

# Staffing eTrainer All Inclusive Courses

## Skillsoft Library of General Business Courses, \$119 Per Learner

Sales Basics.....	page 3
Sales Procedures.....	page 3
Personal Productivity.....	page 3
Communication.....	page 4
Customer Service.....	page 4
Management Skills.....	page 5
Leadership.....	page 6
Lean & Six Sigma.....	page 6
Financial.....	page 6
Human Resources.....	page 7
Safety.....	page 8

## Staffing eTrainer Industry Specific Courses, \$159/\$319 Per Learner

### Introduction to Staffing

- History of Staffing
- Staffing Strategies
- Why Professionals Choose Staffing
- Mastering Communication Skills
- Understanding Industry Profits

### Staffing Operations (Recruiter)

- History of Staffing
- Staffing Strategies
- Why Professionals Choose Staffing
- Mastering Communication Skills
- Discrimination Free Screening
- Hiring the Best
- Beyond the Interview: Validating Skills & References
- Client Connection
- Taking a Request
- Making a Successful Match
- Selling the Assignment
- The Quality Assurance Cycle
- Understanding Industry Profits

## Additional Options

### All-Inclusive Corporate Licenses

Access to All Skillsoft & Staffing Industry Courses | Exclusive Content | 25% Discount on Toolkits

1 - 10 Learners	\$250/month	11 - 15 Learners	\$330/month
16 - 25 Learners	\$450/month	26 - 35 Learners	\$560/month
36 - 50 Learners	\$700/month	51 - 75 Learners	\$937/month

*Over 75 Learners? Contact us for pricing.*

# Staffing eTrainer Industry Specific Course Listing

## [History of Staffing](#)

## [Introduction to Staffing, Staffing Operations](#)

This course will review the staffing industry history and how we have evolved into a very strategic part of workforce management. Today, many companies rely on contingent workers as an integral part of their standard workforce. This course also covers current trends in our industry.

## [Staffing Strategies](#)

## [Introduction to Staffing, Staffing Operations](#)

The staffing industry provides flexible strategies to meet changing workforce demands. As a Staffing Consultant, you can help your client identify the most appropriate strategy for their current business environment. The course covers the top eight staffing strategies, the value and appropriate use of each strategy.

## [Why People Choose Temporary Staffing](#)

## [Introduction to Staffing, Staffing Operations](#)

People choose to work for temporary staffing companies for a variety of reasons. Upon completing this course, you will be able to describe the reasons why people choose to work temporary staffing positions.

## [Mastering Communication Skills](#)

## [Introduction to Staffing, Staffing Operations](#)

As a staffing consultant, you are a solutions provider – NOT an order taker. Therefore, you must identify client needs that are below the surface. Focusing on your questioning, listening, and analyzing skills will help you be more successful. You will also understand the barriers to effective listening and learn effective listening skills.

## [Discrimination Free Screening](#)

## [Staffing Operations](#)

This course is intended as brief explanation of federal equal employment opportunity (EEO) laws and the steps of the pre-screening process. It is important to be aware of our applicants' rights, according to federal guidelines. This course covers questions you should not ask an applicant and the purpose and steps of a performing a quality screening conversation.

## [Hiring the Best](#)

## [Staffing Operations](#)

Skillful interviewing is the key to making a successful client match. When you conduct a thorough interview, you can discover the skills, knowledge, and experience that meets your clients' needs. In addition, you can create a more satisfying work experience for the applicant, by discovering his or her qualifications, job preferences and career goals.

## [Beyond the Interview: Validating Skills & References](#)

## [Staffing Operations](#)

What happens during the screening and interview process is just as important as the interview itself. Upon completing this course section, you will be able to appropriately validate skills using five steps and you will understand how to conduct an effective reference check.

## [The Client Connection and Taking a Request](#)

## [Staffing Operations](#)

A staffing professional's success relies on the ability to know and understand your clients. In this course you will learn the value we provide to our clients, how to understand your client's needs to provide a high value. You will also learn the five steps to taking a request from your client.

