

## **Professional Productivity**

How to Leave Voicemails that Get Returned

Protecting Your PC from the Bad Guys

Writing Effective e-Mails

Ethics for Everyone

## **Conflict Management General**

Unavoidable Truths

Maintaining Self-Control

Conflict Process

Special Situations

Personal Time Management

Change Management

## **Change Management Series**

When You're Through

Changing... You're Through

The Change Agenda

A Look at the Future

Helping Employees Use

Their Time Wisely

Telephone Techniques Part 1

Telephone Techniques Part 2

Telephone Techniques Part 3

## **Social Networking**

LinkedIn

Twitter

Instant Messenger

Facebook

Don't Press Send

## **Ergonomics**

Things You Can Do

Your Chair and You

Reducing Eye Strain

PCs

Stretching

Office Etiquette

## **Business Meals**

Hosting a Business Meal

Attending a Business Meal

Table Manners

## **Stop Procrastinating**

The Pain

Getting Started

Remembering Names and Faces

Proper Introductions

## **Stress Management**

Understanding Stress

Avoidable Stress

Unavoidable Stress

Handling Stress

Managing Stress

## **Notetaking**

Factors

Writing Ergonomics

How to Speed Up Your Writing

How to Take Notes

How to Produce Official Notes

## **Protecting Your Mobile Devices**

Loss

Malware

## **Study Skills**

Where to Study

When to Study

How to Study Effectively

Studying in Groups

## **Business Grammar**

### **Parts of Speech**

Plural Nouns

Other Nouns

Personal Pronouns

Reflexive and Reciprocal

Pronouns

Relative Pronouns

Interrogative Pronouns

Indefinite Pronouns

Possessive Pronouns

Regular Verbs

Irregular Verbs

Active/Passive Verbs

Adjectives

Adverbs

Prepositions

Conjunction

### **Punctuation**

- Commas
- Apostrophes
- Colons and Semicolons
- End punctuation
- Parentheses
- Quotation Marks
- Common Errors

## **Business Writing**

- Sentences and Paragraphs
- Executive Reports & Memos
- Proposals
- Processes
- Abbreviations
- Acronyms
- Appropriate Language
- Misused Words

## **Business Math**

### **Basics**

- Introduction to Business Math
- Positive and Negative Numbers
- Multiplying and Dividing Signed Numbers

### **Decimals**

- Introduction to Decimals
- Adding and Subtracting Decimals
- Multiplying Decimals
- Dividing Decimals
- Rounding Decimals
- Significant Digits
- Scientific Notation

### **Percent's**

- Calculating from a Survey
- Percentiles
- Margin
- Discounts and Markup
- Growth and Loss

### **Fractions**

- Proper Fractions, Improper Fractions
- Fractions
- Mixed Numbers, and Fraction Conversions
- Positive, Negative and Equivalent

- Fractions
- Least Common Denominator
- Adding and Subtracting Fractions
- Multiplying and Dividing Fractions
- Simplifying Fractions

### **Ratios**

- Calculating Ratios
- Solving Proportion Equations

### **Conversions**

- Decimal to Percent and Fraction
- Percent to Decimal and Fraction
- Fraction to Decimal and Percent

### **Graphs**

- XY Grid
- Bar Graph
- Line Graphs and Trend Analysis
- Pareto Chart
- Control Chart
- Circle Graphs

### **Formulas**

- Basic Operations
- Order of Operations
- Basic Number Properties

### **Time value of money**

- Money Value Over Time
- Present Value of an Amount
- Present Value of a Payment Series
- Future Value of an Amount
- Future Value of a Payment Series
- Excel Functions
- Number of Periods
- Interest Rates

### **Business statistics**

- Mean, Median and Mode
- Weighted Averages
- When to Use Mean, Median and Mode
- Variance
- Standard Deviation
- The Bell Curve

### **The Metric System**

Prefix Terms and Metric Measures  
Conversion Rates  
Converting Celsius to Fahrenheit

## **Estimation**

Estimation: What, When, and Why to Use  
Computing Estimation  
Visual Estimation

