Business Skills Library

Featured Topics

- ✓ Business Basics
- ✓ Building a Business Case
- ✓ Business Grammar
- ✓ Business Math
- ✓ Communications
- ✓ Communication Styles
- ✓ Creativity
- ✓ Customer Service
- ✓ Driving Safety
- ✓ Finance for Non-Financial Employees
- ✓ Health and Wellness
- ✓ Key Account Selling
- ✓ Leadership
- ✓ Negotiating
- ✓ Operations
- ✓ Performance Excellence
- ✓ Presentation Skills
- ✓ Professional Productivity
- ✓ Project Management
- ✓ Safety
- ✓ Selling Skills
- ✓ Supervision
- ✓ Team Building
- ✓ Territory Development
- ✓ Workplace Sustainability
- ✓ Understanding the Media

The Entire Course List

✓ Alphabetized by Topic.

✓ Courses in Series Are Shown in Order They Should Be Viewed.

Preview Select Content From This Library!

Why Read When You Can Watch?

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Business Basics

Managing Negativity

Business Travel - *Series*

Business Travel
Before Leaving
My Bags are Packed
I've Got a Plane to Catch
Hotel, Motel, Holiday Inn
International Business Travel
Staying Healthy
Safe Travels
There's an App for That
Technology Security

Business Attire Basics for Men - *Series*

Casual Attire
Business Casual Attire
Business Formal Attire
Semi-Formal/Cocktail Attire
Black Tie Optional Attire
Black Tie Attire

Business Attire Basics for Women - *Series*

Casual Attire
Business Casual Attire
Business Formal Attire
Semi-Formal/Cocktail Attire
Black Tie Optional Attire
Black Tie Attire

Building a Business Case

Concept Evaluation: Identifying Opportunities
Concept Evaluation: Finding Support
Concept Evaluation: Making Decisions
Gathering Data: Costs and Benefits
Gathering Data: Identifying and Addressing Risks
Gathering Data: Understanding Financial Metrics
Gathering Data: SWOT Analysis
Telling the Story: Writing a Proposal
Telling the Story: The Art of Persuasion
Telling the Story: Presentation
Telling the Story: After Approval

Business Grammar

Parts of Speech

Plural Nouns
Other Nouns
Personal Pronouns
Reflexive and Reciprocal Pronouns
Relative Pronouns
Interrogative Pronouns
Indefinite Pronouns
Possessive Pronouns
Regular Verbs
Irregular Verbs
Active/Passive Verbs
Adjectives
Adverbs
Prepositions
Conjunction

Punctuation

Commas
Apostrophes
Colons and Semicolons
End Punctuation
Parentheses
Quotation Marks
Common Errors

Business Writing

Sentences and Paragraphs
Executive Reports & Memos
Proposals
Processes
Abbreviations
Acronyms
Appropriate Language
Misused Words

Business Math

Basics

Introduction to Business Math
Positive and Negative Numbers
Multiplying and Dividing Signed Numbers

Decimals

Introduction to Decimals
Adding and Subtracting Decimals
Multiplying Decimals
Dividing Decimals

Decimals *(cont'd)*

Rounding Decimals
Significant Digits
Scientific Notation

Percents

Calculating from a Survey
Percentiles
Margin
Discounts and Markup
Growth and Loss

Fractions

Proper Fractions, Improper Fractions, Mixed Numbers, and Fraction Conversions
Positive, Negative, and Equivalent Fractions
Least Common Denominator
Adding and Subtracting Fractions
Multiplying and Dividing Fractions
Simplifying Fractions

Ratios

Calculating Ratios
Solving Proportion Equations

Conversions

Decimal to Percent and Fraction
Percent to Decimal and Fraction
Fraction to Decimal and Percent

Graphs

XY Grid
Bar Graph
Line Graphs and Trend Analysis
Pareto Chart
Control Chart
Circle Graphs

Formulas

Basic Operations
Order of Operations
Basic Number Properties

Time Value of Money

Money Value Over Time
Present Value of an Amount
Present Value of a Payment Series
Future Value of an Amount
Future Value of a Payment Series
Excel Functions
Number of Periods
Interest Rates

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Business Statistics
Mean, Median and Mode
Weighted Averages
When to Use Mean, Median and Mode
Variance
Standard Deviation
The Bell Curve

The Metric System
Prefix Terms and Metric Measures
Conversion Rates
Converting Celsius to Fahrenheit

Estimation
Estimation: What, When, and Why to Use
Computing Estimation
Visual Estimation

Geometry
Lines and Angles
Geometric Shapes
Perimeter
Circumference
Area of a Square or Rectangle
Area of a Circle
Area of a Triangle
Volume of a Box
Volume of a Cylinder
Volume of a Pyramid

Communications

Active Listening
How to be a Great Conversationalist
Verbal Communication
Straight Talk on Bad Language
Putdown Offenders
How Do You Know What You Don't Know?

