

Course Catalog 2015



LEADERSHIP (pages 2 – 8)



COMMUNICATION (pages 9 - 14)



PROJECT MANAGEMENT (pages 15 - 17)



PERSONAL DEVELOPMENT (pages 17 - 23)



TECHNOLOGY (Programs TBD)



SOCIAL EQUITY (Programs TBD)

STAR OF EXCELLENCE

WEST CHESTER UNIVERSITY



LEADERSHIP

A LEADER'S PATH WITH INTERNATIONAL BEST-SELLING AUTHOR AND SPEAKER (15-40 MIN VIDEOS)

Watch best selling author and speaker, John Maxwell's three part series cover his key principles: influence, impact, and income. In the first forty minute video, you will learn how to create a shared vision with your team and see what you can do together to make that vision come to life. In the second video, you will learn how to create the energy that allows you to connect with others. The third video shows how we can create influence, add value to others, and potentially increase income.

Format: Pre-recorded Webinar Series

PERFORMANCE MANAGEMENT (3-PART 40 MIN EACH TELESEMINAR SERIES)

For managers and supervisors who are responsible for completing performance evaluations and discussions, learn about the value, purpose, and logistics; how to write effective reviews; and strategies to conduct effective discussions (especially uncomfortable ones).

Format: Pre-recorded Teleseminar Series

STAFF MEETING STARTERS USING DISNEY ANIMATION (E-MAIL SERIES)

Staff meetings can be creative, fun, and meaningful with these 15 minute staff meeting starters. Each week for five weeks, watch a clip, engage in discussion, and apply your knowledge! Topics include: Innovation (*Little Mermaid*), perseverance (*Frozen*), service (*Beauty and the Beast*), goal setting (*Princess and the Frog*), and change (*Shrek*).

Format: E-mail Series

TAKE YOUR EMPLOYEES WHERE THEY DIDN'T THINK THEY COULD GO (20 MIN VIDEO)

One of your most effective leadership tools is communicating necessary information for employees to best perform. Handled skillfully, you can empower your people; fumble it, and you'll surely hamper theirs and your organization's success. Learn how, when, and why to use the right questions as a surefire leadership approach.

Format: Pre-recorded Webinar

BAUDVILLE EMPLOYEE RECOGNITION (SEASON 1) (E-MAIL SERIES)

This six week series provides weekly emails with access to preselected resources to help busy campus leaders engage and recognize their employees and teams using no-cost and low-cost strategies. The productivity and engagement enhancing series includes quick white papers, articles, job aids, and access to webinars and e-books.

Format: E-mail Series

LEADERSHIP, INNOVATION, & STRATEGY PODCAST SERIES (5 PART TELESEMINAR SERIES)

Listen to this five-week series as top experts in their field share insight on topics such as leadership, innovation, strategy, talent management, and organizational behavior.



Format: Pre-recorded Teleseminar Series

BIG THINK (SEASON 1) (5-PART VIDEO SERIES)

One time a week for five weeks enjoy absorbing a knowledge forum in a 2-5 minute video format featuring the ideas, lessons, stories and advice of leading experts from around the world. Topics will include: Increasing Potential; Resilience; Tao of Leadership; Looking at Challenges as an Outsider; and Switching Off the “Always On” Culture. When you expand your mind, you increase the opportunities to think big!

Format: Pre-recorded Webinar Series

BUILDING MENTAL GAME WARRIOR TEAMS JEN CRONEBERGER

Listen to Jen Croneberger as she equips participants to become mental warriors who build cohesion and chemistry within departmental teams. She’ll also share the number one myth of being mentally strong. Jen is a frequent speaker at some of the largest sports coaching conferences in the country and has been chosen as the Chester County Chamber of Business and Industry’s 2009 Female Business Leader of the Year and presented for TEDx Gettysburg in 2012.

Format: Pre-recorded Teleseminar Series

PUTTING THE "PERFORM" INTO THE PERFORMANCE REVIEW PROCESS (20 MIN VIDEO)

Watch and listen how to maximize the use of the evaluation forms and the performance discussions to reinforce appropriate behaviors and eliminate unacceptable behaviors. Learn how to handle difficult situations and how to word certain challenges and areas for growth in an official employee document and subsequent discussions.

Format: Pre-recorded Webinar

JACK CANFIELD’S GUIDE TO GOAL SETTING SUCCESS SERIES (SEASON 1) (4-PART TELESEMINAR SERIES)

One time a week for five weeks enjoy receiving the tools that will hold you accountable for your own success at work, at home, and in life. These goal setting tools will help you strategize and minimize limitations, manage your productivity and down time, and develop an internal mastermind group that will help everyone achieve more of what they want out of work. Tools include: Daily Success Focus Journal, Achievers Focusing System, Mastermind Strategy Guide, Victory Log, and One Year Planning Guide.

Format: Pre-recorded Teleseminar Series

TED LEADERSHIP (SEASON 1) (5-PART VIDEO SERIES)

Watch TED’s most fascinating thinkers and doers talk about relevant and timely leadership topics (in 18 minutes or less). Each week (for 5 weeks), receive a link for access to a preselected video with strategies to ponder and apply to further improve your leadership skills.

Format: Pre-recorded Webinar Series

TURN AROUND PERFORMANCE PROBLEMS BEFORE IT IS TOO LATE (20 MIN VIDEO)

Have you ever created personnel “workarounds” or pushed problems under the rug until the bulge could not be ignored? Learn how that negatively impacts the rest of your department and your credibility in their eyes. Equipping yourself with the necessary tools and strategies can make a long term impact on your leadership and team.

Format: Pre-recorded Webinar

STAR OF EXCELLENCE

WEST CHESTER UNIVERSITY

SIMPLE TRUTHS STAFF MEETING STARTERS (SEASON 1) (4-PART 20 MIN EACH VIDEO SERIES)

Whether you are a leader or aspire to be one, receive a monthly email (for 5 months) with a link to a quick video. Watch and ponder on your own or bring it a staff meeting to be discussed by all. This is an impactful way to discuss key topics and strengthen your culture in 15 minutes or less. Topics will include: Team Strengthening; Procrastination; Customer Service; Turning Problems into Opportunities, etc.

Format: Pre-recorded Webinar Series

DELIVERING EFFECTIVE FEEDBACK (20 MIN VIDEO)

Regardless of your position in the organization, learn how to handle challenging feedback sessions and how to personalize the feedback to the individual and situation both at home and at work. Cathy Toner also will share her best practices for handling difficult feedback sessions.

Format: Pre-recorded Webinar

PERFORMANCE MANAGEMENT BOOTCAMP

Gain 24/7 access for two months to six virtual learning programs that will help you get the most out of the performance management process.