## **Geometry**

Lines and Angles  
Geometric Shapes  
Perimeter  
Circumference Area of a Square or Rectangle  
Area of a Circle  
Area of a Triangle  
Volume of a Box  
Volume of a Cylinder  
Volume of a Pyramid

## **Communication Styles**

### **DISC**

DISC Introduction  
DISC Questionnaire  
Understanding DISC Styles  
DISC Style: High D  
DISC Style: High I  
DISC Style: High S  
DISC Style: High C  
Selling the High D  
Selling the High I  
Selling the High S  
Selling the High C  
Leading the High D  
Leading the High I  
Leading the High S  
Leading the High C

### **Emotional Intelligence**

Introduction  
Developing Emotional Self-Awareness

Developing Emotional Self-Management  
Developing Emotional Social-Awareness  
Building Strong Relationships  
Inspiring Emotions in others  
Emotional IQ and DISC  
Related Programs for Improving E-IQ

## **Communications**

Active Listening  
The Great Conversationalist  
Verbal Communication  
Straight Talk on Bad Language

### **Nonverbal Communication**

Introduction to Nonverbal Communication  
Body Position Scan - Part 1  
Body Position Scan - Part 2  
Body Movement Scan -Part 1  
Body Movement Scan - Part 2  
Artifacts  
Effective Voice Skills  
Applications of Nonverbal Communication

Handling Angry Callers

### **The Putdown Game**

Removing the Payoff  
Putdown Offenders  
Response Strategies

### **Assertive Verbal Skills Series**

Getting Started  
Dealing with Feelings  
Identifying Manipulators  
Manipulation in Business  
Your Assertive Rights  
Assertive Verbal Skills  
How Do You Know What You Don't Know

### **Respect Series**

How to Be Liked  
How to Be Respected  
Working with Dislike

## **Healthy Communication**

- How We Recognize Each other
- Personal Tapes
- Hired to Win
- Everyone's OK
- PAC Analysis
- Games Workers Play
- The OK Worker

## **Creativity**

- Getting Creative
- Logic: A Roadblock?
- Finding Opportunities
- Immersion
- Generate and Evaluate

## **Customer Service**

- Creating Great Customer Conversations
- The 4 P's in Creating Loyal Customers

## **Customer Service**

- Do They Like You
- The Next Level
- Cutting Expenses

## **Feedback**

- Introduction to Feedback
- Feedback Basics
- Ways to Get Feedback
- Complaint Tracking
- Question of the Week
- Focus Groups
- Advisory Panels
- Interviews
- Surveys: Planning
- Surveys: Satisfaction Items
- Surveys: Response Formats
- Surveys: Writing Statements
- Surveys: Reporting and Interpreting
- Report Cards and Phone Calls
- Mystery Shopper
- MBWA

## **Health and Wellness**

- Heat Stress

## **Know Your Numbers**

- Blood Pressure
- Cholesterol
- Glucose
- Body Mass Index

## **Key Account Selling**

### **Basics of Key Account Selling**

- Introduction to Key Account Selling

- How to Sell More Creating a GREAT Sales Company

- Value-Added Selling

- Lifetime Customer Value

- What Customers Want from

- Salespeople: No Push Selling

## **Key Account Planning**

- Key Account Selling Worksheet

- Account Types

- Business Condition: Analyzing the Opportunity

- Stages of the Sale: Conceptual Selling

- Buying Criteria: Influencing the Decision Criteria

- Buyer Roles: Selling to Key Account Buyers

- Buyer Wins: Identifying Personal and Organizational Wins

## **Key Account Sales Call Planning**

- Sales Call Planning Worksheet

- "Improving Sales with the "Sales Cycle

- Setting Sales Call Goals

- The 5-Minute Call Pre-Brief

- The 5-Minute Call De-Brief

## **Key Account Sales Call**

### **Techniques**

- Opening the Call

- Finding Unmet Needs

- Summary/Checkpoint

Selling Benefits  
Handling Objections  
No Push® Closing

## **Advanced Key Account Selling**

Creating an Elevator Pitch  
Building GREAT Sales Relationships  
Dealing with Competition!  
Gotchas  
Long-Term Development

## **Leadership**

### **Strategic Leadership**

T.H.E. Answer for Business  
Success Criteria for Performance Excellence  
Vision, Mission, and Values

