

ST4Y READY

SOFTSKILLS COURSE DESCRIPTIONS AND YOUTUBE VIDEO LINK

Administrative Skills

Accountability in the Workplace

The Accountability in the Workplace course will provide you with informative tools and practical strategies that can help empower the team to achieve the benefits of accountability. Accountable employees will fuel performance and productivity and generate an enhanced workplace.

Video Link: <https://youtu.be/uCaR4cYDcQI>

Administrative Office Procedures

With our Administrative Office Procedures course, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between its vision and everyday operations.

Video Link: <https://youtu.be/jpMXhnpJB1o>

Administrative Support

In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage their time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course may take time to be a part of your daily work routine. However, committing to applying the concepts consistently is the key to changing and adopting new behaviors in a short amount of time. Video Link: <https://youtu.be/4UTMuNynIC0>

Archiving and Records Management

With our Archiving and Records Management course, your participants will know how to classify records, define and maintain different systems, and develop a keen understanding of the importance of records management. Video Link: <https://youtu.be/ZeDgEM4Xt0k>

Basic Bookkeeping

Numbers connect us all in many more ways than we might imagine. Essentially, our world revolves around numbers. Some of us enjoy dealing with numbers, while others may have a fear of them or even a phobia. For those of you who have already recognized and appreciate the impact that numbers have on just about everything, you deserve a cookie. Welcome to Basic Bookkeeping!

Video Link: <https://youtu.be/zpfmrL7yKJU>

Business Writing

The Business Writing course will give your participants a refresher on basic writing concepts (spelling, grammar, and punctuation) and an overview of the most common business documents. These basic skills will provide your participants with that extra benefit that many people are losing in the business world. Video Link: <https://youtu.be/qB1pIUINDEg>

Collaborative Business Writing

The Collaborative Business Writing course will give your participants the knowledge and skills to collaborate with others and create that critical document. Your participants will touch on the types of collaboration and ways to improve them through specific tools and processes. These basic skills will provide your participants with that extra benefit that many people are losing in the business world.

Video Link: <https://youtu.be/-iRFkCFu8mw>

Executive and Personal Assistants

Our Executive and Personal Assistants course will show your participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even be a successful gatekeeper. Being an Executive or Personal Assistant takes a unique skill set, and this course will provide your participants with the necessary tools.

Video Link: <https://youtu.be/xrcyPuN6-IE>

Meeting Management

The Meeting Management course will explore how to reduce waste and make meetings more efficient. This is a hands-on course, and your participation will help make it a valuable experience. Use this time to develop your skills and other participants who want to improve their meeting management skills.

Video Link: https://youtu.be/_R_NvBYVUs8

Organizational Skills

Through Organizational Skills, your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those essential items, and start knowing where they are by getting organized.

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

Social Media in the Workplace

Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the primary form of communication, and your participants will realize how Social media and the Workplace can work together.

Video Link: <https://youtu.be/0TZgd2TGpGo>

Supply Chain Management

With Supply Chain Management, your company and employees will be on target to lower costs, improve efficiency, and increase customer satisfaction. This course will provide your employees with an understanding of how Supply Chain Management can improve and help almost any type of business.

Video Link: <https://youtu.be/splA3DptRqQ>

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Career Development

Assertiveness and Self-Confidence

The Assertiveness and Self-Confidence course will give participants an understanding of what assertiveness and self-confidence mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participants' lives and positively affect all of them. Video Link: <https://youtu.be/0hNOGbcRvyo>

Communication Strategies

The Communication Strategies course will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide an excellent benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved. Video Link: <https://youtu.be/XzVM6u4jsLs>

Creative Problem Solving

The Creative Problem Solving course will give participants an overview of the creative problem-solving process and critical problem-solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the course. Video Link: <https://youtu.be/xpdEY0pDI5M>

