



Business Skills Library

Provided by



Mindflash

This list is alphabetized by topic. Courses in series (highlighted in blue) are shown in the order they should be viewed.

Business Basics

- ☐ Managing Negativity

Business Travel

- ☐ Business Travel
- ☐ Before Leaving
- ☐ My Bags Are Packed
- ☐ I've Got a Plane to Catch
- ☐ Hotel, Motel, Holiday Inn
- ☐ International Business Travel
- ☐ Staying Healthy
- ☐ Safe Travels
- ☐ There's an App for That
- ☐ Technology Security

Business Attire Basics for Men

- ☐ Casual Attire
- ☐ Business Casual Attire
- ☐ Business Formal Attire
- ☐ Semi-Formal/Casual Attire
- ☐ Black Tie Optional Attire
- ☐ Black Tie Attire

Business Attire Basics for Women

- ☐ Casual Attire
- ☐ Business Casual Attire
- ☐ Business Formal Attire
- ☐ Semi-Formal/Casual Attire
- ☐ Black Tie Optional Attire
- ☐ Black Tie Attire

How to Know What You Don't Know

- ☐ Getting Up to Speed
- ☐ Identifying Blind Spots

Respect

- ☐ How to Be Liked
- ☐ How to Be Respected
- ☐ How to Work with Someone You Dislike

This vs. That

- ☐ Persistent vs. Pestering
- ☐ Assertive vs. Aggressive
- ☐ Compromise vs. Cave
- ☐ Finished vs. Flawless
- ☐ Concise vs. Curt

- ☐ Confident vs. Conceited
- ☐ Reserved vs. Rude

Building a Business Case

- ☐ Concept Evaluation: Identifying Opportunities
- ☐ Concept Evaluation: Finding Support
- ☐ Concept Evaluation: Making Decisions
- ☐ Gathering Data: Costs and Benefits
- ☐ Gathering Data: Identifying and Addressing Risks
- ☐ Gathering Data: Understanding Financial Metrics
- ☐ Gathering Data: SWOT Analysis
- ☐ Telling the Story: Writing a Proposal
- ☐ Telling the Story: The Art of Persuasion
- ☐ Telling the Story: Presentation
- ☐ Telling the Story: After Approval

Business Math

Job Offer Math

- ☐ Understanding a Job Offer
- ☐ Cost of Living Comparisons
- ☐ Benefits by the Numbers
- ☐ Medical Insurance Basics

New Employee Math

- ☐ How to Fill Out a W-4
- ☐ Retirement Savings Basics
- ☐ Your First Paycheck
- ☐ Taxation Basics
- ☐ Budgeting Basics
- ☐ Savings
- ☐ Investment Basics

Introduction to Math

- ☐ Fighting the Fear
- ☐ Positive and Negative Numbers
- ☐ Adding and Subtracting
- ☐ Multiplying and Dividing
- ☐ Inequalities
- ☐ Finding Averages
- ☐ Estimation Basics
- ☐ Understanding the Metric System
- ☐ Understanding Fractions
- ☐ Understanding Decimals

- ☐ Understanding Percentages
- ☐ Choosing the Right Operation

Specialized Math

- ☐ Understanding Ratios, Proportions, and Percentages
- ☐ Mark-ups and Mark-downs
- ☐ Inventory Basics
- ☐ Payroll Basics
- ☐ Net vs Gross
- ☐ Calculating Production Costs
- ☐ Determining Pricing
- ☐ Understanding Profits and
- ☐ Profit Margins
- ☐ Understanding ROI
- ☐ Interest Rates
- ☐ Compound vs. Simple Interest
- ☐ Understanding Annuities
- ☐ Understanding Loans

Statistics

- ☐ Introduction to Statistics
- ☐ Understanding Probability
- ☐ Organizing Data
- ☐ Data Analysis Basics

Business Writing

Writing Basics

- ☐ Why Care About Writing
- ☐ Parts of Speech
- ☐ Parts of a Sentence
- ☐ Capitalization

Punctuation

- ☐ Ending Sentences
- ☐ Commas
- ☐ Semicolons and Colons
- ☐ Apostrophes
- ☐ Quotation Marks

Writing Clearly

- ☐ Active Versus Passive Voice
- ☐ Fragments and Run-ons
- ☐ Thinking About Tone
- ☐ Organize Your Writing

Proofreading

- ☐ How to Proofread
- ☐ Spell Check and Autocorrect
- ☐ Creating a Cheat Sheet
- ☐ Top 10 Writing Mistakes

Communications

- ☐ Active Listening
- ☐ Barriers to Effective Communication
- ☐ Straight Talk on Bad Language
- ☐ Verbal Communication
- ☐ How to be a Great Conversationalist
- ☐ Putdown Offenders
- ☐ Social Cues
- ☐ Interpersonal Communication for Managers
- ☐ Communicating with Confidence
- ☐ Nonverbal Communication
- ☐ Defining Nonverbal Communication
- ☐ Aligning Nonverbal Communication with Intentions
- ☐ Appearance
- ☐ Workplace Standards
- ☐ Leveraging Nonverbals for Success

