# 2025 COURSE LISTING
## Onsite & Virtual Classrooms

**WCT**
WORLD CLASS TRAINING

## 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

## 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

## 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

## 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

## 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

## Personal Development

PD 700 - Assertiveness
PD 705 - Collaboration Skills
PD 710 - Conflict Resolution
PD 715 - Coping with Change
PD 720 - Developing Professional Prescence
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