

Business Skills

2016 training catalog

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Business Execution

■ Execution Strategies

Course Number: 541
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 1.50

Business execution is about taking ideas and turning them into reality. But to do that, you need to adopt a culture of execution. Execution Strategies introduces you to the hallmarks of an execution culture and teaches you how to develop one in your organization. You'll learn about the importance of accountability; how to handle change; how to align the right talent with your goals; and, once you are aligned in executing your strategy, how to stay on track until you get where you want to go. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction.....	541_001
Adopting an Execution Culture.....	541_002

■ Inspiring Workplace Excellence

Course Number: 934
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 1.00

When you have the foundation for a business execution culture in place, it takes constant vigilance to keep the momentum going, keep employees energized, and make sure your key people are the right ones to maintain the culture and maximize output. Inspiring Workplace Excellence deals with the importance of keeping employees energized by keeping them empowered. When you maintain positive energy, it helps create a work environment that inspires employees. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction.....	934_001
Business Execution in Action.....	934_002

■ Turning Ideas into Actions

Course Number: 935
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 1.50

There are concrete steps you can take to create a culture that will assist, rather than impede, the execution of ideas and strategies. Turning Ideas into Actions will show you how successful organizations establish a business execution culture. In addition, you will see how to avoid wrong questions, inflated numbers, unrealistic projections, and outrageous “stretch goals” that set departments up for failure. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Creating a Business Execution Culture.....	935_001
Forming a Winning Team.....	935_002

Communications Skills

■ Appraising Performance

Course Number: 496
Time: 165 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 6 Labs
PMI PDUs: 3.50

Appraising performance is a continuous process, one that should bring out the best in both a manager and his or her employees. When handled properly and effectively, it can encourage – even inspire – people to strive toward personal growth and improvement. LearnSmart's Appraising Performance course deals with planning – developing a performance plan that includes realistic, meaningful performance goals – and the unique role of the manager in today's workplace, where telecommunication fosters relationships with employees you never see. Specific topics include performance goals, motivational techniques, and systematic performance assessment. **This course qualifies for 3.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction.....	496_001
Assessing Performance Continuously.....	496_002
Performance Reviews.....	496_003
Developing Employees.....	496_004
Summary.....	496_005

■ Better Business Writing

Course Number: 500
Time: 45 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 1.50

Good business writing is imperative to achieving success, no matter what business you're in. Effective communication will help you grow more confident in your ability to express yourself clearly. This course deals with the importance of being able to express yourself clearly through the written word. It also explores the fundamentals of grammar, the importance of finding and defining your personal style, and how to improve upon it as you grow in the business world. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	500_001
Developing a Style	500_002
Form and Format	500_003
Writing Persuasively	500_004

■ Coaching with Confidence

Course Number: 490
Time: 390 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 8 Labs
PMI PDUs: 5.00

LearnSmart's Coaching with Confidence video training course teaches the importance of communication, leadership, and a way of thinking that others feel compelled to follow. Students will learn that it's not what coaches are, but what coaches do that has the most value. Coaching with Confidence contains all the essentials that people need to be the best coaches they can be — for themselves, and for their teams. **This course qualifies for 5.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	490_001
The Concept of Coaching	490_002
Emotion and Needs	490_003
Psychological Principles	490_004
Habits, Good and Bad	490_005
Communication	490_006
Boundaries.....	490_007
Thinking and Learning	490_008
Strengths and Weaknesses.....	490_009
Putting it Together	490_010

■ Business Communication Fundamentals

Course Number: 499
Time: 45 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 3 Labs
PMI PDUs: 1.50

In the business world, effective communication is an essential part of getting things done — specifically, getting things done right, the first time. Memos, letters, presentations and meetings are the means by which we communicate. This course deals with how to develop them — what to include and what not to include — for that's what dictates how well we communicate. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	499_001
Face to Face.....	499_002
Written Communication	499_003
The Presentation	499_004

■ Effective Delegation

Course Number: 487
Time: 240 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 7 Labs
PMI PDUs: 3.00

LearnSmart's video training course for Effective Delegation was developed to teach people that delegation is more than just clearing off your desk by assigning tasks to others. Not only does delegation entail teaching others the skills necessary to accomplish certain tasks, but it also serves as an opportunity to foster employees in their career training. The course shows the importance of delegating not just tasks, but also the authority necessary to complete them. **This course qualifies for 3.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	487_001
The Learning Process	487_002
Communication	487_003
How to Delegate.....	487_004
Goals	487_005

■ Effective Presentation Skills

Course Number: 880
Time: 30 Minutes
Number of Quizzes: 6 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 1.00

In LearnSmart's Effective Presentations video training, students will learn the skills needed to excel in public speaking. Students will also learn how to clearly convey their intended message, while overcoming fear and anxiety. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction	880_001
Getting Started	880_002
Organizing and Preparing.....	880_003
Making Effective Presentations	880_004

■ Email Etiquette

Course Number: 501
Time: 150 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 2.50

Email has long since replaced postal “snail” mail as the preferred method of communication, and this course provides the complete training you’ll need to become an expert on the proper usage and terminology that goes along with personal and professional email communication. **This course qualifies for 2.50 PDU credits toward Project Management Institute PMP® recertification.**

Getting Started with Email.....	501_001
Email Considerations	501_002
Email Writing Skills.....	501_003
Efficient Emailing	501_004
Netiquette	501_005
Company Email Policies	501_006

■ Facilitating Meetings and Groups

Course Number: 498
Time: 420 Minutes
Number of Quizzes: 6 Quizzes
Number of Labs: 3 Labs
PMI PDUs: 7.00