Assertive Verbal Skills

- ☐ Developing Assertiveness
- ☐ Dealing with Manipulation
- ☐ Assertive Communication Techniques

Persuasive Communication

- ☐ Introduction
- ☐ Techniques

Healthy Communication

- ☐ Types of Communication at Work
- ☐ How to Communicate Well at Work
- ☐ How Not to Communicate
- ☐ Using Email at Work
- ☐ Communicating with Your Remote Team

Interpersonal Communication

- ☐ Introduction
- ☐ Effective Interpersonal Communication

Communicating with the C Suite

- ☐ Around the Coffee Machine
- ☐ Sending an Email
- ☐ During Meetings
- ☐ In the Hallway
- ☐ After Work Socializing
- ☐ Saying You Disagree
- ☐ When You're New
- ☐ When They're New

- ☐ When You've Made a Mistake
- ☐ If You Have an Idea
- ☐ If You Want to Impress
- ☐ When You Want a Raise
- ☐ During Difficult Conversations
- ☐ When You Have Personal News

Media Training

- ☐ Introduction to Media Training
- ☐ Media Training
- ☐ Handling Tough Media
- ☐ Social Media

Writing

- ☐ Speech Writing
- ☐ Writing Conversationally

Communication Styles

DISC

- ☐ DISC Introduction
- ☐ DISC Questionnaire
- ☐ Understanding DISC Styles
- ☐ Determining Styles of Others
- ☐ Mixing DISC Styles
- ☐ DISC Style: High D
- ☐ DISC Style: High I

- ☐ DISC Style: High S
- ☐ DISC Style: High C
- ☐ Selling to a High D
- ☐ Selling to a High I
- ☐ Selling to a High S
- ☐ Selling to a High C
- ☐ Leading a High D
- ☐ Leading a High I
- ☐ Leading a High S
- ☐ Leading a High C

Emotional Intelligence

- ☐ What is Emotional Intelligence?
- ☐ Developing Self-Awareness
- ☐ Developing Self-Regulation
- ☐ Developing Self-Motivation
- ☐ Developing Effective Relationships
- ☐ Developing Empathy
- ☐ Emotional Intelligence and DISC

Creativity

- ☐ Getting Creative
- ☐ Logic vs. Creativity
- ☐ Techniques
- ☐ Defining Problems
- ☐ Generate and Evaluate
- ☐ Staying Creative

Customer Service

- ☐ Creating Great Customer
- ☐ Conversations
- ☐ Representing Your Brand
- ☐ The 4 Ps for Creating Loyal Customers
- ☐ Customer Service Later

Feedback

- ☐ Feedback Basics
- ☐ Surveys
- ☐ Social Media Feedback
- ☐ What to Do with Feedback

Customer Service

- ☐ Service Quality Indicators
- ☐ Helping Your Customers Increase Their Revenue
- ☐ Helping Your Customers Decrease Their Expenses

Telephone Techniques

- ☐ Greetings
- ☐ Taking Calls
- ☐ Hold Please
- ☐ Taking Messages
- ☐ Handling Angry Callers
- ☐ Phone Etiquette

Working in Retail

- ☐ How to Give Exceptional Service

Who is Your Customer?

- ☐ I Can't Find This
- ☐ I've Got a Coupon for That
- ☐ I'm Just Looking
- ☐ I'm with My Kids. Please Hurry.
- ☐ I'm on a Mission
- ☐ I've Got Time and Money
- ☐ How to Stay Positive with Customers
- ☐ How to Handle Feedback
- ☐ How to Upsell
- ☐ Managing Retail Employees

Cybersecurity

- ☐ Defining Cybersecurity Passwords
- ☐ Protecting Your Mobile Device
- ☐ Cybersecurity While Traveling
- ☐ Malware
- ☐ Types of Malware
- ☐ Ransomware
- ☐ Email Phishing
- ☐ Identity Theft
- ☐ Your Responsibility
- ☐ Social Engineering

- ☐ Creating a Cybersecurity Training Program
- ☐ Minimizing Insider Threats
- ☐ Protecting Intellectual Property
- ☐ Protecting Your PC: Daily Precautions
- ☐ GDPR

Decision Making

- ☐ Avoiding Mistakes
- ☐ Making Group Decisions
- ☐ Empowering Employee Decisions
- ☐ Going With Your Gut
- ☐ Identifying Unintended Consequences
- ☐ Strategic Thinking
- ☐ Surviving Poor Decisions

Decision Making Basics

- ☐ Gathering Information
- ☐ Understanding Motivation
- ☐ Making Quick Choices
- ☐ Facts vs. Opinions
- ☐ Generating Options
- ☐ Decision-Making Models

Developing Your Culture

- ☐ Developing a Learning Culture
- ☐ People First

Fun at Work

- ☐ The Importance of Humor
- ☐ What's Funny?
- ☐ What's NOT Funny?