### **Becoming an Excellent Leader**

Introduction to Leadership  
Leadership Fundamentals  
Characteristics of Leaders  
Leadership and Power  
How to be a Follow-able Leader Part 1  
How to be a Follow-able Leader Part 2  
Creating Followership  
How to Motivate Employees  
Motivational Leadership  
Effective Delegation  
Empowering Followers Building an Effective Leadership Team  
Developing Followers  
Developing Yourself as a Leader  
Daily Leadership Checklist  
Putting it All Together

### **Mistakes Leaders Make**

Ten Symptoms of an Unhealthy Organization  
The Cure  
Six Wrong Ways to Manage Impedership

### **Transformational Leadership**

Transforming the Organization  
Dealing with Resistance  
Creating Focus During Change

### **DISC Leading Skills**

Leading the High D  
Leading the High I  
Leading the High S  
Leading the High C

### **Diversity**

Diversity - Inclusive Leadership:  
Setting the Stage Diversity -  
Inclusive Leadership: Facilitating Training

How to Work a Room

### **Mentoring**

What is Mentoring  
Why a Mentoring Program  
Creating a Mentoring Program  
Matching Proteges with Mentors  
Making a Mentoring Agreement  
How to be a Mentor  
How to be a Protégé  
Mentoring Meeting Guidelines

### **Framework for Execution**

The Failure to Execute  
Reasons for Poor Execution  
The Current Situation A  
Framework for Execution

### **Unknown Knowns**

Understanding Better Practices  
The Knowledge Transfer Process  
Getting Started  
Leading Knowledge Transfer

### **Negotiating**

Introduction to Negotiating  
Developing the Right Mindset  
Using Decision Keys – Framing  
Negotiating Styles  
Analyzing the Upcoming Negotiation  
Identifying and Developing Leverage  
The Negotiation Process

Reaching Agreement  
Evaluate Your Performance  
Adapting for DISC Styles  
Recognizing and Dealing With  
Tactics

Switching Between Presenters  
Punching up Your Presentation  
Handling Questions  
Handling Distractions  
After the Presentation

## **Operations**

### **How to Lower Your Energy Bills**

Doing Your Part at Work  
Saving Fuel Costs  
Creating a Comprehensive  
Energy Savings Plan

### **Fuel Savings**

ej4 Driving School  
Idle Time  
Oil, Tune, and Tires  
Order Accuracy  
Power Curve  
Take Home Vehicles

## **Presentation Skills**

### **Creating the Presentation**

Introduction  
Basic Questions  
Logistics  
Organizing  
Structuring  
Opening  
Closing

### **Designing Materials**

Creating Slides  
Graphics and effects  
Handouts

### **Presentation Techniques**

How to Make a Point Using Audio  
Visuals  
Presenting Numbers Visually  
Presentation Nonverbals  
Writing Speech Information  
Be Ready for the Worst

### **Making the Presentation**

Before the Presentation  
Psyching Up, Not Out

## **Project Management**

What is a Project  
The Project Charter  
Estimating Timelines  
Negotiating  
Communications  
Measuring and Tracking  
Handling Change  
Preparing for People Problems  
Completing the Project  
Managing a Project Manager

## **Retail Excellence**

### **Retailer Profitability Model**

RPM Part 1  
RPM Part 2  
RPM Part 3

Motivating and Retaining the  
Teenage Worker  
Looking Customer Good

### **Retailer Profitability Model: For Retailers**

Intro Frontline – Retail  
Intro Frontline – Restaurant  
Frequency  
Reach  
Items Per Customer  
Price Per Item

## **Safety**

### **Hazard Communications**

OSHA's Hazard Communication  
Changes  
Your Right to Know Labels  
SDS

Lockout Tagout

### **PPE**

- Introduction
- Head Protection
- Eye and Face Protection
- Hearing Protection
- Respiratory Protection
- Body Protection
- Hand and Arm Protection
- Foot and Leg Protection