Creativity – Thinking Outside the Box

The course Creativity: Thinking Outside the Box will provide you with informative tools and practical strategies that will help shape a creative workplace. Creativity plays a significant role in building a positive work environment, one in which employees will feel confident in expressing their ideas. Be mindful that there is creativity in all of us. When this creativity emerges, powerful opportunities and advancements will happen. Video Link: <https://youtu.be/8ROcOk-UMGQ>

Developing Creativity

With our Developing Creativity course, your participants will learn to remove barriers that block or limit their creativity. They will improve their imagination, divergent thinking, and mental flexibility. Participants will learn mind mapping, individual brainstorming, and recognizing and looking for what inspires them to be more creative. Video Link: https://youtu.be/loFlqZ_dc7k

Digital Citizenship

Digital Citizenship allows us to connect, collaborate, and share by using technology appropriately. In-person meetings are on the decline, making it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work in the digital world. Video Link: <https://youtu.be/oReoVWkl-1w>

Entrepreneurship

Let our Entrepreneurship course help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship course. Video Link: <https://youtu.be/RfYZTWPnWlQ>

Interpersonal Skills

The Interpersonal Skills course will help participants be unforgettable by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed to start a conversation, move a conversation along, and progress

to higher levels of conversation. Video Link: <https://youtu.be/fLXpO5OHFSU>

MLearning Essentials

With our mLearning course, your participants will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing mLearning, participants will possess the skills needed to use this new technology to educate employees and clients more efficiently.

Video Link: <https://youtu.be/s4t6lCE9QIE>

Negotiation Skills

The Negotiation Skills course will give your participants a sense of understanding their opponent and confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

Video Link: <https://youtu.be/cUgsUq-lkGI>

Personal Branding

With our Personal Branding course, your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand, so protect it. Live it. Video Link: <https://youtu.be/flez27UspJI>

Project Management (updated Aug 2023)

Over the years, project management has evolved to adapt to the changing needs of businesses and industries. The PMBOK 7th edition has been upgraded to address the latest industry trends and emerging technologies and provide new techniques for navigating complex project environments. It's important to note that the PMBOK 7th edition does not replace previous editions but builds upon them to provide additional guidance and best practices. This edition shifts the focus from a process-based approach to a principle-based one emphasizing flexibility with complex and changing projects.

Project Management: All You Need to Know Project management is no longer only for mega projects worth hundreds of thousands of dollars. Small projects can benefit from project management tools. These time-tested tools can help you get that small project done well, under budget, and on time. This workshop is not intended for those looking to be certified as project managers but rather for those who complete projects at work from time to time.

In this course, you will gain experience using the most common project management execution tools, from Project Tracking Forms and Risk Monitoring Tables to Communications Plans, Change Request Forms, Issues Logs, and Lessons Learned Forms. Your small projects will be more successful than ever!

Video Link: https://youtu.be/_BGNISMFDj8

Telework and Telecommuting

Through Telework and Telecommuting, your employees will see a significant improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to succeed in their work-from-home environment. Video Link: <https://youtu.be/mXU5SrqZpvl>

Ten Soft Skills You Need

With our Ten Soft Skills, You Need course; your participants will begin to see how important it is to develop a core set of soft skills. Your participants will improve on almost every aspect of their careers by managing and looking at how people interact and seeing things in a new light.

Video Link: <https://youtu.be/9LDjcFDJOTM>

The Cloud and Business

With our The Cloud and Business course, your participants will discover the specifics of how the cloud can be a helpful business tool. With a clear understanding of the cloud, your participants will be able to make the best decisions for their customers and business. Video link: <https://youtu.be/NhegpaRiM4Y>

Time Management

The Time Management course will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that includes personal motivation, delegation skills, organization tools, and crisis management. We'll cover all of this and more during this course.

