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COURSES

Full Length (20-60 minutes)

Ensure Strategy Alignment
An organization's strategy is what drives everyone's work. Every department, team, project group, and individual should be working in some way to help the company achieve its goals and overall strategy—it's what we are hired to do. And if we were hired to help the company achieve it's goals, then we should always be aware of how our work connects to the overall strategy. This course will help you evaluate how well new projects, work or assignments connect to the company's strategy—before you commit to them. This evaluation will help you stay true to your purpose—to help deliver the company's goals, without getting sidetracked or bogged down by work that is not core to your role and purpose.By completing this course, you will be able ensure alignment to the organization's strategy before committing to a project or initiative. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Identify All Outcomes of a Potential Decision
Making decisions is something we do each and every day. Sometimes we make a lot of small decisions, other times we must make decisions that have a significant impact on our work or others. Of course, each of us wants to make a great decision each and every time. However, that's not always easy. Making good, sound decisions takes thought and consideration. This course will help you develop the habit of considering different decision options and the consequences of each option. Use the Decision Making Guidelines, you will build your skills and capabilities to think through the options to make a great decision each and every time. By completing this course, you will be able to identify all possible outcomes before implementing a decision. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Know and Meet Customer Needs
Our customers are typically the reason we do what we do. Our work, whether it's a project, task or assignment, always directly or indirectly impacts our customers. Therefore it makes sense that if we want to perform our jobs well and deliver great results, we must truly know and understand our customers the best that we can.This course will help you learn as much information as possible about your customers in order to better anticipate, understand, and meet your customer's needs. By completing this course, you will understand the changing needs of your customers and know how to anticipate and meet those needs. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Learn Workplace Technology
One of the best ways to contribute to your company is to grow and develop your skills and capabilities. This is because individuals with strong expertise and experience increase innovation, contribute to higher productivity levels, and improve customer service. While each of us was hired because of our skills and capabilities, our expertise and experience definitely grows over time, thus increasing our contribution to the organization.This course will help you identify technology you will learn to strengthen your skills at work. The technology may be a software program, a new mobile device, a piece of machinery, or may even be an existing system you want to gain super user status in. This technology may be fairly simple and straightforward or it may be more complex and require time to create proficiency. This course will help you determine the best technology for you to learn for your job right now. By completing this course, you will be able to learn a new workplace technology to enhance your individual work performance. This course has been approved for

1 hour of PDU credit from PMI (Project Management Institute).

Organizing Your Workspace

Just as your words and actions reflect your values and work ethic, the appearance of your workspace reflects who you are too. This makes sense. Think about a person with a neat and organized desk. Typically we think of this person as dependable, capable and committed to quality. On the other hand, someone with a messy and unorganized workspace may be seen as lazy, unskilled, and unreliable. While we know this isn't always true, there are plenty of highly successful people with unorganized workspaces, it's also true that perceptions matter. And if perceptions matter, then it makes sense to do the things needed to ensure you are perceived in the best way possible, and this includes maintaining a well organized workspace.This course will help you organize and unclutter your workspace to create an efficient and clutter free environment. By completing this course, you will know how to organize your workspace and maintain a clutter free and productive work environment. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Resources for Success

Most organizations have a limited amount of time, people, and money; and thus must make tough decisions when allocating resources. The challenge for each of us, as individual employees, is to be clear on what we really need to be successful, and to identify how we can work with what we've got. Once we know this, we can determine what actions may be taken to secure the additional resources required to deliver our individual goals and achieve great results.This course will help you look at each assignment, task or project and determine what resources you need to deliver this work at a high level of performance. You will then determine what you must have to be successful, and create plan to

secure the resources for your job. As with all resources, sometimes compromises are needed, however, being able to clearly articulate why you need the resource and how it can help you in your job, will increase the likelihood of your success. By completing this course, you will be able to identify the resources you need to be successful in your role. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Seeking Out Cutting Edge Ideas

As an individual working for a company, it is part of your job to be innovative and creative; to look for new ways to solve old problems, and identify how you can better meet your customers' needs. The great thing about this, is when you increase your innovative and creative actions, you'll find your work is exciting and challenging, you'll increase your contribution to the company, and others will start to notice your great work too.This course will help you understand where you can be innovative, that is to know what you have control or influence over. It is these areas, what we can control or influence, that we can successfully innovate. Trying to improve something we have no control over tends not to work so well, so why not focus on the areas where you can make a difference. By completing this course, you will know how to seek out new or cutting edge programs or processes that positively impact the organization's strategy. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Strengthen Job Required Skills

The greater our position knowledge is, the better we are able to perform our job and not only meet expectations, but also exceed them. So whether you're in a new role, or have been in the same job for a while, making the effort to understand all aspects of your job is essential. This course will help you create a comprehensive summary of your position to create a broader understanding

of your individual purpose and contribution within the company, as well as know what skills and capabilities are required to perform your job at a higher level of performance.By completing this course, you will know how to increase your ability to perform the processes and procedures required for your job. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Understanding Financial Management

As you grow in your career you take on more responsibility and are asked to handle more difficult tasks. This often includes managing some aspect of the company's finances. Whether it's managing a team or department budget, applying critical accounting principles, or making large purchase decisions, your leadership role requires you to have a certain level of financial management capabilities. This course will help you determine how you can take your financial management skills to the next level by understanding your current capabilities, selecting what skills you will build, and identifying the development methods that will work best for you. By completing this course, you will know how to take your knowledge and understanding of financial management to the next level. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Work Place Rules and Policies

Rules in the workplace tend not to get a lot of attention; subjects like performance, engagement, strategy, and the bottom line are typically the most talked about topics. Yet a company's rules and policies are essential to its success. More importantly, the willingness of individuals to abide by them, even when unpopular is a must. Just like when we were young, workplace rules are created for a reason. They keep us safe, keep the company in compliance, project a positive image to customers, and ensure fair treatment for all. This course will help you identify how well you follow and adhere to company policies. The purpose of this course is to help you think about your attitude and actions regarding rules and guidelines and then determine if adjustments to your actions should be made. By completing this course, you will be able to evaluate how well you adhere to critical work place rules and policies. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Clear and Concise Emails

This course presents four communication principles you can apply to any email you compose, for any person you want to communicate with. While simple and straightforward, it will take a conscious effort to apply these principles and practice using them. By completing this course, you will know how to compose clear and concise emails for any audience.

Effective Decision Making

This course will help you evaluate the current effectiveness of your decision making skills, and determine what you can do to develop your decision making skills and strengthen your job performance and leadership skills. By completing this course, you will know how to evaluate the effectiveness of your decision-making capabilities.

