

- Business Development
- Business Skills
- Communications
- Customer Service
- Employee Relations
- Leadership
- Performance Management
- Personal Improvement
- Team Building



Improving employees business and professional skills is more important today than ever before. An organization's competitive edge depends upon the level of skills of their employees. Yet at the same time, the pace of business today grows ever faster. Pulling groups of employees away from their jobs at the same time can be difficult...many employees are "geographically dispersed"...and new employees are coming in the door all the times. Add the increasing requirements to document the "learning" process, and the training equation gets even more complex.

Courses from our online training library solve these problems! With online training, employees can receive training from any workstation with access to the Internet... on demand... any time... and at their own pace. Online training also increases information retention by directly involving employees in the learning process. They can..."See"..."Hear".. And "Touch"... their training material.

TRAINING COURSES

Using a combination of text and colorful graphics, courses from the online training library provide the most cost-effective Business and Professional Development training available today. Courses are divided into a number of logical sections, each with its own interactive quizzes and test, so information is easily understood...and retained. Courses include:

Business Development Fundamental

- Basics of Effective Selling
- Building Strong Customer Relationships
- Closing the Sale
- Mastering Cold Calls
- Negotiating for the Sales Professional
- Qualifying Sales Prospects
- Successful Negotiation
- Telephone Sales Skills

Business Skills

- Basics of Budgeting
- Developing a Strategic Plan
- Financial Basics for Non-financial Managers
- Leading Effective Meetings
- Managing Projects

Communications

- Business Writing Basics
- Conflict Intervention
- Executive-to-employee Communication Strategies
- Intercultural Business Etiquette
- Understanding and Using Contracts
- Writing Effective E-mail

Customer Service

- Dealing with Difficult Customers
- Telephone Skills for Quality Customer Service

- Discharging Employees
- Managing Disagreement
- Managing Negative People
- Preventing Sexual Harassment for Employees
- Preventing Sexual Harassment for Leaders
- Valuing Diversity

Employee Relations

- Appreciating Personality Differences
- Dealing With Violence In The Workplace

Leadership

- Applying Leadership Basics
- Creating a Strong Leadership Team
- Creating a Successful Sales Team
- Leadership Skills for Women

Performance Management

- Applying Emotional Intelligence in the Workplace
- Coaching and Counseling
- Conducting Performance Reviews
- Delegating
- Disciplining and Redirecting Employees
- Interviewing Job Candidates
- Managing a Virtual Office
- Managing Change
- Mentoring
- Motivating Employees
- Organizing Your Workspace
- Presentation Skills
- Providing Effective Feedback
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Recognizing Employee Performance
- Retaining Valuable Employees
- Setting Performance Goals and Expectations
- Succeeding as a Supervisor
- Succeeding as an Administrative Assistant
- Time Management

Personal Improvement

- Achieving Personal Goals
- Interviewing Skills for Job Candidates
- Managing Stress
- Moving from Trainer to Performance Consultant

Team Building

- Becoming an Effective Team Member
- Building a Successful Team
- Leading Effective Teams
- Solving Problems as a Team

Don't have an LMS? All courses can be delivered on a Learning Management System at no additional cost. Using the LMS, trainers can define and set up curriculum...establish log-in procedures...even deliver Post Tests. The System also allows employee performance information to be collected and organized through a powerful relational database, which can generate a number of record keeping and tracking reports. The courses can also be delivered on any SCORM compliant learning management system.