ITE Education News

State of Iowa
Department of Administrative Services (DAS)
Information Technology Enterprise (ITE)
Hoover State Office Building – B Level
Des Moines, Iowa   50319

John Gillispie, *Chief Operating Officer, ITE*

Try it - Quick linking to other parts of a WORD doc using a hyperlink.

Click on an InterPersonal/Business Skill course below and it will take you to another page in this document and give you fast access to complete course information, including objectives, description, and expected duration.

For FY05 (July 1) DAS/ITE will be offering 20 online InterPersonal Skills Courses for State of Iowa Employees. These courses will be delivered through our SkillPort learning portal.   Enrollment form and pricing can be found in this newsletter.

(Click below on the course title to see course overview/description, course objectives and duration)
(Use the turquoise back button in the toolbar to return)

1. **The Basics of Listening - Course Number: COMM0151**
2. **Listening for Comprehension - Course Number: COMM0152**
3. **The Process of Interpersonal Communication - Course Number: COMM0001**
4. **The Mechanics of Effective Communication - Course Number: COMM0002**
5. **Communication Skills for the Workplace - Course Number: COMM0003**
6. **Communicate for Results - Course Number: COMM0004**
7. **Difficult People in the Workplace - Course Number: COMM0161**
8. **The Fundamentals of e-Business - Course Number: EBUS0101**
9. **Approaches to e-Business - Course Number: EBUS0102**
10. **e-Business Solutions - Course Number: EBUS0106**
11. **Workplace Diversity - Course Number: HR0141**
12. **The Path from Pessimism to Optimism - Course Number: MGMT0311**
13. **Managing Time - Course Number: PD0113**
14. **Finding Your Life Balance - Course Number: PD0181**
15. **Making the Change - Course Number: PD0332**
16. **Time as a Resource - Course Number: PD0121**
17. **Eliminate the Time Wasters - Course Number: PD0122**
18. **What is Sexual Harassment? - Course Number: HR0131**
19. **Fundamentals of Exceptional Customer Service - Course Number: CUST0102**
20. **Customers, Conflict and Confrontation - Course Number: CUST0105**
21. **SkillSoft Guided Tour - Course Number: ABC0101**
22. **e-Learning - Course Number: ABC0111**

How to create the Hyperlink in Microsoft Word…

First, select the text you want the user to click on in order to take them to another location in your document. Then click on "Insert" from the menu bar. Then click on "Hyperlink...". Then use the "Place in Document" tab. Which allows you to select the place in the document you want the user to go to when they click on your selected text. To return, use the turquoise back button on the toolbar. Contact Bruce if you need more info on using the Hyperlink.

SkillSoft's SkillPort

ITE is offering online learning in over 1500 IT courses and 20 Interpersonal skill courses. With enrollment to the online courses, you also have access to:

Simulations and Exercises
Test Prep Exams
Mentoring - 24x7 online mentoring by SkillSoft content experts
Resources - Job Aids and SkillBriefs
Books 24x7 Referenceware – Powerful search engine to the complete contents of 100s of reference books.

Internet based SkillPort is accessible 24 hours a day, 7 days a week from your Office or Home.

An enrollment form and pricing along with an IT course topic list are in this newsletter. **To see the entire list of IT courses and outlines visit www.SkillSoft.com.**

Our SkillPort site is complete and is fully functional. We can come to your meeting or user group to demonstrate the benefits of this Learning Solution. Please feel free to call Bruce at 281-6984 or e-mail me at. **bruce.hupke@iowa.gov.**

Enrollment form on 5th & 6th pages of document.

INSTRUCTOR LED TRAINING

ACCESS LEVEL 1

In this hands-on course, you'll design and create databases, tables, queries, forms, and reports. You'll learn database concepts and terminology. You'll learn how to design and create a table. You'll learn how to work with tables and forms, including adding records, modifying table and form design, finding and editing records, deleting and copying records and values, and filtering and sorting records. You'll learn how to design and use select queries. You'll learn how to create and use forms for a single table and multiple-tables. You'll learn how to create and use reports. You'll learn how to create and maintain a database. You'll learn rules for database design, including an introduction to table relationships. You will examine a database with design flaws and make corrections. Exercises and/or wrap-up lessons follow each of the 7 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index, and disc with all course files.   **Prerequisite: Basic Windows or similar experience**

Access Level 1
$115   *Course: PC801*
Oct 6   8:30 – 3:30
      7   8:30 – 12:00
Enrollments close: Sep 24
Hoover 'B' Level/Learning Center 2

EXCEL LEVEL 1

In this hands-on course you'll learn the skills you need to create, update, format, print and maintain an Excel spreadsheet. The class will work with ranges and various functions. You will create a simple chart sheet and work with an outline structure for a worksheet. You will also discover how to use an electronic spreadsheet to create basic data reports. Exercises and/or wrap-up lessons follow each of the 8 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.
Prerequisite: Basic Windows or similar experience

Excel Level 1
$115   *Course: PC701*
Sept 22   9:00 – 3:30
      23   9:00 – 12:00
Enrollments close: Sept 10
Hoover 'B' Level/Learning Center 2

ACCESS LEVEL 2

In this hands-on course you'll learn the skills you need to create, update, format, print and maintain an Excel spreadsheet. The class will work with ranges and various functions. You will create a simple chart sheet and work with an outline structure for a worksheet. You will also discover how to use an electronic spreadsheet to create basic data reports. Exercises and/or wrap-up lessons follow each of the 8 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course.
Prerequisite: Basic Microsoft ACCESS class

Access Level 2
$115   *Course: PC811*
Oct 20   8:30 – 3:30
      21   8:30 – 12:00
Enrollments close: Oct 8
Hoover 'B' Level/Learning Center 2

EXCEL LEVEL 2

In this hands-on course you'll learn the skills you need to create, modify, and customize Excel charts. You will work with both chart sheets and embedded charts. Drawing tools will be used to enhance worksheets and charts. You will use advanced sorting and filtering techniques for locating and managing information. You will learn the querying capabilities of Excel. Exercises and/or wrap-up lessons follow each of the 6 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.
Prerequisite: Basic Microsoft EXCEL class or similar EXCEL experience

Excel Level 2
$115   *Course: PC711*
Dec 8   9:00 – 3:30
      9   9:00 – 12:00
Enrollments close: Nov 29
Hoover 'B' Level/Learning Center 2

BUSINESS OBJECTS

This class is taught using ZABO, a downloadable, self-installing version of Business Objects. ZABO, short for Zero Administration Business Objects, is functionally equivalent to the full-client. It has an integrated suite of Business Objects modules (InfoView, WebIntelligence Explorer and WebIntelligence Reporter.) ZABO is a web based report creating and viewing software. This hands-on course will teach students to create several types of reports. Included in reports students create are: calculations, sorting, grouping, breaking, conditions, crosstab and bar charts. Also formatting a report. Students will learn to send/receive and publish reports. Students in class will do report drilling. Step by step workbook included.   **Prerequisite: Basic Windows or similar experience**

Business Objects
$50   *Course: UT501*
TBA   9:00 – 12:00
Enrollments close:
Hoover 'B' Level/Learning Center 2

September 2004

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22 Excel Level 1 9:00 – 3:30	23 Excel Level 1 9:00 – 12:00	24	25
26	27	28	29	30		

October 2004

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6 Access Level 1 8:30 – 3:30	7 Access Level 1 8:30 – 12:00	8	9
10	11	12	13	14	15	16
17	18	19	20 Access Level 2 8:30 – 3:30	21 Access Level 2 8:30 – 12:00	22	23
24 31	25	26	27	28	29	30

Sneak Peak: Access Level 1 Jan 12, 13   Excel Level 1 Jan 26,27   Excel Level 2 Dec 8, 9

Course Registration Form

2004-2005

(Please Print)

Name: _____   **SS #:** _____

Last   First   MI

Agency: _____   **Classification:** _____

Work Location: _____   **Work Phone:** _____

E-Mail Address: _____

Supervisor's Name: _____   **Supervisor's Phone:** _____

If NOT a State of Iowa employee, bill training to: _____

Course Number	Course Title	Date Preference	Alternative Date

Once any course costing $99.00 or less is confirmed, the participant's agency will be billed for the full amount of training unless cancellations are received by PDS at least five (5) working days prior to the class date. For courses that cost $100.00 or more, agencies will be billed for ANY cancellations after confirmation. Departments may substitute confirmed course participants when necessary. To cancel, call (515) 281-5456. (See page 2 for other cancellation information.)

