



**KSA**  
DYNAMICS

This cloud-based Learning Management System (LMS) is ready to go with our entire line-up of self-paced online courses. And you can also upload all of your own courses too - any SCORM compliant course will work.

You'll be able to easily re-brand your Learning Portal with your own logos for a seamless integration with your existing website. Quickly add learners, track progress, and create detailed reports in minutes.

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## **Administrative Skills**

### **Administrative Office Procedures**

With our Administrative Office Procedures course, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.

### **Administrative Support**

In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course may take time to be a part of your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

### **Archiving and Records Management**

With our Archiving and Records Management course your participants will know how to classify records, define and maintain different systems, and develop a keen understanding of the importance of records management.

### **Basic Bookkeeping**

Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers. Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of you who have already recognized and appreciate the impact that numbers actually have on just about everything, you deserve a cookie.

### **Business Writing**

The Business Writing course will give your participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents.

## **Administrative Skills Cont'd**

### **Collaborative Business Writing**

The Collaborative Business Writing course will give your participants the knowledge and skills to collaborate with others and create that important document. Your participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.

### **Executive and Personal Assistants**

Our Executive and Personal Assistants course will show your participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this course will provide your participants with the necessary tools.

### **Meeting Management**

The Meeting Management course will explore how to reduce waste and make meetings more efficient. This is a hands-on course and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

### **Organizational Skills**

Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.

### **Social Media In The Workplace**

Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.

### **Supply Chain Management**

With Supply Chain Management your company and employees will be on target to lower costs, improving efficiency, and increase customer satisfaction. This course will provide your employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

### **Career Development**

#### **Assertiveness And Self-Confidence**

The Assertiveness And Self-Confidence course will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

#### **Communication Strategies**

The Communication Strategies course will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

#### **Creative Problem Solving**

The Creative Problem Solving course will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, and analyzing data.

### **Developing Creativity**

With our Developing Creativity course your participants will learn how to remove barriers that block or limit their creativity. They will improve their imagination, divergent thinking, and mental flexibility.

Participants will learn mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative.

### **Digital Citizenship**

Digital Citizenship allows us to connect, collaborate, and share by using technology appropriately. In-person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work in the digital world.

### **Entrepreneurship**

Let our Entrepreneurship course help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship course.

### **Interpersonal Skills**

The Interpersonal Skills course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

### **Career Development Cont'd**

### **mLearning Essentials**

With our mLearning course, your participants will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing

mLearning, participants will possess the skills needed to take advantage of this new technology, in order to educate employees and clients more efficiently.

### **Negotiation Skills**

The Negotiation Skills course will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

### **Personal Branding**

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

### **Project Management**

The Project Management course will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a communication plan will provide benefits throughout your organization.

### **Telework And Telecommuting**

Through Telework and Telecommuting your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.

### **Ten Soft Skills You Need**

With our Ten Soft Skills You Need course your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way

people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

### **The Cloud and Business**

With our The Cloud and Business course, your participants will discover the specifics of how the cloud can be a useful business tool. With a clear understanding of the cloud, your participants will be able to make the best decisions for their customers and business.

### **Career Development Cont'd**

#### **Time Management**

The Time Management course will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that includes personal motivation, delegation skills, organization tools, and crisis management. We'll cover all of this and more during this course.

#### **Women in Leadership**

With our Women in Leadership course your participants will learn how women are changing the workforce. Through this course, your participants will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions.

### **Human Resources**

#### **Business Succession Planning**

Our Business Succession Planning course will show you the differences between succession planning and mere replacement planning. How you prepare people to take on leadership responsibilities is just as important as hiring the right person for the job. Every company should have a form of succession planning in its portfolio.

#### **Contract Management**

With our course your participants will learn the insides and outs of Contract Management. Contracts are made with vendors, employees, customers, partnerships,

and these agreements must be managed carefully. In order to effectively implement Contract Management it is necessary to understand all the small details, and that is what you get with this course.

