

EMPLOYEE LEARNING AND DEVELOPMENT

Online Courses and Training Modules



Online Courses and Training Modules

As a supplement to our in-person course offerings, Learning and Development has compiled a list of online courses/training modules available through the University's online learning management systems (LMS), SkillSoft and LinkedIn Learning (formally known as Lynda.com). The below resources combine multiple different forms of media to provide "micro learning" opportunities related to specific professional development topics.

The information provided in this document is just a small sampling of the online resources available to you. As you explore these resources and find new ones that you would like to share, please email HR.TrainingRegistration@ucdenver.edu with your recommendations.

Please feel free to use this resource in conjunction with or as a complement to instructor led courses offered at both the Anschutz Medical Campus and Denver Campus.



Videos: The recommended videos in this document are available via SkillSoft. To access the videos, search for either the video title or the video library ID number via SkillSoft within the search content field. The videos range between 2 and 7 minutes in length and are a good way to learn more about a topic if you are short on time!



Books/Audiobooks: The recommended book/audiobooks in this document are available to download via SkillSoft. To access these resources, search for the books/audiobook title, the ISBN, or the library ID number via SkillSoft within the search content field.



Online Course Options: The recommended online course options in this document are available to access via SkillSoft. To access and complete the online courses/modules, search for the online course/module name or library ID number via SkillSoft within the search content field. Most modules can be completed within 20 minutes to 60 minutes and can be re-accessed at any time.

New content is continually being added so be sure to check back frequently!

For questions, please contact: HR.TrainingRegistration@ucdenver.edu.

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Topic: Goal Setting

Recommended Videos

Achieve Your Goals by Looking Ahead

By: Jesse Lyn Stoner

Duration: 3 Minutes

Publisher: Berrett-Koehler (video) © 2016

Effective Goal Setting

By: Dorie Clark

Duration: 2 Minutes

Publisher: Dorie Clark © 2018

Recommended Books or Audiobooks

Goal Setting: How to Create an Action Plan and Achieve Your Goals

Why is it that some people consistently seem to get more done than others? The answer is that they know how to set specific, achievable goals for themselves...and then follow through on them. Achieving goals takes hard work and discipline. Goal Setting gives readers the tools and techniques to accomplish anything.

This audio edition presents powerful techniques you can use to set a goal, make a plan, and acquire the resources and power necessary to achieve your objective.

Publisher: Brilliance Audio © 2008

ISBN: 9781423363934

Library ID: 45621

Online Course Options

Goals and Setting Goals – 2 hours

Overview

Most achievements, great or small, begin with an important first step: setting a goal. A clearly defined, attainable goal embodies a vision of what is possible. It's a guide star for those who navigate a course through obstacles to a desired accomplishment. However, the process of setting appropriate goals is often oversimplified or overlooked entirely. A well-constructed goal is challenging, yet achievable. It takes into account the abilities and resources available and requires the goal seeker to make the best use of both. In this course, you'll examine the types of goals you can use to advance your career and personal life, learn to construct goals that are both challenging and achievable, discover how to embed the seeds of success within your goals, and explore ways to align your goals with your own priorities and the priorities of others who influence the way you use your time.

Target Audience: All employees who want to increase effectiveness at work.



Topic: Reducing Work-Related Stress

Recommended Videos

Stress: The Good, the Bad, and the Ugly

By: Beverly Beuermann-King

Duration: 2 Minutes

Publisher: Beverly Beuermann-King © 2014

Recommended Books or Audiobooks

Pocket Guide to Managing Stress

At least half the battle in alleviating stress is simply becoming more aware of how you react to situations both at work and at home. This important resource provides 60 tips you can draw on in a hurry to keep any stress in check.

Publisher: Tony Alessandra © 2018

Library ID: 135572

Mindfulness at Work: How to Avoid Stress, Achieve More, and Enjoy Life!

Authored by an expert with years of both clinical and personal experience, this book reveals how the practice of mindfulness--the ability to focus our attention on what is, rather than be distracted by what isn't--can be a powerful antidote to the distractions and stresses of our modern lives, especially our working lives. Mindfulness at Work reveals how the practice of mindfulness--the ability to focus our attention on what is rather than be distracted by what isn't--can be a powerful antidote to the distractions and stresses of our modern lives, especially our working lives.

Publisher: Career Press © 2015

ISBN: 9781601633361

Library ID: 73103

Online Course Options

Take a Deep Breath and Manage Your Stress – 22 minutes

Overview

If you find you're constantly adding items to your never-ending to-do list, feeling overwhelmed at work and at home, and finding your health and relationships negatively impacted, you are likely experiencing stress. The course outlines strategies for dealing with stress and avoiding burnout. It also covers ways to change your responses to stress and make them more positive and how to use relaxation techniques such as breathing and mediation to help you cope.