LearnSmart's Facilitating Meetings and Groups video training course demonstrates the extensive range of skills and tools needed to organize meetings that are both productive and time efficient. Through this course, viewers learn how to take charge, how to lead, and how to move

groups towards their goals. **This course qualifies for 7.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	498_001
Characteristics of a Successful Facilitator	498_002
The Facilitative Process	498_003
Internal vs. External Facilitators	498_004
Conventional Groups vs. Participatory Groups	498_005
Facilitation Tools and Techniques	498_006
Facilitating Meetings and Work Groups	498_007
Facilitating Difficult Situations	498_008
Facilitative Options	498_009
Facilitative Leadership	498_010
Creating a Supportive Learning Environment	498_011

■ Fundamentals of Business Crisis Management

Course Number: 590
Time: 150 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 5 Labs
PMI PDUs: 2.50

In LearnSmart's Fundamentals of Business Crisis Management video training, you’ll learn the steps to take before, during and after a crisis, which will help determine your company’s outlook once the storm has passed. In addition, you’ll learn the tools for anticipating business crises, and processes for developing crisis management capabilities — particularly, how to develop a crisis management plan. **This course qualifies for 2.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	590_001
Managing a Crisis	590_002
What is Crisis Management?	590_003
Crisis Prevention	590_004
Media Relations	590_005
Understanding Vulnerabilities.....	590_006
What to Communicate During a Crisis	590_007
Coming to an End.....	590_008

■ Making Humor Work at Work

Course Number: 492
Time: 75 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 1.00

Being able to laugh and have fun in the workplace is a benefit to employees, their supervisors, and their companies. In addition to being just plain old fun, laughter is good for business. Studies show that employees who love to laugh are more creative and more productive. They make better decisions. And they get along better with their co-workers. LearnSmart's Making Humor Work at Work video training course shows workers how to problem-solve, defuse resistance to change, disarm anger, and improve and increase memory through the effective use of humor on the job. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction	492_001
Case Study	492_002
Developing Relationships	492_003
Laughter: The Stress Blocker	492_004

■ Managing Contractors and Temporary Employees

Course Number: 503
Time: 195 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 3.25

In LearnSmart's Managing Contractors and Temporary Employees video training, you'll learn how contractors and temps — a common part of today's business landscape — offer managers a variety of unique solutions, but also an assortment of unique challenges and questions. Knowing how to incorporate these dedicated professionals into your strategic plan can go a long way toward maximizing their effectiveness, and that of your department. **This course qualifies for 3.25 PDU credits toward Project Management Institute PMP® recertification.**

Managing Contractors and Temporary Employees	503_001
Hiring Temporary Employees	503_002
Managing Contingent Workers	503_003
Legal Pitfalls	503_004
Working with Temporary Agencies	503_005

■ Mentoring that Matters

Course Number: 489
Time: 420 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 9 Labs
PMI PDUs: 5.00

Mentoring has been shown to help improve performance, enhance confidence, add motivation and perspective, and foster problem-solving skills, giving employees an overall boost in their standing within the company. LearnSmart's Mentoring that Matters course teaches managers, supervisors, and team leaders how to start a mentoring relationship, the benefits to both mentor and "mentee," problem-solving, and challenges. **This course qualifies for 5.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	489_001
Understanding the Difference	489_002
Understanding the Benefits	489_003
Developing a Mentoring Program	489_004
The Psychology of Mentoring	489_005
Communication Skills	489_006
Teaching and Learning	489_007
Motivation	489_008
Mentoring Roles & Responsibilities	489_009
Five Essentials of a Mentoring Relationship	489_010
Developing the Mentee	489_011

■ Negativity in the Workplace

Course Number: 488
Time: 240 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 4 Labs
PMI PDUs: 3.00

In LearnSmart's Negativity in the Workplace video training, you'll learn how negativity serves as an enormous obstacle toward a team's success — and how this feeling manifests itself in your employees' actions and attitudes. As a supervisor, it is up to you to help prevent negativity from spreading. By dealing with it head-on, and not waiting until it becomes a bigger problem, you put yourself in a better position to avoid a potentially devastating outcome. **This course qualifies for 3.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	488_001
Psychology of Workplace Negativity	488_002
The Downward Spiral	488_003
The Five Causes of Employee Negativity	488_004

Preventing Negativity	488_005
Handling Negativity	488_006

■ Successful Negotiation

Course Number: 509
Time: 50 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 3 Labs
PMI PDUs: 1.00

One of the more valuable skills to have in life and in business is the ability to negotiate effectively. After all, a successful negotiator can generate valuable returns and preserve relationships in the process. In Successful Negotiation, you'll get a comprehensive overview of how to be an effective negotiator. You'll learn that negotiation is not all about "defeating" your competitors, but rather that negotiation is about reaching a mutually beneficial solution that keeps everyone happy. This course contains all the essentials you need to become the best negotiator you can be — in both your professional and personal life. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	509_001
Negotiation: What and Why	509_002
The Negotiating Process	509_003
Strategies and Tactics	509_004

■ The Change Process

Course Number: 532
Time: 150 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 3 Labs
PMI PDUs: 2.50

In LearnSmart's Change Process video training you will learn about where meaningful organizational change begins, as well as the important role that employees and managerial staff play in the success of the transition process. In this course you'll learn about the various behavioral styles that influence the planning and progression of change: thinking, social, personal and more. You will also learn how to control, manage and integrate healthy change initiatives with minimal conflict through empathy, listening skills and celebrating short-term successes. This course will further provide you with strategies on defining job roles, setting performance standards, gathering feedback and building teamwork. With the information, learning tools and management approaches offered here, you will recognize that change should not be a stumbling block for employee relations, but an invitation to bring out the best in their forward thinking and yours. **This course qualifies for 2.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	532_001
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Starting the Change Process	532_002
Managing the Change Process	532_003
Integrating Change in Your Organization	532_004
Summary	532_005

