



## Course Catalog

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# Paradiso Solutions Course Catalog

## Introduction

**Paradiso's content catalog** offers a variety of excellent quality courses to companies across the Globe. The catalog contains over 3000+ courses for various sectors. Over the years we have created a catalogue of courses that greatly enhance the training process in most companies. Listed below are the titles of the courses –

Anti-Harassment	Human Resources	Spanish
Archived Streaming Video Library	Information Technology	Team Building
Banks and Credit Unions	Leadership	Telephone Skills
Business Etiquette	Management & Supervision	Time Management
Coaching & Counselling Employees	Managing Change	Video Production
Communication	Marketing	Workplace Violence
Competency Toolkits	Meeting Openers	Banking and Financial Compliance
Customer Service	Motivation & Personal Development	Corporate Compliance
Desktop Computer Skills	Personal Finance	Effective Communication
Diversity	Presentation & Facilitation Skills	HR Compliance
Ethics	Project Management	Individual Titles
Finance	Safety and Regulatory Compliance	Information Security and Privacy
Health and Wellness	Sales	Personal Development
Healthcare	Social Media	

All the courses are Scorm & AICC compliant and are optimized for the mobile learner.

## **SECTION-1 Collection includes:**

### **2500+ Video and eLearning Courses**

Employees can quickly find everything they need in our extensive library of employee training courses. 50+ new courses each month.

### **25 Course Areas**

A wide range of business training, professional skills, employee and IT skills topics, including employee communication, management training, employee compliance training, customer service and more.

### **No Limits to Employee eLearning**

Employees learn what they want, when they want, and where they want. And there are no limits on the number of courses they can take!

### **Desktop, Mobile & Tablet Access**

HR managers can deliver employee video training across platforms - desktop, mobile, and tablet. Our free app for iOS and Android simplifies human resource management of employee training.

### **Variety of Formats**

Our video training collection includes 1-hour eLearning courses for employees, 15-25 minute videos, as well as short 2-5 minute performance support programs that are very popular with HR managers.

### **Online Administration**

Today's busy HR manager or small business owner can easily add users, automate email reminders, assign courses and monitor progress. Full employee reporting is included, making our LMS (learning management system) an HR manager's dream.

TOPICS	COURSES	TOPICS	COURSES
Anti-Harassment	65	Management & Supervision	87
Archived Streaming Video Library / Collection Videos	126	Managing Change	30
Banks and Credit Unions	75	Marketing	8
Business Etiquette	11	Meeting Openers	73
Coaching & Counselling Employees	35	Motivation & Personal Development	103
Communication	169	Personal Finance	3
Competency Toolkits	214	Presentation & Facilitation Skills	37
Customer Service	66	Project Management	90
Desktop Computer Skills	107	Safety and Regulatory Compliance	323
Diversity	49	Sales	118
Ethics	51	Social Media	126
Finance	93	Spanish	37
Health and Wellness	29	Team Building	18
Healthcare	37	Telephone Skills	14
Human Resources	184	Time Management	12
Information Technology	69	Video Production	11
Leadership	113	Workplace Violence	16

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Anti-Harassment	Streaming Video	Real World Guide to Preventing Sexual Harassment in the Workplace	17
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Anti-Harassment	Streaming Video	Creating the Respect Effect: Preventing Harassment, Discrimination and Retaliation – Manager	10
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<b>Competency Toolkits</b>	Streaming Video	Performance Management - Improve the feedback employees receive on their performance	2
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<b>Competency Toolkits</b>	Streaming Video	Customer Service & Customer Focus - Balance the conflicting priorities of different customers	1
<b>Competency Toolkits</b>	Streaming Video	Customer Service & Customer Focus - Positively handle queries or complaints from your customers	1
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<b>Competency Toolkits</b>	Streaming Video	Developing Talent - Create a personal skill development plan	1
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<b>Competency Toolkits</b>	Streaming Video	Inspiring Others - Inform and inspire your employees regarding the team's vision	2
<b>Competency Toolkits</b>	Streaming Video	Inspiring Others - Show employees how they support the organization's goals and strategy	2
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<b>Competency Toolkits</b>	Streaming Video	Integrity & Trust - Perform an integrity review on your actions and behaviors	2
<b>Competency Toolkits</b>	Streaming Video	Integrity & Trust - Talk with your boss regarding how your actions and behaviors support the company mission and values	1
<b>Competency Toolkits</b>	Streaming Video	Integrity & Trust - Increase the actions and behaviors that demonstrate you are a reliable leader with integrity	2
<b>Competency Toolkits</b>	Streaming Video	Integrity & Trust - Build trust with others by building relationships with integrity	1
<b>Competency Toolkits</b>	Streaming Video	Integrity & Trust - Solve for the reasons you struggle to meet commitments	1
<b>Competency Toolkits</b>	Streaming Video	Leadership - Determine if your actions are consistent with your values	2
<b>Competency Toolkits</b>	Streaming Video	Leadership - Increase the consistency between your actions and the company values	1
<b>Competency Toolkits</b>	Streaming Video	Leadership - Analyze key experiences from the last two years to discover what you've learned	2
<b>Competency Toolkits</b>	Streaming Video	Leadership - Create a concise branding statement to connect others to the organization's vision	1
<b>Competency Toolkits</b>	Streaming Video	Leadership - Become a powerful and inspirational role model to others	1
<b>Competency Toolkits</b>	Streaming Video	Managing Conflict - Use a process for managing conflict with others	1
<b>Competency Toolkits</b>	Streaming Video	Managing Conflict - Learn how to recognize when team members need help managing conflict	1