The following signatures indicate approval of the course(s) requested above and understanding of PDS' cancellation policy.

_____   _____
Employee   *Date*

_____   _____
Supervisor   *Date*

_____   _____
Training Liaison   *Date*

Accommodation Request:
Please indicate if you have any special needs that we can address to make your participation more enjoyable. Please provide 8 weeks notification.

☐ **Braille**   ☐ **Sign Language Interpretation**

☐ **Large Print**   ☐ **Other** _____

CFN 552-0142 R 5/04

SkillPort e-learning Online Course Registration Form

2004-2005

Instructions

1) Fill out the following enrollment form and submit.
2) A Username and Password and directions will be issued to you by email.
3) Access to online courses and much more for SkillSoft IT users will be, at anytime, anywhere, 24 hours a day, 7 days a week!
   *NOTE: SkillSoft IT users will be on the honor system and will keep their unique username and password private and not give it out to others.

User Information (PLEASE PRINT)

Name _____ **Phone:** _____

Email: _____ **Date:** _____

Department Name: _____ **Division Name:** _____

Information Technology Path (All online classes) Access Length (Please check one)

Technical Online Courses	**Interpersonal Skills Online Courses**
☐ 1,500 courses for 4 months ($179.00)	☐ 10 courses for 4 months ($179.00)
☐ 1,500 courses for 2 months ($99.00)	☐ 5 courses for 4 months ($99.00)
☐ 1 single course for 1 month ($35.00)	☐ 1 single course for 1 month ($35.00)

Please list single courses below

1. _____
2. _____
3. _____
4. _____
5. _____

Signatures

User Signature: _____

Authorized Signature: _____

Training Liaison Signature: _____

Submit by Mail or Fax

Mail to: Suzie Reicks
DAS-Human Resources Enterprise
Personnel Development Seminars
Grimes State Office Building

OR

Fax to: Personnel Development Seminars
(515)-242-5152

Access to both IT End-User & Professional Curricula   4 months is $179 or 2 months for $99   Single course pricing below

IT End-User Curricula Topics
Adobe Acrobat 5
Home and Personal
IBM Lotus Sametime 3 and QuickPlace 3
Lotus Notes R6 End-User
Microsoft End-User Operating Systems and Tools
Microsoft Internet Explorer 5.5
Microsoft Office XP
Microsoft Office 2003
Microsoft Office 2000

For a complete list of actual courses, course outlines, or demo an online course, go to www.skillsoft.com.
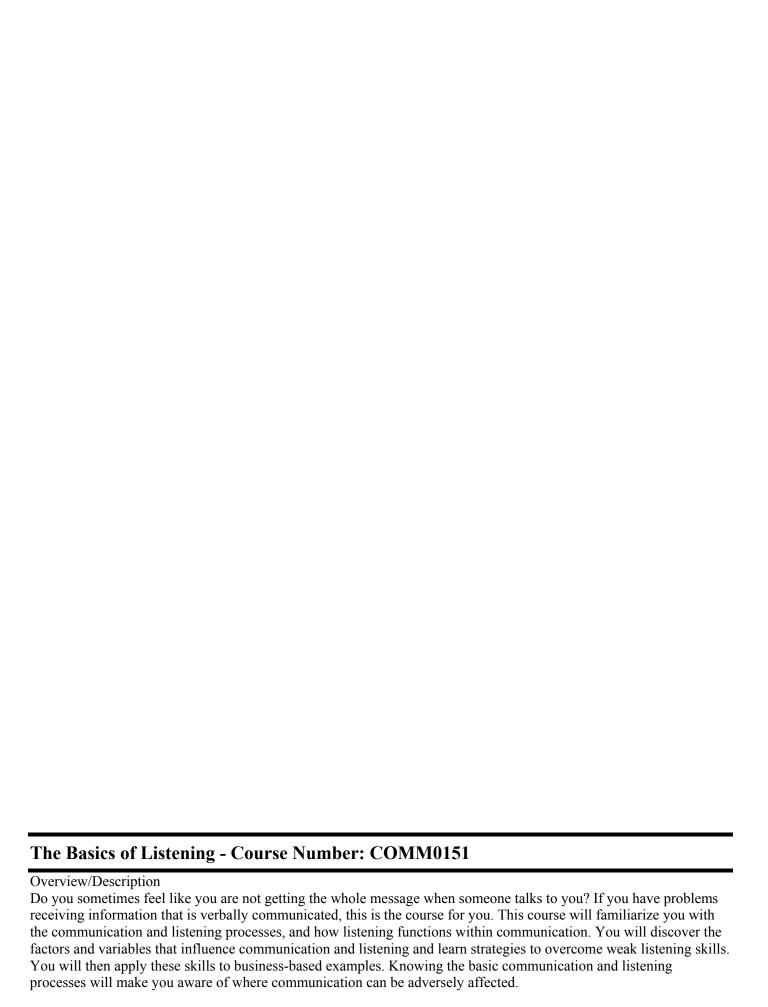For questions or more information contact Bruce Hupke at 515/281-6984 or e-mail at bruce.hupke@iowa.gov

CompTIA Linux+ Certification
Linux: Basic System Administration
Lotus Domino R6
IBM Mainframe
Microsoft Application Center 2000
Microsoft BizTalk Server 2000

The Basics of Listening - Course Number: COMM0151

Overview/Description
Do you sometimes feel like you are not getting the whole message when someone talks to you? If you have problems receiving information that is verbally communicated, this is the course for you. This course will familiarize you with the communication and listening processes, and how listening functions within communication. You will discover the factors and variables that influence communication and listening and learn strategies to overcome weak listening skills. You will then apply these skills to business-based examples. Knowing the basic communication and listening processes will make you aware of where communication can be adversely affected.

Target Audience
A person at all levels of an organization. This course is particularly useful to those who need strong listening skills, such as managers and team members, to be effective in the workplace.

Expected Duration
2.5 hours

Lesson Objectives :
The Communication Process

identify the benefit of understanding the communication process.
identify the communication components, given examples.
match each communication variable to its corresponding example, given a scenario.
identify the simultaneous communication process component undergoing change in a given scenario.

The Listening Process
identify the benefits of understanding the listening process.
identify aural and visual information, given examples.
match the type of attention problem to its description.
match each common cause of misassigning meaning to its description.

Listening as a Function of Communication
recognize the importance of using listening as part of the communication process.
apply effective listening strategies to a given situation.
identify examples of the factors influencing the listening process.

Job Aids
Simple Model of Communication
Simultaneous Model of Communication
Listening Self-Discovery Survey

SkillBriefs
The Seven Components of Communication
Eight Variables That Affect Communication
How People Communicate Simultaneously
How You Receive Information
Three Types of Attention Problems
Common Causes of Misinterpreted Messages
Strategies for Improving Your Listening Skills
Factors That Influence Your Listening Attitudes

Listening for Comprehension - Course Number: COMM0152

Overview/Description
Do you need to better understand the basic meaning of a conversation or presentation? If you need to be able to identify what is said to you in a more effective manner, then this course is for you. This course teaches you how to comprehend verbal and visual messages to maximize your understanding of others. Because this course teaches listening skills, certain sections of this course deviate from standard SkillSoft courses by presenting audio and audio cues without accompanying text. You will require audio to take these sections of the course.

Target Audience

A person at all levels of an organization. It is particularly useful to those who need strong listening skills, such as managers and team members, to be effective in the workplace.

Expected Duration - 5.0 hours

Lesson Objectives:
identifying Verbal and Nonverbal Cues
identify the benefit of being able to identify verbal and nonverbal cues.
identify examples of verbal cues, in a listening situation
identify examples of nonverbal cues.

Interpreting Cues
identify the benefits of interpreting verbal and nonverbal cues.
interpret the relationship between verbal and nonverbal cues and a message, given a scenario.
identify examples of deceptive body language and verbal cues, given a listening scenario.
use conversation regulatory cues to maintain a conversation, in a given scenario.

Understanding What You Hear
identify the benefits of understanding listening comprehension skills.
identify examples of strategies used for improving concentration.
identify the steps used to improve listening vocabulary.
listen to determine the main ideas, key points, and significant details, given a scenario.
draw appropriate inferences based on a given statement.

Checking Your Understanding
identify the benefits of understanding a message.
use principles of good questioning to check understanding of what a speaker said, given a scenario.
paraphrase the key ideas heard in a listening scenario.