Know the Competition

This course will help you get to know the competition, and there will be times you to need to research new information. To do this you have a number of resources available to you. Consider using a combination of sources to obtain a full understanding of the situation. By completing this course, you will know the competition and how it compares to your company's products and services.

Meeting Customer Needs

This course will help you determine what your

customers need and are looking for from you and the company. Once you have a clear idea of what your customer requires, you will be able to identify the actions you can take to help meet those needs. By completing this course, you will know what your customers need and what you can do to meet these needs.

Navigate within the Organization Structure
This course will help you get to know the people relationships and structure within your organization. This can seem like a daunting task no matter how big your company may be, and the larger the company, certainly the more challenging this assignment becomes. With that said, the best place to start will be to focus on one or two areas and then expanding your knowledge from there. By completing this course, you will know how to navigate people relationships and within the organization's structure.

Performance Measures for Performance
This course will help you select the performance measures need to evaluate the progress and success of your project. When should you perform this process? If you don't have performance measures for your project, then any time is a good time. With that said, the closer to the beginning of the project the better. However, if you're in the middle of a project, it's not too late. You can still select performance measures and gain agreement from stakeholders. This will definitely help you as you complete the remaining work. By completing this course, you will know how to identify the performance measures you will use to determine project performance.

Potential Project Risks
This course will help you identify the potential risks that may occur during your project, and could negatively impact its completion and success. While no one can predict everything that will happen, nor should we try, a reasonable effort to think through the most likely scenarios is a

great approach. By completing this course, you will know how to identify potential risks for any project. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Share What You Think is Best
You are a valuable person to the company and project team, be sure you maximize your contribution by expressing your knowledge and expertise when needed. Strengthening your ability to capture people's attention and share the approach you think is best is really not that hard. More than anything, it just takes practice. While there is no magic formula, this course will help you apply a few key elements that when in place will make a difference in your communication. By completing this course, you will know how to share with others what idea or course of action you think is best.

Understand Past Project Issues
This course will help you evaluate past projects to determine what went well and what obstacles or challenges occurred. You will then apply this past knowledge and understanding to your current project to identify what you should do differently to learn from these situations and perhaps avoid an obstacle or two. By completing this course, you will be able to understand past problems and plan for their potential impact on the project. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Building Trust with Employees
As a manager, you play a key role in making sure your employees have what they need to be successful. More than anyone else in the organization, you make the biggest difference in your employee's work life. Making the time to understand what is important to each of your employees creates many benefits. You show your employees that they matter to you and the organization, and that you trust the employee to contribute and do a great job. This course will

help you find out what your team member needs in his or her job to perform well, and will also create a work situation the person enjoys and wants to contribute to at a high level. By completing this course, you will know how to build trust by learning what will create a great work situation for each employee. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Fairness with Others

Integrity in the workplace is often talked about by leaders and mission statements alike. It's a critical value organizations tend to ask their leaders and individual contributors to have as they perform their work and interact with co-workers and customers. While there are a number of ways to act with integrity, one of the of the core principles of integrity is to treat all people with fairness and respect, regardless of their background, title, or abilities. This course will help you take a good look at how you treat others would be beneficial. By thinking about your fairness actions towards others, you may discover things you're doing well that promotes a feeling of fairness and trust, while at the same time find out what actions negatively impact your fairness actions towards others. Either way, taking the time for a personal review can help you determine what you can do to continue building trust and respect with others. By completing this course, you will be able to evaluate how fair you are with others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Respect through Resources

As you know, who you know can make a difference in any job. Having people to turn to for advice, information, and collaboration can help anyone be more successful at work. When employees are encouraged to network with others you send the message that they are a valuable asset to the organization, you trust their skills, and respect their capabilities. This course will help you and your team identify and secure the resources needed for success. By completing this course, you will know how to build respect by creating a network of resources for employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Supporting Company Values

As a leader you are asked to lead and manage others in a way that is consistent with the company's values. It is critical you role model these values to others so they know what is expected. When your actions are consistent with the company values, you show what it's like to be a fully contributing team member. If leaders do not lead by example, company values lose their meaning and don't have the positive impact they should. This course will help you think about your leadership actions and behaviors and determine how well you support each of your company values. You will then identify the actions you can take to become more aligned with the organization's values. By completing this course, you will know how your actions support the company values. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Trusting Others to Innovate

Innovation is a critical component of success for any team, department, or organization. Innovative people infuse new ideas and initiatives into an organization, thus improving existing products, procedures, and services. With innovation, teams and companies are able to stay competitive, offer quality products, and can grow and achieve their desired goals. Without innovation, companies often become stale and ineffective, and thus experience a decrease in overall growth and success. This course will help you increase innovation with your team and individual employees. By completing this course, you will know how to increase trust and respect by

supporting and encouraging innovation. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Branding Yourself

Just like a company must brand its products and services to ensure success, we too must brand ourselves to ensure our own success. Branding yourself helps others in the company get to know your expertise and value. As a result, you may uncover new and exciting work opportunities and strengthen your career. This course will help you create two branding statements. One that describes the type of work you do, and one that describes your accomplishments and expertise. Although you'll be able to come up with your answers quickly, the purpose of this action is to take the extra time to really edit and improve your responses to create the best branding statements possible. By completing this course, you will know how to brand yourself to others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Building a Personal Network

Career moves happen through people. Sometimes you know the person offering you the job, sometimes you don't. Yet it's certainly true that the more people you know, the greater the chance you'll have of uncovering future opportunities, and the greater the chance you'll know the person interviewing you, which can certainly give you a better shot at getting the job you want. This course will help you take action to build a strong professional network. Remember, the more people you know, the more you will learn, and the more opportunities you'll uncover. By completing this course, you will know how to strengthen your personal network. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Building Skills for Your Career

The more talent you have, the greater the chance you'll have of being selected for a new position.