<b>Competency Toolkits</b>	Streaming Video	Managing Conflict - Use a mediation process to help groups resolve existing conflict	1
<b>Competency Toolkits</b>	Streaming Video	Managing Conflict - Create a conflict management agenda item to create a conflict management culture	2
<b>Competency Toolkits</b>	Streaming Video	Managing Conflict - Identify someone who is good at conflict management who you can learn from	2
<b>Competency Toolkits</b>	Streaming Video	Organization Vision & Strategy - Identify what you need to do differently to effectively contribute to the organization strategy	1
<b>Competency Toolkits</b>	Streaming Video	Organization Vision & Strategy - Talk with your boss regarding how your actions and behaviors support the company mission and values	1
<b>Competency Toolkits</b>	Streaming Video	Organization Vision & Strategy - Select the actions you will take to lead the organization's vision and strategy	1
<b>Competency Toolkits</b>	Streaming Video	Organization Vision & Strategy - Ensure alignment to the organization's strategy before committing to a project or initiative	1
<b>Competency Toolkits</b>	Streaming Video	Organization Vision & Strategy - Determine how you will talk about, promote and share the organization's vision with others	2
<b>Competency Toolkits</b>	Streaming Video	Problem Solving & Decision Making - Evaluate whether you acted with appropriate speed to problems and issues	2
<b>Competency Toolkits</b>	Streaming Video	Problem Solving & Decision Making - Analyze essential information and the pros and cons of key decisions	1
<b>Competency Toolkits</b>	Streaming Video	Problem Solving & Decision Making - Determine what is required to ensure issues are solved in the right way at the right time	2
<b>Competency Toolkits</b>	Streaming Video	Problem Solving & Decision Making - Identify a number of potential solutions for the same problem	2
<b>Competency Toolkits</b>	Streaming Video	Problem Solving & Decision Making - Identify all possible outcomes before implementing a decision	1
<b>Competency Toolkits</b>	Streaming Video	Providing Challenging Work - Identify the actions you can take to increase the level of challenge in your own work	2
<b>Competency Toolkits</b>	Streaming Video	Providing Challenging Work - Talk to your boss about the right level of challenge for you	2
<b>Competency Toolkits</b>	Streaming Video	Providing Challenging Work - Increase the level of challenge an employee experiences at work	1
<b>Competency Toolkits</b>	Streaming Video	Providing Challenging Work - Perform a job evaluation to determine if a particular role uses an employee's best skills and abilities	2

<b>Competency Toolkits</b>	Streaming Video	Providing Challenging Work - Create the right level of work autonomy for your team	1
<b>Competency Toolkits</b>	Streaming Video	Providing Resources - Define the strategic priorities for the department and align the required resources	2
<b>Competency Toolkits</b>	Streaming Video	Providing Resources - Consider the customers' needs when allocating resources	2
<b>Competency Toolkits</b>	Streaming Video	Providing Resources - Create a resource management agenda item to ensure team needs are met	2
<b>Competency Toolkits</b>	Streaming Video	Providing Resources - Identify the resources you need to be successful in your role	1
<b>Competency Toolkits</b>	Streaming Video	Providing Resources - Evaluate how well you manage the team or department resources	1
<b>Competency Toolkits</b>	Streaming Video	Recognition - Employees are recognized for their accomplishments and contribution	2
<b>Competency Toolkits</b>	Streaming Video	Recognition - Find others within the organization who can give praise and recognition to your team	1
<b>Competency Toolkits</b>	Streaming Video	Recognition - Create the right balance between public and private recognition	2
<b>Competency Toolkits</b>	Streaming Video	Recognition - Recognize your peers for their contributions and accomplishments	1
<b>Competency Toolkits</b>	Streaming Video	Recognition - Recognize your boss for his or her contribution to the team's achievements and your individual success	1
<b>Competency Toolkits</b>	Streaming Video	Teamwork - Increase objectivity by identifying various perspectives of the same situation	1
<b>Competency Toolkits</b>	Streaming Video	Teamwork - Determine your work priorities as a leader and as an individual contributor	1
<b>Competency Toolkits</b>	Streaming Video	Teamwork - Increase your willingness to share your knowledge and expertise with others	1
<b>Competency Toolkits</b>	Streaming Video	Teamwork - Create a team meeting agenda item to reinforce great teamwork	2
<b>Competency Toolkits</b>	Streaming Video	Teamwork - Encourage project teams and work teams to rely on each other's skills, knowledge, and abilities	1
<b>Competency Toolkits</b>	Streaming Video	Work/Life Balance - Understand what work/life balance looks like for each person	2

