Skillsoft Catalog

- Administrative
  - Essential Skills for Administrative Support Professionals
    - Administrative Professionals: Common Administrative Support Tasks (LEAD - Improve Yourself)
- Management
  - Business Coaching Essentials
    - Business Coaching: Getting Ready to Coach (LEAD Improve Your Approach or SSS3)
  - Management Essentials
    - Management Essentials: Directing Others (LEAD– Improve Your Approach or SSS1)
    - Management Essentials: Delegating (LEAD– Improve Your Approach or SSS1)
  - First Time Manager Essentials
    - First Time Manager: Understanding a Manager’s Role (LEAD– Improve Your Approach or SSS3)
  - Facilitating Successfully
    - The Facilitator Role (LEAD – Improve Your Approach)
  - Managing Organizational Change
    - Managing Change: Understanding Change (LEAD – Improve Your Approach)
  - Managing during Difficult Times
    - Communicating during Difficult Times (LEAD – Improve Your Approach)
- Leadership
  - Leadership Essentials
    - Leadership Essentials: Motivating Employees
    - Leadership Essentials: Building Your Influence as a Leader (LEAD or SSS2)
    - Leadership Essentials: Leading with Emotional Intelligence (LEAD or SSS2)
  - The Voice of Leadership
    - The Voice of Leadership: Inspirational Leadership
    - The Voice of Leadership: Effective Leadership Communication Strategies
- Communication
  - Workplace Conflict
    - Workplace Conflict: Recognizing and Responding to Conflict
    - Workplace Conflict: Strategies for Resolving Conflicts
  - Business Writing Basics
    - Business Writing: How to Write Clearly and Concisely
  - Telephone Essentials for Business
    - Essential Skills for Professional Telephone Calls
  - Business Grammar Basics
    - Business Grammar: The Mechanics of Writing
• Fundamentals of Working with Difficult People
  ▪ Working with Difficult People: Identifying Difficult People
  ▪ Working with Difficult People: How to work with Negative People
  ▪ Working with Difficult People: How to Work with Manipulative People
  ▪ Working with Difficult People: How to Work with Self-serving People

• Emotional Intelligence Essentials
  ▪ Using Emotional Intelligence Essentials

• Interpersonal Communication
  ▪ Interpersonal Communication: Communicating with Confidence
  ▪ Interpersonal Communication: Listening Essentials
  ▪ Interpersonal Communication: Communicating Assertively
  ▪ Interpersonal Communication: Being Approachable

• Listening Essentials
  ▪ Listening Essentials: The Basics of Listening

• Communicate with Diplomacy and Tact
  ▪ Delivering a Difficult Message with Diplomacy and Tact

• Personal Development
  ▪ Optimizing Your Work/Life Balance
    ▪ Optimizing Your Work/Life Balance: Taking Control of Your Stress
  ▪ Peer Relationships
    ▪ Forming Peer Relationships and Alliances at Work
  ▪ Doing Business Professionally
    ▪ Professionalism, Business Etiquette, and Personal Accountability
    ▪ Communicating with Professionalism and Etiquette
  ▪ Critical Thinking Essentials
    ▪ Critical Thinking Essentials: Applying Critical Thinking Skills
  ▪ Effective Time Management
    ▪ Time Management: Planning and Prioritizing Your Time
  ▪ Business Ethics
    ▪ Introduction to Workplace Ethics
  ▪ Public Speaking Strategies
    ▪ Public Speaking Strategies: Confident Public Speaking
  ▪ Generating Creative & Innovative Ideas
    ▪ Generating Creative and Innovative Ideas: Enhancing Your Creativity

• Team Building
  ▪ Optimizing Your Performance on a Team
    ▪ Being an Effective Team Member
    ▪ Effective Team Communication
    ▪ Using Feedback to Improve Team Performance
  ▪ Leading Teams
    ▪ Leading Teams: Establishing Goals, Roles, and Guidelines
• Customer Service
  o Customer Service Representative Skills
    ▪ Communication Skills
  o Customer Service Representative Process
    ▪ Dealing with Irrational Customers and Escalating Complaints
  o Customer Service Fundamentals
    ▪ Customer Service over the Phone
• Microsoft Office
  o Microsoft Word 2010
    ▪ Getting Started with Word 2010
  o Microsoft Excel 2010
    ▪ Getting Started with Excel 2010
  o Microsoft Outlook 2010
    ▪ Getting Started with Outlook 2010
  o Microsoft PowerPoint 2010
    ▪ Getting Started with PowerPoint 2010
  o Microsoft Access 2010
    ▪ Getting Started with Access 2010