

# Perspectives<sup>®</sup>

## Skill Builders



Skill Builders are 20 - 30 minute learning tutorial that are found on WorkLife Online at [www.perspectivesltd.com](http://www.perspectivesltd.com). Type the title of the Skill Builder in the "search by title" box. Individuals register through their email address. A "Certificate of Completion" can be printed at the end of each learning event.

Title	Description
<b>Accountability</b>	Today more than ever, it is crucial that businesses strive for greater accountability in all areas. With the proper organization and perspective, that can be a lot less painful than you might think.
<b>Achieving Consensus</b>	A consensus decision-making process ensures that the ideas of everyone involved are considered and that all feel comfortable sharing them.
<b>Achieving Personal Goals</b>	You know your life could be better. You're not fulfilling your potential. Or maybe you've been wondering when your dreams will come true. This online course will get you headed in the right direction and give you some tips for making it all happen!
<b>Applying Emotional Intelligence in the Workplace</b>	Being "smart" isn't enough. To reach your full potential, personally and professionally, you need emotional intelligence—the set of skills that enables you to manage your own feelings and relate effectively to the feelings of others. This course will show you how to use emotional intelligence at work to increase your success and satisfaction.
<b>Applying Leadership Essentials</b>	What's the role of leadership in the managing process? How can you influence and guide others in a focused, purposeful direction? Start here.
<b>Appreciating Personality Differences</b>	It's each person's unique style that creates a more complete workplace. That's why it's important to identify both your own personality style and the differing styles of others. Understanding these style differences will enable you to adapt to others and create a more harmonious work environment.

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## Balancing Work and Family

Balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want.

## Basics of Budgeting

Everyone preaches the virtues of planning and budgeting, but few people know how to do it. Even fewer know how to do it well. This course gives you sound, proven skills that are transferable between positions and employers and can be used as you plan a budget for your entire organization or just a department.

## Basics of Effective Communication

You're convinced that you said it clearly, but the person you were talking to just didn't seem to get it. You might as well have been speaking two different languages. Learn the Basics of Effective Communication and you can be on your way to having greater confidence in your ability to make sure that your messages are understood.

## Basics of Effective Selling

Selling is a complex and sophisticated process, but successful sales begin and end with the essentials. Whether you're selling high-tech or a neighborhood window-washing service, this is a good place to start.

## Becoming an Effective Team Member

Working in a team is an art—each member of the team must strike a fine balance between team involvement and individual responsibility. This course will teach you how to contribute more effectively to your team and help your teammates do the same. And it will expand your understanding of the challenges teams face and what you can do to meet them.

## Behavior-Based Interviewing Skills for Job Candidates

Many companies now use *behavior-based interviewing* to better assess the competencies and behavior patterns of job applicants. You should know what behavior-based interviewing is, when to expect it and how to prepare for it so you can present your skills and experiences thoroughly and accurately.

## Behavior-Based Interviewing Skills for Employers

Many companies now use behavior-based interviewing to better assess the competencies and behavior patterns of job applicants. Using this method, the interviewer asks the job candidate specific questions about his or her past work experiences, providing a better example of the candidate's skills and abilities.



### **Benchmarking Basics**

Think of the performance leaders in your industry. What companies come to mind? Why? What are they doing that makes them more successful than anyone else? Companies like these are the benchmark for those who strive for similar success. Individual aspects of those companies' performance may also be seen as benchmarks in the industry.

### **Building a Successful Team**

Working in a team is risky. How can you be sure everyone else will perform as anticipated? Can the team survive crisis? How can you help other team members commit to your common goals? This course addresses these issues and familiarizes you with the development phases a team goes through in order to mature and become successful.

### **Building Strong Customer Relationships**

Your customers will make you or break you, and developing relationships is the bottom line. Find out how you can provide consistent and legendary customer service to maintain your competitive position.

### **Building Trust and Credibility**

Your business should be built upon a solid foundation of trust. In everything your business does, it should be clear to the customer that you provide a service upon which he or she can count. At the same time, your employees should trust their managers as people who have both their best interests and the best interests of the company at heart.

### **Business Conversation Skills**

Developing strong conversation skills is a key to success in building relationships and earning the trust of others, no matter what your specialty is. Learn to identify the building blocks, engage others effectively and do the little things right.

### **Business Etiquette and Professionalism**

Coworkers, clients and customers want to feel comfortable around you and see that you are courteous to others and experienced in the accepted social standards of the day. You should make business etiquette a priority.

