

SOFT SKILLS

Online Training Content Library

Online Training Courses Packaged Specifically for Your Audience – InfoSource is committed to helping your company or organization provide its employees the training they need to communicate better, manage better, and deal with people more professionally. Therefore, the Soft Skills Online Training Content Library, with specific courses for your employees and over 70 hours of training, was created.

Course Name

Course Description

Communications

Appreciating Personality Differences

(Approximately 1 hour of training)

Ever wonder why some people act the way they do? You may sometimes think, “The world would be a much better place if everyone were more like me.” But, in fact, it’s each person’s unique style that creates a more complete workplace! That’s why it’s important to identify both your own personality style and the differing styles of others. Understanding these style differences will enable you to adapt to others and create a more harmonious work environment.

Basics of Effective Communication

(Approximately 1 hour of training)

You’re *convinced* that you said it clearly, but the person you were talking to just didn’t seem to get it. You might as well have been speaking two different languages. Learn the Basics of Effective Communication and you can be on your way to having greater confidence in your ability to make sure that your messages are understood.

Conflict Intervention

(Approximately 1 hour of training)

Most leaders are hesitant to mediate an interpersonal conflict. Who wants to get involved in a heated discussion when you’re not sure how to solve it and you don’t want to make it worse? Be successful at conflict intervention by learning how to move toward a positive solution for everyone involved.

Intercultural Business Etiquette

(Approximately 1 hour of training)

As contact around the globe becomes quicker and easier, one thing is certain: the ability to adapt to people from other cultures and to communicate effectively with them is a skill few can afford to neglect. Travel with us through this course to learn how to master Intercultural Business Etiquette.

Internet Basics

(Approximately 1 hour of training)

The Internet, everybody’s talking about it. Your kids are experts on it, your neighbors are buying things over it, Wall Street rides roller coasters on it, newscasters gab about it-and where are you? If you have been feeling left out lately and want to get in on the biggest cultural shift anybody’s seen for a long time, take this course. And welcome to the new millennium!

Presentation Skills

(Approximately 1 hour of training)

Presenting information to a group can be an exciting opportunity to share ideas and information that is important to you. However, it can also be a significant source of stress if you lack confidence in your ability to plan what to say and how to say it. Many people dread speaking in public, or avoid it altogether, because they are afraid they will say or do something wrong and look silly to people they want to impress. However, there is no need to let anxiety keep you from being willing and able to share ideas with a group. When you gain an understanding of how to prepare a presentation, you can feel comfortable speaking in public and give presentations with confidence.

Managing Disagreement

(Approximately 1 hour of training)

Conflict comes in all forms—from a change in work processes to full-blown disagreement about the company’s strategic planning. Fortunately, there are several techniques for managing disagreement, depending on which parties are involved and how important the issue is to each person. This course identifies the strategies for solving conflict and maintaining positive working relationships. It will also help you identify the needs of both parties and the best manner for solving the disagreement.



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Communications *(continued)*

Business Writing Basics

(Approximately 1 hour of training)

You know what you want to say, but how do you say it? Do you even know the proper format to use for a memo, business letter, etc.? Writing is a part of everyday life, particularly in the work setting. This course will help you avoid common grammar and spelling blunders and outline ways you can make your writing more persuasive and professional. Once you've learned the simple guidelines for writing more effectively, misunderstandings will be avoided, and you will be able to communicate with ease.

Writing Effective E-mail

(Approximately 1 hour of training)

The Internet has presented us with a whole new medium of communication—e-mail. This new medium has some tremendous advantages over older, more traditional forms of communication. But it also has its pitfalls. Mastering writing for this new medium will broaden your ability to convey your ideas successfully to others, enhancing your success in business and in life. This course will show you the way.

Providing Effective Feedback

(Approximately 1 hour of training)

Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale.

Setting Performance Goals and Expectations

(Approximately 1 hour of training)

Performance goals establish what your employees need to accomplish, while expectations define how to accomplish them.

Human Resources

Dealing with Violence in the Workplace

(Approximately 1 hour of training)

One out of every four full-time workers is harassed, threatened, or attacked on the job each year. That is a shocking statistic, yet most companies do not have a written policy on workplace violence, have not taken preventative measures, and probably do not understand the causes or warning signs of such behavior. While you hope a violent situation never occurs in your company, this course will help prepare you and your company to effectively manage violent situations should they occur.