## **Defensive Driving**

- Basics Part 1
- Basics Part 2
- Road Rage
- Driving Distractions

- Bloodborne Pathogens
- Personal Protective Equipment

## **Commercial Driver's License**

- License Preparation
- Vehicle Inspection
- Hazardous Materials

## **Confined Spaces**

- Introduction to Confined Spaces
- Permit Entry pt.1
- Permit Entry pt.2
- Hazards of Confined Spaces

## **Forklift Safety**

- Forklift pt. 1
- Forklift pt.2
- Forklift pt. 3

## **Alcohol Abuse in the Workplace**

- Testing Procedures
- Alcohol and Detection Periods
- Signs and Symptoms of Abuse

## **Substance Abuse in the Workplace**

- Testing Procedures
- Drugs and Detection
- Signs and Symptoms of Abuse

- Back SMARTS

- Working in Cold Weather

- Working In Hot Weather

- Powered Industrial Trucks and

- Power Pallet Trucks

- Fire Safety Prevention

- Hearing Conservation
- Emergency Exits
- Propane Gas
- Combustible and Flammable
- Liquids
- Indoor Air Quality: Carbon Monoxide
- Indoor Air Quality: Carbon Dioxide
- Machine Guard

- Two-Wheeled Handcart

- Aerial Lift

- Safety First

- CSA Part 1

- CSA Part 2

- Bad Weather Driving Basics

- Distracted Driving

## **Hazard Communication Series**

- Your Right to Know

- Labels

- Material Safety Data Sheets

## **Selling Skills**

- QuickSell

- Closing the Sale

- No, But, If

- Determining Customer Needs

- Handling Tough Customers

- Customer Service Basics

- Selling To Different Customer Roles

- Selling in New Products Turning

- Features into Benefits

## **Objections Series**

- Misunderstanding

- Doubt

- Indifference

- True Negative

## **DISC Selling Skills**

- Selling the High D

- Selling the High I

- Selling the High S

- Selling the High C

- Building GREAT Sales Relationships

- Retailer Hot Buttons Part 1

- Retailer Hot Buttons Part 2

Speaking Customer  
When to Shut Up  
Smile

## **Supervision**

Analyzing Poor Performers  
Motivating Won't Dos  
Productivity Through Praise  
Progressive Discipline  
Managing Different Generations  
Assertiveness without  
Aggressiveness  
Staying Positive  
Going from Coworker to Boss  
Supervising a Pronoid

## **Coaching Skills**

Introduction  
Leadership Styles  
Adapting Your Style  
The Coaching Process  
Giving Feedback  
Effective Performance Reviews  
Running a Sales Meeting  
Coaching Sales Reps  
Riding Along  
Managing People Offsite  
S.M.A.R.T. Goals  
Delegation  
Concerned Conversations

## **Ethics for Managers**

Why Traditional Approaches  
Don't Work  
Controlling Employee Behavior  
Leadership To Dos

## **Employee Engagement**

Ridiculous or Strategic The  
Business Case for Engagement  
Measuring Employee  
Engagement  
Managing for Engagement  
Creating an Engaged  
Organization

## **Understanding the Media**

Understanding the Media Part 1  
Understanding the Media Part 2  
Understanding the Media Part 3  
Understanding the Media Part 4

## **Workplace Compliance**

Avoiding Discrimination Problems  
5 Keys  
Background Checks  
Discrimination: The Protected  
Classes  
Legally Firing  
Legally Hiring  
Handling References

## **Sexual Harassment**

Avoiding Sexual Harassment for  
Everyone  
Avoiding Sexual Harassment for  
Managers  
Avoiding Sexual Harassment  
Investigating Complaints  
Avoiding Sexual Harassment  
Supervisor Responsibility  
Avoiding Sexual Harassment  
Writing and Communicating and  
Effective Policy

## **Workplace Violence**

Substance Abuse  
Retaliation  
Age Discrimination in Employment  
Act

Fair Labor Standards Act Part 1  
Fair Labor Standards Act Part 2

## **Interviewing Checklist**

## **Termination Checklist**

## **Workplace Bullying**

## **Family Medical Leave Act**

## **Military FMLA**

## **Pregnancy Discrimination Act**

## **Americans with Disabilities Act**

## **Stop It Now**

Sexual Harassment Today  
Understanding Offenders



Understanding Targets  
Tools #1: Six Levels of Sexual Harassment  
Tools #2: Offender Stereotypes  
Tools #3: Office Instigators  
Early Warning Signs of Sexual Harassment  
Keeping Your Workplace Sexual Harassment Free

