

# REPRODUCIBLE TRAINING LIBRARY



DIGITAL CATALOG  
2025-26

[Accountability at Work](#)

[Adapting Your Leadership Style](#)

[Analytical Thinking Skills](#)

[Appreciating Diversity](#)

[Appreciative Inquiry](#)

[Assertiveness Skills](#)

[Balancing Priorities](#)

[The Basics of Style](#)

[Behavioral Interviews](#)

[Business Etiquette](#)

[Classroom Training 101](#)

[Coaching Conversations](#)

[Coaching for Development](#)

[Communicating as a Manager](#)

[Creating Outstanding Customer Experience](#)

[Creating Chemistry in Teams](#)

[Creative Problem Solving](#)

[Creative Problem Solving Applied](#)

[Critical Thinking Skills](#)

[Critical Thinking Skills Applied](#)

[Cultural Competency](#)

[Delegating for Growth](#)

[Delivering Exceptional Phone Service](#)

[Developing Positive Relationships at Work](#)

[Developing Self Awareness](#)

[Developing Your Direct Reports](#)

[Effective Listening Skills](#)

[Effective Presentation Skills](#)

[Effective Risk-Taking](#)

[Effective Team Leadership](#)

[Emotional Intelligence](#)

[Employee Engagement](#)

[Ethics in the Workplace](#)

[From Creativity to Innovation](#)

[Handling Challenging Behaviors](#)

[How to Make Yourself Indispensable](#)

[How to Manage Your Emotions](#)

[Implicit Bias in the Workplace](#)

[Increasing Your Emotional Intelligence](#)

[Increasing Your Financial Intelligence](#)

[Influence](#)

[Leadership 101](#)

[Leading Others Through Change](#)

[Learning to Manage](#)

[Listening With Intent](#)

[Managing Offsite Employees](#)

[Managing the Work of Your Direct Reports](#)

[Managing Up](#)

[Meetings](#)

[Mental Models](#)

[Mentoring 101](#)

[The Millennial Mindset](#)

[Mindfulness in the Workplace](#)

[Motivating Employees to be Their Best](#)

[Mystery of the Lost Contract](#)

[Navigating Difficult Conversations](#)

[Negotiate Like a Pro](#)

[Onboarding](#)

[Ongoing Performance Development](#)

[Organizational Trust](#)

[Practical Project Management](#)

[Productive Work Habits](#)

[Put it in Writing](#)

[Resilience](#)

[Selling Essentials: Coaching for Performance](#)

[Selling Essentials: Developing Clients for Life](#)

[Selling Essentials: Opening the Sales Call](#)

[Selling Essentials: Presenting Solutions](#)

[Selling Essentials: Prospecting and Territories](#)

[Selling Essentials: Understanding the Sales Cycle](#)

[Selling Essentials: What to Ask and How to Listen](#)

[Servant Leadership](#)

[Service Failure Recovery](#)

[Skillful Collaboration](#)

[Social Media at Work](#)

[Staying Focused](#)

[Strategic Planning 101](#)

[Super Manager](#)

[Supervisor Communication Skills](#)

[Systems Thinking](#)

[Taking Control of Conflict](#)

[Taking Initiative](#)

[Talk Like a Leader](#)

[Team Excellence](#)

[The Golden Rule](#)

[The Toughest Supervisor Challenges](#)

[The Transformational Leader](#)

[The "Write" Way to Communicate](#)

[Time Management](#)

[Understanding Generational Differences](#)

[Why We Struggle with Tough Decisions](#)

[Women and Leadership](#)

[Workplace Violence](#)



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## Accountability at Work

Creating a Culture of Ownership and  
Responsibility



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Identify the benefits of accountability at work and the areas in which it is most important.
- Recognize the components for building personal accountability at work.
- Recognize the components for encouraging mutual accountability at work.
- Overcome obstacles to accountability at work.
- Engage in conversations that resolve broken agreements and lead to a greater commitment to expectations in the future.

## Accountability at Work

Accountability at Work leads participants through the concept and practices of accountability in two respects – personal and mutual accountability. The first half of the program focuses on encouraging actions that are consistent with behavior-related expectations while the second half of the program provides insight into taking actions that are consistent with task-related expectations.

Breaking the concept and practices of accountability down to the personal and mutual level presents participants with the opportunity to develop a more complete understanding of how to affect a culture of accountability in their workplace.



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## Adapting Your Leadership Style

The Four Behavior Styles and How to Make Them Work for You



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Identify the qualities of an effective leader.
- Make the mental shift from individual productivity to influencing others.
- Recognize style differences in others and cater to their preferences.
- Build rapport using verbal and nonverbal messages.
- Conduct constructive one-on-ones and give positive and negative feedback to different styles.
- Develop individual motivation approaches for employees.

## Adapting Your Leadership Style

Many theories of management and styles of leadership exist. In the end, none of them are right and none of them are wrong. Different people respond better to different styles of leadership. To be a truly skilled leader, you must become aware of the needs of your staff and adapt your leadership style to nurture the most productivity in your workers.

This program will assess your personal leadership style and apply and practice tools for building connections with employees, running productive meetings and enhancing employee motivation.



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## Analytical Thinking Skills

Organize, Assess, and Communicate Data for  
Effective Decision Making



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Follow a systematic process that leads to objective, verifiable conclusions.
- Focus on and gather the information required to address the issue.
- Assess the data you gather by following the principles of logic and reasoning.
- Communicate your analysis in a relatable and clear manner.
- Use your analysis to effect objective decision making.

# Analytical Thinking Skills

Analytical Thinking Skills helps participants develop the ability to systematically and logically work through issues by following a six-step process that begins with forming the issue into a question that can be answered. They then learn how to research and isolate the highest quality data needed to answer that question and analyze the data gathered in order to come to a verifiable conclusion or hypothesis that shows cause and effect. The last half focuses on clearly communicating the analysis.



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## Appreciating Diversity

Fostering a Climate of Inclusion, Sensitivity,  
and Respect in the Workplace



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Understand the subtle ways that bias occurs.
- Identify instances of devaluing others through small, subconscious behaviors and micro-inequities.
- Establish a framework to increase inclusion at the organizational level.
- Recognize different ways of conveying respect.
- Address conflict productively and respectfully.

## Appreciating Diversity

From fundamental attribution errors to micro-inequities, Appreciating Diversity explores the subtle ways that limitations occur and how to combat them by fostering an environment that focuses on building respectful interactions. The program defines diversity in broad terms, recognizing that people see differences in varying ways. Professionals at every level will learn how to take proactive steps to find and capitalize on unique skills as well as exercise flexible thinking and seek personal growth.



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## Appreciative Inquiry

Strength-Based Transformation



Facilitator Guide  
Half-Day Classroom Course

### Learning Outcomes

- Explore the four elements of Appreciative Inquiry and the barriers to using them successfully.
- Recognize the role managers play in enabling individual performance.
- Discover how to use coaching conversations to identify and maximize "flow" conditions for employees.
- Understand the benefits of a strengths-based approach to improving team performance.

## Appreciative Inquiry

In contrast to traditional problem solving, appreciative inquiry reflects the desire to value what is worthwhile and to discover what else is possible. While problem solving may provide a quick fix, it often fails to promote visionary thinking, ultimately hindering long-term progress.

Appreciative Inquiry is a customizable training course that is the perfect solution for organizations looking to uplift their employees and advance individual and team performance. The course will help employees maintain an open mind that will lead them to find positive changes that advance individual and organizational performance. It will also help employees get into a state of flow that encourages creative problem solving.



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## Assertiveness Skills



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Learn what it means to be assertive.
- Recognize the assertiveness continuum.
- Identify personal blocks to assertiveness.
- Demonstrate assertive language and behaviors.
- Discover how to use assertive behaviors in everyday situations.

## Assertiveness Skills

Assertiveness skills are crucial to professional development, as well as other aspects of life. Some of these skills include asking for what you need, handling confrontations gracefully, and putting ideas forward with confidence. Not only do these skills improve teamwork, focus discussions, and build relationships, but they also help individuals to become competent, constructive, confident, and perform at their best.

Assertiveness Skills provides the skill development, practice, and understanding individuals need to learn to how to be truly assertive.



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## Balancing Priorities

How to Successfully Manage Tasks,  
Deadlines, and Expectations



Instructor Guide

## Learning Outcomes

- Overview and Introduction.
- What's Important.
- Organize and Schedule.
- Make the Best Use of Your Time.
- Use Technology to Stay on Track.

## Balancing Priorities

Multi-tasking has become a part of our work culture. According to Inc. Magazine, most of us spend just 75 seconds on a task before we are interrupted. When you know how to balance your priorities, tasks are done well and you can move toward business goals faster.

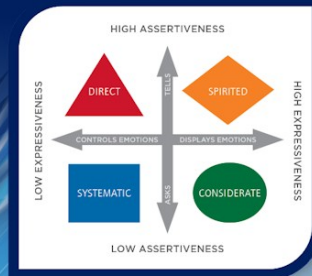
The demand for productivity today is greater than ever before. Deadlines are tight, resources are limited, technology is complex, and it's no surprise that pressure can lead to increased conflict and overwhelming feelings of confusion. Employees need to be equipped with the skills to manage their workload effectively. This program shows how to improve performance through better goal setting, task delegation, organization, and the proper use of technology.



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## The Basics of Style

How Personality Shapes Communication,  
Leadership, and Teamwork



Instructor Guide  
Full-Day Program

## Learning Outcomes

- Explore the concepts behind the HRDQ Style Model.
- Identify the strengths, trouble spots, and observable characteristics of each of the four styles.
- Discover how to flex style in order to improve communication, leadership, and teamwork.
- Identify the style pairs most likely to experience conflict and most likely to be compatible.

## The Basics of Style

Personality style is the way a person acts when they are able to do things to their own preference. Personality style differences can account for workplace conflicts and miscommunication and they negatively affect productivity and morale. The Basics of Style: Customizable Course will help you recognize your own personality style as well as the styles of those you work with. Using that information, you can adapt your behavior to improve communication, effectiveness, and success in the workplace.



