

# Soft Skills Courses

(classroom)

- **Accounting Skills for New Supervisors**
- **Active Listening**
- **Advanced Project Management**
- **Advanced Skills for the Practical Trainer**
- **Advanced Writing Skills**
- **Anger Management - Understanding Anger**
- **Appreciative Inquiry**
- **Balanced Scorecard Basics**
- **Basic Business Management - Boot Camp for Business Owners**
- **Basic Internet Marketing**
- **Body Language: Reading Body Language as a Sales Tool**
- **Branding: Creating and Managing Your Corporate Brand**
- **Budgets and Managing Money**
- **Building Better Teams**
- **Building Relationships for Success in Sales**
- **Building Your Self Esteem and Assertiveness Skills**
- **Building a Brand on Social Media**
- **Building a Consulting Business**
- **Building an Online Business**
- **Bullying in the Workplace**

- **Business Ethics for the Office**
- **Business Etiquette - Gaining That Extra Edge**
- **Business Leadership - Becoming Management Material**
- **Business Process Management**
- **Business Succession Planning - Developing and Maintaining a Succession Plan**
- **Business Writing That Works**
- **CRM - An Introduction to Customer Relationship Management**
- **Call Center Training - Sales and Customer Service Training for Call Center Agents**
- **Change Management - Change and How to Deal With It**
- **Coaching and Mentoring**
- **Communication Strategies**
- **Communications for Small Business Owners**
- **Conducting Accurate Internet Research**
- **Conducting Effective Performance Reviews**
- **Conference and Event Management**
- **Conflict Resolution - Dealing With Difficult People**
- **Conflict Resolution - Getting Along In The Workplace**
- **Conquering Your Fear of Speaking in Public**
- **Creating a Dynamite Job Portfolio**
- **Creating a Google AdWords Campaign**

- **Creating a Top-Notch Talent Management Program**
- **Creative Thinking and Innovation**
- **Crisis Management**
- **Critical Thinking**
- **Customer Service Training - Critical Elements of Customer Service**
- **Customer Service Training - Managing Customer Service**
- **Delegation - The Art Of Delegating Effectively**
- **Developing Your Executive Presence**
- **Developing Your Training Program**
- **Disability Awareness - Working with People with Disabilities**
- **Diversity Training - Celebrating Diversity in the Workplace**
- **Dynamite Sales Presentations**
- **E-Commerce Management**
- **Effective Planning and Scheduling**
- **Emotional Intelligence (One Day)**
- **Employee Accountability**
- **Employee Dispute Resolution - Mediation through Peer Review**
- **Encouraging Sustainability and Social Responsibility in Business**
- **Entrepreneurship 101**
- **Facilitation Skills**
- **Generation Gap - Closing the Generation Gap in the Workplace**

- **Getting Stuff Done - Personal Development Boot Camp**
- **Getting Your Job Search Started**
- **Giving Effective Feedback**
- **Global Business Strategies**
- **Goal Setting**
- **High Reliability Organizations**
- **Hiring for Success - Behavioral Interviewing Techniques**
- **Human Resources Training - HR for the Non-HR Manager**
- **Influence and Persuasion**
- **Intermediate Project Management**
- **Intrapreneurship**
- **Introduction to Neuro Linguistic Programming**
- **Inventory Management - The Nuts and Bolts**
- **Kickstarting Your Business with Crowdsourcing**
- **Knowledge Management**
- **Leadership Skills for Supervisors - Communication, Coaching, and Conflict**
- **Lean Process Improvement**
- **Logistics and Supply Chain Management**
- **Making Training Stick**
- **Managing Across Cultures**
- **Managing Difficult Conversations**

- **Managing Pressure and Maintaining Balance**
- **Managing the Virtual Workplace**
- **Marketing and Sales**
- **Marketing for Small Businesses**
- **Marketing with Social Media**
- **Mastering the Interview**
- **Meeting Management - The Art of Making Meetings Work**
- **Motivation Training - Motivating Your Workforce**
- **NLP Tools for Real Life**
- **Negotiating for Results**
- **Networking for Success**
- **Onboarding – The Essential Rules for a Successful Onboarding Program**
- **Orientation Handbook - Getting Employees Off to a Good Start**
- **Overcoming Objections to Nail the Sale**
- **Performance Management - Managing Employee Performance**
- **Personal Brand: Maximizing Personal Impact**
- **Problem Solving & Decision Making**
- **Process Improvement with Gap Analysis**
- **Project Management Fundamentals**
- **Project Management Training - Understanding Project Management**
- **Prospecting for Leads like a Pro**

- **Public Relations Boot Camp**
- **Public Speaking - Presentation Survival School**
- **Public Speaking - Speaking Under Pressure**
- **Purchasing and Procurement Basics**
- **Research Skills**
- **Risk Management**
- **Safety in the Workplace**
- **Self-Leadership**
- **Selling Smarter**
- **Skills for the Administrative Assistant**
- **Strategic Planning**
- **Stress Management**
- **Survival Skills for the New Trainer**
- **Team Building - Developing High Performance Teams**
- **Telemarketing - Using the Telephone as a Sales Tool**
- **The ABCs of Supervising Others**
- **The Minute Taker's Workshop**
- **The Practical Trainer**
- **The Professional Supervisor**
- **Time Management - Get Organized for Peak Performance**
- **Tough Topics: Talking to Employees about Personal Hygiene**

- **Using Activities to Make Training Fun**
- **Working Smarter - Using Technology to your Advantage**
- **Workplace Ergonomics: Injury Prevention Through Ergonomics**
- **Workplace Harassment - What It is and What to Do About It**
- **Workplace Violence - How to Manage Anger and Violence in the Workplace**
- **Workplace Wellness**
- **Writing Reports and Proposals**
- **Writing a Business Plan**
- **Writing for the Web**