to others. When stressful or difficult situations arise, we have the ability to control our own responses and how we choose to move forward.

Confidence and assertiveness are skills that can be developed and beneficial to everyone, no matter their career or job position. The Building Confidence and Assertiveness course will provide participants with the tools to overcome fear, gain personal empowerment, and inspire confidence in others. By believing in our potential and the positive changes that we can make, we are able to grow personally and professionally.

Communication Strategies

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

Communication Strategies will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Digital Citizenship

Our Digital Citizenship course will give participants the guidance needed in the ever-changing digital world. As our lives are lived more and more online, we all need to translate our social skills into the virtual world.

Digital Citizenship allows us to connect, collaborate, and share by using technology appropriately. In person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work in the digital world.

CAREER DEVELOPMENT

Entrepreneurship

Would you like to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations then you need our entrepreneurship training.

Let our Entrepreneurship training help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All this and more can be found in our Entrepreneurship training.

Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills training will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

Lean Six Sigma

Imagine a realm where business processes are optimized, waste is minimized, and customer expectations are exceeded- this is the world of Lean Six Sigma. Lean Six Sigma is a process improvement methodology that merges the power of Lean and Six Sigma approaches. Lean process, which is based on the principle of continuous improvement, aims to eliminate waste while maximizing value for the customer.

Our Lean Six Sigma course will provide participants with the fundamental principles of Lean Six Sigma, and how to apply them to business processes, reduce waste, and deliver measurable results. Participants will gain an understanding of the DMAIC and DMADV problem-solving approaches, and how to use common Lean Six Sigma tools and concepts, such as Value Stream Mapping and Kaizen, to facilitate process improvements. With the power of Lean Six Sigma, organizations can efficiently streamline their workflow and achieve operational excellence.

mLearning Essentials

Mobile learning, or mLearning, is defined as the delivery of learning, education or training on mobile devices, such as mobile phones, tablets, laptops or PDAs. mLearning allows training and support to be taken anywhere, making it flexible and convenient for companies to use.

With our mLearning training, participants will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing mLearning, participants will possess the skills needed to take advantage of this new technology, in order to educate employees and clients more efficiently.

CAREER DEVELOPMENT

Negotiation Skills

Although people often think of boardrooms, suits, and million dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this training participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills training will give participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Participants will learn that an atmosphere of respect is essential, as uneven negations could lead to problems in the future.

Personal Branding

Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant's personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course participants will be able to share their vision and passions with others in your company. Utilize this knowledge through social media to define and influence how others see you. You are your brand so protect it. Live it.

Telework and Telecommuting

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job, and recognizing these challenges will help participants become great teleworkers. Through Telework and Telecommuting your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Participants will establish the additional skills needed to be successful in their work from home environment.

The Cloud and Business

The cloud has become a vital component for business as technology becomes embedded in modern life. Every leader needs to understand the cloud and how it operates as well as the potential dangers and pitfalls associated with cloud computing. Knowledgeable monitoring and maintenance can be the difference between the success and failure of the technology's use.

With our The Cloud and Business training, participants will discover the specifics of how the cloud can be a useful business tool. With a clear understanding of the cloud, participants will be able to make the best decisions for their customers and business.

CAREER DEVELOPMENT

Time Management

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The Time Management training will cover strategies to help participants learn these crucial strategies. Participants will be given a skill set that includes personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this training.

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Business Succession Planning

Business succession planning is all about being prepared. The loss of valuable leadership can cripple even the strongest of companies. Succession planning is an essential component to the survival and growth of any business. Whether it is grooming employees to become leaders, or preparing for an employee's retirement participants will identify common obstacles and how to overcome them.

Our Business Succession Planning training will show you the differences between succession planning and mere replacement planning. How you prepare people to take on leadership responsibilities is just as important as hiring the right person for the job. Every company should have a form of succession planning in its portfolio.

Conducting Annual Employee Reviews

An annual review can help you keep your employees happy, engaged, and focused. It is human nature to want to succeed. Giving your employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed annual review can have the reverse effect.