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## Behavioral Interviews

An Evidence-Based Approach to Hiring the  
Right Candidate



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Identify competencies for which to screen.
- Write behavior-based questions.
- Conduct an interview effectively.
- Evaluate candidates' responses objectively.
- Start new employees off on the right foot.

## Behavioral Interviews

Behavioral Interviews bases its teachings on the basic premise that past performance is the best indicator of future performance. It leads participants through a structured interview process from reviewing resumes to conducting interviews to evaluating candidates. The program discloses practical, valuable tips and techniques for uncovering the most pertinent information necessary to make the best possible hiring decision. Real-life practice exercises, activities, and role-play scenarios provide participants with the opportunity to apply their knowledge in their own place of work.



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## Business Etiquette

Maintaining Professionalism and Courtesy in  
the Workplace



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Practice common business etiquette to build and maintain relationships.
- Interact in a respectful manner with coworkers and subordinates.
- Interact respectfully with individuals with disabilities.
- Establish positive connections and maintain relationships with strong communication skills.
- Incorporate the traits of successful and respected managers into daily routines.

## Business Etiquette

Business etiquette is defined as the conduct or procedures that are generally acceptable and polite in the workplace. It is typically a set of unspoken expectations that most people either meet, or find out about when they do not meet them. Etiquette can make the difference between a comfortable work environment and an aggravating one. Business Etiquette provides guidelines for common business etiquette, how to show respect for yourself and others, how to establish positive connections with anyone, and how to choose polite and positive responses to rude behavior.



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## Classroom Training 101

How to Facilitate an Efficient Learning Experience



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Develop purposeful, relevant training content that is well-organized.
- Determine the best process for keeping participants engaged throughout the training.
- Manage challenging participant situations to ensure everyone has a positive experience.
- Contribute to a positive, successful training experience by developing strong facilitation skills.

## Classroom Training 101

Classroom training can be challenging, but there are ways to ensure success. This program helps participants develop, deliver, and manage a smooth and engaging training session. It's suitable for both seasoned facilitators looking to maximize the learner experience and first-timer's looking to understand the ins-and-outs of effective classroom facilitation. Participants are led through the four dimensions of facilitation as they learn the best techniques for the most common training blunders and challenges. They'll discover how to gauge what content is best suited to their audience, the benefits of active-learning in contrast to a lecture-only approach, and how to field tough questions.



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## Coaching Conversations



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Identify the four steps of a coaching session and how they are applied in various contexts.
- Recognize the correct application of inquiry and advocacy in a coaching session.
- Apply basic coaching techniques different teams and situations.

## Coaching Conversations

Coaching is an essential part of being a manager and leader. Common coaching situations involve the big picture view of identifying a general path, or a more detailed view of improving performance in specific areas. In all situations, coaching is about tapping into a potential that would otherwise be idle, and using it for the benefit of the employee and the company.

Learn to establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. You will understand how the various aspects of coaching conversations can motivate and support individuals to meet their goals.



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## Coaching for Development

Help Employees Achieve their Full Potential



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Learn to discern the difference between coaching and other development strategies.
- Discover the key elements to successful coaching relationships.
- Understand the coaching process and how to apply each step.
- Identify common challenges to successful coaching and discover strategies for managing them.
- Establish and maintain a successful coaching relationship with an employee.

## Coaching for Development

Coaching for Development recognizes the need for employees to feel committed to their work and is designed to help managers, supervisors, and leaders alike to encourage individual performance as a means for increasing engagement – and ultimately productivity – rather than to use the traditional "command and control" method. In this workshop, participants learn the key elements of building a successful coaching relationship and how to best implement them using a step-by-step coaching process. They will also learn how to implement a development plan to individually improve their success and apply effective strategies for overcoming common coaching challenges.



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## Communicating as a Manager

Help Your Employees to Succeed through  
Effective Communication



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Recognize the situations in which it is most necessary for managers to communicate with their employees.
- Understand the role of active listening in effective communication.
- Identify ways to clearly convey your message.
- Effectively communicate performance expectations and performance goals.
- Coach employees and provide useful feedback.
- Facilitate the learning processes for employees as they take on new tasks and responsibilities.

## Communicating as a Manager

Communicating as a Manager: Help Your Employees to Succeed through Effective Communication is a great tool for managers, supervisors, and leaders alike who desire to improve their ability to guide employees or colleagues in their work.

The program's primary focus is on improving an individual's ability to fully listen and comprehend others' perceptions, to clearly convey expectations and performance feedback, and to effectively lead others through organizational change. Participants partake in multiple group activities throughout that allow them to apply the techniques and practices in each module using realistic scenarios.



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## Creating an Outstanding Customer Experience

How to Make Every Customer Interaction Count



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Establish a company culture that encourages employees to create an outstanding customer experience.
- Identify ways to show customers you care and to make every customer interaction memorable.
- Explore techniques for de-escalating issues and developing loyal customers through effective problem resolution.
- Discover how to ensure self-service systems offer the same outstanding experience as live customer interactions.

## Creating an Outstanding Customer Experience

While creating an outstanding customer experience sounds simple enough, statistics prove it remains a challenge for most. This program will reveal what you can do to create a consistently outstanding experience for every customer. Creating an Outstanding Customer Experience is appropriate for high-level employees who have direct contact with customers and some influence in the hiring process as well as the ability to modify established systems of operation.



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Customizable Soft-Skills Courseware

## Creating Chemistry in Teams

How to Build a Team that Everyone Wants to Join



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Understand how to choose team members to create a high performing team.
- Leverage the strengths of team members to maximize team performance.
- Implement strategies to promote positive interactions.
- Evaluate team processes and team results.
- Recognize the responsibilities of a team leader.

## Creating Chemistry in Teams

Creating Chemistry in Teams: How to Build a Team that Everyone Wants to Join is appropriate for anyone who may have influence on the structure of a team. It shows participants how to identify and correlate diverse but complementary skills, characteristics, and strengths to team roles. They are also able to learn techniques for observing interactions, establishing positive communication patterns, overcoming group-think, developing mutual accountability for results, and boosting morale.



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## Creative Problem Solving



Instructor Guide  
Full-Day Program

### Learning Outcomes

- Examine the most common myths and misperceptions about creativity and creative people.
- Understand the six laws that set the framework for creative problem solving.
- Learn how to use a variety of problem-solving techniques to generate solutions.
- See how to avoid the most common mental roadblocks to creative and clear thinking.
- Identify techniques that will help you to evaluate and prioritize options.

## Creative Problem Solving

Problems are at the center of what many people do at work every day. The ability to creatively problem solve makes employees perceive problems as opportunities to harness and challenges to conquer. Creative problem solving allows ideas to flow freely with a reason behind the process.

Teach participants how to identify characteristics of an effective problem solver, challenge their go-to problem solving habits, inspire them to be more creative and give a variety of diagrams to help develop creative problem-solving methods. As a result, people will be able to overcome traditional thinking patterns, have more confidence, and be able to assess the impact of possible solutions.



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## Creative Problem Solving—Applied

Putting Theory into Practice



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Examine the most common myths and misperceptions about creativity and creative people.
- Understand the six laws that set the framework for creative problem solving.
- Learn how to use a variety of problem solving techniques to generate solutions.
- Learn how to avoid the most common mental roadblocks to creative and clear thinking.
- Identify techniques that will help you to evaluate and prioritize options.
- Put the concepts of creative problem solving into practice.

## Creative Problem Solving Applied

When most people hear the words "creative problem solving" they think of a haphazard random approach to generating solutions. While it does in fact involve allowing ideas to flow, there is most certainly a rhyme and reason to the process. In this program, participants learn techniques for both generating a variety of relative, novel ideas to problem resolution and evaluating their effectiveness. At the end of each module, participants are presented with new circumstances and conversations that specifically relate to the learning material in the module – allowing them to witness the concepts of creative problem solving and/or the effects of the lack thereof in action.



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## Critical Thinking Skills



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Define, identify and adopt the characteristics of critical thinking.
- Recognize and avoid critical thinking mistakes.
- Identify assumptions and evaluate information accurately and thoroughly.
- Distinguish between fact and opinion.
- Implement the critical thinking process in business situations.

## Critical Thinking Skills

In today's fast-paced workplace, decisions often have to be made quickly and effectively. It is increasingly important for employees to be able to think critically on their own. When employees excel at critical thinking, they can assess all possible approaches to a problem and choose the best solution confidently and calmly. Critical thinking is a skill that can help an organization find smart solutions to tricky problems, avoid emotional thinking and mistakes, and work together more efficiently. Critical Thinking Skills is a training solution that provides individuals with tips, techniques, and thought exercises that help to develop critical thinking skills.



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## Critical Thinking Skills—Applied

Putting Theory into Practice



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Demonstrate the four characteristics of critical thinking to help you gather and assess the right information.
- Follow the three-step process of critical thinking to ensure you thoroughly review issues and potential solutions.
- Recognize and avoid the four critical thinking mistakes.
- Apply the process of critical thinking to real-world situations.

## Critical Thinking Skills Applied

Critical thinking is reasonable, reflective thinking that is focused on deciding what to believe and what to do. It requires collecting information and then thoughtfully evaluating it in order to guide decision making. This program begins with an introduction to the process of critical thinking and the characteristics it encourages as well as the common mistakes one should avoid. Participants are called to use their critical thinking skills where they'll learn to challenge information, recognize biases, and assess options. The practical, interactive activities deepen insight and facilitate participants' ability to actively translate the learned material into their work.



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## Cultural Competency



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Identify the elements of cultural competence in the workplace.
- Increase understanding of one's own culture and how it affects perceptions of other cultures.
- Recognize the three dimensions of cultural awareness when interacting with other cultures.
- Develop the skills needed to practice respectful and caring behavior toward culturally diverse individuals and groups.
- Adapt behaviors that support cultural competency and minimize behaviors that undermine it.

## Cultural Competency

Diversity is growing in the workplace. As organizations turn to hiring employees from many parts of the world, there is an increased need for cultural understanding. Culture is the shared values, traditions, norms, customs, art, history, folklore and institutions of a specific group of people. Cultural Competency teaches the willingness and ability to interact respectfully and effectively with individuals and groups, acknowledging the common and different elements of our cultural identities. The result is words and actions that recognize, affirm and value the worth of individuals and communities and protect and preserve the dignity of each.



