

**CAREER/PERSONAL DEVELOPMENT**

<b>Course Title</b>	<b>Duration</b>	<b>Size</b>	<b>Format</b>
Personal Effectiveness – Communicating Effectively to Get Results (Interpersonal Skills)	3 Days	20-30	ILT (Live/Virtual)
Time Management	1 Day	20-25	ILT (Live/Virtual)
Maximizing Your Performance & Time	1 Day	20-30	ILT (Live/Virtual)
Getting Stuff Done	2 Days	20-30	ILT (Live/Virtual)
Negotiating for Results	1 Day	20-30	ILT (Live/Virtual)
Critical Thinking	2 Days	20	ILT (Live/Virtual)
Critical Thinking and Problem Solving	3 Days	20	ILT (Live/Virtual)
Creative Thinking & Innovation	2 Days	20	ILT (Live/Virtual)
Successfully Managing Change	1 Day	20-30	ILT (Live/Virtual)
Beyond Workplace Politics: Using Social & Emotional Competencies	1 Day	20-30	ILT (Live/Virtual)
Self-Esteem and Assertiveness	1 Day	20-30	ILT (Live/Virtual)
Self-Leadership	1 Day	20-30	ILT (Live/Virtual)
Employee Accountability	1 Day	20-30	ILT (Live/Virtual)
Workplace Success: Ensuring Success in Your Future	1 Day	20-30	ILT (Live/Virtual)
A Positive Work Environment	1 Day	20-30	ILT (Live/Virtual)
Collaboration	1 Day	20-30	ILT (Live/Virtual)
Influence & Persuasion	1 Day	20-30	ILT (Live/Virtual)
Effective Facilitation Skills	2 Days	20	ILT (Live/Virtual)
Meeting Management	1 Day	20-30	ILT (Live/Virtual)
Goal Setting	1 Day	20	ILT (Live/Virtual)
Stress Management	1 Day	20	ILT (Live/Virtual)

**COMMUNICATION**

<b>Course Title</b>	<b>Duration</b>	<b>Size</b>	<b>Format</b>
Effective Communication	1 Day	20-30	ILT (Live/Virtual)
Communicating w/Tact, Diplomacy & Professionalism	2 Days	20	ILT (Live/Virtual)
Active Listening	1 Day	20	ILT (Live/Virtual)
Business Writing & Grammar	1 Day	20	ILT (Live/Virtual)
Advanced Writing	1 Day	20-30	ILT (Live/Virtual)
Grammar Essentials	1 Day	20-25	ILT (Live/Virtual)
Presentation Survival School	2 Days	20	ILT (Live/Virtual)
Speaking Under Pressure	2 Days	20	ILT (Live/Virtual)
Managing Difficult Conversations	1 Day	20-30	ILT (Live/Virtual)

**CUSTOMER SERVICE**

Course Title	Duration	Size	Format
Critical Elements of Customer Service	2 Days	20	ILT (Live/Virtual)
Customer Service Management	1 Day	20	ILT (Live/Virtual)
Active Listening	1 Day	20	ILT (Live/Virtual)
Influence & Persuasion	1 Day	20	ILT (Live/Virtual)

**DIVERSITY**

Course Title	Duration	Size	Format
Celebrating Diversity in the Workplace	1 Day	20	ILT (Live/Virtual)
Managing Across Cultures	1 Day	20	ILT (Live/Virtual)
Disability Awareness	2 Days	20	ILT (Live/Virtual)
Closing the Generation Gap	1 Day	20	ILT (Live/Virtual)

**INTERPERSONAL SKILLS**

Course Title	Duration	Size	Format
Personal Effectiveness – Communicating Effectively to Get Results (Interpersonal Skills)	3 Days	20-30	ILT (Live/Virtual)
Emotional Intelligence	1 Day	20	ILT (Live/Virtual)
Conflict Resolution: Dealing with Difficult People	1 Day	20	ILT (Live/Virtual)
Managing Change	1 Day	20	ILT (Live/Virtual)
Managing Difficult Conversations	1 Day	20	ILT (Live/Virtual)