Cross-Cultural Considerations

- ☐ What is Culture?
- ☐ What's Your Culture?
- ☐ Cultural Intelligence
- ☐ Workplace Basics
- ☐ The Concept of Time

Driving Safety

Alcohol Abuse

- ☐ Training Responsibilities
- ☐ Rules and Regulations
- ☐ Who Should I Test?
- ☐ How Do I Know if Someone is Impaired?
- ☐ What Are the Testing Procedures?
- ☐ What Happens if My Employee Fails an Alcohol Test?

- ☐ What Happens if My Employee Refuses an Alcohol Test?
- ☐ Record Keeping
- ☐ Employee Training

Substance Abuse

- ☐ Training and Responsibilities
- ☐ Rules and Regulations
- ☐ Who Should I Test?
- ☐ How Do I Know if Someone is Impaired?
- ☐ What Are the Testing Procedures?
- ☐ What Happens If My Employee Fails a Drug Test?
- ☐ What Happens If My Employee Refuses a Drug Test?
- ☐ Record Keeping
- ☐ Employee Training

Compliance, Safety, Accountability (CSA)

- ☐ CSA Training for Employees
- ☐ CSA Training for Managers

Commercial Driver's License

- ☐ Basics
- ☐ Basic Vehicle Control
- ☐ Transporting Cargo Safely
- ☐ Transporting Hazardous Materials

- ☐ Hazardous Driving Conditions
- ☐ Accident and Fire Prevention
- ☐ Vehicle Inspections

Safe Driving

- ☐ Distracted Driving
- ☐ Aggressive Driving
- ☐ Bad Weather Driving Basics

Finance for Non-Financial Employees

Principles of Accounting

- ☐ Principles of Accounting
- ☐ Common Accounting Terms
- ☐ Cash vs. Accrual
- ☐ Fraud

Introduction to Financial Statements

- ☐ Introduction to Financial Statements

Balance Sheet

- ☐ Overview of a Balance Sheet
- ☐ Assets
- ☐ Liabilities
- ☐ Working Capital

Income Statements

- ☐ Expenses
- ☐ Sales
- ☐ Financial Statement Analysis
- ☐ What is an Annual Report?

Cash Flow Management

- ☐ How to Read Cash Flow Statements
- ☐ Managing Receivables
- ☐ Managing Payables

What is Budgeting?

- ☐ What is Budgeting?
- ☐ Budgeting Revenue
- ☐ Budgeting Expenses
- ☐ Zero Based Budgeting
- ☐ Budget Reporting

Financial Ratios

- ☐ Net Investment Ratios
- ☐ Revenue Ratios
- ☐ Cost of Goods Sold
- ☐ Margin

Managing Inventory

- ☐ Managing Inventory

Cost of Goods

- ☐ COGS

- ☐ Inventory
- ☐ Discounts

Expenses

- ☐ Expense Clarification
- ☐ Controllable and Uncontrollable Expenses
- ☐ Variable and Fixed Costs
- ☐ Direct and Indirect Expenses

Health and Wellness

- ☐ Convenience Store Diet
- ☐ Optimizing Work-Life Balance
- ☐ Understanding Stress and Job Burnout
- ☐ The Benefits of Time Off
- ☐ Workplace Friendships
- ☐ Digital Stress and Addiction
- ☐ Preparing for Pumping at Work
- ☐ When Your Head Isn't in Work Anymore
- ☐ Managing Time vs. Energy
- ☐ Returning to Work After a Loss: When You've Lost a Loved One
- ☐ Returning to Work After a Loss: When a Coworker Loses a Loved One
- ☐ Building Confidence
- ☐ Take a Deep Breath

- ☐ Opioid Addiction for Managers
- ☐ Opioid Addiction for Employees
- ☐ Helping Your Employees Find Purpose
- ☐ Managing Your Employee's Work-Life Balance
- ☐ Don't be a Calvin! (Dealing with Allergies)
- ☐ Returning From Maternity Leave
- ☐ Creating a Parental Leave Policy
- ☐ Creating a Family Leave Policy
- ☐ Keeping Track of Your Teen While You're at Work

Know Your Numbers

- ☐ Blood Pressure
- ☐ Cholesterol
- ☐ Glucose
- ☐ BMI

Ergonomics

- ☐ Ergonomic Basics
- ☐ Chairs 101
- ☐ Reducing Eye Strain
- ☐ Adjusting Your Workspace
- ☐ Stretching at Work

Stress Management

- ☐ Understanding Stress

- ☐ Avoidable Stress
- ☐ Unavoidable Stress
- ☐ Handling Stress
- ☐ Managing Stress

Deskercises

- ☐ Deskercises: Simple, Cardio, and Core
- ☐ Deskercises: Chest, Neck, and Back
- ☐ Deskercises: Arms and Shoulders
- ☐ Deskercises: Legs and Backside, While Sitting
- ☐ Deskercises: Legs and Backside, While Standing