<b>Competency Toolkits</b>	Streaming Video	Work/Life Balance - Determine if the workload is right for your employees and for the company	1
<b>Competency Toolkits</b>	Streaming Video	Work/Life Balance - Define what great work balance looks like for you	1
<b>Competency Toolkits</b>	Streaming Video	Work/Life Balance - Meet with your boss to discuss your work/life balance needs	1
<b>Competency Toolkits</b>	Streaming Video	Work/Life Balance - Check your personal expectations regarding your workload and job requirements	1
<b>Competency Toolkits</b>	Streaming Video	Get to Know Others - New hires learn what their peers wished they had known when they first started their job	2
<b>Competency Toolkits</b>	Streaming Video	Get to Know Others - Team members introduce themselves to the new hire	1
<b>Competency Toolkits</b>	Streaming Video	Get to Know Others - New hires learn what they can expect from their new manager	2
<b>Competency Toolkits</b>	Streaming Video	Get to Know Others - Managers learn what is most important to create a great work situation for each new employee	2
<b>Competency Toolkits</b>	Streaming Video	Get to Know Others - New hires learn more about the company and its customers	2
<b>Competency Toolkits</b>	Streaming Video	Get to Know Others - Team members discuss the team's overall purpose and deliverables with the new hire	1
<b>Competency Toolkits</b>	Streaming Video	Understand the Role - New employees learn how they fit in with the team and how they can contribute to the organization	1
<b>Competency Toolkits</b>	Streaming Video	Understand the Role - New hires learn from co-workers why it's great to work for the team and the company	1
<b>Competency Toolkits</b>	Streaming Video	Understand the Role - Determine how you make a positive impact on the team and within the company	2
<b>Competency Toolkits</b>	Streaming Video	Understand and Align Goals and Expectations - New hires learn what they must do in the next six months to be a high performing employee	2
<b>Competency Toolkits</b>	Streaming Video	Understand and Align Goals and Expectations - New hires learn what work they must do and what they must achieve in the first few weeks on the job	1
<b>Competency Toolkits</b>	Streaming Video	Understand and Align Goals and Expectations - New employees are reconnected to the work they must do and achieve	1
<b>Competency Toolkits</b>	Streaming Video	Understand and Align Goals and Expectations - Get clear on your work priorities for the next six months	1

<b>Competency Toolkits</b>	Streaming Video	Understand and Align Goals and Expectations - New hires get clear on the work and challenges that lie ahead	2
<b>Competency Toolkits</b>	Streaming Video	Build a Network - Find out who can provide the information you need to be successful in your job	1
<b>Competency Toolkits</b>	Streaming Video	Build a Network - New hires get to know their co-workers roles, skills and expertise	2
<b>Competency Toolkits</b>	Streaming Video	Build a Network - Team members help new hires build a network of people within the company	1
<b>Competency Toolkits</b>	Streaming Video	Build a Network - New hires have a network of resources for coaching, feedback and skill building	2
<b>Competency Toolkits</b>	Streaming Video	Get Feedback - New employees receive frequent coaching and information to ensure the right work is done at the right time	1
<b>Competency Toolkits</b>	Streaming Video	Get Feedback - New hires receive feedback on what they've done so far and learn what they must do in the future	1
<b>Competency Toolkits</b>	Streaming Video	Get Feedback - Review your current level of performance and determine what you should do going forward	1
<b>Competency Toolkits</b>	Streaming Video	Get Feedback - Managers receive feedback from their new hires	2
<b>Competency Toolkits</b>	Streaming Video	Get Feedback - New hires receive a review of their performance since starting their new job	2
<b>Competency Toolkits</b>	Streaming Video	Develop Skills and Capabilities - Know what skills and knowledge the new hire must build to be successful in the new role	1
<b>Competency Toolkits</b>	Streaming Video	Develop Skills and Capabilities - New hires explore how they can grow and develop within the company	1
<b>Competency Toolkits</b>	Streaming Video	Investigating Options - Identify potential career opportunities	1
<b>Competency Toolkits</b>	Streaming Video	Investigating Options - Explore the jobs and opportunities within the company	1
<b>Competency Toolkits</b>	Streaming Video	Investigating Options - Identify your current skills and capabilities and determine what gaps exist	1
<b>Competency Toolkits</b>	Streaming Video	Investigating Options - Reconcile a situation with little to no career opportunities	1
<b>Competency Toolkits</b>	Streaming Video	Investigating Options - Employees learn about the company career system	1