Format: Pre-recorded Teleseminar Series

WCU LEADERCAST RADIO SHOW (SEASON 1) (FIVE-PART 20 MIN EACH TELESEMINAR SERIES)

Learn from those in our community who are faced with tough decisions every day. Leading is something that we're not often taught, but are thrown into. Gain wisdom from those who have been there and continue to thrive both in good and hard times!

Format: Pre-recorded Teleseminar Series

LEADING EFFECTIVELY (SEASON 1) (5-PART TELESEMINAR SERIES)

Sponsored by the acclaimed Center for Creative Leadership, use the weekly link to listen to pre-recorded short audio clips (less than 5 minutes) on selective and highly relevant leadership topics. Listen at your PC or download these audios over 5 weeks to your MP3 player.

Format: Pre-recorded Teleseminar Series

FUNCTIONAL FACILITATING (20 MIN VIDEO)

Explore facilitation techniques that are firm, fair, and focused. Review the basic skills for facilitating all types of groups, and detail the responsibilities of all facilitators.

Format: Pre-recorded Webinar

JON GORDON'S "A POSITIVE MOMENT" (SEASON 1) (5-PART TELESEMINAR SERIES)

Use the weekly links to listen to bestselling author and speaker Jon Gordon over 5 weeks as he shares quick positive messages you can apply within yourself, with your team and department, and in your daily personal experiences. Listen at any PC or download audios to your MP3 player. Jon is the author of The Wall Street Journal bestsellers such as *The Energy Bus*, *The No Complaining Rule*, *The Seed*, and his latest *The Positive Dog*.

Format: Pre-recorded Teleseminar Series

STAR of EXCELLENCE

WEST CHESTER UNIVERSITY

GOOD TO GREAT WITH JIM COLLINS (SEASON 1) (4-PART AUDIO/VIDEO SERIES)

Listen to and/or watch Jim Collins, author of the best seller *Good to Great*, in these brief audios/videos over 4 weeks where he addresses how you can improve your teams and organization using the principles from his extensive research and writings.

Format: Pre-recorded Teleseminar/ Webinar Series

THE LEADERSHIP CHALLENGE (5-PART 40 MIN EACH TELESEMINAR SERIES)

Learn and apply the five founding principles in Kouzes and Posner's best-selling book, *The Leadership Challenge*. 1) Model the Way--Identify your current and desired leadership style; 2) Inspire a Shared Vision--Take the SELF Profile and identify your dominant style; 3) Challenge the Process -Learn to think outside the box, manage change, and unify others to work towards common goals; 4) Enable Others to Act--Coach others for success; 5) Encourage the Heart-Discover the power of positive reinforcement and encouragement. Make these five principles a part of your every day success!

Format: Pre-recorded Teleseminar Series

THE POWER OF A POSITIVE TEAM (40 MIN TELESEMINAR)

Listen in with Jon Gordon, international best-selling author and speaker, as he shares tips and strategies to building a positive team. Learn to understand how corporate culture drives behavior and behavior drives habits. Sign up for this podcast and receive four bonus blog articles on positive leadership. These articles will provide you with leadership insights, positive leadership strategies, good versus great leadership, and ways to be happier at work.

Format: Pre-recorded Teleseminar

INTERNATIONAL LEADERSHIP PODCAST SERIES (4-PART 30-40 MIN TELESEMINAR SERIES)

In Michael Hyatt's four-week series, learn about the characteristics of authentic leadership, ways to build trust as a leader, how to create alignment between you and your team, and how to navigate change.

Format: Pre-recorded Teleseminar Series

RE-AWAKEN THE GIANT WITHIN VIRTUAL BOOK CLUB

In his book, Anthony Robbins, the nation's leader in the science of peak performance, shows you his most effective strategies and techniques for mastering your emotions, your body, your relationships, your finances, and your life. The acknowledged expert in the psychology of change, Anthony Robbins provides a step-by-step program teaching the fundamental lessons of self-mastery that will enable you to discover your true purpose, take control of your life and harness the forces that shape your destiny. Over a five week period, you will be given questions to ponder as you dive deeper into the book and "re-awaken the giant within."

Format: Pre-recorded Teleseminar

HOW TO BUILD AND LEAD HIGH PERFORMANCE TEAMS (20 MIN VIDEO)

Does your team/department consistently deliver results far beyond theirs and your expectations? Are members engaged and working synergistically even during conflict? Learn key strategies to create that environment which maximizes individual and team/department success.

Format: Pre-recorded Webinar

JOHN MAXWELL ON LEADERSHIP (SEASON 1) (5-PART VIDEO SERIES)

Watch John Maxwell, author of the best sellers *360 Degree Leader* and *21 Irrefutable Laws of Leadership*, as his tell-it-like-it-is approach to leadership both educates and entertains in these classic yet relevant short videos over 5 weeks.

Format: Pre-recorded Teleseminar Series

STRENGTHENING YOUR LEADERSHIP BACKBONE (20 MIN VIDEO)

Whether you are a current or aspirant leader, learn the 10 powerful strategies that will bring you and others around you greater credibility, power and influence at work using Susan Marshall's book, *How to Grow a Backbone*.

Format: Pre-recorded Webinar

ENTRELEADERSHIP (SEASON 1) (4-PART TELESEMINAR SERIES)

The EntreLeadership Teleseminar Series (Season 1) is being re-broadcast by popular demand. This series delivers lessons on business, team building, and leadership from internationally recognized subject matter experts. Receive links to four weekly podcast so you can watch, reflect, and act on the information. Also, share the enrichment with your employees. Make learning a part of your culture as we build on excellence!

Format: Pre-recorded Teleseminar Series

CRUSHING PERFORMANCE MANAGEMENT MYTHS (20 MIN VIDEO)

Learn how to maximize performance evaluation resources and processes by dispelling its myths. Uncovering the truths can result in a culture of high level performance through strategic alignment, effective communication, coaching, and self-assessment.

Format: Pre-recorded Webinar

DEVELOPING GOOD JUDGMENT: THE CAPACITY FOR EFFECTIVE DECISION MAKING (30 MIN VIDEO)

Michael Boyes of Credo Consulting helps viewers to understand the intuitive decision making process; know when and how to rely on intuition; and apply techniques for building intuitive decision making capacity.

Format: Pre-recorded Webinar

SKILL SOFT ONLINE LEARNING

CLICK ON THE BLUE LINKS FOR COURSE DESCRIPTIONS.
EACH LINK COUNTS AS ONE COURSE.

