Customer Service Fundamentals

Topics include:

- What is outstanding customer service?
- Identifying your customer
- Creating a customer service vision
- Enhancing likability in person, over the phone, and via email
- Actively listening to customers
- Going the extra mile
- Taking ownership of problems
- Diffusing angry customers
- Using data to evaluate and improve your customer service

Leading a Customer-Centric Culture

What do great companies have in common? Great customer service. Discover how to chart your team on a course that focuses on the customer, with three no-nonsense tips. Jeff Toister discusses how to set a direction, create mile markers, and course correct when things get off track.
Having Difficult Conversations

Topics include:

- What is a difficult conversation?
- Understanding why conversations go badly
- Changing your tipping point
- Building your ladder—and climbing down
- Knowing your triggers
- Reframing your adversary
- Being prepared for the conversation
- Taking responsibility
- Sharing goals and experience
- Co-creating a solution
- Developing the action plan
- Delivering bad news
- Building better feedback
• **Communication Fundamentals**

  Topics include:

  - Managing the intent-impact gap
  - Designing the content of your message
  - Improving vocal delivery
  - Adjusting your body language
  - Being politically savvy
  - Listening to what's said, what's unsaid, and how it's said
  - Increasing empathy and trust
  - Overcoming anxiety

• **Crisis Communication Fundamentals**

  Topics include:

  - Defining crisis
  - Responding quickly and confidently
  - Identifying audiences
  - Building your crisis response team
  - Developing proactive and reactive statements
  - Assessing your post-crisis response

• **Effective Listening**

  Topics include:

  - Recalling details
  - Empathizing
  - Avoiding distractions and the feeling of being overwhelmed
  - Clarifying your role
  - Using attentive nonverbal cues
  - Paraphrasing what was said
  - Matching emotions and mirroring
• **Communication Tips**

Topics include:

- Understanding introversion and extroversion
- Persuading people
- Negotiating your needs
- Making small talk
- Saying no
- And more…

• **Public Speaking Fundamentals**

Topics include:

- Identifying your audience
- Developing credibility
- Introducing an agenda
- Exploring five strong opening techniques
- Developing great body language
- Understanding room dynamics
- Handling questions and answers
- Getting feedback

• **Communicating across Cultures**

When you travel, some differences are easy to identify: the language, the food, the music. But in order to communicate effectively in a cross-cultural business setting, it's important to understand your international colleagues' underlying values, beliefs, and history. In this course, Kelley School of Business professor and executive coach Tatiana Kolovou demonstrates simple techniques to communicate well across cultures as a manager, peer, and coworker.

• **Body Language for Leaders**

Research shows that when your verbal and nonverbal signals are out of alignment, people are forced to choose between what they hear and what they see. And subconsciously, they'll believe your body language. In this course, workplace body-language expert Carol Kinsey Goman, PhD, reveals how body language is perceived and often misread, and shares the six nonverbal signals you need to know to make a positive first impression. She also discusses the importance of body language for leaders, and shows how you can establish leadership presence. Lastly, she provides simple and effective tips on communicating with gestures and stance.
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<td>o Learning to disagree by questioning</td>
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<td>o Knowing the most effective words to use</td>
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Managing Diversity

Successful companies value diversity and inclusion. Diverse workplaces increase innovation, retention, and market share. But what does an inclusive work environment look like? And what does it mean to manage diversity? Using real case studies and examples, HR consultant Catherine Mattice helps you create a strategic plan to support diversity and inclusion in your workplace and manage a diverse workforce.

She outlines a process for creating a strategic plan and benchmarks for success. To bring your plan to life, she provides tips for implementing a diversity policy, recruiting and hiring, and asking diversity-related questions during interviews. (Compliance issues are also discussed along the way.) Catherine also explains how to integrate diversity within the performance management processes, including measuring employees on their ability to work well with others and measuring managers on their ability to drive and implement diversity initiatives.