Target Audience: All employees who want to manage stress.



Topic: Time Management

Recommended Videos

Maintaining an Organized Time Management Approach

Course: Time Management - Quit Making Excuses and Make Time Instead

Duration: 4 Minutes

Time Management: The Six Box List

By: Peter Bregman

Duration: 3 Minutes

Publisher: Peter Bregman © 2016

Recommended Books or Audiobooks

The Inefficiency Assassin

Authored by Helehe Segura, The Inefficiency Assassin examines effective time management techniques that aim to give you more control over your life. In this Summary, we discuss the salient points of the book based on our interpretation of its contents.

Publisher: Skillsoft © 2018

ISBN: 9781608684007

Library ID: 141254

Time Management (The Brian Tracy Success Library)

More than any other practice in your career, your ability to manage time will determine your success or failure. It's a simple equation. The better you use your time, the more you will accomplish, and the greater your rewards will be. Featuring the strategies that business expert Brian Tracy has identified as the most effective and that he himself employs, this audio edition reveals 21 proven time management techniques you can use immediately to gain two or more productive hours every day. Read by the author.

Publisher: Gildan Media © 2014

ISBN: 9781469029276

Library ID: 115253

Online Course Options

Time Management: Too Much to Do and Too Little Time – 32 Minutes

Overview

In this course, you'll learn how to get clarity around what's most important – your goals – by ensuring they're aligned with those of your organization, so you can prioritize your work based on those goals.

Target Audience: Anyone at any level who wants to get some practical guidance for how to manage their time.



Topic: Spring into Creative Thinking!

Recommended Videos

Identifying Obstacles to Creative Thinking

By: Gaia Grant

Duration: 4 Minutes

Publisher: Gaia Grant © 2012

Nurturing Your Own Creative Thinking

By: Gaia Grant

Duration: 4 Minutes

Publisher: Gaia Grant © 2012

How to Be Seen as More Creative

By: Dorie Clark

Duration: 3 Minutes

Publisher: Dorie Clark © 2018

Recommended Books or Audiobooks

The Feel Good Factory on Creative Thinking: Mind-Flexing, Brain Storming, Juice-Flowing Ways to Discover Your Inner Genius

Do you suspect that you've been running on intellectual and creative autopilot for a while? Do you ever wish you could be more creative every day (and not just when you're in the zone and working on it)? Look no further; in thirty practical and down to earth chapters this book will show you: How to learn, learn and learn again; quick tricks to spark ideas and free your mind; ways to keep track of your great ideas; how to map your creative concepts; what you can do with a great mistake.

Featuring quizzes, helpful question and answer sections, and tips from creative geniuses such as Steve Jobs, Anita Roddick and Vivienne Westwood, this book will show you how to make the most of your mental powers.

Publisher: Infinite Ideas © 2012

Library ID: 64475

Online Course Options

Verifying and Building on Creative Thinking – 23 minutes

Overview

This course covers a variety of techniques used to verify and build on creative ideas. It outlines when to use research and when to use simulations to check the workability of an idea. In addition, it discusses ways to build on ideas effectively.

Target Audience: Anyone at any level who wants to become more creative in the workplace.



Topic: Finding Your Own Strengths

Recommended Videos

Pinpointing Your Strengths

Course: Developing a Plan to Further Your Career

Duration: 3 Minutes

Course ID: ID: apd_03_a01_bs_enus

Working with Your Strengths

Publisher: Laura Goodrich © 2014

Duration: 2 Minutes

Library ID: 62791

Recommended Books or Audiobooks

StandOut: The Groundbreaking New Strengths Assessment from the Leader of the Strengths Revolution

In StandOut, author Marcus Buckingham introduces a fresh approach to identifying your inherent strengths and offers valuable insight into how to utilize them in your career.

Publisher: Skillsoft © 2017

ISBN: 9781400202379

Library ID: 125812

Now, Discover your Strengths

Now, Discover Your Strengths will help you understand your personal strengths, as well as recognize and nurture those of the people around you.

Publisher: Skillsoft © 2017

ISBN: 9780743201148

Library ID: 132506



Topic: The Power of EI - Recognizing & Understanding Emotional Intelligence

Recommended Videos

Develop Emotional Intelligence

By: Tara Stewart

Duration: 3 Minutes

Publisher: Tara Swart © 2016

Emotional Intelligence Can Be Learned

By: Travis Bradberry

Duration: 5 Minutes

Publisher: Travis Bradberry © 2014

Recommended Books or Audiobooks

Using Emotional Intelligence in the Workplace

Success in the workplace requires more than strong job skills and business savvy. It also requires emotional intelligence. Sometimes called EQ, emotional intelligence is the ability to understand and respond appropriately to your own and others' emotions. Using Emotional Intelligence in the Workplace provides an overview of emotional intelligence and explains how to build important EQ skills.