Discharging Employees

(Approximately 1 hour of training)

Discharging an employee can be uncomfortable because it's not something anyone really wants to do. There are also serious implications for the organization. Understand more about the process of discharging an employee and learn about the details that you don't want to overlook.

Interviewing Job Candidates

(Approximately 1 hour of training)

You have a bunch of resumes in front of you, and they all look good. How do you assess the real competence of this very important job candidate?

Moving from Trainer to Performance Consultant

(Approximately 1 hour of training)

The transition from acting as a trainer to becoming a performance consultant can be challenging and sometimes even scary. You may feel inadequate and unsure of the business in which you're getting involved. But if you follow certain steps and prepare yourself adequately, you can make a smooth and rewarding transition—a solid foundation for your new career.

Preventing Sexual Harassment for Leaders

(Approximately 1 hour of training)

Sexual Harassment complaints cost companies millions of dollars each year. As a leader in your organization, you can promote a work environment free of harassment and prevent your company from becoming another statistic.



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Human Resources *(continued)*

Valuing Diversity

(Approximately 1 hour of training)

The business world is rapidly changing. With global markets opening up, technology advances continually emerging, and the work force becoming more and more diverse, organizations must maximize their opportunities. How can we draw upon the diverse strengths of our employees? How can we overcome differences in order to create effective teams and workgroups? How can we use our diversity to form effective business alliances and meet the needs of customers? Learn to recognize the resources and opportunities available in our diverse workforce so that we can succeed in today's competitive market.

Preventing Sexual Harassment for Employees

(Approximately 1 hour of training)

Sexual Harassment complaints cost companies millions of dollars each year. This course covers issues related to sexual harassment, how to set an example for others, and techniques for maintaining your awareness.

Leadership

Applying Leadership Basics

(Approximately 1 hour of training)

What's the role of leadership in the managing process? How can you influence and guide others in a focused, purposeful direction? Start here.

Coaching and Counseling

(Approximately 1 hour of training)

Coaching and counseling are often a scary territory. Sometimes it is easier to simply ignore the problem than to address it. In addition, as a manager you likely feel intimidated by the idea of approaching an employee and addressing performance problems. But the rewards from improving your coaching and counseling skills are many. You can use these skills to create optimal working conditions, establish clear responsibilities and standards, provide appropriate guidance and support during times of transition, and ensure increased motivation and productivity through effective feedback.

Creating a Strong Leadership Team

(Approximately 1 hour of training)

Everybody talks teams, but executives and other leaders often fail to provide a positive example themselves. How do you get a group of talented, ambitious, successful managers to work together as a cohesive team?

Delegating

(Approximately 1 hour of training)

You don't have time to do everything yourself. (Nor would you want to, anyway.) But how can you give someone an assignment and make sure it is done right?

Developing a Strategic Plan

(Approximately 1 hour of training)

If you don't know where to focus your organization's resources to assure long-term survival, your competitors will leave you in the dust. A Strategic Plan will head you in the right direction.

Executive-to-employee Communication Strategies

(Approximately 1 hour of training)

As you enter the work area your employees scatter, trying to look preoccupied so they won't have to...ugh...talk to you! As an executive in your organization, you may feel detached from your lower-level employees. How can you convince them not to be intimidated by you and your position? What are their concerns about the organization? This course takes you through ways you can show your employees just how committed you are to their opinions and concerns. As you create this direct link with your employees they will begin to see you as a great resource in their work, not a hindrance.

Leading Effective Meetings

(Approximately 1 hour of training)

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.



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Leadership (continued)

Managing Change

(Approximately 1 hour of training)

Effective leaders know how to develop change-friendly companies. It's the only way to survive.

Motivating Employees

(Approximately 1 hour of training)

Only a highly motivated workforce will turn out stellar performance. But everyone's motivations are different. What works for one employee may not be valued by another. And every individual has unique priorities and needs. What can a leader do? It's not as hard as you think.

Solving Problems as a Team

(Approximately 1 hour of training)

Problem-solving as a team can lead to exceptional results—or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there.

Mentoring

(Approximately 1 hour of training)

In an increasingly complex and high-tech environment, everyone sometimes needs special insight, understanding, and information from outside the normal channels. *Mentors* are needed to adapt the workforce to demographic changes, to prepare for operation in a competitive global environment, and to manage organizational, technological, and personal change effectively. Each of us can fill this role in the lives of others. Mentoring is a challenge; but as you follow the guidelines in this course, you will meet that challenge and develop mentoring relationships that will be rewarding for you and for those you mentor.