You Are What You Eat

- ☐ You Are What You Eat
- ☐ Reading Food Labels
- ☐ Brain Food
- ☐ Meal Planning

Fighting the Flu

- ☐ The Fight is On!
- ☐ Get to Know Your Opponent
- ☐ Gain the Upper Hand
- ☐ Throw in The Towel
- ☐ Call for Backup

Understanding Headaches

- ☐ Understanding Headaches

- ☐ Surprising Headache Triggers

The Science of Sleep

- ☐ The Science of Sleep
- ☐ Sleep Hygiene
- ☐ How Much Sleep Do You Need?
- ☐ Sleeping for Shift Work

Financial Wellness

- ☐ Creating a Budget
- ☐ Budget Sample
- ☐ Debts
- ☐ Savings
- ☐ How to Save at Home
- ☐ How to Save on Food
- ☐ How to Save on Your Car
- ☐ How to Save at Your Financial Institution
- ☐ How to Manage Your Credit Cards
- ☐ How to Save Using Your Employee Benefits
- ☐ How to Save on Subscriptions

Hospitality

Front of the House

- ☐ Introduction to Restaurants
- ☐ Greeting and Seating Guests

- ☐ Interacting with Guests: Fundamentals
- ☐ Interacting with Guests: Special Circumstances
- ☐ Interacting with Guests: Difficult People
- ☐ Understanding the Menu: What's for Dinner?
- ☐ Understanding the Menu: Writing Menu Descriptions
- ☐ Understanding the Menu: What's on Tap?
- ☐ Serving Guests: Taking Orders
- ☐ Serving Guests: Table Service
- ☐ Serving Guests: Time Management
- ☐ Clearing the Table and Closing the Sale
- ☐ Tips for Tipped Employees

Back of the House

- ☐ Introduction to Restaurant
- ☐ Cuisine
- ☐ Making the Menu
- ☐ Making the Menu: Presentation
- ☐ Kitchen Safety
- ☐ Knife Safety
- ☐ Food Safety Plans

Beverage

- ☐ Wine 101

- ☐ Beer and Spirits 101
- ☐ Alcohol Safety
- ☐ Bartending Fundamentals
- ☐ Bartending Glasses Guide
- ☐ Bartending: The Pour

Hotels & Inns

Front Desk Customer Service

- ☐ Etiquette & Presentation
- ☐ Check-In & Check-Out
- ☐ Communicating with Guests
- ☐ Telephone Techniques
- ☐ Handling Upset Guests

Housekeeping

- ☐ Cleaning Guest Rooms
- ☐ Cleaning Public Spaces
- ☐ Working Safely with Ergonomics
- ☐ Interacting with Customers

Valet

- ☐ Appearance and Professionalism
- ☐ Parking Vehicles
- ☐ Returning Vehicles
- ☐ Safety Essentials

Food and Beverage

- ☐ In-Room Dining
- ☐ Alcohol Basics
- ☐ Food Safety Plans

Tourist Attractions

- ☐ Overview
- ☐ Serving the Guest

Leadership

- ☐ How to Work a Room, Part 1
- ☐ How to Work a Room, Part 2

Strategic Leadership

- ☐ T.H.E. Answer for Business Success

Vision, Mission, Values

- ☐ Vision
- ☐ Mission
- ☐ Values

Becoming a Great Leader

- ☐ Introduction
- ☐ Fundamentals
- ☐ Characteristics
- ☐ Leadership and Power
- ☐ How to be a Followable Leader
- ☐ Creating Followership
- ☐ How to Motivate Employees
- ☐ Motivational Leadership
- ☐ Effective Delegation
- ☐ Empowering Followers
- ☐ Building an Effective Leadership Team

- ☐ Developing Followers
- ☐ Developing Yourself
- ☐ Putting it All Together

Mistakes Leaders Make

- ☐ Six Wrong Ways to Manage
- ☐ Impedership
- ☐ Eight Signs of a Dysfunctional Organization
- ☐ Fixing the Dysfunction

Transformational Leadership

- ☐ Transforming the Organization
- ☐ Dealing with Resistance
- ☐ Creating Focus During Change

DISC Leading Skills

- ☐ Leading a High D
- ☐ Leading a High I
- ☐ Leading a High S
- ☐ Leading a High C

Mentoring

- ☐ What is a Mentoring Program?
- ☐ How to Create a Mentoring Program

- ☐ How to Match Mentors and Mentees
- ☐ Making a Mentoring Agreement
- ☐ Mentoring Meeting Guidelines
- ☐ Creating a Successful Mentoring Relationship

Framework for Execution

- ☐ The Failure to Execute
- ☐ Reasons for Poor Execution
- ☐ The Current Situation
- ☐ A Framework for Execution