## [Making a Successful Match](#)

## [Staffing Operations](#)

Your ability to make the best matches possible will enhance the service you provide your clients, as well as reduce the number of refills you will need to handle. You will learn the eight key components to selecting the best candidate.

## [Selling the Assignment](#)

## [Staffing Operations](#)

Finding a great match is only the first step in filling the assignment. You must also be able to explain the assignment for the associate to view it as an opportunity. The course will explain the five steps to selling the assignment.

## [The Quality Assurance Cycle](#)

## [Staffing Operations](#)

Your goal is to create successful working relationships among your staffing service, clients, and temporary associates. You can establish and maintain these relationships by providing and confirming superior customer satisfaction to each contact. You will learn the best questions to ask each to determine how you can improve your offerings.

## [Understanding Industry Profits](#)

## [Introduction to Staffing, Staffing Operations](#)

Have a clear understanding of how our industry makes profit is helpful to your bottom line. You will learn how burden impacts our bottom line and what you can do to make a difference.

## Business Development Course Listing

### Sales Basics

Introduction to Sales  
Are You Listening to Your Customers?  
Customer Advocacy: Communicating to Build Trusting Customer Relationships  
Customer Advocacy: Enhancing the Customer Experience  
Customer Advocacy: Supporting Customer Advocacy  
Demonstrating Business Acumen  
Developing a Customer-Focused Sales Approach  
Developing Strong Customer Relationships  
Developing Your Business Acumen  
Developing Your Reputation of Professionalism with Business Etiquette  
Don't Only Go for the Big Fish  
Effective Cold Calling  
Listening to Improve Conversation  
Sales and Marketing: Two Sides of the Same Coin?  
Turning Potential Customers into Allies

### Sales Procedures

Getting Organized to Meet Your Sales Goals  
Identifying and Managing Customer Expectations  
Essential Selling Skills: Closing the Sale  
Essential Selling Skills: Mastering Cold Calling  
Essential Selling Skills: Qualifying Sales Prospects  
Negotiation Skills for Sales Professionals: Preparing to Negotiate  
Negotiation Skills for Sales Professionals: Reaching Agreement  
Negotiation Skills for Sales Professionals: Value Exchange  
Negotiating Well and Going for the Close  
Tailoring Your Negotiating Approach  
Preparing to Implement Solutions  
Prompting Action through Focused Communication

Reaching a Negotiated Agreement  
Connecting Customers and Solutions  
Social Media and Social Selling  
Solution Selling: Creating New Opportunities  
Solution Selling: Mastering the Essentials  
Solution Selling: Meeting an Active Need  
Strategic Sales Planning  
Telling a Business Story

### Personal Productivity

Assessing Digital Challenges and Risks  
Being an Effective Team Member  
Campus to Corporate: Developing a Professional Image  
Conflict, Stress, and Time Management  
Creating a Positive Attitude  
Contributing as a Virtual Team Member  
Developing Strategic Peer Relationships in Your Organization  
Developing the Capacity to Think Strategically  
Developing the Right Attitude for Performing under Pressure  
Developing the Strategic Thinking Skill of Seeing the Big Picture  
Developing Your Business Ethics  
Forming Peer Relationships and Alliances at Work  
Goals and Setting Goals  
Introduction to Workplace Ethics  
Managing from Within: Self-empowerment  
Optimizing Your Work/Life Balance: Analyzing Your Life Balance  
Optimizing Your Work/Life Balance: Maintaining Your Life Balance  
Optimizing Your Work/Life Balance: Taking Control of Your Stress

## General Business Course Listing

### Personal Productivity (continued)

Personal Productivity Improvement: Managing Tasks and Maximizing Productivity  
Personal Productivity: Self-organization and Overcoming Procrastination  
Professionalism, Business Etiquette, and Personal Accountability  
Receiving Feedback  
Setting and Managing Priorities  
Sharing Space: Living, Learning, and Working at Home  
Time Management: Quit Making Excuses and Make Time Instead  
Time Management: Ready, Set...FOCUS!  
Time Management: Too Much to Do and Too Little Time  
The Art of Staying Focused  
Working for Your Inner Boss: Personal Accountability