Providing a basic overview of emotional intelligence (EQ) and its competencies, this book demonstrates how to develop and measure EQ, offers guidance on how to use EQ to excel in the workplace, and shows how EQ is related to contemporary workplace issues.

Publisher: Association for Talent Development © 2016

ISBN: 9781562861032

Library ID: 121099

Managing Emotions to Make a Positive Impact on Your Life and Career

Emotional Intelligence is fast becoming the skill to master that will unlock your true potential.

You've probably noticed that it's not the smartest people that are the most successful or the most fulfilled in life; being clever, talented or skilled is not enough. It's your ability to manage your feelings, other people and your interactions with them that makes the difference. We're all born with this ability - emotional intelligence is a skill and we all have the capacity to develop this skill. This book will show you how. It will change the way you think about emotions. Instead of thinking of emotions as being positive or negative, you will learn that all emotions have a positive intent – all emotions have our best interests in mind. Improve your emotional intelligence and you improve your ability to understand and manage emotions. You can think clearly and creatively, manage stress and challenges, communicate well with others and display trust, empathy and confidence. You will be in a better position to handle situations, events and other people that in the past you've found difficult or stressful.



By improving your ability to understand and manage emotions, this book will show you how to better handle situations, events and other people that in the past you've found difficult or stressful.

Publisher: Capstone Publishing © 2014

ISBN: 9780857085443

Library ID: 63533

Online Course Options

Emotional Intelligence: Applying EI at Work – 30 Minutes

Overview

This course is about applying emotional intelligence in the workplace – playing the role of an emotionally intelligent leader whether you have the title or not. The application of emotional intelligence in the workplace is everyone's responsibility.

Target Audience: Anyone who wants to advance their aptitude for emotional intelligence.



Topic: Project Management Basics

Recommended Videos

Your Responsibilities as a Project Manager

Course: Finding Your Bearings as a Project Manager

Duration: 3 Minutes

Course ID: apj_15_a01_bs_enus

Recommended Books or Audiobooks

Project Management for the Unofficial Project Manager

In today's workplace, employees are routinely expected to coordinate and manage projects. Yet, chances are, you aren't formally trained in managing projects—you're an unofficial project manager.

Whether you're struggling to keep your projects organized, or you manage projects without the benefit of a team, this book offers practical, real-world insights for effective project management and guides you through the essentials of the people and project management process.

Publisher: BenBella Books © 2015

ISBN: 9781941631102

Library ID: 88735

Project Management JumpStart (4th Edition)

Project Management JumpStart offers a clear, practical introduction to the complex world of project management, with an entertaining approach based on real-world application. Fully revised to align with a Guide to the Project Management Body of Knowledge –PMBOK Guide®, 6th edition, this book provides an overview of the field followed by an exploration of current best practices.

Publisher: Sybex © 2018

ISBN: 9781119472223

Library ID: 142990

Online Course Options

Getting the Big Picture by Defining the Project's Scope and Team – 30 Minutes

Overview

At the start of any project – before you plan the budget or create the schedule – you need to develop a clear vision of what you want to achieve and how you'll get there. That involves clarifying what stakeholders expect to see in the end, all the tasks that will need to be carried out, the resources you will need, and who will be doing the work. In this course, you will learn how to nail down all those big-picture details so that your project gets off on the right foot.

Target Audience: All employees wishing to acquire the necessary skills to manage small-to medium-sized projects successfully.



Topic: Cultural Diversity and Understanding Differences

Recommended Videos

Implementing Diversity and Inclusion: The Sweet Spot

By: Su Joun

Duration: 1 Minute

Publisher: Skillsoft Ireland Limited © 2016

Library ID: 112306

Unconscious Bias and Its Role in Diversity

By: Jennifer Brown

Duration: 4 Minutes

Publisher: Jennifer Brown © 2017

Library ID: 128074

The Power of Diversity

By: Frans Johansson

Duration: 4 Minutes

Publisher: Frans Johansson © 2014

Library ID: 70997

Recommended Books or Audiobooks

Building an Inclusive Organization: Leveraging the Power of a Diverse Workforce

A diverse workforce is a business imperative. Without it, companies are made up of employees who come from the same background and have the same skills and, therefore, the same blind spots. A diverse workforce brings together different strengths, a variety of experiences, a huge breadth of knowledge and a wealth of creative problem-solving techniques. However, in order to leverage the benefits of this diverse workforce, businesses must be inclusive. Inclusion ensures that employees feel supported, are treated fairly and are therefore happier, more engaged and more productive. Building an Inclusive Organization is a practical guide to creating an environment of real inclusion. It explains how to remove unconscious bias from company processes including recruitment and selection, how to make the case for diversity and inclusion to all stakeholders and how to embed inclusion into an organization's culture and overall business strategy.