Understanding in Special Listening Situations
identify the benefits of knowing how to understand in special listening situations.
identify examples of positive simultaneous thinking when listening, given a scenario.
identify examples of strategies used to understand the content of a quickly spoken message, given a scenario.
identify memory techniques.
sequence the steps for recalling a name.

Job Aids
Concentration Evaluation, Common Prefixes and Suffixes, Vocabulary Contextual Clues, Active and Passive Voice

SkillBriefs
Two Types of Verbal Cues, Types of Nonverbal Cues, How to Interpret Verbal and Nonverbal Cues
Detecting and Identifying Deception Cues, Five Conversational Regulatory Cues
Concentrating Better during Conversations, How to Improve Your Vocabulary, Listening for Main Ideas
Key Points, and Details, How to Draw Good Inferences, Three Principles for Asking Questions, How to Paraphrase
Effectively, Comprehension Techniques for Difficult Situations, Memory Improvement Techniques
How to Remember People's Names

The Process of Interpersonal Communication - Course Number: COMM0001

Overview/Description
It is almost impossible to be productive in today's business environment without being an effective communicator. This is particularly true if achievement of your goals depends on your ability to influence others. You need to be able to communicate your ideas, instructions, thoughts, and feelings accurately. This is not as easy as it may seem, and ineffective communication is often at the core of a high proportion of the errors, misunderstandings, and conflicts that occur in the workplace. This course is designed to give you an understanding of the prime causes of poor communication, and, more importantly, the skills required to minimize their impact.

Target Audience
Those within the organization whose roles require them to achieve results by being able to influence other people such as colleagues, senior managers, or clients. Also anyone who has a responsibility for managing, supervising, or leading staff.

Expected Duration - 4.5 hours

Lesson Objectives :

The Communication Process
identify the benefits of improving the effectiveness of interpersonal communication.
sequence the stages of the communication process in the correct order.
identify the objectives for the aiming, encoding, and transmission stages of the communication process.
analyze the details of an interaction between two people to determine which communication objective(s) were not achieved.
characterize the various types of feedback which can be given in relation to a communicated message.
give probing and understanding feedback in response to a communicated message, in a given scenario.
determine the methods of building rapport to improve the clarity of interpersonal communication, in a given scenario.

Using Communication Styles to Connect
identify the benefit of being able to recognize and respond to the preferred communication styles of staff, colleagues, and clients.
identify the characteristics of people with a preference for the auditory communication style.
respond appropriately to a person with an auditory communication style, in a given situation.
identify the characteristics of people with a preference for the visual communication style.
respond appropriately to someone who prefers the visual communication style, in a given situation.
identify the characteristics of people with a preference for the kinesthetic communication style.
respond appropriately to someone with a preference for the kinesthetic communication style, in a given situation.

Job Aids
Identifying Your Communication Style
The Characteristics of Communication Styles--Auditory
The Characteristics of Communication Styles--Visual
The Characteristics of Communication Styles--Kinesthetic

SkillBriefs
Five Stages of the Communication Cycle
Three Steps for Effective Communication
Five Categories of Feedback
How to Build Rapport and Remove Barriers
Recognizing and Working with Auditory People
Recognizing and Working with Visual People
Recognizing and Relating to Kinesthetics

The Mechanics of Effective Communication - Course Number: COMM0002

Overview/Description
Your voice, your ability to listen, and your body language are your three vital communication tools. However, because they are given at birth they are often taken totally for granted. People mistakenly believe that because these tools are in constant daily use that they are already the best they can be. However it is possible to improve the quality of these communication essentials, and this course sets out to help you do just that. The effectiveness of your communication depends more on how you sound than the words you use. You may have something important to say and have the right words and phrases to get your point across but if your voice doesn't do it justice, your message won't be heard. This course explains how to develop a voice that people want to listen to, and gives some valuable remedies to use to make your speaking voice the best it can be. Similarly, good listening involves more than just hearing what is being said. To be an accomplished listener you must be

prepared to become actively involved in the process, demonstrating your willingness to truly understand what the other person is saying. In this course you will be given strategies to assist you to improve your listening skills and in doing so to make solid connections with those you communicate with. Finally, this course will introduce you to the "silent" language of the body, giving you the ability to recognize when there is conflict between what is being said and a person's true feelings.

Target Audience
Those within the organization whose roles require them to achieve results by being able to influence other people such as colleagues, senior managers or clients. Also anyone who has responsibility for managing, supervising or leading staff.

Expected Duration - 5.0 hours

Lesson Objectives :

How Do You Sound?
recognize the importance of a good speaking voice as a communication tool.
identify how various characteristics of the speaking voice impact on interpersonal communication.
identify appropriate methods to overcome various causes of a poor speaking voice.
determine how silence can be used positively within an interpersonal exchange.
use silence to strengthen the communication, in a given situation.

Active and Effective Listening
recognize the benefits of being an effective listener.
characterize the different levels of listening.
determine the level at which a person is listening from the behaviors demonstrated during, and subsequent to, a given interaction
recognize the causes of ineffective listening.
given details of a conversation between two people, determine the motivation for the response given.
identify appropriate methods of improving listening skills.

Speaking the Silent Language
identify the benefits of understanding body language.
identify examples of body language.
classify described examples of body language as reflective, responsive, combative or defensive.
interpret the body language displayed as either responsive, reflective, defensive or combative.
recognize the gestures and expressions that indicate a probing point.
within a given scenario, investigate identified probing points.

Job Aids
V.O.I.C.E.--The Basics of Good Speaking, A Healthy Voice, Obstacles to Effective Listening,
Interpreting Emotional Modes

SkillBriefs
Developing an Effective VOICE, Methods for Improving Your Voice, The Benefits of a Well-placed Pause
Understanding the Seven Levels of Listening, The Most Common Obstacles to Listening
Overcoming Self-made Barriers to Listening, Recognizing Non-verbal Messages
Interpreting Four Modes of Non-verbal Expression, Responding Appropriately to Body Language

Communication Skills for the Workplace - Course Number: COMM0003

Overview/Description
Poor communication is often blamed for discord, errors, and misunderstandings in the workplace. In fact, and more correctly, poor communication of intent causes these problems. They occur when people are unwilling to say exactly what they mean, or what they want. They also occur when there is a reluctance or an inability to get clarification of another person's intent. These situations can be avoided by using certain communication techniques to establish intent, both other people's intent, and your own. This course covers the three prime strategies that will enable you to do this. By speaking assertively, you can make your intentions clear, and in this course you will have the opportunity to practice several assertive communication techniques. Similarly, the course will demonstrate how to give constructive criticism on the behavior of others, and how to receive criticism on your own behavior positively. Finally, the course covers the skill of questioning. You will learn how to use questions in a non-threatening way to direct or encourage a

conversation, to uncover hidden feelings or motives, and to persuade. Effective questioning is one of the most valuable communication skills of all.

Target Audience
Those people in roles which depend on the ability to influence colleagues, senior managers, or clients. Also, anyone who has responsibility for managing, supervising, or leading staff.

Expected Duration - 4.5 hours

Lesson Objectives :

Assertiveness in Communication
identify the benefits of using assertive communication in the workplace.
determine which communication mode or modes are being used, based on examples of verbal and nonverbal behavior.
match the four assertive response types to their applicable situations.
use the most appropriate assertive response or responses within a given scenario.
classify instances of assertive interpersonal negotiation, based on the technique demonstrated.
use the most appropriate assertive communication technique to negotiate a preferred outcome in a given scenario.

Criticism without Conflict
identify the benefits of being able to give and receive criticism positively.
classify examples of criticism, constructive criticism, feedback and personal attack.
recognize the five essential criteria for giving acceptable constructive criticism.
give acceptable constructive criticism to a co-worker, within a given situation.
identify some of the essential decisions behind the positive reception of criticism.
use the appropriate techniques to receive criticism positively within a given scenario.

Using Questioning Skills
recognize the benefit of questioning in interpersonal communication.
identify questions as being either open or closed.
use open and closed questions to gain the required information in a given situation.
recognize examples of exploratory questions.
recognize leading questions.
use appropriate leading questions to persuade another person to take action, within a given situation.