Leadership Essentials	
Leadership Essentials: Motivating Employees	lead_05_a01_bs_enus
Leadership Essentials: Communicating Vision	lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a Leader	lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional Intelligence	lead_05_a04_bs_enus
Leadership Essentials: Leading Business Execution	lead_05_a05_bs_enus
Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus

Leadership Essentials: Leading Change	lead_05_a07_bs_enus
Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus
Employee Engagement	
The Benefits and Challenges of Engaging Employees	lead_06_a01_bs_enus
Maintaining an Engaging Organization	lead_06_a02_bs_enus
Creating a positive work environment	
Creating and Maintaining a Positive Work Environment	lead_07_a01_bs_enus
Making Cross-Functional Teams Work	
Cross-functional Team Fundamentals	lead_10_a01_bs_enus
Key Strategies for Managing Cross-functional Teams	lead_10_a02_bs_enus
Managing Internal Dynamics in a Cross-functional Team	lead_10_a03_bs_enus
The Voice of Leadership	
The Voice of Leadership: Inspirational Leadership	lead_13_a01_bs_enus
The Voice of Leadership: Self-Assessment and Motivation	lead_13_a02_bs_enus
The Voice of Leadership: Effective Leadership Communication Strategies	lead_13_a03_bs_enus
The Voice of Leadership: The Power of Leadership Messaging	lead_13_a04_bs_enus
Managing Organizational Change	
Managing Change: Understanding Change	mgmt_13_a01_bs_enus
Managing Change: Building Positive Support for Change	mgmt_13_a02_bs_enus
Managing Change: Dealing with Resistance to Change	mgmt_13_a03_bs_enus
Managing Change: Sustaining Organizational Change	mgmt_13_a04_bs_enus
Business Coaching Essentials	
Business Coaching: Getting Ready to Coach	mgmt_14_a01_bs_enus
Business Coaching: Conducting Coaching Sessions	mgmt_14_a02_bs_enus
Business Coaching: Building the Coaching Relationship	mgmt_14_a03_bs_enus
Business Coaching: Using Different Coaching Styles	mgmt_14_a04_bs_enus
Management Essentials	
Management Essentials: Directing Others	mgmt_15_a01_bs_enus
Management Essentials: Delegating	mgmt_15_a02_bs_enus
Management Essentials: Developing Your Direct Reports	mgmt_15_a03_bs_enus
Management Essentials: Confronting Difficult Employee Behavior	mgmt_15_a04_bs_enus
Management Essentials: Managing a Diverse Team	mgmt_15_a05_bs_enus
Management Essentials: Treating Your Direct Reports Fairly	mgmt_15_a06_bs_enus
Management Essentials: Caring about Your Direct Reports	mgmt_15_a07_bs_enus
First Time Manager Essentials	
First Time Manager: Understanding a Manager's Role	mgmt_16_a01_bs_enus
First Time Manager: Challenges	mgmt_16_a02_bs_enus
First Time Manager: Meeting Expectations	mgmt_16_a03_bs_enus
Performance Appraisal Essentials	
Performance Appraisal Essentials: Planning for Appraisals	mgmt_17_a01_bs_enus
Performance Appraisal Essentials: Conducting Traditional Appraisals	mgmt_17_a02_bs_enus

Performance Appraisal Essentials: 360-degree Appraisals	mgmt 17 a03 bs enus
Talent Management Essentials	
Talent Management: Basics	mgmt 18 a01 bs enus
Talent Management: Planning	mgmt 18 a02 bs enus
Talent Management: Acquiring Talent	mgmt 18 a03 bs enus
Talent Management: Developing and Engaging Talent	mgmt 18 a04 bs enus
Talent Management: Retaining Talent	mgmt 18 a05 bs enus
Technical Management Essentials	
Transitioning from Technical Professional to Management	mgmt 19 a01 bs enus
Strategies for Transitioning to Technical Management	mgmt 19 a02 bs enus
Managing Technical Professionals	mgmt 19 a03 bs enus
Workforce Generations	
Managing Workforce Generations: Introduction to Cross-generational Employees	mgmt 20 a01 bs enus
Managing Workforce Generations: Working with a Multigenerational Team	mgmt 20 a02 bs enus
Managing Workforce Generations: Working with the 21st-century Generation Mix	mgmt 20 a03 bs enus
Managing Experts	
Meeting the Needs of Your Experts	mgmt 21 a01 bs enus
Overcoming Challenges When Managing Experts	mgmt 21 a02 bs enus
Advanced Management Skills	
Developing a High-performance Organization	mgmt 23 a01 bs enus
Cross-Functional Strategic Management	mgmt 23 a02 bs enus
Managing for Rapid Change and Uncertainty	mgmt 23 a03 bs enus
Managing High Performers	mgmt 23 a04 bs enus
Managing New Managers	mgmt 23 a05 bs enus
Managing Experienced Managers	mgmt 23 a06 bs enus
Managing Problem Performance	
Recognizing and Diagnosing Problem Performance	mgmt 34 a01 bs enus
First Steps for Turning Around a Performance Problem	mgmt 34 a02 bs enus
Using Progressive Discipline to Correct Problem Performance	mgmt 34 a03 bs enus
Preventing Problem Performance	mgmt 34 a04 bs enus

STAR OF EXCELLENCE

WEST CHESTER UNIVERSITY



COMMUNICATION

13 WEEKS 13 ESSENTIAL SKILLS (13 PART TELESEMINAR SERIES)

This self-paced, easy to follow 13 week e-program allows you to learn and practice new strategies in 13 vital success areas such as: increasing workplace energy, dealing with difficult people, building team synergy, leading and serving others, and effective meetings. Become that valued employee that your department can't live without!

Format: Pre-recorded Teleseminar Series

DIALOGUE: THE NEXT STEP IN COMMUNICATION (30 MIN VIDEO)

Recognize the difference between communication and dialogue. Explore the basic elements of dialogue, and enhance your skills with the tools of dialogue. Learn when to listen, how to show respect, and when and how to suspend a conversation.

Format: Pre-recorded Webinar

GIVE AND TAKE WITH U PENN'S MOST POPULAR FACULTY MEMBER (20 MIN VIDEO)

Adam Grant's research shows how givers and takers impact customer satisfaction, innovation, and knowledge sharing. Creating a culture of giving and being consistent is important in any organization. Learn the correlation between four giver and taker paradigms, key ways that we can be more successful at giving, and how leaders leverage give and take.