Customer Service Skills

■ Calming Upset Customers

Course Number: 365
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 7 Labs
PMI PDUs: 1.00

Learn how to deal effectively with angry customers, clients, or colleagues. This carefully designed approach gives you the ability to work through conflicts and remain calm in the work environment. You'll learn how to distinguish between a disturbed and upset customer and how to collaborate with each toward a positive, win-win outcome. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Calming Upset Customers	365_001
Why Customers Get Upset	365_002
Responding to Upset Customers	365_003
Calming Your Customers	365_004

■ Connecting with Customers through Customer Service

Course Number: 360
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

Do you want to increase customer loyalty? Learn to respond to each customer's needs in ways that both please your customer and build your organization. Discover the right skills, attitude, and policies that win customer loyalty. Learn how to handle upset customers while staying professional. LearnSmart will show you the universal importance of greeting customers, listening, evaluating customer needs, and responding appropriately. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Customer Satisfaction	360_001
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■ Cornerstones of Sales and Customer Service

Course Number: 403
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.00

Turn good customer service into increased sales and increased customer satisfaction. This LearnSmart video training course shows you how to leverage your expertise to achieve the best possible outcome: Customers get more of what they want while your sales go up and your business improves. At the end of this course you will understand how to listen for nonverbal and verbal signals, ask open-ended questions, build multiple item sales and streamline decision making. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

Customer Service and Selling	403_001
Three Cornerstones	403_002
Service Impact	403_003
Strengthening Sale Knowledge	403_004

■ Helping Customers through Quality Service

Course Number: 366
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

Helping customers is the basis of great customer service. LearnSmart will show you five rules that will make your work more enjoyable and more effective for your business during this video training course. You will gain an understanding of how to create business enhancing connections with customers as well as how to provide effective telephone customer service as you uncover new techniques to improve customer care operations. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Serving Customers, Helping People	366_001
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Diversity and Compliance

■ ADA Compliance in Business

Course Number: 513
Time: 75 Minutes
Number of Quizzes: 5 Quizzes
PMI PDUs: 1.00

The Americans with Disabilities Act of 1990 brought with it a complex set of challenges that face employers who wish to avoid discrimination against the disabled in the workplace. This course provides a clear understanding

of management's roles and responsibilities under the ADA, detailing standards set by the law. Students will learn the correct procedures for interviewing and evaluating job candidates to avoid discrimination, as well as the procedures for accommodating — and ensuring a safe, discrimination-free environment for — employees with disabilities. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Knowing the ADA	513_001
The ADA & Hiring	513_002
Living with the ADA	513_003

■ Delivering Effective Training

Course Number: 385
Time: 60 Minutes
Number of Quizzes: 6 Quizzes
Number of Labs: 7 Labs
PMI PDUs: 1.00

Effective Training is key to getting the skills you need to complete your job. This training goes over today's learner and how training should be created to ensure the student gets the benefits of all the available types of training today. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Delivering Effective Training	385_001
Today's Learner	385_002
Getting It Together	385_003
Training Techniques That Work	385_004
Training Methods	385_005

■ Diversity Dynamics

Course Number: 362
Time: 30 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 5 Labs
PMI PDUs: 1.00

Diversity is a key element in any successful workplace. To be successful, a diverse workforce must figure out how to work together. LearnSmart will help you implement a company-wide diversity training program during this video training. Course instructor, Odette Pollar, is an author and nationally known speaker, trainer and consultant to business, government and industry. She will explain how to achieve tangible results that will transform your workplace. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Dynamics of Diversity	362_001
Transformation Process	362_002

Efficiency Skills

■ Assertiveness

Course Number: 419
Time: 75 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 3 Labs
PMI PDUs: 1.25

People who master assertiveness skills go further — faster — in today’s competitive business environment because they know how to respond appropriately to workplace challenges. While other training resources on assertiveness concentrate on the “why,” this unique training focuses squarely on the “how to.” By applying 12 powerful action steps, you’ll discover how to tap into your own abundant supply of assertiveness and increase your self-confidence. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Module One.....	419_001
Module One (cont.).....	419_002
Module Two.....	419_003
Module Two (cont.).....	419_004
Module Three.....	419_005
Module Three (cont.).....	419_006

■ How to De-Junk Your Life

Course Number: 412
Time: 105 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 11 Labs
PMI PDUs: 1.75

Do you feel as if your life is spinning out of control because you are so disorganized? Regain control of your space, your time, your paperwork and your priorities once and for all with this video training product from LearnSmart. You’ll soon understand easy-to-apply techniques for eliminating junk that clutters every area of your life, from the junk on your desk to the junk in your house and even the junk on your calendar. **This course qualifies for 1.75 PDU credits toward Project Management Institute PMP® recertification.**

De-junking Your Life.....	412_001
Paper and Information.....	412_002
Priorities.....	412_003

■ How to Get Things Done

Course Number: 414
Time: 105 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 13 Labs
PMI PDUs: 1.75

Do you wish you could be more focused on your goals, not distracted by the thousands of interruptions that compete for your time and attention? This dynamic training course from LearnSmart can literally add hours to your day with smart tips and stress-erasing strategies. Understand how to identify the trouble spots that keep you from achieving your goals. Expert Greg Kirsch will show you how to juggle many projects successfully and meet every deadline. He explains methods that give you confidence in completing projects and daily demands with less stress. **This course qualifies for 1.75 PDU credits toward Project Management Institute PMP® recertification.**