Nonverbal Communication - *Series*
Defining Nonverbal Communication
Aligning Nonverbal Communication with Intentions

Nonverbal Communication -*(cont'd)*
Workplace Standards: Appearance
Workplace Standards
Leveraging Nonverbals with Success

Assertive Verbal Skills - *Series*
Developing Assertiveness
Dealing with Manipulation
Assertive Communication Techniques

Respect - *Series*
How to Be Liked
How to Be Respected
Working with Dislike

Healthy Communication - *Series*
How We Recognize Each Other
Personal Tapes
Hired to Win
Everyone's OK
PAC Analysis
Games Workers Play
The OK Worker

Communication Styles

DISC -*Series*
DISC Introduction
DISC Questionnaire
Understanding DISC Styles
Determining Styles of Others
DISC Style: High D
DISC Style: High I
DISC Style: High S
DISC Style: High C
Selling the High D
Selling the High I
Selling the High S
Selling the High C
Leading the High D
Leading the High I
Leading the High S
Leading the High C

Emotional Intelligence - *Series*
What is Emotional Intelligence?
Developing Self-Awareness
Developing Self-Regulation
Developing Self-Motivation
Developing Effective Relationships
Developing Empathy
Emotional Intelligence and DISC

Creativity

Getting Creative
Logic: A Roadblock?
Finding Opportunities
Immersion
Generate and Evaluate

Customer Service

Creating Great Customer Conversations
Representing Your Brand
The 4 P's in Creating Loyal Customers
Customer Service Later

Feedback - *Series*
Introduction to Feedback
Feedback Basics
Ways to Get Feedback

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Feedback - *Series (cont'd)*
Complaint Tracking
Question of the Week
Focus Groups
Advisory Panels
Interviews
Surveys: Planning
Surveys: Satisfaction Items
Surveys: Response Formats
Surveys: Writing Statements
Surveys: Reporting and Interpreting
Report Cards and Phone Calls
Mystery Shopper
MBWA

Customer Service - *Series*
Do They Like You?
The Next Level
Cutting Expenses

Telephone Techniques - *Series*
Greetings
Taking Calls
Hold Please
Taking Messages
Handling Angry Callers
Phone Etiquette

Working in Retail - *Series*
How to Give Exceptional Service
Who is Your Customer?
I Can't Find This
I've Got a Coupon For That
I'm Just Looking
I'm With My Kids. Please Hurry.
I'm on a Mission
I've Got Time and Money

Working in Retail - *Series (cont'd)*
How to Stay Positive with Customers
How to Handle Feedback
How to Upsell
Managing Retail Employees

Driving Safety

Alcohol Abuse - *Series*
Training Responsibilities
Rules and Regulations
Who Should I Test?
How Do I Know if Someone is Impaired?
What Are The Testing Procedures?
What Happens if My Employee Fails an Alcohol Test?
What Happens if My Employee Refuses an Alcohol Test?
Record Keeping
Employee Training

Substance Abuse - *Series*
Training Responsibilities
Rules and Regulations
Who Should I Test?
How Do I Know if Someone is Impaired?
What Happens if My Employee Fails a Drug Test?
What Happens if My Employee Refuses a Drug Test?
Record Keeping
Employee Training

Compliance, Safety, Accountability (CSA)
CSA Training for Employees
CSA Training for Managers

Commercial Driver's License - *Series*
Basics
Basic Vehicle Control
Transporting Cargo Safety
Transporting Hazardous Materials
Hazardous Driving Conditions
Accident and Fire Procedures
Vehicle Inspections

Safe Driving
Distracted Driving
Aggressive Driving
Bad Weather Driving Basics

Defensive Driving - *Series*
Basics, Part 1
Basics, Part 2
Road Rage
Driving Distractions

Finance for Non-Finance Employees

Principles of Accounting
Cost of Goods Sold
Margin
Net Investment Ratios
Revenue Ratios

Introduction to Financial Statements
Introduction to Financial Statements

Balance Sheet
Overview of a Balance Sheet
Assets
Liabilities
Working Capital

Income Statement
Expenses
Sales
Financial Statement Analysis
What is an Annual Report?