Format: Pre-recorded Webinar

JUST DESSERTS: INGREDIENTS THAT PRODUCE A CLIMATE OF RESPECT (90 MIN WORKSHOP)

Improving respectful interactions takes awareness and willingness to shift one's preferred communication style. Participants will be given the opportunity to look closely at their preferred communication styles by completing the SELF Profile and learn how to effectively use this information to work collaboratively with styles other than one's own. These skills are becoming increasingly important as we're asked to do more inter/intra-departmental collaborations with fewer resources. This seminar is great for entire teams or individuals.

Format: Pre-recorded Webinar

KNOCK YOUR SOCKS OFF CUSTOMER SERVICE (2 PART 40 MIN EACH TELESEMINAR SERIES)

In the first teleseminar, listen and learn the perceptions behind customer service, and identify and gain strategies to adapt your communication style. You will also gain problem-solving skills needed to trouble shoot customers' concerns. Part two will equip you with strategies on how to manage angry or irate customers (internal or external). Gain the skills of handling four types of difficult customers and managing your own emotional intelligence.

Format: Pre-recorded Teleseminar

HOW TO EFFECTIVELY LEAD AND PARTICIPATE IN MEETINGS (TELESEMINAR)

Learn how to make the most out of every meeting minute. Issues covered include: optimizing the meeting purpose (including pros and cons of canceling a meeting); facilitator and participant success factors; preparation and time boosters; and ways to ensure your message is heard.

Format: Pre-recorded Teleseminar

STAR OF EXCELLENCE *WEST CHESTER UNIVERSITY*

STRENGTHENING YOUR EMOTIONAL INTELLIGENCE (40 MIN TELESEMINAR)

Learn the brain science behind Emotional Intelligence (EQ). Understand the importance of EQ in the workplace, review and assess the five Emotional Intelligence skills, and become aware of your own EQ triggers. There is one thing that we are in control of--our attitude! Strengthen your EQ and help others do the same so that we can create an environment of candor and successful outcomes. For an abbreviated version of this program, register for the 20 minute pre-recorded video.

Format: Pre-recorded Teleseminar

STRATEGIES TO EFFECTIVELY LEAD AND PARTICIPATE IN MEETINGS (20 MIN VIDEO)

Learn how to make the most out of every meeting minute. Issues covered include: optimizing the meeting purpose (including pros and cons of canceling a meeting); facilitator and participant success factors; preparation and time boosters; and ways to ensure your message is heard.

Format: Pre-recorded Webinar

RUN THE BASES: HOW TO HIT WHAT YOU ARE SELLING OUT OF THE BALLPARK (20 MIN VIDEO)

If you are a leader of a department or committee, teach students, or are in the service industry, this video is for you! From the day we were born, we were selling something. Embrace that selling is not a bad word and learn how to run the bases through listening, telling stories, and gaining credibility to sell ideas, knowledge, and services.

Format: Pre-recorded Webinar

HOW TO BECOME A DYNAMIC TRAINER (20 MIN VIDEO)

If you are expected to impart your technical knowledge to others in formal or informal settings learn how to apply the eight step "design and execution" training model—assess the training needs, set objectives, gather information, establish training method and design materials, design and produce a training evaluation, review evaluations, and modify the program.

Format: Pre-recorded Webinar

FACE IT: DO YOU LIKE WHAT YOUR FACE IS SAYING? (40 MIN TELESEMINAR)

Some emotions are better not displayed. However, many people struggle with maintaining their emotions and have a face that tends to give everything away. Learn six ways that you can refrain from showing emotions such as disgust, doubt, indifference, fear, boredom, and anger. These tips will help you think about each facial feature, how it can give away what you're thinking or feeling, and what you can do to stop yourself from showing it.

Format: Pre-recorded Teleseminar

STRENGTHENING YOUR EMOTIONAL INTELLIGENCE (20 MIN VIDEO)

Begin to understand the brain science behind Emotional Intelligence (EQ). Understand the importance of EQ in the workplace, review and assess the five Emotional Intelligence skills, and become aware of your own EQ triggers. There is one thing that we are in control of--our attitude! Strengthen your EQ and help others do the same so that we can create an environment of candor and successful outcomes. For an expanded version of this program, register for the 40 minute pre-recorded teleseminar program.

Format: Pre-recorded Webinar

HOW TO BECOME A DYNAMIC MEDIA SITE PRESENTER (20 MIN VIDEO)

Do you want to communicate an important message or training to a large audience, but don't have the time to go door to door? Media Site video production is something that all 14 universities have access to. Understand what to expect on the day of filming, learn how to design a PowerPoint that works well with Media Site, and acquire the skills of presenting naturally and professionally on camera.

Format: Pre-recorded Webinar

MINIMIZE PUBLIC SPEAKING ANXIETY (POWERPOINT SLIDES)

This PowerPoint slide teaches you how to gain a valuable skill that can be used at home, work, or in your community. Learn how to present your wisdom and share ideas with others without the anxiety that comes along with public speaking. Check out these 13 +1 tips to reduce stress before giving a presentation.

Format: E-mail

BUSINESS WRITING BASICS AND COMMON GRAMMATICAL MISTAKES (40 MIN TELESEMINAR)

There are major pitfalls surrounding business writing that can not only hurt your credibility, but also impact your end results. Learn how to overcome these pitfalls and effectively convey bad news, request information, persuade others to take action, and provide information in a written communication. In this teleseminar, we also will cover common grammatical mistakes such as: misused words, punctuation, capitalization, and subject verb agreement.

Format: Pre-recorded Teleseminar

TRANSFORMING NEGAHOLICS (40 MIN TELESEMINAR)

Listen how you can survive... and transform the negativity in yourself and your organization. The result is a more engaging, productive and fun atmosphere.

Format: Pre-recorded Teleseminar

212 DEGREE SERVICE (3 PART 20 MIN EACH VIDEO SERIES)

At work, when we talk about creating a service culture, most people will focus on "customer service." But 212 Degree Service defines the service culture differently. In addition to serving the customers, it also is about serving each other. In fact, you'll learn it's impossible to have one without the other. Collectively and individually, develop a plan on how to implement and sustain a 212 degree service with one another and the customers you serve.

Format: Pre-recorded Webinar Series

INFLUENCE THROUGH CONNECTING JOHN MAXWELL PODCAST (40 MIN)

As you take steps to further your dream of becoming that Leader ... you wish to be! You will not only enjoy an insightful teaching audio on "advanced leadership," but you will learn some key strategies on how to put people first in your communication, and how to build a level of trust when connecting with family, your colleagues, your team and even an audience ... and enhance the performance of people.

Format: Pre-recorded Webinar

HOW TO BECOME A DYNAMIC NETWORKER (20 MIN VIDEO)

Master the components of dynamic networking, including dos and don'ts, examination and preparation, accessing your conversation, and discovering how to improve your skills.

