


vado  2015 Course Catalog

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## Welcome!

Welcome to the Vado 2015 Course Catalog. With over 315 bite sized, chunked learning courses, Vado provides any organization or learner numerous opportunities to build the skills needed to lead and manage others, as well as increase individual performance and results.

## Developing On the Job

Built to meet the way most people learn (on the job), each Vado course provides learners with a brief Introduction Video, as well as an exercise to perform on the job to practice and build the desired skill.

We look forward to helping you and your organization achieve your goals and deliver great results.

A handwritten signature in blue ink that reads "Cindy & Kim".

Co-Founders  
Vado, Inc.

## Catalog Terminology

### Manager Courses

Courses designed for supervisors, managers and leaders who are responsible for leading, coaching, and inspiring employee performance. These courses will help build the skills needed to manage individual and team performance, engage and retain employees, as well as contribute to organization success.

### Individual Courses

Courses designed for any individual within an organization. Whether a person is an individual contributor, project manager, or has supervisory responsibilities, these courses will help build the skills needed to increase personal performance, develop communication and team skills, as well as help individuals become contributing members of the organization long-term.

### Course Bundles

Since each of Vado's courses are chunked, bite sized learning experiences, the Vado course bundles provide learners with a comprehensive learning option. When using a bundle, learners complete a number of courses to more fully develop their skills and capabilities.

### Learning Tracks

Vado's Learning Tracks provide learners with recommended course bundles to take together for an in-depth development experience.

### Toolkits

Vado has partnered with industry experts in various fields to create courses based on the experts' books, instructor led workshops, and expertise. These toolkits provide the learner an opportunity to experience this great content without needed to attend classroom training.

### Course Sequencing

Vado sequences its courses in the recommended order a learner should complete an individual Course Bundle. In addition, Vado's Learning Tracks are sequenced in the recommended order a learner should complete the course bundles.



## Manager Courses

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## Individual Courses

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## Building Trust and Respect

Managers build the level of trust and respect they receive from their employees, peers and customers.

***Management Communication Skills Learning Track:*** *Communication Skills for Managers, Building Trust and Respect, Delegating Work*

Course Title	Course Result
Supporting Company Values	Understand how your actions support the company values
Fairness with Others	Evaluate how fair you are with others
Building Trust with Employees	Build trust by learning what will create a great work situation for each employee
Trusting Others to Innovate	Increase trust and respect by supporting and encouraging innovation
Respect through Resources	Build respect by creating a network of resources for employees

## Coaching Career Development

Managers learn how to guide and coach employees in developing their career within the organization.

***Career Development Learning Track:*** *Coaching Career Development, Developing for Success, Building Your Career*

Course Title	Course Result
Employee Career Aspirations	Get to know your employee's career desires and aspirations
The Company Career System	Employees learn about the company career system
Career Plans for Your Employees	Create a career plan with your employee
Finding Employee Development Opportunities	Identify skill development opportunities for your employee
Building an Employee's Professional Network	Help build your employee's professional network
Career Plans and Employee Expectations	If needed, set appropriate expectations with employees regarding their career plans

## Communication Skills for Managers

Managers build and strengthen their communication skills to work more effectively with their employees, peers and organization leaders.

***Management Communication Skills Learning Track:*** *Communication Skills for Managers, Building Trust and Respect, Delegating Work*

Course Title	Course Result
Team Communication Expectations	Establish team communication norms and expectations
Managerial Listening Skills	Evaluate your communication with others to see how well you listen
Communicate Clear and Concise Messages	Use three communication elements to strengthen your ability to deliver clear and concise messages
Team Listening	Evaluate your communication with co-workers and peers to see how well you listen
Right Information at the Right Time	Ensure your team gets the right information at the right time
Communicating with Different Audiences	Create communication reminders for the most frequent audiences you interact with
Team Communication Feedback	Team members let you know when you perform selected communication actions
Communicating Key Messages	Receive feedback from your team on how well you are communicating key messages

## Conflict Management Skills

Managers build their own conflict management skills, as well as learn how to coach employees to manage conflict with others.

***Leading Teams Learning Track Bundles:*** *Developing Work Relationships, Creating Great Teamwork, Conflict Management Skills*

Course Title	Course Result
Helping Employees Manage Conflict	Learn how to recognize when team members need help managing conflict
Help Groups Resolve Conflict	Use a mediation process to help groups resolve existing conflict
Conflict Management Expectations	Create expectations for managing conflict
Create a Conflict Management Culture	Create a conflict management agenda item to create a conflict management culture
Coaching Employees to Manage Conflict	Provide employees a process for managing conflict with others

## Creating Great Teamwork

Managers strengthen their skills to build great teamwork among their employees and team.