<b>Competency Toolkits</b>	Streaming Video	Investigating Options - Get to know employee's career desires and aspirations	1
<b>Competency Toolkits</b>	Streaming Video	Investigating Options - Set appropriate expectations with employees regarding their career plans	2
<b>Competency Toolkits</b>	Streaming Video	Building for the Future - Create a skill development plan	1
<b>Competency Toolkits</b>	Streaming Video	Building for the Future - Strengthen your personal network	1
<b>Competency Toolkits</b>	Streaming Video	Building for the Future - Create a solid career plan	1
<b>Competency Toolkits</b>	Streaming Video	Building for the Future - Brand yourself to others	1
<b>Competency Toolkits</b>	Streaming Video	Building for the Future - Create a career plan with your employee	1
<b>Competency Toolkits</b>	Streaming Video	Building for the Future - Identify skill development opportunities for your employee	1
<b>Competency Toolkits</b>	Streaming Video	Building for the Future - Help build your employee's professional network	1
<b>Competency Toolkits</b>	Streaming Video	Communication - Evaluate how well you listen to others' ideas and opinions	2
<b>Competency Toolkits</b>	Streaming Video	Communication - Create communication reminders for the most frequent audiences you interact with	1
<b>Competency Toolkits</b>	Streaming Video	Communication - Use three communication elements to strengthen your ability to deliver clear and concise messages	2
<b>Competency Toolkits</b>	Streaming Video	Communication - Learn how to compose clear and concise emails for any audience	2
<b>Competency Toolkits</b>	Streaming Video	Communication - Learn how to confidently articulate the positive attributes and benefits of your ideas	1
<b>Competency Toolkits</b>	Streaming Video	Customer Focus - Keep your customers informed of key information, progress and status updates	1
<b>Competency Toolkits</b>	Streaming Video	Customer Focus - Know what your customers' needs and what you can do to meet these needs	1
<b>Competency Toolkits</b>	Streaming Video	Customer Focus - Positively handle queries or complaints from your customers	1

<b>Competency Toolkits</b>	Streaming Video	Customer Focus - Understand the changing needs of your customers and work to anticipate and meet those needs	1
<b>Competency Toolkits</b>	Streaming Video	Customer Focus - Balance the conflicting priorities of different customers	1
<b>Competency Toolkits</b>	Streaming Video	Decision Making - Identify all possible outcomes before implementing a decision	1
<b>Competency Toolkits</b>	Streaming Video	Decision Making - Analyze essential information and the pros and cons of key decisions	1
<b>Competency Toolkits</b>	Streaming Video	Decision Making - Identify all possible outcomes before implementing a decision	1
<b>Competency Toolkits</b>	Streaming Video	Decision Making - Involve the right people and gather the right information to make great decisions	1
<b>Competency Toolkits</b>	Streaming Video	Decision Making - Evaluate the effectiveness of your decision making capabilities	1
<b>Competency Toolkits</b>	Streaming Video	Delegating - Establish clear agreements regarding what will be done when delegating to employees	1
<b>Competency Toolkits</b>	Streaming Video	Delegating - Determine what you can delegate to others to be more effective in your role	2
<b>Competency Toolkits</b>	Streaming Video	Delegating - Effectively confront others when agreements are broken	2
<b>Competency Toolkits</b>	Streaming Video	Delegating - Strengthen your leadership capabilities through delegation	2
<b>Competency Toolkits</b>	Streaming Video	Delegating - Increase buy-in for your requests when delegating to others	1
<b>Competency Toolkits</b>	Streaming Video	Developing Others - Employees receive feedback on their job performance	1
<b>Competency Toolkits</b>	Streaming Video	Developing Others - Recognize employees who seek out ways to improve the way things get done	2
<b>Competency Toolkits</b>	Streaming Video	Developing Others - Create a skill development plan with your employee	1
<b>Competency Toolkits</b>	Streaming Video	Developing Others - Top two actions your employees can do to improve their capabilities and contribute to organization	1
<b>Competency Toolkits</b>	Streaming Video	Developing Others - Connect every employee's individual goals to the organization's vision and strategy	1