So as you think about developing your career, you should be thinking about strengthening your skills and planning to build them. Creating a skill development plan is a good way to stay focused and build the right skills that will make a difference now and in the future. This course will help you create a plan to build the skills and key capabilities you need for your current job, or for a desired future position. By completing this course, you will know how to create a skill development plan. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Company Jobs and Opportunities

It's definitely true that building a career within a company can be a very rewarding experience, both personally and financially. Yet before you can make any move, you need to determine what's available to you. Knowing what opportunities the company can offer will help your development planning, and can be motivating for your current job (certainly performing well now can only help you in the future). This course will help you identify potential opportunities within the company. It's a great way to start building a career. You may not figure out everything right away, but you can start the process of building a company career that can be rewarding and fulfilling for years to come. By completing this course, you will know how to explore the jobs and opportunities within the company. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Create a Career Plan

One way to ensure we are taking the right steps to create a great career is to build a strong career plan. A solid career plan will help guide us, keep us focused, and ensure we are taking the right steps to achieve the career we want. Even though plans should be flexible and may change, a thoughtful plan is essential to help anyone

achieve his or her desired career goals. This course will help you create a career plan to help define what you will do in the future to build your career. By completing this course, you will know how to create a solid career plan. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Identify Your Skill Gaps

One of the key aspects of building a career is developing our skills and capabilities. This is because our knowledge, skills, and abilities are what enable us to take on more challenging work and help us perform more complex roles. Therefore, an essential component to anyone's career should be skill development. And a great way to start building your skills is to clearly understand your current abilities and to uncover what must be built for success now and in the future. This course will help you perform a skill inventory to help you proactively prepare for a career move and increase your chance for future success. By completing this course, you will know how to identify your current skills and capabilities and determine what gaps exist. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Potential Career Opportunities

The thought of developing a career, building capabilities, and becoming more skilled can be very exciting. It's fun to think about gaining experience, taking on more difficult work, and being rewarded for an increased set of knowledge and skills. It's definitely true that building a career within a company can be a very rewarding experience, both personally and financially. This course will help you think through where you may want to take your career, as well as identify the first few next steps to start the process of moving in the direction you'd like to go. By completing this course, you will know how to identify potential career opportunities. This course has

been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Reconcile Insufficient Career Opportunities

Sometimes your career aspirations don't work out the way you want them to. At some point you may find yourself in a situation in which there are little to no opportunities for a positive career move. The lack of opportunities may be due to the size of the company, no jobs that match your expertise, or you may not have the skill set for the jobs that do exist. All of this can be very disappointing and frustrating. This course will help you not get discouraged, but to make a conscious effort to do something about the situation. Making an effort to stay positive about a difficult situation is hard, but it's necessary. When you decide to take control and make the best out of a tough situation, you'll find you can persevere and often find an unexpected and positive outcome. By completing this course, you will know how to reconcile a situation with little to no career opportunities. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Be a Powerful and Inspirational Role Model

If you were asked to think of people who inspire you, a few names probably come to mind. Often our first thoughts are of well-known figures, people we don't know personally. Yet if we pay attention, there are inspiring people all around us, especially at work. Think about it. These people may be company leaders, or they may also be the people who work next to you. These are the people with the energy, enthusiasm and passion that inspires and excites others. Their actions and behaviors are something to emulate and strive for. These are the people who make work great. This course will help you identify the actions you must take to be a powerful and inspirational role model for others. You will select a few core leadership actions to focus on over the next 30 days. These actions can be performed no matter

what role you play; anyone can perform these actions and develop their ability to inspire others. By completing this course, you will know how to become a powerful and inspirational role model to others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Contributing to the Organization Strategy

Having work that connects to larger goals is very meaningful. When we are clear on why our work matters and how it contributes to the company we have a greater sense of purpose and an increase in personal motivation. While sometimes it may be hard to see, everyone in the company has a purpose. You were hired for a reason—to help the company achieves its goals. This course will help you clearly understand your connection to the team or company strategy, thus creating greater meaning and value of your work. By completing this course, you will be able to identify what you need to do differently to effectively contribute to the organization strategy. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

How Inspiring Are You?

Everyone wants to be inspired. We want to be energized about our work and excited for the future. And while we all want inspiration, it's rare to find. Perhaps that's why when we do find inspiration, we gravitate towards it, using the opportunity to think about the possibilities and dreaming of what could be. Now think about it, what if you could be the inspiration for others? What if your words and actions created energy and excitement? Instead of searching for inspiration, you become the inspiration—now wouldn't that be nice? This course will help you create a clear picture of how your actions and behaviors create inspiration for others as well as make you a good role model. By completing this course, you will be able to evaluate how inspiring your words and actions are to others. This course

has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Integrity Review

When we act with integrity, we consistently do the right thing in various situations. We stay true to ourselves and what we believe in. We operate with a set of core values that are the foundation for all of our decisions, actions, and behaviors. As a result, other people can count on us, knowing we are reliable and consistent. This course will help you determine how often you perform a set of core Integrity Actions, and identify what you can to do strengthen your integrity. By completing this course, you will be able to perform an integrity review on your actions and behaviors. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Keeping Customers Informed

One of the most critical ways to support your customers is to keep them informed. Think about it, no doubt you are a customer for someone else. As customers, we want to know what's going on. We want to know the progress of things and want to receive status updates. When we're left with little to no information, we become worried, unsure or irritated. We begin not to trust the individual or company delivering the product or service. This course will help you think about your customers and their communication needs. Depending on the type of work you do and the customers you support, the level of communication required will be different. The key to great customer service is communication. When we keep our customers informed on the information they need, they are more likely to communicate well with you, will be more satisfied, and will be loyal customers for a long time. By completing this course, you will be able to keep your customers informed of key information, progress and status updates. This

course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Learn From a Conflict Management Expert

There are a lot of nuances to managing conflict, subtleties that should be considered when handling various situations. While books and training can give you basic conflict management techniques, an expert can talk about personal experience, share examples, and give you feedback after handling events. This personal approach can help you develop stronger, more versatile skills you can use in a variety of situations. This course will help you identify a conflict management expert you can learn from, and help you know how to approach the expert and ask for help. By completing this course, you will identify someone who is good at conflict management who you can learn from. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Manage Conflict with Others

Managing conflict is not easy. It can be uncomfortable, awkward and challenging. Some people naturally handle conflict well, while others stumble through and hope for the best. As with anything else, managing conflict is a skill. While it may not be natural for some, anyone can learn some basic principles and with practice, get better at working through conflict with others. This course provides a process to strengthen your ability to resolve conflict. You'll find when you strengthen your conflict management skills you and others work better together, are more efficient, and will deliver better results. By completing this course, you will know how to use a process for managing conflict with others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Seek Out the Ideas and Opinions of Others

You can make a significant difference by taking the lead and making an effort to ask others for their thoughts and opinions. The more you include others and ask for their input, the more they will feel important to the team and an integrated part of the organization. As a result, everyone will have a greater sense of commitment to their work, and will have higher levels of engagement and performance. This course will help you increase the number of times you ask others for their input on situations that involve them. By completing this course, you will know how to best seek out the thoughts and opinions of others in key situations. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Show Good Judgment Regarding Creative Ideas