Leadership Skills for Women

(Approximately 1 hour of training)

More and more companies are in need of strong and confident woman leaders. In order to be prepared to fill this need, you must first develop yourself. This course will show you how to use your unique talents, plus your feminine strengths, to become the best leader possible, both on the job and in your personal life. It will help you understand how you, as a woman, can use your unique abilities to lead your team effectively as well as ways to empower yourself both personally and professionally.

Managing Negative People

(Approximately 1 hour of training)

Some people can be difficult to work with. They never seem excited about their work, and they create a general atmosphere of negativity. So how do you handle them? This course will help you identify what it is that makes certain people pessimistic and what you can do to help them. It will identify strategies you can use for boosting self-esteem, morale, and turn negativity into positivity.

Performance Management

Conducting Performance Reviews

(Approximately 1 hour of training)

Everyone benefits when you take a collaborative, positive approach to performance reviews. Whether once a year or once a week, you will know how to do it effectively.

Disciplining and Redirecting Employees

(Approximately 1 hour of training)

Do you regard discipline and punishment as one and the same? Consider for a moment the fact that the word "discipline" is derived from the Latin word "disciple," which means "to teach." Although disciplining and redirecting employees might never become your favorite responsibility, you can learn useful strategies for correcting problems in a positive, non-punitive way and understand how discipline, when administered properly, is not as unpleasant as you might think.

Recognizing Employee Performance

(Approximately 1 hour of training)

Recognizing employee performance and giving positive reinforcement is a key element of motivation. Master this ability and reap the benefits of a motivated, high performing individual or team.

Setting Performance Goals and Expectations

(Approximately 1 hour of training)

Performance goals establish what your employees need to accomplish, while expectations define how to accomplish them.



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Personal and Family

Balancing Work and Family

(Approximately 1 hour of training)

Balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. Your roles might include employee, manager, business owner, spouse, parent, community member, or student. Woven amidst those roles and associations are significant rewards and responsibilities that make our lives challenging, interesting, and satisfying. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want.

Choosing a Childcare Provider

(Approximately 1 hour of training)

You make a lot of important decisions in your lifetime and choosing the right daycare provider is probably one of the most crucial. How do you make an informed choice about where your child should spend a large part of his or her formative years? What should you look for to select the right daycare center for your needs? This course will help answer these important questions.

Developing a Child's Critical Thinking Skills

(Approximately 1 hour of training)

As a parent or other caring adult, you hope the children in your life will develop the skills they need to both enjoy childhood and become responsible and effective adults. Children don't come pre-programmed with fully developed critical thinking skills. Make sure your child has the experiences that will teach him or her to analyze information, solve problems, and make competent decisions when faced with life's challenges.

Guardianship Decisions for Elderly Loved Ones

(Approximately 1 hour of training)

It is a difficult time for all involved when an elderly loved one can no longer make his or her own decisions or take care of personal needs. If you are appointed to be the guardian of an elderly loved one, you will want to consider a wide variety of issues before making any important decisions.

Managing Your 401(k)

(Approximately 1 hour of training)

What's your idea of retiring in style? Soaking in rays on a white sand beach? Roaming the continent in an RV? Spending hours in the garden without ever needing to give a thought to having enough money? Whatever your retirement ideal, the way to reach it is to invest in a 401(k) and use the strategies in this module to maximize the return on your investment. Your future is in your hands.

Overcoming the Loss of a Loved One

(Approximately 1 hour of training)

Losing a loved one is a universal experience for which most of us are not well-prepared. It's a personal and private event that permanently affects our own lives and those around us, as well. How can you work through your pain while you commemorate the value of this loved one in your life?

Personal Financial Planning

(Approximately 1 hour of training)

"There is a kind of Buddhist calm that comes from having . . . money in the bank." - Ayn Rand Ayn was right! Building our savings and reaching our financial goals brings peace of mind. But whether we reach these goals - or fail to do so - depends on how carefully we formulate and carry out a financial plan.

Recognizing and Responding to Signals of Violence

(Approximately 1 hour of training)

The anger and violent feelings that are becoming all too common in children have resulted in public tragedies throughout the nation. Everyone is asking, "How could this happen here?" and "How could it have been prevented?" Unfortunately, these incidents will probably continue. However, there are usually advance warning signs of a child's potential to carry out violent acts. Parents and other caring adults need to learn to recognize them and respond effectively.