<b>Competency Toolkits</b>	Streaming Video	Leadership - Increase the consistency between your actions and the company values	1
<b>Competency Toolkits</b>	Streaming Video	Leadership - Evaluate how fair you are with others	2
<b>Competency Toolkits</b>	Streaming Video	Leadership - Perform an integrity review on your actions and behaviors	2
<b>Competency Toolkits</b>	Streaming Video	Leadership - Create a concise branding statement to connect others to the organization's vision	1
<b>Competency Toolkits</b>	Streaming Video	Leadership - Evaluate the success of projects based on how well it moved the company towards its vision and strategy	1
<b>Competency Toolkits</b>	Streaming Video	Leading Meetings - Prepare thoroughly for any meeting	2
<b>Competency Toolkits</b>	Streaming Video	Leading Meetings - Become a significant and contributing meeting member	2
<b>Competency Toolkits</b>	Streaming Video	Leading Meetings - Create meeting behavior expectations with your team	2
<b>Competency Toolkits</b>	Streaming Video	Leading Meetings - Learn how to stay focused in meetings	2
<b>Competency Toolkits</b>	Streaming Video	Leading Meetings - Conduct effective and efficient meetings	1
<b>Competency Toolkits</b>	Streaming Video	Negotiating - Use objective criteria to evaluate proposed agreements	2
<b>Competency Toolkits</b>	Streaming Video	Negotiating - Strengthen your ability to advocate for interests rather than positions	2
<b>Competency Toolkits</b>	Streaming Video	Negotiating - Stay open to various and creative solutions	2
<b>Competency Toolkits</b>	Streaming Video	Negotiating - Avoid getting personal by keeping the focus on issues, not individuals	2
<b>Competency Toolkits</b>	Streaming Video	Negotiating - Implement negotiation strategies to cope with difficult or unethical individuals	1
<b>Competency Toolkits</b>	Streaming Video	Organizational Effectiveness - Take action to provide the resources employees need for success	1
<b>Competency Toolkits</b>	Streaming Video	Organizational Effectiveness - Share with others what idea or course of action you think is best	1

<b>Competency Toolkits</b>	Streaming Video	Organizational Effectiveness - Build relationships with colleagues to learn about their role, skills and expertise	1
<b>Competency Toolkits</b>	Streaming Video	Organizational Effectiveness - Evaluate how well you manage the team or department resources	1
<b>Competency Toolkits</b>	Streaming Video	Organizational Effectiveness - Know how to navigate people relationships and within the organization's structure	1
<b>Competency Toolkits</b>	Streaming Video	Performance Measurement - Actively monitor the current status of your project	2
<b>Competency Toolkits</b>	Streaming Video	Performance Measurement - Set team expectations for reporting and sharing project and task status	1
<b>Competency Toolkits</b>	Streaming Video	Performance Measurement - Determine how quick and informative project information will be delivered from the team	1
<b>Competency Toolkits</b>	Streaming Video	Performance Measurement - Discuss with the team why problems and difficult information must be shared right away	2
<b>Competency Toolkits</b>	Streaming Video	Performance Measurement - Identify the performance measures you will use to determine project performance	1
<b>Competency Toolkits</b>	Streaming Video	Perspective - Select the actions you will take to lead the organization's vision and strategy	1
<b>Competency Toolkits</b>	Streaming Video	Perspective - Know the competition and how it compares to your company's products and services	1
<b>Competency Toolkits</b>	Streaming Video	Perspective - Analyze key experiences from the last two years to discover what you've learned	2
<b>Competency Toolkits</b>	Streaming Video	Perspective - Ensure alignment to the organization's strategy before committing to a project or initiative	1
<b>Competency Toolkits</b>	Streaming Video	Perspective - Encourage the capturing and sharing of best practices and lessons learned	1
<b>Competency Toolkits</b>	Streaming Video	Problem Solving - Learn how to recognize when team members need help managing conflict	1
<b>Competency Toolkits</b>	Streaming Video	Problem Solving - Use a mediation process to help groups resolve existing conflict	1
<b>Competency Toolkits</b>	Streaming Video	Problem Solving - Determine what is required to ensure issues are solved in the right way at the right time	2
<b>Competency Toolkits</b>	Streaming Video	Problem Solving - Identify a number of potential solutions for the same problem	2