Work can be really fun and exciting when you get the opportunity to be creative and try some of your own ideas. Even if it's not your own idea, the creativity and energy that is generated when new ideas are discussed and considered is exciting. It's fun to think about how a change could impact you personally, the team, your customers, or even the company. Yet the challenge each of us face is to maintain good judgment when considering new ideas. We don't want to get swept away in the excitement and do something that won't benefit others or could have a negative impact. Instead, you should always consider the pros and cons of any suggestion to determine if it's truly worth taking forward. This course will provide a way to think about suggestions and ideas is great. Taking the time to evaluate ideas creates the opportunity for you to show others you have good judgment, can make sound decisions, and have the best interest of the company in mind. By completing this course, you will know how to demonstrate good judgment for how creative ideas and suggestions will work. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Support the Organization's Vision and Strategy

Within any company, leadership is required at all levels, no matter what you role may have. Taking

the initiative, being an active problem solver, and demonstrating a commitment to excellence, are some of the leadership qualities everyone can perform. Another important leadership action is emulating the company's vision and strategy. This could include talking about and promoting the vision, but more importantly it should also include performing actions and behaviors that support and are consistent with the company's existing values as well as the company's future vision. This course will provide a list of core Leadership Actions to review. You will then determine what type of leader you want to be, identify the actions you currently do and need to strengthen. When you make a conscious effort to perform specific actions that will reflect the company's strategy and vision, you are strengthening your contribution to the team and company, and as a result will be viewed as a high performer and valuable asset to the team. By completing this course, you will know what actions you will take to lead the organization's vision and strategy. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Building an Employee's Professional Network

A strong network is essential for anyone's career and is often the key to many people's success. With a strong network we can increase our knowledge and understanding of critical topics, learn what's happening in our industry and company, and uncover potential career opportunities. Employees should be encouraged to build their professional network, as it helps them develop and grow and be more successful in any job. As a manager, you can help your employee build their network. This course will help you share the importance of a network, making introductions, and encouraging discussions, you can assist your employees in strengthening their individual development, as well as their career growth. By completing this course, you will be able to help your employee build their professional network by introducing

the employee to new people. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Career Plans and Employee Expectations

Everyone creates desires and expectations for their career. We think about where we want to be and what we want to do. Although we may not have a complete plan, we usually have a general sense of direction, and do a pretty good job of considering our skills and expertise when planning a move. Yet sometimes we get off track. It's not uncommon for a person to desire a career move that's unattainable, whether it's due to the wrong skill set, inexperience, or a lack of expertise. Yet the person still wants to make the move. Unfortunately, if an employee is focused on a role or position that is out of reach, frustration can set in, often leading to a decrease in engagement and performance. This course will help you manage expectations regarding career moves, and teach you how to be proactive to refocus an employee in the right way, ensuring the person continues to be engaged and contributes to the company. By completing this course, you will know how, if needed, to set appropriate expectations with employees regarding their career plans. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Career Plans for Your Employees

As a manager, one of your tasks is to help your employees grow and develop. Finding skill building opportunities, giving feedback, and providing coaching are among the ways to help your employee grow. In addition, helping an employee develop his or her career is a major component of success. It's certainly true that successful managers will often see their employees have great careers as a result of the guidance and support they give along the way. This course will help you meet with your employee to discuss his or her career goals and

create a plan to achieve these goals. By completing this course, you will know how to create a career plan with your employee. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Employee Career Aspirations
One of the key responsibilities of any manager is to coach and develop employees. Not only does this include building skills and capabilities for a current job, but also helping an employee get ready and develop for the future. All managers should be helping their employees identify future opportunities and helping them build the required skills for the future. This not only helps the employee be successful, but the company too. This course will help you gain an understanding of what your employee may like to do in the future. A general understanding of the direction your employee wants to take can help you know how to best support your employee as he or she works towards building and developing a great career. By completing this course, you will be able to get to know your employee's career desires and aspirations. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Finding Employee Development Opportunities
Building skills and capabilities is an essential component for anyone's career. This is true for you, and it's certainly true for your employees. No matter what kind of career path an employee is on, he or she will want to grow and develop. This is because when we build capabilities and gain expertise, our work becomes more fulfilling and rewarding, and we are better equipped to take on more challenging roles and higher levels of responsibility. Often times employees may not know how to develop their skills, or even know what skills they should focus on building. As a manager, you can help. This course will help you provide direction regarding the best capabilities to develop, as well as identifying skill

development opportunities, you can help your employees build their expertise and successfully develop their career. By completing this course, you will know how to identify skill development opportunities for your employee. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

The Company Career System
As a manager, part of your role is to help your employees grow and develop. This not only includes guiding skill development, but career development too. As a manager you have valuable knowledge and expertise about the company, you're familiar with the various jobs within the organization, and you know a lot of people to network with. All of this knowledge and expertise can be used to help an employee create a career path within the company that is exciting and rewarding. This course will help you meet with an individual employee or your team to share key information about the company's career system. By completing this course, you will know how to help your employees learn about the company career system. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Impactful Presentations
The way information is presented can be just as impactful as the information itself. Learn how to connect with and engage your audience through strategies that will help you prepare and deliver an impactful presentation.

Know Your Audience
The first step to being able to communicate technical information to a non-technical audience is to know what that audience is interested in. Learn how to pinpoint the elements of your message that would provide the most value for your audience, thereby keeping them more engaged and enhancing information retention.

Making it Real

Stories and analogies help bridge the gap between familiar and new information, making it much easier for your audience to grasp the technical concepts you're introducing them to. Learn how to place your information in a familiar context to enhance comprehension.

Simplification Through Visualization

Visualizations can make complex concepts clear at a glance. Learn how and when to create graphs, visual metaphors, graphic organizers, and other visual elements to make your technical information much clearer and easier to understand.