Publisher: Kogan Page © 2019

ISBN: 9780749484286

Library ID: 144106



Online Course Options

Overcoming Unconscious Bias in the Workplace – 25 Minutes

Overview

It's not just individuals who face unconscious biases in the workplace; teams and organizations can also operate with shared institutionalized biases. Ensuring a diverse workplace requires seeing past these biases. In this course, you'll learn about the process of overcoming organizational biases and how to function as an inclusive leader. You'll also learn specific tactics for combating unconscious biases in the workplace.

Target Audience: Team leaders, supervisors, and managers; anyone who wants to learn how to address unconscious biases in the workplace.



Topic: Finding a Mentor

Recommended Videos

How to Find a Mentor

Course: Finding and Nurturing a Mentor Relationship

Duration: 4 Minutes

Lesson: Finding and Nurturing a Mentor Relationship

Course ID: ID: bs_apd22_a01_enus

Cultivate Multiple Mentors

By: Dorie Clark

Duration: 2 Minutes

Publisher: Dorie Clark © 2018

Library ID: ID: 141714

Online Course Options

Finding and Nurturing a Mentor Relationship – 19 Minutes

Overview

Having a mentor means you can use the knowledge of a supportive professional to help you learn to work more efficiently and advance your career. In this course, you'll learn how to find a mentor who can aid you in your professional goals.

Library ID: bs_apd22_a01_enus

Target Audience: All employees interested in finding a professional mentor or multiple mentors.



Topic: Working and Thriving in a Multigenerational Workforce

Recommended Videos

Generational Differences

Course: Managing Multigenerational Employees

Duration: 4 minutes

Lesson: Multigenerational Management Tactics

Course ID: ID: amg_05_a02_bs_enus

Get Ready for Generation Z

Publisher: Sarah Sladek © 2017

Duration: 5 Minutes

Library ID: ID: 139011

Recommended Books or Audiobooks

Generations at Work: Managing the Clash of Boomers, Gen Xers, and Gen Yers in the Workplace, Second Edition

Taking a fresh look at a growing challenge of navigating the multigenerational workplace, this book provides in-depth interviews with members of each generation, best practices from companies bridging the generation gap, and specific tips for each generation on how to handle the others.

Publisher: AMACOM © 2013

ISBN: 9780814432334

Library ID: 47773

Online Course Options

Maintaining a Cohesive Multigenerational Workforce – 25 Minutes

Overview

To manage a multigenerational team, you need to understand the diversity of your employees and apply various strategies to divert conflict between them. If you tap into the potential of this diversity, you'll create a more productive, collaborative, and innovative work environment. In this course, you'll learn about the generational differences in approaches to work and communication. You'll also learn strategies to manage your team in a way ensures your team members feel included, respected, and supported. Additionally, you'll learn how to implement a mentoring program that takes advantage of the varying experiences and perspectives of multiple generations.

Library ID: ID: amg_05_a01_bs_enus

Target Audience: Managers, team leaders, business professionals, and individuals who want to develop or refine their skills for managing different workforce generations.



Topic: Difficult Conversations

Recommended Videos

Difficult Conversations

By: Peter Bregman

Duration: 3 Minutes

Publisher: Peter Bregman © 2016

Library ID: 112794

Skills for a Difficult Conversation

By: Peter Bregman

Duration: 4 Minutes

Publisher: Peter Bregman © 2016

Words to Use in Tough Conversations

By: Amy Gallo

Duration: 2 Minutes

Publisher: Amy Gallo © 2017

Library ID: 132742

Recommended Books or Audiobooks

The Tackling Difficult Conversations Pocketbook

At some stage or other we all have to deal with difficult conversations. It may be to express dissatisfaction with our own treatment or give feedback on someone's poor performance. You may have to make clear a tough decision or deny a request. Saying 'no' is not easy. The Tackling Difficult Conversations Pocketbook will help build your confidence, reduce your anxiety and equip you with the skills to steer emotionally-fueled conversations towards a successful outcome. It helps you learn how to communicate with authority, clarity and persuasiveness, and - through active listening, mirroring body language and other techniques - how to empathize with the other person and how to interpret what they are saying, feeling and thinking. Being clear about the outcome you desire and recognizing your own responses to conflict (and managing these constructively) will be crucial to your preparations. Timing, location and seating arrangements are factors too, as this pocketbook explains.

Publisher: Management Pocketbooks © 2009

ISBN: 9781906610043

Library ID: 31114

How to Tell Anyone Anything: Breakthrough Techniques for Handling Difficult Conversations at Work

A painless new approach to communication anyone can use to make the most challenging conversations productive and stress-free!