### **Crisis Management**

With our Crisis Management course your participants will understand that a crisis can occur any time. They will develop skills needed for certain negative events. Also, they will be able to recognize warningsigns to help avoid negative situations completely, or, if the situation occurs, better manage the crisis.

### **Developing a Lunch and Learn**

Our Lunch and Learn course will give your organization a quick and useful tool to add to its trainingdepartment. Your participants can also to use it as a follow-up or refresher to previous training sessions. It doesn't have to be just about a learning event,it can also involve collaboration, networking, or sharing best practices between employees

### **Diversity and Inclusion**

With our Diversity and Inclusion course your participants will recognize how to better manage diversity, and recognize its benefits. Your participants will learn how to implement and develop apolicy that does not allow for discrimination. It is vital that every employer and employee has anunderstanding of the concepts of diversity.

### **Employee Onboarding**

Through Employee Onboarding you will find it lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is acritical time for the company, and having a structured set of procedures will make your companystronger and produce a greater chance of success.

Human Resources Cont'd

### **Employee Recruitment**

Our Employee Recruitment course will guide your participants and help them interview and recruit the right employee for you. Hiring a new employee is one of the largest investments you make in any business. Hiring the right employee is very important, as training can be expensive, and employee turnover costs companies millions every year. So, reduce your costs with a great employee recruitment program!

### **Employee Termination Processes**

With our Employee Termination course, your participants will begin to see how important it is to develop a core set of skills when they find themselves in a situation where they have to let an employee go.

### **Generation Gaps**

The Generation Gaps course will help participants understand the various generations present at work. Both the young and older worker will have ideas and suggestions to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

### **Health and Wellness at Work**

Our Health and Wellness at Work course will be instrumental in creating a “Culture of Wellness” within your organization. Your participants will touch on common issues such as smoking cessation, nutrition, weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program within your organization.

### **Hiring Strategies**

Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this course as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your participants will obtain the necessary tools required in finding that diamond in the rough.

### **Human Resource Management**

The Human Resource Management course will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This course will provide your participants those skills and assist them with certain Human Resource situations.

### **Managing Workplace Harassment**

Our Managing Workplace Harassment course provides guidance for an ever changing work environment. Your participants will recognize the necessity for the whole organization to be on board with monitoring and reporting any issues. This course will also help in fostering a safer and more productive workplace.

### **Measuring Results From Training**

Our Measuring Results From Training course, your participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and update the curriculum to create content that is better suited for the participants.

### **Millennial Onboarding**

Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

### **Office Health And Safety**

In the Office Health and Safety course, participants will learn the core skills that will help them identify common illnesses, understand how they spread, recognize symptoms, apply treatment and prevention techniques and establish an emergency

response plan

### **Talent Management**

We all know that training and retraining is expensive, and our Talent Management course will reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority. Having a talented group of employees has always been a key to success; it will translate into better performance and higher productivity. Talent Management is the investment that will pay dividends for years to come.

### **Train-The-Trainer**

Our Train-The-Trainer course will provide your participants the skills to help them deliver engaging and compelling courses. Skills such as facilitating, need analyses, and managing tough topics will give your trainees what they require to become a trainer themselves

### **Human Resources Cont'd**

### **Universal Safety Practices**

With our Universal Safety Practices course, your participants will discover how safety affects employee engagement and the bottom line. Safety may seem like a boring topic, but an unsafe work environment cannot be ignored.

### **Workplace Diversity**

Our Workplace Diversity course will help participants understand what diversity is, and how they can create a more diverse environment. They will be instructed on how to use active listening and employ effective questioning techniques. By learning the right complaint resolution skills and choosing the right course of action communication throughout your business will be strengthened.

### **Workplace Harassment**

Our Workplace Harassment course will give participants the tools to recognize harassment when it occurs. It will help them understand their rights and responsibilities, and create a safe environment for all. Through this course your participants will recognize that it is

necessary for everyone to identify harassment and exercise anti-harassment policies.