Succession Planning

- ☐ The Importance of Succession Planning
- ☐ What is a HiPo?
- ☐ Creating a Policy
- ☐ Identifying HiPos
- ☐ HiPos versus High Performers
- ☐ Retaining and Developing HiPos

Unknown Knowns

- ☐ Understanding Better Practices
- ☐ The Knowledge Transfer Process

- ☐ Getting Started
- ☐ Leading Knowledge Transfer

Marketing

- ☐ Public Relations Trends
- ☐ Marketing to Millennials

Marketing Essentials

- ☐ Understanding Marketing
- ☐ Types of Marketing
- ☐ Brand and Product Overview
- ☐ What Everyone Needs to Know

Marketing Strategy

- ☐ What is a Marketing Strategy?
- ☐ Developing a Strategy
- ☐ B2B Marketing Strategy
- ☐ Defining Your Target Audience
- ☐ Measuring Your Marketing

Brand Management

- ☐ Building Your Brand
- ☐ Promoting Your Brand
- ☐ Rebranding
- ☐ Brand Statement

Digital Marketing

- ☐ What is a Digital Marketing?
- ☐ Types of Digital Marketing
- ☐ Social Media
- ☐ SEO
- ☐ Content Marketing
- ☐ Email Marketing
- ☐ Pay-Per-Click
- ☐ 5 Things Everyone Needs to Know
- ☐ Driving Traffic to Your Website

Public Relations

- ☐ Introduction to Public Relations
- ☐ Press Releases
- ☐ Dealing with the Media
- ☐ How to Handle Bad Press

Managing an Enterprise Account

- ☐ Introduction
- ☐ Value Added Selling
- ☐ Lifetime Customer Value
- ☐ No Push Selling
- ☐ 5 Minute Pre-Brief
- ☐ 5 Minute De-Brief
- ☐ Finding Unmet Needs

- ☐ Selling Benefits
- ☐ Handling Unmet Needs
- ☐ No Push Closing

Managerial Courage

- ☐ What it Takes to Manage
- ☐ How to Build Resilience
- ☐ The Leadership Ladder
- ☐ Taking a Stand
- ☐ Determining Your Management Style
- ☐ "You're Wrong"
- ☐ Stop Doing and Start Managing
- ☐ Swallowing Your Pride
- ☐ Managing Difficult People

Character

- ☐ 01. Management is All About Character
- ☐ 02. The Audience

How to Apologize

- ☐ 01. The Process
- ☐ 02. The Audience

Negotiating

- ☐ Introduction to Negotiating
- ☐ Framing
- ☐ Styles
- ☐ Identifying Leverage

- ☐ Analyzing Upcoming Negotiations
- ☐ The Negotiation Process
- ☐ Reaching Agreement
- ☐ Evaluating Your Performance
- ☐ DISC Styles
- ☐ Dealing with Strategies

Performance Excellence

The Five Whys

- ☐ Six Sigma
- ☐ Six Sigma Basics
- ☐ Six Sigma and Kaizen
- ☐ Six Sigma and Lean

Performance Excellence

- ☐ Introduction
- ☐ Terms
- ☐ Why
- ☐ Cost
- ☐ Requirements
- ☐ Roadblocks

Personal Development

- ☐ Identifying Your Strengths
- ☐ Developing Your Strengths
- ☐ Asking for Feedback
- ☐ Making Sense of Feedback

Taking Control of Your Career

- ☐ Planning
- ☐ Knowing Yourself
- ☐ Taking Action

Unconscious Bias

- ☐ What is Unconscious Bias?
- ☐ Types of Unconscious Bias
- ☐ Overcoming Unconscious Bias

Presentation Skills

- ☐ Basic Questions
- ☐ Organizing
- ☐ Opening
- ☐ Closing
- ☐ How to Make a Point
- ☐ Punching Up Your Presentation
- ☐ Creating Slides
- ☐ Handouts

- ☐ Audio Visuals
- ☐ Right Before the Presentation
- ☐ Psyching Up
- ☐ Handling Questions
- ☐ Handling Distractions
- ☐ After the Presentation

Problem Solving

- ☐ Introduction to Problem Solving
- ☐ Define the Problem
- ☐ Determine the Root Cause
- ☐ Generate Solutions
- ☐ Evaluate and Select Solutions
- ☐ Implement Solutions
- ☐ Monitor the Resolution

Professional Productivity

- ☐ How to Leave Voicemails That Get Returned
- ☐ Protecting Your PC
- ☐ Creating Passwords
- ☐ Intellectual Property
- ☐ Selfies Gone Wrong
- ☐ Writing Effective Memos
- ☐ Thank You Notes
- ☐ Ethics for Everyone

- ☐ Office Etiquette
- ☐ Remembering Names and Faces
- ☐ Proper Introductions
- ☐ How to Receive Feedback
- ☐ Liven Up Your Culture
- ☐ Top Productivity Apps
- ☐ Latest App Trends
- ☐ The Art of Saying No
- ☐ The Do's and Don'ts of Success
- ☐ Working Remotely
- ☐ Turning Internships into Full-Time
- ☐ Don't Burn Your Bridges

Conflict Management

- ☐ Unavoidable Truths
- ☐ Maintaining Self-Control
- ☐ The Conflict Process
- ☐ Special Situations

Coping with Change

- ☐ Change Phases
- ☐ Change Behaviors
- ☐ Change Model
- ☐ Change for Managers

Effective Time Management

- ☐ How to Manage Your Time
- ☐ How to Time Block

☐ How to Use the Pomodoro Technique

☐ How to Create a Bullet Journal

☐ Common Time Management Problems

☐ What is Procrastination?