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## Delegating for Growth



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Recognize delegation as a tool for employee growth.
- Assess your employees to determine their needs and match employees and projects appropriately.
- Identify barriers to delegation and overcome them.
- Apply the steps to delegating effectively.
- Handle mistakes, missteps, and failures as learning opportunities.

## Delegating for Growth

Delegating for Growth is an interactive skills training course that can help any manager better understand the purpose of delegation, prepare for and apply the steps to delegating effectively, and learn to recover from inevitable mistakes or disappointments. This training program helps to increase company-wide productivity, foster employee confidence at all levels, and develop a team-driven culture. Most tasks and projects can be delegated. In particular, if you find yourself doing the tasks and activities you were promoted from, that's a clear sign of items you should be delegating. This program will show you how.



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## Delivering Exceptional Phone Service

Increase Customer Satisfaction and Loyalty



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Learn how to actively listen to customers so that they feel heard and understood.
- Convey an attitude of service during each stage of a call.
- Remain calm and professional when dealing with difficult situations.
- Know when to say no to customers' requests and discover how to do so in a positive way.

## Delivering Exceptional Phone Service

A customer service representative is the first direct person of contact that customers have with an organization – and it's a very important role. When service reps interact with customers they become the face of the organization, so it's important that they know how to effectively communicate. Delivering Exceptional Phone Service offers role-play opportunities with realistic customer service examples that facilitate the learner's ability to implement newfound skills. It details the techniques needed to deliver exceptional service over the phone, so participants are better equipped to appropriately address customers' questions and concerns.



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## Developing Positive Relationships at Work



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Base every working relationship on a common purpose.
- Demonstrate actions that build confidence and avoid those that erode trust.
- Model the positive relationship behaviors you seek in others.
- Manage and implement strategies to improve relationships.
- Create an effective individual development plan.

## Developing Positive Relationships at Work

People spend a lot of time at work, so work relationships are important. If the office is a positive place with a sense of collaboration, employees will thrive. Encouragement, sharing, and camaraderie lead to higher levels of productivity and job satisfaction. Developing Positive Relationships at Work is a learning tool that organizations need to ensure that individuals unite around a common mission, value diversity, rise above personal slights, take responsibility, and cultivate an environment based on trust. This training will help you model the behavior you want as well as teach the value of getting to know your employees as individuals.



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## Developing Self-Awareness

—and How to Use It to Enhance Your Career



Facilitator Guide  
Half-Day Classroom Course

### Learning Outcomes

- Understand personality styles and how they affect interactions with others.
- Identify triggers that negatively alter their mood and how to manage them
- Effectively gather feedback from others.
- Transform unproductive habits into positive ones.
- Step out of their comfort zone and achieve personal growth.

## Developing Self Awareness

Self-awareness goes beyond understanding our preferences and passions; it involves recognizing that our self-perception may differ from how others see us and identifying emotional triggers. While some view self-awareness as overly introspective, it is crucial for personal and professional growth. Training in self-awareness helps bridge the gap between self-view and others' experiences, deepening insight into strengths and areas for growth. This process enhances performance and relationships by encouraging reflection and thoughtful responses. This course help participants learn to pause and reconsider reactions to foster more effective and meaningful interactions.



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## Developing Your Direct Reports



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Recognize the differences between performance management and development coaching.
- Implement an approach to development based on strengths.
- Provide employees with the tools to assess their strengths and development needs.
- Conduct a positive development discussion and identify a variety of paths to development.
- Create an effective individual development plan.

## Developing Your Direct Reports

Developing Your Direct Reports is a course where participants will learn "development coaching." Performance management is focused on eliminating the weaknesses of the past and present, while development coaching targets employee strengths as the basis for future performance and the achievement of long-term goals. It also requires the direct and regular involvement of the manager. Course participants will learn the characteristics of effective development goals, how to use assessments to advance goals, and how to improve the employee reflection process.



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## Effective Listening Skills



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Describe the importance of listening.
- Identify barriers to listening well.
- Implement the steps of active listening.
- Uncover hidden messages.
- Increase information flow to enhance productivity and teamwork.

## Effective Listening Skills

Listening is the cornerstone of communication. Effective listening makes the person speaking feel valued, prevents miscommunication, speeds productivity, and creates more active forums of discussion. Without the proper training, two things can stand in the way of effective listening: bad habits and style differences. The first step to becoming a better listener is to break and eliminate those habits. The second step is to understand the different ways people listen, along with its benefits and potential trouble spots. Using a five-step process, we show individuals how to eliminate barriers to good listening, improve communication skills, maximize productivity, and build interpersonal relationships.

## Effective Presentation Skills

Craft and Deliver a Message that Inspires



Facilitator Guide  
Half-Day Classroom Course

HRDQ

## Learning Outcomes

- Center your message on your audience.
- Organize and edit your message effectively.
- Identify ways to keep your audience engaged.
- Deliver every presentation with confidence and poise.

## Effective Presentation Skills

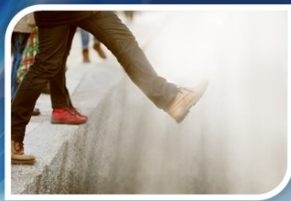
Presentations are a constant in business—from small-scale project meetings to companywide announcements; yet the principles for effectiveness remain the same. In this program, participants will learn how to craft and deliver a presentation that resonates with an audience and inspires them—whether it's one person or one thousand. They will discover how to become more in-tune with their audience and tailor their message accordingly, and how to develop, organize and edit the content of their presentation to maximize effectiveness.



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## Effective Risk-Taking

Step Out of Your Comfort Zone with  
Confidence to Effect Positive Change



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Develop tolerance for risk and overcome fears.
- Conduct a formal and informal risk analysis.
- Plan for and manage the negative consequences of a risk.
- Build resilience and learn from mistakes.
- Leverage success and examine lessons learned.

## Effective Risk-Taking

Taking risks is not easy. It requires a willingness to operate outside of your comfort zone and experiment with new ways of doing things while stepping into a situation with unknown results. In Effective Risk-Taking, participants learn how to conduct a risk analysis that unearths the potential benefits and negative consequences of acting on an idea or opportunity. They will also learn about overcoming fears, creating contingency plans, managing crises, and building resilience. With these tools participants are able to develop the confidence they need to pursue valuable growth opportunities that create positive change in their organization.



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## Effective Team Leadership

How to Delegate, Motivate, and Build a Unified Team



Instructor Guide  
Half-Day Course

## Learning Outcomes

- Delegate to increase team members' skills and experience.
- Implement effective coaching techniques to maximize performance.
- Take actions as a team leader to foster motivation.
- Establish a team climate of collaboration and commitment.
- Discover how to create greater team diversity.
- Help your team to resolve conflict productively and work well together in both adversity and success.

## Effective Team Leadership

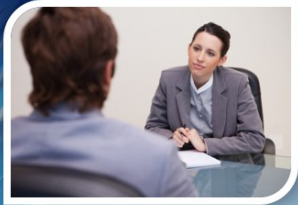
Managing a team is a big job, but the results are worth it! One study found that companies who promoted collaborative working were 5 times as likely to be high performing. Team leaders are instrumental in bringing about this kind of change. Effective Team Leadership is a half-day program, where participants learn what they can do as team leaders to promote high performing teams. First by learning how to increase team members' effectiveness as individuals through strategic delegation and skill development. Then, by fostering effective communication, and maximizing the benefits of diversity while minimizing unproductive conflict.



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## Emotional Intelligence

A Scientifically Proven Method for  
Developing the Skills of Success



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Recognize how thoughts and emotions are connected.
- Improve self-control by identifying physical cues that indicate emotions may be taking over.
- Discover how emotional intelligence helps develop more positive relationships at work.
- Learn how to use assertive communication to express one's needs and feelings appropriately.
- Improve the ability to remain composed in stressful situations.

# Emotional Intelligence

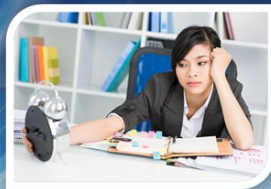
While technical skills are important to bring to any work environment, research has proven that real success comes from those who have honed the soft skill of emotional intelligence. Emotional intelligence is recognizing your emotional triggers and knowing when and how to use them in a way that enables you to deal with stressors and develop strong connections with coworkers. Emotional Intelligence: A Scientifically Proven Method for Developing the Skills of Success introduces the four essential aspects to honing this soft skill – intrapersonal skills, interpersonal skills, adaptability, and resilience – and strategies for developing each.



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## Employee Engagement

The Supervisor's Guide to Gaining and Sustaining Commitment



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Recognize the importance of knowing every worker as a unique individual.
- Identify each employee's strengths and how to leverage them in the workplace.
- Create a career path and meaningful work for each employee.
- Foster an environment where workers are able to share feelings.
- Show appreciation and recognition in a way that is meaningful to each employee.

## Employee Engagement

Every organization wants their employees to be engaged. Engaged workers are happier, remain with an organization for longer, and produce better work. But truly engaged employees are hard to come by. This training course introduces leaders and managers to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. The program is organized into four distinct categories or strategies for employee engagement with self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.



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## Ethics in the Workplace



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Dispel common myths about business ethics and describe the ideal ethical workplace.
- Implement ethics guidelines and policies in the organization.
- Identify and resolve typical ethical dilemmas.
- Recognize common excuses for unethical behavior, and what to do about them.
- Deal with unethical coworkers, customers, and vendors.

## Ethics in the Workplace

Working in an environment with unethical employees can have negative consequences on organizational trust, team-building, communication and morale. Ethical behavior is a broad term – encompassing accountability, professionalism and respect – which can make pinpointing behaviors to change difficult. This course deals with the application of moral principles, standards of behavior, or set of values regarding proper conduct in the workplace as individuals and in a group setting. Learn how workplace ethics should be developed, how to create the standards and policies that support them, how employees can be trained and managed to follow and support these standards.



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## From Creativity to Innovation



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Realize the common myths and misconceptions about innovation.
- Understand how to apply creativity to any problem or issue.
- Discover how to use multiple intelligences to generate ideas.
- Learn a four-step process for team innovation.
- Understand how to promote innovation without regulating it.