<b>Competency Toolkits</b>	Streaming Video	Problem Solving - Involve others in solving important problems and issues	2
<b>Competency Toolkits</b>	Streaming Video	Project Planning - Ensure your project plan has the key components required for success	1
<b>Competency Toolkits</b>	Streaming Video	Project Planning - Identify the individuals who must be informed and updated on the project plan	1
<b>Competency Toolkits</b>	Streaming Video	Project Planning - Create a compelling and concise branding statement for your project	1
<b>Competency Toolkits</b>	Streaming Video	Project Planning -Determine the tools and resources you will use to effectively plan your project	1
<b>Competency Toolkits</b>	Streaming Video	Project Planning - Identify how you will involve the team in planning the project	1
<b>Competency Toolkits</b>	Streaming Video	Risk Management - Identify potential risks for any project	1
<b>Competency Toolkits</b>	Streaming Video	Risk Management - Consider both the impact and likelihood project risks will materialize	1
<b>Competency Toolkits</b>	Streaming Video	Risk Management - Know how to respond to project risks appropriately	1
<b>Competency Toolkits</b>	Streaming Video	Risk Management - Minimize the consequences of adverse situations on the project	2
<b>Competency Toolkits</b>	Streaming Video	Risk Management - Understand past problems and plan for their potential impact on the project	2
<b>Competency Toolkits</b>	Streaming Video	Teambuilding - Encourage project teams and work teams to rely on each other's skills, knowledge, and abilities	1
<b>Competency Toolkits</b>	Streaming Video	Teambuilding - Identify actions the team can take to strengthen how they work with others within the company	1
<b>Competency Toolkits</b>	Streaming Video	Teambuilding - Create behavior norms and expectations for working together as a team	2
<b>Competency Toolkits</b>	Streaming Video	Teambuilding - Create a team culture that capitalizes on team member strengths	1
<b>Competency Toolkits</b>	Streaming Video	Teambuilding - Discuss how the team's goals and core work is directly connected to the company's strategy	1
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<b>Meeting Openers</b>	Streaming Video	Bad Fur Day	5
<b>Meeting Openers</b>	Streaming Video	My Idea	2
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<b>Motivation &amp; Personal Development</b>	Streaming Video	Cutting Edge Communication: Creating Positive Impressions	6

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<b>Motivation &amp; Personal Development</b>	Streaming Video	Emotional Intelligence: Developing Self-Regulation	8
<b>Motivation &amp; Personal Development</b>	Streaming Video	Emotional Intelligence: Developing Self-Motivation	4
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<b>Motivation &amp; Personal Development</b>	Streaming Video	Succeeding at Change with Stephen Covey	5
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<b>Motivation &amp; Personal Development</b>	Streaming Video	Biggest Employee Time Wasters	3
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<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Presentation Skills: Punching Up Your Presentation	5
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<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Presentation Skills: Using Audio Visuals	6
<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Presentation Skills: Right Before the Presentation	5
<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Presentation Skills: Psyching Up, Not Out	4
<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Presentation Skills: Handling Questions	5
<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Presentation Skills: Handling Distractions	3

<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Presentation Skills: After the Presentation	2
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<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Persuasive Presentation Skills: A Winning Outline (Part 2)	6
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<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Powerful Presentation Skills: Module 3 Confidence-It Will Make or Break You	10
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<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Powerful Presentation Skills: Module 5 Connect with Your Audience	5
<b>Presentation &amp; Facilitation Skills</b>	Streaming Video	Powerful Presentation Skills: Module 6 Handling Unexpected Situations With Immediate Resolve	9
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<b>Project Management</b>	Streaming Video	Project Management: The Project Charter	7
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<b>Project Management</b>	Streaming Video	Project Management: Communications	9
<b>Project Management</b>	Streaming Video	Project Management: Measuring and Tracking	8
<b>Project Management</b>	Streaming Video	Project Management: Handling Change	7
<b>Project Management</b>	Streaming Video	Project Management: Preparing for People Problems	7
<b>Project Management</b>	Streaming Video	Project Management: Completing the Project	6
<b>Project Management</b>	Streaming Video	Project Management: Managing a Project Manager	5
<b>Project Management</b>	Streaming Video	Project Management Essentials: Introduction	10
<b>Project Management</b>	Streaming Video	Project Management Essentials: Module 1 Initiation	10
<b>Project Management</b>	Streaming Video	Project Management Essentials: Module 2 Planning & Execution	20
<b>Project Management</b>	Streaming Video	Project Management Essentials: Module 3 Monitoring & Controlling	11
<b>Project Management</b>	Streaming Video	Project Management Essentials: Module 4 Closing	3
<b>Project Management</b>	Streaming Video	Communication - Evaluate how well you listen to others' ideas and opinions	2
<b>Project Management</b>	Streaming Video	Communication - Create communication reminders for the most frequent audiences you interact with	1
<b>Project Management</b>	Streaming Video	Communication - Use three communication elements to strengthen your ability to deliver clear and concise messages	2