No one likes to be criticized. But when feedback is necessary—whether it's with a boss, someone we manage, or another co-worker—it takes great communication skills to successfully get the message across with feelings and relationships intact.

Drawing from the latest in psychology on how best to connect with others, How to Tell Anyone Anything steers readers away from the common mistake of focusing on what's wrong, and shows them instead how to provide clear, constructive, positive messages that create real behavior and performance change. Complete with illuminating examples and a unique step-by-step process, the book gives readers powerful insight into how we all react naturally to criticism—and how to transform interactions that might become verbal tugs-of-war into collaborative, problem-solving sessions.

Publisher: AMACOM © 2009
ISBN: 9780814410158
Library ID: 30547

Online Course Options

How to Manage Difficult Conversations – 29 Minutes

Overview

For managers, approaching a difficult conversation – whether it's with a direct report, colleague, or manager – can be immensely stressful. Handled the wrong way, this kind of conversation can also damage your work relationships and leave you feeling unsure of your abilities. With the right preparation and mindset, you can make sure this doesn't happen. In this course, you'll learn some basic guidelines about when and where to initiate a difficult conversation, and useful steps for managing the associated stress. You'll learn how to prepare for a difficult conversation using a four-step process, so that you're confident and able to manage the conversation constructively. Finally, you'll learn how to demonstrate that you have the right mindset during the conversation so that it has the best possible outcome.

Target Audience: Managers and team leaders wanting to develop or refine their skills in managing employee performance during difficult times and in delivering difficult messages to their subordinates, colleagues, or superiors.



Topic: Establishing Trust and Fostering Relationships

Recommended Videos

Building Trust and Credibility

By: Belle Halpern

Duration: 2 Minutes

Publisher: Belle Halpern © 2016

Developing Candor and Trust

By: Jack Welch

Duration: 7 Minutes

Publisher: Strayer University Corporation (video) © 2015

Library ID: 90797

How to Be a Trusting Person

By: Charles Green

Duration: 2 Minutes

Publisher: Charles Green © 2014

Library ID: 69089

Recommended Books or Audiobooks

The Leap: The Science of Trust and Why it Matters

In The Leap, best-selling author Ulrich Boser shows how the emerging research on trust can improve our lives, rebuild our economy, and strengthen society.

A powerful mix of hard science and compelling storytelling, The Leap explores how we trust, why we trust, and what we can all do to deepen social trust. The book includes insightful policy recommendations along with surprising new data on the state of social trust in America today.

Publisher: Amazon Publishing © 2014

ISBN: 9780544262010

Library ID: 73851

The 10 Laws of Trust: Building the Bonds That Make a Business Great

Trust is the glue that holds an organization together. It turns deflection into transparency, suspicion into empowerment, and conflict into creativity. With it, a tiny company like John Deere grew into a worldwide leader. Without it, a giant corporation like Enron toppled. In The 10 Laws of Trust, JetBlue chairman Joel Peterson explores how a culture of trust gives companies an edge. Consider this: What does it feel like to work for a firm where leaders and colleagues trust one another? Freed from micromanagement and rivalry, every employee contributes his or her best. Risk taking and innovation become the norm. And, as Peterson notes, "When a company has a reputation for fair dealing, its costs drop: Trust cuts the time spent second-guessing and lawyering." In clear, engaging prose, highlighted by compelling examples, Peterson details how to establish and maintain a culture of trust.



Publisher: AMACOM © 2016
ISBN: 9780814437452
Library ID: 112745

The Profit of Kindness: How to Influence Others, Establish Trust, and Build Lasting Business Relationships

This audiobook will help you master the art of building trusting, long-lasting relationships through open, non-adversarial interchanges that result in mutually beneficial outcomes. A basic adjustment in attitude and approach can substantially improve virtually every facet of your life. Each chapter provides specific examples for improving skills such as communication, building integrity, team work, influencing others, and more.

Publisher: Gildan Media © 2017
ISBN: 9781469036519
Library ID: 127924

Online Course Options

Building Trust – 1 Hour

Overview

This course provides invaluable insight into the impact of trust and distrust in the workplace. It also addresses the importance of fostering trusting relationships at work and how to build and sustain trust with your colleagues.

Target Audience: Anyone who wants to develop or refine their skills for developing and sustaining trusting relationships.

Rebuilding Trust – 1 Hour

Overview

Trust is an important component in any workplace. When colleagues know they can count on each other, morale and productivity levels tend to increase. But what if trust is betrayed? How will this impact your ability to perform your job effectively? This course will provide key insight into the cost of lost trust including its negative impacts on performance, morale, and ultimately the bottom line. How to rebuild trust once it's lost and maintain trust over time will also be addressed.

Target Audience: Anyone who wants to develop or refine their skills for developing and sustaining trusting relationships.