**Leading Teams Learning Track Bundles:** *Developing Work Relationships, Creating Great Teamwork, Conflict Management Skills*

Course Title	Course Result
Team Norms and Expectations	Create behavior norms and expectations for working together as a team
Creating a Strong Team Culture	Create a team culture that capitalizes on team member strengths
Working with Others Within the Company	Identify actions the team can take to strengthen how they work with others within the company
Project Teams Rely on Each Other	Encourage project teams and work teams to rely on each other's skills, knowledge, and abilities
Involving Others for Great Decisions	Involve the right people and gather the right information to make great decisions

## Delegating Work

Managers develop their skills to effectively and successfully delegate work to others.

**Management Communication Skills Learning Track Bundles:** *Communication Skills for Managers, Building Trust and Respect, Delegating Work*

Course Title	Course Result
Delegating to Others	Determine what you can delegate to others to be more effective in your role
Delegating with Clear Expectations	Establish clear agreements regarding what will be done when delegating to employees
Getting Buy-In When Delegating	Increase buy-in for your requests when delegating to others
When Agreements are Broken	Effectively confront others when agreements are broken
Leadership through Delegation	Strengthen your leadership capabilities through delegation

## Developing and Coaching Employees

Managers develop their skills to coach and develop their employees to become more capable and high performing individuals.

***Developing and Rewarding Others Learning Track:*** *Developing and Coaching Employees, Giving Great Feedback, Discussing Total Compensation*

Course Title	Course Result
Support Your Team for Performance	Determine how to support your team so they can perform at their best
Giving Employee Feedback	Employees receive feedback on their job performance
Building Employee Skills	Top two actions your employees can do to improve their capabilities and contribute to organization
Skill Development Plan	Create a skill development plan with your employee
Coaching After Mistakes	Use a coaching process after employees make mistakes or miss their performance goals
Energizing Work	Identify what work is energizing to your employees
Support Employee Development	Identify actions you can take to support each person's development
Improve the Feedback You Give Others	Improve the feedback employees receive on their performance

## Discussing Total Compensation

Managers learn how to discuss compensation issues, rewards, as well as company benefits with individual employees.

***Developing and Rewarding Others Learning Track:*** *Developing and Coaching Employees, Giving Great Feedback, Discussing Total Compensation*

Course Title	Course Result
Market Range Compensation	Help employees know what the compensation market range is for their role
Performance and Rewards	Discuss with your employees how individual performance impacts rewards and compensation
Linking Performance and Rewards	Create a clear link between performance delivered and rewards received
Going Above and Beyond	Identify who needs to be rewarded for working hard and going above and beyond what's required
Benefits Discussion	Conduct a benefits discussion with your team



### Giving Great Feedback

Managers discover how to provide the feedback each person needs to perform at a high level.

***Developing and Rewarding Others Learning Track:*** *Developing and Coaching Employees, Giving Great Feedback, Discussing Total Compensation*

Course Title	Course Result
Improve the Quality of Feedback You Give	Improve the quality of the feedback you give your employees
Employees Monitor Personal Performance	Employees monitor and measure their own performance
Acting with Appropriate Speed to Problems	Evaluate whether you acted with appropriate speed to problems and issues
Employee Reactions to Performance Evaluations	Quickly understand how employees feel about their performance evaluation and rating
Teams Monitor Performance	Team members learn how to monitor and measure their own performance

### Increasing Employee Engagement

Managers build the skills required to engage employees to perform at their best.

***Engagement & Retention Learning Track:*** *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

Course Title	Course Result
Supporting Employees	Determine how you support your employees
Connecting Work to the Organization	Connect the work employees do to the organization and to future opportunities
Requirements for Success	Assess whether employees have what they need to be successful in their role
Using an Employee's Best Skills and Abilities	Perform a job evaluation to determine if a particular role uses an employee's best skills and abilities
Team Satisfaction	The team evaluates how well the company meets their individual needs
Inform and Inspire Your Team	Inform and inspire your employees regarding the team's vision
Work-Life Balance for Each Person	Understand what work/life balance looks like for each person
Appreciating Contribution and Results	Ask a leader to thank an individual employee or team for their contribution and results

## Leadership Essentials

Managers build the leadership skills required to lead the organization strategy, retain top talent and communicate the organization vision.