<b>Project Management</b>	Streaming Video	Communication - Learn how to compose clear and concise emails for any audience	2
<b>Project Management</b>	Streaming Video	Communication - Learn how to confidently articulate the positive attributes and benefits of your ideas	1
<b>Project Management</b>	Streaming Video	Customer Focus - Keep your customers informed of key information, progress and status updates	1
<b>Project Management</b>	Streaming Video	Customer Focus - Know what your customers' needs and what you can do to meet these needs	1
<b>Project Management</b>	Streaming Video	Customer Focus - Positively handle queries or complaints from your customers	1
<b>Project Management</b>	Streaming Video	Customer Focus - Understand the changing needs of your customers and work to anticipate and meet those needs	1
<b>Project Management</b>	Streaming Video	Customer Focus - Balance the conflicting priorities of different customers	1
<b>Project Management</b>	Streaming Video	Decision Making - Identify all possible outcomes before implementing a decision	1
<b>Project Management</b>	Streaming Video	Decision Making - Analyze essential information and the pros and cons of key decisions	1
<b>Project Management</b>	Streaming Video	Decision Making - Identify all possible outcomes before implementing a decision	1
<b>Project Management</b>	Streaming Video	Decision Making - Involve the right people and gather the right information to make great decisions	1
<b>Project Management</b>	Streaming Video	Decision Making - Evaluate the effectiveness of your decision making capabilities	1
<b>Project Management</b>	Streaming Video	Delegating - Establish clear agreements regarding what will be done when delegating to employees	1
<b>Project Management</b>	Streaming Video	Delegating - Determine what you can delegate to others to be more effective in your role	2
<b>Project Management</b>	Streaming Video	Delegating - Effectively confront others when agreements are broken	2
<b>Project Management</b>	Streaming Video	Delegating - Strengthen your leadership capabilities through delegation	2
<b>Project Management</b>	Streaming Video	Delegating - Increase buy-in for your requests when delegating to others	1

<b>Project Management</b>	Streaming Video	Developing Others - Employees receive feedback on their job performance	1
<b>Project Management</b>	Streaming Video	Developing Others - Recognize employees who seek out ways to improve the way things get done	2
<b>Project Management</b>	Streaming Video	Developing Others - Create a skill development plan with your employee	1
<b>Project Management</b>	Streaming Video	Developing Others - Top two actions your employees can do to improve their capabilities and contribute to organization	1
<b>Project Management</b>	Streaming Video	Developing Others - Connect every employee's individual goals to the organization's vision and strategy	1
<b>Project Management</b>	Streaming Video	Leadership - Increase the consistency between your actions and the company values	1
<b>Project Management</b>	Streaming Video	Leadership - Evaluate how fair you are with others	2
<b>Project Management</b>	Streaming Video	Leadership - Perform an integrity review on your actions and behaviors	2
<b>Project Management</b>	Streaming Video	Leadership - Create a concise branding statement to connect others to the organization's vision	1
<b>Project Management</b>	Streaming Video	Leadership - Evaluate the success of projects based on how well it moved the company towards its vision and strategy	1
<b>Project Management</b>	Streaming Video	Leading Meetings - Prepare thoroughly for any meeting	2
<b>Project Management</b>	Streaming Video	Leading Meetings - Become a significant and contributing meeting member	2
<b>Project Management</b>	Streaming Video	Leading Meetings - Create meeting behavior expectations with your team	2
<b>Project Management</b>	Streaming Video	Leading Meetings - Learn how to stay focused in meetings	2
<b>Project Management</b>	Streaming Video	Leading Meetings - Conduct effective and efficient meetings	1
<b>Project Management</b>	Streaming Video	Negotiating - Use objective criteria to evaluate proposed agreements	2
<b>Project Management</b>	Streaming Video	Negotiating - Strengthen your ability to advocate for interests rather than positions	2