Format: Pre-recorded Webinar

OPTIMAL BUSINESS WRITING SKILLS (20 MIN VIDEO)

Learn to identify the "pitfalls" of business writing and explore how to get started in the writing process.

Format: Pre-recorded Webinar

COMMUNICATION MUPPET STYLE: MOVIN' RIGHT ALONG! (20 MIN VIDEO)

In a creative and whimsical way, learn the nine different Muppet communication styles in the workplace as well as the turn-ons and turn-offs of each style. After examining the strengths and limitations of each style, examine how to best flex your style to achieve the best possible outcomes.

Format: Pre-recorded Webinar

STRATEGIES FOR BECOMING A BETTER CONVERSATIONALIST (30 MIN PODCAST)

Michael Hyatt, CEO of Intentional Leadership, talks to us about the art of conversational ping pong. Learn five strategies to become a better conversationalist both in your professional and personal life.

Format: Pre-recorded Teleseminar

SKILL SOFT ONLINE LEARNING

CLICK ON THE BLUE LINKS FOR COURSE DESCRIPTIONS.
EACH LINK COUNTS AS ONE COURSE.

E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively	comm_17_a01_bs_enus
Addressing and Redistributing E-mail	comm_17_a02_bs_enus
Managing Your E-mail	comm_17_a03_bs_enus

Telephone Essentials for Business

Essential Skills for Professional Telephone Calls	comm_18_a01_bs_enus
---	-------------------------------------

Business Writing Basics

Business Writing: Know Your Readers and Your Purpose	comm_19_a01_bs_enus
Business Writing: How to Write Clearly and Concisely	comm_19_a02_bs_enus
Business Writing: Editing and Proofreading	comm_19_a03_bs_enus

Business Grammar Basics

Business Grammar: Parts of Speech	comm_20_a01_bs_enus
Business Grammar: Working with Words	comm_20_a02_bs_enus
Business Grammar: The Mechanics of Writing	comm_20_a03_bs_enus

Business Grammar: Punctuation	comm 20 a04 bs enus
Business Grammar: Sentence Construction	comm 20 a05 bs enus
Business Grammar: Common Usage Errors	comm 20 a06 bs enus
Interpersonal Communication	
Interpersonal Communication: Communicating with Confidence	comm 21 a01 bs enus
Interpersonal Communication: Targeting Your Message	comm 21 a02 bs enus
Interpersonal Communication: Listening Essentials	comm 21 a03 bs enus
Interpersonal Communication: Communicating Assertively	comm 21 a04 bs enus
Interpersonal Communication: Being Approachable	comm 21 a05 bs enus
Workplace Conflict	
Workplace Conflict: Recognizing and Responding to Conflict	comm 22 a01 bs enus
Workplace Conflict: Strategies for Resolving Conflicts	comm 22 a02 bs enus
Fundamentals of Working with Difficult People	
Working with Difficult People: Identifying Difficult People	comm 23 a01 bs enus
Working with Difficult People: How to Work with Aggressive People	comm 23 a02 bs enus
Working with Difficult People: How to Work with Negative People	comm 23 a03 bs enus
Working with Difficult People: How to Work with Procrastinators	comm 23 a04 bs enus
Working with Difficult People: How to Work with Manipulative People	comm 23 a05 bs enus
Working with Difficult People: How to Work with Self-serving People	comm 23 a06 bs enus
Working with Difficult People: Dealing with Micromanagers	comm 23 a07 bs enus
Negotiation Essentials	
Negotiation Essentials: What Is Negotiation?	comm 24 a01 bs enus
Negotiation Essentials: Planning for Negotiation	comm 24 a02 bs enus
Negotiation Essentials: Communicating	comm 24 a03 bs enus
Negotiation Essentials: Persuading	comm 24 a04 bs enus
Negotiation Essentials: Avoiding Pitfalls in Negotiations	comm 24 a05 bs enus
Emotional Intelligence Essentials	
What is Emotional Intelligence?	comm 25 a01 bs enus
Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm 25 a02 bs enus
Using Emotional Intelligence on the Job	comm 25 a03 bs enus
Fundamentals of Cross Cultural Communication	
Culture and Its Effect on Communication	comm 26 a01 bs enus
Communicating Across Cultures	comm 26 a02 bs enus
Improving Communication in Cross-cultural Relationships	comm 26 a03 bs enus
Getting Results without Direct Authority	
Getting Results without Authority: Building Relationships and Credibility	comm 27 a01 bs enus
Getting Results without Direct Authority: Reciprocity	comm 27 a03 bs enus
Getting Results without Authority: Persuasive Communication	comm 27 a02 bs enus
Getting Results without Direct Authority: Influencing Your Boss	comm 27 a04 bs enus
Listening Essentials	
Listening Essentials: The Basics of Listening	comm 28 a01 bs enus

Listening Essentials: Improving Your Listening Skills	comm 28 a02 bs enus
Constructive Feedback and Criticism	
Giving Feedback	comm 29 a01 bs enus
Giving Constructive Criticism	comm 29 a02 bs enus
Receiving Feedback and Criticism	comm 29 a03 bs enus
Anger Management Essentials	
Anger Management Essentials: Understanding Anger	comm 30 a01 bs enus
Anger Management Essentials: Managing and Controlling Anger	comm 30 a02 bs enus
Communicating Effectively with the "C" Level	
Preparing to Communicate Effectively at the "C" Level	comm 31 a01 bs enus
Techniques for Communicating Effectively with Senior Executives	comm 31 a02 bs enus
Basic Presentation Skills	
Basic Presentation Skills: Planning a Presentation	comm 33 a01 bs enus
Basic Presentation Skills: Creating a Presentation	comm 33 a02 bs enus
Basic Presentation Skills: Delivering a Presentation	comm 33 a03 bs enus
Communicate with Diplomacy and Tact	
The Impact of Situation and Style When Communicating with Diplomacy and Tact	comm 34 a01 bs enus
Strategies for Communicating with Tact and Diplomacy	comm 34 a02 bs enus
Delivering a Difficult Message with Diplomacy and Tact	comm 34 a03 bs enus
Professional Networking Essentials	
Professional Networking Essentials: Finding Opportunities To Make Connections	comm 38 a01 bs enus
Professional Networking Essentials: Developing Confidence	comm 38 a02 bs enus



PROJECT MANAGEMENT

INTEGRATE THE PAPER TIGER SYSTEM (40 MIN WEBINAR)

Watch Meggin McIntosh as she provides tips to a good filing system for all files, notebooks, papers, boxes, and other supplies around your home or office. Learn the systems and strategies to file and find your “stuff.”

