

LEADERSHIP

Personal Leadership

Team Leadership

Orgn. Leadership

Coaching

Modules	Content Areas	Competencies
Build Trust, Credibility, Respect	Personal Leadership	Interpersonal Skills, Professionalism Leadership, Values
Building Engagement	Team Leadership	External awareness, Leadership Communication, Initiative, Teamwork
Business Professionalism	Personal Leadership	Professionalism Attitude, Interpersonal Skills, Leadership
Leadership Communications	Team Leadership	Communication, Professionalism, Influence, Interpersonal Skills
Communicate to Lead	Team Leadership	Accountability, Human Resource Management, Interpersonal Skills, Leadership, Diversity
Conflict Management	Team Leadership	Conflict Resolution, External Awareness, Initiative, Leadership
Delegation	Team Leadership	Accountability, HRM, Interpersonal Skills, Leadership, Diversity
Developing Self	Personal Leadership	Interpersonal Skills, Leadership Communication, Vision
Ethical Leadership	Organizational Leadership	Accountability, Leadership, Values, External Awareness, Professionalism
Focus and Discipline	Personal Leadership	Accountability, Leadership, Results Oriented, Professionalism, Management Controls
Leading Strong Teams	Team Leadership	Leadership, Teamwork Accountability, Communication, Interpersonal Skills, Results Oriented, Diversity
Lead Effective Meetings	Team Leadership	Interpersonal Skills, Leadership Communication, Conflict Resolution, Teamwork
Handling Mistakes	Performance Management	Communication, Conflict Resolution, Human Resource Management, Interpersonal Skills, Leadership
Coach for Performance Improvement	Coaching	Accountability, Human Resource Management, Leadership Influence, Professionalism
Mentorship: Partnership	Coaching	Influence, Interpersonal Skills, Vision, Attitude, Human Resource Mgmt
Motivation	Organizational Leadership	Interpersonal Skills, Leadership
Motivational Leadership	Team Leadership	Influence, Leadership, Teamwork, Human Resource Mgmt, Results Oriented
Multi-Tasking	Personal Leadership	Initiative, Adaptability, Results Oriented, Stress Management, Management Controls
Network to Build Business Connections	Personal Leadership	Influence, Interpersonal Skills, Professionalism External Awareness, Initiative
Performance Appraisal	Performance Management	Accountability, Results Oriented, Attitude, Communication, Human Resource Management, Interpersonal Skills
New Employee Orientation	Talent Management	Human Resource Management, Leadership, Professionalism, Results Oriented
Planning	Organizational Leadership	Prioritization, Results Oriented, Vision, Leadership, Decision Making, Management Controls
Succession Planning	Team Leadership	Interpersonal Skills, Leadership Communication, Conflict Resolution, Teamwork
Talent Selection: Interviewing	Talent Management	Communication, Human Resource Mgmt, Decision Making, Leadership, Results Oriented
Time Management	Personal Leadership	Initiative, Management Controls, Human Resource Mgmt, Leadership
Vision, Mission, and Values	Organizational Leadership	Values, Vision, Communication, Leadership, Teamwork