## **Diversity**

Working Well with Everyone  
The New Melting Pot  
Working Well with Everyone  
The Diversity Continuum  
Working Well with Everyone  
The Mistake of Stereotyping  
Working Well with Everyone  
The Power of Inclusion  
Working Well with Everyone  
The Power of Engagement

## **HIPAA**

Introduction  
Background  
PHI  
Disclosing PHI  
Minimum Necessary  
Protecting PHI  
Patient Rights Notification  
HHS Requirements  
Penalties  
Security Rule  
Risk Analysis and Administrative Safeguards  
Summary

## **Recruiting Toolkit**

Job Postings  
Reviewing Resumes  
Conducting Interviews  
Unacceptable Questions  
Offers

## **California Anti-Harassment Training**

Introduction to California Anti-Harassment

## **Sexual Harassment**

Avoiding Sexual Harassment for Everyone  
Avoiding Sexual Harassment Investigating Complaints  
Avoiding Sexual Harassment Supervisor Responsibility  
Avoiding Sexual Harassment Writing and Communicating and Effective Policy  
Avoiding Sexual Harassment for Managers

## **Stop It Now**

Sexual Harassment Today  
Understanding Offenders  
Understanding Targets  
Tools #1: Six Levels of Sexual Harassment  
Tools #2: Offender Stereotypes  
Tools #3: Office Instigators  
Early Warning Signs of Sexual Harassment  
Keeping Your Workplace Sexual Harassment Free  
Understanding Harassment – California

## **Microsoft Office 2010**

### **Microsoft Office 2010: New Features Training**

Office 2010 File Formats  
Office 2010 Shared Features  
What's New in Word 2010  
What's New In Excel® 2010  
What's New In PowerPoint® 2010  
What's New In Access® 2010  
What's New In Outlook® 2010  
What's New in OneNote® 2010  
What About Web Apps

## **Microsoft Office 2010: Special Features Training**

- The Office 2010 Interface
- Working With Office 2010 File Formats
- Keeping Consistent With Themes
- Manipulating & Enhancing Text
- Communicating Clearly With SmartArt
- Adjusting Images Like a Pro
- Shape Basics
- Preparing & Distributing Files

## **Microsoft Excel 2010: Essentials Training**

- Getting Comfortable With Excel
- The Basics of Data
- Managing Workbook Structure
- Creating Formulas
- The Basics of Functions
- What's in a Name
- Making Data Look Good
- A Picture is Worth a Thousand Words
- The Simplicity of Tables
- Managing the Excel Environment
- Preparing Files for Distribution

## **Microsoft Excel 2010: Advanced Training**

- Advanced Calculations
- Subtotals and Outlines
- PivotTables
- Adapting Charts for Complex Data
- Advanced Data Tools
- Auditing Calculated Values
- Performing a What-If Analysis
- Macros, VBA and Security

## **Microsoft Outlook 2010: Essentials Training**

- Introducing Outlook 2010
- Composing Basic E-Mail
- Creating More Elegant E-Mail
- Managing Incoming Messages

- Managing Outlook Folders
- Staying Organized With the Calendar
- Keeping Track of Contacts
- Getting Things Done With Tasks

## **Microsoft Office PowerPoint 2010: Essentials Training**

- Getting Started with PowerPoint 2010
- Setting Up the Presentation File
- Working With Slide Text
- Enhancing Presentation with Graphics
- Managing Multimedia
- Adding Animations and Transitions
- Preparing for the Presentation
- Delivering the Presentation

## **Microsoft Word 2010: Essentials Training**

- Getting Started With Word
- Setting Up the Document
- Applying Character Formatting
- Applying Paragraph Formatting
- Leveraging the Power of Styles
- Adding Other Content
- Optimizing Long Documents
- Enhancing Through References
- Finalizing Documents and Mail Merge

## **Microsoft Access 2010 Training**

- Getting to Know Access 2010
- Creating Access Tables
- Harnessing the Power of Queries
- Creating Functional Forms and Reports

