

ST4Y READY

SOFTSKILLS COURSE DESCRIPTIONS AND YOUTUBE VIDEO LINK

Workplace Essentials Bundle

Appreciative Inquiry

Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for change, strengthening relationships throughout your business. Through best practices and positive stories, your participants will transform your organization.

Video Link: <https://youtu.be/dC5Driw-Wqw>

Business Acumen

Business Acumen will give your participants an advantage everyone wishes they had. The course will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen can influence your whole organization and provide that additional edge to success.

Video Link: <https://youtu.be/6nYyYiXLai8>

Business Ethics

A company's ethics will influence all levels of business. It will influence all who interact with the company, including customers, employees, suppliers, competitors, etc. All of these groups will affect how a company's ethics are developed. It is a two-way street; the influence goes both ways, making understanding ethics an essential part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before. Video Link: <https://youtu.be/lZwusyNqiXg>

Business Etiquette

This course examines the basics; most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and "the handshake," conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and adequate business email and telephone etiquette.

Video Link: <https://youtu.be/-6gC6UfG6EI>

Change Management

The Change Management course will give any leader tools to implement changes more smoothly and to have those changes better accepted. This course will also provide all participants with an understanding of how change is implemented and some tools for managing their reactions to change.

Video Link: <https://youtu.be/O8cHBanFMNI>

Civility in the Workplace

To address the growing problem of incivility in the work setting, this course introduces the concept of civility, its importance to a company, and its typical causes and effects. Skills needed to practice civil behavior and how organizations effectively can systematize civility in the workplace will also be discussed. The benefits to Civility In The Workplace are countless and will pay off immensely in every aspect of your job. Video Link: <https://youtu.be/onTVA73Snlk>

Conflict Resolution

Participants will learn crucial conflict management skills in the Conflict Resolution course, including dealing with anger and using the Agreement Frame. Dealing with conflict is essential for every organization, no matter what size. If left unchecked or not resolved, it can lead to lost production, absences, attrition, and even lawsuits. Video Link: <https://youtu.be/eM6BAHid9R8>

Customer Service

The Customer Service course will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a robust skillset, including in-person and over-the-phone techniques, dealing with demanding customers, and generating return business.

Video Link: <https://youtu.be/VQH1643Urjo>

Customer Support

With our Customer Support course, your participants will discover the new opportunities in customer support services via the internet and how to use these opportunities to their advantage.

Video Link: <https://youtu.be/EaiMlcUxqAs>

Cyber Security

With our Cyber Security course, your participants will understand the different types of malware and security breaches. Develop effective prevention methods which will increase overall security. They will also understand the basic concepts associated with Cyber Security and what a company needs to stay secure. Video Link: <https://youtu.be/JSdzCNJR7f0>

Delivering Constructive Criticism

Constructive Criticism, if done correctly, will provide significant benefits to your organization. It gives the ability for management to nullify problematic behaviors and develop well-rounded and productive employees. Constructive feedback shows employees that management cares about them and will invest time and effort into their careers. Video Link: <https://youtu.be/za1Nzf3lDeY>

Developing Corporate Behavior

Through our Developing Corporate Behavior course, your participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behavior and developing a successful plan, your participants should see a reduction in incidents and increase teamwork and loyalty. Video Link: <https://youtu.be/NHPSrQwzGQs>

Handling a Difficult Customer

By utilizing our Handling a Difficult Customer course, your participants will see an increase in customer service and productivity and a decrease in unhappy customers. Your participants will be provided a robust skillset, including in-person and over-the-phone techniques, addressing complaints, and generating return business. Video Link: <https://youtu.be/-uXiALK7ITE>

Networking Outside the Company

With our Networking (Outside the Company) course, your participants will begin to see how important it is to develop a core set of networking skills. By managing and looking at how people interact and see things in a new light, your participants will improve on almost every aspect of their networking strategy.

Video Link: <https://youtu.be/d6HyQ8-w7Ks>

Networking Within the Company

Networking Within the Company is about creating and maintaining better relationships. Your participants will develop skills to avoid obstacles, increase communication, and build relationships that last over time. Employees who understand and embrace networking in the workplace will grow your business and create a more engaging environment. Video Link: <https://youtu.be/OZZG9kiBIZM>

Respect in the Workplace

Our Respect in the Workplace workshop will give you the tools and conversation to help empower your team to recognize behaviors that influence the performance done within the workplace. A respectful workplace is one in which integrity and professionalism are displayed, and the skills to communicate and recognize one another are practiced. Video Link: <https://youtu.be/x9rOgld1SWg>

Responsibility in the Workplace (Workplace Responsibility)

The Responsibility in the Workplace workshop will introduce the idea of responsibility and the traits that define a responsible employee. It will also show the effects of having responsible employees versus irresponsible employees. And finally, the workshop will cover the steps to becoming more accountable.

Video Link: <https://youtu.be/l4-lz67KfzY>

Risk Assessment and Management

Through our Risk Assessment and Management course, your participants will be aware of hazards and risks they didn't realize they were around in their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

Video Link: <https://youtu.be/1YhcDSfQ-NM>

Safety in the Workplace

Our Safety in the Workplace course will be instrumental in reviewing common hazards and safety techniques. After completion, your participants will have the tools to help them create a Safety policy for your workplace. Employers can prevent injuries and keep employees safe by identifying and anticipating hazards. Video Link: <https://youtu.be/2jOnQMpilbU>

Team Building for Managers

Through our Team Building for Managers course, participants will be encouraged to explore the different aspects of a team and ways that they can become top-notch team performers. They will be given the details and concepts of what makes up a team and what factors into being a successful team and team member. Activities that build camaraderie, develop problem-solving skills, and stimulate interaction will give your participants what is needed to be a great team member. Video Link: https://youtu.be/0_JOAfPoVnA

Teamwork and Team Building

The Teamwork and Team Building course will encourage participants to explore the different aspects of a team and ways that they can become top-notch team performers. Your participants will be given the details and concepts of what makes up a team and what factors into being a successful team and team member. Video Link: <https://youtu.be/YOxm-8OEYs4>