Personal Career

Achieving Personal Goals

(Approximately 1 hour of training)

You know your life could be better. You're not fulfilling your potential. Or maybe you've been wondering when your dreams will come true. Achieving Personal Goals will get you headed in the right direction and give you some tips for making it all happen!

Balancing Work and Family

(Approximately 1 hour of training)

Balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. Your roles might include employee, manager, business owner, spouse, parent, community member, or student. Woven amidst those roles and associations are significant rewards and responsibilities that make our lives challenging, interesting, and satisfying. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want.

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Succeeding as an Administrative Assistant

(Approximately 1 hour of training)

Administrative Assistant—it's an exciting career with endless opportunities. The assistant manages multiple roles including assistant to the manager, office supervisor, and information provider. As an administrative assistant, you face growing challenges as you provide support to people within your company and to the customer. This course will help you step up to the challenge and teach you ways to effectively support your manager and your staff and maintain control of office operations.

Internet Basics

(Approximately 1 hour of training)

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Interviewing Skills for Job Candidates

(Approximately 1 hour of training)

Sure, your résumé may have helped you get your foot in the door, but it's the interview that's going to determine whether or not you get the job. Learn how to be prepared, know how to answer difficult questions with savvy, and get the job you've always wanted!

Managing Stress

(Approximately 1 hour of training)

Stressed? Who's stressed? Well, okay, most of us are. Keep your stress level in the productive zone with tried and true techniques.

Managing Your 401 (K)

(Approximately 1 hour of training)

What's your idea of retiring in style? Soaking in rays on a white sand beach? Roaming the continent in an RV? Spending hours in the garden without ever needing to give a thought to having enough money? Whatever your retirement ideal, the way to reach it is to invest in a 401(k) and use the strategies in this module to maximize the return on your investment. Your future is in your hands.

Recognizing and Avoiding Burnout

(Approximately 1 hour of training)

Burnout. Exhaustion. Fatigue. Apathy. It doesn't matter what word you use. You just can't seem to get the energy to perform at your "normal" level. Find out how you can recognize and avoid burnout so you can achieve a balance and stay on track!

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Personal Career *(continued)*

Recognizing and Managing Anger (Approximately 1 hour of training)

You've likely experienced anger. But, at one time or another, anger can creep up on you, creating a whole whirlwind of frustration and agony—for you and those around you. Learn how to recognize and manage your anger before it goes out of control.

Time Management (Approximately 1 hour of training)

Are you haunted by the feeling that your days are going faster and faster? Is your life an endless procession of Monday, Friday, Monday, Friday, and where did the weekend go, anyway? Time, our most valuable and transient resource, is either used or lost. Maybe it's time you took control of the situation.

Staying Positive

Applying Emotional Intelligence in the Workplace (Approximately 1 hour of training)

Being "smart" isn't enough. To reach your full potential, personally and professionally, you need emotional intelligence—the set of skills that enables you to manage your own feelings and relate effectively to the feelings of others. This course will show you how to use emotional intelligence at work to increase your success and satisfaction.

Managing Stress (Approximately 1 hour of training)

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Supervision

Delegating (Approximately 1 hour of training)

You don't have time to do everything yourself. (Nor would you want to, anyway.) But how can you give someone an assignment and make sure it is done right?

Leading Effective Meetings (Approximately 1 hour of training)

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.

Managing Projects (Approximately 1 hour of training)

These days much of your work is probably organized around projects. How do you know who should do what by when? How do you make sure it gets done?

Succeeding as a Supervisor (Approximately 1 hour of training)

This task may seem intimidating, but if you use the strategies and tips in this course, you will be able to transform an ordinary work group into a dynamic contributor to your organization's success - and find personal and professional rewards along the way.



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Team Building

Appreciating Personality Differences

(Approximately 1 hour of training)

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Becoming an Effective Team Member

(Approximately 1 hour of training)

Working in a team is an art — each member of the team must strike a fine balance between team involvement and individual responsibility. This course will teach you how to contribute more effectively to your team and help your teammates do the same. And it will expand your understanding of the challenges teams face and what you can do to meet them.

Building a Successful Team

(Approximately 1 hour of training)

Working in a team is risky. How can you be sure everyone else will perform as anticipated? Can the team survive crisis? How can you help other team members commit to your common goals? This course addresses these issues and familiarizes you with the development phases a team goes through in order to mature and become successful. Understanding how a team grows and progresses will empower you to do your part in creating a cohesive and effective team.