☐ What is Precrastination?

Generation Z

☐ Who Are They?

☐ Generation Z vs. Millennials

☐ Selling to Generation Z

Social Media

☐ Introduction to Social Media

☐ Social Media for Managers

☐ Facebook

☐ Twitter

☐ LinkedIn

☐ Protecting Your Pictures

☐ Office Messaging

Business Meals

☐ Hosting a Business Meal

☐ Attending a Business Meal

☐ Table Manners

Note Taking

☐ Factors

☐ Writing Ergonomics

☐ How to Speed Up Your Writing

☐ How to Take Notes

☐ How to Produce Official Minutes

The Myth of Multitasking

☐ Multitasking

☐ Singletasking

Protecting Your Mobile Devices

☐ Loss

☐ Malware

Study Skills

☐ Where to Study

☐ When to Study

☐ How to Study Effectively

☐ Studying in Groups

Keeping Your Cool

☐ Truths

☐ Signs

☐ Attitude

☐ Control

☐ Venting

Work Hacks

☐ 5 Hacks to a Clean and Comfortable Space

☐ 6 Hacks to Controlling Your Inbox

☐ 7 Hacks for Office Productivity

☐ 7 Hacks for Maintaining Work/Home Balance

☐ 5 Hacks for Workplace Sanity

☐ Workplace Hacks: Go Green

Breaking Bad Habits

☐ Breaking Bad Habits

☐ Establishing Good Habits

Building Accountability

☐ Taking Ownership

☐ Trust and Performance at Work

☐ Managing Yourself

Improving Memory

☐ Why Can't I Remember Anything?

☐ Tips and Tricks to Help Improve Your Memory

Integrating Millennials

☐ Who Are They?

☐ Millennial Characteristics

☐ Integrating Yourself

Creating Collaboration

☐ How to Create Collaboration

☐ How to Collaborate

☐ When Collaboration Leads to Conflict

Email Etiquette

- ☐ To Email or Not To Email?
- ☐ Spelling and Grammar Check
- ☐ Formatting Your Email
- ☐ Subject Line
- ☐ Reply Time
- ☐ When to CC and BCC
- ☐ Using Reply All
- ☐ Forwarding Emails

Your Moving Abroad Checklist

- ☐ Research
- ☐ Finding a Place to Stay
- ☐ Paperwork
- ☐ Money
- ☐ Packing
- ☐ Health
- ☐ Safety
- ☐ Moving Your Family Abroad
- ☐ Culture Shock

The Growth Mindset

- ☐ The Growth Mindset: Embracing "Yet"
- ☐ Developing a Growth Mindset
- ☐ Limitations of a Fixed Mindset

Your Professional Network

- ☐ Benefits of a Professional Network
- ☐ Building Your Network
- ☐ Promoting Your Personal Brand
- ☐ Giving Back to Your Community
- ☐ Being a Member

Moving Up

- ☐ Defining Your Career
- ☐ Maintaining Your Resume
- ☐ Internal Interviews
- ☐ Asking for a Raise
- ☐ Internal Networking and Connecting with Executives

Project Management

- ☐ What is a Project?
- ☐ Project Charter
- ☐ Timelines
- ☐ Negotiating
- ☐ Communicating
- ☐ Measuring and Tracking
- ☐ Handling Change
- ☐ People Problems
- ☐ Completing the Project

Retail Excellence

- ☐ Motivating and Retaining the Teenage Worker

Retail Profitability Model – Vendor

- ☐ Introduction
- ☐ Creating Revenue
- ☐ Reducing Expenses
- ☐ Frequency
- ☐ Reach
- ☐ Items Per Customer
- ☐ Price Per Item

Retail Profitability Model – Retailer

- ☐ Introduction
- ☐ Creating Revenue
- ☐ Reducing Expenses
- ☐ Frequency
- ☐ Reach
- ☐ Items Per Customer
- ☐ Price Per Item

Risk Management

- ☐ Defining Hazards
- ☐ Identifying Risks
- ☐ Risk Management Techniques
- ☐ Risk Assessment

- ☐ Healthy Risk Culture
- ☐ Embedding Processes
- ☐ Safety
- ☐ Preventative Maintenance
- ☐ Criminal Awareness
- ☐ Employee Health
- ☐ Financial Basics
- ☐ Reputation Management
- ☐ Decision Making