Last, she covers "people practices," such as improving communication through open-door policies and ensuring work-life balance accommodates employees' lives and family responsibilities. When you're faced with organizational challenges, such as resistance to change, prejudice, or fear, Catherine provides tools to address them head-on.
• **Business Fundamentals**

Topics include:

- Understanding business goals, stakeholders, and resources
- Developing a product or service
- Selling a product or service
- Raising capital
- Managing employees
- Managing customer data
- Understanding finances
- Managing resources
- Understanding economics

• **Solving Business Problems**

Do you have a business problem that you are having trouble solving? Mike Figliuolo has a simple five-step process for solving problems and leading your business through everyday uncertainty and larger change initiatives. Learn to pin the problem down and define it, generate possible solutions, determine the best solution, and create a clear recommendation to solve your particular challenge. This is the same process Mike has taught multibillion-dollar companies to solve their business problems. Learn how to use it to solve your own.
Building Business Relationships

Learn how to build four key types of business relationships in your career: with your manager, with your coworkers, with other departments, and with executives. Author and executive coach Simon T. Bailey guides you through building authentic connections with others and creating your own personal board of directors to help you succeed.

Discover how you can build meaningful rapport, set yourself up for visibility and success, manage up when you don't click, develop executive presence, and cross-train within a team to better serve the organization.

Topics include:

- Understanding the four key business relationships
- Building relationships in person and virtually
- Supporting your manager's objectives
- Articulating your needs to your manager
- Managing up
- Communicating with difficult team members
- Resolving cross-department conflict
- Identifying mentors and sponsors
- Making first impressions with executives
- **Balancing Work and Life**

  Learn how to have it all and enjoy it all by balancing your life and work. In this talk, author and business coach Dave Crenshaw explores smart strategies to make work a focus at work and give yourself time to enjoy your time at home. In the bonus Q&A chapter, he tackles tough questions like these: What are the warning signs that my life is out of balance? How do I keep balance when I travel so frequently? How do I balance work, life, and school?

- **Creating an Amazing Life**

  Stuck in the day-to-day? It doesn't take a life-altering event to start leading an amazing life. Content marketing expert and storyteller C.C. Chapman shares his advice on living life to the fullest. You'll learn how to define your path and create your own personal advisory board, while dealing with naysayers and negativity. You'll also learn the importance of connecting and celebrating wins and how to shift and maintain your work/life balance. C.C. also shares some of his best tips to a full life: becoming a lifelong learner and giving back.

- **Building Customer Loyalty**

  Do loyal customers still exist in our wired world? Yes, but you have to work to keep them. In this course, customer-loyalty expert and best-selling author Jill Griffin outlines a three-step process for understanding who your best customers are and how to keep them loyal. First Jill explains why not all customers are equal and why the first step in building customer loyalty is to know who your best customers are. She then shares proven customer-retention techniques, using examples from large, successful organizations, and shows how you can learn from your best customers' buying behavior. Last, Jill provides guidance on how to embed customer-loyalty practices into every level of your organization.
Building Trust

The "circles of trust" model is a helpful tool for describing relationships. In the innermost circle, you work on your trustworthiness and ethical decision making. In the middle circle, you work on your everyday relationships with colleagues and peers. In the outer circle, you project credibility and trustworthiness beyond your usual circle, building relationships that are based on mutual benefit.

In this course, author Brenda Bailey-Hughes shows how to strengthen relationships within the three circles of trust. Plus, learn how to build trust in remote teams, repair lost or broken trust, and deliver an apology to speed the rebuilding process.