### Communication

Be a Better Listener  
Beginning Your Coaching Engagement  
Building Trust  
Business Grammar: Common Usage Errors  
Clarity and Conciseness in Business Writing  
Communicating with Professionalism and Etiquette  
Communication Challenges: Navigating Choppy Waters  
Communication Methods that Make Sense – and Make Your Point  
Communication Skills  
Confronting Workplace Conflict  
Developing Your Reputation of Professionalism with Business Etiquette  
Digital Marketing: Getting to the Customer  
Editing and Proofreading Business Documents  
Effective Team Communication

Exploring Virtual Collaboration  
Facing Virtual Team Challenges  
Feedback and Its Vital Role in the Workplace  
Handling Difficult Conversations Effectively  
Interpersonal Communication that Builds Trust  
Keeping Business Calls Professional  
Listening to Improve Conversation  
Mastering Active Listening in the Workplace  
Meeting the Challenge of Workplace Conflict  
Navigating Challenging Situations with Diplomacy and Tact  
Navigating Other People's Emotions  
Navigating the Post-pandemic Workplace  
Navigating the Workplace with Emotional Intelligence  
Navigating Your Own Emotions  
Performing with Others under Pressure  
Preparing for a Difficult Conversation  
Preparing for Effective Business Meetings  
Public Speaking Strategies: Confident Public Speaking  
Resolving Workplace Conflict  
Roadblocks to Excellent Listening  
Using Business Etiquette to Build Professional Relationships  
Using E-mail, the Internet, and Social Media Safely in a Corporate Environment  
Working with Difficult People: How to Work with Aggressive People  
Working with Difficult People: How to Work with Negative People  
Working with Difficult People: Identifying Difficult People  
You and Your Negotiating Counterpart

### Customer Service

Building a Digital Market via Websites and Email  
Building Profitable Customer Relationships

# General Skillsoft Course Offering

Connecting Customers and Solutions  
Creating Effective Social Customer Service  
Customer Interactions  
Customer Service Confrontation and Conflict  
Customer Service Fundamentals: Building Rapport in Customer Relationships  
Customer Service over the Phone  
Customer Service Processes and Procedures  
Customer-focused Interaction  
Dealing with Irrational Customers and Escalating Complaints  
Defining Alternative Solutions to a Problem  
Developing Strong Customer Relationships  
Getting to the Root of a Problem  
Identifying and Managing Customer Expectations  
Internal Customer Service  
Rebuilding Trust  
The Manufacturing Industry Overview: Version 4

## Management Skills

Achieve Your Objectives through Effective Delegation  
Aligning Unit Goals and Imperatives  
Building Innovation Cultures and Leaders  
Business Coaching: Building the Coaching Relationship  
Business Coaching: Conducting Coaching Sessions  
Business Coaching: Getting Ready to Coach  
Business Coaching: Using Different Coaching Styles  
Capturing the Attention of Senior Executives  
Choosing and Using the Best Solution  
Coaching Techniques that Drive Change  
Coaching Techniques That Inspire Coachees to Action  
Coaching to Shift Perceptions  
Dealing with Common Meeting Problems  
Decisions: Making the Right Move  
Delegating Appropriate Tasks