***Leadership Development Learning Track: Leadership Essentials, Leading the Organization Strategy***

Course Title	Course Result
Become a Reliable Leader with Integrity	Increase the actions and behaviors that demonstrate you are a reliable leader with integrity
Balance Your Leadership and Employee Roles	Determine your work priorities as a leader and as an individual contributor
Connecting Goals to Vision	Connect every employee's individual goals to the organization's vision and strategy
Connecting Team Work to the Strategy	Discuss how the team's goals and core work is directly connected to the company's strategy
Align Resources to Strategic Priorities	Define the strategic priorities for the department and align the required resources
Speaking Your Mind	Assess if people are truly able to speak freely within the team
Innovation Norms and Expectations	Create team innovation norms and expectations
Are Your Actions Consistent with Your Values?	Determine if your actions are consistent with your values
Keep Your Top Talent	Perform a top talent review to determine what you need to do to keep your top talent
Increase Employee Innovation	Increase the level of innovative actions of your employees
Responding to Issues and Concerns	Evaluate how you respond to concerns or issues presented by your employees
Analyze the Pros and Cons of Key Decisions	Analyze essential information and the pros and cons of key decisions

## Leading the Organization Strategy

Managers develop their ability to lead others towards achieving the organization strategy.

***Leadership Development Learning Track: Leadership Essentials, Leading the Organization Strategy***

Course Title	Course Result
Integrity Expectations	Identify and share what you expect from your employees
How Employees Support Organization Goals	Show employees how they support the organization's goals and strategy
A Leader's Thoughts on Strategy	Ask a leader to discuss the company's upcoming strategy and changes with your team
Connecting Work to Company Objectives	Create the connection between company objectives and employees' core work
Meeting Goals and Achieving the Strategy	Determine what the team can do to help meet the team's goals and achieve the organization strategy
Connecting Work Projects to the Vision	Evaluate the success of projects based on how well it moved the company towards its vision & strategy
Capture and Share Best Practices	Encourage the capturing and sharing of best practices and lessons learned
Trust Others to Drive the Strategy	Show employees you trust them to support the organization's goals and strategy

## Management Essentials

Managers build the basic management skills required to coach employees, deliver feedback and recognize the achievements of others.

***Management Development Learning Track:*** *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

Course Title	Course Result
Giving Clear Work Priorities	Employees get clear on their work priorities for the next 30 days
What Employees Need	Find out what your employees need from you, their manager
Reinforce Great Teamwork	Create a team meeting agenda item to reinforce great teamwork
Valuing Employees	Discuss with your employees why you value them, why they're important to the team and company
Listening to Others' Ideas and Opinions	Evaluate how well you listen to others' ideas and opinions
Problem Solving Expectations	Create problem-solving expectations for your employees
The Right Workload for Employees	Determine if the workload is right for your employees and for the company
The Great Things Employees Do	Share with your employees the great things they do and how they make a difference
An Ethics and Integrity Discussion	Ask a leader to come talk to the team about ethics, integrity, and the company values
Perform a Performance Review	Perform a performance review with your employees
Creating Challenging Work	Increase the level of challenge an employee experiences at work
Receive Feedback From Your Employees	Receive feedback from your team on how you're doing as a manager
Creating a Great Work Situation	Determine what factors would create a great job and work situation for your employees
Evaluating Performance in the Right Way	Determine if you're doing the right things when evaluating an employee's performance
Perform a Departure Review	Perform a departure review for your team members

## Managing for Success

Building off of the Management Essentials, managers continue developing their ability to manage, inspire and lead employees towards success.

***Management Development Learning Track:*** *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

Course Title	Course Result
What the Team Loves About the Company	Facilitate a team discussion regarding what employees love about the company
Building Relationships with Colleagues	Build relationships with colleagues to learn about their role, skills, and expertise
Team Work-Life Balance	The team determines what they can do together to create balance for everyone on the team
More Than One Solution	Identify a number of potential solutions for the same problem
Solving Problems in the Right Way	Determine what is required to ensure issues are solved in the right way at the right time
Team Integrity	Teams discuss what integrity looks like and identifies expectations for the team
Speaking Freely with Others	Share with your team how people react to you when you speak freely with others
Soliciting Ideas and Opinions	Create an agenda item to discuss how the ideas and opinions of others are being solicited and used
Differences Make a Stronger Team	Employees learn how each person is diverse and how these differences help make a strong team
Understand Customer Needs	Strengthen your understanding of your customers' needs and what you can do to meet them
The Importance of Safety	Discuss and reinforce the importance of safety with your team
Create a Safety Culture	Create a team culture focused on safety and accident prevention

## Meeting Management

Managers learn how to lead and facilitate effective meetings.