Using Time Wisely.....	414_001
Get Organized.....	414_002
Get Organized (cont.).....	414_003
Getting More Done.....	414_004

■ Motivation and Goal Setting

Course Number: 372
Time: 90 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 14 Labs
PMI PDUs: 1.50

Are you tired of setting goals and then never quite achieving them? Would you like to rocket out of your current routine and become more productive? Are you eager to break through the barriers that hold you back? This LearnSmart video training course for professionals will not only help you determine your goals, but will also give you strategic tools you can apply right away to motivate yourself toward making your goals realities. You’ll learn proven goal-setting techniques that teach you self-motivation and help improve your self-confidence. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Goal Setting.....	372_001
Motivation.....	372_002
Motivating Others.....	372_003

Executive Leadership

■ Advanced Management Skills

Course Number: 178
Time: 300 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 7 Labs
PMI PDUs: 5.00

In LearnSmart's Advanced Management Skills Video Training, you'll learn how to become a more confident manager. By taking this course, you will learn the qualities of a healthy, effective team and the techniques that will help you manage that team. Beyond that, you'll learn the advanced management skills of communication, leadership, and motivation — skills that very few people in the business world truly understand. **This course qualifies for 5.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	178_001
Management Basics	178_002
Essentials Management Skills	178_003
Advanced Delegations Errors	178_004
Management Paradigms	178_005
Leadership vs. Management.....	178_006
Team Dynamics.....	178_007
Advanced Motivational Techniques	178_008
Additional Management Techniques.....	178_009
Summary	178_010

■ Front-Line Leadership Series Leadership Challenges

Course Number: 543
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 1.00

Leaders in the 21st century must accommodate themselves to today's rapidly evolving marketplace. Leadership Challenges will teach you about the characteristics of 21st century organizations. You will become familiar with current trends as they apply to business, and gain a better understanding of changing employee expectations and motivations in the workplace. This is the first course in a series of six courses on 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Leadership Challenges	543_001
Globalization	543_002

Employee Perspective	543_003
Company Structure.....	543_004

Changes in Corporate Culture

Course Number: 544
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
Number of Labs: 2 Labs
PMI PDUs: 1.00

A company's organizational structure has a significant impact on how well a company performs and how well its employees work together to achieve common goals. In this course, you will learn the characteristics of a healthy organizational culture. You will gain insight into understanding workplace behaviors and learn how to direct cultural change. This course will provide you with ideas on how to shape healthy organizations and the insight needed to lead cultural change in your organization. Changes in Corporate Culture is course number two in a series on 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Characteristics of Corporate Culture.....	544_001
Changes in Corporate Culture	544_002

Keeping Employees Energized

Course Number: 545
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
Number of Labs: 1 Lab
PMI PDUs: 1.00

Employees who are excited about being at work each day tend to be more conscientious, yield higher quality work, have more momentum, and are less likely to allow themselves to become distracted. In this course, you will learn about the right ways to energize employees. You will gain insight on how to effectively communicate with and empathize with employees. You will better understand how to build morale in the workplace and how to stimulate creativity and capitalize on employee energy. This course is part of a six-course series on 21st century leadership. This is course three. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Keeping Employees Energized	545_001
Establishing Motivating Workplaces	545_002

Knowledge Management

Course Number: 546
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
Number of Labs: 1 Lab
PMI PDUs: 1.00

Knowledge is the most valuable asset most companies possess. Knowledge fuels innovation and represents a strong competitive advantage. Therefore, how companies manage their knowledge directly affects their productivity and capacity to compete. Knowledge Management looks at three different management styles and provides insight into how knowledge workers in the 21st century play an important role in today's workplace and how companies grow their intellectual capital. This is the fourth course in a six-course series on 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction to Knowledge Management.....	546_001
Knowledge Management	546_002

Elements of Change in Business

Course Number: 547
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
Number of Labs: 1 Lab
PMI PDUs: 1.00

Pushing for change can result in a more competitive organization. But change does not guarantee success and involves risk and cost. However, not doing anything can be risky and costly too. Elements of Change in Business addresses the importance of change and why it's essential to speak up when you see something that can be done better or handled differently. This course will allow you to look at your organization with new perspective and contemplate how it can become more competitive and grow in the marketplace. This is the fifth course in a series of courses dedicated to taking a closer look at successful 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Initiating Change	547_001
Elements of Change	547_002

Leadership Dynamics

Course Number: 548
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
Number of Labs: 1 Lab
PMI PDUs: 1.00

Leadership Dynamics will introduce you to some of the common misperceptions about leadership. You

will review the fundamental qualities of a great leader and learn how you can develop your own leadership style. You will learn the value of building strong relationships with bosses and co-workers, the power of influence, how to shape corporate culture, and how to build great teams. This is the final course of the Front Line Leadership series. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Tomorrow's Leaders.....	548_001
Leadership Dynamics.....	548_002

Leadershift

Course Number: 390
Time: 60 Minutes
Number of Quizzes: 5 Quizzes
PMI PDUs: 1.00

The entire concept of leadership is changing. In this course you will explore leadership shifts and learn five concepts that will expand the performance of any leader. Using bridge-building as a metaphor, expert Joel Barker teaches us that, more than anything else, the 21st century leader will build bridges — bridges of hope, ideas, and opportunities. Bridges that help us move from where we are to where we need to be. Develop forward-thinking leadership strategies with the help of this Leadershift LearnSmart video training course. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Leadershift.....	390_001
Lesson 1	390_002
Lesson 2	390_003
Lesson 3	390_004
Lesson 4	390_005
Lesson 5	390_006
Conclusion.....	390_007

New Business of Paradigms

Course Number: 393
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.00

You can choose to change your paradigm. Transforming your outlook about your change is highly effective in creating success and new opportunities. In the Business of Paradigms training course, popular speaker Joel Barker delivers an important message about identifying, embracing and acting on change. This course gives past and present examples of paradigm shifts and shows how you can choose to change your paradigm. **This**

course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.