Crisis Management

- ☐ Planning
- ☐ Preparing for Crises
- ☐ Responding to Natural Disasters
- ☐ Responding to Emergencies
- ☐ Business Continuity
- ☐ Media Inquiries

Safety

- ☐ Back Smarts
- ☐ Working in Cold Weather
- ☐ Cold Stress
- ☐ Working in Hot Weather
- ☐ Heat Stress
- ☐ Portable Fire Extinguisher
- ☐ Hearing Conservation for Employees
- ☐ Hearing Conservation for Managers
- ☐ Emergency Exits

- ☐ Two-Wheeled Handcart
- ☐ Aerial Lift Safety
- ☐ Robbery Safety
- ☐ What is OSHA?

Lockout Tagout

- ☐ Lockout Tagout: Introduction
- ☐ Lockout Tagout: Training
- ☐ Lockout Tagout: Energy Control Program Details, Questions & Exceptions

Bloodborne Pathogens

- ☐ Bloodborne Pathogens
- ☐ Personal Protective Equipment (PPE)
- ☐ Needlestick Safety and Prevention Act

First Aid

- ☐ Introduction
- ☐ Broken Bones
- ☐ Burns
- ☐ Bites, Cuts and Scrapes
- ☐ Choking

Confined Spaces

- ☐ Confined Spaces for Construction

Confined Spaces for Employers

- ☐ Rules and Responsibilities

- ☐ Emergency Procedures and Rescue

Confined Spaces for Employees

- ☐ Personnel Responsibilities
- ☐ Understanding Permits
- ☐ Personal Protective Equipment
- ☐ Atmospheric Hazards

Forklift Safety

- ☐ Introduction to Forklifts for Managers
- ☐ Introduction to Forklifts for Employees
- ☐ Forklift Operations for Managers
- ☐ Forklift Operations for Employees: Pre-Operation
- ☐ Forklift Operations for Employees: Traveling and Maneuvering
- ☐ Forklift Operations for Employees: Load Handling

Forklift Best Practices

- ☐ Physical Conditions
- ☐ Travel Practices
- ☐ Pedestrian Traffic Concerns
- ☐ Ramps and Grades
- ☐ Tipovers and Loading Docks

- ☐ Narrow Aisles and Enclosed and Hazardous Areas

Safety for Employees

- ☐ Machine Guard Safety for Employees
- ☐ Flammable and Combustible Liquids for Employees
- ☐ Carbon Dioxide for Employees
- ☐ Carbon Monoxide for Employees
- ☐ Propane Gas Safety for Employees
- ☐ Slips, Trips, and Falls for Employees

Safety for Managers

- ☐ Machine Guard Safety for Managers
- ☐ Flammable and Combustible Liquids for Managers
- ☐ Carbon Dioxide for Managers
- ☐ Carbon Monoxide for Managers
- ☐ Powered Industrial Trucks for Managers
- ☐ Propane Gas Safety for Managers
- ☐ Slips, Trips, and Falls for Managers

Electrical Safety

- ☐ The Basics for General Employees
- ☐ Safe Work Practices and PPE
- ☐ Hazard Recognition
- ☐ Understanding Grounding
- ☐ Arc Flash
- ☐ Wiring, GFCI, and Extension Cords
- ☐ Responding to Emergencies
- ☐ OSHA Requirements for Employers

Hazard Communication for Employers

- ☐ Creating an Effective Program
- ☐ Labeling Basics
- ☐ SDS
- ☐ Training & Assessment Requirements

Hazard Communication for Employees

- ☐ Introduction to HazCom
- ☐ Labels & Pictograms
- ☐ SDS

OSHA Recordkeeping

- ☐ General Recordkeeping Criteria

- ☐ Special Cases
- ☐ First Aid
- ☐ Understanding OSHA Forms and Privacy Protection
- ☐ Reporting Requirements for Serious Events
- ☐ New Electronic Rule

Personal Protective Equipment

- ☐ General Introduction to PPE
- ☐ Hand and Arm Protection
- ☐ Head, Eye and Face Protection
- ☐ Hearing Protection
- ☐ Respiratory Protection
- ☐ Nail Gun Safety
- ☐ Construction
- ☐ PPE for Managers

Selling Skills

- ☐ QuickSell®
- ☐ Closing the Sale
- ☐ No, But, If™
- ☐ Determining Customer Needs
- ☐ Handling Tough Customers
- ☐ Customer Service Basics
- ☐ Selling to Different Customer Roles
- ☐ Selling in New Products

- ☐ Turning Features into Benefits
- ☐ Building GREAT Sales Relationships
- ☐ Retailer Hot Buttons: Traffic
- ☐ Retailer Hot Buttons: Transaction Size
- ☐ Speaking Customer
- ☐ When to Shut Up
- ☐ Smile!
- ☐ Defeating Stalls