<b>Project Management</b>	Streaming Video	Negotiating - Stay open to various and creative solutions	2
<b>Project Management</b>	Streaming Video	Negotiating - Avoid getting personal by keeping the focus on issues, not individuals	2
<b>Project Management</b>	Streaming Video	Negotiating - Implement negotiation strategies to cope with difficult or unethical individuals	1
<b>Project Management</b>	Streaming Video	Organizational Effectiveness - Take action to provide the resources employees need for success	1
<b>Project Management</b>	Streaming Video	Organizational Effectiveness - Share with others what idea or course of action you think is best	1
<b>Project Management</b>	Streaming Video	Organizational Effectiveness - Build relationships with colleagues to learn about their role, skills and expertise	1
<b>Project Management</b>	Streaming Video	Organizational Effectiveness - Evaluate how well you manage the team or department resources	1
<b>Project Management</b>	Streaming Video	Organizational Effectiveness - Know how to navigate people relationships and within the organization's structure	1
<b>Project Management</b>	Streaming Video	Performance Measurement - Actively monitor the current status of your project	2
<b>Project Management</b>	Streaming Video	Performance Measurement - Set team expectations for reporting and sharing project and task status	1
<b>Project Management</b>	Streaming Video	Performance Measurement - Determine how quick and informative project information will be delivered from the team	1
<b>Project Management</b>	Streaming Video	Performance Measurement - Discuss with the team why problems and difficult information must be shared right away	2
<b>Project Management</b>	Streaming Video	Performance Measurement - Identify the performance measures you will use to determine project performance	1
<b>Project Management</b>	Streaming Video	Perspective - Select the actions you will take to lead the organization's vision and strategy	1
<b>Project Management</b>	Streaming Video	Perspective - Know the competition and how it compares to your company's products and services	1
<b>Project Management</b>	Streaming Video	Perspective - Analyze key experiences from the last two years to discover what you've learned	2
<b>Project Management</b>	Streaming Video	Perspective - Ensure alignment to the organization's strategy before committing to a project or initiative	1

<b>Project Management</b>	Streaming Video	Perspective - Encourage the capturing and sharing of best practices and lessons learned	1
<b>Project Management</b>	Streaming Video	Problem Solving - Learn how to recognize when team members need help managing conflict	1
<b>Project Management</b>	Streaming Video	Problem Solving - Use a mediation process to help groups resolve existing conflict	1
<b>Project Management</b>	Streaming Video	Problem Solving - Determine what is required to ensure issues are solved in the right way at the right time	2
<b>Project Management</b>	Streaming Video	Problem Solving - Identify a number of potential solutions for the same problem	2
<b>Project Management</b>	Streaming Video	Problem Solving - Involve others in solving important problems and issues	2
<b>Project Management</b>	Streaming Video	Project Planning - Ensure your project plan has the key components required for success	1
<b>Project Management</b>	Streaming Video	Project Planning - Identify the individuals who must be informed and updated on the project plan	1
<b>Project Management</b>	Streaming Video	Project Planning - Create a compelling and concise branding statement for your project	1
<b>Project Management</b>	Streaming Video	Project Planning -Determine the tools and resources you will use to effectively plan your project	1
<b>Project Management</b>	Streaming Video	Project Planning - Identify how you will involve the team in planning the project	1
<b>Project Management</b>	Streaming Video	Risk Management - Identify potential risks for any project	1
<b>Project Management</b>	Streaming Video	Risk Management - Consider both the impact and likelihood project risks will materialize	1
<b>Project Management</b>	Streaming Video	Risk Management - Know how to respond to project risks appropriately	1
<b>Project Management</b>	Streaming Video	Risk Management - Minimize the consequences of adverse situations on the project	2
<b>Project Management</b>	Streaming Video	Risk Management - Understand past problems and plan for their potential impact on the project	2
<b>Project Management</b>	Streaming Video	Teambuilding - Encourage project teams and work teams to rely on each other's skills, knowledge, and abilities	1

<b>Project Management</b>	Streaming Video	Teambuilding - Identify actions the team can take to strengthen how they work with others within the company	1
<b>Project Management</b>	Streaming Video	Teambuilding - Create behavior norms and expectations for working together as a team	2
<b>Project Management</b>	Streaming Video	Teambuilding - Create a team culture that capitalizes on team member strengths	1
<b>Project Management</b>	Streaming Video	Teambuilding - Discuss how the team's goals and core work is directly connected to the company's strategy	1
<b>Safety and Regulatory Compliance</b>	Streaming Video	What Do You See?	8
<b>Safety and Regulatory Compliance</b>	Streaming Video	Cutting Edge Communication: De-Cluttering the Office	8
<b>Safety and Regulatory Compliance</b>	Streaming Video	Safety in the Commercial Kitchen	27
<b>Safety and Regulatory Compliance</b>	Streaming Video	Recipe for Health & Safety: Practical Health and Safety in the Workplace	23
<b>Safety and Regulatory Compliance</b>	Streaming Video	Workplace Bullying	9
<b>Safety and Regulatory Compliance</b>	Streaming Video	Alcohol Abuse in the Workplace Series: Testing Procedures	25
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