What Are Paradigms?.....	393_001
Paradigms in the Real World.....	393_002
Paradigm Shifts	393_003
Key Concepts and Observations	393_004

■ Tactics of Innovation

Course Number: 392
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.00

Expert Joel Barker goes on location to share stories about why people say no to new ideas. More importantly, he introduces a strategy designed to remove barriers between new ideas and people who naturally resist change. These tactics will dramatically increase acceptance of any kind of idea. This course relays an important message to any organization that wishes to discover new ideas and bring them into practice. LearnSmart will show you how to open your organization to more opportunities. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Tactics of Innovation.....	392_001
Tactic 1.....	392_002
Tactic 2.....	392_003
Tactic 3.....	392_004
Tactic 4.....	392_005
Tactic 5.....	392_006
Conclusion.....	392_007

■ Wealth Innovation and Diversity

Course Number: 391
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.00

LearnSmart takes you on a journey around the world to understand a fundamental truth: Diversity is the key to creating wealth for all. Drawing from history, science, and business, speaker Joel Barker contends that your organization will experience long-lasting success only when you collaborate with individuals who are different from yourself. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Putting Differences to Work.....	391_001
Stages of Growth.....	391_002
Ongoing Innovation	391_003

■ Workforce Generation Leadership Series

Workforce Generations

Course Number: 535
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

At no other time in U.S. history has the workforce been as generationally diverse as it is currently, comprising four distinct age demographics across numerous ethnic and racial lines — the Silent Generation, Baby Boomers, Generation X, and Generation Next. Workforce Generations will teach you about generational behavior in the workplace and how you can leverage the talents and skills of all four generational workforces to boost the motivation, morale, and job performance of everyone in your organization. Additionally, this course is the first course in the Workforce Generations series dedicated to understanding each generation represented in the workplace. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction.....	535_001
Workforce Generations	535_002

Leading Silents and Boomers

Course Number: 930
Time: 75 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.25

When you understand the basic distinctions of the workforce generations comprising your employed staff, you can begin reaping the benefits by putting that knowledge to good use. It only takes a little conscientious effort to bridge generational gaps before you start experiencing positive results. Developing Generations will show you the benefits of understanding and appreciating the generational mix between the Silent Generation and the Baby Boomer Generation, as well as the attributes and attitudes that each generation brings into the workplace. This is the second course of the Workforce Generation series, which contains courses dedicated to understanding each generation's different behaviors, attitudes, and priorities. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Leading the Silent Generation.....	930_001
Leading the Baby Boomers	930_002
Intergenerational Dynamics: Silents and Boomers	930_003

Multi-Generational Leadership (GenX and Next)

Course Number: 931
Time: 75 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.25

Now that virtually every business has “gone digital,” we are even more reliant upon those who grew up with the technology, and can use it to do more — better and faster than we ever thought imaginable. In this course, you will see how best to work with Generations X and Next, to establish a workplace environment that is conducive to bringing out the best that they have to offer. In many ways, you have access to tomorrow’s experts today, and that is an opportunity that should not go to waste. This is course three in the Workforce Generations series. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Leading Generation X	931_001
Leading Generation Next	931_002
Intergenerational Dynamics: Gen Xers and Nexters	931_003

Cross-Generational Teams

Course Number: 932
Time: 60 Minutes
Number of Quizzes: 3 Quizzes

Cross-generational teams, or those made up of members of different generations, have a unique set of benefits and challenges. Ultimately, as the manager, it is up to you to help ensure that team members are able to work together effectively. In Cross-Generational Teams, you will learn that the characteristics of cross-generational teams parallel the attributes and attitudes of their individual team members: the Silents, Baby Boomers, Gen Xers, and Gen Nexters. This is the fourth course in the Workforce Generations series dedicated to understanding each generation’s different behaviors, attitudes, and priorities.

Introduction to Cross-Generational Teams	932_001
Managing Cross-Generational Teams	932_002

Developing Generations

Course Number: 933
Time: 60 Minutes
Number of Quizzes: 3 Quizzes

When you understand the basic distinctions of the workforce generations comprising your employed staff, you can begin reaping the benefits by putting that knowledge to good use. It only takes a little conscientious

effort to bridge generational gaps before you start experiencing positive results. Developing Generations will show you the benefits of understanding and appreciating the generational mix, as well as the attributes and attitudes that each generation brings into the workplace. This is the final course in the Workforce Generations series dedicated to understanding each generation’s different behaviors, attitudes, and priorities.