## From Creativity to Innovation

Innovation is usually less about a revolutionary idea and more about evolution and execution. The goal of innovation is to introduce something new or to make something better. But that doesn't mean it has to be complex or difficult. Whether it's improving customer return policies or developing high-tech products, innovation can happen anywhere in an organization – and by anyone. This course is designed to help organizations reshape their thinking on innovation. It teaches you how to understand different elements of creativity, how to build ideas in a group, how to let innovation flow without directives, and how to draw out creative ideas from new sources.



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## Handling Challenging Behaviors in the Workplace

A Primer for Managers and Supervisors



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Translate "bad attitudes" into observable behaviors that can be corrected and improve.
- Identify guidelines for promoting a positive outcome in every challenging situation.
- Recognize the various types of challenging behaviors, their underlying sources, and how to appropriately address them.
- Articulate why the challenging behavior is an issue and what the consequences are for not minimizing or changing the behavior.

## Handling Challenging Behaviors in the Workplace

Handling Challenging Behaviors in the Workplace introduces managers to a new perspective: changing the mindset from a "challenging employee" to a "valuable employee who exhibits challenging behaviors." By adopting a mindset of working together rather than against each other and following the techniques in this course, you will feel more prepared and confident to address issues in a way that creates a positive outcome for all those involved. This program is appropriate for business professionals at a management level who regularly work with employees and teams to mitigate conflict, encourage engagement, and further productivity.



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## How to Make Yourself Indispensable



Instructor Guide

### Learning Outcomes

- Take ownership of your responsibilities and results and go above and beyond.
- Perform well under pressure and adapt to changing situations.
- Be someone others want to work with.
- Help others improve their performance.
- Avoid being locked into your role and unwilling to share your knowledge.

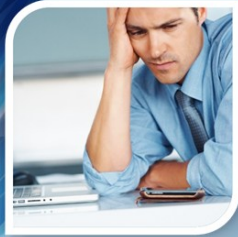
## How to Make Yourself Indispensable

Being indispensable is more about attitude than skill set, and the key to an indispensable person's success is that they know how to work smarter, not harder. Not everyone is indispensable – but you can learn how to be. How to Make Yourself Indispensable is a comprehensive course designed to make participants an invaluable employee. It teaches the skills needed to adapt to situational changes at work. You'll learn how to thrive under pressure and expand your career opportunities by taking initiative, effectively resolving problems, sharing your knowledge, and being an overall positive influence in the workplace.



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## How to Manage Your Emotions



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Recognize the messages our emotions send at work.
- Understand the trigger-perception-response cycle.
- Reframe our thinking to avoid emotional outbursts.
- Replace emotional outbursts with productive confrontations.
- Employ long-term strategies to channel emotions productively.

## How to Manage Your Emotions

At work, employees frequently encounter situations that spark a variety of emotions. It's important to know when and how to express emotions, and when to keep them in check. While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately.

How to Manage Your Emotions provides the tools needed to recognize your emotional triggers, control your emotional and physical responses, and handle other's emotions. As a result, you will be able to communicate more effectively with supervisors and coworkers, channel negative energy into more positive and productive activities, and promote your overall emotional intelligence.



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## Implicit Bias in the Workplace

How to Surface Biases and Foster Greater Objectivity



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Understand the nature and origins of implicit bias.
- Recognize the ways that implicit bias can lead to unfair or harmful decisions and actions in the workplace.
- Identify ways to effectively address situations where implicit bias has had a negative impact.
- Discover strategies to ensure decisions and actions are equitable and objective.

## Implicit Bias in the Workplace

We all hold biases—our brains are naturally wired to establish patterns and associations between information in order to improve the efficiency and effectiveness of our decision making. Some biases we expressly acknowledge, and others we are much less perceptive to. Most the time, our implicit, or unconscious biases are harmless, and can even be positive. However, they're not always accurate, and as a result, can have very negative consequences. In this program, participants will learn how to surface their biases and what they can do at both a managerial and individual level to improve the equity, and objectivity of their decision-making.



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## Increasing Your Emotional Intelligence



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Develop your level of emotional intelligence.
- Identify negative consequences of unmanaged emotions on your personal effectiveness.
- Increase your empathy and social skills.
- Practice techniques to achieve greater self-awareness, self-control, and self-motivation.
- Understand how emotional intelligence can be used to enhance employee relationships and increase productivity.

## Increasing Your Emotional Intelligence

Emotional intelligence is a useful trait to have in the workplace. Research shows that people who show high levels of emotional intelligence skills are stronger leaders, more effective decision makers, better at building relationships, increasers of team efficiency, and are well equipped to confront challenging issues and manage change. Increasing Your Emotional Intelligence is a training program that offers you techniques to increase and develop your emotional intelligence. It will guide you through proven methods to apply emotional intelligence in the workplace to enhance employee relationships and increase productivity.



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## Increasing Your Financial Intelligence

The Ten Accounting Instruments Every Professional Should Know



Instructor Guide

### Learning Outcomes

- Recognize the importance of analyzing financial information.
- Understand the purpose and benefits of budgets.
- Know how to differentiate common accounting instruments.
- Be prepared to perform horizontal and vertical analyses.
- Learn which ratios are most important to your organization.

## Increasing Your Financial Intelligence

Today, employees are partly accountable for the organization's financial well-being, and everyone can benefit from a working knowledge of accounting and financial instruments. Trainers need solutions that will get employees quickly up to speed, whether introducing new concepts or refreshing rusty skills. Increasing Your Financial Intelligence is a back-to-basics training program that's perfect for anyone who needs to learn how to read, interpret, and analyze the 10 most commonly used accounting instruments. This program empowers individuals to control operations, justify requests, translate performance into financial terms, and quantify their contribution to the organization.

## Influence

How to Get It and How to Use It



Instructor Guide  
Half-Day Course

### Learning Outcomes

- Develop the key characteristics of influential people.
- Overcome barriers and resistance to your influence.
- Build strong relationships and a solid base of goodwill.
- Foster a positive and confident self-image.
- Tailor your approach to improve commitment.

## Influence

Have you ever had a great idea, but just couldn't seem to get your boss on board with it? Or perhaps led a cross-functional task force whose members weren't making it a top priority? Situations like these can be frustrating, but not impossible to overcome with the right skillset. Getting the support you need from others in order to enact positive change, deliver meaningful contributions and get things done starts with having influence. This is not about manipulating others to your way of thinking or fostering control and power over others. It is about having confidence and knowhow when approaching others on subjects that are important to you, leading to greater success in garnering their support.



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## Leadership 101



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Identify key characteristics of leaders
- Build trust and confidence with employees
- Avoid behaviors that undermine leadership
- Promote teamwork and act decisively
- Demonstrate leadership in a crisis

## Leadership 101

Leadership is the ability to turn a vision into a reality by engaging other people. It's a state of being that permeates one's values, approach and actions. Leadership is invaluable in implementing business initiatives. Whether you are a CEO, a manager, a small business owner or a community organizer, your ability to lead is a key driver of success within your organization. Leadership 101 addresses everything from trust to perception to attitude. It gives leaders and managers the tools and techniques for developing and refining their skills. This learning resource will help your organization retain employees and clients, make better decisions, and improve performance.



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## Leading Others Through Change

A Three-Phase Model for Success

Elaine Biech



Instructor Guide  
Full-Day Program

### Learning Outcomes

- Understand why change initiatives fail and how to ensure their success.
- Implement a framework to actively lead change efforts.
- Plan for the success of future change through close evaluation of the current initiative.
- Identify, acknowledge, and manage resistance to ensure an efficient transition.
- Apply techniques for increasing and gaining commitment to the change.

## Leading Others Through Change

Leading others through change requires thoughtful planning and innovative options. Leaders should assess the situation carefully and adjust their plan based on their workers' needs. If change is handled correctly, everyone will be on board with it. This full day course shares that to create a positive and productive experience, leaders must "ACT" – **A**ctivate the change, **C**reate a plan, and **T**ransition the change. Using a 10-step process, this program takes participants through the three phases and identifies techniques for ensuring that the change is not only a success, but that it becomes a lasting part of the culture.



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## Learning to Manage

Techniques and Tools for the New Manager



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Understand how to make the transition into management and void the common pitfalls that derail new managers.
- Discover how to communicate effectively within your organization.
- Explore ways to effectively delegate work and encourage employee development.
- Identify how to manage task-related and interpersonal crises.
- Develop self-awareness and determine the support you need to successfully manage employees.

## Learning to Manage

Often, managers have all of the strengths they need to succeed in the job – except the ability to manage employees well. If they are not equipped with management know-how, it can be a surprisingly overwhelming transition from individual contributor to people manager. Learning to Manage walks participants through the process of successful management by introducing the tools and techniques for effectively handling five target areas – people, projects, performance, problems, and personal development. Each of these areas is essential to minimizing the stress associated with the transition from individual work as you learn to delegate, communicate, and develop your employees.



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## Listening with Intent

Mastering the Skills of Active Listening



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Explore the process of active listening.
- Identify personal filters that create obstacles to active listening.
- Understand cultural differences that form barriers to active listening.
- Discover ways to practice active listening in a conflict.
- Implement steps to regain the listener's attention when it wavers.

## Listening With Intent

Being a great listener is essential at work. If someone shows a sincere desire to understand what others have to say, has an open mind, and is willing to have their assumptions and conclusions about others' messages corrected, they show the signs of being an active listener. Listening with Intent teaches participants how to master the skills of active listening. They will learn how to connect with the speaker, how to collect information by paying attention to the context of the message, how to reach an unbiased conclusion about what they learned, and how to understand common situations that block active listening.



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## Managing Offsite Employees

Staying Connected with a  
Dispersed Workforce



Instructor Guide

### Learning Outcomes

- Learn how offsite working relationships can benefit employees, managers, and organizations.
- Understand the challenges of managing offsite employees.
- Identify the tools and resources necessary for offsite employees to be effective.
- Develop strategies to overcome common issues associated with managing a remote staff.
- Learn the best practices for the successful management of offsite employees.