With our Conducting Annual Employee Reviews training, participants will discover how to conduct a well-designed employee annual review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.

Contract Management

It is easy to overlook the importance of contract management because it seems to be a boring, mundane topic. Contracts, however, are the basis of most business relationships. If contracts are managed well, business relationships will flourish. If they are not, companies face financial loss, relationship harm, and damaged reputations.

With our course participants will learn the insides and outs of Contract Management. Contracts are made with vendors, employees, customers, partnerships, and these agreements must be managed carefully. In order to effectively implement Contract Management it is necessary to understand all the small details, and that is what you get with this training.

Crisis Management

Crisis management is as important as finance management, personnel management, etc. Having a clear and effective program and plan for an event is critical not only to your survival, but critical to the profitability and possibly the survival of the company. Being able to identify risk, assess the situation and respond appropriately is important, and requires not only training, but practice.

With our Crisis Management training participants will understand that a crisis can occur any time. They

will develop skills needed for certain negative events. Also, they will be able to recognize warning signs to help avoid negative situations completely, or, if the situation occurs, better manage the crisis.

Developing a Lunch and Learn

Hosting a Lunch and Learn session is a low-cost training option. It is a great way to introduce a topic or give a small demonstration on a new product or service. They are usually voluntary; thus attendance can sometimes be an issue, but with this training you will be given the knowledge to work on this issue and others.

Our Lunch and Learn training will give your organization a quick and useful tool to add to its training department. Participants can also use it as a follow- up or refresher to previous training sessions. It doesn't have to be just about a learning event, it can also involve collaboration, networking, or sharing best practices between employees.

Employee Onboarding

Employee Onboarding is a vital part of any company's hiring procedure. Hiring, training, and bringing new employees on board is a huge investment. Onboarding will assist newly hired employees in developing and keeping their skills. Knowledge will be retained, and their value will increase within the company.

Through Employee Onboarding you will find it lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the company, and having a structured set of procedures will make your company stronger and produce a greater chance of success.

Employee Recruitment

Many companies simply wait for talent to come to them. Simply advertising an open position and hoping that you find the right talent does not guarantee that you will find the best people. Actively seeking out qualified candidates is the best way to ensure that you find the talent that you need. Recruitment is essential to the success of your business.

Our Employee Recruitment training will guide participants and help them interview and recruit the right employee for you. Hiring a new employee is one of the largest investments you make in any business. Hiring the right employee is very important, as training can be expensive, and employee turnover costs companies millions every year. So, reduce your costs with a great employee recruitment program!

Employee Termination Processes

Having to fire an employee is never an easy task. Sometimes, despite attempts of open communication and encouraging performance, an employee will need to be terminated from the company. One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. Firing an employee should always be a last resort, so it is important that the manager has covered all other avenues possible before moving forward.

With our Employee Termination training, participants will begin to see how important it is to develop a

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core set of skills when they find themselves in a situation where they must let an employee go.

Generation Gaps

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The Generation Gaps training will help participants understand the various generations present at work. Both the young and older worker will have ideas and suggestions to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

Health and Wellness at Work

A healthy employee is a happy and productive employee, which should be a goal for every organization. Through our Health and Wellness at Work program participants will experience the benefits of a healthier lifestyle and workplace.

Our Health and Wellness at Work course will be instrumental in creating a "Culture of Wellness" within your organization. Participants will touch on common issues such as smoking cessation, nutrition, weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program within your organization.

Hiring Strategies

Successful companies are made up of great employees, so why not hire great employees? Hiring and training employees is an expensive venture. Hiring the right person is more about skills and abilities; it is about finding the right combination of skills, attitude, and fit for your organization's culture.

Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this training as it prepares them to seek out that great candidate and make sure they are a fit for your company. Participants will obtain the necessary tools required in finding that diamond in the rough.

Human Resource Management

Recently tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management training will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This training will provide participants those skills and assist them with certain Human Resource situations.