Leading Effective Teams

(Approximately 1 hour of training)

Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.

Solving Problems as a Team

(Approximately 1 hour of training)

Problem-solving as a team can lead to exceptional results—or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there.

Managing Negative People

(Approximately 1 hour of training)

Some people can be difficult to work with. They never seem excited about their work, and they create a general atmosphere of negativity. So how do you handle them? This course will help you identify what it is that makes certain people pessimistic and what you can do to help them. It will identify strategies you can use for boosting self-esteem, morale, and turn negativity into positivity.

Retaining Valuable Employees

(Approximately 1 hour of training)

Effective recruitment and performance management are only half the battle—once you get talent, you have to *keep* it! This course will show you how.

Business Management

Financial Basics for Non-financial Managers

(Approximately 1 hour of training)

This course helps a non-financial manager make sense of the terms and concepts that are used in managing the financial aspects of a business. It explains basic financial structure and discusses the financial information you must have to run a business. You will learn how to read financial reports and understand the purpose and limitations of each. You will also get tools and methods to give you a complete picture of your financial position.

Intercultural Business Etiquette

(Approximately 1 hour of training)

International business is common, as companies expand and sell on the Internet. This course addresses how to build positive business relationships with other cultures using tools and techniques to help you interpret body language, respect customs, and understand audiences. There are suggestions for recognizing and responding to conflicting priorities, different dress codes, and other details such as the proper etiquette for gift giving in the international business arena.



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Business Management *(continued)*

Executive-to-Employee Communication Strategies

(Approximately 1 hour of training)

You might have the feeling that your employees are scared of you because of your position. As an executive who is concerned about your organization, it is up to you to gather feedback from your working level employees and to build trusting relationships throughout the organization. This course offers suggestions and techniques for building up the communication highway between you and your employees. You will learn ways to open up more to your employees as you see things through their perspective.

Organizing Your Workspace

(Approximately 1 hour of training)

The stacks, books, and little pieces of paper can seem overwhelming. Disorganization hinders work performance and creates feelings of stress and anxiety. By learning to organize your workspace, you can reach better levels of performance. This course will identify techniques for organizing your work areas, shelves, drawers, and files. It will also give you tips for maintaining this organization as well as giving suggestions for managing your time and schedule.

Understanding and Using Contracts

(Approximately 1 hour of training)

In almost every business transaction a contract is made. This course will tell you how to know when a true contract has been made, identify when it is binding, and determine the limitations and scope of the agreements. It will also give you information and guidelines on how and when to sever the contract, how to modify it, and how to circumvent potential problems.

Managing a Virtual Office

(Approximately 1 hour of training)

More and more companies are finding that flexibility for employees in both work hours and work location helps them attract and retain the best talents and actually improve productivity. This course identifies the potential benefits and pitfalls in managing a "virtual" workforce, gives guidelines for maintaining communication, monitoring productivity, and encouraging peak performance. There are methods for assuring alignment and consistency, and suggestions for preserving important working relationships without the traditional work structure.

Basics of Effective Communication

(Approximately 1 hour of training)

The Basics of Effective Communication examines the fundamental elements of communication and describes how you can send clear and consistent messages to a Receiver. It gives tips for choosing the right communication method and considering other important factors that impact effectiveness. It covers effective listening and feedback skills in practical and immediately useful Strategies and Tips.

Basics of Budgeting

(Approximately 1 hour of training)

Everyone preaches the virtues of planning and budgeting, but few people know how to do it. Even fewer know how to do it well. This course gives you sound, proven skills that are transferable between positions and employers and can be used as you plan a budget for your entire organization or just a department. You will learn how to develop a strategic plan for your business, create a budget that is congruent with that plan, and formalize your budget so that it wins the support of your superiors, peers, and subordinates.

Customer Service

Building Strong Customer Relationships

(Approximately 1 hour of training)

This course will help you get to know your customer as you use the tools that are provided to conduct customer audits and listen to customer feedback. There are techniques for developing a customer focus and gaining the commitment of all employees to excellent customer service. A company-wide customer friendly culture will be just one of the payoffs you'll get from using the methods and approach in this course.



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Customer Service *(continued)*

Dealing With Difficult Customers

(Approximately 1 hour of training)

Today's information-age customers are the most informed and demanding shoppers ever. For a service representative, meeting the demands of one of these savvy customers can be a customer service nightmare! Taking this course will wake you from the nightmare and show you how to calm angry customers and resolve their complaints while keeping your cool.