Attracting and Retaining Generations	933_001
Developing Generations	933_002

Executive Management Skills

■ Empowerment

Course Number: 369
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 5 Labs
PMI PDUs: 1.00

Generate excitement and ownership at every level of your organization by using this step-by-step plan for empowerment. Gauge the current environment, strengthen team relationships and develop new processes that support a proactive workforce. Enable employees to use their full talents and abilities to make a real difference for your company, your team, and yourself! This LearnSmart video training course is based on the book *Empowerment* by Dr. Cynthia D. Scott & Dr. Dennis T. Jaffe and is focused on improving the overall employee morale in your workplace. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Empowerment	369_001
Changing Organizations	369_002
Changing Mindsets	369_003
Changing Relationships	369_004
Changing Structures	369_005

■ Managing Technical Professionals

Course Number: 504
Time: 165 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 1 Lab
PMI PDUs: 2.75

In LearnSmart’s Managing Technical Professionals video training, managers are given a thorough overview of how to effectively lead technical professionals. This course contains the fundamentals a manager needs to understand

technical professionals and become a better manager. **This course qualifies for 2.75 PDU credits toward Project Management Institute PMP® recertification.**

Introduction to Managing Technical Professionals	504_001
Attracting, Motivating and Retaining Technical Professionals	504_002
Models for Managing Technical Professionals	504_003
Developing Career Plans for Your Technical Professionals.....	504_004

■ Moving from Technical Professional to Management Series

Managing Development for Technical Professionals

Course Number: 681
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.00

In LearnSmart’s Managing Development for Technical Professionals video training, technical professionals will learn the skills to survive and thrive in the workplace. Students will also gain a better understanding of what it takes to develop organizational skills, such as time management, performance management, and stress management. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction to Management for Tech Professionals	681_001
Management Development for Technical Professionals	681_002

Successful Communication and Process Management Skills

Course Number: 682
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.00

In LearnSmart’s Successful Communication and Process Management Skills video training, new and future managers will gain a clear understand of just how important clear lines of communication are — with both employees and superiors. In addition, students will see how easy it can be to become overwhelmed, with so much to do in what never seems like enough time. By concentrating on effective time management, these individuals can avoid much of the stress and pressure that comes with a new position. **This**

course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.

Communication Skills for Successful Management	682_001
Process Management Skills.....	682_002

Developing Leadership and Transitioning into Management

Course Number: 683
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

In LearnSmart’s Developing Leadership and Transitioning into Management video training, you will learn that management isn’t always so much about leading, as it is about pointing the way. It is your duty to point the way by instructing, giving feedback and sharing your experience. This course looks at leadership roles, styles and behaviors, showing how to build the strengths of your team and overcome personality differences and conflict. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Leadership Development for Technical Professionals	683_001
Strategies for Transitioning Into Management	683_002

■ Moving into Management Series

Introduction to Management

Course Number: 511
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.00

You will learn about the different responsibilities you have as a manager — such as project manager, coach, and leader — and the duties you’ll have to perform. To be successful, you’ll have to establish your authority and make good decisions by following the seven step decision-making process. Discover how to schedule time for personal development, and to analyze tasks you and your team must complete using the important/urgent matrix. Additionally, you’ll also consider how your employees learn, and consider how to respond to drivers and resisters to change. Overall, you will be better equipped as a new manager. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Taking on a Management Role.....	511_001
The New Manager.....	511_002

Leading and Communicating as a Manager

Course Number: 1026
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

Aside from adapting to a new role with increased responsibilities, new managers must learn to be leaders and explore how to communicate effectively with employees, fellow managers, and senior executives. To train in these areas, you will learn the five primary leadership roles that managers serve in business. Then, you'll go through discussions about leading teams concentrating on how to lead them, about how to know when your team is being effective, and about the different stages of team development. Next, you'll look at effective delegation. You'll also examine Maslow's hierarchy and consider how that relates to an individual's performance and behavior. Finally, you'll study how communication works and principles for chairing a meeting. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

Leadership and Communication 1026_001

Making an Impact as a Manager

Course Number: 1027
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI PDUs: 1.00

Making an Impact as a Manager is designed to help new managers lead their employees and companies on to bigger and better things. This course defines corporate strategy and identifies exactly what it does; explain how to use a SWOT analysis to shape the company's culture; the importance of doing a STEP analysis to provide a framework for addressing obstacles that face the business; talk about ways to improve operations; and the three Es to examine when measuring and improving performance. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

The Company's Future 1027_001
Day-to-Day Duties 1027_002

Taking Control as a Manager

Course Number: 1028
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

Taking Control as a Manager is designed to help new managers understand how to relate to fellow managers and other employees and how to deal with the pressures that come with the position. This course looks at the seven

aspects of management to invest in and different things you can do as a new manager to help win your team over; discusses performance management and using budget as a tool of control; identifies steps you can take to help employees overcome their insecurities and feel more comfortable on the job; and identifies the common causes of managerial stress and strategies to overcome them. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

Understanding Responsibilities
and Overcoming Fears 1028_001

Leadership Skills

■ Handling Conflict and Confrontation

Course Number: 407
Time: 90 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 12 Labs
PMI PDUs: 1.50

Whenever diverse individuals work together, there are bound to be differences of opinion, miscommunication, unwelcome criticism, and sometimes even out-and-out confrontations. LearnSmart offers this solution-based course, instructed by conflict management specialist Sharon Spano, to help you defuse volatile situations and remain in control when tempers flare and emotions overheat. Discover techniques for solving all kinds of people problems in order to avoid obstacles in the workplace. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Understanding Conflict 407_001
Types of Conflict 407_002
Stages of Conflict 407_003
Managing Conflict 407_004
Maintaining Relationships 407_005
Emotions of Conflict 407_006
Responses to Avoid 407_007

■ Powerful Communication Skills

Course Number: 383
Time: 105 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 7 Labs
PMI PDUs: 1.75

Communicating is more difficult in today's fast-paced technological world. It takes special skills to get people to

listen to you — skills you will learn in this interactive media presentation. This dynamic course will help you identify key elements of communication that will allow you to send a clear message. Learn how to become a powerful communicator and an effective problem solver. **This course qualifies for 1.75 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	383_001
Listening Concepts	383_002
Communication Methods	383_003
Basic Communication Skills	383_004
Pressurized Situations	383_005
Communication Tools	383_006