Video Link: <https://youtu.be/2K6EuVJw2rY>

Women in Leadership

With our Women in a Leadership course, your participants will learn how women change the workforce. Through this course, your participants will gain a new perspective on the workforce and the benefits of hiring and promoting women to higher positions. Video Link: <https://youtu.be/zErDIEjRh0>

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Human Resources Bundle

Business Succession Planning

Our Business Succession Planning course will show you the differences between succession planning and mere replacement planning. How you prepare people to take on leadership responsibilities is just as important as hiring the right person for the job. Every company should have a form of succession planning in its portfolio. Video Link: <https://youtu.be/VEY414K8xHs>

Contract Management

With our course, your participants will learn the insides and outs of Contract Management. Contracts are made with vendors, employees, customers, partnerships, and these agreements must be managed carefully. To effectively implement Contract Management, it is necessary to understand all the small details, and that is what you get with this course. Video Link: <https://youtu.be/x9fXFSOd3x8>

Crisis Management

With our Crisis Management course, your participants will understand that a crisis can occur anytime. They will develop skills needed for certain adverse events. Also, they will be able to recognize warning signs to help avoid negative situations altogether or better manage the crisis if the problem occurs. Video Link: https://youtu.be/h3_u6xWQh84

Developing a Lunch and Learn

Our Lunch and Learn course will give your organization a quick and helpful tool to add to its training department. Your participants can also use it as a follow-up or refresher to previous training sessions. It doesn't have to be just about a learning event; it can also involve collaboration, networking, or sharing best practices between employees. Video Link: <https://youtu.be/SBNmvXtPzzo>

Employee Onboarding

Through Employee Onboarding, you will find it lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the company, and having a structured set of procedures will make your company stronger and produce a greater chance of success. Video Link: <https://youtu.be/Y0Jmc5Upv68>

Employee Recruitment

Our Employee Recruitment course will guide your participants and help them interview and recruit the right employee for you. Hiring a new employee is one of the most significant investments you make in any business. Hiring the right employee is very important, as training can be expensive, and employee turnover costs companies millions every year. So, reduce your costs with a great employee recruitment program! Video Link: <https://youtu.be/QQCqTZoQcN8>

Employee Termination Processes

With our Employee Termination course, your participants will begin to see how important it is to develop a core set of skills when they find themselves in a situation where they have to let an employee go. Video Link: <https://youtu.be/lfyW29XrpOk>

Generation Gaps

The Generation Gaps course will help participants understand the various generations present at work. Both the young and older workers will have ideas and suggestions to offer, which will help the organization thrive in the marketplace. Learning how to deal with the generation gaps at work will help you become a better manager or co-worker. Video Link: https://youtu.be/kgTpz_ZoT2o

Health and Wellness at Work

Our Health and Wellness at Work course will be instrumental in creating a “Culture of Wellness” within your organization. Your participants will touch on common issues such as smoking cessation, nutrition, weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization, so take the positive step and create a program within your organization.

Video Link: <https://youtu.be/k7vDMp-Pxp0>

Hiring Strategies

Hiring Strategies will save your company time and money to recruit and hire suitable candidates. Your hiring department will benefit from this course as it prepares them to seek that great candidate and make sure they fit your company. Your participants will obtain the necessary tools to find that diamond in the rough. Video Link: <https://youtu.be/6Hjxk7aOl-g>

Human Resource Management

The Human Resource Management course will give managers the essential tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This course will provide your participants with those skills and assist them with certain Human Resource situations. Video Link: <https://youtu.be/DGSrTd-ODfw>

Managing Workplace Harassment

Our Managing Workplace Harassment course guides an ever-changing work environment. Your participants will recognize the necessity for the whole organization to be on board with monitoring and reporting any issues. This course will also help in fostering a safer and more productive workplace.

