Our training university contains hundreds of video topics and includes support materials to ensure training sticks!

ON-DEMAND COURSES

MANAGEMENT AND SUPERVISION

- Making the Transition From Peer Leader
- Managing Friends and Former Peers
- Delivering Criticism and Feedback
- Tactful Feedback Filter
- Managing Generational Differences
- Understanding the Generations in Today's Workplace
- The First 60 Days: Secrets for New Supervisors
- Coaching Skills for Team Leaders
- Managing Workplace Interruptions
- Advanced Coaching Skills for Managers
- Effective Performance Evaluations
- Creating a Culture of Accountability
- Communicating and Managing Expectations
- An Introduction to Coaching
- Creating Staff Development Performance Plans
- Effective Execution: Art of Getting Things Done
- Managing Employees during Change Management
- Managing Pressure, Burnout, Stress and Wellness
- Accountability after Meetings
- Knocking out Negativity
- Managing and Leading in a Unionized Environment
- Bias and Blind Spots during Performance Appraisals
- 4 Employee Types Every Manager Must Know
- First Time Manager Challenges

CUSTOMER SERVICE

- Contagious Customer Service
- Understanding Internal and External Customers
- Ten Commandments of Customer Experiences
- Defuse Difficult and Angry Customers
- Delivering Exceptional Customer Service
- Telephone Techniques for Customer Care
- Dealing with Customer Complains
- Customer Service: Likability
- The Customer Interaction Ratio
- Effective Telephone Skills for Receptionists
- 7 Customer Personality Types

LEADERSHIP

- Making Culture Contagious
- The 4 Most Effective Leadership Styles
- Effective Delegation Strategies
- Leading Change
- Understanding the 4 Phases of Change
- Influence Styles of Authentic Leaders
- Understanding Team Culture
- Driving Culture for Results
- Succession Planning Best Practices
- 3 Forms of Culture Change
- From Micromanager to Delegator
- Strategic Leadership: From a Tactical to Strategic Mindset
- Employee Engagement: Understanding the 4 Levels
- Managing vs. Leading
- Strategic Scorecards and Key Performance Indicators
- Leading During a Crisis
- Collaborative Leadership
- Decision-Making Styles for Leaders
- Essentials of Empowerment Leadership
- Creating Single Page Strategic Plans
- Contagious Leadership and Infecting Staff
- Implementing a Succession Planning Program
- Effectively Mentoring Employees

HUMAN RESOURCES

- Bullying in the Workplace
- Attracting and Retaining Talent
- Effective Onboarding
- Hire Best Fit, not Best Resume
- Workplace Laws every Manager must Know
- Strategic Recruiting
- Measuring Employee Engagement
- How Adult Professionals Learn
- Curriculum Design and Planning
- Making Training Stick!
- Assessing and Evaluating Training
- Characteristics of Effective Trainers
- Organizational Succession Planning

TEAM BUILDING

- TEAM Personality Styles
- Team Silos: Moving From Me to We Mindset
- Managing Virtual Teams
- 4 Stages of Team Development
- Project Management: Managing Conflict in Project Teams
- Why Teams Fail: Deadly Sins of Team Building
- Top 4 Qualities of High Performing Teams
- Creating a Team Agreement
- Team Building Lessons Learned from Geese
- Habits of Highly Collaborative Teams
- Team Building: Defining Roles
- Team Building: 7 Qualities of Effective Team Members
- Formula for Building Team Trust
- Leading Teams: Establishing Goals and Guidelines
- Cross-functional Team Fundamentals

PROFESSIONAL DEVELOPMENT

- Managing Deadlines and Priorities
- From Campus to Corporate
- Business Etiquette and Professionalism
- Managing Biases in the Workplace
- Speaking and Presenting with Confidence
- Powerful Presentations
- Managing Up: Strategies for Working with Your Boss and Others
- Building your Professional Brand
- Habits of Critical Thinkers in the Workplace
- Critical Thinking Styles for Every Level
- Creating a Culture of Critical Thinkers
- Developing Ethics, Integrity, and Trust
- Problem Solving and Decision-making Styles
- Step-Up Skills for Taking on More Responsibility
- Creativity and Innovative Mindset
- Strategic Thinking at any Level
- Managing up: Your Boss and Others
- Short Tempers & Overreactions: Managing Emotions
- Essentials of Project Management
- Your Workplace Personality Styles
- Conduct Productive Team Meetings
- Habits of Highly Effective Administrative Assistants
- Gossip, Sarcasm, & Troublemakers
- Leadership Skills for Women: Making Your Voice Heard
- Gender Leadership Styles for Men and Women
- Prioritizing and the Art of Execution
- The 5 Stages of Anger: Defusing Yourself and Others
- Making the Transition from Military to Civilian Leadership
- The Safety Mindset: From Compliance to Commitment
- Making Work/Life Balance Work

COMMUNICATION

- Tactful Communication with Coworkers
- The Communication Cycle
- 4 Listening Styles
- Art of Effective Communication
- Essentials of Email Etiquette
- Critical Conversations
- The Power of Questions
- Communicating with Credibility
- Writing Effective Emails
- Communicate Uncomfortable Employee Conversations
- 5 Styles for Managing Conflict
- Managing Words, Tone and Body Language
- Communicating with Tact & Professionalism
- Assertive Communication Skills
- Communication Skills for Women
- Public Speaking Strategies
- Communicating Across Cultures

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