Objections

- ☐ Misunderstanding
- ☐ Doubt
- ☐ Indifference
- ☐ True Negative

DISC Selling Skills

- ☐ Selling to a High D
- ☐ Selling to a High I
- ☐ Selling to a High S
- ☐ Selling to a High C

Supervision

- ☐ Rethinking Brainstorming
- ☐ Motivating Won't-Dos
- ☐ Productivity Through Praise
- ☐ Progressive Discipline
- ☐ Managing the Grapevine

- ☐ Assertiveness without Aggressiveness
- ☐ Staying Positive
- ☐ Going from Coworker to Boss
- ☐ Supervising a Pronoid
- ☐ Running a Sales Meeting
- ☐ Riding Along with Sales Reps
- ☐ Managing People Offsite
- ☐ S.M.A.R.T. Goals
- ☐ Ethics for Managers
- ☐ S.C.A.M.P.E.R.
- ☐ Helping Employees Use Their Time Wisely
- ☐ Creating a Work Plan
- ☐ Employee Recognition
- ☐ You Get What You Manage: The Pygmalion Effect
- ☐ Giving Feedback
- ☐ Managing for Accountability
- ☐ 8 Steps to Effective One-on-Ones
- ☐ 8 Steps to Effective Meetings
- ☐ Managing the Grapevine
- ☐ Managing Up: The Art of Managing Your Managers
- ☐ Successful Delegation
- ☐ Concerned Conversations
- ☐ Managing Interns

Analyzing Employee Performance

- ☐ Can-Do, Will-Do: Introduction
- ☐ Can-Do, Will-Do: Actions
- ☐ Can-Do, Will-Do: Questions and Tips

Coaching Skills

- ☐ Introduction
- ☐ The Rookie
- ☐ The Contributor
- ☐ The Key Planner
- ☐ The Captain
- ☐ The Coaching Conversation

Effective Performance Reviews

- ☐ Preparing for Your Review
- ☐ Self-Assessments
- ☐ Handling a Bad Performance Review
- ☐ Effective Performance Reviews for Managers

Managing for Engagement

- ☐ Ridiculous or Strategic?
- ☐ Measuring Employee Engagement
- ☐ Managing for Engagement
- ☐ Creating an Engaged Organization

Introverts and Extroverts

- ☐ Introduction
- ☐ Managing Introverts
- ☐ Managing Extroverts

Talent Development

Recruiting Toolkit

- ☐ Hiring is Tough
- ☐ The Hiring Process
- ☐ Creating Job Postings
- ☐ Using Social Media to Recruit
- ☐ Managing Unconscious Bias in Recruiting
- ☐ Reviewing Resumes
- ☐ Conducting an Interview
- ☐ Unacceptable Interview Questions
- ☐ Extending an Employment Offer

Successful Employee Onboarding

- ☐ The Importance of Onboarding
- ☐ Before They Start
- ☐ Their First Week
- ☐ Days 30 to 90

Team Building

- ☐ What is Team Building?
- ☐ Types of Teams
- ☐ Effective Members
- ☐ Team Development and the Tuckman Model
- ☐ Characteristics of a Successful Team
- ☐ Teams in Crisis Situations

Leading a Team

- ☐ Leading a Team
- ☐ Leading Team Building and the Tuckman Model

Territory Development

Territory Development Introduction

- ☐ The Realities of Selling in the 21st Century
- ☐ The New Sales Skills
- ☐ The Sales Funnel
- ☐ How Customers Want to Be Sold To
- ☐ Exceptional Service

Characteristics of the Sale

- ☐ Key Account Selling Overview

- ☐ Introduction to the Sales Cycle LINE
- ☐ Sales Cycle LINE A
- ☐ Sales Cycle LINE B
- ☐ Analytics and Metrics
- ☐ Product Knowledge

Lead Development

- ☐ Elevator Speech Value Proposition
- ☐ The Marketing Link
- ☐ Social Media Networking

The Sales Process

- ☐ DISC
- ☐ Uncovering Needs
- ☐ Advanced Questioning Techniques
- ☐ Overcoming Objections
- ☐ No Fuss Closing

Selling at a Distance

- ☐ Gathering Prospect Information
- ☐ Phone Selling
- ☐ The Virtual Presentation

Sales Communications

- ☐ Internal Sales Communication
- ☐ Writing Sales Proposals

Developing Your Territory

- ☐ Building the Sales Plan
- ☐ Summarizing the Business Situation

Workplace Sustainability

- ☐ The ROI of Green
- ☐ Conducting an Audit
- ☐ Recycling in the Workplace
- ☐ Water Conservation
- ☐ Managing Your Waste
- ☐ Understanding Hazardous Waste
- ☐ Green Cleaning Concepts
- ☐ Green Purchasing

Understanding the Media

- ☐ Understanding the Media, Part 1
- ☐ Understanding the Media, Part 2
- ☐ Understanding the Media, Part 3
- ☐ Understanding the Media, Part 4