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Managing Workplace Harassment

Oh, you may say, "not in my office," or "not our team," but workplace harassment is an increasing issue in the organizations today. It can come in the form of a slap, a phrase, an email, or reassignment of duties. Harassment is not okay and it is illegal. Harassment needs to be reported so that the company can handle the issue properly and remediate any future problems.

Our Managing Workplace Harassment training provides guidance for an ever-changing work environment. Participants will recognize the necessity for the whole organization to be on board with monitoring and reporting any issues. This training will also help in fostering a safer and more productive workplace.

Measuring Results from Training

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits with a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on.

Our Measuring Results from Training course, participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and update the curriculum to create content that is better suited for the participants.

Millennial Onboarding

Onboarding new employees is a secure investment that will assist newly hired employees in developing their skills, knowledge, and value within the company. It will help match the technically skilled Millennial workforce with new and emerging needs of your company, which gives your company an advantage within the market.

Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

Sensitivity Training

Sensitivity training is crucial in creating a workplace that is inclusive, and a safe place for all to work. This course will look at interactions within a group, but will be more focused towards individual's behaviors and emotions.

With our Sensitivity Training, you will introduce topics to promote sensitivity, as well as the benefits that come along with it. It will also describe the steps that should be taken when it is determined that employees are not in compliance with the business' policy. This will then help to foster positive relationships between co-workers, and in turn benefit the whole organization.

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Universal Safety Practices

The importance of safety cannot be overstated. Every organization is responsible for the safety of employees while they are working. It is estimated that safety problems cost companies $1 billion a week. Understanding universal safety practices and how to implement them will help keep everyone protected while ensuring the company's financial security.

With our Universal Safety Practices training, participants will discover how safety affects employee engagement and the bottom line. Safety may seem like a boring topic, but an unsafe work environment cannot be ignored.

Workplace Harassment

Harassment can be based on a variety of factors such as race, sex, and disability. Experiencing an uncomfortable situation in the workplace may be more than an unpleasant event; it may be against the law. This alone is what makes this topic very important for every organization.

Our Workplace Harassment training will give participants the tools to recognize harassment when it occurs. It will help them understand their rights and responsibilities and create a safe environment for all. Through this training participants will recognize that it is necessary for everyone to identify harassment and exercise anti-harassment policies.

Workplace Violence

Workplace harassment must be identified, discouraged, and prevented to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace violence and harassment training is essential to the safety of all employees.

To prevent Workplace Violence, it is essential that everyone can identify individuals who may be prone to violence. Our training will help participants recognize certain behaviors and lower the risk of escalated situations. This training will help participants identify the warning signs, as well as give them coping and response tools.

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Adult Learning - Mental Skills

Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this module, we will pay attention to the cognitive domain. This is the domain of knowledge and intellect, and it is the main focus of most educators. With our Adult Learner: Mental Skills training, participants will discover the specifics of how the cognitive domain increases intellectual capability.

Adult Learning - Physical Skills

Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this module, we will pay attention to the psychomotor domain. This is the domain of action and physicality. It is important to remember that psychomotor works together with the other domains when implementing it. With our Adult Learning - Physical Skills training, participants will discover how to better navigate their physical environment.

Anger Management

Welcome to the Anger Management training. Simply put, anger management is the process of controlling anger, before this anger controls you. Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively.

This course will help teach participants healthy ways to express their anger, identify anger triggers, as well as techniques to de-escalate an angry individual. It is not always possible to eliminate the things that enrage you. What is possible however, is learning how to gain control and manage your anger effectively.

Attention Management

A distracted employee is a less effective employee. Employees who do not pay attention can waste valuable time and make careless mistakes. Participants will be more efficient at their job, make fewer mistakes, and be more productive overall.

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work. Our training will help participants reach their personal and in turn company goals. They will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

Facilitation Skills

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision-making process. Creating a comfortable environment through better facilitation will give participants a better understanding of what a good facilitator can do to

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improve any meeting or gathering.

The Facilitation Skills training can help any organization make better decisions. This training will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have participants on the road to becoming great facilitators themselves.