## Managing Offsite Employees

Today's workforce is spread all over the globe. No longer is everyone under one roof, and the benefits are immense. But managing a remote workforce requires more than just smartphones, Wi-Fi, web cams, and expense allowances. It requires having the right employees in the right jobs with the right skills and resources. And it also requires managers with the know-how to communicate effectively, maintain a sense of community, cultivate teamwork and develop relationships built on trust. Position your remote workforce for success with a half-day program packed with self-assessment exercises, real-life scenarios, practices activities, and more.

## Managing the Work of Your Direct Reports

How to Encourage Success and Curtail Issues in  
Performance



Instructor Guide  
Half-Day Course

### Learning Outcomes

- Communicate and confirm job expectations
- Collaborate with employees on setting goals and developing an action plan
- Support employees' growth and ability to achieve success
- Observe and document performance with performance reviews
- Identify and handle performance issues

## Managing the Work of Your Direct Reports

For organizations to achieve their goals, managers need to create a work environment that helps employees succeed to the best of their abilities. Managing employees' performance effectively ensures that the right work gets done in the right way, reduces turnover, increases productivity, improves morale, commitment, and motivation, and minimizes problems in the organization. Managing the Work of Your Direct Reports takes a holistic approach to managing employee performance from setting employees up for success to supporting their everyday work to discussing progress and evaluating results through performance reviews.



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## Managing Up

Forging a Successful Relationship with Your Supervisor



Instructor Guide  
Half-Day

## Learning Outcomes

- Identify and support your supervisor's strengths, weaknesses, and working style.
- Proactively seek consistent communication and monitor data.
- Determine your supervisor's priorities, goals, and pressures.
- Establish expectations and a clear system of organization.
- Help to eliminate preventable problems and use effective problem-solving skills to find resolutions.

## Managing Up

The reality of today's workplace is that individual success depends not just on how well you do your job, but on how well your supervisor does theirs. A supervisor's role is not one of command and control, but of collaboration – just as much as your efforts influence theirs, theirs influence yours. The principles of managing up are designed to make your supervisor's work life easier, which in turn makes their subordinates' workplace environment easier as well. Work will run smoother, you'll encounter less conflict, and you'll make a positive impression on your supervisor, ultimately forging a successful relationship.



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## Meetings

How to Make Them More Efficient and Effective



Instructor Guide  
Half Day

## Learning Outcomes

- Learn ways to change your mindset about meetings.
- Eliminate habits that make meetings unproductive.
- Identify alternatives to holding traditional meetings.
- Demonstrate effective facilitation skills.
- Ensure that every meeting ends with actionable items.

## Meetings

Meetings have a bad reputation as a waste of time. Despite this, meetings are necessary and can be extremely effective. The key is planning and preparation. Meetings that are planned and facilitated well give participants a sense of accomplishment and a sense that their time was well spent.

Meetings: How to Make Them More Efficient and Effective, helps participants identify and develop the skills for ensuring the meetings are an advantage as opposed to a disadvantage to both employees and organizations alike. Successful completion of this training will increase your knowledge and ability to effectively prepare for meetings.



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## Mental Models

The Key to Making Reality-Based Decisions



Instructor Guide  
Half-Day Program

## Learning Outcomes

- What Is a Mental Model?
- Mental Models in the Workplace
- Assessing the Accuracy of Your Mental Models
- Changing Inaccurate Mental Models
- How to Use Mental Models to Increase Performance and Minimize Mistakes

## Mental Models

Everyone has a mental model based on their perception of how the world works. Mental models provide understanding, guide thinking, and direct decision making. They can be both beneficial and detrimental to success. Individuals, teams, and organizations need to regularly update, flex, and reconstruct mental models to improve performance. Mental Models is a training program that shows participants how to examine their mental models, separate fact from opinion, clarify assumptions, and reveal hidden beliefs. Using interactive exercises and activities, this learning experience illustrates the need to tune into one's surroundings, look for opportunities, and approach work with an open mind.



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## Mentoring 101

Discover the Keys to a Successful Mentor-Mentee Relationship



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Identify the elements of a good mentoring match.
- Recognize the mentee's responsibilities in the mentoring relationship.
- Deliver constructive criticism to help a mentee improve their abilities.
- Handle issues in the mentoring relationship.
- Successfully move beyond the mentoring relationship.

## Mentoring 101

Contrary to popular belief, mentoring is not simply an occasion where an older employee imparts all of their invaluable wisdom upon a younger, lesser experienced colleague. To make the mentoring relationship a success, there must be reciprocally tangible and intangible benefits for both the mentee and mentor. Mentoring 101 teaches participants how to ask the right questions, set up expectations, and establish measurements of success to ensure the relationship is a valuable to both parties. This program shows how to establish and maintain a successful mentoring relationship from both the perspective of a mentor and a mentee to ensure you gain the most from the opportunity.

## The Millennial Mindset

Strengthen Commitment by Discovering the  
Motivational Needs of Millennial Employees



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Understand the influences that shape Millennials' workplace habits and preferences.
- Replace negative stereotypes with positive perceptions about working with Millennial employees.
- Identify elements of a company culture that are appealing to Millennials.
- Maximize the effectiveness of your daily interactions through engagement and communication strategies.
- Identify ways to reduce tension with Millennials as both a manager and an employee.

## The Millennial Mindset

More than one in three employees in today's workforce is a Millennial (born between 1981 and 1996). Millennials share a common set of beliefs and characteristics brought about by certain cultural influences that drive their behavior. As a manager, it's important to understand this mindset in order to help them maximize job performance and work productivity. The Millennial Mindset explores Millennials' expectations, preferences, and motivations in various capacities of the working environment and then shares the ways that managers can adapt their behavior to this growing segment of the workforce in order to leverage their unique skill set.



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## Mindfulness in the Workplace

How to Minimize Distractions and Improve Performance



Facilitator Guide  
Half-Day Classroom Course

### Learning Outcomes

- Recognize the benefits and meaning of mindfulness as it relates to the workplace.
- Exercise a basic awareness of the present to improve your focus.
- Overcome your inner critic and engage in effective self-management.
- Improve decision making and conflict resolution.
- Identify the elements of mindful leadership and how to apply them in the workplace.

## Mindfulness in the Workplace

Mindfulness is the power to choose your response in any given situation, based on your intrapersonal and interpersonal awareness. In other words, before you can choose your response, you must be tuned in to yourself and to others involved. This is especially true in a workplace environment where you interact with associates, colleagues, customers and clients.

While mindfulness is something we all naturally possess, it becomes more readily available to us in working environments when we condition ourselves to learn and practice mindful techniques on a daily basis. Mindful working means applying focus and awareness to everything you do from the moment you start your work day. Mindfulness helps increase effectiveness, decrease mistakes, and even enhance creativity.



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## Motivating Employees to be their Best



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Identify major factors that affect motivation.
- Apply skills that model community, influence, and openness.
- Take specific actions to foster trust within a group and model the concept of accountability.
- Identify inhibitors to fostering group commitment and passion.
- Teach a four-step process designed to help groups learn from mistakes.
- Identify and apply strategies for dealing with pressures that negatively affect motivation.

## Motivating Employees to Be Their Best

Keeping employees motivated and challenged can be difficult. Having engaged employees depends on continual communication and an understanding of that employee's strengths and weaknesses. When procrastination, a lack of enthusiasm, and refusal to take initiative creep into an employee's performance, managers need to find strategies to relight the fire. This course helps employees find intrinsic motivation by fostering positive feelings and eliminating obstacles. It focuses on providing the skills and techniques you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings.



## The Mystery of the Lost Contract

A Case Study in Effective Communication Skills



### Learning Outcomes

- Discover the impact communication has on success at work.
- Recognize common mistakes that prevent effective communication.
- Identify strategies for communicating effectively during conflict.
- Find ways to improve verbal and written communication.
- Recognize the keys to excellent communication.

## Mystery of the Lost Contract

No one would argue about the importance of effective communication skills in the workplace. They help create a common focus and efficiency among those working together, as well as help avoid misunderstandings, duplicate efforts or dropped balls that result in decreased productivity. This course will help you develop effective communication skills through experiential learning. You will be presented with a realistic situation in which a provider lost the opportunity to secure a services contract. Your goal will be to identify why the provider was not ultimately selected for the job by evaluating the “evidence” or rather the communication that took place between the involved parties.



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## Navigating Difficult Conversations

Deliver Your Message with Poise, Empathy,  
and Resolve



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Understand the nature of difficult conversations and what it takes to handle them.
- Identify the seven stages of handling difficult conversations.
- Use empathy in a way that minimizes negative responses and strengthens relationships.
- Apply best practices for preparing, initiating, and delivering the conversation.
- Discover how to generate solutions and bring the conversation to a close.

## Navigating Difficult Conversations

Unfortunately, difficult conversations need to happen in the workplace. But despite their prevalence, these kinds of conversations don't have to be feared or dreaded – rather, they can be handled in such a way that increases self-confidence and encourages an environment of positivity. This course introduces participants to a seven-stage process for taking control in tricky situations and minimizing negative backlash to affect an environment of reduced stress, increased trust, improved relationships, and higher productivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations in the most productive manner.



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## Negotiate Like a Pro

How to Cultivate a Win-Win Negotiation



Instructor Guide  
Half-Day Course

### Learning Outcomes

- Recognize the benefits of adopting a win-win mindset.
- Follow a process to achieve a mutually beneficial agreement.
- Overcome obstacles created by yourself or the other person.
- Read other people and adjust your style to make the process go smoothly with better outcomes.

## Negotiate Like A Pro

We negotiate all the time in our professional and personal lives. If you don't like to negotiate or don't feel like you do it well, it may be because you possess one of two nonproductive attitudes toward negotiating. The first is to view negotiation as a competition where one side wins and the other loses. The second approach toward negotiation is to fear it and give in at the first sign of conflict. Both of these attitudes—viewing negotiation as a win-lose opportunity and viewing it as something to be feared—are likely to result in a less than ideal outcome. This program focuses on negotiating from a win-win mindset that results in a mutually beneficial agreement that is fair to both sides.



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## Onboarding

How to Successfully Integrate New Employees

Written by David Berke



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Explain the purpose of onboarding and the benefits it provides to new employees.
- Describe four key onboarding elements and how they support the onboarding process.
- Describe actions you can take to successfully integrate new employees within the context of the four key elements.
- Prepare information relating to the four onboarding elements to use and share with new employees during the onboarding process.