### **Workplace Violence**

In order to prevent Workplace Violence, it is essential that everyone is able to identify individuals who may be prone to violence. Our course will help your participants recognize certain behaviors, and lower the risk of escalated situations. This course will help participants identify the warning signs, as well as give them coping and response tools.

### **Personal Development:**

#### **Adult Learning - Mental Skills**

With our Adult Learner: Mental Skills course, your participants will discover the specifics of how the cognitive domain increases intellectual capability.

#### **Adult Learning - Physical Skills**

With our Adult Learning - Physical Skills course, your participants will discover how to better navigate their physical environment. The understanding and coordination of physical skills provides an incredible benefit to everyone.

#### **Anger Management**

Our Anger Management course will give your participants that constructive approach. Participants will learn how to identify their anger triggers and what to do when they get angry. Through specific coping and planning techniques, anger can become a positive tool.

#### **Attention Management**

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work. Our course will help your participants reach their personal and in turn company goals. They will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

### **Being A Likeable Boss**

Our Being a Likeable Boss course will show that honesty and trust will be your participant's biggest tools in fostering a better relationship with their employees. Trusting your team by avoiding micromanagement, using delegation, and accepting feedback will put your participants on the right path to be a more likeable boss.

### **Critical Thinking**

Our Critical Thinking course will lead your participants to be a more rational and disciplined thinker. It will reduce their bias which will provide a greater understanding of their environment. This course will provide your participants the skills to evaluate, identify, and distinguish between relevant and irrelevant information which will provide an incredible boost in performance.

### **Emotional Intelligence**

With our Emotional Intelligence course your participants will gain a better understanding of self management and self-awareness. This in turn will give them better insight and control over their actions and emotions. With a greater understanding of emotions your participant's will experience a positive impact on their professional and personal lives.

### **Goal Setting and Getting Things Done**

Our Goal Setting and Getting Things Done course will cover strategies to help your participants deal with distractions and overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

### **Improving Mindfulness**

Improving Mindfulness will provide benefits throughout their professional and personal lives. Improving mindfulness through gratitude, filtering, and active listening will give your participants the advantage of seeing things in a new light. This course has the ability to give your participants an increased recognition of mental events in the present moment which provides countless benefits.

### **Improving Self-Awareness**

Improving Self-Awareness will improve self-control, reduce procrastination, and develop mood management. Your participants will improve their relationships and create a more fulfilling life. These improvements will in turn translate into a wholly improved workforce. Stress will decline and productivity will increase as internal turmoil will decline all through improving self-awareness.

### **Increasing Your Happiness**

With our Increasing Your Happiness course your participants will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.

### **Job Search Skills**

The Job Search Skills course will give you the answers to all these questions, plus a plan to get you to anew job within a month. After completing this program, you'll be more than ready to start your searchfor your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs your participants should apply for.

### **Life Coaching Essentials**

With our Life Coaching Essentials course, your participants will discover the meaning of life coachingand how life coaching services can be utilized to achieve their goals.

### **Managing Personal Finances**

Most people know that a map can tell them how to get from point A to point B. A well-developed budget is just like a map as it helps you reach your financial goals. You start at point A, and the budgethelps you go the distance get to point B. And with our Managing Personal Finances course your participants will learn how to budget, and create a plan for their future.

### **Managing Workplace Anxiety**

Our Managing Workplace Anxiety course will provide your participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and copingskills employees and managers will be better suited in dealing with these common situations.

Through this course your participants will be better suited to the challenges that the workplace canbring.

### **Personal Productivity**

Personal Productivity is a goal most of us have. Through this course your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this course your participants will take ownership and begin to lead a more productive life.

### **Public Speaking**

The Public Speaking course will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

### **Social Intelligence**

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathetic will give your participants the advantage in their interactions. Social interactions are a two way street, know the rules of the road!

### **Social Learning**

With our Social Learning course your participants will be creating learning communities that benefit every aspect of your organization. They will learn new behaviors through observation and modeling and be instilled with a passion for learning.