Finance Fundamentals

Topics include:
- Understanding financial statements
- Managing finances in the short term
- Analyzing risk and return
- Obtaining short-term and long-term financing
- Understanding the stock and bond markets
- Comparing the Facebook and Microsoft IPOs
- Working with financial institutions
- Using capital budgeting
- Creating simple personal saving and investment plans

Discovering Your Strengths

Join author and business coach Dave Crenshaw as he demonstrates ways to discover what you're truly best at doing and how to leverage those strengths and abilities in your professional life. This course reveals how to uncover your strengths and talents, match them to job responsibilities, and develop a path to apply those strengths at work. Set yourself up for continued success with self-assessments and the ability to invest in yourself and make continual improvements as your career grows.

This course is one of a series of five Dave Crenshaw courses based on his Invaluable teaching methodology for professional development.

Topics include:
- Identifying gifts, loves, and skills
- Assessing personal performance
- Applying your strengths and talents at work
- Making continual improvements that impact your career
Letting an Employee Go

All managers know they need to invest extra resources in developing underperforming employees. But at some point, you need to stop that investment and start the process of letting an employee go. In this course, author and business coach Dr. Todd Dewett walks you through the factors you need to consider and plan for before letting an employee go. He provides advice on preparing your pre-meeting work and conducting the termination meeting to minimize difficulty. The course includes reenactments of a typical termination meeting, showing realistic examples for you to consider.

Topics include:

- Reviewing legal issues
- Knowing when termination is appropriate
- Documenting performance problems
- Selecting the right time and place
- Delivering the news
- Telling the rest of the team
Conflict Resolution Fundamentals

Topics include:

- Understanding how conflicts arise
- Navigating cognitive bias
- Exploring the principles of influence
- Building trust
- Reframing the argument
- Brainstorming solutions
- Working with difficult people
Managing Team Creativity

Do you ever think, "I'm just not that creative"? You're not alone. But companies increasingly expect their employees to think about problems in new ways and devise unexpected solutions. The good news is that creativity is not a gift, but a skill that can be developed over time. Learn how in this course with innovation expert Drew Boyd. Discover nine simple tips to boost your creative output at work and learn how to think about the world in a different way, break problems down into manageable parts, divide and conquer a problem, and evaluate ideas systematically.

Managing Teams

Topics include:

- Building initial rapport
- Signaling fairness and integrity
- Communicating proactively
- Facilitating efficient meetings
- Using your authority effectively

Delegating Tasks to Your Team

Topics include:

- What is delegation?
- Evaluating tasks
- Determining which tasks to delegate
- Assigning tasks
- Meeting with team members
- Providing team support
- Avoiding micromanaging and the fear of letting go
- Accepting delegation from your boss
Hiring Your Team

Topics include:

- Assessing your needs
- Screening resumes
- Choosing your interview setting
- Understanding the types of interview questions
- Following legal guidelines
- Understanding interview bias
- Conducting an effective interview
- Dealing with interview challenges
- Conducting background checks
- Determining the offer package
- Writing a compelling offer letter
- **Leading with Emotional Intelligence**

  Topics include:
  
  o What is emotional intelligence?
  o Cultivating emotional intelligence
  o Exercising emotional self-control
  o Working with your triggers
  o Getting to know others
  o Maximizing team performance
  o Building influence
Leading Productive Meetings

Topics include:

- Reducing the length and number of meetings
- Making sure everyone feels heard and appreciated
- Using one-on-one meetings to minimize workplace distractions
- Following up on meeting work

Leading Productive One-on-One Meetings

Regular one-on-one meetings provide managers with an opportunity to head off problems and efficiently answer the many small, quick questions that arise during the workweek. In this course, Dave Crenshaw shows you how to establish a one-on-one meeting schedule and agenda, assign and review actions items, and assess the results of the meeting and follow up on promises. The course also explains how to effectively listen to employees' needs and when to offer training and development.

Topics include:

- Setting up a one-on-one meeting
- Running a one-on-one
- Reviewing and closing action items
- Reassessing the effectiveness of one-on-one meetings
• **Connecting with Peers in the Workplace**

   Great communication means connecting, not just getting your point across. In this short course, coach Todd Dewett outlines helpful techniques for forging those important connections that make it easier to come to work every day. He introduces the key "helping" behaviors, the importance of sharing the spotlight and finding mutual interests, and the good example that modeling professional behavior can have on the entire team dynamic.