Format: Pre-recorded Webinar

ACHIEVING YOUR HIGHEST PRIORITY (40 MIN TELESEMINAR)

Based on Steven Covey's Book *First Things First*. Learn about his time matrix and how not to manage time, but to manage yourself so that you can enjoy your work, stay focused on results, and make time for proactivity in your department or organization.

Format: Pre-recorded Teleseminar

CONDUCTING AND PARTICIPATING IN EFFECTIVE MEETINGS (40 MIN TELESEMINAR)

Listen and learn how to love meetings and make the most out of every minute. Topics include the pros and cons of canceling a meeting; helping a leader have more productive meetings; ways to encourage attendees to arrive on time; handling someone who is disruptive; increasing participation; infusing new energy and ideas onto a committee when the participants have not changed over the years; ideas for preventing the closed items from resurfacing; and addressing how long is too long.

Format: Pre-recorded Teleseminar

FOUR KEY QUESTIONS FOR BETTER TIME MANAGEMENT BY BRIAN TRACY VIDEO

In this brand-new video, international bestselling author, Brian Tracy, reveals four questions you can ask yourself – and answer – to get clear, focused and on track in achievement of your goals. In addition, you will be able to remain motivated and energized in your pursuit of your goals and precisely how to get started being more effective at time management.

Format: Pre-recorded Webinar

SIX HIGH PERFORMANCE SUCCESS SECRETS (3-PART 30 MIN VIDEO)

Bestselling New York Times author Brendon Burchard reveals six powerful tools to high performance. Learn the principles and strategies you need to master your mind and body, be more productive, and influence others.

Format: Pre-recorded Webinar

WHOLE BRAIN THINKING AND MIND MAPPING: TOOLS FOR SUCCESS (40 MIN TELESEMINAR)

Gain an understanding of right-brained, left-brained, and whole brain thinking. Assess your whole brain quotient and have a firm understanding as to why this is important. Learn how to get your teams to think with their whole brain and tap into how to use divergent and convergent thinking to come up with the best solutions.

Format: Pre-recorded Teleseminar

CLOCK TAMERS: BEAT THE CLOCK BEFORE IT BEATS YOU (20 MIN VIDEO)

Watch, listen, and learn how to beat the clock before it beats you! Gain the strength and strategies on how to say no; assess ten competencies that are linked to effective time management; learn how to manage information in a way that makes sense; become disciplined in managing interruptions; gain the five strategies that will help you beat the clock; and ask yourself the questions that will help you avoid procrastination. It's a video you can't afford to miss!

Format: Pre-recorded Webinar

PROCESS IMPROVEMENT: IT'S EVERYBODY'S BUSINESS (20 MIN VIDEO)

Watch, listen, and learn what Lean Six Sigma is and how it can help your operations; explore how to apply five Lean Six Sigma Strategies; recognize the potential barriers to implementing Lean Six Sigma; and learn how to maximize buy-in and commitment. Process improvement and eliminating the eight wastes in your day to day operations is everybody's business!

Format: Pre-recorded Webinar

SUCCEEDING IN AN UNCERTAIN ECONOMY: IMPROVE YOUR OPERATIONS (40 MIN TELESEMINAR)

You can develop the best business strategy and hire the best talent and still fail. Tap into proven tools to successfully implement business improvements including process mapping techniques, documentation of standard operating procedures, elimination of wasteful practices, and value-added vs. non-value added activity analysis.

Format: Pre-recorded Teleseminar

HOW TO BECOME A WHOLE BRAIN THINKER (20 MIN VIDEO)

Watch, listen, and discover your brain dominance; how to tap into both sides of your brain; apply mind mapping strategies to increase productivity and creativity both individually and in groups; and become a member of an elite group of whole brain thinkers!

Format: Pre-recorded Webinar

TOP TEN PRODUCTIVITY HACKS (40 MINUTE TELESEMINAR)

Michael Hyatt, CEO of Intentional Leadership, speaks about his top ten productivity hacks and how they can make you not only more efficient, but more effective.

Format: Pre-recorded Teleseminar

SKILL SOFT ONLINE LEARNING

**CLICK ON THE BLUE LINKS FOR COURSE DESCRIPTIONS.
EACH LINK COUNTS AS ONE COURSE.**

IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management	proj_17_a01_bs_enus
IT Project Management Essentials: Initiating and Planning IT Projects	proj_17_a02_bs_enus
IT Project Management Essentials: Executing IT Projects	proj_17_a03_bs_enus
IT Project Management Essentials: Monitoring and Controlling IT Projects	proj_17_a04_bs_enus
IT Project Management Essentials: Managing Risks in an IT Project	proj_17_a05_bs_enus

IT Project Management Essentials: Testing Deliverables and Closing IT Projects	proj_17_a06_bs_enus
Optimizing Your Performance on a Team	
Being an Effective Team Member	team_02_a01_bs_enus
Establishing Team Goals and Responsibilities	team_02_a02_bs_enus
Elements of a Cohesive Team	team_02_a03_bs_enus
Effective Team Communication	team_02_a04_bs_enus
Using Feedback to Improve Team Performance	team_02_a05_bs_enus
Leading Teams	
Leading Teams: Launching a Successful Team	team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_enus
Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment	team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_enus
Leading Teams: Dealing with Conflict	team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams	team_03_a08_bs_enus
Fundamentals of Lean for Business Organizations	
Introduction to Lean for Service and Manufacturing Organizations	oper_20_a01_bs_enus
Using Lean for Perfection and Quality	oper_20_a02_bs_enus
Lean Tools and Techniques for Flow and Pull	oper_20_a03_bs_enus
Reducing Waste and Streamlining Value Flow Using Lean	oper_20_a04_bs_enus
Value Stream Mapping in Lean Business	oper_20_a05_bs_enus
Applying Lean in Service and Manufacturing Organizations	oper_20_a06_bs_enus
Operations Management	
Operations Management and the Organization	oper_21_a01_bs_enus
Operations Management: Product and Service Management	oper_21_a02_bs_enus
Operations and Supply Chain Management	oper_21_a03_bs_enus
Operations Management: Inventory Management	oper_21_a04_bs_enus
Operations Management: Forecasting and Capacity Planning	oper_21_a05_bs_enus
Operations Management: Operations Scheduling	oper_21_a06_bs_enus
Operations Management: Management of Quality	oper_21_a07_bs_enus
Operations Management: Facilities Planning and Management	oper_21_a08_bs_enus
Managing Customer-Driven Process Improvement	
Customer-driven Process Improvement: Basic Framework	oper_22_a01_bs_enus
Customer-driven Process Improvement: Identifying Customer Needs	oper_22_a02_bs_enus
Customer-Driven Process Improvement: Mapping and Measuring Processes	oper_22_a04_bs_enus

STAR OF EXCELLENCE

WEST CHESTER UNIVERSITY



PERSONAL DEVELOPMENT

PASSHE ACADEMY: LEARNING AT THE CLICK OF A MOUSE (20 MIN VIDEO)

Do you know that the State System of Higher Education has an online learning registration system with access to over 100 face to face and virtual programs every year? Not only can you register for a class, but you can promote your own classes to all 14 state universities and Office of the Chancellor. Watch this five minute clip to learn how!