Cash Flow Management
How to Read Cash Flow Statements
Managing Receivables
Managing Payables

What is Budgeting?
What is Budgeting?
Budgeting Revenue
Budgeting Expenses
Zero Based Budgeting
Budget Reporting

Financial Ratios
Net Investment Ratios
Revenue Ratios
Cost of Goods Sold
Margin

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Managing Your Inventory
Managing Your Inventory

Cost of Sales
COGS
Inventory
Discounts

Expenses
Expense Classification
Controllable and Uncontrollable Expenses
Variable and Fixed Costs
Direct and Indirect Expenses

Health and Wellness

Convenience Store Diet

Know Your Numbers - *Series*
Blood Pressure
Cholesterol
Glucose
Body Mass Index

Ergonomics - *Series*
The Basics
Chairs 101
Reducing Eyestrain
Adjusting Your Workspace
Stretching at Work

Stress Management - *Series*
Understanding Stress
Avoidable Stress
Unavoidable Stress
Handling Stress
Managing Stress

Deskercises - *Series*
Simple, Cardio, and Core
Chest, Neck, and Back
Arms and Shoulders
Legs and Backside, While Sitting
Legs and Backside, While Standing

You Are What You Eat - *Series*
You Are What You Eat
Reading Food Labels
Brain Food
Meal Planning

Fighting the Flu - *Series*
The Fight is On!
Get to Know Your Opponent
Gain the Upper Hand
Throw in the Towel
Call for Backup

Understanding Headaches - *Series*
Understanding Headaches
Surprising Headache Triggers

The Science of Sleep - *Series*
The Science of Sleep
Sleep Hygiene
How Much Sleep Do You Need?
Sleeping for Shift Work

Financial Wellness - *Series*
Creating a Budget
Budget Sample
Debts
Savings
How to Save at Home
How to Save on Food
How to Save on Your Car
How to Save at Your Financial Institution
How to Manage Your Credit Cards
How to Save Using Your Employee Benefits
How to Save on Subscriptions

Preview Select Content From This Library!

Key Account Selling

Basics of Key Account Selling - *Series*
Introduction to Key Account Selling
How to Sell More
Creating a GREAT Sales Company
Value-Added Selling
Lifetime Customer Value
What Customers Want From Salespeople: No Push® Selling

Key Account Planning - *Series*
Key Account Selling Worksheet
Account Types
Business Condition: Analyzing the Opportunity
Stages of the Sale: Conceptual Selling
Buying Criteria: Influencing the Decision Criteria
Buyer Roles: Selling to Key Account Buyers
Buyer Wins: Identifying Personal and Organizational Wins

Key Account Sales Call Planning - *Series*
Sales Call Planning Worksheet
Improving Sales with the "Sales Cycle"
Setting Sales Call Goals
The 5-Minute Pre-Brief
The 5-Minute De-Brief

Key Account Sales Call Techniques - *Series*
Finding Unmet Needs
Handling Objections
No Push® Closing
Opening the Call
Selling Benefits
Summary & Benefits

Advanced Key Account Selling - *Series*
Building GREAT Sales Relationships
Creating an "Elevator Pitch"
Dealing with Competition
Gotchas!
Long-Term Development

Leadership

Strategic Leadership - *Series*
T.H.E. Answer for Business Success
Vision, Mission, and Values

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Leadership (cont'd)

Becoming a Great Leader - Series
Introduction to Leadership
Leadership Fundamentals
Characteristics of Leaders
Leadership and Power
How to be a Followable Leader
Creating Followership
How to Motivate Employees
Motivational Leadership
Effective Delegation
Empowering Followers
Building an Effective Leadership Team
Developing Followers
Developing Yourself as a Leader
Putting it All Together

Mistakes Leaders Make - *Series*
Six Wrong Ways to Manage
Impedership
Eight Signs of a Dysfunctional Organization
Fixing the Dysfunction

Transformational Leadership - *Series*
Transforming the Organization
Dealing with Resistance
Creating Focus During Change

DISC Leading Skills
Leading the High D
Leading the High I
Leading the High S
Leading the High C

How to Work a Room, Part 1
How to Work a Room, Part 2

Mentoring - *Series*
What is Mentoring?
Why a Mentoring Program?
Creating a Mentoring Program
Matching Proteges with Mentors
Making a Mentoring Agreement
How to be a Mentor
How to be a Protege
Mentoring Meeting Guidelines

Framework for Execution - *Series*
The Failure to Execute
Reasons for Poor Execution
The Current Situation
A Framework for Execution

Unknown Knowns - *Series*
Understanding Better Practices
The Knowledge Transfer Process
Getting Started
Leading Knowledge Transfer

