



Online Learning

In today's fast-paced, lean business environments, there isn't always enough time or budget for classroom training for your workforce. An effective alternative is providing **online learning resources** for those who will benefit most by learning specific skills and knowledge to help them become more productive and effective on the job.

We offer a wide range of e-learning options to meet your unique business needs:

Leadership ESSENTIALS

- Essential Skills of Leadership
- Essential Skills of Communicating
- Coaching Job Skills
- Communicating Up
- Delegating
- Developing Performance Goal and Standards
- Effective Discipline
- Managing Complaints
- Providing Performance Feedback
- Resolving Conflicts
- Supporting Change
- Improving Work Habits

Leadership PLUS

- Hiring Winning Talent
- Motivating Team Members
- Developing and Coaching Others-Team Leader Version

Productivity Series

- Achieving Communication Excellence
- Professionalism in the Office
- Diversity Awareness

Customer Service

- STAR Service
- Delivering Customer Focused Service
- Dealing with Difficult Customer Situations

Telesales

- Making Customer Recommendations
- The Incoming Sales

[Click here to request more information and select your toolkit components](#)