On the other hand, Six Sigma is a data-driven approach that focuses on reducing variation and defects in processes, using statistical analysis and problem-solving techniques. Together, Lean Six Sigma has revolutionized the ways organizations operate and succeed, and can be applied to any industry or business process.

Improving Mindfulness

Improving mindfulness is about understanding yourself and being "in the moment". Participants will become more mindful of their actions and learn how to express and interpret their present environment. They will create positive connections and increase their self- regulation of attention and personal experiences.
Improving Mindfulness will provide benefits throughout their professional and personal lives. Improving mindfulness through gratitude, filtering, and active listening will give participants the advantage of seeing things in a new light. This training has the ability to give participants an increased recognition of mental events in the present moment which provides countless benefits.

Improving Self-Awareness

Self-awareness is developing and understanding your emotions and feelings. It is an awareness of the physical, emotional, and psychological self. Participants will identify ways of recognizing all of these and improving each through various cognitive and learning styles.

Improving Self-Awareness will improve self-control, reduce procrastination, and develop mood management. Participants will improve their relationships and create a more fulfilling life. These improvements will in turn translate into a wholly improved workforce. Stress will decline and productivity will increase as internal turmoil will decline all through improving self-awareness.

Increasing Your Happiness

Increasing one's happiness can be done through the power of positive thinking. That is one skill that this training will touch on to teach participants how to be happier. Happiness will spread throughout your organization and have a positive effect on everyone.

With our Increasing Your Happiness training participants will engage in unique and helpful ways to

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increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.

Job Search Skills

Searching for a job can be intimidating. How do you know what job you're best suited for? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?

The Job Search Skills training will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs participants should apply for.

Life Coaching Essentials

Many people often mistake a life coach for a mental health professional, such as a psychiatrist or a therapist. This misconception often leads people to believe they do not need a life coach since they feel as though nothing is wrong with their mental health. However, a life coach is designed to help improve a person's professional and personal life by working with them to achieve their goals.

With our Life Coaching Essentials training, participants will discover the meaning of life coaching and how life coaching services can be utilized to achieve their goals.

Managing Personal Finances

For many people, finances are an unsolvable Rubik's cube filled with anxiety. We don't teach children when they are young the value of a good credit score. Many people have a hard time formatting and sticking to a budget. You can easily solve the finance puzzle with a little hard work, self-control, and the right tools. Today is a new day; you are taking the first steps to reclaiming your financial freedom.

Most people know that a map can tell them how to get from point A to point B. A well-developed budget is just like a map as it helps you reach your financial goals. You start at point A, and the budget helps you go the distance get to point B. And with our Managing Personal Finances training participants will learn how to budget and create a plan for their future.

Managing Workplace Anxiety

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

Our Managing Workplace Anxiety training will provide participants with the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this training participants will be better suited to the challenges that the workplace can bring.

PERSONAL DEVELOPMENT

Personal Productivity

Most people find that they wish they had more time in a day. This training will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time- honored planning and organizational tools to maximize their personal productivity.

Personal Productivity is a goal most of us have. Through this training participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this training participants will take ownership and begin to lead a more productive life.

Public Speaking

As far back as 1973, a survey by the Sunday Times of London, 41% of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders, standing up in front of a crowd and talking is far more terrifying for most people. Through this training participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event. However, mastering this fear and getting comfortable speaking in public can be a great ego booster, and benefit to your career. The Public Speaking training will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

Social Intelligence

Social Intelligence is about understanding your environment and having a positive influence. Participants will become more confident in their social situations by learning how to express and interpret social cues. They will create positive connections and increase their influence during social situations.

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn "people skills". Improving social skills through active listening, understanding body language, and being more empathic will give participants the advantage in their interactions. Social interactions are a two-way street, know the rules of the road!

Social Learning

Social Learning is an effective way to train your employees through modeling positive behaviors. It is a great way to promote cohesion and involvement as it builds a culture of learning. Participants will learn the best way to conduct role plays, share best practices, and provide constant and immediate feedback.