• **Motivating and Engaging Employees**

   Topics include:
   - Assessing employee engagement
   - Providing autonomy
   - Building a transparent culture
   - Modeling desired behavior
   - Using monetary and nonmonetary motivators
   - Fostering accountability
   - Developing career paths for employees

• **Coaching and Developing Employees**

   Topics include:
   - Finding time to coach
   - Establishing a relationship with your employees
   - Asking powerful questions
   - Becoming an active listener
   - Maintaining accountability
   - Using questionnaires and self-assessments
   - Aligning professional goals with company objectives
• **Rewarding Employees**

Have rewards become too routine at your workplace? Have they lost meaning? In this short course, join author Todd Dewett in discussing the three principles of effectively rewarding employees: making sure rewards are earned, unique, and timely. Find out what happened to the CEO who learned a hard lesson about giving rewards that mean something to his team.

• **Delivering Employee Feedback**

In this course, author Todd Dewett helps you identify ways to give both positive and negative feedback to employees. Learn how to create a culture driven by meaningful feedback and deliver coaching and suggestions to help employees stretch and grow. Discover the characteristics of helpful feedback, different feedback types, structured conversations, and strategies to refocus difficult employee reactions.
• **Performance Review Fundamentals**

Topics include:

- Understanding the performance cycle
- Setting performance goals
- Collecting performance data and feedback
- Writing the review
- Discussing performance with an employee
- Using a performance improvement plan (PIP)

• **Human Resources Fundamentals**

Topics include:

- Administrative vs. strategic HR
- Managing talent
- Developing employees through training and career development
- Managing performance
- Managing international employees

• **Managing Employee Performance Problems**

Topics include:

- Determining the appropriate intervention
- Defusing charged conversations
- Refocusing slackers
- Getting employees to show up on time
- Redirecting habitual complainers
- Engaging employees that always resist change
- Standing up to bullies
- Encouraging employees that can't handle feedback
- Helping people with personal problems
- Dealing with gossips
- Knowing when to say goodbye to an employee
This Australian production is an ideal tool for training in the risk management process consistent with the new standard ISO 31000:2009. Risk Maker Risk Taker is a highly regarded program, used by major organisations and universities worldwide to communicate and educate the essential risk management concepts. This program outlines the main concepts of risk management. It covers the steps which should be followed to effectively manage risk. It also links the risk management process with the role of leadership and management systems. The program outlines the following seven stages in risk management: communication and consultation, establishing the context, identifying risks, risk analysis, evaluation, monitoring and reviews.

We all hear these terms on a daily basis. So and so a chemical, physical or a biological agent poses a risk; This or that product is a hazard or behaving a certain way is unsafe.

A lot of the time “hazard” and “risk” are freely used to mean the same thing. However they are not.

Hazard is the potential to cause harm. Risk on the other hand is the likelihood of harm in defined circumstances.

In a nutshell, hazard and risk are not always aligned as the risk depends on the exposure to the hazard; similarly, risk, safety and perception of risk are not always aligned; this can make political decisions regarding safety levels difficult to make, in these cases it is especially important to base them on facts rather than on subjective perceptions.
Managing Project Risk

Topics include:

- Incorporating risk management into your project
- Identifying risk
- Categorizing risks
- Performing qualitative and quantitative risk analysis
- Building a risk-response plan
- Deciding when to execute a risk-response plan
• **Stepping Up to Leadership**

Learn the seasoned leadership tips of Scott Blanchard, son of Ken Blanchard, the coauthor of *The One Minute Manager ®*, who is continuing his father's legacy as a global business-training leader. Scott explains how to build a strong leadership foundation by first knowing yourself—your strengths, your weaknesses, and your temperament. Then he discusses the best ways to build relationships, integrity, and trust; get results by building commitment and motivating employees; and chart a path to leadership success.