Delivering Feedback  
Developing Employees through Delegation  
Expanding Your Digital Mindset  
Elements of a Cohesive Team  
Developing Emotional Intelligence  
Emotional Intelligence: Applying EI at Work  
Establishing Team Goals and Responsibilities  
Establishing Team Goals and Responsibilities, and Using Feedback Effectively  
Facing Challenges as a First-time Manager  
First Steps for Turning Around a Performance Problem  
First Time Manager: Challenges  
First Time Manager: Meeting Expectations  
First Time Manager: Understanding a Manager's Role  
Giving Appropriate Feedback  
Giving Feedback to Coworkers  
Having a Difficult Conversation  
Keeping Your Coachee Committed and Accountable  
Key Elements of Business Execution  
Leading by Motivating  
Leading in a Post-pandemic Workplace  
Leading Your Team through Change  
Leading Teams: Building Trust and Commitment  
Leading Teams: Dealing with Conflict  
Leading Teams: Developing the Team and its Culture  
Leading Teams: Establishing Goals, Roles, and Guidelines  
Leading Teams: Fostering Effective Communication and Collaboration  
Leading Teams: Launching a Successful Team  
Leading Teams: Managing Virtual Teams  
Leading Teams: Motivating and Optimizing Performance  
Maintaining an Engaging Organization  
Making and Carrying Out Tough Decisions  
Making Feedback a Regular Occurrence

Management Essentials: Caring about Your Direct Reports  
Management Essentials: Confronting Difficult Employee Behavior  
Management Essentials: Delegating  
Management Essentials: Developing Your Direct Reports  
Management Essentials: Directing Others  
Management Essentials: Managing a Diverse Team  
Management Essentials: Treating Your Direct Reports Fairly  
Managing Effective Business Meetings  
Managing Performance  
Managing Workforce Generations: Introduction to Cross-generational Employees  
Measuring Outcomes and Using KPI's  
Preventing Problem Performance  
Recognizing and Diagnosing Problem Performance  
Solving Problems: Framing the Problem  
Solving Problems: Generating and Evaluating Alternatives  
Successful Delegation: Supervise and Encourage The Delegation Process  
The Reality of Being a First-time Manager  
The Value of Peer Relationships  
Thinking Critically: Coming to Terms with Assumptions  
Thinking Critically: Drawing Conclusions with Confidence  
Thinking Critically: Getting Your Arms around Arguments  
Underperforming Employee – Now What?  
Use Delegation to Develop Your Team  
Using Feedback to Improve Team Performance  
Using Progressive Discipline to Correct Problem Performance  
Using Strategic Thinking Skills

## Leadership

Building a Leadership Development Plan

Business Continuity Management Programs  
Business Strategy for the Post-Pandemic Economy  
Creating and Sustaining a Customer-Focused Organization  
Expanding your Digital Mindset  
Influencing through Positive Leadership  
Inspiring Your Team  
Leadership Essentials: Building Your Influence as a Leader  
Leadership Essentials: Communicating Vision  
Leadership Essentials: Creating Your Own Leadership Development Plan  
Leadership Essentials: Leading Business Execution  
Leadership Essentials: Leading Change  
Leadership Essentials: Leading Innovation  
Leadership Essentials: Leading with Emotional Intelligence  
Leadership Essentials: Motivating Employees  
Maintaining an Engaging Organization  
Sharing a Vision

## Lean & Six Sigma

Applying Lean in Service and Manufacturing Organizations  
Five Steps to Perfection: Implementing Lean  
Introduction to Lean for Service and Manufacturing Organizations  
Six Sigma and Lean Foundations and Principles

## Financial

Basic Accounting Concepts for Non-financial Professionals  
Basic Accounting Principles and Framework  
Basic Budgeting for Non-financial Professionals  
Building Profitable Customer Relationships  
Cash Flow Management Essentials for Non-financial Professionals  
Comprehending Financials: A Guide to Financial Statements  
Financial Statement Analysis for Non-financial Professionals