With our Social Learning course participants will be creating learning communities that benefit every aspect of your organization. They will learn new behaviors through observation and modeling and be instilled with a passion for learning.

PERSONAL DEVELOPMENT

Stress Management

Positive and negative stress is a constant influence on all our lives. The trick is to maximize the positive stress and to minimize the negative stress. Participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this training.

The Stress Management training will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

Taking Initiative

Taking the initiative is a crucial step in moving forward in our professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. See what you want, believe what you want, and make it happen.

With our Taking Initiative training, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

Work-Life Balance

Having a balance between work and home life can be a challenge. With this challenge come great rewards when it is done successfully. By balancing a career with home life, it will provide benefits in each environment. You will become healthier, mentally and physically, and you will be able to produce more career wise.

With a Work-Life Balance you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This training will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

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Body Language Basics

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications.

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

Call Center Training

Phone skills are a highly valuable tool to have in an employee's skill-set, and Call Center Training will help provide those skills. This course will help participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current cliental. A more confident employee is also one that is happier, and happier employees will produce happier customers. Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole.

Coaching Salespeople

Coaching is not just for athletes. More and more organizations are choosing to include coaching as part of their instruction. Coaching salespeople, when done correctly, will not only increase sales, it will have a positive impact on the community and culture of a company. The benefits of coaching salespeople are numerous and worth exploring.

With our Coaching Salespeople training, participants will discover the specifics of how to develop coaching skills. They will learn to understand the roles and responsibilities of coaching as well as the challenges that coach's face with regards to working with salespeople.

Contact Center Training

Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training your staff and giving them the information that is needed to effectively assist your customer base is paramount.

With our Contact Center Training professional development, participants will gain the knowledge to provide a great customer experience. They will develop skills on how to deal with difficult costumers,

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build rapport, and great listening skills. All of these skills combined will provide an increase in overall customer satisfaction throughout your organization.

Creating a Great Webinar

Webinars are a great inexpensive way to reach a large number of people. Webinars are great tools if you want to market a new or improved product, train employees, demonstrate a new task, or have a meeting with employees located throughout the globe. Being an interactive form of media, Webinars provides a great environment for these activities and so much more.

Creating a Great Webinar is all about providing a great interaction between the presenter and the audience. Participants will develop the skills needed to promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge with a Webinar is the best way to reach many with the power of one.

Event Planning

Events do not just happen, they take time to plan, develop, and create. This training is designed to give participants the tools needed to host a great event. They will touch on planning and administrative techniques that will give them the confidence to run an engaging event that will leave a positive and lasting impression on each attendee.

With our Event Planning training participants will explore ways to work with vendors, security, technicians, and wait staff. They will touch on different event types such as awards ceremonies, charity events, and business conferences. By utilizing the correct skill set participants will be provided with the details to pull off a successful event.

In Person Sales

In the age of online shopping and technology, in-person sales can easily be ignored. Do not overlook the importance of personal contact. You never know when or where you will meet your next customer, and it is important to make a good impression. Everyone who is interested in sales must be confident in the art of in-person sales.

Internet Marketing Fundamentals

Marketing has changed dramatically over the last decade. Marketing is all about communicating, and the Internet has completely changed the way people communicate. The Internet is a marketer's dream come true, especially with social media, as you have a low-cost marketing tool that can reach a large audience.

Internet Marketing Fundamentals will provide participants with a great set of skills to market your business online. Content is the king of Internet marketing, and participants will need to know how to utilize your great content. If you want your business to grow, then participants need to understand Internet Marketing Fundamentals.

Marketing Basics

Marketing is an essential element for every business. It can be that one missing piece of the puzzle, and

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when it fits, the big picture is revealed. Participants will be introduced to marketing and its benefits. If you are not marketing your business, you will not grow, and if you do not grow you will not succeed.