Create a Vision Branding Statement

Individual excitement and optimism are an essential component to any company's success. When individuals are excited about their company and see hope for the future, their dedication, commitment, and desire to work hard all increase. Of course as more and more people are dedicated and committed to their company's success, that company strengthens its ability to do and achieve great things. This course will help you create an organization branding statement. One that describes the organization's purpose and vision. This branding statement should distinctively describe why the organization exists and what it wants to achieve in the future. It should be exciting and inspirational. It should cause anyone who works for the company to be excited about the future and to know they can contribute to something great. By completing this course, you will be able to create a concise branding statement to connect others to the organization's vision. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Handling Customer Complaints

At work, no matter what type of job you have, you can count on one thing—at some point you'll have to deal with an upset customer. Whether you provide a product or service or whether your customers are external buyers or internal co-workers, things happen and customers get upset. It's the nature of things. The challenge each of us face is to handle the situation in a way that leaves our customers thinking great things about you and the company. In some cases, you can even make it a great experience. When difficult situations are handled well, upset customers can go from being upset or angry to passionate and loyal company supporters. While there are a number of ways to deal with an upset customer, there are a few things that make a real difference in putting the person at ease and working through the situation. This course teaches you a process to use when a situation arises in which your customer has a complaint, is upset, or is angry about a particular issue. By completing this course, you will know how to positively handle queries or complaints from your customers. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Nonverbal Communication

Good communication is the foundation of any relationship, including our professional relationships. It's certainly true we communicate all day long, both with and without words. In fact, the majority of messages we give are nonverbal. This includes our body language, facial expressions, gestures, and eye contact. In any work situation, the ability to understand and use nonverbal communication is a necessary skill. It can help you build relationships with others, express your thoughts clearly, and help you navigate difficult or challenging situations. This course will help you begin to strengthen your nonverbal actions by evaluating ten communication events. This evaluation period will give you an idea of what you're doing well and what you need to improve. In addition, by paying attention to your nonverbal behaviors, you'll be more conscious of what you're doing, and as a result will naturally start to develop your

capabilities. By completing this course, you will be able to monitor and improve your nonverbal communication actions. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Talk About and Promote the Company Vision
When it comes to the company's vision, a lot happens at the leadership level, and yet a company's vision is essential to every person who works for the organization. Each of us must have a clear picture of our company's vision. When we do, we have an increase in excitement and commitment. When we see a connection between our work and the vision, we believe in what we're doing and what the company will become. Even better, when we talk about and promote the company's vision to others, we make a big difference for ourselves, our team, and the company too. This course will help you learn how to talk about and promote the company vision. You will learn how to share what excites you about the future. The more you talk about what energizes you, the more passionate you'll be, and the more effective your message. By completing this course, you will be able to determine how you will talk about, promote and share the organization's vision with others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Understanding Body Language
Being able to read another person's body language is a good skill to have. When we can accurately understand the messages revealed by a person's body language, we have additional information regarding what the person may be thinking or feeling. This additional information helps us adjust how we deliver our messages to communicate effectively, as well as to develop strong, collaborative relationships with others. This course will help you make a conscious effort to observe someone's body language each day for two weeks. Doing this consistently for a two week timeframe will help strengthen your ability to become aware of and assess the body language of the people you interact with. By completing this course, you will strengthen your ability to read other people's body language. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Communicate Clear and Concise Messages
The challenge with communication is that we do it all day long. Work in particular requires a large amount of communication, no matter what your role may be. We need to communicate with customers or clients, vendors, co-workers, our manager, and other leaders. Each communication event, no matter how big or small must contain the right communication elements to ensure everyone understands important information and key messages. This course will help you apply a simply communication technique to ensure you always communicate clear and concise messages. By completing this course, you will be able to use three communication elements to strengthen your ability to deliver clear and concise messages. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Communicating Key Messages
We all know the ability to effectively communicate with others is an essential part of our success at work. Being able to clearly articulate key information ensures individuals have the information they need, it ensures they can understand the information given, and provides clear direction for the actions they must take. Simply put, when we communicate messages effectively, we create a situation that enables everyone be successful. This course will help you get feedback on how well you communicate important information is a great thing to do. Feedback from others can help you know how to strengthen your messages, which ensures you are delivering information in the

most effective way. By completing this course, you will know how to receive feedback from your team on how well you are communicating key messages. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Communicating with Different Audiences

Whether we realize it or not, we all tend to tailor how we communicate with different groups of people. From family members and friends, to co-workers and bosses, each of us usually alter how we interact and communicate with different groups. Taking the time to determine how you should tailor your communication will help ensure you are effective in your interactions with others. This course will help you think through the different types of audiences you communicate with, and then determine what you need to do to tailor your messages for the different audiences. By completing this course, you will know how to create communication reminders for the most frequent audiences you interact with. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Managerial Listening Skills

Communication is an essential skill for any manager to have, and listening is an essential component of communication. When we listen well to others, we hear what was said and get key information. We show the person that he or she is valuable, and that what the person has to say is important. This course will help you assess your listening skills by evaluating a past communication event. After the evaluation you will determine what you need to do more or less of to strengthen your ability to listen to others. By completing this course, you will know how well you listen to others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Right Information at the Right Time

It's no secret that the world of information has exploded over the last few years. Information is everywhere. In fact, there is so much information, in so many places, it's impossible to take it all in. Which means the challenge for all of us is to get the information we need, when we need it. Now with so much information available, we may think this should be easy, but it isn't always that simple. This course will teach you how to distribute information in a way that makes it easy for everyone to have what they need when they need it. By completing this course, you will know how to ensure your team gets the right information at the right time. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Team Communication Expectations

While there are a number of ways to strengthen team communication skills, one of the best ways is to establish a set of communication norms and behavior expectations. Creating a picture of what communication should look like for your team helps everyone clearly understand what is expected and required for the group's overall success. This foundation provides the guideline for how to communicate and share information, thus eliminating potential future issues such as team members not having the right information to do their job well. This course will help you create a set of communication norms and expectations with your team that everyone can agree to. As a result, your team experience will be smoother, more enjoyable, and much more successful. By completing this course, you will know how to establish team communication norms and expectations. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Team Communication Feedback

There are a number of ways to approach improving a skill. However, one very effective method is to have others pay attention to our actions and then provide us feedback. This

method works really well for communication skills. When we ask others to let us know when we perform a particular communication action, we find ourselves doing this action more often. This is great for a number of reasons. First, when we do more of a communication skill, it becomes more and more natural for us to do. Also, the more we do something, the better we get at it. Finally, when others pay attention to our actions, they tend to think we're getting better at it—their perception changes, and in this case they see you as a better communicator. This course will provide a process for you to improve three communication actions you need to strengthen to be a better communicator with your team. By completing this course, you will know when you perform selected communication actions. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Team Listening

When we don't listen, we are typically distracted, thinking about something else, and not giving the person our full attention. This gives the impression that what the person has to say is not important and that we don't value the person's thoughts and opinions. This can lead to a strained relationship. When this happens between team members, it can lead to mistrust and reluctance to share critical information. As you can imagine, this is never good. This course will present an exercise you do with your team, focusing on the key communication skill of listening. By completing this course, you will help you team know how well they listen to their co-workers and peers. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Coaching Employees to Manage Conflict