Topic: First Time Manager/New Manager Development

Recommended Videos

How to Delegate

By: Jodi Detjen

Duration: 3 Minutes

Publisher: Orange Grove Consulting © 2017

Uncovering Bias in Your Management Style

By: Jodi Detjen

Duration: 4 Minutes

Publisher: Orange Grove Consulting © 2017

Managing Uncertainty:

By: James M. Hunt

Duration: 3 Minutes

Publisher: James Hunt © 2017

Recommended Books or Audiobooks

Your First Leadership Job: How Catalyst Leaders Bring Out the Best in Others

Congratulations! You're now in charge. Perhaps it's your first time as a leader, or maybe you want to fine-tune your skills. Either way, you've begun one of the most rewarding chapters of your career. But, like many beginnings, the first few years can be challenging. Fortunately, you don't have to tackle this challenge on your own. Your First Leadership Job gives you practical advice straight from others who have walked in your shoes. Not only does it include dozens of tools to ensure your success, but it's also based on the authors' and DDI's extensive experience and research, which ultimately has led to the development of millions of leaders around the world.

Publisher: John Wiley & Sons © 2015

ISBN: 9781118911952

Library ID: 72983

From Bud to Boss

This audio edition can help new leaders get beyond the stress and fear to focus on becoming the most effective leader they can be--starting right now.

The number of people who will become first-time supervisors will likely grow in the next 10 years, as Baby Boomers retire. Perhaps the most challenging leadership experience anyone will face isn't one at the top, but their first promotion to leadership. They must deal with the change and uncertainty that comes with a new job, requiring new skills, and they've been promoted from peer to leader. While the book addresses the needs of any manager, supervisor, or leader, it pulls from the best leadership and management thinking, and puts the focus on the difficulties that new leaders experience.

Publisher: Gildan Media © 2017

ISBN: 9781469067650

Library ID: 128517



Online Course Options

First Time Manager Essentials – 90 Minutes

Overview

Moving into a management role is a very exciting and positive step in an individual's career, but it can also be very intimidating. Individuals with no previous experience as a manager can benefit from knowing the basics of the management role, including first steps to take, potential challenges to expect, and how to determine and meet the unique expectations that come with being a manager. This learning path describes what a manager does, uncovering some of the myths that people have about the management role. It discusses the demands and constraints of the role and how to avoid some common mistakes when moving into a management role. The path also describes ways to overcome some typical challenges of a first-time manager. And it points to the expectations that others have of a manager, and how to balance these effectively.

Target Audience: Managers and team leaders wanting to develop or refine their skills in managing employees.



Topic: Customer Service Essentials

Recommended Videos

Myths of Customer Service

By: Barry Moltz

Duration: 2 Minutes

Publisher: Barry Moltz © 2013

Customer Service is an Ongoing Relationship

By: Sarah Robinson

Duration: 4 Minutes

Publisher: Sarah Robinson © 2013

Recommended Books or Audiobooks

Why Customers Leave (And How to Win Them Back)

In Why Customers Leave, popular customer experience and marketing speaker David Avrin makes a compelling case for customer experience as a bankable differentiator in an era of vast marketplace choices. The book lays out the very visible reasons for the recent shift in customer mindset and expectation, illustrates the myriad ways that companies inadvertently drive customers and prospects to competitors, and offers a multitude of creative strategies and tactics to attract and retain new prospects.

Publisher: Career Press © 2019

ISBN: 9781632651518

Library ID: 143927

Woo, Wow, and Win: Service Design, Strategy, and the Art of Customer Delight

This audio edition reveals the importance of designing your company around service and offers clear, practical strategies based on the idea that the design of services is markedly different from manufacturing.

Best-selling authors and business experts Thomas A. Stewart and Patricia O'Connell contend that most companies, both digital and brick-and-mortar, B2B or B2C, are not designed for service - to provide an experience that matches a customer's expectations with every interaction and serves the company's needs. When customers have more choices than ever before, study after study reveals that it's the experience that makes the difference. To provide great experiences that keep customers coming back, businesses must design their services with as much care as their products. Innovative yet grounded in real-world examples, Woo, Wow, and Win is the key strategy for winning customers - and keeping them.

Publisher: HighBridge © 2016

ISBN: 9781681684062

Library ID: 143172



Online Course Options

Customer Service Fundamentals: Building Rapport in Customer Relationships – 60 Minutes

Overview

Good customer service and strong customer relationships begin with building rapport. Building rapport requires knowing your customer, understanding their situation, and providing an empathetic ear for them to voice their concerns. Building rapport can lead to great customer relationships between individuals as well as the company they represent. This course covers how to build rapport with customers by being customer-focused. This includes being able to connect with your customers, being positive, paying close attention to the customers' needs, and understanding their feelings by empathizing with them.