## Financial (continued)

Key Accounting Concepts and Principles  
The Cash Flow Statement

## Human Resources

A Manager's Guide to Discipline and Documentation

Aligning Recruitment to Job Requirements

Americans for Disability Act: An Overview for Manager

Applicant Screening: The First Step in Hiring the Best

Bridging the Diversity Gap

COMPLIANCE EXPERT: Harassment - A Case Study

COMPLIANCE EXPERT: Harassment - A Case Study for Managers

COMPLIANCE IMPACT: Harassment - It's No Joke

COMPLIANCE IMPACT: Harassment -- Danielle's Story

COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock

COMPLIANCE SHORT: Preventing Harassment and Promoting Respect

COMPLIANCE SHORT: Preventing Harassment and Promoting Respect 2

COMPLIANCE SHORT: Promoting Diversity and Avoiding Discrimination

COMPLIANCE SHORT: Religious Accommodation

Conducting an Effective Hiring Interview

Diversity on the Job: Diversity and You

Diversity on the Job: The Importance of Diversity and the Changing Workplace

EEO and Lawful Hiring

Ensuring Onboarding Success

Essentials of Interviewing and Hiring: Conducting an Effective Interview

Essentials of Interviewing and Hiring: Preparing to Interview

Essentials of Interviewing and Hiring: Screening Applicants for Interviewing

Essentials of Interviewing and Hiring: Selecting the Right Candidate

Essentials of Interviewing and Hiring: Behavioral Interview Techniques

FMLA Leave and More: An Overview of Legally Protected Leave

Guarding Against Interviewing Biases

Hitting the Recruitment Bull's-eye

HR as Business Partner: Managing Talent for Organizational Success

HR as Business Partner: Using Metrics and Designing Strategic Initiatives

I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens

Interviewing: Doing it Right

Management Essentials: Managing a Diverse Team

Overcoming Unconscious Bias in the Workplace

Overcoming Your Own Unconscious Biases

Performance Appraisal Essentials: 360-degree Appraisals

Performance Appraisal Essentials: Conducting Traditional Appraisals

Preventing Harassment in the Global Workplace – Employee Edition, Version 2.0

Preventing Harassment in the Global Workplace – Manager Edition, Version 2.0

Professional in Human Resources: Labor Relations

Recruiting Talent

Rightful Employment Termination

Talent Management: Acquiring Talent

Talent Management: Basics

Talent Management: Developing and Engaging Talent

Talent Management: Planning

Understanding the Motives of Millennials

Understanding Unconscious Bias

Union Awareness

## Human Resources (continued)

Wage & Hour for Employees  
Wage & Hour for Managers  
Workplace Harassment Prevention for Managers  
Workplace Harassment Prevention for Workers  
Your Role in Workplace Diversity

## Safety

Back Safety and Injury Prevention 2.0  
Behavior-based Safety for Supervisors  
Bloodborne Pathogen Awareness 2.0  
Compliance Brief: Contact Tracing  
Compliance Brief: Resuming Retail or Restaurant Operations Post-pandemic  
Compliance Brief: Filtering Facepiece Respirators and Masks  
Computer Ergonomics  
Confined Spaces 2.0  
Defensive Driving Fundamentals  
DOT: Reasonable Suspicion (Drug and Alcohol Awareness)  
Electrical Safety 2.0  
Ergonomics in the Workplace  
Fall Prevention  
Fire Safety and Prevention 2.0  
First Aid: Basic  
First Aid: CPR  
Forklift Safety Awareness  
Hand and Power Tool Safety  
Hazard Communication (HAZWOPER)  
Hazard Communication: An Employee's Right to Understand 2.0  
Hearing Conservation 2.0  
Heat Stress Recognition and Prevention  
Incident Investigation and Reporting  
Infectious Diseases

Introduction to OSHA  
Ladder Safety 2.0  
Loading Dock Safety  
Lockout/Tagout 2.0  
Lockout/Tagout for Authorized Persons 2.0  
Office Ergonomics  
OSHA 300 Recordkeeping  
Pandemics  
Portable Fire Extinguishers 2.0  
Powered Industrial Truck Safety  
PPE: Eye and Face Protection  
PPE: Foot Protection  
PPE: Hand Protection  
PPE: Head Protection  
PPE: Personal Protective Equipment 2.0  
Promoting a Substance-free Workplace  
Respiratory Protection  
Safe Work Practices  
Safety Short: Coronaviruses and COVID-19  
Slips, Trips, and Falls 2.0  
Workplace Inspections  
Workplace Safety Orientation 2.0  
Workplace Security Awareness