### **Business Travel in Today's Environment**

Most executives realize the importance of business trips in transacting business with distant contacts. At the same time, companies are increasingly cost conscious. It is imperative that the business professional arrange efficient and productive business travel, thus maximizing the company's return on its investment.

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## Business Writing Basics

American businesses lose \$1 billion a year because of foggy writing that wastes time, kills contracts, and alienates customers. You can be part of the solution to this problem. Take this course and you'll be prepared to write clear, concise, and persuasive business letters, memos, and reports.

## Choosing a Child Care Provider

You make a lot of important decisions in your lifetime and choosing the right daycare provider is probably one of the most crucial. How do you make an informed choice about where your child should spend a large part of his or her formative years? What should you look for to select the right daycare center for your needs? This course will help answer these important questions.

## Closing the Sale

Sales professionals work hard to develop a winning sales approach. They thrive on establishing mutually satisfying relationships with prospective customers and enjoy showing them how they can be more successful and meet their goals with whatever the salesperson is selling. The culmination of all the effort is closing a sale.

## Coaching and Counseling

Coaching and counseling are often a scary territory. But the rewards from improving your coaching and counseling skills are many. You can use these skills to create optimal working conditions, establish clear responsibilities and standards, provide appropriate guidance and support during times of transition, and ensure increased productivity through effective feedback.

## Communicating Your Vision

Your vision for the company is your dream of where you want the business to be. Your goals for the company are practical ways in which the dream can become reality.

## Conducting Performance Reviews

Everyone benefits when you take a collaborative, positive approach to performance reviews. Whether once a year or once a week, you will know how to do it effectively.

## Conflict Intervention

Most leaders are hesitant to mediate an interpersonal conflict. Who wants to get involved in a heated discussion when you're not sure how to solve it and you don't want to make it worse? Be successful at conflict intervention by learning how to move toward a positive solution for everyone involved.

## Coping With Criticism

If as individuals we can control our emotions and separate constructive from destructive criticism, we can become better people and accept help from others. We must accept that we

are not perfect and can learn from criticism that is offered for the right reasons.

## **Creating a Strong Leadership Team**

Everybody talks teams, but executives and other leaders often fail to provide a positive example themselves. How do you get a group of talented, ambitious, successful managers to work together as a cohesive team?

## **Creating an Effective Sales Team**

You are responsible for organizing, motivating, guiding, directing, and otherwise orchestrating the activities and assuring the results of a group of sales professionals. Where do you start? How do you keep their creative energy high? How do you help them maintain their focus and positive attitude through the ups and downs of a dynamic career? This course will give you some great ideas.

## **Critical Thinking**

As a business professional, you should develop your critical thinking skills to make decisions based on facts and a careful study of all pertinent data.

## **Dealing with Difficult Customers**

Today's information-age customers are the most informed and demanding shoppers ever. For a service representative, meeting the demands of one of these savvy customers can be a customer service nightmare! Taking this course will wake you from the nightmare and show you how to calm angry customers and resolve their complaints while keeping your cool.

## **Dealing With Office Politics**

As depressing as it sounds, there are steps you can take to improve your position in the face of office politics. In fact, office politics can in some ways be a positive force that works in your favor.

## **Dealing With Violence in the Workplace**

One out of every four full-time workers is harassed, threatened, or attacked on the job each year. While you hope a violent situation never occurs in your company, this course will help prepare you and your company to effectively manage violent situations should they occur.

## **Delegating**

You don't have time to do everything yourself. How can you give someone an assignment and make sure it is done right?

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## Developing a Child's Critical Thinking Skills

As a parent or other caring adult, you hope the children in your life will develop the skills they need to both enjoy childhood and become responsible and effective adults. Children don't come preprogrammed with fully developed critical thinking skills. Make sure your child has the experiences that will teach him or her to analyze information, solve problems, and make competent decisions when faced with life's challenges.

## Developing a Strategic Plan

If you don't know where to focus your organization's resources to assure long-term survival, your competitors will leave you in the dust. A Strategic Plan will head you in the right direction.

## Developing Assertiveness

Assertiveness is one of the basic skills required to communicate effectively. Being assertive allows you to express your opinions and ideas confidently and to accept confrontation as a positive way to strengthen relationships. Developing assertiveness encourages you to maintain your rights and to support those of others as you communicate directly and specifically at home or in the workplace.

## Discharging Employees

Discharging an employee can be uncomfortable because it's not something anyone really wants to do. There are also serious implications for the organization. Understand more about the process of discharging an employee and learn about the details that you don't want to overlook.