***Project Management Learning Track:*** *Project Management for Managers, Meeting Management, Become a Contributing Project Team Member*

Course Title	Course Result
Prepare for Any Meeting	Prepare thoroughly for any meeting
Conduct Effective Meetings	Conduct effective and efficient meetings
Be a Significant Meeting Member	Become a significant and contributing meeting member
Stay Focused in Meetings	Learn how to stay focused in meetings
Meeting Behavior Expectations	Create meeting behavior expectations with your team

### Onboarding New Employees

Managers work with new hires to help them quickly get up to speed by understanding what they must do and achieve to become fully integrated employees.

***Onboarding Learning Track: Onboarding New Employees, Starting a New Job***

Course Title	Course Result
New Hire Expectations of a Manager	New employees know exactly what they can expect from you as a manager
First Weeks' Deliverables	New hires learn what work they must do & what they must achieve in the first few weeks on-the-job
Team Members Introduce Themselves	Team members introduce themselves to the new hire
Great Work Situations for New Hires	Managers learn what will create a great work situation for each new employee
Learning a New Role	New employees learn how they fit in with the team and how they can contribute to the organization
We Wish We Had Known	New hires learn what their peers wished they had known when starting their own job
Learning from Co-Workers	New hires learn from co-workers why it's great to work for the team and the company
Teams Share with New Hires	Team members discuss the team's overall purpose and deliverables with the new hire
New Hires Build New Skills	Know what skills and knowledge the new hire must build to be successful in the new role
Coaching New Hires	New employees receive coaching & information to ensure the right work is done at the right time
New Hires Get Coaching From Others	New hires have a network of resources for coaching, feedback and skill building
Reconnect Employees to Individual Work	New employees are reconnected to the work they must do and achieve
Feedback for New Hires	New employees receive feedback on what they've done so far & learn what they must do in the future
Exploring Professional Development	New hires explore how they can grow and develop within the company
New Hires Build a Professional Network	Team members help new hires build a network of people within the company
Feedback from New Hires	Managers receive feedback from their new hires
New Hire Performance Review	New hires receive a review of their performance since starting their new job
Work and Challenges in the Future	New hires get clear on the work and challenges that lie ahead

### Project Management for Managers

Project Managers focus on the skills required to lead and manage effective and successful projects.

***Project Management Learning Track:*** *Project Management for Managers, Meeting Management, Become a Contributing Project Team Member*

Course Title	Course Result
Team Involvement in Planning	Identify how you will involve the team in planning the project
Brand and Promote Your Project	Create a compelling and concise branding statement for your project
Project Plan Updates	Identify the individuals who must be informed and updated on the project plan
Planning Tools and Resources	Determine the tools and resources you will use to effectively plan your project
Articulate the Attributes of Your Ideas	Learn how to confidently articulate the positive attributes and benefits of your ideas
Essential Project Plan Components	Ensure your project plan has the key components required for success
Status Reporting Expectations	Set team expectations for reporting and sharing project and task status
Sharing Essential Project Information	Determine how quick and informative project information will be delivered from the team
Sharing Problems Right Away	Discuss with the team why problems and difficult information must be shared right away
Monitor Project Status	Actively monitor the current status of your project
Objectively Evaluate Proposals	Use objective criteria to evaluate proposed agreements
Advocate for Interests	Strengthen your ability to advocate for interests rather than positions
Be Open to Different Solutions	Stay open to various and creative solutions
Focus on the Issues vs. Individuals	Avoid getting personal by keeping the focus on issues, not individuals
Negotiating with Difficult People	Implement negotiation strategies to cope with difficult or unethical individuals
The Likelihood of Project Risk	Consider both the impact and likelihood project risks will materialize
Responding to Project Risk	Know how to respond to project risks appropriately
Minimize the Consequences	Minimize the consequences of adverse situations on the project

## Providing Resources for Success

Managers learn how to provide the resources employees need to successfully deliver their objectives and achieve team goals.

***Engagement & Retention Learning Track:*** *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

Course Title	Course Result
Managing Team Resources	Evaluate how well you manage the team or department resources
Required Employee Resources	Determine if employees have the resources they need to be successful
One Resource for Success	Employees identify one resource they need to be successful in the next 60 days
Use a Resource Management Agenda Item	Create a resource management agenda item to ensure team needs are met
Resources and Customer Needs	Consider the customers' needs when allocating resources
Providing the Right Resources	Take action to provide the resources employees need for success
Team Resource Needs	Team members prioritize resources needs
Teams Improve Efficiency of Resources	The team determines how they can improve the efficiency of existing resources

## Recognizing Employees

Managers build their capabilities to recognize their employees for their work and accomplishments.

