

# Business Skills

## 2016 training catalog

Summer Edition

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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. Leading Silents and Boomers 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, and you’ll learn how 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  
PMI PDUs: 1.00

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. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

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  
PMI PDUs: 1.00

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. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

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 in order 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 understanding 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 overcoming 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, how to know when your team is being effective, and 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 a course 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. It explains how to use a SWOT analysis to shape the company's culture and the importance of doing a STEP analysis to provide a framework for addressing obstacles that face the business. This course also talks 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. It discusses performance management and using budget as a tool of control. This course also identifies the steps you can take to help employees overcome their insecurities and feel more comfortable on the job along with 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. Learn the eight attitude adjustment techniques that can help you 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, you will know both what to expect from teams and what your teams 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

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### ■ 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  
PMI PDUs: 1.00

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

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