## Disciplining and Redirecting Employees

Do you regard discipline and punishment as one and the same? Consider for a moment the fact that the word "discipline" is derived from the Latin word "disciple," which means "to teach." Although disciplining and redirecting employees might never become your favorite responsibility, you can learn useful strategies for correcting problems in a positive, non-punitive way and understand how discipline, when administered properly, is not as unpleasant as you might think.

## Emergency Management for Business

Hurricane Katrina was the costliest and one of the deadliest hurricanes in the history of the United States. And it was a rude awakening for citizens and businesses who expected their governments--local, state, and federal--to take care of them in such an emergency. Most emergencies that are hit businesses are not so catastrophic and can be managed with just a few simple plans and preparations.

## Empowerment

Empowerment is a strategy used by successful businesses to recognize the potential in their employees and provide them opportunities to contribute to the decision-making process. This results in more satisfied employees and, ultimately, a more productive business.



### **Ethics in Business**

Ethical business conduct is fundamental to your employment and your value to your company.

### **Executive to Employee Communication Strategies**

As an executive in your organization, you may feel detached from your lower-level employees. This course takes you through ways you can show your employees just how committed you are to their opinions and concerns. As you create this direct link with your employees they will begin to see you as a great resource in their work, not a hindrance.

### **Financial Basics for Non-Financial Managers**

Income statements, balance sheets, and cash flow--you've heard these terms and know that they are somehow essential to business operations. You don't need to be an accountant, but you do need to be able to understand financial issues in order to make sound business decisions. Learn the essential basics of accounting and fiscal reporting so that you can use this valuable information to help you fulfill your responsibilities.

### **Guardianship Decisions for Elderly Loved Ones**

It is a difficult time for all involved when an elderly loved one can no longer make his or her own decisions or take care of personal needs. If you are appointed to be the guardian of an elderly loved one, you will want to consider a wide variety of issues before making any important decisions.

### **Influencing Others**

In today's competitive business environment, success depends upon your ability to sell others on your ideas and products. To do this effectively, you must have some degree of influence over those with whom you do business.

### **Intercultural Business Etiquette**

As contact around the globe becomes quicker and easier, one thing is certain: the ability to adapt to people from other cultures and to communicate effectively with them is a skill few can afford to neglect.

### **Internet Basics**

The Internet. Everybody's talking about it. Your kids are experts on it, your neighbors are buying things over it, Wall Street rides roller coasters on it, newscasters gab about it--and where are you? If you have been feeling left out lately, and want to get in on the biggest cultural shift anybody's seen for a long time, take this course.

### **Interviewing Job Candidates**

You have a bunch of resumes in front of you, and they all look good. How do you assess the real competence of this very important job candidate?



### **Interviewing Skills For Job Candidates**

Sure, your résumé may have helped you get your foot in the door, but it's the interview that's going to determine whether or not you get the job. Learn how to be prepared, know how to answer difficult questions with savvy, and get the job you've always wanted!

### **Keys to Effective Listening**

Everyone appreciates a good listener. When was the last time you were complimented for your listening skills? Even though listening is a crucial part of successful communication, most of us have no formal training on what it really takes to be an effective listener. Becoming a better listener will have benefits that can be felt in all areas of your personal and professional life.

### **Leadership Skills For Women**

More and more companies are in need of strong and confident woman leaders. In order to be prepared to fill this need, you must first develop yourself. This course will show you how to use your unique talents, plus your feminine strengths, to become the best leader possible, both on the job and in your personal life.

### **Leading Effective Meetings**

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.

### **Leading Effective Teams**

Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.

### **Maintaining a Drug-Free Workplace**

According to a recent report released by the Substance Abuse and Mental Health Services Administration, 8.4 percent of adult full-time employees used illegal drugs in the previous month. Why should this concern you? Well, consider another statistic: The percentage of unemployed persons using illegal drugs is even higher – 18.3 percent.

### **Maintaining a Healthy Business Lifestyle**

Staying healthy and physically fit in today's fast-paced society is a challenge for anyone. Perhaps no one faces a bigger challenge in this regard than the business professional, who must be prepared to perform at a high level during long work days and often in stressful situations.





### **Managing a Virtual Office**

Long commutes, traffic problems, and juggling the responsibilities of work and family are part of everyday life, aren't they? More and more managers are moving toward the "virtual office" to alleviate these stresses. But what does a virtual office entail? Is it really beneficial? And how can you convince people that it works?

### **Managing Change**

Effective leaders know how to develop change-friendly companies. It's the only way to survive.