Job Aids
The Principles of Assertiveness, The Communication Continuum, Criticism Decision Tree

SkillBriefs
Three Interpersonal Communication Styles, Four Types of Assertive Responses
Assertive Interpersonal Negotiation Techniques, Using Constructive Criticism and Feedback
Criteria for Giving Constructive Criticism, Accepting Criticism in a Positive Manner
Using Open and Closed Questions, How to Use Exploratory Questions
Using Leading Questions to Persuade

Communicate for Results - Course Number: COMM0004

Overview/Description
For many people, success in the workplace depends on their abilities to influence others to take a particular course of action. This course gives a practical demonstration of how to communicate for best results in three common, but sometimes difficult, situations. Firstly, you will learn the communication skills required to ensure the collaboration and cooperation of your colleagues and peers when you are working as a member or as a leader of a project team. Whether you want help with a particular task, or need someone else to undertake the task on your behalf, this course will show you how to approach those capable of giving you what you need. Secondly, this course will outline the communication required to maintain customer relationships during sensitive situations, such as when customers make a complaint, or you must deny their requests. Thirdly, you will learn how best to present information to your managers. Whether your

intention is to report or to persuade, if you also want to impress your boss, it's crucial that you communicate concisely, and in a manner which is guaranteed to be understood the first time.

Target Audience
Those within an organization whose roles require them to achieve results by being able to influence colleagues, senior managers, or clients; in addition, anyone who has responsibility for managing, supervising, or leading staff

Expected Duration - 5.0 hours

Lesson Objectives :

Communicating with Colleagues and Co-workers
identify the benefits of being able to gain the cooperation of colleagues and co-workers.
match the rules for asking with what each can achieve.
apply the rules for asking, within a given situation.
recognize the four social styles from described characteristic behavior and communication.
communicate effectively with the social style or styles portrayed within a given scenario.
characterize the communication strategies for conducting results-oriented meetings.
communicate with participants to keep a meeting on track, in a given scenario.

Communicating with Existing Customers
recognize the value of using effective interpersonal communication skills with existing customers.
recognize examples of common customer business motives.
use the appropriate words and phrases to satisfy a customer's business motives in a given situation.
characterize the three elements of the strategy for refusing customer requests.
recognize the various stages of the PLEASE complaint handling technique, and what they can achieve.
handle a customer complaint effectively within a given situation, using the PLEASE technique.

Communicating with Your Managers and Directors
recognize the value of being able to communicate effectively with senior managers.
differentiate between the different ways to organize informative communication.
recognize what persuasive communication strategy is being used in an example.
determine the most appropriate persuasion technique to use in a given scenario.
recognize the verbal transitions in a given passage of text.

Job Aids
Asking, Social Styles Self-assessment, Handling Client Complaints

SkillBriefs
How to Ask Others for Cooperation, Communicating with Project Team Members
Conducting Results-oriented Project Meetings, Identifying Customer Motivations
How to Properly Refuse Customer Requests, Handling Customer Complaints Effectively
Three Effective Ways to Organize Your Verbal Message, Persuasion Techniques
Verbal Transitions

Difficult People in the Workplace - Course Number: COMM0161

Overview/Description
Do you grind your teeth in frustration each time you have to work closely with someone who drives you batty? Do you have to put up with difficult people at work on a regular basis? Has your physician told you that your blood pressure is at an all-time high? If you answered "yes" to any of these questions, it's probably time for you to learn to deal with difficult people at the office. This course will guide you in your journey to coping effectively with difficult people. You'll learn step-by-step methods and processes to help you identify difficult people to cope and communicate with them. With the help of this course, you'll no longer have to be frustrated or intimidated by difficult people.

Target Audience

Business professionals, managers, executives, front-line workers

Expected Duration 3.5 hours

Lesson Objectives :

Identifying and Coping with Difficult People
recognize the importance of identifying difficult people at work.
identify questions to ask to determine if someone is a difficult person.
analyze a business scenario and determine whether the difficult boss has been effectively dealt with.
apply appropriate strategies for dealing productively with a difficult employee in a business scenario.
determine if you are the difficult person.

Coping Strategies for Dealing with Difficult People
recognize the importance of learning coping strategies for dealing with difficult people.
determine whether someone will be successful in planning ahead for coping with a difficult person in a business scenario.
match four common types of defensive behavior with corresponding statements.
apply steps for responding nondefensively in a business situation.
match methods for getting the best from difficult people at work with corresponding examples.

Communicating with Difficult People
recognize benefits of communicating effectively with difficult people.
match different types of communication styles with corresponding descriptions.
analyze a business scenario to determine if employees will be able to communicate successfully with difficult co-workers.
match four guidelines for speaking to be heard with corresponding examples.
match body language and facial expressions with their associated meanings.
analyze a business scenario to determine whether someone effectively used active listening strategies.

Job Aids
Determining Whether Someone Is a Difficult Person
Determining Whether You're a Difficult Person
Communication Style Reference Chart

SkillBriefs
Properly Identifying Difficult People, Dealing with a Difficult Boss
How to Deal with a Difficult Employee, Determining If You're a Difficult Person
Strategies for Coping with Difficult People, Identifying and Overcoming Defensive Behavior
Expecting the Best from Difficult People, The Communication Styles of Difficult People
Communicating Clearly with Difficult People, Using Nonverbal Clues with Difficult People
Listening Actively with Difficult People

The Fundamentals of e-Business - Course Number: EBUS0101

Overview/Description
"I have a simple thought. How you gather, manage, and use information will determine whether you win or lose." -- Bill Gates, "Business@The Speed of Thought." Technology is no longer solely the job of the IT department. It is woven into the very nature of business. Business is changing. Information is an asset. To remain competitive, companies are continuously exploring how to leverage technology to better serve customers and increase profits. This course is designed to create a foundation for business professionals, managers, and executives to better grasp the impact of e-Business. First you'll explore the changing business landscape and the definition of e-Business. Then you'll begin to learn the language of e-Business and the meaning behind acronyms like MIME and VPN and security terms like firewall and encryption. You'll also learn about what to expect from e-Business practices and explore new e-Business paradigms.

Target Audience
Business professionals, managers, executives

Expected Duration 2.5 hours

Lesson Objectives :

So What Is e-Business?
recognize the benefits of becoming an e-Business.
match the business age with its attributes.
identify facts about the history of e-Business.
differentiate between components of e-Business and those of e-Commerce.

Understanding e-Language
recognize the value of learning the language of e-Business.
match technology acronyms to their appropriate definitions.
match business needs with the appropriate network solutions.
match the appropriate security definition to its term.

What to Expect on the e-Business Journey
recognize the importance of understanding the advantages and challenges of e-Business solutions.
choose advantages of e-Business.
select the challenges inherent in e-Business.
match e-Business advantages and challenges to specific business scenarios.

e-Changes
recognize the importance of understanding new e-Business models.
identify the differences between a supply chain and a value network by matching examples to each type of business practice.
identify the attributes of effective digital payment options.
select ways to transform information into knowledge.

Job Aids
E-business Acronym Cheat Sheet
Advantages and Challenges of e-Business

SkillBriefs
Unveiling the Information Age, The Evolution of e-Business
Defining e-Business and e-Commerce, The Language of e-Business
Doing Business on the Internet, Network and Data Security
Networking for Competitive Gain, The Challenge of Change
Engaging e-Business, Building a Value Network
Managing Digital Cash, Growing Knowledge for e-Business

Approaches to e-Business - Course Number: EBUS0102

Overview/Description
"Life is a daring adventure or nothing." --Helen Keller. In any adventure, it's helpful to know where you are starting and where you are headed before you start moving toward your destination. With the opportunities, speed, and excitement inherent in the digital economy, it's easy to start down a path before you've explored your options. This course provides a framework of different e-Business approaches. Some companies have decided to create or become dot-com organizations, while others are trying to figure out how to capitalize on Internet commerce and technology. Some companies are weaving a new technology and communication infrastructure, while others are building interenterprise alliances with suppliers, distributors, customers, and even competitors. Regardless of approach, companies are striving to increase digital assets, gain operational efficiency to improve customer satisfaction, and speed to market. This course explores an integrated e-Business model. You'll learn about different stages in the transition to e-Business, including creating an e-Commerce presence, becoming an integrated enterprise, and

transforming into an interenterprise organization. You'll also be able to answer the question, "How do dot-com companies make money?" Finally, you'll explore what to consider as you design your own e-Business strategies.

Target Audience
Business professionals, managers, executives

Expected Duration - 2.0 hours

Lesson Objectives :

Expanding Networks: An Integrated e-Business Model
recognize the benefits of implementing an integrated e-Business model.
select the attributes of an e-Commerce presence.
choose the attributes of an integrated enterprise.
identify the attributes of an interenterprise organization.

Address for Success: Dot-com Companies
recognize the value of using the Internet to "grow" a business.
select the attributes of a dot-com company.
identify the ways a dot-com company can generate revenue.
analyze business scenarios and identify the ways to use e-Commerce capabilities to help "grow" a business.