Target Audience: Individuals who want to develop or refresh their customer service skills.



Topic: Listening Skills for Leaders

Recommended Videos

Better Listening

By: Kevin Eikenberry

Duration: 5 Minutes

Publisher: Berrett-Koehler © 2017

Learning How to Listen

By: Nilofer Merchant

Duration: 1 Minutes

Publisher: Nilofer Merchant © 2016

Great Leaders Listen

By: Sue Powell

Duration: 3 Minutes

Publisher: Sue Powell © 2015

Recommended Books or Audiobooks

Listen! The Art of Effective Communication

Why do we so often fail to connect when speaking with business colleagues, family members, or friends? Wouldn't you like to make yourself heard and understood in all of your relationships? Using vivid examples, easy-to-learn techniques, and practical exercises for becoming a better listener-and making yourself heard and understood, Dale Carnegie will show you how it's done, even in difficult situations.

Publisher: Gildan Media © 2017

ISBN: 9781469035536

Library ID: 132790

Online Course Options

Become a Great Listener – 24 Minutes

Overview

When communicating, the response from the communication recipient is as important as the message that's given. When you're on the receiving end of a communication, you have the responsibility to be receptive and understand what was intended. This requires two essential skills: listening and questioning. In this course, you'll work on sharpening those skills, as well as getting yourself in the right receptive mind-set for communicating.

Target Audience: Individuals who want to improve their interpersonal communication skills.



Topic: Better Emails - Tips for Improved Email Communication

Recommended Videos

Writing Emails That Get a Response

By: Diane Darling

Duration: 2 Minutes

Publisher: Diane Darling © 2016

Email and Emotions

By: Nick Morgan

Duration: 2 Minutes

Publisher: Nick Morgan © 2018

Email Isn't the Place to Resolve Conflict

By: Amy Gallo

Duration: 2 Minutes

Publisher: Amy Gallo © 2018

Recommended Books or Audiobooks

Effective Email: Concise, Clear Writing to Advance Your Business Needs

This audio edition will help you write concise, clear emails that advance your business needs. In today's fast-paced, competitive business environment, we all need to communicate clearly and use our time productively. Even seasoned writers will find tips, tools, and ideas in this book that can improve the quality - and reduce the quantity - of email in the workplace. This book will help you write concise, clear emails that advance your business needs.

Publisher: Gildan Media © 2018

ISBN: 9781469099408

Library ID: 143203

Message Not Received: Why Business Communication Is Broken and How to Fix It

Examining how we communicate, use, and often misuse language and technology at work, this progressive book demonstrates how intelligent professionals and organizations are embracing simpler language and new technologies to communicate in a much more straightforward and effective manner.

Publisher: John Wiley & Sons © 2015

ISBN: 9781119017035

Library ID: 82485

Online Course Options

Using E-mail Effectively in the Workplace – 90 Minutes

Overview

This learning path highlights best practices for composing effective e-mail and replying to e-mails including knowing who should be on the distribution list, when to reply all, when to forward, and



when to copy someone's manager. It also includes best practices for managing e-mail such as understanding the time management aspect of dealing with e-mail, when to keep or delete e-mail, how to organize e-mails, and how to use search tools for managing e-mail.

Target Audience: All levels of employees, and any individual who wishes to refresh and refine their e-mail skills.



Topic: Leading Effective and Productive Meetings

Recommended Videos

Meetings with Purpose and Energy

By: Peter Bregman

Duration: 3 Minutes

Publisher: Peter Bregman © 2016

Better Meetings Means More Dialogue

By: Kevin Eikenberry

Duration: 3 Minutes

Publisher: Berrett-Koehler © 2017

Redefining Staff Meetings

By: Keith Ferrazzi

Duration: 4 Minutes

Publisher: Ferrazzi Greenlight © 2015

Recommended Books or Audiobooks

Not Just another Meeting

Shining a new light on situations you've taken for granted for years, this book will help you to break out of your old meeting habits and bring interest, creativity, and effective outcomes to the meetings you lead.

Publisher: Association for Talent Development © 2019

ISBN: 9781562866914

Library ID: 144846

The 25 Minute Meeting: Half the Time, Double the Impact

Sharpen your focus and tighten your time frames to get more done in less time!

The 25 Minute Meeting goes beyond "cut to the chase" and shows you how to take back your work day with smarter planning and more productive action. Meetings have become a de facto way of working, and as they pile up and stretch to interminable lengths, they eat up our days and sink productivity—if they are poorly planned and run. Done well, meetings are short, sharp, productive affairs that provide critical time and space for the interactions that drive business forward. This book shows you how to effectively and efficiently recover your time with a roadmap to the 25-minute meeting.

