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# Leadership and Management Online Course Library – Standard Edition

Title	Description
<b>1. Applying Leadership Basics (Second Edition)</b>	<p>This course is intended for entry-level managers who want to develop effective leadership techniques.</p> <p>An effective leader is an asset to any organization, because leaders have the ability to motivate and empower others to accomplish an organization's goals efficiently and effectively. In this course, you'll learn how to lead teams through proven techniques that will enable you to develop your own powerful leadership style. You'll see how to set a clear direction while building and maintaining positive team relationships and you'll learn the simple steps required to keep your team moving towards its objectives. As a strong leader, you can increase your organization's bottom line by improving both productivity and morale, and increase your own value to your organization as well.</p>
<b>2. Balancing Work and Family (Second Edition)</b>	<p>Effective managers know how to successfully balance the demands of career responsibilities and home life in order to achieve success in a variety of roles. Learn to target specific areas and implement proven strategies in order to achieve your goals in the various aspects of your life.</p>
<b>3. Applying Leadership Basics (Second Edition)</b>	<p>This course is intended for entry-level managers who want to develop effective leadership techniques.</p> <p>An effective leader is an asset to any organization, because leaders have the ability to motivate and empower others to accomplish an organization's goals efficiently and effectively. In this course, you'll learn how to lead teams through proven techniques that will enable you to develop your own powerful leadership style. You'll see how to set a clear direction while building and maintaining positive team relationships and you'll learn the simple steps required to keep your team moving towards its objectives. As a strong leader, you can increase your organization's bottom line by improving both productivity and morale, and increase your own value to your organization as well.</p>
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<b>5. Basics of Effective Communication (Second Edition)</b>	<p>This course is intended for entry-level managers who want to develop effective communications skills.</p> <p>Good relationships and clear understanding of goals and objectives improve productivity in any business. Good communication is the best way to achieve those outcomes, while poor communication can hinder team efforts, damage relationships, and degrade morale. This course will show you how to be the most effective communicator you can be. First, you'll learn that communication is not</p>

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	<p>one event, but a complex process. Next, you'll move step by step to see how you can promote effective communication by managing each step in the process. These specific techniques will not only help you communicate more effectively, but will also help model standards of good communication throughout your organization.</p>
<p><b>6. Building Dynamic Business Teams (Includes Simulation)</b></p>	<p>Building Dynamic Business Teams (Includes simulation)</p> <p>This course describes the organized approach that is required to achieve a successful team. This course provides a series of techniques that can be used to define team goals and priorities, assign role responsibilities, assess performance measures, and encourage constructive collaboration and feedback.</p>
<p><b>7. Building Strong Customer Relationships (Second Edition)</b></p>	<p>This course is for entry-level managers who want to provide consistent and competitive customer service that aligns with customer expectations. A strong customer relationship can help increase sales through both repeat business and referrals. In this course, you'll discover effective ways to define and improve your customer service levels, resulting in a loyal customer base. You'll also learn how to establish guidelines for implementing and maintaining a customer service plan for your business. By meeting, or possibly exceeding your customers' expectations, you'll not only succeed at strengthening business relationships with existing customers, but you'll also generate new relationships through the most valuable and least expensive form of promotion—word-of-mouth.</p>
<p><b>8. Conducting Performance Reviews (Second Edition)</b></p>	<p>This course is intended for entry-level managers and supervisors who want to conduct productive performance reviews. An effective performance review is a vital tool for an organization to continually improve employee productivity and quality of work. On the other hand, a poorly conducted review can be stressful and demotivating, with a negative impact on the productivity of employee and manager alike. If you want to be the kind of manager who can review employee performance effectively, then this course can provide you with the strategies, techniques, and tools you will need to plan and conduct successful reviews. You'll learn what both you and the employee need to do to prepare for the review, and how to lead a respectful, goal-oriented, and focused discussion during the review meeting. Finally, you'll see how to encourage continuous employee achievement by providing feedback and coaching, and how to document employee performance on an ongoing basis. With these</p>