### **Managing Disagreement**

Managing interpersonal differences isn't always easy. This online course helps you anticipate and prevent destructive conflict, deal with disagreement before it erupts into conflict, use differences as a springboard to creative problem seeking and solving, and manage disagreement with more skill and assurance.

### **Managing Negative People**

A negative outlook on life and persistent negative emotions reduce productivity and morale and increase absenteeism and use of medical benefits. People who are predominantly negative create stress for themselves—and everyone with whom they work—and alienate customers and business partners. This course will show you how to neutralize negativity, channel its energy in a constructive direction, and create a positive workplace culture.

### **Managing Projects**

These days much of your work is probably organized around projects. How do you know who should do what by when? How do you make sure it gets done?

### **Managing Stress**

Stressed? Who's stressed? Well, okay, most of us are. Keep your stress level in the productive zone with tried and true techniques.

### **Managing Your 401K**

What's your idea of retiring in style? Soaking in rays on a white sand beach? Roaming the continent in an RV? Spending hours in the garden without ever needing to give a thought to having enough money? Whatever your retirement ideal, the way to reach it is to invest in a 401(k) and use the strategies in this module to maximize the return on your investment.

### **Mastering Cold Calls**

You have to start some place, and most of the time, that's a cold call. You have only one chance to make a positive first impression, so you want to make the most of the opportunity. Learn the basics that will put you well on your way to mastering cold calls.

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## Measuring Customer Satisfaction

Everyone is aware of the importance of satisfying customers. Yet you only know how well you are satisfying your customers if you measure their satisfaction levels. Learn why it is important to measure customer satisfaction, its link to quality and quality improvement measurement tools, and how your company can benefit from knowing about customer satisfaction.

## Mentoring

In an increasingly complex and high-tech environment, everyone sometimes needs special insight, understanding, and information from outside the normal channels. Mentors are needed to adapt the workforce to demographic changes, to prepare for operation in a competitive global environment, and to manage organizational, technological, and personal change effectively. Each of us can fill this role in the lives of others.

## Motivating Employees

Only a highly motivated workforce will turn out stellar performance. But everyone's motivations are different. What works for one employee may not be valued by another. And every individual has unique priorities and needs. What can a leader do? It's not as hard as you think.

## Moving from Technical Specialist to Supervisor

The rapid pace of technological change possesses many challenges for the technology professional and for those throughout the organization whose focus and expertise resides in other disciplines. It is increasingly important that technical professionals develop the management and human relations skills required by today's dynamic organizations. This course explores the skills and issues that can help you become an effective manager and leader in your organization.

## Moving from Trainer to Performance Consultant

The transition from acting as a trainer to becoming a performance consultant can be challenging and sometimes even scary. You may feel inadequate and unsure of the business in which you're getting involved. But if you follow certain steps and prepare yourself adequately, you can make a smooth and rewarding transition—a solid foundation for your new career.

## Negotiating For Sales Professionals

Making the sale at any cost is easy. Negotiating to maintain your bottom line and satisfy the customer is the challenge. Are you up to the challenge? You will be if you take this module and apply its principles for improving your negotiation skills and developing long-lasting client relationships.

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## Obeying Equal Employment Opportunity Laws

In today's legal environment, racist, sexist, or otherwise discriminatory remarks or actions can result in serious charges or lawsuits against you or your organization. These costly and time-consuming actions can almost always be prevented if you manage employees with respect and comply with Equal Employment Opportunity (EEO) laws.

## Organizing Your Workspace

Crawling out from underneath your stacks of paper can be challenging, but it is also a skill that can be learned. This course teaches you strategies for getting rid of the stacks of paper, clearing off your desk and getting to work.

## Orienting New Employees

On average, one out of every five employees in the U.S. will quit his or her job. When this happens, the organization they leave behind is faced once again with the need to hire, orient, and train another new employee. This course outlines specific steps organizations can take to reduce both permanent and part-time employee turnover by better orienting new employees and setting the stage for training.

## OSHA Basics for Managers

This course will teach you the basic things you need to know about the Occupational Safety and Health Act of 1970 and prepare you for OSHA inspections and how to handle citations and penalties.

## Overcoming the Loss of a Loved One

Losing a loved one is a universal experience for which most of us are not well-prepared. It's a personal and private event that permanently affects our own lives and those around us, as well. How can you work through your pain while you commemorate the value of this loved one in your life?

## Personal Financial Planning

Building one's savings and reaching financial goals brings peace of mind. But whether one reaches these goals--or fails to do so--depends on how carefully one formulates and carries out a financial plan.