Video Link: https://youtu.be/lj_eC10wibw

Measuring Results from Training

In our Measuring Results from Training course, your participants will learn about the different ways to evaluate training progress and how to use those results to demonstrate the effects that training brings. Once the activity has been assessed, the next step is to modify and update the curriculum to create content that is better suited for the participants. Video Link: <https://youtu.be/BUFs124AZmg>

Millennial Onboarding

Millennial Onboarding is a specialized type of employee onboarding. With Millennials, we need to tweak the onboarding process to better suit the company’s needs and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company, and having a structured set of procedures will make this time run smoother and produce a greater chance of success. Video Link: <https://youtu.be/VH6vvfZ3Wc8>

Office Health and Safety

In the Office Health and Safety course, participants will learn the core skills that will help them identify common illnesses, understand how they spread, recognize symptoms, apply treatment and prevention techniques and establish an emergency response plan. Video Link: <https://youtu.be/jOlU7kiJqbw>

Sensitivity Training

With our Sensitivity Training workshop, you will introduce topics to promote sensitivity and its benefits.

It will also describe the steps that should be taken when it is determined that employees do not comply with the business' policy. This will then help to foster positive relationships between co-workers and in turn, benefit the whole organization. Video Link: <https://youtu.be/8lkocPyCa3c>

Talent Management

We all know that training and retraining is expensive, and our Talent Management course will reduce these costs. Recruiting the correct people and keeping a talented workforce is a priority. Having a talented group of employees has always been the key to success; it will translate into better performance and higher productivity. Talent Management is the investment that will pay dividends for years to come. Video Link: <https://youtu.be/cc6lpP7Dw6g>

Train-The-Trainer

Our Train-The-Trainer course will provide your participants with the skills to help them deliver engaging and compelling lessons. Skills such as facilitating needs analyses and managing tough topics will give your trainees what they require to become a trainer themselves. Video Link: <https://youtu.be/LgnDgaH0pE8>

Unconscious Bias

Everyone has unconscious biases. They live in the recesses of the human brain without us realizing it. These biases grow in each individual and can significantly influence the day-to-day decisions made at home and work.

Our Unconscious Bias workshop will introduce your participants to the ideas and techniques for defining and understanding different unconscious biases. It will show the effects of these biases on a company's culture and business practices. The workshop will also cover the steps to introduce a successful unconscious bias training program in your organization. Video Link: https://youtu.be/n1NgnKi_XgQ

Universal Safety Practices

With our Universal Safety Practices course, your participants will discover how safety affects employee engagement and the bottom line. Safety may seem boring, but an unsafe work environment cannot be ignored. Video Link: <https://youtu.be/pMAZrnsTJWE>

Workplace Bullying

The Workplace Bullying workshop will introduce you to your company's responsibility concerning preventing bullying, as well as the effects of bullying. It talks about what to do if one is being bullied or witnesses another person being bullied. It will also describe the steps that should be taken when it is determined that employees do not comply with the business' policy. Video Link: <https://youtu.be/mkOrLcyLqUE>

Workplace Harassment

Our Workplace Harassment course will give participants the tools to recognize harassment when it occurs. It will help them understand their rights and responsibilities and create a safe environment for all. Your participants will realize that everyone must identify harassment and exercise anti-harassment policies through this course. Video Link: <https://youtu.be/VW1e0LEif1Q>

Workplace Violence

To prevent Workplace Violence, everyone must identify individuals who may be prone to violence. Our course will help your participants recognize certain behaviors and lower the risk of escalated situations. This course will help participants identify the warning signs and give them coping and response tools. Video Link: <https://youtu.be/05GB78wfFI>

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Personal Development Bundle

Adult Learning - Mental Skills

With our Adult Learner: Mental Skills course, your participants will discover the specifics of how the cognitive domain increases intellectual capability. Video Link: <https://youtu.be/fxGwsmm2Z1s>

Adult Learning - Physical Skills

With our Adult Learning - Physical Skills course, your participants will discover how to navigate their physical environment better. The understanding and coordination of physical skills provide an incredible benefit to everyone. Video Link: <https://youtu.be/00eNUWRo30o>

Anger Management

Our Anger Management course will give your participants that constructive approach. Participants will learn how to identify their anger triggers and what to do when angry. Through specific coping and planning techniques, anger can become a positive tool. Video Link: <https://youtu.be/GvjEgNF9kh4>