Marketing Basics will provide basic knowledge to participants and give them the ability to build and grow your business. Marketing has changed a lot recently and having a new perspective will give participants the needed information to assist them in their marketing decisions. No matter what your product or service is, your business will benefit with a better understanding of marketing.

Media and Public Relations

In this training, participants will get the knowledge they need to effectively manage their image and value by forming solid networks through strategic communication planning. Effective networking is essential for day-to-day business or for those times when you are actively pursuing job opportunities. This training is designed to provide practical and hands-on tools that will give participants a skillset in dealing with the media and the public.

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network.

Multi-Level Marketing

Multi-level marketing, also known as MLM, is a business marketing strategy that many companies use to encourage current agents to perform while at the same time growing the team by recruiting and training new agents. This tactic of marketing helps boost the company's sales force not only from the sales of the primary agent, but also from the sales and profits of the agents they have recruited. With our Multi-Level Marketing training, participants will discover the specifics of how multi-level marketing works and how to effectively source agents. For many companies, it can prove to be a valuable tool for not only building revenue, but also for building their marketing and networking circles.

Overcoming Sales Objections

Experiencing a sales objection can be a disheartening event. Through this course participants will learn how to eliminate the objection and push through to get that sale. Even the best quality services or items can be turned down, and learning how to overcome these denials will be of great benefit.

Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

Presentation Skills

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Participants will be provided with a strong set of skills that will complement

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their current presentation skill set.

The Presentation Skills training will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This training includes topics that participants can look forward to such as, creating a compelling program, using various types of visual aids, and engaging the audience.

Proposal Writing

A good proposal doesn't just outline what product or service you would like to create or deliver. It does so in such a way that the reader feels it is the only logical choice. Participants will explore the proposal writing process including the most common types of proposals.

The Proposal Writing training will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.

Prospecting and Lead Generation

Prospecting and lead generation is the method of making links which may lead to a sale or other promising result. The leads may come from various sources or undertakings, for example, via the Internet, through personal referrals, through telephone calls either by telemarketers, through advertisements, events, and purchase of lists of potential clients. These and other events can become more easily managed with this great training.

With our Prospecting and Lead Generation training, participants will begin to see how important it is to develop a core set of sales skills. By managing and looking at the way people interact and seeing things in a new light, participants will improve on almost every aspect of their sales strategy.

Sales Fundamentals

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. It requires you to convince someone with a potential interest that there is something for them in making their interest concrete – something that merits spending some of their hard-earned money.

The Sales Fundamentals training will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Participants will become more confident, handle objections, and learning how to be a great closer.

Social Media Marketing

Social media is a staple of modern life. It is so enmeshed in the way we communicate that companies have little choice but to engage social media as part of their marketing strategy. Before implementing any social media strategies, you should take the time to understand the benefits as well as the risks.

With our Social Media Marketing training, participants will discover the specifics of how to effectively use social media marketing. By utilizing different social media platforms to reach current and potential customers, your marketing will only see success.

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Telephone Etiquette

Phone etiquette is a highly valuable tool to have in an employee's skill set, and our Telephone Etiquette training will help provide those skills. This course will
help participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current clientele. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Through our Telephone Etiquette training your participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization as a whole. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this training a great investment.

Top 10 Sales Secrets

No one is born a salesperson. No one has a special gift that makes customers buy products/services. Everyone can however, learn how to sell successfully. By learning to communicate with customers, build lead lists, and sell the company's services with authority, anyone can be a successful salesperson.

With our Top 10 Sales Secrets training, participants will discover the specifics of how to develop the traits that will make them successful salespeople and how to build positive, long-lasting relationships with their customers!

Trade Show Staff Training

Deciding to attend a trade show is a large investment for any company. Preparation is essential: It's better not to go to a trade show than to go unprepared. Every person in your booth is an ambassador to your company, make sure they are prepared. Trade show attendees usually plan a list of whom they're going to visit before ever entering the convention center doors, make sure you are on that list.

Make sure your staff has the right tools to succeed with our Trade Show Staff Training course. A successful trade show will benefit your company on many levels. The most basic statistic is that it can cost half as much to close a sale made to a trade show lead as to one obtained through all other means. Get your staff trained and get to that trade show!