***Engagement & Retention Learning Track:*** *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

Course Title	Course Result
Recognize Employees Each and Every Day	Provide recognition to your employees each and every day
Recognize Accomplishments and Contribution	Employees are recognized for their accomplishments and contribution
Improving How Things Get Done	Recognize employees who seek out ways to improve the way things get done
Balance Public and Private Recognition	Create the right balance between public and private recognition
Find Others to Provide Team Recognition	Find others within the organization who can give praise and recognition to your team

## Retaining Your Employees

Managers perform the skills needed to retain each individual employee.

***Engagement & Retention Learning Track:*** *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

Course Title	Course Result
Overall Satisfaction at Work	Talk with your employees about their overall satisfaction with the company and their work situation
Keeping Your Employees	Find out what factors will cause your employees to stay
Decreasing Employee Turnover	Identify what is required to create a work situation that will cause each employee to stay
Who Needs Better Work-Life Balance?	Identify who needs help getting a better balance between work and their personal life
Maximizing Employee Talents	Determine how an employee's top talents are used in his or her job
Creating Work Autonomy	Create the right level of work autonomy for your team
Compensation Rule of Thumb	Determine if each employee's compensation package is within market range
Your Own Requirements to Stay	Identify what will create a work situation that will cause you to stay

## Supervision Basics

Managers learn the supervision skills needed when they are responsible for guiding the performance of others.

***Management Development Learning Track:*** *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

Course Title	Course Result
Three Month Work Objectives	Employees gain a clear understanding of what they must deliver in the next three months
Assist Employees Facing Challenges	Provide help and assistance to your employees facing challenges and obstacles
Team and Company Policies	Discuss the importance of team and company policies with your team
Know Your Employees	Identify what you know about your employees' family, hobbies, personal challenges and interests
Know Who's Really Contributing	Identify individuals who are really contributing to the team or company goals
Involving Others in Problem Solving	Involve others in solving important problems and issues
Know Your Team's Experience and Background	Get clear on the various experiences, backgrounds, skills and perspectives of your team
Work-Life Balance for the Team	Ensure everyone is clear on what work/life balance looks like with the team or department



### **Bud to Boss Toolkit**

Designed for anyone who is new to supervising and managing others, the *Bud to Boss Toolkit* will provide the foundation needed to take on a new leadership position. New Managers will learn how to communicate with former peers who are now subordinates, as well as develop their skills to coach others, give feedback and handle performance reviews. In addition, they will learn how to conduct difficult conversations, all in a way that is comfortable and productive for everyone.

***Management Development Learning Track:*** *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

<b>Course Title</b>	<b>Course Result</b>
Discussing Your New Leadership Role	Plan and conduct productive conversations with those you will work with in your new role
Understand the Expectations of a New Role	Create clear expectations with your boss in your changing role
Creating the Mindset for Your New Role	Know what you need to do to transition your personal mindset to be effective in your new role
Control vs. Influence	Determine what you can control and influence to increase your personal and professional effectiveness
Communicating Positive Expectations	Know how to have positive expectations of others
Motivation for Change	Understand the factors that influence the desire and motivation to make a change
Accelerate the Acceptance of Organization Change	Implement the right actions to accelerate the acceptance and success of any organization change
Diagnose Resistance to Change	Diagnose resistance to change to effectively lead and champion organization change
Dominant Communication Style	Know how to communicate and connect with employees who like to move fast and are task oriented
Inspiring Communication Style	Know how to communicate and connect with employees who are high energy and relationship oriented
Supportive Communication Style	Communicate and connect with employees who care about others and like to evaluate before acting
Cautious Communication Style	Communicate and connect with employees who are great with data and like to evaluate before acting
Seven Components of Great Presentations	Apply the seven key components required to give a great presentation
Sources of Feedback	Understand where you can tap into your feedback power and put it to use
Four Types of Feedback	Use the four types of feedback to create the right balance in your coaching
Six Step Coaching Model	Use the six step coaching model to lead others to higher levels of performance
Remove Yourself as a Source of Threat	Remove yourself as a source of threat during conflict to develop a mutual resolution plan
Creating a Conflict Resolution Mindset	Create a conflict resolution mindset to increase your ability to facilitate effective conflict management
Accelerate Goal Achievement	Articulate a compelling reason why a goal matters to accelerate progress towards achieving the goal
Goal Setting at Three Levels	Know the three types of goals to motivate & inspire your team to achieve higher levels of performance

## Remote Leadership Toolkit

Designed for anyone who manages and leads others remotely, the *Remote Leadership Toolkit* provides remote leaders the tools they need to be successful leaders, no matter where their employees work in the world.