Format: Pre-recorded Webinar

HOW TO MAKE STRESS YOUR FRIEND (15 MIN VIDEO)

Kelly McGonigal, health psychologist, delivered an infamous fifteen minute TEDTalk that will shift you in how you think about stress. Stress may only be bad for you if you believe that it's bad. How you think and how you act can transform how you experience stress. Therefore, you are encouraged to see stress as positive. Learn how to view stress as helpful and connect with others during stress to create resilience.

Format: Pre-recorded Webinar

ORGANIZE YOURSELF FROM THE INSIDE OUT (40 MIN TELESEMINAR)

In this 40 minute pre-recorded teleseminar, gain an in depth look into identifying, examining, and confronting roadblocks to getting and keeping your space organized. Gain a foolproof method and action plan for customizing space to reflect who you are and what is important to you.

Format: Pre-recorded Teleseminar

MY ONE WORD CANVAS PAINTING AND GOAL SETTING

(WCU Employees Only) What would happen if you chose to focus on “one word” that could make a substantial impact in your life both personally and professionally? It would have the potential of causing a ripple effect on the entire university. In two hours, you will be given the opportunity to paint a canvas that displays your one word you select. There is one catch... The word you choose must have the power to increase your job satisfaction, create a sense of purpose, and sustain a healthy work environment; such as, breathe, focus, listen, etc. Half way through the program, you will also gain the strategies on how to best live out that one word each day.

Format: Facilitator Led

CHANGE ANYTHING: THE NEW SCIENCE OF PERSONAL SUCCESS (40 MIN TELESEMINAR)

Learn how to apply three breakthrough principles to change any personal challenge you face. Understand the fastest and surest way to dramatically improve results in both work and life. Gain a clearer understanding of the real forces that shape our actions can enable us to make better decisions, change our outlook, and replace bad habits with good.

Format: Pre-recorded Teleseminar

STAR OF EXCELLENCE

WEST CHESTER UNIVERSITY

SUCCESS IN NUMBERS NINE-WEEK BLOG SERIES

This nine-week blog series will lead the way to your success and job satisfaction. Learn the habits and qualities of truly remarkable, likeable, giving, courageous, and successful employees.

Format: E-mail Series

PAY IT FORWARD

Pay It Forward is a 2000 American drama film based on the novel of the same name by Catherine Ryan Hyde. In the movie, Trevor McKinney calls his plan "Pay It Forward," which means the recipient of a favor does a favor for three others rather than paying the favor back. Those who register for this good will movement at WCU will receive downloadable Pay It Forward cards. They will be encouraged to report back their "good will" to create a ripple effect of good deeds flowing across campus. Help us keep the importance of going out of the way to make someone's day... all year long!

Format: Pre-recorded Webinar

CAREER MANAGEMENT: RE-INVENT AND RE-ENGAGE (20 MIN VIDEO)

Listen and watch this discussion about The Basic Career Goal (happiness), the "new" definition of career success, your personal brand, competing in the career marketplace, and the importance of passion and purpose.

Format: Pre-recorded Webinar

CHANGE HAPPENS: HELPING YOURSELF AND OTHERS THROUGH CHANGE (20 MIN VIDEO)

Learn how to identify the difference between the change imposer and the change imposed. Explore strategies on how to move yourself and others through change. Understand the reasons for change adversity and how to take a proactive approach in making change easier on yourself and others.

Format: Pre-recorded Webinar

COACH YOURSELF TO A BRIGHTER FUTURE (40 MIN TELESEMINAR)

Understand what coaching is, what skills you need to coach yourself, and how you can use coaching with the employees you supervise. Learn how to eliminate or reduce the fears preventing you from achieving your goals and how you can keep negative people from zapping your energy.

Format: Pre-recorded Teleseminar

"SOMETIMES YOU WIN, SOMETIMES YOU LEARN" BOOK CLUB

Learn how to approach failure the right way from bestselling author, John Maxwell, in this four week program. Each week a set of questions are e-mailed to you. You can use them as a guide or a part of a team meeting starter! Explore what you learn when you fail. While people are usually ready to talk about their dreams, they are not well prepared to answer a question about their shortcomings. Successful people approach losing differently. They don't try to brush failure under the rug. Their attitude is never "sometimes you win, sometimes you lose." Instead they think, "Sometimes you win, sometimes you LEARN." They understand that life's greatest lessons are gained from our losses.

Format: Pre-recorded Webinar Series

STAR of EXCELLENCE

WEST CHESTER UNIVERSITY

STRESS BUSTERS: WINNING THE WAR ON STRESS (20 MIN VIDEO)

Watch, listen, and learn strategies to minimize the head trash and negative self talk ... and manage the good stress! Discover the strategies to write expressively, find “your worry spot”, belly breathe, eliminate negative beliefs, develop positive self talk, harness your Emotional Intelligence, practice active listening, and find humor in every day life.

Format: Pre-recorded Webinar

COACH YOURSELF TO A BRIGHTER FUTURE (20 MIN VIDEO)

Watch and understand what coaching is, how you can use its principles yourself, and with others if you lead. Learn five powerful strategies to benefit you both personally and professionally by focusing on skills and knowledge and maximizing your environment. Also, learn how to eliminate or reduce the fears preventing you from achieving your goals and keep negative people from zapping your energy.

Format: Pre-recorded Webinar

REFRAMING SUCCESS AND GOAL SETTING (40 MIN TELESEMINAR)

Listen how to focus on what went right by taking the "Litmus Success Test" and gain free goal setting resources so that you can experience future success in all facets of your life!

Format: Pre-recorded Teleseminar

PASSHE ACADEMY: LEARNING AT THE CLICK OF A MOUSE (20 MIN VIDEO)

Do you know that the State System of Higher Education has an online learning registration system with access to over 100 face to face and virtual programs every year? Not only can you register for a class, but you can promote your own classes to all 14 state universities and Office of the Chancellor. Watch this five minute clip to learn how!