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Business Etiquette

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and "the handshake", conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.

Have you ever been in a situation where:
- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette training will help participants look and sound their best no matter what the situation.

Civility in the Workplace

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this training introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to Civility in the Workplace are countless and will pay off immensely in every aspect of your job.

Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution training, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits.

Customer Service

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service training will look at all types of customers and how we can serve them better and improve ourselves in the process. Participants will be provided a strong skillset including in-person

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and over the phone techniques, dealing with difficult customers, and generating return business.

Customer Support

Customer support used to mean a face-to-face conversation with a customer, or a phone call. Today, technology has changed how we approach customer support. It now encompasses the internet, websites, webchats, and even smart phone apps. The customer experience begins long before the purchase is made.

With our Customer Support training, participants will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.

Cyber Security

Every organization is responsible for ensuring Cyber Security. The ability to protect its information systems from impairment or even theft is essential to success. Implementing effective security measures will not only offer liability protection; it will also increase efficiency and productivity.

With our Cyber Security training participants will understand the different types of malware and security breaches and develop effective prevention methods which will increase overall security. They will also understand the basic concepts associated with Cyber Security and what a company needs to stay secure.

Delivering Constructive Criticism

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this training participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.

Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

Developing Corporate Behavior

With this training participants will be able to develop a business environment that reflects a positive set of values and ethics. Aligning these characteristics with corporate standards is what will make participants stand out and become leaders throughout your company.

Through our Developing Corporate Behavior training, participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behavior and developing a successful plan participants should see a reduction in incidents and an increase in teamwork and

loyalty.

Handling a Difficult Customer

Wouldn't the world be a great place if every customer was a pleasure to deal with? We all know that is a fantasy land. So, what is the best way to handle a difficult customer? Through our training participants will learn stress management skills, how to build rapport, and recognizing certain body language.

By utilizing our Handling a Difficult Customer training participants will see an increase in customer service, productivity, and a decrease in unhappy customers. Participants will be provided with a strong skill set including in- person and over the phone techniques, addressing complaints, and generating return business.

Networking Outside the Company

Networking – according to Merriam Webster is "the exchange of information or services among individuals, groups, or institutions; specifically: the cultivation of productive relationships for employment or business". These and other events can become more easily managed with this great training.

With our Networking (Outside the Company) training, participants will begin to see how important it is to develop a core set of networking skills. By managing and looking at the way people interact and seeing things in a new light, participants will improve on almost every aspect of their networking strategy.

Networking Within the Company

Networking is one of the most basic and essential skills employees should develop. Having great networking skills within an organization is sometimes overlooked. Having a viable networking and communication skill set will benefit any organization and will lead to increased productivity and performance.

Networking within the Company is about creating and maintaining better relationships. Participants will develop skills to avoid obstacles, increase communication, and build relationships that last over time. Employees who understand and embrace the aspects of networking in the workplace will grow your business and create a more engaging environment.

Office Health and Safety

The productivity of a company begins with the health of its employees. While it is not always possible to eliminate sickness, with the proper tools, reducing the illness and its effects can be within your reach. With this course, you will obtain what it takes to keep yourself and co-workers healthy.

In the Office Health and Safety course, participants will learn the core skills that will help them identify common illnesses, understand how they spread, recognize symptoms, apply treatment and prevention

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techniques and establish an emergency response plan.

Safety in the Workplace

Workplace safety is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put in place, and everyone needs to follow the standards in order for them to be effective.

Our Safety in the Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion; participants will have the tools to help them create a Safety policy for your work place. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

Workplace Bullying

Improving diversity of knowledge is a required component of every company. With more and more businesses having global presence workplace diversity is a forgone conclusion. Participants will be able to use strategies to be proactive and remove barriers. They will be shown how to build and encourage diversity in their workplace and community.