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	skills, you can be the kind of leader whose reviews spark ever-greater employee achievement to the benefit of the organization's bottom line and to your career.
<b>9. Conflict Intervention (Second Edition)</b>	<p>This course is intended for entry-level managers who want to deal professionally and productively with the inevitable conflicts that arise in business situations.</p> <p>Conflict occurs in every work environment, so a strong manager knows how to exploit the opportunity for growth that conflicts create, while avoiding the danger to teams and relationships that conflict can pose. In this course, you will learn how to recognize, analyze, and resolve conflicts. First you'll learn how to assess the climate in conflict situations, and how to identify factors that contribute to the conflict as well as determining your own role in resolving the situation. Next, you'll see how to intervene productively to neutralize negativity and define the problem to resolve. Finally, you'll learn how to negotiate and implement a resolution that benefits all parties. With this kind of skilled conflict intervention, your organization can reap the positive benefits of conflicts by developing better communication, creative business solutions, and stronger team commitments.</p>
<b>10. Creating a Strong Leadership Team (Second Edition)</b>	<p>This course is intended for entry-level managers who want to develop the skills to build leadership teams in a variety of organizational environments.</p> <p>Developing teamwork is essential in orchestrating and driving organizational success. This course will teach you the essential tasks you'll need to perform to build an effective team, and provide you with effective techniques you can use for each of those tasks. You'll build solid team relationships, create shared vision for your team, and establish clear and effective procedures for communications and decision-making, as well as monitoring and improving team performance. These skills and tools will give you the team-leadership abilities that are an asset to any type of organization.</p>
<b>11. Delegating (Second Edition)</b>	<p>This course is intended primarily for entry-level managers and team leaders who need to develop effective delegation skills.</p> <p>All good leaders need to delegate, because the alternative is to do all the work tasks alone. The essence of leadership is to assign tasks to others and direct their progress so that the other individuals can excel. This course will lead you through the three basic steps of delegation: identifying the task, assigning the task, and assuring positive results. Along the way, you'll learn skills and techniques to ensure that your delegation is effective</p>

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	<p>and appropriate, including defining the results you desire, discussing the delegation with the employee, monitoring progress, and assessing outcomes. Good delegation is a win-win-win; a win for you, because you demonstrate effective leadership; a win for the employee who takes on interesting and challenging job tasks; and a win for your organization, because effective delegation enhances overall productivity for the group.</p>
<p><b>12. Developing a Strategic Plan (Second Edition)</b></p>	<p>This course is intended for entry-level managers who need to develop and implement strategic plans. Organizations of every type need to engage in strategic planning to ensure that they achieve their long-term goals. The strategic planning process directs the resources of the organization towards a successful future. This course shows you the major states in the process of developing a strategic plan, including forming a mission statement, crafting and implementing the plan, and evaluating plan performance. It also provides you with the skills and techniques you'll require as you move through each stage of the planning process. You'll be able to identify and develop appropriate activities in the plan, communicate the plan effectively, and evaluate and reward team performance as you put the plan into action. These planning skills can make you a valuable leader in the planning process in any business enterprise.</p>
<p><b>13. Discharging Employees (Second Edition)</b></p>	<p>This course is intended for entry-level managers who want to deal professionally and productively with the need to terminate an employee's employment. Discharging an employee is one of the most painful tasks that can arise in any business environment. This course takes you through each step in the process so that you have the skills to deal with the challenge effectively. You'll see how to identify the need for termination so that you feel confident in the decision. Then, you'll learn to prepare for the discharge, and the techniques you can use to ensure that you handle the discharge interview with both clarity and an appropriate level of empathy. Termination should be a last resort, but sometimes it is the best thing to do for both the organization and the individual. As a manager, if you prepare to handle this difficult process with professionalism and grace, you can meet your legal and organizational obligations while both maintaining cordial relations with those who leave and also morale among those who stay.</p>
<p><b>14. Disciplining and Redirecting Employees (Second Edition)</b></p>	<p>This course is intended primarily for entry-level managers and team leaders who need to discipline and redirect employees in an effective and professional way.</p>