Weaving an Infrastructure: e-Business Architecture
recognize the importance of integrating internal systems to gain operational efficiencies.
choose the elements of an effective enterprise resource-planning system.
select the components of an integrated customer management system.
identify the elements in a well-thought-out value network infrastructure.

Interenterprise Connections
recognize the importance of effective e-Business planning.
analyze real-world business scenarios to match e-Business applications to specific integration needs.
select the e-Business issues that should be considered in mergers and acquisitions.
select the barriers to collaboration in e-Business.

Job Aids
An Integrated e-Business Model, Attributes of e-Business Architecture

SkillBriefs
Integrating Systems for e-Commerce Visibility, Strategies for Integration
Interenterprising Dynamics, The Dot-com Phenomenon
Profiting from Partnerships, Planning for Success
The Architecture of e-Business, Managing Customer Relationships
Building VNM Infrastructure, Assessing ERM, CRM, and VNM
Mergers and Acquisitions, Collaborating for e-Business Success

e-Business Solutions - Course Number: EBUS0106

Overview/Description
"The best way to predict the future is to invent it." --Alan Kay, director of research, Apple Computers. Retailers are moving from "from mortar and bricks to bits and clicks." Manufacturers are cutting product development time in half and developing new ways to work with partners in their supply chains. Banks are moving beyond ATMs to online banking. Insurance companies are shifting from paper claims to online claims processing. Companies are expanding e-Business initiatives and developing new definitions of service as they do. What e-Solutions have you come up with lately? This course focuses on e-Business solutions that generate competitive strength. You'll have the opportunity to learn about advances in different industries and functions and discover lessons learned as companies venture into e-Business territory. Some have been at it for years, and others are just starting. A new model of best practices is evolving thanks to the courage and ingenuity of leading-edge organizations.

Target Audience
business professionals, managers, executives

Expected Duration - 2.5 hours

Lesson Objectives :

Dot-com Solutions
recognize the benefits of building an effective Internet site.
choose the attributes of successful Internet markets.
identify the examples of how an Internet company can create successful business-to-customer relationships.
identify the ways to enhance nonprofit-to-member relationships.

e-Functional Solutions
recognize the benefits of applying e-Business solutions to functional requirements.
identify the examples of effective e-Procurement solutions.
identify the examples of an integrated sales application.
identify the examples of how a company can use knowledge-tone applications.

e-Business Solutions: Service
recognize the value of implementing e-Business solutions to common service business needs.
identify the ways insurance companies can deliver value in an e-Business environment.
identify the e-Business trends in the banking industry.
match the telecommunications industry trends to functional solutions.

e-Business Solutions: Product
recognize how using e-Business solutions in organizations that sell products is important.
identify the examples of effective e-Business solutions for retail companies.
match the e-Business manufacturing approaches with their outcomes.
choose the examples of effective online publishing strategies.

Job Aids
Beyond Dot Com
Using Knowledge-tone Applications
Industry Trends and Solutions in e-Business

SkillBriefs
Creating a Business-to-business Internet Market, Online Business-to-customer Relationships
The Internet and Nonprofit Organizations, The Benefits of an e-Procurement System
Creating an Integrated Sales Application, Three Knowledge-tone Applications
e-Business Strategies for Insurance Companies, e-Business Strategies for Banks
e-Business Strategies for Telecom Companies, Three e-Commerce Scenarios
Three Common Approaches to e-Business, e-Business Strategies for Publishing Companies

Workplace Diversity - Course Number: HR0141

Overview/Description
What is diversity? What constitutes a diverse workforce? If you were to take a survey, chances are that you would find the answers to these two questions as "diverse" as the people you survey. The fact is that most workplaces are becoming increasingly diverse as people from different genders, races, cultures, ethnic origins, and lifestyles find themselves working together. Perhaps your organization is just now encountering the effects of a diverse workforce. Or, maybe your company is trying to overcome the changes wrought by diversity. The bottom line is you can't deal with it if you don't understand it, and that's exactly what Workplace Diversity does--helps you understand what diversity is all about! You'll learn what diversity is and how the demographics of the workforce and the marketplace affect your company and how it does business, both internally and externally. You'll find a growing understanding of how diversity might be valued in your organization. Finally, you'll discover the impact that diversity may have already had on your company.

Target Audience

Employees at any level who desire an understanding of diversity and how to positively implement and maintain valuing diversity programs within the organization.

Expected Duration - 4.0 hours

Lesson Objectives :

What Is Workplace Diversity?
recognize the critical importance of understanding the concepts inherent in diversity issues.
match the two mandated programs (Equal Employment Opportunity and affirmative action) addressing workplace diversity with their correct purposes.
identify the core dimensions of self-image.
identify the secondary dimensions that may be part of an individual's self-image.
identify the concept of "unearned privilege."

Demographics: Work Force and Marketplace Trends
recognize the importance of understanding the impact of cultural diversity in a global economy.
match work force changes forecast by the Workforce 2000 report to workplace diversity issues.
identify benefits that a company might gain from capitalizing on its diverse work force.
determine whether a company is effectively following a policy to stabilize its workforce, in a given scenario.

Diversity and Change in Your Organization
recognize the benefit of understanding how the change process affects employee segments.
use the concept of change acceptance based on level of perceived risk to order employee segments' risk perceptions.
determine whether a given leader has effectively considered the areas that affect a successful change implementation, for given employee segments.
determine whether a company effectively used a survey to place employees on the diversity adoption curve, in a given scenario.
determine whether a leader has effectively considered the variables that enable a group of employees to quickly adopt a diversity program, in a given scenario.

Starting a Valuing Diversity Program
recognize the importance of understanding the key elements for successful implementation of a diversity program.
develop an effective vision statement that values diversity for a given company.
determine whether a company effectively assesses its organizational climate prior to implementing a valuing diversity program, in a given scenario.
determine which employees should be added to the diversity program core leadership team, in a given scenario.

Job Aids
Creating a Program that Values Diversity, Valuing Diversity Adoption Survey

SkillBriefs
Laws Addressing Workplace Diversity, Core Dimensions That Shape Self-image, Secondary Dimensions That Affect Self-image, The Concept of Unearned Privilege, Implications of the Workforce 2000 Report, Diversity and New Markets, Diversity and the Global Economy, Diversity and the Five Change Segments, Factors That Influence Organizational Change, Using the Diversity Adoption Curve, Variables That Affect Diversity Adoption
Including Diversity in a Vision Statement, Assessing the Corporate Culture, Creating a Core Leadership Team

The Path from Pessimism to Optimism - Course Number: MGMT0311

Overview/Description
Your point of view affects virtually every aspect of your life, including your level of success. A negative point of view is a detrimental influence. Negativity is the result of unchecked pessimism. It's an abnormal pattern of thinking that persists over time and negates solutions and successful outcomes. Learning to deal with negativity will improve both your personal and business relationships. This course identifies how negative attitudes are formed, how you can identify them, and how a bad attitude becomes contagious. You will also learn some practical tools for developing and maintaining a positive point of view.

Target Audience
Executives, managers, supervisors, team leaders, team members and anyone else who must meet the challenge of changing negative cultures and staff behaviors.

Expected Duration - 4.0 hours

Lesson Objectives :

Forging a Person's Point of View
recognize the benefits of overcoming the factors that forge a person's negative point of view.
identify ways to check pessimistic beliefs when dealing with a negative situation.
identify ways to check pessimistic perceptions when dealing with a negative event.
identify ways to check pessimistic interpretations when encountering a negative situation.

Issues that Instigate Negative Thinking
recognize the value of being aware of the three aspects of negativity.
recall ways to overcome the three factors that instigate negative thinking.
identify ways to check either one of the two forms in which negativity exists.
classify the attitude of an individual given the nature and requirements of the person's job.

The Path to a Positive Point of View
recognize the benefit of the I-CAN model to train for optimism when dealing with a negative situation.
identify the negative effects of "baggage."
identify the procedure to harness the power of choice when dealing with a negative situation.
identify the strategy to effectively use the components of the I CAN model.

The Catalysts of Negativity
recognize the benefits of checking the three catalysts of negativity.
identify ways to check the contagious quality of negativity.
identify ways to check the negativity that may result from conflicting views.
identify ways to check communication styles and behaviors that trigger their own negative reactions.