Our Training Diversity course will help participants understand what diversity is, and how they can create a more diverse environment. They will be instructed on how to use active listening and employ effective questioning techniques. By learning the right complaint resolution skills and choosing the right course of action communication throughout your business will be strengthened.

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Microsoft Office

Access 2016 Essentials

Learners will gain a fundamental understanding of this database application's environment and basic database principles. They will be able to demonstrate the correct use of key features and the ability to create and maintain tables, relationships, forms, reports, and queries.

Excel 2016 Essentials

Participants will gain a fundamental understanding of the Excel environment and the ability to complete tasks independently. They will know and demonstrate the correct application of the principal features of Excel 2016. Participants will create and edit a workbook with multiple sheets, and use a graphic element to represent data visually. Workbook example include professional looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs.

Excel 2016 Expert

Participants will gain an advanced level of understanding for the Microsoft Excel environment, and the ability to guide others to the proper use of the program's full features - critical skills for those in roles such as accountants, financial analysts, and commercial bankers.

Participants will create, manage, and distribute professional spreadsheets for a variety of specialized purposes and situations. They will customize their Excel 2016 environments to meet project needs and increase productivity. Expert workbook examples include custom business templates, multi-axis financial charts, amortization tables, and inventory schedules.

Outlook 2016 Essentials

Learners will be able to use Outlook to enhance professional correspondence, create calendars, and schedule appointments. Participants will create and edit professional-looking email messages, maintain calendars across time zones, and schedule tasks for a variety of purposes and situations including sending email for marketing campaigns, planning staff meetings, and assigning action items from those meetings.

PowerPoint 2016 Essentials

Participants will learn to create, edit, and enhance slideshow presentations to create professional-looking sales presentations, employee training, instructional materials, and kiosk slideshows. Learners will gain a fundamental understanding of the PowerPoint 2016 environment and the correct use of key features of this application.

Word 2016 Essentials

Participants will gain a fundamental understanding of the Microsoft Word environment and the ability to complete tasks independently. They will demonstrate the correct application of the principle

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features of Word 2016 by creating and editing documents for a variety of purposes and situations. Document examples include professional looking reports, multi-column newsletters, resumes, and business correspondence.

Word 2016 Expert

Participants will learn to proficiently use the advanced features of Microsoft Word for document content management and advanced formatting - critical skills for those in roles such as editors, project managers, business information workers, and educators. Participants will create and manage professional multi-page documents for a variety of specialized purposes and situations. They will customize their Word 2016 environments to meet project needs, and to enhance productivity. Examples of expert-level documents include a business plan, a research paper, a specialized brochure, and a mass mailing.

Courses Available in Spanish

Spanish Soft Skills	
Aprendizaje Social	Social Learning
Atencion al Cliente	Customer Service
Ciudadania Digital	Digital Citizenship
Como Propiciar Criticas Constructivas	Delivering Constructive Criticism
Conceptos Basicos del Lenguaje Corporal	Body Language Basics
Contabilidad Basica	Basic Bookkeeping
Crear Un Gran Seminario Web	Creating a Great Webinar
Desarrollar un Almuerzo y Aprendizaje	Developing a Lunch and Learn
Entrenamiento en Exposiciones para el Personal	Trade Show Staffing Training
Entrenamiento Para Call Center	Call Center Training
Estrategias de Comunicacion	Communication Strategies
Estrategias de Reclutamiento	Hiring Strategies
Fundamentos De Marketing En Internet	Internet Marketing Fundamentals
Integracion (Onboarding) de Empleados	Employee Onboarding
Manejo de la Ira	Anger Management
Manejo del Tiempo	Time Management
Marketing Basico	Marketing Basics
Presupuestos e Informes Financieros	Budgets and Financial Reports
Redes Sociales en el Lugar de Trabajo	Social Media in the Workplace
Resolucion de Conflictos	Conflict Resolution
Seguridad en el Lugar de Trabajo	Workplace Safety
Trabajo a Distancia y Desde el Hogar	Telework and Telecommuting
Urbanidad en el Lugar de Trabajo	Civility in the Workplace