Attention Management

Attention Management is a valuable skill that allows managers to connect with their employees emotionally and motivate them to focus on their work. Our course will help your participants reach their personal and company goals. They will gain valuable insight and strategies into what it takes to be more attentive and vigilant. Video Link: <https://youtu.be/1-1bm95zSLg>

Being a Likeable Boss

Our Being a Likeable Boss course will show that honesty and trust will be your participant's most important tools in fostering a better relationship with their employees. Trusting your team by avoiding micromanagement, using delegation, and accepting feedback will put your participants on the right path to being a more likable boss. Video Link: <https://youtu.be/rjAJiKLSaM>

Critical Thinking

Our Critical Thinking course will lead your participants to be more rational and disciplined thinkers. It will reduce their bias, providing a greater understanding of their environment. This course will provide your participants the skills to evaluate, identify, and distinguish between relevant and irrelevant information, which will give an incredible boost in performance.

Video Link: <https://youtu.be/FQwrg6I9zVg>

Developing Emotional Intelligence (UPDATED 2024)

Taking control over the emotions that shape our lives can have powerful effects. Emotional intelligence (EI) is the ability to recognize and manage our emotions, behaviors, and impulses, as well as apply this knowledge to the world around us. It encourages self-awareness, internal motivation, and the exploration of diverse perspectives. Through effective and authentic communication, emotional intelligence will create positive relationships within any organization. The Developing Emotional Intelligence course will provide participants with the tools to gain control over emotions, navigate challenging situations, and communicate empathetically. With emotional intelligence, you can build a happy and prosperous life. Video Link: <https://youtu.be/ax1PIbFOuZA>

Goal Setting and Getting Things Done

Our Goal Setting and Getting Things Done course will cover strategies to help your participants deal with distractions and overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and, in turn, will become happier and more productive individuals.

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

Improving Mindfulness

Improving Mindfulness will provide benefits throughout their professional and personal lives. Improving mindfulness through gratitude, filtering, and active listening will give your participants the advantage of seeing things in a new light. This course can give your participants an increased recognition of mental events in the present moment, which provides countless benefits.

Video Link: <https://youtu.be/W5D39PwMy2k>

Improving Self-Awareness

Improving Self-Awareness will improve self-control, reduce procrastination, and develop mood management. Your participants will improve their relationships and create a more fulfilling life. These improvements will, in turn, translate into a wholly improved workforce. Stress will decline, and productivity will increase as internal turmoil will decrease, all through improving self-awareness.

Video Link: <https://youtu.be/X83ngN4e0rl>

Increasing Your Happiness

With our Increasing Your Happiness course, your participants will engage in unique and helpful ways to increase their happiness. This will have a robust affect on their professional and personal lives. It will improve their communication skills, increase productivity, and lessen absenteeism.

Video Link: https://youtu.be/5IZelDDPY_s

Job Search Skills

The Job Search Skills course will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and assessing skills can help determine the types of jobs your participants should apply for. Video Link: <https://youtu.be/yUPGK1Bu708>

Life Coaching Essentials

With our Life Coaching Essentials course, your participants will discover the meaning of life coaching and how life coaching services can be utilized to achieve their goals.

Video Link: <https://youtu.be/rMvv2dVGNP4>

Managing Personal Finances

Most people know that a map can tell them how to get from point A to point B. A well-developed budget is like a map as it helps you reach your financial goals. You start at point A, and the funding enables you to go the distance get to point B. And with our Managing Personal Finances course, your participants will learn how to budget and create a plan for their future.

Video Link: https://youtu.be/gUPCaEsU_uw

Managing Workplace Anxiety

Our Managing Workplace Anxiety course will provide your participants with the essential skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills, employees and managers will be better suited to dealing with these everyday situations. Your participants will be better suited to the workplace's challenges through this course.

