

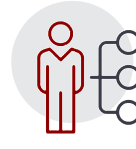
2023 COURSE LISTING

Onsite & Virtual Classrooms



Communication Skills

- CO 200 - Administrative Assistant Skills Workshop
- CO 205 - Communicating Effectively
- CO 210 - Dealing with Difficult People
- CO 215 - Developing Professional Confidence
- CO 220 - Effective Business Writing
- CO 225 - Effective E-mail Management
- CO 230 - Effective Listening
- CO 235 - Interpersonal Communication
- CO 240 - Leading Effective Meetings
- CO 245 - Tools for Virtual Collaboration
- CO 250 - Writing Quickly & Effectively



Supervisory Skills

- SV 500 - Addressing Performance Problems
- SV 505 - Coaching & Mentoring
- SV 510 - Coping with Change
- SV 515 - Delegating Work Effectively
- SV 520 - Employee Engagement
- SV 525 - Giving & Receiving Feedback
- SV 530 - Leadership Essentials
- SV 535 - Managing Projects
- SV 540 - Mastering the Transition to Supervisor
- SV 545 - Performance Appraisal and the IDP
- SV 550 - Supervisory Skills Refresher



Customer Service Skills

- CS 300 - Coaching for Customer Service
- CS 305 - Communicating in Writing with Customers
- CS 310 - Communicating with Customers
- CS 315 - Creating a Customer-Centric Culture
- CS 320 - Effective Telephone Communication
- CS 325 - Establishing Service Standards
- CS 330 - Identifying Service Obstacles
- CS 335 - Internal Customer Service
- CS 340 - Quality Customer Service in Five Steps
- CS 345 - Removing Service Obstacles
- CS 350 - Resolving Customer Problems & Complaints



HR Policies & Compliance

- HR 600 - Conducting Workplace Investigations
- HR 605 - Diversity on the Job
- HR 610 - Employment Law Update
- HR 615 - Fundamentals of Human Resources
- HR 620 - Job Analysis
- HR 625 - Onboarding
- HR 630 - Performance Planning and Review
- HR 635 - Preventing Violence in the Workplace
- HR 640 - Preventing Harassment
- HR 645 - Recruiting & Selection
- HR 650 - Succession Planning



Management & Leadership Skills

- LD 400 - Change Management
- LD 405 - Coaching and Skill Transfer
- LD 410 - Developing Employees
- LD 415 - Emerging Leaders Program
- LD 420 - Ethical Decision Making
- LD 425 - Leading & Motivating
- LD 430 - Leading with Emotional Intelligence
- LD 435 - Problem Solving & Decision-Making
- LD 440 - Public Speaking
- LD 445 - Strategic Thinking
- LD 450 - Team Leadership
- LD 455 - Working with a Multi-Generational Workforce



Personal Development

- PD 700 - Assertiveness
- PD 705 - Collaboration Skills
- PD 710 - Conflict Resolution
- PD 715 - Coping with Change
- PD 720 - Developing Professional Presence
- PD 725 - Effective Presentations
- PD 730 - Handling Stress
- PD 735 - Managing Your Career
- PD 740 - Personal Accountability
- PD 745 - Public Speaking
- PD 750 - Setting Effective Goals
- PD 755 - Time Management