**LEADERSHIP/MANAGEMENT/SUPERVISION**

Course Title	Duration	Size	Format
Business Leadership	3 Days	20	ILT (Live/Virtual)
Leadership Skills for Supervisors	1 Day	20	ILT (Live/Virtual)
Developing Your Executive Presence	1 Day	20	ILT (Live/Virtual)
Coaching & Mentoring	1 Day	20-25	ILT (Live/Virtual)
Motivating Your Workforce	1 Day	20-25	ILT (Live/Virtual)
The ABCs of Supervising Others	2 Days	20	ILT (Live/Virtual)
Accounting Skills for New Supervisors	1 Day	20	ILT (Live/Virtual)
From Boss to Leader	1 Day	20-25	ILT (Live/Virtual)
Managing Across Cultures	1 Day	20-30	ILT (Live/Virtual)
<b>Managing the Virtual Workplace</b>	<b>1 Day</b>	<b>20</b>	<b>ILT (Live/Virtual)</b>
Building Better Teams	1 Day	20-30	ILT (Live/Virtual)
Developing High Performance Teams	3 Days	20	ILT (Live/Virtual)

**LEADERSHIP/MANAGEMENT/SUPERVISION**

Course Title	Duration	Size	Format
Effective Delegation	1 Day	20	ILT (Live/Virtual)
Effective Facilitation Skills	2 Days	20	ILT (Live/Virtual)
Effective Performance Reviews	1 Day	20	ILT (Live/Virtual)
Performance Management	1 Day	20	ILT (Live/Virtual)
Dynamics of Management	3 Days	20-25	ILT (Live/Virtual)
Decision Making for Leaders	2 Days	20	ILT (Live/Virtual)
Knowledge Management	2 Days	20	ILT (Live/Virtual)
Negotiating for Results	1 Day	20	ILT (Live/Virtual)
Problem Solving & Decision Making	2 Days	20	ILT (Live/Virtual)
Strategic Planning	2 Days	20	ILT (Live/Virtual)

**PROJECT MANAGEMENT**

Course Title	Duration	Size	ILT (Live/Virtual)
Project Management: Introduction	1 Day	20-25	ILT (Live/Virtual)
Project Management: Intermediate	2 Days	20-25	ILT (Live/Virtual)
Project Management: Advanced	2 Days	20-30	ILT (Live/Virtual)
Project Management for Team Members	2 Days	20	ILT (Live/Virtual)
Project Management Professional Boot Camp	4.5 Days	20-25	ILT (Live/Virtual)
Project Planning: All You Need to Know	1 Day	20-30	ILT (Live/Virtual)
Managing Projects & Priorities	1 Day	20-30	ILT (Live/Virtual)
Effective Planning & Scheduling	1 Day	20	ILT (Live/Virtual)
Risk Management	1 Day	20	ILT (Live/Virtual)

**QUALITY MANAGEMENT**

Course Title	Duration	Size	Format
Quality Management Basics	½ Day	20-30	ILT (Live/Virtual)
Continuous Improvement	1 Day	20	ILT (Live/Virtual)
Lean Process Improvement	2 Days	20	ILT (Live/Virtual)
Internal Controls	2 Days	20	ILT (Live/Virtual)

**WORKPLACE MANAGEMENT**

<b>Course Title</b>	<b>Duration</b>	<b>Size</b>	<b>Format</b>
Workplace Harassment	1 Day	20	ILT (Live/Virtual)
Workplace Health & Safety	1 Day	20	ILT (Live/Virtual)
Safety in the Workplace	1 Day	20	ILT (Live/Virtual)
Planning for Workplace Safety	1 Day	20	ILT (Live/Virtual)
Sustainability & Social Responsibility	1 Day	20	ILT (Live/Virtual)
Workplace Violence	1 Day	20	ILT (Live/Virtual)
Workplace Wellness	1 Day	20	ILT (Live/Virtual)
Hiring for Success	2 Day	20	ILT (Live/Virtual)
Talent Management	2 Day	20	ILT (Live/Virtual)