Publisher: John Wiley & Sons © 2018

ISBN: 9780730359234

Library ID: 142996



Online Course Options

Preparing for Effective Business Meetings – 60 Minutes

Overview

Whatever their format, efficient meetings are those that not only accomplish tasks but progress in a way that makes the best use of participants' time. Because meetings are one of the most expensive modes of communication in today's organizations, it's critical that you optimize the time you spend in them. Running an effective meeting starts with careful planning.

This course will show you how to clarify a meeting's purpose and objectives, and how to determine whether a given meeting is truly necessary or whether a similar result could be achieved through a different type of communication. It will also equip you with the skills to choose the best participants, and create an agenda that will guide the group to achieve meeting goals as efficiently and productively as possible. Finally, it will describe how to prepare yourself, your venue, and your participants to ensure a successful meeting free of unnecessary distractions.

Target Audience: Individuals who want to develop their planning, managing, and facilitation skills for running effective business meetings.

Managing Effective Business Meetings – 60 Minutes

Overview

This course will lead you through that process, presenting best practices that will help you realize success as you fulfill your responsibilities as a meeting leader. It will show you how to open the meeting with a positive tone and facilitate the work of the group using the right approach to decision making. It will explore how to encourage full participation while keeping your agenda moving and discussions on track with effective time-management techniques. Finally, this course will present tips for closing the meeting and ensuring continued progress by circulating minutes and following up on action items.

Target Audience: Individuals who want to develop their planning, managing, and facilitation skills for running effective business meetings.



Topic: Become a Better Presenter

Recommended Videos

How to Capture the Attention of Your Audience

By: Nicole A. Lipkin

Duration: 4 Minutes

Publisher: Nicole Lipkin © 2018

Persuasive Presentations

By: Dorie Clark

Duration: 3 Minutes

Publisher: Dorie Clark © 2016

How to Give Charismatic Presentations

By: Nick Morgan

Duration: 3 Minutes

Publisher: Nick Morgan © 2016

Recommended Books or Audiobooks

Presentation Genius: 40 Insights from the Science of Presenting

Imagine having instant access to the world's smartest thinking on presentations - and being shown exactly what to do to guarantee that you get your own presentations right, every time. Presentation Genius makes it easy to apply what researchers know about brilliant presentations to the real world. 40 chapters based on hundreds of cutting-edge business and psychology research projects reveal what works and what doesn't work when you're presenting. Each of the 40 chapters is a mini-masterclass in presentations, explaining the research and showing you how to apply it next time you present. In business, conventional wisdom often says one thing while research says another. Presentation Genius cuts through the noise to bring you proven research and techniques for applying it that will simply make you a better presenter.

Publisher: John Murray © 2015

ISBN: 9781473615007

Library ID: 145468

Online Course Options

Ensuring Successful Presentation Delivery – 31 Minutes

Overview

Presentation excellence can be achieved when the standard of your delivery matches the quality of your content. Having diligently prepared for your presentation, you need to make sure that your delivery is engaging, enthusiastic, composed, and confident. In this course, you'll learn how to set up the right environment for your presentation. You'll also learn techniques for managing stage fright and using your voice and body language to deliver your message clearly and effectively. Finally, you'll learn about how to deal with audience questions in a Q&A session.

Target Audience: Individuals who want to improve their presentation skills.



Topic: Becoming an Effective Team Member

Recommended Videos

The Cohort Effect

By: Sydney Finkelstein

Duration: 3 Minutes

Publisher: Sydney Finkelstein © 2018

Collaboration: Me to We

By: Tom Koulopoulos

Duration: 2 Minutes

Publisher: Tom Koulopoulos © 2015

Gritty Teams

By: Angela Duckworth

Duration: 2 Minutes

Publisher: Angela Duckworth © 2017

Recommended Books or Audiobooks

The Hard Hat: 21 Ways to be a Great Teammate

Drawing inspiration from the life of a respected leader and team player, in The Hard Hat, author Jon Gordon shares lessons on how to build a great team.

Publisher: Skillsoft © 2019

ISBN: 9781119120117

Library ID: 144814

9 Powerful Practices of Really Great Teams

This audio edition identifies nine attributes of team membership and team leadership that sets the stage for accomplishment of group objectives.

Publisher: Gildan Media © 2018

ISBN: 9781469099200

Library ID: 143206

Online Course Options

Ensuring Successful Presentation Delivery – 60 Minutes

Overview

This course covers strategies and techniques to help you become an effective and valued member of your team. Specifically, you'll explore ways for adopting a positive approach to being on a team, like recognizing the benefits of working on a team and learning to tolerate team member differences. You'll also learn how to work proactively and collaboratively with members of your team as you achieve your team's goals.

Target Audience: All levels of employees; anyone who participates on any type of team.