## Onboarding

Introductions to company processes and policies are necessary when bringing in a new hire, but it's also just as important in the first few weeks to help new employees gain a comprehensive view of their role and establish a network of colleagues who can provide support. This course helps managers show their new hires how to build a foundation for success from the get-go. The Model uses four overlapping elements – resources, rules, relationships, and roles. These elements are a cornerstone in the onboarding process, managers learn how to become an active participant in helping new hires not only accelerate their involvement, but establish a groundwork for continual progression.



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## Ongoing Performance Development

A Systematic Approach to Maximize Employee  
Productivity and Efficiency



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Differentiate between ongoing performance development and annual performance appraisals.
- Recognize the benefits of using a systematic approach to performance management.
- Create a performance management plan and establish objective measurements of performance.
- Hold productive performance conversations and avoid conversation minefields.
- Evaluate your own performance as a developer of your employees.

# Ongoing Performance Development

Ongoing performance development involves establishing a systematic process that managers can use to support employees. This process focuses on creating clear expectations for individual performance based on the organization's goals. Ongoing Performance Development introduces a four-step approach that focuses on setting clear expectations for individual performance based on organizational goals as well as meeting regularly with employees to provide feedback and customized training. Managers learn how to best share performance observations, brainstorm development strategies, and gain commitment on actionable ways to improve.



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## Organizational Trust

Strengthen and Restore Respect, Faith, and Integrity at Work



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Assess the level of trust in your organization and your own trustworthiness.
- Be mindful of the results of distrust between employees and for an organization.
- Identify the characteristics that create trusting employees and organizations.
- Explore the ways organizations and teams can build a culture of trust.
- Identify the warning signs of a low-trust organization and how to restore trust when it's been lost.

## Organizational Trust

Organizations that promote a positive, supportive working environment and emphasize a culture of trust are also those with the highest recruitment and retention rates. This is because these organizations lay the groundwork for respect, faith, and integrity at all levels, creating more credible, productive, flexible, and innovative employees. Organizational Trust is a tool that helps managers, supervisors, and leaders build, improve, or restore an environment of trust. Participants examine the quality of trust on an organizational and personal level and then review the characteristics and behaviors which shape trust.



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## Practical Project Management

Taking Projects from Inception to Completion



Instructor Guide  
Half-Day Program

## Learning Outcomes

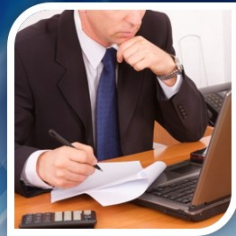
- Carry out the four stages of a project.
- Understand what makes a project succeed.
- Initiate and define a project and plan steps to move a project forward.
- Keep a project on track throughout the process.
- Bring a project to a close and evaluate its success.

# Practical Project Management

Most employees participate in many different projects in the workplace – often with great success. However, sometimes those projects can unearth less than desirable results where valuable resources are wasted and time is lost due to poor planning and implementation. Being able to carry a project from its inception to completion, on time, on budget, and with effective results is a critical and invaluable skill to any organization. Practical Project Management helps employees become effective leaders of projects of any size and scope. The program walks participants through four key stages of project management and provides the opportunity to apply the techniques inherent in each stage as they work.



## Productive Work Habits



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Understand what it means to be productive.
- Become more organized.
- Learn how to manage your time.
- Work more effectively with others.
- Create balance between work and personal life.

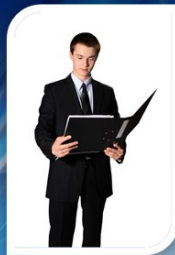
## Productive Work Habits

Good work habits are essential for anyone who wants to succeed at their job. Productivity isn't just about quantity. It's about doing the right task at the right time with the desired results. But sometimes that's easier said than done. Distractions and disorganization can get in the way of productivity. Productive Work Habits is a tool that helps employees and managers improve their productivity by teaching how to develop the positive habits they need to gain focus. They will learn how to prioritize tasks efficiently, become more organized, manage their time efficiently, work more effectively with colleagues – and even create better work/life balance.



## Put it in Writing

How to Prepare, Organize, and Present a  
Compelling Business Report



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Identify how to prepare the content and structure of your report.
- Discover the elements that make up some of the most common types of reports.
- Learn techniques for making your report clear, credible, professional, and accurate.
- Understand how to best present the content of your report.

## Put it in Writing

Sharing information in the form of a report is part of most workers' daily responsibilities, but many employees struggle with this – producing reports that are unorganized, wordy, overly formal or informal, and inconsistently formatted, resulting in unnecessary confusion and a loss of credibility. Put it in Writing helps employees create reports that are relevant, organized, credible, and professional no matter whether the message is intended to help improve work processes, resolve an issue, or encourage a decision. Participants are given the opportunity to apply the techniques and hone their skills through numerous individual and group writing activities.



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## Resilience

How to Keep Going When the Going Gets  
Tough



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Learn how to rebound from adversity.
- Build self-esteem as a foundation for resilience.
- Establish connections to create a support network.
- Develop the ability to accept and embrace change.
- Learn how to overcome obstacles using flexible thinking.

## Resilience

Conflict, change, and stress are a regular part of everyday organizational life. The key to employee survival is resilience, which is the ability to bounce back after adversity. Developing resilience requires a solid foundation and a flexible structure that won't crack or crumble under pressure. It requires self-esteem, connections with others, mental agility, and effective coping strategies. Give participants the tools they need to identify workplace stressors, end self-deprecating talk, build communicative workplace structures, and calmly deal with change. As a result, participants will be able to handle situations and maintain relationships with coworkers and clients, and find greater happiness and satisfaction in day-to-day work life.



## Selling Essentials: Coaching for Performance



Instructor Guide

### Learning Outcomes

- Understand what the term "coaching" means in a professional setting.
- Comprehend the importance of effective coaching and feedback.
- Know your strengths and areas for improvement as a coach.
- Be able to describe the challenges of coaching.
- Understand and apply a 3-step coaching model.
- Demonstrate the best practices for giving feedback.

## Selling Essentials: Coaching for Performance

In today's fast changing and competitive business world, business leaders are asking themselves how they can make the most of what they have. The answer lies in effective coaching. When you help employees reach certain goals by coaching them, you begin to turn your vision of high performance into reality. Coaching enables organizations to develop the potential of its sales team, retain its top performers, and multiply sales. This module, from the Selling Essentials Training Series, targets the skills sales managers need to be effective coaches throughout the selling process, from high-level planning in the early stages to tactical decision making later in the cycle.



## Selling Essentials: Developing Clients for Life



Instructor Guide

### Learning Outcomes

- Understand the product implementation process.
- Learn how and why it's important to develop relationships with existing clients.
- Know how to create a plan to build client loyalty.
- Discover effective strategies for building and maximizing client relationships.

## Selling Essentials: Developing Clients for Life

Maintaining customer loyalty is key to a successful organization. Salespeople need to be able to gain, keep, and maintain relationships with their clients. The benefits to a successful client relationship include increased sales, customer satisfaction, and job satisfaction. This module, from the Selling Essentials Training Series, focuses on the skills salespeople need to cultivate relationships based on mutual trust and loyalty. Participants will learn strategies for handling customer complaints, how to create a customer satisfaction survey and capitalizing on the feedback and develop creative ideas for maintaining consistent communication with customers.



## Selling Essentials: Opening the Sales Call



Instructor Guide

### Learning Outcomes

- Understand the importance of preparation.
- Learn an effective framework for opening face-to-face sales calls.
- Discover the traits and characteristics that improve success rate.
- Understand the importance of building rapport.
- Learn how to overcome obstacles and resistance to change.

## Selling Essentials: Opening the Sales Call

Ten seconds or less is how long the window of opportunity is open for salespeople to grab a client's attention. That's why it's important to arm them with the tools that enable them to be confident, sincere, engaging, and successful – before they make their next face-to-face sales call. Your salespeople need a framework of a successful first call which allows them to plan for and open the call with confidence. They also need to develop an agenda that resonates with the prospect's situation. This module, from the Selling Essentials Training Series, allows salespeople to establish themselves as experts, think on their feet, adapt to client expectations, and capture life-time clients.



## Selling Essentials: Presenting Solutions, Overcoming Objections, and Closing the Sale



Instructor Guide

### Learning Outcomes

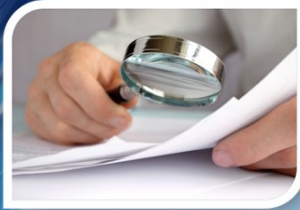
- Learn an easy-to-use model for presenting solutions.
- Understand how to effectively describe features and benefits.
- Become skilled at identifying customer objections.
- Know how to overcome objections using an effective model.
- Learn and master specific steps to close a deal.

## Selling Essentials: Presenting Solutions

Successful salespeople know that preparation is key. From mastering product knowledge to understanding what the client wants and closing the sale, they always do their homework. But knowing what and how to prepare can't be left to trial and error. That's because developing the ability to see through the client's eyes, pinpoint their needs, think outside of the box, and deliver a convincing presentation takes time, training and practice. Selling Skills: Presenting Solutions, Overcoming Objections, and Closing the Sale, a module from the Selling Essentials Training Series, prepares your sales force to approach each sales call with skill, confidence and know-how.



## Selling Essentials: Prospecting and Territory Management



Instructor Guide

### Learning Outcomes

- Learn practical tips for prospecting and qualifying customers.
- Discover how to develop a pipeline of profitable customers.
- Determine how to plan for sales opportunities.
- Identify techniques for making contact with prospects.
- Learn to implement strategies for prospecting and territory management.

## Selling Essentials: Prospect & Territory Management

Ask any sales professional about prospecting and most will tell you it's their least favorite thing to do. From figuring out how to develop a territory to finding qualified leads and making cold calls, it's enough to aggravate even the most seasoned people. Some even claim it's not within the realm of their responsibility. But prospecting is the vital first step in the sales cycle, and the key to success is preparation, practice, and confidence. This module from the Selling Essentials Training Series, gives salespeople at all levels the know-how to tackle prospecting, maintain a healthy pipeline, and grow their business.