***Remote Leadership Learning Track:*** *Introduction to the Remote Leader, Create and Manage Remote Teams, Leading Effective Virtual Meetings, Delivering Great Web Presentations, Remote Goal Setting and Accountability, Remote Coaching and Feedback*

### Introduction to the Remote Leader

Course Title	Course Result
The Unique Aspects of the Virtual Work Environment	Find out what's unique about leading within the virtual environment
Classic Leadership with a Virtual Twist	Know what additional leadership actions are a must when leading others remotely
Building Trust in the Virtual Environment	Shift your mindset to successfully build trust and lead others in the virtual environment

### Create and Manage Remote Teams

Course Title	Course Result
Managing Remote Teams	Understand the challenges and obstacles managers face when leading remote teams
Building Trust with Remote Teams	Identify what's required to build trust and communication with your team
Maximizing Virtual Tools	Increase your ability to use the tools available to manage others remotely

### Leading Effective Virtual Meetings

Course Title	Course Result
The Pitfalls of Web-Based Meetings	Find out why web-based meetings are sometimes painful and ineffective
Planning a Virtual Meeting	Know what is required to plan an effective virtual meeting
Leading a Virtual Meeting	Build the skills required to lead successful virtual meetings

**Remote Leadership Toolkit CONTINUED**

Designed for anyone who manages and leads others remotely, the *Remote Leadership Toolkit* provides remote leaders the tools they need to be successful leaders, no matter where their employees work in the world.

***Remote Leadership Learning Track:*** *Introduction to the Remote Leader, Create and Manage Remote Teams, Leading Effective Virtual Meetings, Delivering Great Web Presentations, Remote Goal Setting and Accountability, Remote Coaching and Feedback*

**Delivering Great Web Presentations**

Course Title	Course Result
Getting Ready for Your Virtual Presentation	Understand the challenges of presenting remotely and what's required for success
Web-based Presentation Basics	Integrate proven practices to ensure great web-based presentations each and every time
Communication Techniques for Web-based Presentations	Deliver successful web-based presentations with three essential communication techniques

**Remote Goal Setting and Accountability**

Course Title	Course Result
Keys to Remote Accountability	Build the capabilities to overcome the challenges of holding people accountable remotely
Collaborative Goal Setting at a Distance	Learn the keys to setting goals with people who aren't located with you
Helping Others Achieve Goals	Learn ways to support people in reaching their short and long term goals

**Remote Coaching and Feedback**

Course Title	Course Result
Coaching Others—The Basics	Learn how to apply the coaching model to your interactions with others
Applying Coaching Remotely	Discover what's required to coach others remotely
Giving Remote Feedback	Build the skills required to provide feedback remotely

## Basic Business Skills

Individuals build the basic business skills required to be successful in any job, at any company.

***Being a Business Professional Learning Track:*** Basic Business Skills, Personal Behaviors and Conduct, You and Your Boss

Course Title	Course Result
Strengthen Job Required Skills	Increase your ability to perform the processes and procedures required for your job
Know and Meet Customer Needs	Understand the changing needs of your customers and work to anticipate and meet those needs
Identify All Outcomes of a Potential Decision	Identify all possible outcomes before implementing a decision
Ensure Strategy Alignment	Ensure alignment to the organization's strategy before committing to a project or initiative
Seeking Out Cutting Edge Ideas	Seek out new or cutting edge programs or processes that positively impact the organization's strategy
Organizing Your Workspace	Organize your workspace and maintain a clutter free and productive work environment
Resources for Success	Identify the resources you need to be successful in your role
Learn Workplace Technology	Learn a new workplace technology to enhance your individual work performance
Work Place Rules and Policies	Evaluate how well you adhere to critical work place rules and policies
Understanding Financial Management	Take your knowledge and understanding of financial management to the next level

## Become a Contributing Project Team Member

Individuals learn what is required to be a successful member of any project team.

***Project Management Learning Track:*** Project Management for Managers, Meeting Management, Become a Contributing Project Team Member

Course Title	Course Result
Performance Measures for Performance	Identify the performance measures you will use to determine project performance
Effective Decision Making	Evaluate the effectiveness of your decision making capabilities
Understand Past Project Issues	Understand past problems and plan for their potential impact on the project
Meeting Customer Needs	Know what your customers need and what you can do to meet these needs
Share What You Think is Best	Share with others what idea or course of action you think is best
Potential Project Risks	Identify potential risks for any project
Navigate within the Organization Structure	Know how to navigate people relationships and within the organization's structure
Know the Competition	Know the competition and how it compares to your company's products and services
Clear and Concise Emails	Learn how to compose clear and concise emails for any audience

## Building Your Career

Individuals take action to identify career opportunities, build the required skills and brand themselves to others.