How to Avoid Being a Carrier of Negativity
recognize the benefits of the P.L.A.N. for positive change.
identify the three modes through which negativity is expressed.
identify strategies to PLAN for positive change if one is perceived as negative.

Acting Upon vs. Reacting to Negativity
recognize the value of using the ACT and ACE models to act upon negative situations.
identify strategies to ACT to limit the harmful effects of negativity when dealing with the negativity of others.
identify the strategies to be an ACE when responding to the negativity of others.

Job Aids
Using the I-CAN Model to Address Negative Situations, Interpreting and Challenging Pessimistic Perceptions
Determining Origins of Pessimistic Beliefs

SkillBriefs
Challenging Pessimistic Beliefs, Challenging Negative Perceptions, Checking Your Negative Interpretations
Factors that Instigate Negative Thinking, Two Forms of Negativity, The Spectrum of Attitudes
Baggage as a Contributor to Negativity, Formulating a Positive Point of View, Positive Thinking Using the I-CAN Model
The Contagious Nature of Negativity, How Conflicting Views Fuel Negativity, How Communication Behaviors Fuel Negativity
How to Deal with Negative Behaviors, Using a PLAN for Positive Change, Using the ACT Method to Deal with Negativity
Using the ACE Method to Respond to Negativity

Managing Time - Course Number: PD0113

Overview/Description
"Do not squander time, for that is the stuff life is made of," so said Benjamin Franklin. Therefore, making every moment count is the surest path to living the good life. In this course, the third in the series "Achieving Balance in Your Professional and Personal Life," you'll begin by recognizing many of the everyday activities, interruptions, and attitudes that waste your time and, in turn, eat away at the very thing you should value most. With your time savings account thus enriched, you will then learn to hone your time-management skills and achieve much greater results for the same effort.

Target Audience
Anyone interested in improving his or her personal and professional development process.

Expected Duration - 2.5 hours

Lesson Objectives:

Where Does the Time Go?
recognize the value in becoming more efficient in the use of time.
identify basic factors in time management theory.
choose factors that influence effective goal-setting.
specify behaviors that avoid wasting time.
specify actions that effectively deal with procrastination.

Dealing with Perfectionism
recognize the value in understanding how perfectionism works.
identify the characteristics of negative perfectionism.
select the characteristics of positive perfectionism.
differentiate between behaviors that use the positive aspects of perfectionism and overcome the negative aspects.

Conquering Burnout
recognize the value in understanding how burnout is overcome.
identify the manner in which burnout works.
identify strategies that reduce burnout.
identify behaviors that heal burnout.

Using Time Effectively
recognize the value of good time-management skills.
choose actions that aid efficiency.
identify processes that strengthen the effective use of time.
choose activities that encourage optimum work patterns.
specify strategies that improve scheduling.

Job Aids
An Exercise for Mastering Your Moods
An Exercise for Establishing Priorities

SkillBriefs
The Essence of Time Management, How to Set and Achieve Goals
Controlling the Most Common Time Wasters, Tips for Overcoming Procrastination
The Negative Effects of Perfectionism, Time Management Tips and Tricks
Achieving Balance in Perfectionism, The Causes and Effects of Burnout
How to Prevent or Alleviate Burnout, A Three-step Remedy for Burnout
Tips for Saving Time, Time Management Strategies
Guidelines for Scheduling Time, An Introduction to Optimal Work Patterns

Finding Your Life Balance - Course Number: PD0181

Overview/Description
You fill your life with many activities and it difficult to get the balance between those activities right. But getting the balance right gives a tremendous payback. You feel fulfilled. You are in harmony with yourself and your world. Which is good for you, and also impacts positively on your family, friends, and co-workers. The first step towards a possible adjustment of your life balance is to assess your life as it is now. This course will enable you to assess your present life, both at home and at work, and the relationship between the two. Is it balanced? How and why is it out of balance? You will learn what the obstacles to achieving a balanced life are, and how to apply a basic strategy to overcome these obstacles. Finally, you will learn about the role of the individual in relation to the organization he works in, and how this impacts on his life. Are you working for an organizational culture which fits you? Are you in balance with your job? Do you have the right kinds of working relationships? Only through properly understanding

where you are, in relation to where you want to be, can you begin to construct a map that will take you to your objective of a balanced, fulfilled life.

Target Audience
Anyone in business who wants a balanced life in order to increase his or her satisfaction, energy and productivity

Expected Duration - 4.5 hours

Lesson Objectives :

Assessing Your Current Situation
identify the benefits of assessing current life balance.
use life chart categories to determine an individual's satisfaction with his current situation.
take appropriate actions to make the most of energy in a given scenario.
match value drivers with individuals in a given scenario.

What is Getting in the Way?
identify the benefits of learning how to overcoming obstacles to life balance.
make recommendations about how an individual could act to effectively achieve life balance.
distinguish between examples of internal and external obstacles to change.
apply the strategies required to overcome obstacles to changing life balance, acting appropriately in relation to both internal and external barriers, in a given scenario.

Individual and Organizational Fit
recognize the benefits of assessing the individual and organizational fit.
match examples of comments about organizational culture with the cultural types exhibited.
determine the job preferences of individuals in specified examples.
match individuals to their dominant work relationship preferences.

Job Aids
Value Drivers
Organizational Cultures
Recognizing Your Job Preference

SkillBriefs
Life Charts
Your Energy and Your Life
Your Values
Making Changes Proactively
Recognizing Obstacles to Change
Overcoming Obstacles to Change
Types of Organizational Culture
Job Roles
Balancing Work Relationships

Making the Change - Course Number: PD0332

Overview/Description
Think about a specific problem that you've resolved. Chances are, you weren't able to resolve it immediately. In fact, most problem resolution takes time, and so it is with change. To become skilled at making changes, you have to give yourself time. You must do the necessary work to overcome your fears and anxiety, and you must understand your personal coping style. Then you'll be better able to navigate your way through the stages of change. This course, "Making the Change," will assist you in doing all the necessary work involved in change and walk you through the six stages of personal change. Upon completion, you'll be equipped to handle the organizational change that comes your way.

Target Audience

Any business professional interested in dealing more effectively with change in business situations.

Expected Duration - 2.5 hours

Lesson Objectives :

Overcoming Fear and Anxiety
recognize the importance of helping employees overcome fear and anxiety.
identify the negative responses to fear and anxiety.
determine appropriate strategies for challenging fear and anxiety in a given scenario.
apply the techniques for redefining reality to a given scenario.

Personal Coping Style
recognize the value of identifying personal coping styles.
match the modes of coping with fear and anxiety to examples.
identify the methods of eliminating unilateral control.
hypothesize the ramifications of family-of-origin behavior, in a given scenario.

Initial Stages of Personal Change
recognize the benefits of working through the initial stages of personal change.
identify methods of correcting behaviors associated with precontemplation.
select the methods of working through the contemplation stage.
identify the methods for preparing for change.

Final Stages of Personal Change
recognize the benefits of working through the final stages of personal change.
identify methods for ensuring that individual actions support change.
identify the methods of maintaining change.
identify the lessons learned from relapse.

Job Aids
Contemplation Self-assessment
Planning Assessment
Preparing for Change

SkillBriefs
Indicators of Underlying Fear and Anxiety, Counteracting the Effects of Fear and Anxiety
Adjusting Rapidly to a Changing Work Environment, Variations in How People Cope with Change
Eliminating Unilateral Control, Overcoming Aversion to Change
Moving from Precontemplation to Action, Getting Past the Contemplation Phase of Change
Preparing for Change, Taking Action to Support and Implement Change
Strategies for Maintaining a Change, Lessons Learned from Relapses

Time as a Resource - Course Number: PD0121

Overview/Description
One of the keys to success, according to author Steven Covey's "The Seven Habits of Highly Effective People," is to figure out what is important to you, and then do these things first. This is difficult, given the frantic pace in most work environments. You may not have thought about the important aspects of your job in several months. In fact, your daily schedule is probably filled with tasks imposed by external sources such as your boss, subordinates, or the system. This course is about figuring out which tasks are important to you on your job, and then finding time to do them. You will learn how to evaluate the importance of a task by looking at the payoff versus the time invested. Then, you will examine how you currently spend your time, and how to reset your focus on what's important. Focus is not enough, however. Once you've determined which tasks to focus on, you will need to incorporate them into your plans and set up your daily schedule so you do first things first. This course contains some great ideas on how to do this.