Format: Pre-recorded Webinar

FIVE THINGS HOLDING YOU BACK FROM CAREER TRANSITION (15 MIN PODCAST)

There are often 5 big things that hold us back from making a change in our career, and if you can get past them, you'd be amazed at what happens. This 15-minute podcast from career coach Christie Mims teaches participants about these fears and how to apply a few valuable tools.

Format: Pre-recorded Teleseminar

LEARNING TO THRIVE IN TIMES OF CHANGE (3-PART 40 MIN EACH TELESEMINAR SERIES)

In this three part teleseminar series, join Elaine Kempinski, speaker, certified coach and founder of Inner Journey Coaching, as she shares how to move through personal and professional change with clarity and confidence. Gain valuable insights and new perspectives on how to thrive in times of change and learn how to view change as an accelerator for personal growth.

Format: Pre-recorded Teleseminar Series

INTENTIONAL PERSONAL DEVELOPMENT (FIVE-PART 20-40 MIN PODCAST SERIES)

Michael Hyatt, CEO of Intentional Leadership, will help you on improving your awareness, developing your talents, and reaching your full potential. Learn to become a happier person, think better, build new habit, choose the right response, and discern your calling.

Format: Pre-recorded Teleseminar

EMBRACING YOUR POWER WITHIN (20 MIN VIDEO)

Annemarie Kelly of the Victorious Women Project will help you to break through to success in life, work, and relationships by understanding the power you have now. You also will discover the one killer phrase that eats away at your power and learn the three power steps that get you tapping into your power.

Format: Pre-recorded Webinar

CAREER PLANNING 101 (4-PART TELESEMINAR/VIDEO SERIES)

Career planning shouldn't begin when you are looking for a job. In this four week series, watch, listen, and learn the ins and outs of resume writing and effective interviewing skills that lead to success. You will also learn how to become a dynamic networker and manage your career.

Format: Pre-recorded Teleseminar/Webinar Series

DE-STRESSING THE HOLIDAYS (40 MIN TELESEMINAR)

Listen to insights and strategies to simplify the holidays and manage the anxiety that often comes with it-Including tips that will help you throughout the year.

Format: Pre-recorded Teleseminar

GET ORGANIZED FROM THE INSIDE OUT (20 MIN VIDEO)

In this 20 minute pre-recorded video, become empowered to identify, examine, and confront roadblocks to getting and keeping your space organized. Gain a foolproof method and action plan for customizing space to reflect who you are and what is important to you.

Format: Pre-recorded Webinar

SKILL SOFT ONLINE LEARNING

CLICK ON THE BLUE LINKS FOR COURSE DESCRIPTIONS.
EACH LINK COUNTS AS ONE COURSE.

Optimizing Your Work/Life Balance	
Optimizing Your Work/Life Balance: Analyzing Your Life Balance	pd_06_a01_bs_enus
Optimizing Your Work/Life Balance: Maintaining Your Life Balance	pd_06_a02_bs_enus
Optimizing Your Work/Life Balance: Taking Control of Your Stress	pd_06_a03_bs_enus
Diversity on the Job	
Diversity on the Job: The Importance of Diversity and the Changing Workplace	pd_07_a01_bs_enus
Diversity on the Job: Diversity and You	pd_07_a02_bs_enus
Telecommuting and the Remote Employee	
Telecommuting Basics: Maximizing Productivity as a Remote Employee	pd_08_a01_bs_enus
Telecommuting Basics: Communication Strategies for the Remote Employee	pd_08_a02_bs_enus
Generating Creative & Innovative Ideas	
Generating Creative and Innovative Ideas: Enhancing Your Creativity	pd_09_a01_bs_enus
Generating Creative and Innovative Ideas: Maximizing Team Creativity	pd_09_a02_bs_enus
Generating Creative and Innovative Ideas: Verifying and Building on Ideas	pd_09_a03_bs_enus

Managing Your Career

Managing Your Career: Creating a Plan	pd_10_a01_bs_enus
Managing Your Career: Getting on the Right Track	pd_10_a02_bs_enus
Managing Your Career: Professional Networking Essentials	pd_10_a03_bs_enus
Managing Your Career: You and Your Boss	pd_10_a04_bs_enus
Managing Your Career: Leveraging the Performance Appraisal	pd_10_a05_bs_enus

Effective Time Management

Time Management: Analyzing Your Use of Time	pd_11_a01_bs_enus
Time Management: Planning and Prioritizing Your Time	pd_11_a02_bs_enus
Time Management: Avoiding Time Stealers	pd_11_a03_bs_enus

Problem Solving and Decision Making Strategies

Problem Solving: The Fundamentals	pd_12_a01_bs_enus
Problem Solving: Determining and Building Your Strengths	pd_12_a02_bs_enus
Problem Solving: Digging Deeper	pd_12_a03_bs_enus
Decision Making: The Fundamentals	pd_12_a04_bs_enus
Decision Making: Tools and Techniques	pd_12_a05_bs_enus
Decision Making: Making Tough Decisions	pd_12_a06_bs_enus

Dealing with Organizational Change

Understanding Organizational Change	pd_13_a01_bs_enus
Preparing for Organizational Change	pd_13_a02_bs_enus
Embracing Organizational Change	pd_13_a03_bs_enus

Critical Thinking Essentials

Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus
Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus

Building and Maintaining Trust

Building Trust	pd_15_a01_bs_enus
Rebuilding Trust	pd_15_a02_bs_enus

Peer Relationships

The Value of Peer Relationships	pd_17_a01_bs_enus
Developing Strategic Peer Relationships in Your Organization	pd_17_a02_bs_enus
Forming Peer Relationships and Alliances at Work	pd_17_a03_bs_enus

Business Ethics

Introduction to Workplace Ethics	pd_18_a01_bs_enus
Developing a Code of Ethical Conduct	pd_18_a02_bs_enus
Ethical Decision-making in the Workplace	pd_18_a03_bs_enus

Living and Working Abroad in the United States

American Work Culture and Values	pd_19_a01_bs_enus
Key Aspects of the American Work Environment	pd_19_a02_bs_enus
Communicating Successfully in the American Workplace	pd_19_a03_bs_enus
Succeeding in the American Workplace	pd_19_a04_bs_enus

Optimizing Your Work/Life Balance

Optimizing Your Work/Life Balance: Analyzing Your Life Balance [pd_06_a01_bs_enus](#)

Optimizing Your Work/Life Balance: Maintaining Your Life Balance [pd_06_a02_bs_enus](#)

Optimizing Your Work/Life Balance: Taking Control of Your Stress [pd_06_a03_bs_enus](#)

Interviewing strategies (for interviewee)

Preparing for an Internal Interview [pd_21_a01_bs_enus](#)