***Career Development Learning Track Bundles:*** Coaching Career Development, Developing for Success, Building Your Career

Course Title	Course Result
Potential Career Opportunities	Identify potential career opportunities
Company Jobs and Opportunities	Explore the jobs and opportunities within the company
Identify Your Skill Gaps	Identify your current skills and capabilities and determine what gaps exist
Create a Career Plan	Create a solid career plan
Building Skills for Your Career	Create a skill development plan
Building a Personal Network	Strengthen your personal network
Branding Yourself	Brand yourself to others
Reconcile Insufficient Career Opportunities	Reconcile a situation with little to no career opportunities

## Building Your Leadership Skills

Individuals build leadership skills that can help in any role, whether the person is an individual contributor, new supervisor or experienced manager.

***Becoming a Future Leader Learning Track Bundles:*** Communicating with Others, Building Your Leadership Skills

Course Title	Course Result
Keeping Customers Informed	Keep your customers informed of key information, progress and status updates
Seek Out the Ideas and Opinions of Others	Actively seek the thoughts and opinions of others in key situations
Show Good Judgment Regarding Creative Ideas	Demonstrate good judgment for how creative ideas and suggestions will work
Integrity Review	Perform an integrity review on your actions and behaviors
Contributing to the Organization Strategy	Identify what you need to do differently to effectively contribute to the organization strategy
Support the Organization's Vision and Strategy	Select the actions you will take to lead the organization's vision and strategy
Manage Conflict with Others	Use a process for managing conflict with others
Learn From a Conflict Management Expert	Identify someone who is good at conflict management who you can learn from
How Inspiring Are You?	Evaluate how inspiring your words and actions are to others
Be a Powerful and Inspirational Role Model	Become a powerful and inspirational role model to others

## Communicating with Others

Individuals build the skills required to effectively communicate their thoughts, ideas and opinions to others.

***Becoming a Future Leader Learning Track: Communicating with Others, Building Your Leadership Skills***

Course Title	Course Result
Nonverbal Communication	Monitor and improve your nonverbal communication actions
Understanding Body Language	Strengthen your ability to read other people's body language
Talk About and Promote the Company Vision	Determine how you will talk about, promote and share the organization's vision with others
Create a Vision Branding Statement	Create a concise branding statement to connect others to the organization's vision
Handling Customer Complaints	Positively handle queries or complaints from your customers

## Creating Great Work

Individuals take the initiative to create work that is inspiring, challenging and focused on what they love to do.

***Become a High Performing Employee Learning Track: Writing to Get Things Done® Toolkit, Creating Great Work, Increasing Your Contribution at Work***

Course Title	Course Result
What Excites You at Work?	Identify what excites you the most about the company and its future
Increase the Level of Challenge at Work	Identify the actions you can take to increase the level of challenge in your own work
Analyze Key Experiences for Lessons Learned	Analyze key experiences from the last two years to discover what you've learned
Work-Life Balance for You	Define what great work balance looks like for you
The Right Level of Challenge	Talk to your boss about the right level of challenge for you

## Developing for Success

Individuals focus on building their knowledge and skills to be successful in their current role, as well as future company positions.

***Career Development Learning Track Bundles:*** Coaching Career Development, Developing for Success, Building Your Career

Course Title	Course Result
Exploring Company Job Opportunities	Explore the jobs and opportunities within the company
Brand and Promote What You Do	Learn how to brand and promote what you love to do
Identify Potential Career Opportunities	Identify potential career opportunities
Know Your Skills and Gaps	Identify your current skills and capabilities and determine what gaps exist
Building Skills and Capabilities	Identify the top actions you can do to strengthen your skills, capabilities, and overall performance
Skill Development Opportunities	Identify skill development opportunities for yourself and/or your employees
Personal Skill Development Plan	Create a personal skill development plan
Increase Your Personal Performance	Build the skills required to increase personal performance
Best Professional Organizations for You	Identify the best professional organizations you should join for your job or career
Personal Expectations and Your Workload	Check your personal expectations regarding your workload and job requirements

## Developing Work Relationships

Individuals build their relationships with colleagues and peers to increase personal success and team collaboration.

***Leading Teams Learning Track Bundles:*** Developing Work Relationships, Creating Great Teamwork, Conflict Management Skills

Course Title	Course Result
Working with a Diverse Team	Evaluate how well you work with individuals with different perspectives and expertise
Build your Network	Build relationships with colleagues to learn about their role, skills and expertise
Empathy for Others	Assess the level of empathy you show others
Share Your Knowledge and Expertise	Increase your willingness to share your knowledge and expertise with others
Recognize Your Peers	Recognize your peers for their contributions and accomplishments
Building Trust with Others	Build trust with others by building relationships with your colleagues
Balance Conflicting Customer Priorities	Balance the conflicting priorities of different customers

## Increasing Your Contribution at Work

Individuals develop the skills required to deliver high performing results.