• **Developing Your Leadership Philosophy**

If you want your team to trust you as a leader, it's important to articulate who you are, what you stand for, and why you're excited to lead them. In this course, author and executive leadership coach Mike Figliuolo shows you how to distill your leadership philosophy down to one simple page covering four critical aspects of leadership: leading yourself, leading the thinking, leading your people, and leading a balanced life. Get hands-on with introspective exercises that help you define and practice leading authentically, with a style that's uniquely yours. Along the way, discover how to share and socialize your vision, make decisions, motivate and mentor, and keep your whole life in perspective.

Topics include:

- Developing authenticity
- Discovering your personal inspiration
- Defining your goals
- Holding yourself accountable
- Setting team standards
- Making decisions
- Motivating, inspiring, and developing people
- Achieving a work-life balance
- Sharing your leadership philosophy
• **Modeling Courageous Leadership: Intelligent Disobedience**

"Intelligent disobedience" allows service animals to interpret commands in a way that honors their owner's intent, while avoiding hazards they might not anticipate. In this course, Bob McGannon, PMP, shows how intelligent disobedience translates to the business world and how it can help you become a more courageous leader. Learn how to challenge strict orders, voice unpopular opinions, take risks, and come up with creative solutions, all while keeping stakeholders' goals in mind.

• **Leadership Fundamentals**

Topics include:

- What is leadership, and when are you leading?
- Mapping your leadership competencies
- Dealing with changing scope and stakes
- Motivating and engaging others
- Increasing team performance
- Developing political acumen
- Creating a culture of trust and integrity
- Developing resilience

• **Thinking Like a Leader**

Topics include:

- Understanding what makes your company money
- Discovering market trends
- Understanding your competition
- Knowing your customers and how to better serve them

• **Becoming a Thought Leader**

Topics include:

- Discovering areas where you can contribute thought leadership
- Developing company knowledge that makes you an expert
- Building an authority ladder externally
- Gaining publicity
• **Building Your Professional Network**

Topics include:

- Understanding how networking enhances your career
- Getting out of your comfort zone
- Making recurring connections
- Using a customer relationship management (CRM) system
- Building relationships through social networking

• **Management Tips**

Todd Dewett, PhD, shares the tips respected and motivated managers use to improve rapport, navigate tricky situations, build better relationships, and drive the business forward. Each week, we'll release two tips ranging from avoiding the dreaded micromanagement to managing a multigenerational workforce, cultivating better listening skills, and developing an understanding of your organization's politics.

• **New Manager Fundamentals**

Topics include:

- Clarifying performance expectations
- Feeding your learning curve
- Building rapport with your team
- Explaining your decision-making style
- Increasing your authenticity
- Communicating proactively
- Knowing when to have a meeting and who should attend
- Coping successfully with your transition

• **Making Decisions**

Smart decision making, whether it's who to hire or what strategy to play, is a skill that sets you apart personally and professionally. In this short course, Todd Dewett shows you five simple steps to making better decisions. He'll help you evaluate if you have enough time, sufficient information, the right people involved, and other key factors necessary to making strong choices.
• **Improving Your Judgment**

Want to make better decisions at work? In this short course, author, innovation expert, and professor Drew Boyd discusses ways to confront our hardwired cognitive biases, in order to make good decisions and exercise more balanced, sound judgment.

• **Leading Change**

Help your organization embrace change and make sure new initiatives are successful. In this course, Britt Andreatta, PhD, shows you how to lead your organization through change in a five-phase model that includes assessing the need for change, deciding who to involve, designing the change, announcing it, and implementing it in a way that sticks.

Along the way, the course covers techniques that will increase the likelihood of your change succeeding, such as anticipating resistance, creating a compelling vision, and using emotional intelligence to build staff consensus.