Productivity Skills

■ Art of Communication

Course Number: 410
Time: 75 Minutes
Number of Quizzes: 6 Quizzes
Number of Labs: 25 Labs
PMI PDUs: 1.25

Communication is perhaps the most fundamental business skill of all. The Art of Communication LearnSmart video training will bring out the natural communicator in you. Learn to write compelling business documents, deliver show-stopping presentations, and conduct productive meetings. Discover new brainstorming techniques and find ways to enhance your natural creativity. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Communicate	410_001
Four Basics of Communication.....	410_002
Communicating Better: Writing	410_003
Speaking Better: Presenting	410_004
Interacting Better: Meetings.....	410_005

■ Art of Organization

Course Number: 417
Time: 75 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 24 Labs
PMI PDUs: 1.25

Better organization can help almost all of us in our personal and professional lives. Become an organizational wizard with the Art of Organization LearnSmart video training course. Learn the three Rs of organization: Reduce, Refer, and Rearrange. You'll be amazed at how productive you'll be — at home and at work — when you get organized.

This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.

Why Get Organized?	417_001
Challenges to Getting Organized	417_002
Getting Started: Procedures.....	417_003
Staying Organized: Processes	417_004

■ Art of Stress Management

Course Number: 381
Time: 60 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 18 Labs
PMI PDUs: 1.00

Sooner or later we all face stress, and not just at work. The Art of Stress Management teaches important stress management skills and techniques to increase your productivity and maintain a positive attitude. LearnSmart System's video instruction provides dozens of handy tips and techniques to help you better understand yourself and others in order to get more out of life and work. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Recognizing Stress	381_001
Coping with Stress	381_002
Building Mental Fitness	381_003

■ Attitude for Success

Course Number: 413
Time: 60 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 18 Labs
PMI PDUs: 1.00

Your attitude may be the single greatest contributor or the biggest obstacle to your success. Focus on developing and renewing a positive outlook with the Attitude for Success LearnSmart video training course. Eight attitude adjustment techniques help you to keep your spirits up when faced with challenges and discover ways to simplify your life. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Attitude Advantages	413_001
Adjusting Your Attitude	413_002
Attitude and Success	413_003

■ Manage Time

Course Number: 422
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 20 Labs
PMI PDUs: 1.00

If you can't manage time effectively, you'll have difficulty meeting deadlines and handling your most pressing priorities. The Manage Time LearnSmart video training helps you maintain your schedules, priorities, and commitments without running behind. Learn to effectively plan and prioritize each day, week, and month. The Manage Time course will show you how to make space for all the important things in your life. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

The Tests of Time	422_001
Stop Wasting Your Time.....	422_002
Becoming a Time Manager	422_003

■ Working as a Team

Course Number: 398
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

Working as a team increases involvement, improves communication and cooperation, and generates innovative business solutions. This LearnSmart training will teach your employees how to streamline decision making and expand competencies. Upon course completion, they will know both what to expect from teams and what their teammates will expect from them. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Team Building	398_001
The Team Approach	398_002

■ Call Center Success

Course Number: 415
Time: 105 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 14 Labs
PMI PDUs: 1.75

Who speaks for your organization? The CEO? COO? Or is it a Customer Service Representative answering the telephone? This video training from LearnSmart will help new reps increase their success, while sharpening the skills of your call center veterans. Customer Service Representatives will learn the six factors of professionalism, how customers behave, what customers expect and techniques for more effective communication with customers — all while maintaining a positive attitude.

This course qualifies for 1.75 PDU credits toward Project Management Institute PMP® recertification.

The CSR: A Powerful Choice	415_001
Gaining the Professional Edge	415_002
The All-Important Customer	415_003
Building Your Skills	415_004
Building Your Skills (cont.)	415_005
Attitude: An Important Asset	415_006

■ Power of Telephone Courtesy

Course Number: 384
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

Making the wrong impression over the phone can discourage customers. This LearnSmart course shows you the right way and the wrong way to handle business phone conversations. Learn to demonstrate professionalism on the telephone to create a positive experience for the customer and the proper telephone techniques that will let your customer know they are important. Teach your staff how to project a positive view of your organization and improve your customer's overall experience with your business. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Telephone Courtesy.....	384_001
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Successful Management Skills

■ Giving and Receiving Criticism

Course Number: 395
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

Criticism is an essential component of growth and improvement. Learn to give and take criticism in ways that benefit the individuals involved, as well as your organization. This video training course from LearnSmart will take you through a three step formula for successful criticism. These lessons can be used to establish a spirit of cooperation and growth, while creating a more effective organization. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Effective Criticism	395_001
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■ Managing Disagreement

Course Number: 416
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 8 Labs
PMI PDUs: 1.00

Most of us go out of our way to avoid disagreements, let alone try to manage them. Yet, effectively managing disagreement can be one of the most important supervisory and managerial skills. In the Managing Disagreement LearnSmart video training course, users can take a sophisticated assessment of their own conflict management style, learn the nine ways to approach and deal with disagreement and see examples of each of these styles illustrated in dramatic vignettes. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Understanding Conflict Mgmt..... 416_001
The Nine Styles 416_002
Steps for Managing Disagreement 416_003

■ Problem Performance Management Series

Preventing Performance Problems

Course Number: 505
Time: 60 Minutes
Number of Quizzes: 2 Quizzes

The most effective method for managing performance problems is preventing them. As a manager, it's important that you have the knowledge and tools used to prevent performance problems. To start out you'll concentrate on how to successfully hire people that will contribute to your organization's skill set. Another preventative measure covered is how to establish performance expectations. Communication is a key tool to effectively set performance expectations. You'll also spend time learning about the best ways to give performance feedback. All in all, the topics covered will help you take a closer look at the dynamics of the employee-manager relationship, and gain insight on different ways to avoid performance problems in your staff. Begin your training with the first course of the Problem Performance Management series.