Video Link: <https://youtu.be/QVd9DvLeGTo>

Personal Productivity

Personal Productivity is a goal most of us have. Your participants will be on the right track in achieving that goal through this course. Some people blame everything that goes wrong in their life on something or someone else, but your participants will take ownership and begin to lead a more productive life through this course. Video Link: <https://youtu.be/PlS7Z7SfHnQ>

Public Speaking

The Public Speaking course will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

Video Link: <https://youtu.be/rXrad70qtQ0>

Social Intelligence

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people learn “people skills.” Improving social skills through active listening, understanding body language, and being more empathetic will give your participants an advantage in their interactions. Social interactions are a two-way street; know the rules of the road! Video Link: <https://youtu.be/DL8eQ5VKlgU>

Social Learning

With our Social Learning course, your participants will be creating learning communities that benefit every aspect of your organization. They will learn new behaviors through observation and modeling and be instilled with a passion for learning. Video Link: <https://youtu.be/9qMz6ff0RI0>

Stress Management

The Stress Management course will give participants a three-option method for addressing any stressful situation and a toolbox of personal skills, including routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

Video Link: <https://youtu.be/G1pi2dm0R9M>

Taking Initiative

With our Taking Initiative course, the class participants will learn what initiative is, how to take it on, its advantages, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

Video Link: <https://youtu.be/aTJW-u5FHOM>

Work-Life Balance

With a Work-Life Balance, you will be managing your time better. Better time management will benefit all aspects of life; you will work less and produce more. This course will show how to focus on the essential things, set real and achievable goals, and communicate better with your peers at work and your family at home. Video Link: <https://youtu.be/BBlcFxZEn8Y>

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Sales And Marketing Bundle

Body Language Basics

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is displayed. It will also give you the ability to see and understand how your Body Language is being seen. You will adjust and improve how you communicate through non-verbal communication. Video Link: <https://youtu.be/dtnphgNAYbQ>

Coaching Salespeople

With our Coaching Salespeople course, your participants will discover the specifics of how to develop coaching skills. They will learn to understand the roles and responsibilities of coaching and the challenges that coaches face in working with salespeople. Video Link: <https://youtu.be/p7pGkl65NdU>

Contact Center Training

With our Contact Center Training course, your participants will learn to provide a great customer experience. They will develop skills to deal with demanding customers, build rapport, and excellent listening skills. All of these skills combined will provide an increase in overall customer satisfaction throughout your organization. Video Link: <https://youtu.be/uAGeYPo-wbw>

Creating a Great Webinar

Creating a Great Webinar provides a significant interaction between the presenter and the audience. Your participants will develop the skills needed to promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge with a Webinar is the best way to reach many with the power of one. Video Link: https://youtu.be/Di_JSJmiP5c

Employee Recognition

Through our Employee Recognition course, your participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is minimal in relation to the benefits experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety. Video Link: <https://youtu.be/keI2gPxi7Dg>

Event Planning

With our Event Planning course, your participants will explore ways to work with vendors, security, technicians, and wait staff. They will touch on different event types such as awards ceremonies, charity events, and business conferences. Your participants will be provided the details to pull off a successful event by utilizing the proper skill set. Video Link: <https://youtu.be/X7OivDd-biQ>

High-Performance Teams Inside the Company

With our High-Performance Teams (Inside the Company) course, your participants will begin to see how important it is to develop a core set of high-performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, you will be positioning your high-performance teams to accomplish any task. Video Link: <https://youtu.be/EZcca0zhiZE>

High-Performance Remote Workforce

With our High-Performance Teams (Remote Workforce) course, your participants will begin to see how important it is to develop a core set of high-performance skills while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your

high-performance teams to accomplish any task. Video Link: https://youtu.be/3PIId3v_il-c

In-Person Sales

With our In-Person Sales course, your participants will discover the specifics of what it means to become an effective salesperson and the steps to success. They will learn to connect with customers and move them through the sales process. Video Link: <https://youtu.be/AkiMPla7awQ>

Internet Marketing Fundamentals

Internet Marketing Fundamentals will provide your participants with a great set of skills to market your business online. Content is the king of Internet marketing, and your participants will need to know how to utilize your great content. If you want your business to grow, your participants need to understand Internet Marketing Fundamentals. Video Link: <https://youtu.be/Mzncbs5e2xM>

Marketing Basics

Marketing Basics will provide the basic knowledge to your participants and give them the ability to build and grow your business. Marketing has changed a lot recently, and having a new perspective will give your participants the needed information to assist them in their marketing decisions. No matter your product or service, your business will benefit from a better understanding of marketing.

