

# Customizable Softskills Courses

- Accounting Skills for New Supervisors
- Active Listening
- Advanced Project Management
- Advanced Skills for the Practical Trainer
- Advanced Writing Skills
- An Environmental Audit Primer
- Anger Management - Understanding Anger
- Appreciative Inquiry
- Balanced Scorecard Basics
- Basic Business Management - Boot Camp for Business Owners
- Basic Internet Marketing
- Beyond Workplace Politics - Using Social and Emotional competencies
- Body Language - Reading Body Language as a Sales Tool
- Branding - Creating and Managing Your Corporate Brand
- Budgets and Managing Money
- Building a Brand on Social Media
- Building a Consulting Business
- Building an Online Business
- Building Better Teams
- Building Relationships for Success in Sales
- Building Your Self Esteem and Assertiveness Skills
- Bullying in the Workplace
- Business Ethics for the Office
- Business Etiquette - Gaining That Extra Edge
- Business Leadership - Becoming Management Material
- Business Process Management
- Business Succession Planning - Developing and Maintaining a Succession Plan
- Business Writing That Works
- Call Center Training - Sales and Customer Service Training for Call Center Agents
- Change Management - Change and How to Deal With It
- Coaching and Mentoring
- Code of Conduct - Setting the Tone for Your Workplace
- Communication Strategies
- Communications for Small Business Owners
- Conducting Accurate Internet Research
- Conducting Effective Performance Reviews
- Conference and Event Management
- Conflict Resolution - Dealing With Difficult People
- Conflict Resolution - Getting Along In The Workplace
- Conquering Your Fear of Speaking in Public
- Continuous Improvement with Lean
- Conversational Leadership
- Creating a Dynamite Job Portfolio
- Creating a Google AdWords Campaign
- Creating a Positive Work Environment
- Creating a Top-Notch Talent Management Program
- Creating a Workplace Wellness Program
- Creating Successful Staf Retreats
- Creating Winning Proposals
- Creating Winning Webinars - Getting Your Message Out
- Creative Thinking and Innovation
- Crisis Management
- Critical Thinking
- CRM - An Introduction to Customer Relationship Management
- Customer Service Training - Critical Elements of Customer Service
- Customer Service Training - Managing Customer Service
- Delegation - The Art of Delegating Effectively
- Developing a High Reliability Organization
- Developing a Lunch and Learn Program
- Developing a Safety Procedures Manual



# Steps To Achieve

- Developing a Training Needs Analysis
- Developing Your Executive Presence
- Developing Your Training Program
- Digital Citizenship - Conducting Yourself in a Digital World
- Disability Awareness - Working with People with Disabilities
- Diversity Training - Celebrating Diversity in the Workplace
- Dynamite Sales Presentations
- E-Commerce Management
- Effective Planning and Scheduling
- Emotional Intelligence (One Day)
- Employee Accountability
- Employee Recognition - Appreciating Your Workforce
- Employee Dispute Resolution - Mediation through Peer Review
- Encouraging Sustainability and Social Responsibility in Business
- English as a Second Language - A Workplace Communications Primer
- Entrepreneurship 101
- Environmental Sustainability - A Practical Approach to Greening Your Organization
- Facilitation Skills
- Generation Gap - Closing the Generation Gap in the Workplace
- Getting Stuff Done - Personal Development Boot Camp
- Getting Your Job Search Started
- Giving Effective Feedback
- Global Business Strategies
- Goal Setting
- Hiring for Success - Behavioral Interviewing Techniques
- Human Resources Training - HR for the Non-HR Manager
- Influence and Persuasion
- Intermediate Project Management
- Intrapreneurship
- Introduction to E-Mail Marketing
- Introduction to Neuro Linguistic Programming
- Inventory Management - The Nuts & Bolts
- Kickstarting Your Business with Crowdsourcing
- Knowledge Management
- Leadership Skills for Supervisors - Communication, Coaching, and Conflict
- Lean Process Improvement
- Logistics and Supply Chain Management
- Making Training Stick
- Managing Across Cultures
- Managing Difficult Conversations
- Managing Pressure and Maintaining Balance
- Managing the Virtual Workplace
- Marijuana and the Workplace - Issues, Impacts and Responsibilities
- Marketing and Sales
- Marketing for Small Businesses
- Marketing with Social Media
- Mastering the Interview
- Measuring Training Results
- Meeting Management - The Art of Making Meetings Work
- Motivation Training - Motivating Your Workforce
- Negotiating for Results
- Networking for Success
- NLP Tools for Real Life
- Onboarding - The Essential Rules for a Successful Onboarding Program
- Orientation Handbook - Getting Employees Off to a Good Start
- Overcoming Objections to Nail the Sale
- Performance Management - Managing Employee Performance
- Personal Brand - Maximizing Personal Impact
- Planning for Workplace Safety
- Problem Solving and Decision Making
- Process Improvement with Gap Analysis
- Project Management - All You Need to Know
- Project Management Fundamentals



# Steps To Achieve

- Project Management Training - Understanding Project Management
- Project Planning - All You Need to Know
- Prospecting for Leads Like a Pro
- Public Relations Boot Camp
- Public Speaking - Presentation Survival School
- Public Speaking - Speaking Under Pressure
- Purchasing and Procurement Basics
- Research Skills
- Risk Management
- Safety in the Workplace
- Self-Leadership
- Selling Smarter
- Six Sigma - Entering the Dojo
- Skills for the Administrative Assistant
- Social Selling for Small Businesses
- Strategic Planning
- Stress Management
- Survival Skills for the New Trainer
- Team Building - Developing High Performance Teams
- Telemarketing - Using the Telephone as a Sales Tool
- The ABC's of Supervising Others
- The Minute Taker's Workshop
- The Practical Trainer
- The Professional Supervisor
- Time Management - Get Organized for Peak Performance
- Tough Topics - Talking to Employees about Personal Hygiene
- Trade Shows - Getting the Most Out of Your Trade Show Experience
- Training with Visual Storytelling
- Transgender Employees - Creating an Inclusive Work Community
- Using Activities to Make Training Fun
- Women and Leadership - Owning Your Strengths and Skills
- Working Smarter - Using Technology to Your Advantage
- Working With the Media - Creating a Positive Working Relationship
- Workplace Ergonomics - Injury Prevention Through Ergonomics
- Workplace Harassment - What It Is and What To Do About It
- Workplace Health and Safety - The Supervisor's Role and Responsibilities
- Workplace Success - Seven Key Skills You Will Need
- Workplace Violence - How to Manage Anger and Violence in the Workplace
- Writing a Business Plan
- Writing for the Web
- Writing Reports and Proposals