Topics include:

- Understanding resistance and the emotions of change
- Assessing the need for change
- Building your change team
- Evaluating solutions
- Announcing the change
- Implementing change that works

• **Embracing Change**

In this short course, author and business coach Todd Dewett explains how you can harness the power of change and benefit those around you by avoiding quick reactions, adopting a positive attitude, and developing a 30-day plan to integrate change.
Developing Executive Presence

Learn to project self-confidence, clarity, and credibility even under conditions of stress, pressure, and uncertainty. In this course, John Ullmen, PhD, a professor from the UCLA Anderson School of Management, shares key research insights and step-by-step methods he uses to coach leaders around the world to develop executive presence. He outlines the four key factors that drive executive presence, and the specific actions that make them work for you. He also explains the difference between "internal" and "external" presence, and how to enhance both to increase your self-assurance and self-possession. He addresses how to do all of this without being fake or feeling inauthentic, and how to be "fully present, persistently."

Topics include:

- "Myth" vs. "must": What you don't need vs. must have
- How to think about yourself, others, and getting things done
- Being emotionally proactive
- The action patterns of executive presence leaders
- And many more…

Connecting with Executives

Develop confidence connecting with executives in a one-on-one meeting. In this course, John Ullmen, PhD, from the UCLA Anderson School of Management, explores common concerns employees have about engaging executives and shares winning strategies to connect with executives one-on-one—and make sure the relationship endures after the meeting is over.
Supply Chain Management Fundamentals

Managing quality provides you with in-depth training on Business. Taught by Eddie Davila as part of the Supply Chain Management Fundamentals.

Open this video and watch the chapter called: Managing Quality
New Work Health and Safety legislation came into effect in some Australian states and territories on 1st January 2012. It was developed to harmonise the laws affecting workplace safety in Australia by replacing existing state based OH&S legislation. This interview led program gives a brief history of the development of workplace safety in Australia, the development and need for the new WHS laws, defines key terms in the system, and explains changes to incident notification and offence categories. Craig Salter, from Action OHS consulting, provides clear, detailed explanations of the WHS legislation. A production for the TAFE market and employment sectors, it provides an understanding of the new WHS legislation as well as showing that Workplace safety is a system of change.
• **Operations Management Fundamentals**

  Topics include:
  
  o Understanding operations management  
  o Making key inventory decisions  
  o Balancing holding costs and ordering costs  
  o Choosing a production strategy and facility layout  
  o Managing waiting-line systems  
  o Defining quality and improving quality  
  o Managing business processes

• **Creating a Business Plan**

  Topics include:
  
  o Defining the problem your business solves  
  o Determining your product and revenue model  
  o Understanding customers and the competition  
  o Developing and delivering your product  
  o Branding and marketing  
  o Pricing  
  o Managing production and operations  
  o Building and leading your team  
  o Financial planning  
  o Avoiding business plan pitfalls
• **Supply Chain Management Fundamentals**

Topics include:

- What is supply chain management?
- Working with SCM in different industries
- Developing good relationships with buyers and suppliers
- Manufacturing products
- Packaging
- Transportation
- Delivering products
- Integrating the entire supply chain
- Creating ethical and sustainable supply chains

• **Strategic Planning Fundamentals**

Topics include:

- Avoiding strategic planning risks
- Assessing the market
- Conducting a SWOT analysis
- Defining your direction, mission, and vision
- Determining core competencies
- Evaluating and prioritizing opportunities
- Assessing your initiatives
- Organizing for success

• **Competitive Strategy Fundamentals**

Competitive advantage is not about how good you are but about whether you're faster, better, or cheaper than competitors in your particular market. In this course, global strategy expert Anil Gupta, a professor at the University of Maryland, provides an overview of the sources of competitive advantage. He explains how and why companies are always simultaneously competing in two arenas—onstage and backstage—and how competitive advantage is dynamic; an advantage you have today may not be an advantage tomorrow.