### **Stress Management**

The Stress Management course will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

### **Taking Initiative**

With our Taking Initiative course, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

### **Work-Life Balance**

With a Work-Life Balance you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This course will show how to focus on the important things, set accurate and achievable goals, and communicate better

with your peers at work and your family at home.

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

### **Call Center Training**

Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level.

### **Coaching Salespeople**

With our Coaching Salespeople course, your participants will discover the specifics of how to develop coaching skills. They will learn to understand the roles and responsibilities of coaching as well as the challenges that coaches face in regards to working with salespeople.

### **Contact Center Training**

With our Contact Center Training course your participants will gain the knowledge to provide a great customer experience. They will develop skills on how to deal with difficult customers, build rapport, and great listening skills. All of these skills combined will provide an increase in overall customer satisfaction throughout your organization.

### **Creating a Great Webinar**

Creating a Great Webinar is all about providing a great interaction between the presenter and the audience. Your participants will develop the skills needed to promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge with a Webinar is the best way to reach many with the power of one.

### **Employee Recognition**

Through our Employee Recognition course your participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety.

### **Event Planning**

With our Event Planning course your participants will explore ways to work with vendors, security,

technicians, and wait staff. They will touch on different event types such as awards ceremonies, charity events, and business conferences. By utilizing the correct skill set your participants will be provided the details to pull off a successful event.

### **High Performance Teams Inside the Company**

With our High Performance Teams (Inside The Company) course, your participants will begin to see how important it is to develop a core set of high performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, you will be positioning your high performance teams to accomplish any task.

### **High Performance Teams Remote Workforce**

With Our High Performance Teams (Remote Workforce) course, your participants will begin to see how important it is to develop a core set of high performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high performance teams to accomplish any task.

### **In Person Sales**

With our In-Person Sales course, your participants will discover the specifics of what it means to become an effective salesperson, and steps to success. They will learn how to connect with customers and move them through the sales process.

### **Internet Marketing Fundamentals**

Internet Marketing Fundamentals will provide your participants with a great set of skills to market your business online. Content is the king of Internet marketing, and your participants will need to know how to utilize your great content. If you want your business to grow then your participants need to understand Internet Marketing Fundamentals.

### **Marketing Basics**

Marketing Basics will provide the basic knowledge to your participants, and give them the ability to build and grow your business. Marketing has changed a lot recently and having a new perspective will give your participants the needed information to assist them in their marketing decisions. No matter what your product or service is, your business will benefit with a better understanding of marketing.

### **Media And Public Relations**

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those

relationships you already have and increase the scope of your network. The larger the scope the more people know you and offers you opportunities.

### **Motivating Your Sales Team**

Motivating Your Sales Team will help your participants create the right motivating environment that will shape and develop their sales team with right attitude and healthy competition. Instilling that unique seed which grows the motivation in your team will ensure an increase in performance and productivity. Have the best sales team you can have through better motivation.

### **Overcoming Sales Objections**

Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

### **Presentation Skills**

The Presentation Skills course will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This course includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

### **Proposal Writing**

The Proposal Writing course will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.

### **Prospecting and Lead Generation**

With our Prospecting and Lead Generation course, your participants will begin to see how important it is to develop a core set of sales skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their sales strategy.

### **Sales Fundamentals**

The Sales Fundamentals course will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Your participants will become more confident, handle objections, and learning how to be a great closer.

### **Servant Leadership**

With our Servant Leadership course your participants will focus on the growth and development of their employees and ensuring their success. In doing so, the leader succeeds when their employees do. With a business team, servant leadership can not only help employees achieve and grow, but it can also benefit their leaders and the company as a whole.

### **Social Media Marketing**

With our Social Media Marketing course, your participants will discover the specifics of how to effectively use social media marketing. By utilizing different social media platforms to reach current and potential customers, your marketing will only see success.

### **Telephone Etiquette**

Through our Telephone Etiquette course your participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization as a whole. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this course a great investment.