## Presentation Skills

Presenting information to a group can be an exciting opportunity to share ideas and information that is important to you. However, it can also be a significant source of stress if you lack confidence in your ability to plan what to say and how to say it.



**Preventing Sexual Harassment  
For Employees**

Sexual harassment complaints cost companies millions of dollars each year. And it can also cost you! As an employee, you can learn how to foster a work environment free of harassment and prevent you and your company from becoming another statistic.

**Preventing Sexual Harassment in  
Your Organization (For Leaders)**

Sexual harassment complaints cost companies millions of dollars each year. As a leader in your organization, you can promote a work environment free of harassment and prevent your company from becoming another statistic.

**Providing Effective Feedback**

Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale.

**Qualifying Sales Prospects**

So many possibilities, so little time! How do you know where to start? How do you determine where your efforts are most likely to get results? Take this module and learn how to focus on a field of carefully selected prospects, rather than randomly contacting people who have little chance of becoming clients.

**Recognizing and Avoiding  
Burnout**

Burnout. Exhaustion. Fatigue. Apathy. It doesn't matter what word you use. You just can't seem to get the energy to perform at your "normal" level. Find out how you can recognize and avoid burnout so you can achieve a balance and stay on track!

**Recognizing and Managing Anger**

You've likely experienced anger. But, at one time or another, anger can creep up on you, creating a whole whirlwind of frustration and agony--for you and those around you. Learn how to recognize and manage your anger before it goes out of control.

**Recognizing Employee  
Performance**

Recognizing employee performance and giving positive reinforcement is a key element of motivation. Master this ability and reap the benefits of a motivated, high performing individual or team.



### **Recognizing Signals of Violence in Children**

The anger and violent feelings that are becoming all too common in children have resulted in public tragedies throughout the nation. Everyone is asking, "How could this happen here?" and "How could it have been prevented?" Unfortunately, these incidents will probably continue. However, there are usually advance warning signs of a child's potential to carry out violent acts. Parents and other caring adults need to learn to recognize them and respond effectively.

### **Retaining Valuable Employees**

Effective recruitment and performance management are only half the battle—once you get talent, you have to keep it! This course will show you how.

### **Setting Performance Goals and Expectations**

Performance goals establish what your employees need to accomplish, while expectations define how to accomplish them.

### **Solving Problems as a Team**

Problem-solving as a team can lead to exceptional results—or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there.

### **Succeeding as a Supervisor**

This task may seem intimidating, but if you use the strategies and tips in this course, you will be able to transform an ordinary work group into a dynamic contributor to your organization's success--and find personal and professional rewards along the way.

### **Succeeding as an Administrative Assistant**

As an administrative assistant, you face growing challenges as you provide support to people within your company and to the customer. This course will help you step up to the challenge and teach you ways to effectively support your manager and your staff and maintain control of office operations.

### **Successful Negotiation**

Negotiation is a fundamental personal skill, and, fortunately, one that can be learned. The skill of negotiation is used regularly in business, community activities, and personal relationships. Everyone needs to know how to negotiate. This course will introduce you to techniques and insights that can be applied in any situation where negotiation is required.

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## Telephone Sales Skills

You know that your company's experience identifies telephone sales as an effective approach. You know that your income and success depend on your ability to sell effectively over the phone. But does it have to be so hard? Not if you know a few simple tips.

## Telephone Skills for Quality Customer Service

In most organizations, customer service departments represent only a portion of the overall service responsibility. In this course, you will learn effective telephone skills that will help you be even more professional when speaking on the telephone and enable you to give your callers the quality service they deserve.

## Time Management

Are you haunted by the feeling that your days are going faster and faster? Is your life an endless procession of Monday, Friday, Monday, Friday, and where did the weekend go, anyway? Time, our most valuable and transient resource, is either used or lost. Maybe it's time you took control of the situation.

## Understanding and Using Contracts

You enter into contracts almost every day of your life. Understanding basic contracts will help make your transactions successful so you get what you want, avoid misunderstandings, and create good will with your customers and suppliers.

## Valuing Diversity

The business world is rapidly changing. With global markets opening up, technology advances continually emerging, and the work force becoming more and more diverse, organizations must maximize their opportunities. Learn to recognize the resources and opportunities available in our diverse workforce and succeed in today's competitive market.

## Writing Effective Email

The Internet has presented us with a whole new medium of communication—e-mail. This new medium has some tremendous advantages over older, more traditional forms of communication. But it also has its pitfalls. Mastering writing for this new medium will broaden your ability to convey your ideas successfully to others, enhancing your success in business and in life.