***Become a High Performing Employee Learning Track:*** *Writing to Get Things Done® Toolkit, Creating Great Work, Increasing Your Contribution at Work*

Course Title	Course Result
Increase Your Personal Success	Identify one action that if done more will increase your personal success
Struggling to Meet Commitments	Solve for the reasons you struggle to meet commitments
Increase Your Personal Engagement	Outline the actions that will increase your personal engagement and performance
Increase the Quantity of Work	Select specific actions you will take to increase the quantity of work produced
Stay Productive While Waiting for Answers	Maintain personal productivity while waiting for answers to critical questions
When Are You Most Creative?	Identify the time you are most creative and innovative
Organizing Information for Productivity	Organize information to increase your effectiveness and productivity
Creating Accountability for Business Results	Work with your boss to create accountabilities for how you are responsible to achieve business results

## Personal Behaviors and Conduct

Individuals strengthen their personal conduct and behaviors to become individuals with character and integrity in the workplace.

***Being a Business Professional Learning Track Bundles:*** *Basic Business Skills, Personal Behaviors and Conduct, You and Your Boss*

Course Title	Course Result
Manners and Courtesy at Work	Evaluate your level of manners and courtesy at work
Developing an Attitude to Learn	Determine if you display an attitude to learn
Increase Your Objectivity	Increase objectivity by identifying various perspectives of the same situation
Do You Overreact?	Determine if you tend to overreact to stressful and difficult situations
Persevere During Setbacks	Persevere in the face of setbacks
Being Consistent with Company Values	Increase the consistency between your actions and the company values
Don't Jump to Solutions	Spend time asking questions before immediately jumping to solutions



## Starting a New Job

Individuals new to a job, role or the company, take action to accelerate the time it takes to become a productive employee and integrated team member.

***Onboarding Learning Track: Onboarding New Employees, Starting a New Job***

Course Title	Course Result
Clear Work Expectations	Know exactly what you must do over the next six months to be a high performing employee
Learn about the Company and Customers	New hires learn more about the company and its customers
Information for Success	Find out who can provide the information you need to be successful in your job
Making an Impact	Determine how you make a positive impact on the team and within the company
Getting to Know Your Peers	Get to know your co-workers' role, skills, and expertise
Six Month Work Priorities	Get clear on your work priorities for the next six months
Current Performance Review	Review your current level of performance and determine what you should do going forward

## You and Your Boss

Individuals build their relationship with their boss to receive the right level of feedback and coaching for success.

***Being a Business Professional Learning Track Bundles: Basic Business Skills, Personal Behaviors and Conduct, You and Your Boss***

Course Title	Course Result
Feedback for Great Results	Identify the areas you need feedback on to deliver great results
Ask Your Boss for Feedback	Ask your boss for feedback on your performance
Support the Company Mission and Vision	Talk with your boss regarding how your actions & behaviors support the company mission and values
Discuss Your Work-Life Balance Needs	Meet with your boss to discuss your work/life balance needs
Recognizing Your Boss for Personal Achievements	Recognize your boss for his or her contribution to the team's achievements & your individual success

**Writing to Get Things Done® Toolkit (also available in Spanish)**

Individuals improve productivity by learning how to use writing as a powerful tool for getting things done. Individuals will improve their on-the-job writing skills, including creating clear, easy-to-read emails, letters, memorandums, meeting minutes, procedures and technical reports.

***Become a High Performing Employee Learning Track: Writing to Get Things Done® Toolkit, Creating Great Work, Increasing Your Contribution at Work***

Course Title	Course Result
Effective Business Communication	Know and use the three components of effective business communication
Separating Readers' and Writers' Needs	Be able to separate the readers' needs from the writer's needs
Identifying Ineffective Writing Styles	Identify ineffective writing styles
Using the Reporting Process	Use the reporting process when creating written communications
Selecting the Best Writing Model	Know how to select and use the best writing model for presenting your thoughts and ideas
Write Effective Opening Paragraphs	Be able to write an effective opening paragraph
Effective Middle and Closing Paragraphs	Write an effective middle and closing paragraph
Forecasting Subject Lines	Be able to write a concise and effective forecasting subject line
Most Common Business Writing Model	Know how to use the writing model required for about 80% of your writing
Writing Model for Reports and Documents	Use the writing model required for long documents, such as reports and manuals
Writing Style and Tone	Know how to use an effective writing style and tone
Effective Emails	Assess the quality of your emails