### **Budgets And Financial Reports**

The Budgets And Financial Reports course will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

### **Coaching And Mentoring**

The Coaching And Mentoring focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

### **Conducting Annual Employee Reviews**

With our Conducting Annual Employee Reviews course, your participants will discover how to conduct a well-designed employee annual review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.

### **Developing New Managers**

With our How to Develop New Managers course your participants will gain the support, best practices, and knowledge. This course will help your company develop well rounded, fair and

confident managers. By identifying early you will be able to groom prospective candidates and provide the best chance for success.

### **Employee Motivation**

The Employee Motivation course will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

### **Facilitation Skills**

The Facilitation Skills course can help any organization make better decisions. This course will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understanding of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

### **Knowledge Management**

The Knowledge Management course will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

## **Supervisors and Managers Cont'd**

### **Leadership And Influence**

Once you learn the techniques of true Leadership And Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

### **Lean Process And Six Sigma**

Our Lean Process And Six Sigma course will provide an introduction to this way of thinking that has changed so many corporations in the world. This course will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.

### **Manager Management**

Manager Management takes a special type of leader. This course will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this course will have something

for everyone.

### **Middle Manager**

No matter the organization's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organization is very important. They are in communication with a very large percentage of the company, and will have a large impact throughout the organization.

### **Office Politics For Managers**

Office Politics is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

### **Performance Management**

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

### **Self-Leadership**

With our Self-Leadership course, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positive ways, which equals success!

### **Supervising Others**

The Supervising Others course will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

### **Team Building Through Chemistry**

With our Team Building Through Chemistry course, your participants will discover the specifics of how building a team through chemistry will lead to success. It is not enough to have a group of people just work on a project. They need to connect and utilize each other's strength through team chemistry.

### **Virtual Team Building And Management**

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building And Management will

give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

## **Workplace Essentials**

### **Appreciative Inquiry**

Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for change, and it will strengthen relationships throughout your business. Through best practices and positive stories your participants will transform your organization.

### **Business Acumen**

Business Acumen will give your participants an advantage everyone wishes they had. The course will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization, and provide that additional edge that will lead to success.

### **Business Ethics**

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

### **Business Etiquette**

This course examines the basics; most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and "the handshake", conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.

### **Change Management**

The Change Management course will provide tools to implement changes more smoothly and to have those changes better accepted. This course will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

### **Civility In the Workplace**

To address the growing problem of incivility in the work setting, this course introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to Civility In The Workplace are countless and will pay off immensely in every aspect of your job.

### **Workplace Essentials Cont'd**

#### **Conflict Resolution**

In the Conflict Resolution course, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits.

#### **Customer Service**

The Customer Service course will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over-the-phone techniques, dealing with difficult customers, and generating return business.

#### **Customer Support**

With our Customer Support course, your participants will discover the new

opportunities in customersupport services via the internet, but also how to use these opportunities to their advantage.

### **Cyber Security**

With our Cyber Security course your participants will understand the different types of malware and security breaches. Develop effective prevention methods which will increase overall security. They willalso understand the basic concepts associated with Cyber Security and what a company needs to staysecure.

### **Delivering Constructive Criticism**

Constructive Criticism if done correctly will provide great benefits to your organization. It provides theability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

### **Developing Corporate Behavior**

Through our Developing Corporate Behavior course your participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behavior and developing a successful plan your participants should see a reduction in incidents and an increase inteam work and loyalty.

### **Handling a Difficult Customer**

By utilizing our Handling a Difficult Customer course your participants will see an increase in customer service, productivity, and a decrease in unhappy customers. Your participants will be provided a strongskill set including in-person and over the phone techniques, addressing complaints, and generating return business.

### **Workplace Essentials Cont'd**

#### **Networking Outside the Company**

With our Networking (Outside the Company) course, your participants will begin to see how important it isto develop a core set of networking skills. By managing and looking at

the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their networking strategy.

### **Networking Within the Company**

Networking Within the Company is about creating and maintaining better relationships. Your participants will develop skills to avoid obstacles, increase communication, and build relationships that last over time. Employees who understand and embrace the aspects of networking in the workplace will grow your business and create a more engaging environment.