Target Audience
Employees at all levels, team members, staff members, team leaders, supervisors, managers, and sales professionals

Expected Duration - 2.5 hours

Lesson Objectives :

Using Your Time Wisely
recognize the benefits of examining the results of an activity before investing time in it.
choose applications of the Pareto Principle.
sequence the steps required to perform a Pareto analysis of a job situation.
identify the different ways that the Pareto Principle can be applied.

Setting Your Priorities
recognize the benefits of prioritizing job tasks.
identify task types that can be prioritized, and determine which one generates the desired results.
match tasks to categories within the "urgency and consequences" matrix.
select ways to make more time for nonurgent, consequential, tasks.

Planning Your Day
recognize the benefits of planning work activities.
select five critical questions that should be addressed by a good planner.
identify the characteristics of Master Lists.
identify the common problems when starting a planning program.

Scheduling Efficiently
recognize the value of scheduling tasks into blocks of time on a daily basis.
identify the techniques that can be used to reduce the time wasted by switching from one task to another.
identify the steps required to set up a daily schedule.
identify tips for staying on a daily schedule.

Job Aids
A Pareto Planner, The Urgent-Consequential Priority Matrix, Sample Weekly Planner

SkillBriefs
Using the Pareto Principle to Accomplish More, Applying the Parento Principle
Managing Time Using the Pareto Principle, Two Elements of Time-management
Assessing Your Work Priorities, Finding the Time for Important Activities
How to Use a Planner, How to Use a Master List
Common Time-management Problems, How to Batch Your Activities
Creating Your Own Daily Work Schedule, Sticking to Your Daily Schedule

---

Eliminate the Time Wasters - Course Number: PD0122

Overview/Description
Is it impossible to schedule your time because you are constantly being interrupted by drop-ins and telephone calls? Even if these interruptions were eliminated, are there simply too many tasks on your plate? And, does each one take so much longer than planned? Just processing incoming mail sometimes takes hours. This course is about time wasters and ways to control them so that you have time for the more important tasks. Yes, it is possible to limit drop-in and telephone interruptions and control meeting time. Even handling the mail can be performed more efficiently. There are ways to reduce responsibilities. Use time-proven techniques to identify tasks that can be delegated or eliminated. Or, better yet, just learn to say no firmly and effectively, so less time is expended. Regardless of your position and job environment, this course offers a number of practical hints that you can implement immediately.

Target Audience
Employees at all levels, team members, staff members, team leaders, supervisors, managers, and sales professionals

Expected Duration - 3.0 hours

Lesson Objectives :

Minimizing Interruptions
recognize the reasons why it is important to control interruptions in the workplace.
identify the ways to limit the number and length of drop-in visits.
identify the actions you can take to manage incoming and outgoing telephone calls.
identify the causes of preventable interruptions.

Streamlining Meetings
recognize why it is important to limit unnecessary and excessively long meetings.
identify the components of a good meeting agenda.
identify the steps to keep meeting items on the specified timetable.
analyze situations to determine appropriate actions for reducing time spent in meetings.

Eliminating Unnecessary Work
recognize the benefits of taking the time to identify tasks that can be delegated or eliminated.
identify the types of tasks that would be good candidates for elimination.
select the information that must be passed on in the delegation process.
select the ways to refuse work requests while giving the requestor alternative solutions and/or choices.

Processing Incoming Paperwork in Less Time
recognize the primary reason why it's important to control paperwork received on the job.
identify the steps that must be taken to process incoming mail.
identify the efficient ways to respond to postal mail.
select the methods that can be used to efficiently process reading materials.

Job Aids
Interruption Log
Meeting Agenda
Project Delegation Form

SkillBriefs
Discouraging Unwanted Visitors, Telephonic Time Management
Identifying and Eliminating Interruptions, Setting and Meeting Agendas
The Conduct of Meetings, Saving Everybody's Time
Effective Elimination and Delegation, Practical Delegation
Refusing Work Requests, Mail-processing Solutions
Preformatting Mail Responses, Selective Reading Techniques

What is Sexual Harassment? - Course Number: HR0131

Overview/Description
Do you really know what "sexual harassment" is? Many employees think that it's different for different people, but the courts have clear standards for judging if specific behaviors are "over the line." Understanding exactly what constitutes "quid pro quo" and "hostile environment" harassment -- what is acceptable and what isn't -- could keep you and your organization from getting involved in a legal nightmare. "Most victims of sexual harassment 'ask for it.'" "Some are so attractive that harassers just 'can't help it.'" "You can be accused of 'sexual harassment' if you merely pay someone a compliment." Actually, commonly held beliefs like these are far from the truth. We're all human, and we don't turn into robots at the office door, so we all need to learn how to handle sexual signals at work. But surprisingly, sexual harassment is usually not about sex, at all! This course will acquaint you with the truth about sexual harassment -- what it really is, who its victims are, and what it can cost the perpetrator and the employer. Finally, you'll examine an actual court case to see if you can apply what you've learned. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions.

Target Audience
Training Managers, Human Resource Managers, Functional Managers, Frontline Staff

Expected Duration - 4.0 hours

Lesson Objectives :

Title VII of the 1964 Civil Rights Act
recognize the provisions of Title VII.
match the legal language of Title VII with everyday meanings.
identify quid pro quo situations from a group of negative situations.
identify hostile environment situations from a group of negative situations.
choose statements reflecting recent developments in sexual harassment law.

Facts vs. Myths
discriminate between facts and myths that pertain to sexual harassment.
identify factors that do not "invite" sexual attentions from others.
choose statements that are legitimate jokes or bantering, not sexually harassing statements.
identify correct statements pertaining to typical perpetrators and victims of sexual harassment.
choose legally correct statements concerning harassment when a consensual relationship has existed.

What Harassment ISN'T
discriminate between interactions that represent sexual harassment and those that do not.
identify behaviors that are legal, if not always admirable, among co-workers.
identify valid courting cues that are instinctive behaviors from among a group of behaviors.
identify behaviors that are legal, if not always admirable, in the workplace.
choose true statements about the reality of sexual behavior at work.

What Harassment IS
discriminate between interactions that represent sexual harassment and those that do not.
label described situations as to whether actually motivated by power or sexual interest.
identify examples of quid pro quo harassment, given a variety of situations.
identify examples of hostile environment harassment, given a variety of situations.

Research Reveals the Truth
recognize the benefits of current information regarding sexual harassment claims.
identify true statements regarding sexual harassment statistics by gender.
identify true statements regarding numbers of workers affected by sexual harassment.
label statements as true or false regarding the costs of court judgments in sexual harassment cases.

Job Aids
Sexual Harassment - Recognizing Quid Pro Quo and Hostile Situations, Interpreting the Legal Language of Title VII

SkillBriefs
Title VII of the 1964 Civil Rights Act, What is Quid Pro Quo Harassment?, What is Hostile Environment Harassment?
The Legal Impact of Harris vs. Forklift Systems, The Most Common Myth about Sexual Harassment
Characteristics of Sexual Harassment, What Managers Need to Know, If It's Consensual, Is It Harassment?
Avoiding Harassment by Cultivating Respect, Using Courting Cues to Avoid Harassment
The Seven Rules of Professional Conduct, A Case for Being Discrete
The Real Motivation behind Sexual Harassment, Examples of Quid Pro Quo Harassment
Behavior that Creates a Hostile Environment, Who are the Victims?
Who is Affected by Sexual Harassment?, The Cost to the Organization

Fundamentals of Exceptional Customer Service - Course Number: CUST0102

Overview/Description
You've seen the ad campaigns that boast, "Customer satisfaction guaranteed." But in today's marketplace, satisfaction isn't enough. This course is designed to take your goals beyond merely satisfying the customer to creating customer loyalty. The training takes aim at outdated modes of thinking, and establishes the building blocks for a service mentality that increases customer commitment, not to mention profits. Learn how to develop service standards and track their effectiveness. Gain new insights and strategies from the corporate masters of customer service. Explore the value of building relationships with customers. Most importantly, by the end of the course you'll be able create your own customer-focused philosophy.

Target Audience - Front Line Staff, Managers, Team Leaders

Expected Duration - 3.5 hours

Lesson Objectives :

Defining Service
recognize the value of learning key factors that constitute the framework of customer service.
match the types of service, tangible and intangible, to their corresponding examples.
determine whether a sales professional is effectively using non-verbal communication skills, in a given scenario.
determine if customer service is provided at all levels within an organization, in a given scenario.
identify factors to consider when reviewing customer-service processes, given a scenario.