Telephone Skills for Quality Customer Service

(Approximately 1 hour of training)

Telephones are an everyday part of business and often aid in your customers' first impression of your company. This course identifies telephone skills needed to be successful and more professional. It provides strategies to enable you to give your callers the quality service they deserve. You will learn tips for handling the telephone, ways to manage the discussions, and how to influence your customer's perception of the company.

Sales Skills

Basics of Effective Selling

(Approximately 1 hour of training)

Selling is a complex and sophisticated process, but successful sales begin and end with the basic essentials. This course includes an overview of the selling process, and provides worksheets and checklists to take you from contact list through sales call and on to follow-up and referrals. There are tools for identifying the features and benefits of your product and service, doing a competitive analysis, and preparing your sales presentation. There are also practical tips on dealing with customers, handling objections, and using customer feedback to improve your own performance.

Telephone Sales Skills

(Approximately 1 hour of training)

This course identifies the specific selling techniques and strategies that sales people need to be effective over the phone. It gives suggestions for relieving the anxiety of picking up the phone; checklists to make sure you are prepared for that all-important conversation, and techniques for polishing your over-the-phone approach.

Closing the Sales

(Approximately 1 hour of training)

Many potentially effective sales people are unable to complete the only element of a sale that results in income—closing. This course examines the issues related to preparing and setting the stage for a commitment to buy, looks at some of the reasons that this is such a tough step for many aspiring sales professionals, and gives techniques and methods for making sure it happens.

Negotiating for the Sales Professional

(Approximately 1 hour of training)

An effective sales professional knows how to meet customer needs while assuring reasonable terms and profit for his or her own company. This course has techniques for identifying customer expectations and determining how to meet them in a way that both parties are satisfied by the results. There are checklists and discussion guidelines to help a sales professional master this essential communication skill.

Successful Negotiation

(Approximately 1 hour of training)

Negotiating is a thread woven through not just your time in the work environment, but also in daily living. Knowing how to negotiate successfully will improve your interactions with customers, coworkers, and even family members. This course will give you the strategies and techniques you will need to help you define opportunities in which negotiating would be appropriate and to create a win/win situation in each of your negotiations.



Sales Skills *(continued)*

Qualifying Sales Prospects

(Approximately 1 hour of training)

Everyone must manage the time and energy they have to get the most results for their efforts. For sales professionals, part of this efficiency comes from qualifying sales prospects. This course has tools, techniques and methods for making sure that you are following sound principles as you qualify prospects and determine where to invest your time for the best potential pay-off.

Mastering Cold Calls

(Approximately 1 hour of training)

There are some specific strategies that can help a sales person become more confident and competent in making cold calls, and this course has them. It describes both the technical and the psychological techniques and methods to help you overcome your apprehension and conduct a call that gets results.

Creating an Effective Sales Team

(Approximately 1 hour of training)

Leadership is the most important element of a sales force's success, and it has some unique challenges. In this course, a sales force leader will learn how to get a sales team organized, motivated, and focused on results. There are suggestions and tools for creating a cohesive team, developing a high level of commitment to goals, and coaching sales professionals for improved performance.

The **How to Master** Soft Skills Library, developed by InfoSource, provides courses that teach a **practical working knowledge** of business and personal skills that can be **immediately applied** in the workplace. Individual courses are normally completed within 45 minutes and are presented in an **easy-to-absorb format** suitable for employees at every level. The library includes **12 tracks**, containing **more than 70 courses**, and addresses a full range of **issues that effect professional performance** and personal effectiveness on the job.

Exciting Features Include:

- Courses focus on key performance drivers to directly impact productivity
- Courses written by content experts selected based on their practical experience
- QuicCheck quizzes and interactive exercises reinforce learning and retention
- Motivational graphics and professional illustrations keep learners focused
- Consistent user interface and navigation tools provide a comfortable training environment
- An online Glossary provides definitions for key terms for thorough understanding
- The QuicPad online, electronic notepad provides space to take notes during training
- QuickTools® provide printable course concepts for on-the-job performance support
- Course Summaries offer a printable quick reference source for use after training
- Use the How To Master Learning Management System for online delivery, tracking, reporting, and more

Are your employees ready for the real world?

Help your employees obtain the skills they need to meet the world head on!



To find out more about soft skills or other online tools and training,
call **1-800-393-4636** or visit **www.howtomaster.com**.