## **Microsoft Office 2007**

### **Microsoft Office 2007: Getting Up To Speed Training**

- Getting Started With Word
- Refining Word Documents
- Exploring Excel

- Formatting & Stylizing in Excel
- Powering Up with PowerPoint
- Staying Connected in Outlook
- Managing Data with Access
- A Seamless Office 2007 Workflow

## **Microsoft Office Access 2007: Essentials Training**

- Introducing Access 2007
- Exploring the New User Interface
- Working in the Navigation Pane
- Creating Tables
- Creating Queries
- Creating Forms
- Creating Reports
- Creating Macros

## **Microsoft Office Excel 2007: Essentials Training**

- Working with the User Interface
- Entering & Managing Data
- Using Formatting Techniques
- Formula Basics
- Useful Functions
- Creating Reports
- Sharing and Distributing Your Work
- Tips & Tricks

## **Microsoft Office PowerPoint Training 2007**

- Seeing PowerPoint with New Eyes
- Understanding the Basics
- Starting Your Presentation
- Formatting Text
- Using Drawing Tools
- Using Pictures
- Working with SmartArt
- Creating Tables and Charts
- Using Animation
- Adding Multimedia
- Making Your Presentation
- Sharing Your Presentation
- Tips and Tricks

## **Microsoft Office 2003 Training**

- Stay in Touch with Microsoft Outlook
- Common Microsoft Office Features
- Microsoft Excel Foundations
- Express Yourself with Microsoft Word
- Microsoft Powerpoint Basics
- Take Control of Date with Microsoft Access

## **Microsoft Windows 7: Essentials Training**

- Getting Started Using Windows 7
- Customizing the Windows Desktop
- Accessing the Start Menu
- Exploring the Revised Task Bar
- Optimizing the Windows User Experience
- Examining Hardware & Software
- Enjoying Media
- Connecting to a Network
- Maintaining Your System
- Securing Your System and Data

## **Microsoft Windows 8: Essentials Training**

### **Hit The Ground Running**

- The Start Screen & the Desktop
- Modifying the Start Screen
- Personalizing the Way Your Computer Looks
- Snapping Apps to the Screen
- Setting Taskbar Options

### **Customization With the Settings App**

- Managing Users
- Controlling Notifications

- Configuring Searches
- Choosing which Apps Can Share
- General Settings
- Privacy
- Devices
- Wireless & Ease of Access
- Syncing Your Settings
- Creating a HomeGroup
- Windows Update

## **Setting Options With the Control Panel**

- Opening the Control Panel
- Choosing Default Programs
- Changing the Screen Resolution & Other Display Items
- Managing Fonts
- Changing the Way Your Mouse Behaves
- Choosing Wallpaper, Background Colors, & Sounds
- Managing Power on a Laptop
- Uninstalling a Program & Controlling Audio Hardware the Sounds Windows Makes
- Getting Info on System Settings & Making Changes
- Managing Users
- Staying Safe from Viruses
- Letting the Firewall Add to Your Safety
- Mobility Settings for Your Laptop

## **Managing Files & Folders**

- Navigating the File Explorer
- Viewing Folder Contents & Copying & Moving Files
- Folders & Multiple Explorers, & Sharing
- Renaming Files
- Using & Managing Libraries
- Searching for Files
- Backing Up Files with

- File History
- Zipping & Unzipping Files

## **Working With Built-In Apps**

- Calendar
- Photos
- Mail
- People
- Messaging
- Music
- Windows Store

## **Working With Built-In Accessories**

- Calculator
- Character Map
- Paint
- Snipping Tool
- Magnifier

## **Internet Explorer 10**

- The New Windows 8-Style IE 10
- The traditional IE 10 on the desktop
- IE 10 - Organizing Bookmarks
- Security & Performance Features

## **Basic Troubleshooting**

- The New Task Manager
- Deleting Temp Files
- Credits

## **PC Fundamentals: Essentials Training**

- PC Components
- The Mouse
- The Keyboard
- Operating Systems
- Window Basics
- Software Basics
- Printing Basics
- Understanding File Structure
- Networking Basics
- Basic PC Maintenance