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	<p>The idea of correcting someone's performance or disciplining a colleague can be a painful or daunting task for many managers. But you can't be a good leader if you don't give your team a path to follow, and that includes correcting them if they stray off the path. This course will show you effective and professional ways to discipline and redirect employees. You'll see how to identify problems, communicate your expectations to the employee directly but respectfully, and how to pursue and bring closure to the discipline process. Appropriate discipline techniques can turn a problem situation into an opportunity for improved performance and increased job satisfaction for the employee, as well as a productivity improvement for your team.</p>
<p><b>15. Grammar Essentials</b></p>	<p>Correct grammar and a refined, concise writing style can help you clearly articulate your ideas to others, streamline the directions and instructions that you deliver, and create impressive presentations and reports. In this course, you will review the rules of grammar and refine your grammar usage for your professional life.</p>
<p><b>16. Intercultural Business Etiquette (Second Edition)</b></p>	<p>Doing business respectfully and effectively with people from other countries and cultures is a must in our global workplace. In this course you will identify various skills to address intercultural business etiquette.</p>
<p><b>17. Interviewing Job Candidates (Second Edition)</b></p>	<p>Matching the right candidate with the job is a critical function for any supervisor. Managers must learn simple guidelines for evaluating the organization's needs, assessing the candidates' skills and experience, and effectively preparing for and conducting the interview process.</p>
<p><b>18. Leading Effective Meetings (Second Edition)</b></p>	<p>This course is intended primarily for entry-level managers who need to conduct meetings in an effective and professional manner.</p> <p>Although many professionals may decry the amount of time spent in work-related meetings, meetings remain a fact of professional life. And, when well run, meetings can be one of the most efficient and effective ways to disseminate information, share a vision, set goals and objectives, resolve problems, and enhance team dynamics. In this course, you'll learn strategies and techniques for running meetings well. You'll see how to plan a road map for your meeting. You'll learn skills for conducting the meeting smoothly, including promoting appropriate participation while managing disruptions. And, you'll confirm the results of your meeting by assigning action items, debriefing participants, and learning from the experience to produce continuous improvement. Your</p>

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	colleagues will feel that time at your meetings is well-spent, which will promote success both for your organization and for your own career.
<b>19. Leading Effective Teams (Second Edition)</b>	<p>This course is intended primarily for entry-level managers who need to lead teams effectively.</p> <p>The essence of management is leadership of others. Excellent managers know how to lead their teams so that they can achieve the organization's goals productively. You will see how to make your team results-focused by establishing and measuring performance goals and managing team resources. You'll create structure for the group by defining roles and responsibilities and providing operating guidelines. And you'll build effective teamwork by promoting positive relationships, modeling good communications skills, and supporting your team members within the organization. A team leader who can get things done and make team members feel great about it is an asset to any organization, so acquiring these team leadership skills can enhance your career in any environment.</p>
<b>20. Managing a Virtual Office (Second Edition)</b>	Technology is making it possible for employees to perform the same tasks from a remote location that they could if they were on site. Leaders must learn new skills and adapt past leadership behaviors to effectively manage a virtual office.
<b>21. Managing Company Change (Second Edition)</b>	<p>This course is intended for entry-level managers who want to deal professionally and productively with the inevitable forces of change in organizational environments.</p> <p>Change comes to every organization, and while employees may fear and resist the unknowns associated with change, they will always embrace change for the better. As a leader, your responsibility is to manage and implement change effectively so that your organization can maintain productivity and growth during transitional times. In this course, you'll learn how to anticipate and plan for change, and techniques you can use to deal with concerns and resistance through the transition period. Finally, you'll learn to ensure a positive outcome by demonstrating vision and commitment as you monitor your team's progress through the change period.</p>
<b>22. Managing Personal Stress (Second Edition)</b>	<p>This course is intended primarily for entry-level managers who need to recognize and manage their own personal stress in the workplace.</p> <p>Stress is simply an organism's response to change, and can arise from a variety of positive and negative factors. On the job, professional pressures, technological changes, workplace uncertainties, and personal concerns can cause</p>