Video Link: <https://youtu.be/XR3yr3mFmjM>

Media And Public Relations

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network. The larger the scope, the more people know you and offer you opportunities. Video Link: <https://youtu.be/3yMtvVsb0qA>

Motivating Your Sales Team

Motivating Your Sales Team will help your participants create the right motivating environment to shape and develop their sales team with the right attitude and healthy competition. Instilling that unique seed that grows your team's motivation will increase performance and productivity. Have the best sales team you can have through better motivation. Video Link: <https://youtu.be/jW7QfXymOeM>

Multi-Level Marketing

With our Multi-Level Marketing course, your participants will discover the specifics of how multi-level marketing works and how to source agents effectively. It can be a valuable tool for building revenue and building marketing and networking circles for many companies. Video Link: <https://youtu.be/xFupePygWVA>

Overcoming Sales Objections

Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

Video Link: <https://youtu.be/kunuXL16glQ>

Presentation Skills

The Presentation Skills course will give participants some presentation skills to make speaking in public less terrifying and more enjoyable. This course includes topics that participants can look forward to creating an effective program, using various visual aids, and engaging the audience.

Video Link: <https://youtu.be/sEMXStVdEB0>

Proposal Writing

The Proposal Writing course will take participants through each step of the proposal writing process,

from understanding why they are writing a proposal; to gathering information; to writing and proofreading; to creating the final, professional product. Video Link: <https://youtu.be/0ZOZXHmgW3M>

Prospecting and Lead Generation

With our Prospecting and Lead Generation course, your participants will begin to see how important it is to develop a core set of sales skills. By managing and looking at how people interact and seeing things in a new light, your participants will improve almost every aspect of their sales strategy.

Video Link: <https://youtu.be/1UB0yBitSWM>

Sales Fundamentals LEVEL 1

The Sales Fundamentals course will give participants a basic sales process, plus some essential sales tools, that they can use to seal the deal, no matter the size of the sale. Your participants will become more confident, handle objections, and learn to be a great closer.

Video Link: <https://youtu.be/nbGVS4wnBUY>

Servant Leadership

With our Servant Leadership course, your participants will focus on the growth and development of their employees and ensuring their success. In doing so, the leader succeeds when their employees do. With a business team, servant leadership can not only help employees achieve and grow, but it can also benefit their leaders and the company as a whole. Video Link: <https://youtu.be/RVArUGSMtjc>

Social Media Marketing

With our Social Media Marketing course, your participants will discover the specifics of how to use social media marketing effectively. Your marketing will only succeed by utilizing different social media platforms to reach current and potential customers. Video Link: <https://youtu.be/0yiMuqnt3ek>

Telephone Etiquette

Through our Telephone Etiquette course, your participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization. Recognizing the different skills used between inbound and outbound calls and knowing how to deal with rude or angry callers makes this course an excellent investment.