### **Risk Assessment and Management**

Through our Risk Assessment and Management course your participants will be aware of hazards and risks they didn't realize were around their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

### **Safety In the Workplace**

Our Safety In The Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion, your participants will have the tools to help them create a Safety policy for your workplace. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

### **Team Building For Managers**

Through our Team Building For Managers course participants will be encouraged to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. They will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member. Activities that build camaraderie, develop problem solving skills, and stimulate interaction will give your participants what is needed to be a great team member.

### **Teamwork And Team Building**

The Teamwork And Team Building course will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

### **Microsoft Office Specialist (MOS)**

#### **Access 2016 Essentials**

Learners will gain a fundamental understanding of this database application's environment and basic database principles. They will be able to demonstrate the correct use of key features and the ability to create and maintain tables, relationships, forms, reports, and queries.

#### **Excel 2016 Essentials**

Participants will gain a fundamental understanding of the Excel environment and the ability to complete tasks independently. They will know and demonstrate the correct application of the principal features of Excel 2016. Participants will create and edit a workbook with multiple sheets, and use a graphic element to represent data visually.

#### **Outlook 2016 Essentials**

Learners will be able to use Outlook to enhance professional correspondence, create calendars, and schedule appointments. Participants will create and edit professional-looking email messages, maintain calendars across time zones, and schedule tasks for a variety of purposes and situations including sending email for marketing campaigns, planning staff meetings, and assigning action items from those meetings.

#### **PowerPoint 2016 Essentials**

Participants will learn to create, edit, and enhance slideshow presentations to create professional-looking sales presentations, employee training, instructional materials, and kiosk slideshows. Learners will gain a fundamental understanding of the PowerPoint 2016 environment and the correct use of key features of this application.

### **Word 2016 Essentials**

Participants will gain a fundamental understanding of the Microsoft Word environment and the ability to complete tasks independently. They will demonstrate the correct application of the principle features of Word 2016 by creating and editing documents for a variety of purposes and situations.

Document examples include professional looking reports, multi-column newsletters, resumes, and business correspondence.

### **Excel 2016 Expert**

Participants will gain an advanced level of understanding for the Microsoft Excel environment, and the ability to guide others to the proper use of the program's full features - critical skills for those in roles such as accountants, financial analysts, and commercial bankers. Participants will create, manage, and distribute professional spreadsheets for a variety of specialized purposes and situations. They will customize their Excel 2016 environments to meet project needs and increase productivity.

### **Microsoft Office Specialist (MOS)**

#### **Word 2016 Expert**

Participants will learn to proficiently use the advanced features of Microsoft Word for document content management and advanced formatting - critical skills for those in roles such as editors, project managers, business information workers, and educators. Participants will create and manage professional multi-page documents for a variety of specialized purposes and situations. They will customize their Word 2016 environments to meet project needs and to enhance productivity.

### **Recently Added Courses:**

#### **Emotional Intelligence at Work**

With our Emotional Intelligence at Work course, your participants will be introduced to ideas and techniques for increasing and understanding their Emotional Intelligence. These skills are widely desired by all employers as these employees are better communicators. They are better at developing relationships and have useful

conflict resolution skills which are useful in every workplace.

### **Sensitivity Training**

With our Sensitivity Training course you will introduce topics to promote sensitivity, as well as the benefits that come along with it. It will also describe the steps that should be taken when it is determined that employees are not in compliance with the business' policy. This will then help to foster positive relationships between co-workers, and in turn benefit the whole organization.

### **Respect in the Workplace**

Our Respect in the Workplace course will give you the tools and conversation to help empower your team to recognize behaviors that influence the performance done within the workplace. A respectful workplace is one in which integrity and professionalism are displayed, and the skills to communicate and recognize one another are practiced. Remember, it is the responsibility of all team members to be respectful to one another, and address conflict in a positive manner in order to accomplish a healthy, safe work environment.