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## Selling Essentials: Understanding the Sales Cycle



Instructor Guide

### Learning Outcomes

- Assess selling strengths and areas for improvement.
- Learn about the trends in today's selling environment.
- Understand the concept of customer-focused selling.
- Learn the steps of the sales process and buying cycle.
- Discover how customers make decisions and describe the steps in the sales process.

## Selling Essentials: Understanding the Sales Cycle

Understanding the sales cycle is key to being able to succeed at selling. This module, from the Selling Essentials Training Series, provides a series of in-depth learning experiences aimed at transforming your sales force into true professionals who are prepped and ready for any challenge. This program requires individuals to take an active role in their learning with self-reflection and measurement, and then shifts the focus to the buyer with an exploration of customer-focused selling and decision-making patterns, and then provides action strategies and planning.



## Selling Essentials: What to Ask and How to Listen



Instructor Guide

### Learning Outcomes

- Discover the questions that uncover customer needs.
- Identify customer needs and challenges.
- Learn how to use active listening to better understand customers.
- Develop strategies for business discussions that get results.

## Selling Essentials: What to Ask and How to Listen

At one point in selling there is a time to shift the focus to the customer. Salespeople must keep the customer engaged, uncover their needs, learn their decision-making strategies, and know what not to say. They need to know what to ask and how to listen. This module from the Selling Essentials Training Series, shows salespeople how to ask the right questions, avoid communication shut downs, maximize business discussions, and learn valuable active listening skills that will move the customer relationship forward. They will be able to identify and implement proven strategies for listening and questioning clients about their business needs, strengthening sales and relationships.



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## Servant Leadership

Supporting Others While Growing Your  
Business



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Understand the philosophy of servant leadership.
- Identify personal traits that strengthen servant leadership.
- Implement actions that nurture the growth and development of others.
- Discover ways to recognize and appreciate individuals and teams.
- Use compassionate collaboration as a way to resolve conflict.

## Servant Leadership

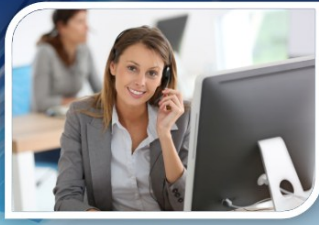
In Servant Leadership, participants discover how to shape an environment of support where everyone feels a sense of value and purpose – and where, as a result, organizational success is bound to naturally transpire. It is broken into three segments of servant leadership: managing, motivating, and mediating. Participants learn how to establish shared power in decision-making to encourage the growth, development, and well-being of individuals and teams. The program also explores compassionate collaboration as a means of resolving conflict that results in an atmosphere of trust and respect in the workplace.



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## Service Failure Recovery

How to Foster an Invaluable Customer Experience



Facilitator Guide  
Half-Day Classroom Course

## Learning Outcomes

- Recognize the benefits of seeking complaints.
- Identify the important elements of service recovery.
- Offer a meaningful apology.
- Decide how to handle each online complaint.
- Identify ways to anticipate potential service issues.
- Improve self-service options to minimize service failures.

# Service Failure Recovery

No organization, no matter how conscientious, can completely prevent problems and mistakes all the time. The service recovery paradox occurs when a customer is more satisfied with a company after it has fixed a problem than if the problem had never happened—if the company resolves the situation in a way that exceeds the customer's expectation.

This program helps you recognize the benefits of seeking complaints and identify ways to anticipate and resolve potential service issues. It's appropriate for business professionals at every level who want to increase their ability to respond to service failures in a way that builds customer loyalty.



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## Skillful Collaboration

Working Successfully with Others  
to Achieve a Common Goal



Instructor Guide

## Learning Outcomes

- Discover when collaboration can be an effective and beneficial approach.
- Learn how to establish and successfully communicate expectations to group members.
- Recognize the inward attitudes and outward behaviors necessary to collaborate well.
- Understand communication strategies that foster or hinder collaboration.
- Recognize the scope of your network to increase the ability to collaborate.

## Skillful Collaboration

The benefits of collaboration in the workplace include creative thinking, effective problem solving, increased productivity, and job satisfaction. But there's much more to collaboration than just working side-by-side with people. Successful collaboration requires a combination of the right situation, well-honed skills, and an open mindset. Skillful Collaboration is a soft-skills training program that helps employees make sense of collaboration at work. From setting common objectives, defining roles, and establishing processes to communication strategies, troubleshooting obstacles, and building networks, this program focuses on how to develop harmonious and productive working relationships.



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## Social Media at Work

Reap the Rewards and Avoid the Risks



Instructor Guide

## Learning Outcomes

- Recognize the benefits of using social media in the workplace.
- Identify the various legal and ethical risks associated with social media.
- Discover methods to protect your organization from violations of law or policy.
- Provide guidelines to help employees make good decisions when using social media at work.
- Identify the elements of an effective social media policy.

## Social Media at Work

Social media has become a successful medium for broadcasting messages, developing brand recognition, prospecting for clients, and recruiting employees. Unfortunately, without awareness of potential risks, proper training, and clear-cut guidelines, social media can get your organization into trouble like negative publicity or legalities. Social Media at Work: Reap the Rewards and Avoid the Risks is an on-trend social media training program that uses real-world examples, quizzes, and case studies. Participants will learn how a good social media plan can increase the visibility of the company by communicating its core vision, sharing its internal culture, and creating a positive dialogue between employees and customers.



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## Staying Focused

Handling Change and Uncertainty in the  
Workplace



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Recognize and understand typical responses to change and uncertainty.
- Understand the importance of a positive attitude and a flexible approach to change.
- Identify strategies for maintaining focus and composure during periods of change.

## Staying Focused

Today's workplace is anything but static and predictable. You can't avoid change, but you can control your response, and that response can have a profound effect on your own ability to succeed. Staying Focused is a program that shows participants how to handle change in a positive way so that they can make the most of the opportunities it may offer. A positive response will make you a more valuable employee, increase your skills and self-confidence, reduce your stress level, and help you advance your career. This program is appropriate for any business professionals who must confront change at the individual, department, or organizational level.



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## Strategic Planning 101

Using a Guided Process to Reach Long-term Goals



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Recognize the difference between a strategic plan and other planning processes.
- Identify the situations in which a strategic plan is most useful.
- Understand the three phases in the strategic planning process.
- Develop and implement strategies that will help you achieve long-term goals.

## Strategic Planning 101

Strategic plans are necessary for an organization. They help to focus energy and resources on the activities that align with long-term goals and they make an organization more responsive to a changing environment. However, while more than half of today's organizations will create a strategic plan, most fail to see it through. Strategic Planning 101 helps leaders outline a plan that is relevant to their organization's mission, vision, and values and helps them manage execution throughout the process. The program introduces a logical set of activities or tasks that are grouped into three phases: preparation, development, and implementation of the plan.



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## Super Manager

Be the Boss Everyone Wants to Work For



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Recognize and learn to balance the qualities of a “super manager”.
- Develop a self-awareness of your managerial skills and display attentiveness to your employees.
- Demonstrate consistency in your values, attitude, and behavior.
- Display humility and confidence in your decisions as a manager and the capabilities of your employees.

## Super Manager

As a manager, overseeing employee performance is an essential part of the job. But it's more than just ensuring a timely schedule of operations and quality production. Organizations that surpass expectations with unmatched success ensure employees receive the necessary support, resources, and guidance to get the job done. Super Manager provides managers at all levels with the necessary know-how to help their employees grow in their abilities and motivate them to go above and beyond expectations. Participants will explore the qualities, behaviors, skills, and tools to help them become the manager everyone wants.



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## Supervisor Communication Skills



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Identify the characteristics of assertive behavior and include them in your interactions.
- Ask directly for what you need without being aggressive.
- Confront problem behaviors successfully.
- Hold others accountable and manage conflicts to achieve productive outcomes.
- Deal with difficult people effectively.

## Supervisor Communication Skills

Being a supervisor means taking on a lot of responsibility. Leaders need to be able to delegate, discipline, move the company forward, and promote key workers. Therefore, if there is a disconnect between a supervisor and his or her employees, there is a huge cost to pay in productivity, team-building, and communication. Supervisor Communication Skills is a valuable tool that allows participants to learn the importance of assertive speaking – asking directly for what they need from others without being aggressive. They will discover techniques for holding others accountable while also creating and practicing the art of equitable compromise.



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## Systems Thinking

How to Solve Problems So They Stay Solved



Instructor Guide

## Learning Outcomes

- Understand the concept of systems thinking and why it's important.
- Learn how to apply systems thinking to address a problem or situation.
- Minimize unintended negative consequences of major decisions.
- Know how to use systems thinking to improve innovation and productivity.
- Recognize the potential pitfalls of implementing systems thinking.

## Systems Thinking: How to Solve Problems

From production and marketing to customer service and fulfillment, organizations are made up of a series of interconnected parts. And while each function may appear to operate efficiently on its own, a change in one area can throw the whole system out of order, creating a chain reaction of problems. Systems thinking is a proactive problem-solving technique that examines the relationships between various organizational functions and how they impact each other. Systems Thinking: How to Solve Problems So They Stay Solved is a program that helps organizations find optimal solutions to complex challenges, improve innovation, and increase productivity.



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## Taking Control of Conflict

How to Resolve and Minimize  
Workplace Disputes



Instructor Guide

### Learning Outcomes

- Identify a preferred strategy for handling conflict.
- Understand the characteristics and drawbacks of five conflict strategies.
- Recognize the sources of conflict that most often occur in the workplace.
- Learn effective strategies for managing and resolving conflict.
- Practice behaviors that minimize tension and conflict.

## Taking Control of Conflict

Conflict is often an ongoing battle in an organization. It's not going to become obsolete anytime soon, but individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships – when it's managed successfully. Taking Control of Conflict: How to Resolve and Minimize Workplace Disputes introduces the different types of conflict, shows individuals how to communicate clearly and tactfully, explores appropriate resolution strategies, and establishes a common-sense approach for preventing unnecessary conflict.