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	<p>negative stress and lead to stress-related illnesses. This course will show you simple and effective ways to control your workplace stress. You'll learn to understand and recognize the causes of stress, to develop a systematic approach to dealing with stress, and to implement an action plan to manage your stressors and monitor your progress in reducing the negative effects of stress. Effectively managing your own personal stress will help you as a manager to lead a healthier, more productive life, and to be able to contribute more effectively to the goals of your organization.</p>
<p><b>23. Managing Projects (Second Edition)</b></p>	<p>This course is intended primarily for entry-level managers, project managers, team leaders, and others who need to manage projects effectively. Project management is a fundamental business skill. By managing projects well, you'll get results that meet customer needs while promoting a healthy team climate. This course will provide you with the basic concepts, techniques, and skills that you will need to manage projects well in a variety of organizations. You'll learn to organize and plan your project, by establishing baselines, requirements, the work plan, and budget. You'll implement your work plan by leading and coordinating your team's efforts while ensuring that you are on track to satisfy the customer. And you'll learn to evaluate the results on an ongoing basis and address problems as they arise in order to assess and adjust performance throughout the project period. Strong project-management skills will serve your organization well and will be an asset to you throughout your professional career.</p>
<p><b>24. Motivating Employees (Second Edition)</b></p>	<p>This course is intended primarily for entry-level managers, supervisors, and team leaders who need to be able to motivate employees effectively. Motivation is a key factor in a leader's ability to accomplish goals. Motivation is what makes a team member want to accomplish the goal with a high level of quality, as opposed to just doing the minimum work required. This course will show you how you can motivate your team to do their best work for you and for the organization. You'll start by learning what motivation is and what it means to different individuals so that you can get the best out of each employee. Then, you'll build a motivating environment by learning motivational techniques that help establish a positive atmosphere of trust. Finally, you'll make investments that will lead to long-term results, by applying incentives and addressing underlying issues that might detract from motivation. A leader who can motivate a</p>

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	team to do its best will be in demand at any organization, so the skills and techniques you'll learn in this class should enhance your career as well as your team's performance.
<b>25. Motivating Your Employees</b>	In this course, you will identify the important role that motivation plays in keeping your employees working at high performance levels.
<b>26. Personal Financial Planning (Second Edition)</b>	<p>This course is intended primarily for entry-level managers and other professionals who need to manage their personal finances as they embark upon careers that will increase their financial worth.</p> <p>The need to think about finances and plan for the future is always present and increases in importance as a person grows older. Whether you're a novice or an expert, you'll want to improve and build upon what you already know. In this course, you will examine techniques for financial planning to secure your financial future. You'll start by learning how to understand your own financial situation, by budgeting, setting financial goals, and managing credit and debt prudently. You'll plan for the future by learning basic saving and investing concepts and techniques that will help you insure against undue risk and save your resources for big expenses and future goals. And you'll learn how to put your plan into action by building assets, limiting liabilities, and monitoring your progress and making needed corrections. These skills will not only help bring you personal financial security and peace of mind, but the basic concepts can carry over into your professional responsibilities as well, making you a better manager all around.</p>
<b>27. Presentation Skills (Second Edition)</b>	<p>This course is intended primarily for entry-level managers who need to deliver public presentations as part of their professional responsibilities.</p> <p>They say most adults fear speaking in public more than anything else! Nonetheless, at one point or another in professional life, almost everyone is in a situation where they need to make a presentation to a group. Making a public presentation doesn't have to be a fearful or difficult experience. The information in this course will help you deliver a polished presentation that captivates your audience. You'll learn how to approach the presentation by creating a plan, and how to develop presentation content that is well-organized and meaningful. You'll learn simple and effective techniques for preparing the presentation so that you can express your message clearly and confidently. And finally, you'll see how to give a dynamic presentation. Speaking in public is a great way to make a good personal impression on others, as well as to</p>