Video Link: <https://youtu.be/1oYERpsq44k>

Top 10 Sales Secrets

With our Top 10 Sales Secrets course, your participants will discover the specifics of how to develop the traits that will make them successful salespeople and how to build positive, long-lasting relationships with their customers! Video link: <https://youtu.be/9LDjcFDJOTM>

Trade Show Staff Training

Make sure your staff has the right tools to succeed with our Trade Show Staff Training course. A successful trade show will benefit your company on many levels. The most basic statistic is that it can cost half as much to close a sale made to a trade show lead as obtained through all other means. Get your staff trained and get to that trade show! Video Link: <https://youtu.be/f9qrKXP735g>

ST4Y READY

SOFTSKILLS COURSE DESCRIPTIONS AND YOUTUBE VIDEO LINK

Supervisors and Managers Bundle

Budgets and Financial Reports

The Budgets and Financial Reports course will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation. Video Link: <https://youtu.be/NSwU8xH8L7s>

Coaching and Mentoring

Coaching and Mentoring focus on coaching your employees to higher performance better. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you can foster a great working relationship with your employees through understanding them and strategic goal setting. Video Link: <https://youtu.be/zvnfWybjcN0>

Conducting Annual Employee Reviews

With our Conducting Annual Employee Reviews course, your participants will discover how to conduct a well-designed employee annual review. By determining the categories for a yearly inspection and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization. Video Link: <https://youtu.be/K0Cj1Ev6ds8>

Developing New Managers

With our How to Develop New Managers course, your participants will gain support, best practices, and knowledge. This course will help your company develop well-rounded, fair, and confident managers. By identifying early, you will groom prospective candidates and provide the best chance for success. Video Link: <https://youtu.be/CstyWfUuFyU>

Employee Motivation

The Employee Motivation course will give participants several tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models and how to bring them together to create a custom program. Video Link: <https://youtu.be/0zw2lomj9bY>

Facilitation Skills

The Facilitation Skills course can help any organization make better decisions. This course will give participants an understanding of what facilitation is all about and some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves. Video Link: <https://youtu.be/r-idd6xA9-E>

Knowledge Management

The Knowledge Management course will give participants the tools they will need to begin implementing knowledge management in your organization, no matter the size of the company or the budget. Wherever humans work together for one goal, there is knowledge to be harvested, stored, and dispensed as needed. Video Link: <https://youtu.be/IYKUSSwznI8>

Leadership and Influence

Once you learn the techniques of authentic Leadership and Influence, you will build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the information, as you will need to make decisions and face challenges, but

it can become natural and rewarding. Video Link: <https://youtu.be/0dlYwGOifbw>

Lean Process and Six Sigma

Our Lean Process and Six Sigma course will introduce this way of thinking that has changed so many corporations globally. This course will give participants an overview of the Six Sigma methodology and some of the tools required to deploy Six Sigma in their organizations.

Video Link: <https://youtu.be/PZhHHmzl6IA>

Manager Management

Manager Management takes a particular type of leader. This course will expand your participant's knowledge and provide a way to teach and lead new and experienced managers. As every manager knows that learning never stops, this course will have something for everyone.

Video Link: <https://youtu.be/o5PFB7CYq24>

Office Politics for Managers

Office Politics is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

Video Link: <https://youtu.be/7CiytlwAGeo>

Performance Management

Performance Management helps the transition be smoother and less hectic when changes occur. It enables the organization and employees to have a streamlined relationship, improving communication and interactions between the two groups. It will help close gaps in an employee's skill-set and make them a more valuable employee through feedback and coaching.

Video Link: <https://youtu.be/YjwoKTFP6Jc>

Self-Leadership

With our Self-Leadership course, your participants will discover the specifics of how to be a better leader for themselves and others. Your participants will guide themselves in positive ways, which equals success! Video Link: https://youtu.be/PKkJT27_Hxw

Supervising Others

The Supervising Others course will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Video Link: <https://youtu.be/Ly3a4Q6YCoM>

Team Building Through Chemistry

With our Team Building Through Chemistry course, your participants will discover the specifics of how building a team through chemistry will lead to success. It is not enough to have a group of people just work on a project. They need to connect and utilize each other's strengths through team chemistry.

Video Link: <https://youtu.be/m5VumpP4ZOY>

Virtual Team Building and Management

With a virtual team, you have the everyday issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building And Management will give participants the knowledge to work with these challenges and succeed in a growing global workforce.

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

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>