Service Standards
recognize the value of consistently setting and tracking new service standards that result in continuous improvement.
identify examples of service standards.
identify the strategies that an employee should use to implement a service standard, in a given scenario.
identify the questions used when measuring how often standards are met.
identify methods for continuous improvement of service standards, given a scenario.

Great Customer Service Strategies
recognize best practices and useful tools in providing superior customer service.
calculate Lifetime Revenue Per Customer (LRPC), given an example.
identify which customer contact points can be better personalized for the customer, in a given scenario.
identify the key methods of consistent follow-up, in a given scenario.

An Action Plan for Personal Service
recognize the benefits of the three steps to your personal service action plan.
identify which processes should be evaluated and improved based on customer experiences, in a given scenario.
identify the strategies to build customer relationships and improve service, in a given scenario.
identify the methods for creating a personal customer service philosophy, in a given scenario.

Job Aids
Reviewing Customer-related Processes, Measuring the Effectiveness of Standards
Creating a Follow-up Procedure, Retaining Existing Customers
Developing a Customer-focused Customer Service Philosophy

SkillBriefs
Balancing Tangible and Intangible Elements, The Components of Non-verbal Communication
Your Contribution to Customer Service, Evaluating Internal Customer-related Processes
The Importance of Consistency, Learn to Think like a Customer
Setting Up a Measurement System, Improving Standards One Step At A Time
Calculating Lifetime Revenue Per Customer, Personalize Your Customer Service Program
Developing Follow-up Service Strategies, Understanding Your Customers' Needs
Strategies for Building Customer Relationships, Developing Your Customer Service Philosophy

Customers, Conflict and Confrontation - Course Number: CUST0105

Overview/Description
Is there anything that can torpedo your work day more than an arrogant, obnoxious, rude customer? YES! Not knowing how to handle one! It's challenging to stay service-minded when the person you are dealing with is being "difficult." This course will give you the perspective to effectively cope with customer conflict, and sound methods to deal with all types of potentially confrontational situations. You'll be able to identify elements of emotional response that interfere with good customer service. Staying cool, calm, and customer-connected is a critical learning objective for this course. Develop communication skills that defuse customer complaints. Learn and differentiate the best methods to handle difficult customers in person and over the phone. By the end of this highly interactive course, you'll have the strategies necessary to restore customer confidence and move beyond the thorny issue to an even stronger relationship.

Target Audience
Front line personnel, team leaders, and customer service managers.

Expected Duration - 5.5 hours

Lesson Objectives :

How to Create a Confrontational Customer
recognize the behaviors and issues that typically trigger complaints and conflict from customers.
identify behaviors that generate customer confrontation.
list the product-related issues that anger customers.
apply the steps that ensure effective follow-through on a customer complaint, given a scenario.

Communication Essentials for Dealing with Customers
explore the value of critical communications concepts necessary for handling customer difficulties.
identify techniques to listen with detachment.
use techniques to backtrack and clarify during a given confrontational exchange, given a scenario.
identify self-development methods to help build rapport with angry customers.
use methods to transition from customer issues to solutions, given a scenario.

Face to Face with Customer Conflict
recognize the critical importance of the key elements of handling customers problems in person.
recognize the value of being well-prepared physically and mentally for face-to-face service challenges.
use techniques to make a customer feel understood, given a scenario.
identify questions needed to gather complete information with the first contact.
apply principles to resolve customer issues and repair customer relationships, given a scenario.

Handling Customer Conflicts Over the Phone
perceive the value of specialized techniques to cope with challenging customer service issues over the phone.
use the proper techniques to avoid triggering angry reactions from a customer in a given scenario.
provide effective telephone assistance to four types of customers in a given scenario.
recognize techniques to maintain a high performance attitude at all times.

Job Aids
Resolving Conflicts During the First Contact with the Customer, Customer Complaint Log
Solving a Customer's Complaint Jointly with the Customer, Responding to a Customer Based on Type of Behavior,

SkillBriefs
What Emergency Medical Teams Teach Us about Service, Making the Most of Product Pitfalls
Following through with Conflict Resolution, Tools for Decreasing Stress
Diffusing Conflicts So You Can Reach Resolution, Techniques for Engaging Angry Customers
Giving an Angry Customer Direction, Look and Act Serviceably Fit, Peace, Service, and Understanding
An Open End to the Questions, Center On Customer Service Responsibility, The Three T's of Button Pushing
Tips for Helping Four Kinds of Callers, Improving Your Problem Resolution Skills

SkillSoft Guided Tour - Course Number: ABC0101

Overview/Description
Being new to a SkillSoft course shouldn't mean that you spend valuable time trying to figure out how various features work. Nor does it mean you should waste valuable time doing a task when a shortcut exists. Learning new skills is tough enough, you shouldn't add to it by having to figure out features within the course. This course is designed to inform first-time users of SkillSoft courses of the various features and functions within the SkillSoft course player. The new course user will be able to quickly access information about how to use the SkillSoft player, and why various options are available. The user will be able to choose the features they want to learn more about by selecting the corresponding topic or lesson. The information within this course will allow users to be more efficient when taking a SkillSoft course.

Target Audience

This series is targeted specifically for all SkillSoft course users.

Expected Duration - 2.0 hours

Lesson Objectives :

Viewing Course Content
recognize the benefits of presenting content in a variety of formats.
label the navigation controls available while viewing content.
identify methods SkillSoft courses use to present content and engage the learner in the learning process.
identify key features of Matching and Sequencing questions.
identify key features of Multiple Choice and True/False questions.
recognize key features of Simulated Dialogs.
identify key RolePlay features.
recognize the key features of Rate and Self-assessment questions.
identify the primary attributes of Preassessments and Masteries.
recognize the names or functions of each audio control button.
select the key features of bookmarking.

Using SkillSoft Course Features
recognize how the features and functions of a SkillSoft course can positively affect the learning experience.
identify key characteristics of the SkillSoft feature buttons.
identify the primary purpose and use of the Course Menu feature.
identify primary characteristics of the Accelerated Path feature.
identify key features in the Assessments feature.
match the options available through the Reference feature to the types of information they provide.
identify the key features of Job Aids.
identify key characteristics of the SkillSoft's Help feature.
identify the purpose of the Exit button.

Moving between Content and Features
recognize the benefits of having the ability to move between the course content and the features.
identify how to move from a content page to a feature page and what happens when you do.
identify how to move from a feature page to a content page and what happens when you do.

Job Aids
Using the SkillSoft Course Player Navigation Panel

This course has no SkillBriefs.

e-Learning - Course Number: ABC0111

Overview/Description
Today's careers are more demanding than ever. What is cutting edge today may well be obsolete tomorrow. Professional development and job skills training have become a normal part of most people's careers. But, how do you find the time to perform the duties and obligations associated with your job when you are trying to stay on top of your skills with ongoing training and other professional development activities? There is a solution. Organizations are discovering the advantages of e-learning to meet these demands. e-Learning, although still a relatively new service for career-minded employees, has already demonstrated its value in promoting solid performance gains and career enhancements. This course focuses on the basic question, "What is e-Learning and what can it do for me?" In this course, you'll find out how you can use this essential training tool to maximize your learning experiences, keep up-to-date with the latest and greatest content, and evaluate, plan, and implement what you have learned.

Target Audience

E-learning students at every level in the organization

Expected Duration - 3.0 hours

Lesson Objectives :

The e-Learning Campus
recognize the value of e-Learning as an effective career enhancement tool.
differentiate among the predominant e-Learning delivery methods.
identify the variables that influence the quality of the e-Learning experience.
identify the design elements that may detract from the overall quality of e-Learning activities.

Creating Your e-Learning Curriculum
recognize the value of planning an e-Learning curriculum.
sequence the steps necessary to clearly identify the goals and objectives of completing an e-Learning curriculum.
select the strategies for defining e-Learning needs.
order the steps involved in creating an e-Learning curriculum.

The Bookstore: Selecting the Best e-Learning Materials
recognize the value of sound e-Learning course construction.
identify the attributes of effective e-Learning course design.
differentiate between job skills training courses and performance improvement courses.
identify the forms of evaluation that should be part of an e-Learning activity.

e-Learning: Making It Last
recognize the benefit of creating a permanent record of e-Learning activities.
identify the strategies for documenting course completion and performance.
discriminate among continuing education, professional certification, and academic e-Learning activities.
identify the strategies for engaging in lifelong e-Learning.

Job Aids
Evaluating E-learning as a Job Skills Tool
Evaluating E-learning as a Tool for Developing New Professional Skills
Identifying Your Short-term Training Needs

This course has no SkillBriefs.