As with anything else, managing conflict is a skill. While it may not be natural for some, anyone can be taught some basic principles, and with practice, get better at working through conflict with others. As a manager, you can provide your employees with a process to strengthen their ability to resolve conflict. Taking the time to provide guidance, coaching and feedback will help your employees navigate through conflict to clear the way for success. You'll find when your employees strengthen their conflict management skills, the team works better together, is more efficient, and will deliver better results. This course will provide a process to use when conflict arises, helping you provide guidance, coaching and feedback to your employees. You'll find when your employees strengthen their conflict management skills, the team works better together, is more efficient, and will deliver better results. By completing this course, you will know how to coach employees how to manage conflict with others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Conflict Management Skills course bundle which has been approved for 1.5 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Conflict Management Expectations

Although perhaps we'd like to avoid it, conflict is a natural part of working with others. Diverse opinions, opposing needs, and different perspectives are bound to happen when working with others. This of course creates the opportunity for conflict. The challenge for everyone is to not avoid these situations, but to handle them quickly and with ease, so that conflicts don't become bigger and hinder the ability to work together and therefore negatively impact results. This course will help you set expectations for managing conflict. When you proactively set expectations, you set your team up for success, and help prevent small issues from becoming larger ones. By completing this course, you will know how to create expectations for managing conflict. This course has been approved for 1 hour of PDU credit from PMI

(Project Management Institute). This course is part of Vado's Conflict Management Skills course bundle which has been approved for 1.5 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Create a Conflict Management Culture

Managing conflict and difficult situations can be challenging for many. Conflicting situations are filled with emotion, uncomfortable, and often very frustrating. Most people would prefer not to have to deal with conflict, and yet it happens. People are people. Each of us has different needs, opinions, and perspectives, and when combined together, disagreements can occur. Sometimes these discrepancies are easy to resolve, others times they are not. This course will help you introduce the topic of conflict management, sharing why it's important and how improving the ability to manage conflict with others will benefit the team. You will talk about what's going on in the team or company that creates the need to strengthen each person's ability to manage difficult and challenging situations. By completing this course, you will know how to create a conflict management agenda item to create a conflict management culture. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Conflict Management Skills course bundle which has been approved for 1.5 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Help Groups Resolve Conflict

Managing conflict at work tends to be difficult for most people. Different people handle conflict in various ways, and some even do a great job with it. Yet few people, if any, seek out conflict and are happy when it occurs. What it comes down is this—conflict is hard, uncomfortable, and can halt our progress at work. When conflict occurs we

may struggle to perform and accomplish our tasks and assignments, all of which is not good. This course will provide a process you'll use when your employees are struggling with conflict and have asked for help, or seem to need help, resolving a difficult situation. By completing this course, you will know how to use a mediation process to help groups resolve existing conflict. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Conflict Management Skills course bundle which has been approved for 1.5 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Helping Employees Manage Conflict

Typically, different opinions don't create a problem. More often than not, the individuals involved discuss the pros and cons of both approaches, and usually come to a compromise or can agree on the best solution. Of course, sometimes this does not happen and conflict ensues. While it is the hope of every manager that your employees are able to resolve their own conflicts, sometimes they can't and need help. As a leader, it is your job to recognize when your team members are struggling and need assistance resolving the conflict they find themselves struggling with. This course will help you strengthen your ability to recognize conflict so you can help your employees who are struggling with it. Knowing what to keep in mind will help you identify these situations sooner, and thus help resolve any situation before it escalates to a bigger issue. By completing this course, you will know how to recognize when team members need help managing conflict. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Conflict Management Skills course bundle which has been approved for 1.5 hours of SHRM (Society for Human Resource

Management) Professional Development Credits (PDCs).

Creating a Strong Team Culture

One way to help your team focus on each other's strengths is to create a team culture that is focused on capitalizing on co-worker talents. This type of culture is developed when individual talents and strengths become a team priority, are consistently talked about, and when successes are celebrated. By creating a talent culture, team members learn how to use each other's strengths and thus are more productive and successful. This course will provide a process to share why it's important to capitalize on everyone's strengths, and how each person's unique skills and capabilities help the team achieve great results. In addition, you'll talk about what's going on in the team or company that creates the need to build a culture that taps into each person's core strengths and capabilities. By completing this course, you will know how to create a team culture that capitalizes on team member strengths. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Involving Others for Great Decisions

While there are many aspects to creating teamwork, one great way is to involve individuals in the decision making process. When individuals are asked to provide knowledge and expertise, as well as share their opinions to help make a decision, they feel valued and an integrated part of the team. And when individuals feel valued and part of the team, they tend to contribute more, are more willing to help others, and are more aligned to the team goals. This course provides a process to perform whenever the opportunity arises, that is, when a decision needs to be made. It will take just a few minutes to think through the decision and determine who may be a great person to get involved. This course will teach you to identify the individuals who could add value to any decision

that must be made. By completing this course, you will know how to involve the right people and gather the right information to make great decisions. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Project Teams Rely on Each Other

While teamwork can naturally occur within groups, as a manager you can influence and encourage teamwork by helping everyone clearly understand how each team member contributes and adds value to the project or work team. This knowledge will then lead to a more cohesive team that uses each person's talents in the best way possible thus delivering high levels of performance and great overall results. This course will provide a process meet with the various project or work teams you are responsible for managing or overseeing to implement selected actions to strengthen teamwork within the teams. By completing this course, you will know how to encourage project teams and work teams to rely on each other's skills, knowledge, and abilities. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Team Norms and Expectations

While there are a number of ways to build teamwork, one of the best ways to create collaboration in any group is to establish a set of norms and behavior expectations. Creating a picture of what teamwork should look like for your group helps everyone clearly understand what is expected and required for the group's overall success. This foundation provides the guideline for how to work together and solve problems, thus eliminating potential future issues such as frustration or a lack of team cohesion. This course will provide a process to work with your team to identify and create the behavior norms and expectations for the team. The more you talk about the norms and integrate them into

the way the team works together, the more powerful they will be for the team. By completing this course, you will know how to create behavior norms and expectations for working together as a team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Working with Others Within the Company
Different departments have different tasks and strategies, and sometimes people don't know each other well. All of this can lead to conflicting agendas, personalities, and even a decreased desire to work together. Of course when this happens, it's more difficult for everyone to do their job well and meet organization needs. While this isn't always the case, sometimes you do work well with others, any extra effort given to strengthening your relationships within the company is always beneficial. This course will provide a process for each team member should identify one person in another department or group he or she believes would be beneficial to get to know better. This could be a person your team interacts with regularly, a team member of a critical department, or even a person your team doesn't know but is someone who would be great to know. By completing this course, you will know the actions the team can take to strengthen how they work with others within the company. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Analyze Key Experiences for Lessons Learned
The most successful people use their past experiences to steer both current actions and behaviors, as well as future decisions. Our past experiences are filled with knowledge and wisdom. We learn quite a lot from all kinds of situations and experiences, both positive and negative. Through our past we gain a level of understanding and wisdom that would not be achieved had a particular situation not occurred. This course will teach you how to take the time