Negotiating

Introduction to Negotiating
Developing the Right Mindset
Using Decision Keys (Framing)
Negotiating Styles
Analyzing the Upcoming Negotiation
Identifying and Developing Leverage
The Negotiation Process
Reaching Agreement
Evaluate Your Performance
Adapting for DISC Styles
Recognizing and Dealing with Strategies

Operations

How to Lower Your Energy Bills - *Series*
Doing Your Part at Work
Saving Fuel Costs
Creating a Comprehensive Energy Savings Plan

Fuel Savings - *Series*
ej4 Driving School
Idle Time
Oil, Tune, and Tires
Order Accuracy
Power Curve
Take Home Vehicles

Performance Excellence

Introduction
Cost
Requirements
Roadblocks
Terms
Why

The Five Whys

Six Sigma - *Series*
Six Sigma Basics
Six Sigma and Kaizen
Six Sigma and Lean

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Presentation Skills

Basic Questions
Organizing
Opening
Closing
How to Make a Point
Punching Up Your Presentation
Creating Slides
Handouts
Audio Visuals
Right Before the Presentation
Psyching Up, Not Out
Handling Questions
Handling Distractions
After the Presentation

Professional Productivity

How to Leave Voicemails That Get Returned
Protecting Your PC
Writing Effective Emails
Writing Effective Memos
Ethics for Everyone
Office Etiquette
Personal Time Management
Remembering Names and Faces
Proper Introductions
Creating Passwords
Intellectual Property
Selfies Gone Wrong
Thank You Notes

Conflict Management - *Series*
Unavoidable Truths
Maintaining Self-Control
Conflict Process
Special Situations

Coping with Change - *Series*
Change Phases
Change Behaviors
Change Model
Change for Managers

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Professional Productivity - *(cont'd)*

Social Networking - *Series*
LinkedIn
Twitter
Instant Messenger
Facebook
Don't Press Send

Business Meals - *Series*
Hosting a Business Meal
Attending a Business Meal
Table Manners

Stop Procrastinating - *Series*
The Pain
Getting Started

Note Taking - *Series*
Factors
Writing Ergonomics
How to Speed Up Your Writing
How to Take Notes
How to Produce Official Minutes

Protecting Your Mobile Devices
Loss
Malware

Study Skills - *Series*
Where to Study
When to Study
How to Study Effectively
Studying in Groups

Keep Your Cool - *Series*
Truths
Signs
Attitude
Control
Venting

Work Hacks - *Series*
5 Hacks to a Clean and Comfortable Workspace
6 Hacks to Controlling Your Inbox
7 Hacks to Maintain Work/Life Balance
5 Hacks for Workplace Sanity
Workplace Hacks: Going Green

Project Management

What is a Project
The Project Charter
Estimating Timelines
Negotiating
Communications
Measuring and Tracking
Handling Change
Preparing for People Problems
Completing the Project
Managing a Project Manager

Retail Excellence

Motivating and Retaining the Teenage Worker

Retail Profitability Model - *Series*
RPM, Part 1
RPM, Part 2
RPM, Part 3

Retailer Profitability Model: For Retailers - *Series*
Intro Frontline (Retail)
Intro Frontline (Restaurant)
Frequency
Reach
Items Per Customer
Price Per Item

Safety

BackSmarts
Cold Stress
Working in Cold Weather
Heat Stress
Working in Hot Weather
Portable Fire Extinguisher
Hearing Conservation
Emergency Exits
Two Wheeled Handcart
Aerial Lift Safety
Safety First
Robbery Safety
Bad Weather Driving Basics

Lockout Tagout - *Series*
Introduction
Training
Energy Control Program Details, Questions & Exceptions

Bloodborne Pathogens - *Series*
Bloodborne Pathogens
Personal Protective Equipment (PPE)
Needlestick Safety & Prevention Act

First Aid - *Series*
Introduction
Broken Bones
Burns
Cuts and Scrapes
Bites
Choking

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Safety (cont'd)

Confined Spaces - *Series*

Introduction to Confined Spaces
Personnel and Permits
Professional Protective Equipment
Atmosphere

Safety for Employees

Machine Guard Safety for Employees
Flammable and Combustible Liquids for Employees
Carbon Dioxide for Employees
Carbon Monoxide for Employees
Propane Gas Safety for Employees

Safety for Managers

Machine Guard Safety for Managers
Flammable and Combustible Liquids for Managers
Carbon Dioxide for Managers
Carbon Monoxide for Managers
Propane Gas Safety for Managers

Hazard Communication - *Series*

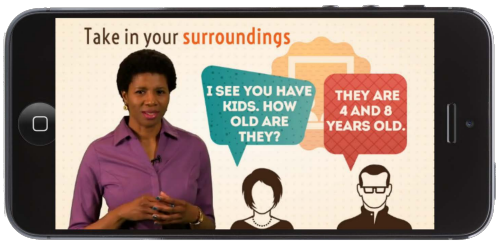
OSHA's Hazard Communication Changes
Your Right to Know
Labels
Safety Data Sheets

