

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** Becoming a Better Learner Becoming a Progressive Employer **Becoming Management Material** Being a Team Player 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 an Online Business Building a Brand on Social Media Building a Consulting 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 Ethics for the Office Business Etiquette: Gaining That Extra Edge **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 Cannabis and the Workplace Coaching and Mentoring Code of Conduct Collaboration **Communication Strategies** Communications for Small Business Owners Conducting Accurate Internet Research Conducting Effective Performance Reviews Conference and Event Management 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

## LEARNING CATALOGUE

course list 2020

Creating a Google AdWords Campaign Creating a Positive Work Environment Creating a Top-Notch Talent Management Program Creating a Workplace Wellness Program Creating Successful Staff Retreats **Creating Winning Proposals** Creating Winning Webinars Creativity In The Workplace Creative Thinking and Innovation Crisis Management Critical Elements of Customer Service Critical Thinking CRM: An Introduction to Customer Relationship Management Customer Service Training: Managing Customer Service Dealing with Difficult People Delegation: The Art of Delegating Effectively Design Thinking: An Introduction Developing a High Reliability Organization Developing a Lunch and Learn Program Developing a Safety Procedures Manual Developing a Training Needs Analysis **Developing Your Executive Presence** Developing Your Training Program **Digital Transformation** 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 Employee Accountability** Employee Dispute Resolution: Mediation through Peer Review Employee Recognition: Appreciating Your Workforce 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** Fostering Innovation From Boss to Leader GDPR Readiness: Creating a Data Privacy Plan GDPR Readiness: Getting the Message Out 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 Growth Hacking Hiring for Success: Behavioral Interviewing Techniques Honing and Delivering Your Message Human Resources Training: HR for the Non-HR Manager Identifying and Combatting Fake News Influence and Persuasion Intermediate Project Management Intrapreneurship Introduction to E-Mail Marketing Introduction to Neuro Linguistic Programming Inventory Management: The Nuts and Bolts Kickstarting Your Business with Crowdsourcing Knowledge Management Leadership Skills for Supervisors Lean Process Improvement Logistics and Supply Chain Management Making Training Stick Making Your Business Better Managing Across Cultures Managing Difficult Conversations Managing Pressure and Maintaining Balance Managing the Virtual Workplace 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 Mobbing in the Workplace 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 Fundamentals Project Management: All You Need to Know Project Planning: All You Need to Know Project Management Training: Understanding Project

## LEARNING CATALOGUE

Management Promoting a Marketing Webinar 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 Skills You Need for Workplace Success Social Selling for Small Businesses Story Marketing for Small Businesses Strategic Planning Stress Management Successfully Managing Change 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 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 Violence: How to Manage Anger and Violence in the Workplace Writing a Business Plan Writing for the Web Writing Reports and Proposals