and make it a habit to methodically analyze and evaluate past experiences to understand what was learned, and to determine how that information can be applied. Successful people make this a habit all the time, and it certainly would be advantageous if you did too. By completing this course, you will be able to analyze key experiences from the last two years to discover what you've learned. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Increase the Level of Challenge at Work
Challenging work is good for everyone. It stretches our capabilities, forces us to learn new things and tests our limits. It broadens our experience and builds our skills, enabling us to do new things or more complicated work. After completing something that is challenging, we tend to experience higher levels of satisfaction, knowing we did something that was difficult and not easy to do. This course provides a group of actions you can select from to increase the level of challenge in your work. Remember, challenges are not always easy. They can be hard. However, through challenges we grow, develop and build our skills. This increase in experience then allows us to do more complicated work and strengthens our value to the organization. By completing this course, you will be able to identify the actions you can take to increase the level of challenge in your own work. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

The Right Level of Challenge
Challenging work is important in any work situation. When our work provides the right level of challenge we stay interested in what we're doing—we don't become bored, we enjoy building new knowledge and capabilities, and we find it rewarding to accomplish something that was difficult and not easy to do. As an individual employee you have the responsibility to ensure

you have the right level of challenge at work. You are the one who can best take care of and be attuned to what is happening in your work situation. You need to be an advocate for yourself. You can do this by taking action to create the best work situation possible. This course will meet with your manager to discuss the level of challenge in your work, as well as how you'd like to work together to ensure you have the right amount of challenge to grow, develop, and be successful. By completing this course, you will know how to talk to your boss about the right level of challenge for you. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

What Excites You at Work?

While we often look to company leaders to inspire and energize the organization, it really doesn't matter what your role is. Whether you're a leader, manager, or individual contributor, you can make a difference in creating the inspiration and excitement needed for the future. All you need is to be clear on what excites you. Once you're clear on this, you can share it with others. And when you share what energizes you with others, you'll be creating inspiration and energy for those around you. This course provides an assessment to identify what excites you at work. In addition, you'll find out how to share this information to support your career growth and inspire others about the great things happening at the company. By completing this course, you will know what excites you the most about the company and its future. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Work-Life Balance for You

Most everyone desires some level of balance between work and their personal life. We want to be able to enjoy family, friends, and hobbies, while also contributing to the company and delivering great work. With that said, different people have different work-life balance needs. Some people have numerous family commitments, are actively involved in a personal hobby, or just have a certain number of hours they're willing to work. Other people may have a personal drive to accomplish and achieve a variety of goals, and thus are willing to sacrifice more personal time for work time. This course will teach you how to determine what level of balance is right for you. Once you know this, you can start to work with others to help create the best work situation possible. Keep in mind that as your situation changes, your work-life balance will change too. By completing this course, you will know what great work balance looks like for you. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Building Customer Rapport

No matter what product or service you may offer, our role in the company is to support and serve our customers, and one of the best ways to deliver excellent customer service is by building relationships with our customers. In this course you will learn what creates great rapport with others, as well as determine what actions you can take to strengthen the rapport with each of your customers. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Customer Service Confrontation and Conflict

In business, conflict is inevitable. However, if mismanaged or ignored, conflict can become bad for business. If you don't adequately address and resolve conflict with customers, it can negatively impact customer retention, loyalty and brand awareness. So, how do you handle angry and confrontational customers? Well, by following a few simple techniques such as letting the customer vent, and expressing empathy towards the customer's situation, you can usually defuse tense situations. By completing this course, you will know how to effectively manage difficult

customer situations. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Customer Service Over the Phone

Great customer phone support has a positive impact on customer satisfaction and long-term customer retention. Customer service representatives who implement what's required to promote a positive brand image and exceed customer expectations, experience greater professional success within the company, while at the same time helping both the customers and the company succeed. For this course you will focus on implementing the key actions everyone should do to deliver great customer service over the phone. By completing this course, you will know the requirements to deliver great customer service over the phone. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Developing Your Customer Focus

The experience a customer has when interacting with you makes a difference. When you interact with a customer, you represent not only yourself, but also the company and it's products or services. The experience the person has with you, in large part, helps shape the opinion the customer has about the entire company, no matter if you are a small business with five employees or a large company of 50,000 employees. By completing this course, you will know the actions you will take to strengthen customer loyalty. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Internal Customer Service

Providing good customer service is not only important for external customers, but for internal co-workers as well. It is certainly true that a huge factor in being able to deliver outstanding external customer service is great internal customer service. This is because everyone

within your organization impacts the outside customer. And so, anyone within the organization who is dependent on you to get work done should be considered your internal customers. For this course you will focus on the actions you must take to strengthen your relationships with your internal customers to ensure the right work gets done at the right time for both individual and company success. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Listening to Your Customers

Communication is an essential skill for anyone to have, and listening is an essential component of communication. When we listen well to others, we hear what was said and get key information. We show the person that he or she is valuable, and that what the person has to say is important. Of course, all of this is especially important when interacting with our customers. The better you listen to your customers, the more likely they will communicate with you, share their experiences with your products or services, as well as help you understand what's required to keep them as customers for the long-term. By completing this course, you will know how to strengthen your ability to listen to your customers. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Serving Customers in the Field

Positive interactions with customers in the field lead to customer referrals, and thus an increase in revenue, as well as a great company brand. When customers have negative field service experiences it significantly impacts the company's perception and can lead to the loss of customers and revenue. For this course you will focus on the essential actions required to deliver great customer service in the field to ensure customers are happy and satisfied and share their great experiences with others. This course has

been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Customer Feedback and Insight

Customer feedback is essential for success. Feedback helps customer service representatives and companies determine what is important to customers and what they need. Without customer feedback, a company would struggle to meet the needs of the customer, thus failing to grow and achieve its business results. For this course, you will work with your team to gather feedback from your customers to determine what your customer service reps can do to meet the needs of the customers you serve. By completing this course, you will find out from your customers what you and your team can do differently. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Customer Service Coaching

Leadership is one of the most important assets an organization can possess—and you, no matter what your leadership level may be, are a part of that asset. One of the critical skills needed of leaders is to effectively coach others. Without great coaching, an organization will never be able to achieve its potential and reach its goals. By completing this course, you will know how to provide the right level of coaching to your customer service representatives. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Customer Service Quality