TEAM MEMBER ENGAGEMENT

Team-Work

Communication

Interpersonal

Diversity

Modules	Content Areas	Competencies
Being a Contributing Team Member	Teamwork	Accountability, Professionalism, Team-work, Attitude, Communication, External Awareness, Interpersonal Skills, Results Oriented
Communicate with Different Personality Styles	Communication	Communication, Conflict Resolution, External Awareness Influence, Interpersonal Skills, Adaptability
Communicate with Diplomacy and Tact	Communication	Communication, Professionalism, Conflict Resolution, External Awareness
Conflict to Collaboration	Conflict Resolution	Conflict Resolution, Teamwork Communication, Creative Thinking, Influence, Interpersonal Skills, Values
Dealing with Difficult Team Members	Teamwork	Attitude, Conflict Resolution, Influence, Communication, External Awareness, Interpersonal Skills, Teamwork
Conflict Management	Team Leadership	Conflict Resolution, External Awareness, Initiative, Leadership
Establishing an Effective Team	Teamwork	Attitude, Teamwork, Accountability, Interpersonal Skills, Values, Vision
External Partnerships	Teamwork	External Awareness, Teamwork, Interpersonal Skills, Professionalism, Results Oriented, Values, Vision
Foundation for Success	Interpersonal Skills	Communication, Vision, External Awareness, Interpersonal Skills
Interpersonal Competence: Enhance Teamwork	Interpersonal Skills	Accountability, Interpersonal Skills, Teamwork Attitude, Communication, Adaptability
Leveraging Diversity	Diversity	Diversity, Adaptability, Attitude, Teamwork
Listening Skills for Boosting Communication	Team Leadership	Communication, External Awareness Attitude, Interpersonal Skills, Values
Managing Across Generations	Diversity	Leadership, Diversity, HRM, Influence
Managing Diversity	Diversity	Leadership, Diversity, Influence, Teamwork
Managing Stress	Dealing with Stress	Attitude, External Awareness, Stress Management, Interpersonal Skills, Adaptability
Negotiations: A Human Relations Approach	Interpersonal Skills	Interpersonal Skills, Results Oriented, Adaptability, Creative Thinking, Professionalism
Sustaining Measurable Success	Communication	Accountability, Results Oriented, Communication, Initiative
Team Building	Teamwork	Interpersonal Skills, Leadership, Teamwork, Attitude, Values, Vision
Team Building Basics	Teamwork	Leadership, Teamwork, Attitude, Values, Vision
Understanding Diversity	Diversity	Teamwork, Diversity, Communication, Interpersonal Skills
Working with Difficult People	Interpersonal Skills	Attitude, Interpersonal Skills Communication, Teamwork
Work-Life Balance	Dealing with Stress	Initiative, Stress Management, External Awareness, Values, Vision
Disagree Agreeably	Conflict Resolution	Communication, Conflict Resolution, External Awareness Attitude, Interpersonal Skills, Adaptability
Avoid Burn Out	Dealing with Stress	Stress Management, Change Management, Initiative, Vision
Train the Trainer	Teamwork	Leadership, Communication, Interpersonal Skills, Attitude, Influence

PERSONAL EFFECTIVENESS

Presentation

Facilitation

Change

Sales/CRM

Modules	Content Areas	Competencies
Creating Organizational Impact	Facilitation Skills	Communication, Influence, Results Oriented, Change Management, Leadership, Adaptability
Feedback: Supportive and Corrective	Facilitation Skills	Communication, External Awareness, Interpersonal Skills, Change Management, Adaptability
Present to Persuade	Presentation Skills	Communication, Influence, Interpersonal Skills, Leadership, Results Oriented
Presenting to a Team	Team Presentations	Conflict Resolution, Teamwork, Communication, Creative Thinking, Influence, Interpersonal Skills, Values
Presenting with Impact	Facilitation Skills	Communication, External Awareness, Influence, Professionalism, Adaptability
Team Presentations	Presentation Skills	Communication, Teamwork, Professionalism, Vision
Vocal Skills and Body Language	Presentation and Impact	Communication, Attitude, Professionalism
Manage Change Effectively	Change Management	Change Management, Creative Thinking, Leadership, Management Controls
Team Problem Solving and Decision Making	Analysis	Creative Thinking, Teamwork, Decision Making, Change Management, Interpersonal Skills
Process Improvement	Analysis	Change Management, Creative Thinking, Teamwork, Communication, Initiative
Innovation	Change Management	Change Management, Creative Thinking, Adaptability, External Awareness, Interpersonal Skills, Vision, Decision Making
Foundation for Consultative Selling	Sales Skills	Customer Acquisition, Customer Experience, Interpersonal Skills, Vision
Hiring Salespeople	Sales Mgmt	Human Resource Mgmt, Leadership, Management Controls
Master the Selling Process	Sales Skills	Communication, Customer Acquisition, Influence, Customer Experience
Negotiations: Collaborate to Win	Successful Negotiations	Attitude, External Awareness, Customer Experience, Interpersonal Skills, Professionalism, Adaptability
Rapport: Becoming a Trusted Advisor	Executive Sales Skills	Interpersonal Skills, Customer Acquisition, Customer Experience, Communication, Professionalism
Sales Meetings	Professional Sales Skills	Communication, Leadership, Accountability, Attitude, HRM, Interpersonal Skills
Successful Sales Leadership	Professional Sales Skills	Human Resource Mgmt, Leadership, External Awareness, Influence, Professionalism, Vision
Uncover Selling Opportunities	Client Development	Customer Acquisition, Customer Experience, Initiative, Results Oriented
Manage Customer Expectations	CRM	Interpersonal Skills, Customer Experience, Attitude, Communication, Conflict Resolution
Referral Management	CRM	Interpersonal Skills, Customer Experience, Professionalism, Customer Acquisition
Telephone Skills: Inbound and Outbound	Sales Skills	Communication, Customer Experience, Attitude, Interpersonal Skills, Customer Acquisition, Adaptability
Cross and Up Selling	Client Development	Customer Acquisition, Customer Experience, Communication, Influence, Interpersonal Skills
Complaint Resolution	CRM	Conflict Resolution, Customer Experience, Attitude, Communication, Interpersonal Skills, Stress Management