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	<p>represent your organization in the very best light. With the skills in this course, your presentation won't just be adequate—it will be excellent.</p>
<p><b>28. Providing Effective Feedback (Second Edition)</b></p>	<p>This course is intended primarily for entry-level managers, supervisors, and team leaders who need to provide feedback to employees in an effective and professional way.</p> <p>Feedback is a powerful tool for motivating, mentoring, and guiding employees. As a manager, it is your responsibility to learn how feedback works and how you can use it to enhance your own performance and that of your employees. In this course, you will learn how to target specific areas to improve your use of feedback in the workplace. You'll learn the difference between effective and ineffective feedback, and how to use feedback wisely and productively. And, you'll learn how to develop a mutually supportive and open environment where feedback is welcomed, not feared. Well-targeted feedback that is communicated effectively leads to continual performance throughout an organization; if you can develop this skill, your management abilities will always be valued.</p>
<p><b>29. Realistic Time Management Goals</b></p>	<p>Mastering the skill and art of time management is a worthy goal. In this course, you will identify strategies for improving your use of time. You will identify some strategies for pursuing effective time-management skills, including defining your personal and professional goals and analyzing your energy allocation. You will focus on the strategies that will help you move forward with confidence as you use your time more effectively and pursue your goals and dreams.</p>
<p><b>30. Recognizing and Avoiding Burnout (Second Edition)</b></p>	<p>This course is intended primarily for entry-level managers who need to manage workplace stress to avoid the phenomenon known as "burnout."</p> <p>Stress is a natural part of both personal and professional life. Unfortunately, undue or uncontrolled stress can lead to burnout, and can cause effective and valuable managers to seek job change or career interruption. This can be damaging both to the burned-out individual, as well as to the organization that needs to bear the cost of replacing an otherwise talented and valuable contributor.</p> <p>This course will show you how you can turn stress to your advantage and avoid the burnout trap. You'll understand the emotional process that turns stress into burnout. You'll learn to recognize and pinpoint the signs of impending burnout so that you can be proactive in addressing it. And, most importantly, you'll see how to get your work life and</p>

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	<p>personal attitudes back on track with practical approaches to ending burnout. Avoiding your own burnout is not only good for you—it's good for your organization. And, it can help you to help your peers, employees, and colleagues to move beyond their own burnout traps.</p>
<p><b>31. Recognizing and Managing Anger (Second Edition)</b></p>	<p>his course is intended primarily for entry-level managers who need to manage angry emotions as they naturally occur in the workplace. All humans are emotional creatures, and all our emotions, including anger, are normal and natural responses to different stimuli in our environment. However, when we express anger inappropriately or react to it too forcefully, it can lead to unprofessional behavior, poor communication, and damaged team relationships.</p> <p>This course will show you how to manage your anger and channel your negative emotional energy into effective behavior and outcomes. You'll learn the sources of anger and its roots in everyday situations. You'll learn to recognize the physical and emotional cues that trigger anger. And, most important, you'll develop skills to manage the angry emotions, express them appropriately, and use anger for positive ends. By applying these principles and techniques, you'll not only become a more effective employee and leader, but your anger-management behavior can also serve as a model for other members of your organization.</p>
<p><b>32. Recognizing Employee Performance (Second Edition)</b></p>	<p>This course is intended for entry-level managers, supervisors, and team leaders who need to recognize employee performance in an effective and appropriate manner. Recognizing outstanding performance on the part of an employee or a team leader is one of the most pleasant duties leaders have in the workplace. Proper recognition can not only motivate individual employees and spur them to improve their performance even more, but it can also provide a model and goal for other team members to work towards.</p> <p>This course will show you the techniques you can apply to recognize employee achievements in a professional and appropriate manner. You'll learn how to gather the information you will need so that you can plan the best approach to recognition. You'll see how to develop and select the appropriate type of reward. And, most importantly, you'll see how to deliver the recognition effectively and with consistency, so that it is a positive experience for individuals as well as the whole team. Proper employee recognition will enable you to increase employee morale and job satisfaction, and, ultimately,</p>