Selecting the Right Employees 505_001

Identifying Performance Problems and Causes

Course Number: 1797
Time: 60 Minutes
Number of Quizzes: 2 Quizzes

Regardless of how effective you are in establishing practices that prevent performance problems, you will at some point run into performance problems. Performance problems will happen. The best response is to immediately take corrective action before the problem escalates. Learn about the different types of performance problems and their causes. Then you will discover the difference between conduct problems and performance problems. Because they are different in nature, the same techniques are not applied to handle conduct problems as those that are used to resolve performance problems. You'll also explore the role that personality plays in performance problems. You'll be able to tackle performance problems head on using the knowledge accumulated here. This is the second course in the Problem Performance Management series.

Physical, Emotional, and
Educational Performance Problems 1797_001

Feedback and Counseling

Course Number: 1798
Time: 60 Minutes
Number of Quizzes: 2 Quizzes

The most important tool a supervisor can use in addressing performance problems is feedback and counseling. Counseling can be used to get to the root of why employees are unable to meet performance expectations. Another tool that will assist you is a Performance Improvement Plan. Learn how to use these tools to effectively address performance problems and improve workplace performance. You will also go through presentations that will help you hone your managerial, supervisory, coaching, and teaching techniques. You will also concentrate on how to isolate and address problems that are exclusive to individual tasks, sets of tasks, and individuals. Each of these topics makes up the third course of the Problem Performance Management series.

Improving Worker Performance
Through Feedback and Counseling 1798_001

Effectively Disciplining Problem Performance

Course Number: 1799
Time: 60 Minutes
Number of Quizzes: 2 Quizzes

Delve into the final course of the Problem Performance Management series. Disciplining employees is the final

phase in addressing performance issues. You will spend time studying the elements of an effective disciplinary policy, the role of warnings, and steps taken to formally discipline an employee. You'll also look at the impact of mishandling discipline, particularly the implications it has on the employee-manager relationship. After taking disciplinary action, there are additional options to consider as a manager including termination, Discipline Without Punishment, and performance change.

Resolving Issues
Through Disciplinary Policy 1799_001

■ Rewarding Peak Performers

Course Number: 507
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.50

Successful companies are built upon good ideas, and the people who turn those ideas into products and processes. In order for those companies to remain successful, they must make sure that they retain the people who helped them rise to the top of their industry. Rewarding Peak Performers gives managers the tools they need to not only keep their own talented people, but to reach out and find others who can add to the business's bottom line. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Recognizing Top Performers..... 507_001
Compensation Programs 507_002
Manager of Choice 507_003

Telephone Communication Skills

■ Telephone Collections

Course Number: 421
Time: 135 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 27 Labs
PMI PDUs: 2.25

Gain an understanding of the core concepts, skills, and knowledge to effectively increase the collection of accounts receivable. Experts Carol Tuffahah and Margie Grandinetti take you step-by-step through the collection process, providing valuable insight to the behavior styles and danger signals you may encounter in the process. At the conclusion of this video training from LearnSmart, you will be familiar with the communication skills and

steps to increase your collection effectiveness. **This course qualifies for 2.25 PDU credits toward Project Management Institute PMP® recertification.**

Introduction 421_001
Collections..... 421_002
Communication Techniques 421_003
Working with Customers..... 421_004
Behavior Styles 421_005
Effective Collections 421_006
Danger Signals 421_007

■ The Rewards of Telephone Courtesy

Course Number: 379
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI PDUs: 1.00

Excellent telephone skills increase customer satisfaction and assure that you won't miss important business opportunities. Be confident that your company is presenting a professional telephone image. Help your employees develop telephone proficiency and understand the impact telephone courtesy has on both co-workers and customers on the other end of the phone. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Courtesy Pays 379_001

Intuit

■ QuickBooks 2011

Course Number: 476
Time: 505 Minutes
Number of Quizzes: 8 Quizzes
Number of Labs: 34 Labs

Small business owners can now profit by improved bookkeeping skills with this QuickBooks 2011 course from LearnSmart. Video instruction is provided by Mary Janousek who is the leading QuickBooks consultant for one of the largest accounting firms in Wyoming. Mary brings experience and enthusiasm to the computer screen as she walks students through how to create a new company, work with accounts and lists, manage inventory, record sales, and process payroll. Keep an eye on your bottom line as you learn how to generate reports and graphs for your business. Interactive testing is included as part of this course that will solidify your improved knowledge of what it takes to manage your finances and run your business more efficiently. This course is the preferred preparation

for the Intuit Quickbooks Certified exam from Certiport.
Basic accounting knowledge may be required.

Getting Started	476_001
QuickBooks Setup.....	476_002
General Product Knowledge	476_003
Customizing QuickBooks	476_004
List Management.....	476_005
Working with Items	476_006
Working with Sales	476_007
Working with Purchases.....	476_008
Working with Inventory	476_009
Working with Sales Tax	476_010
Reconciliation	476_011
Payroll	476_012
Payroll Setup Wizard.....	476_013
Tracking Time/Running Payroll.....	476_014
Reports	476_015
Basic Accounting	476_016
Saving Time and Shortcuts.....	476_017