Personal Protective Equipment - *Series*

Introduction
Head Protection
Eye and Face Protection
Hearing Protection
Respiratory Protection
Body Protection
Hand and Arm Protection
Foot and Leg Protection

Selling Skills

Quicksell®
Closing the Sale
No, But, If™
Determining Customer Needs
Handling Tough Customers
Customer Service Basics
Selling to Different Customer Roles
Selling in New Products
Turning Features into Benefits
Building GREAT Sales Relationships
Retailer Hot Buttons: Traffic
Retailer Hot Buttons: Transaction Size
Speaking Customer
When to Shut Up
Smile!
Defeating Stalls



DISC Selling- *Series*

Selling the High D
Selling the High I
Selling the High S
Selling the High C

Objections - *Series*

Misunderstanding
Doubt
Indifference
True Negative

Supervision

Rethinking Brainstorming
Motivating Won't Dos
Productivity Through Praise
Progressive Discipline
Managing Different Generations
Assertiveness without Aggressiveness
Staying Positive
Going from Coworker to Boss
Supervising a Pronoid
Running a Sales Meeting
Riding Along with Sales Reps
Managing People Offsite
S.M.A.R.T. Goals
Successful Delegation
Concerned Conversations
Ethics for Managers
S.C.A.M.P.E.R.
Helping Employees Use Their Time Wisely
Creating a Work Plan
Employee Recognition
You Get What You Manage - The Pygmalion Effect
Giving Feedback
Managing for Accountability
8 Steps to Effective One-on-Ones
8 Steps to Effective Team Meetings
Managing the Grapevine
Managing Up: The Art of Managing Your Manager

Analyzing Employee Performance - *Series*

Can-Do,Will-Do Introduction
Can-Do, Will-Do Actions
Can-Do, Will-Do Questions and Tips

Coaching Skills - *Series*

Introduction
The Rookie
The Contributor
The Key Player
The Captain
The Coaching Conversation

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Supervision (cont'd)

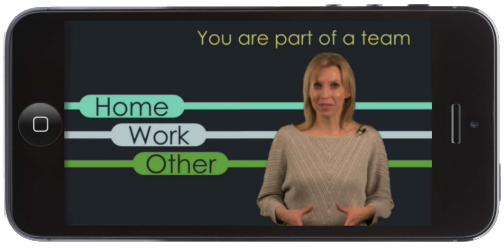
Effective Performance Reviews - *Series*
Preparing for Your Review
Self-Assessments
Handling a Bad Performance Review
Performance Reviews for Managers

Employee Engagement -*Series*
Ridiculous or Strategic?
Measuring Employee Engagement
Managing for Engagement
Creating an Engaged Organization

Introverts and Extroverts -*Series*
Introduction
Managing Extroverts
Managing Introverts

Team Building

What is Team Building?
Team Development Characteristics
Types of Teams
Defining Roles
Effective Team Members
Teamwork in Critical Situations



Territory Development

Territory Development Introduction
The Realities of Selling in the 21st Century
The New Sales Skills
The Sales Funnel
How Customers Want to Be Sold To
Exceptional Service

Characteristics of the Sale
Key Account Selling Overview
Introduction to the Sales Cycle LINE
Sales Cycle LINE A
Sales Cycle LINE B
Analytics and Metrics
Product Knowledge

Territory Management
Managing a New Territory
Analyzing Territory
Decision Makers vs. Influencers
Prioritizing Your Territory
Managing Your Sales Pipeline

Territory Administration
Record Keeping
Personal Management Tracking
Using Portable Media
Using CRM Effectively

Lead Development
Elevator Speech Value Proposition
The Marketing Link
Social Media Networking

The Sales Process
DISC
Uncovering Needs
Advanced Questioning Techniques
Overcoming Objections
No Fuss Closing

Selling at a Distance
Gathering Prospect Information
Phone Selling
The Virtual Presentation

Sales Communications
Internal Sales Communication
Writing Sales Proposals

Developing Your Territory
Building the Sales Plan
Summarizing the Business Plan

Workplace Sustainability

The ROI of Green
Conducting an Audit
Recycling in the Workplace
Water Conservation
Managing Your Waste
Understanding Hazardous Waste
Green Cleaning Concepts
Green Purchasing

Understanding the Media

Understanding the Media, Part 1
Understanding the Media, Part 2
Understanding the Media, Part 3

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