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## Taking Initiative

How to Inspire a Proactive Company Culture



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Find an opportunity to take initiative by anticipating a need.
- Conduct research and gather information to develop your idea.
- Present your idea with confidence and gain necessary approval.
- Follow through on your idea with clear action steps.

## Taking Initiative

Initiative is important at work. Employee initiative can make a difference in many ways, including greater customer satisfaction, cost savings, new product ideas, and better problem-solving skills. Taking Initiative: How to Inspire a Proactive Company Culture allows participants to develop skills in the framework of a four-step model that can be used for initiative efforts of all shapes and sizes. They will focus specifically on how to create positive change from a large-scale perspective. Participants learn how to identify, develop, sell, and implement ideas that produce a wide-array of long-term company benefits.



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## Talk Like a Leader

What Every Employee Needs to Hear



Instructor Guide

## Learning Outcomes

- Learn key communication phrases that express vision and competence.
- Recognize the key communication phrases that reinforce relationships and support of others.
- Explore ways to demonstrate accountability and expect it of others.
- Learn how to become effective at delivering constructive criticism.
- Understand how to show appreciation and provide meaningful praise.

# Talk Like a Leader: What Every Leader Needs to Hear

Successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people. This half-day classroom training program that focuses on four key areas of leadership communication: Vision, Competence, Relationships, and Support. This interactive workshop is full of activities, action planning exercises, and takeaway resources. It's a learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.



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## Team Excellence

The Secret to Achieving High Performance



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Recognize the communication characteristics of high-performing teams.
- Assess individual strengths in order to ensure the best possible team performance.
- Recognize and avoid common goal-setting mistakes.
- Learn how to focus on goals and results effectively.
- Learn what makes team building successful and what types of activities to avoid.

## Team Excellence

Organizations know that every one of their employees is valuable and contributes unique talents and experience to each project or task at hand. So when employees come together as a team, the end result is typically even greater success – but only when members understand how to work collaboratively. Team Excellence: The Secret to Achieving High Performance is the training resource that ensures teams achieve these outcomes. Participants discover techniques for effective communication, maximizing individual ability, and producing results. They also learn to create synergy, set goals, cultivate accountability, and coordinate effective team building activities.



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## The Golden Rule

How to Create a Respectful Workplace



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Examine the behaviors that contribute to a respectful workplace.
- Recognize the importance of building an organizational culture that fosters respect.
- Implement strategies to maintain a respectful work environment when faced with stress, uncertainty, and change.
- Maintain and rebuild respect after there has been an issue.

## The Golden Rule

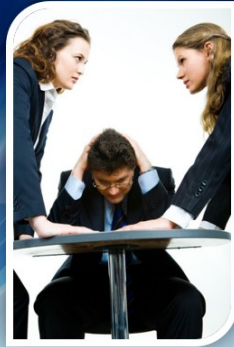
An increasingly demanding work environment creates greater pressure and stress for every employee. In addition, impersonal electronic communication has taken precedence over face-to-face interactions. Sometimes, this increased stress and lack of personal contact leads to more abrupt, informal face-to-face communication.

The Golden Rule is designed to help employees consistently demonstrate respect in their day-to-day interactions. Participants learn the behaviors that contribute to a respectful environment. They will learn how to establish self-respect, develop reciprocity with colleagues, and maintain respect when faced with stress, uncertainty, and change.



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## The Toughest Supervisor Challenges and How to Overcome Them



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Understand how to use realism, restraint, and resolve to face any challenge.
- Learn how to resolve conflicts between employees.
- Discover how to support employees with performance issues.
- Learn how to manage while preparing for possible discipline or termination.
- Handle employee issues with sensitivity and fairness.

## The Toughest Supervisor Challenges

There are no quick fixes to issues like employee performance, personality clashes, and conflict. Successful supervisors know it takes time to do what's best for the long-term success of the organization, its employees, and even themselves. The Toughest Supervisor Challenges gives both new and experienced managers the supervisory skills, tools, and techniques they need to evaluate every tough situation. They will learn the proper recourse to take with problem employees to resolve problems, create goals, work through personal issues, and mediate conflict. As a result, they will be better able to understand employees' behavior and motives and react appropriately to them.



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## The Transformational Leader

Inspiring and Motivating Others to Achieve  
New Levels of Success



Instructor Guide  
Half-Day Program

## Learning Outcomes

- Carry out the four components of transformational leadership.
- Develop the elements of charisma and share impactful stories with others.
- Help others engage in critical thinking
- Implement ideas to encourage creativity and innovation.
- Make personal connections with your followers and encourage their growth.

# The Transformational Leader

Transformational leadership is an approach to leading others that causes change in individual and social systems. In its ideal form, it creates valuable and positive change in the followers with the end goal of developing followers into leaders. The Transformational Leader will walk you through the four components to transformational leadership – calling, charisma, challenge, and caring – allowing you to develop the skills and techniques required to make a real difference at your workplace and to inspire others to work toward a shared vision of positive change.

## The “Write” Way to Communicate

Maintain Clarity and Professionalism in  
Everyday Business Correspondence



Facilitator Guide  
Half-Day Classroom Course

HRDQ

### Learning Outcomes

- Identify the most appropriate mode of communication, such as email, chat, or phone call.
- Consider the purpose of your writing and how to tailor your message to the reader.
- Explore techniques and tools for planning, streamlining, and reviewing your writing.
- Discover how to effectively address sensitive issues.

## The “Write” Way to Communicate

Good writing skills are imperative in the workforce at every organizational level. Everyone’s job requires some form of written communication. Those who are able to communicate well in writing are an asset not only to themselves but to their company, because clear, professional writing saves time, reflects positivity, and builds credibility.

This program focuses on giving you the knowledge and tools to make the writing process easier and more successful. You’ll learn how to plan and organize your message, as well as how to improve your writing to make it clear and concise. You’ll feel confident creating messages that engage the reader and get the results you want.



## Time Management



Instructor Guide  
Full-Day Program

### Learning Outcomes

- Understand the relationship between time-management style and personality preferences.
- Assess your time-management style.
- Outline traditional time-management steps.
- Recognize the causes of procrastination and apply time-saving techniques.
- Utilize the priority matrix and identify the priorities and boundaries of your job.

## Time Management

Different workers have different organizational and time management practices – but good time management is always essential. Employees who can prevent interruptions experience less stress than those who seek them. Time management behaviors like goal setting and prioritizing have been proven to have positive effects because they make employees feel in control, leading to fewer anxieties and greater job satisfaction. Time Management is a full day program where you will learn how to increase your personal effectiveness by using management techniques that fit your personality. You will apply time-saving techniques, learn ways to overcome procrastination, and find out a variety of methods to living a balanced life.

## Understanding Generational Differences

Overcome Stereotypes and Unite Employees of All Ages



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Describe the changing workplace.
- Describe the characteristics of the different generations in the workplace.
- Identify potential challenges when interacting with the different generations.
- Demonstrate techniques that foster respectful communication with different generations.
- Develop an action plan to connect with all generations in your workplace.

## Understanding Generational Differences

People from up to five different generations are working in today's workforce. Individuals in each generation have fundamentally different life experiences and influences than those in generations before or after them. These distinctive life experiences lead to differences in how we express values, in our sources of motivation, and in our preferences for communication. Help your participants gain a better understanding of the generations and how their unique experiences and expectations impact their view of the workplace. They will be able to identify the challenges and learn techniques that foster respectful communication and positive interaction with all groups.



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## Why We Struggle with Tough Decisions

Overcoming Doubts and Dilemmas



Instructor Guide

### Learning Outcomes

- Understand the role that emotions play in decision-making.
- Describe how to make a decision effectively, recognizing key steps to take before, during, and after the decision-making process.
- Identify your values in order to guide your actions, behaviors, and decisions.
- Develop strategies to overcome your concerns about making and implementing tough decisions.

## Why We Struggle with Tough Decisions

In the workplace, some people get stuck overanalyzing all of their choices, and others swear by their intuition and have no data to back up how they arrived at a particular decision. To make a high-impact decision that is effective, practical, and successful, you should have a clear objective, gather and evaluate information in a structured way, avoid common decision traps, and use your intuition to confirm or question your decision. Why We Struggle with Tough Decisions will enhance your confidence and skill at making and implementing tough decisions. You will be able to put into practice various methods for collecting and evaluating information and recognize the most common traps that complicate tough decisions.



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## Women and Leadership

Working Through Barriers and Biases



Instructor Guide  
Half-Day Program

### Learning Outcomes

- Understand the challenges that women face as they pursue leadership positions.
- Build skills that enhance your development as a leader.
- Develop and manage relationships to maximize your leadership potential.
- Recognize special issues women leaders face when they interact with others.
- Use your natural strengths to build and maintain a strong team.

## Women and Leadership

The reality of the glass ceiling is all too real. There exists a multitude of challenges preventing women from reaching higher level positions; including preconceived notions of a woman's working ability as it relates to a societal and organizational context and from an internal context – self-imposed barriers women place on themselves. *Women and Leadership: Working Through Barriers and Biases* identifies the specific challenges imposed on women in the workplace and provides an in-depth look at how they can combat these obstacles to maximize their strengths – helping not only women, but all professionals and organizations as they work to build the leadership skills of their employees.



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## Workplace Violence

Prevention and Response



Facilitator Guide  
Half-Day Classroom Course

### Learning Outcomes

- Recognize the varied degrees of anger and ways in which it is expressed.
- Discover how to de-escalate heated conversations and implement positive problem-solving techniques.
- Know what actions to take when you feel threatened.
- Discover how to develop an emergency response and violence prevention policy.
- Identify what steps to take following an incident of workplace violence.
- Recognize conditions that contribute to dissatisfaction and those that maximize engagement.

## Workplace Violence

Verbal harassment, intimidation, and bullying, as well as physical acts intended to harm others are all prime examples of the escalating threat of violence in our workplaces. According to an estimate from OSHA, approximately two million workers report being victims of workplace violence each year. Acts of aggression or threats in your work environment can have lasting consequences even if no one is physically hurt. Chronic, unresolved, or improperly managed conflict in the workplace can escalate a situation from mere frustration to acts of violence. This program focuses on recognizing anger and applying learned techniques to de-escalate heated situations, calm an upset individual, maximize engagement, and promote positive problem-solving.



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