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	increase the overall performance levels in your organization.
<b>33. Setting Performance Goals and Expectations (Second Edition)</b>	<p>This course is intended primarily for entry-level managers, supervisors, and team leaders who need to set and communicate performance goals to employees in an effective and professional way. Goal-setting for employees is an important management responsibility. After all, if your team doesn't know where it's going, how will it know how to get there?</p> <p>This course will help you develop a systematic approach to setting performance goals and expectations for employees. You'll see how to establish initial goals that relate to performance objectives and accommodate employee interests. You'll learn to review and refine your goals continuously, and how to communicate the objectives and behaviors that will help your employees succeed. And, to ensure success, you'll learn techniques that will help you analyze performance, provide appropriate feedback, coach, and review your employees' work so that their productivity and also job satisfaction can continually improve. Good employees appreciate clear goals that enable them to achieve and excel; if you can instill this kind of goal-oriented atmosphere in your team, your management skills will be valuable in any kind of organization.</p>
<b>34. Solving Problems As A Team (Second Edition)</b>	<p>This course is intended for entry-level managers and team leaders who want to deal professionally and productively with the inevitable problems that arise in business situations. Problems arise in any business situation, and an effective leader can turn those problems into opportunities and lead a team towards an effective solution.</p> <p>In this course, you'll learn the techniques and steps that enable you to establish a team environment that promotes collaborative problem solving. You'll also establish a standard problem-solving process so that all team members feel that they are valued contributors. Finally, you'll bring the problem to a beneficial solution, and track its implementation and results. This is the kind of team leadership that can turn business problems into productive outcomes in any type of organization.</p>
<b>35. Time Management (Second Edition)</b>	<p>This course is intended primarily for entry-level managers who need to learn time-management techniques so that they can use their time appropriately to accomplish professional goals. Some managers fall into the trap of feeling that they have little or no time to devote to activities that would contribute most to their success. If you're like</p>

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	<p>that, this course will help you avoid the time-management traps that can impede your career goals.</p> <p>In this course, you'll learn about the payoffs of solid time management by examining your goals as well as your uses of time. You'll learn to plan your use of time by setting a daily schedule and choosing activities that use time effectively. Finally, you'll learn to control the time wasters in your day by managing and organizing communications, materials, and your surroundings. By setting goals and maximizing your time, you can accomplish what you want to do both personally and professionally in your life.</p>
<p><b>36. Understanding and Using Contracts (Second Edition)</b></p>	<p>This course is intended for entry-level managers who need to understand and use contracts as part of their professional responsibilities. Most professionals will have some sort of business dealings on a contract basis at some point in their careers. If you've never worked with a contract, creating and understanding the contract document and the contract process can seem intimidating. However, a well-written and implemented contract is a benefit to both parties.</p> <p>This course will show you how to be comfortable working with contracts. You'll learn the basic skills and procedures involved in creating, changing, and terminating contracts, including learning the basic elements of a contract. You'll see how to avoid pitfalls by recognizing your contract obligations as well as when contract performance is excused. Finally, you'll see how to get positive results from a contract by creating win-win situations, reviewing contracts, and—when necessary—pursuing legal remedies. By learning fundamental contract principles, you will be better able to get what you want in professional and personal situations, avoid misunderstandings and costly disputes, and achieve success in your business and personal ventures.</p>
<p><b>37. Writing Effective Emails</b></p>	<p>In this course, you will analyze your audience and organize your writing to create coherent and professional emails and Instant Messages.</p>