

General Business Courses

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Additional Options

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Upgrade to a site with your logo/branding and add your own content.

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

General Business Course Listing

Personal Productivity

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
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
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
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
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
- 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

- 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
- Getting to the Root of a Problem
- 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 to Shift Perceptions
- Dealing with Common Meeting Problems
- Decisions: Making the Right Move
- Delegating Appropriate Tasks
- Delivering Feedback
- Developing Employees through Delegation
- Elements of a Cohesive Team
- Developing Emotional Intelligence
- Emotional Intelligence: Applying EI at Work
- Emotional Intelligence: Owning Your Emotions
- 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
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
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

Staffing eTrainer Skillsoft Course Offering

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
Key Accounting Concepts and Principles
The Cash Flow Statement

HR and Safety Course Listing

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

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

Wage & Hour for Employees

Wage & Hour for Managers

Workplace Harassment Prevention for Employees, Version 2.0

Workplace Harassment Prevention for Managers

Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0

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

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
Heat Stress Recognition and Prevention
Incident Investigation and Reporting
Infectious Diseases*
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