How your customer service representatives treat your customers can make the difference between a loyal returning customer who will become an ambassador for your company, or a lost opportunity or negative press with others. Everything your representatives do that is customer facing makes a difference. Whether it's a phone call, email, or face-to-face interaction, they all matter. For this course you will work with your customer service representatives to identify the actions you and the team will take to strengthen the quality of customer service your customers receive. By completing this course, you will know how to implement the key elements needed to deliver quality service with your team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Giving Feedback to Your Customer Service Agents

Feedback is essential to anyone's success. We need feedback to understand what we're doing well and what we're not doing well. This information helps us know what we must continue doing and what we must improve or stop doing. Feedback helps us know where we stand and clarifies what we need to do to be successful. Without feedback, we struggle to understand how we can improve and won't know if we're meeting the expectations of our manager and the organization. By completing this course, you will be able to give feedback to your customer service representatives on their performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Inspiring and Motivating Customer Service Agents

While there are a number of things you can do to motivate and inspire your team, there are a handful of actions that are effective no matter what type of organization you work for and who you have on your team. Certainly there will be individual differences between your team members, however the actions suggested in this course (if implemented), will certainly make a significant difference. For this course you will review the set of leadership actions you can take to increase motivation and inspire your team. By completing this course, you will know how to inspire and motivate your customer service team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Managing Remote Customer Service Teams

Issues such as working with remote technology, managing various work schedules, and coordinating time zones are all part of leading a virtual team. And while each of these elements is vital to your success, it's easy to get lost in the virtual aspects of managing your team, and thus lose sight of what's really most important—your leadership. By completing this course, you will find out what is required to successfully manage a remote customer service team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Onboarding New Customer Service Agents

When customer service representatives start a new job, they have a lot of questions. New hires want to know about their work, their responsibilities, and what they need to do. In addition, new representatives often wonder how they'll fit in. They want to know what type of contribution they'll make and whether they'll be able to make a difference. Although some new hires may figure this out on their own, it's possible it may take a while, or they may end up creating an incomplete picture in their mind, which means it's up to you to help. By completing this course, you will know how to help your new hires be successful in the first few weeks of their new role. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Shaping the Direction of Customer Service

As a leader focused on customer service, it is your role to determine how serving your customers supports the company's overall direction and strategy. By setting and leading the direction of customer service, creating accountabilities, and communicating this vision to others, you will be able to help your company achieve its goals and deliver long-term success. For this course you will focus on what you need to do as a leader to help shape and direct the customer service needs of the company. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Delegating to Others

If you're struggling to become a better delegator, a good place to start is to understand what can be delegated. Certainly you can't pass off everything, but there may be some tasks or projects that can be done just as well by others. This course will help you identify what you can delegate and what you cannot. By completing this course, you will know how to determine what you can delegate to others to be more effective in your role. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Delegating with Clear Expectations

This course provides a process you can use when you've selected a task or project to delegate to someone else. Performing this process will help you set clear expectations regarding what must be done and by when. Following these steps will give you the confidence needed to know everyone is clear on what must be delivered and achieved. By completing this course, you will be able to establish clear agreements regarding what will be done when delegating to others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Getting Buy-In When Delegating

This course presents an easy to remember set of questions you'll want to discuss when you are assigning work. These simple questions provide the information individuals need to get on board and complete the task with a high level of commitment and performance. These delegation topics are simple and straightforward. After performing the process a few times, you'll find they become an integrated part of how you communicate with others. As a result, team members will be happy and excited to take on the work you propose, and will choose to work hard

and deliver great results for you and the team. By completing this course, you will know how to increase buy-in for your requests when delegating to others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Leadership through Delegation
This course will help build your leadership skills by delegating more work to others. By doing so you will increase communication, trust, build capabilities and strengthen teamwork. By completing this course, you will be able to strengthen your leadership capabilities through delegation. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

When Agreements are Broken
This course presents an exercise you will use if you find delegated work not done or not accomplished at the desired level of performance. In these circumstances, you must confront the situation. You don't have an option on this one. However, you do have a choice for how you approach and handle the situation—this course will show you how. By completing this course, you will know how to effectively confront others when agreements are broken. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Applications of Design Thinking
Where can Design Thinking be applied besides traditional design-oriented sectors? In this last course of the Design Thinking series, we'll take a look at real world examples of how Design Thinking has been applied to diverse challenges across several different industries.

The Design Thinking Process: Define
The second stage in the Design Thinking process, Define, involves specifying the exact issue or challenge for which you are trying to create a solution. Learn how to conduct the tasks of this phase and strategies for their execution.

The Design Thinking Process: Empathize
The first stage in the Design Thinking process, Empathize, involves getting to know your end users and their experience in detail. This stage is crucial in order to develop a truly effective human-centric solution. Learn how to conduct the tasks of this phase and strategies for their execution.

The Design Thinking Process: Ideate
The third stage in the Design Thinking process, Ideate, involves using the information gathered and deduced from the previous two stages to come up with several different ideas for potential solutions. Learn how to conduct the tasks of this phase and strategies for their execution.

The Design Thinking Process: Prototype
The fourth stage of the Design Thinking, Prototype, you'll start bringing your ideas to life by creating some sort of physical representation of them. The goal is to test the design of your solutions as much as possible to gather feedback and impressions, without investing a large amount of time or resources to build completely finished versions.

The Design Thinking Process: Test
The last stage in the Design Thinking process, Test, putting your solution in the hands of your users and observing its effectiveness. Learn how to conduct the tasks of this phase and strategies for their execution.

What is Design Thinking?
What exactly is the Design Thinking process, and how does it work? Learn about the origins of Design Thinking and how it has evolved to become one of the most versatile creative problem-solving methodologies in the modern workplace.

Why Design Thinking?

Why are more and more industries talking about Design Thinking these days, and what benefits can it bring to your organization? In this course, you'll learn about the philosophy of Design Thinking to prepare you to implement it successfully in your own work.

Building Employee Skills

Each of us is always looking for different ways to develop and build our capabilities. When we develop, we are able to perform our job better, contribute more to the team, and feel confident about what we can do and deliver. Yet our workdays are busy, and development can be hard. Sometimes we don't know what to do, and sometimes we struggle to find the time to build our capabilities. This is where managers can help. This course will help you provide the guidance and support your employees need by helping them select one or two development actions. Whether it's through practice, training, or coaching, you can give the direction and encouragement, as well as help secure the resources needed so your employees can strengthen the skills required now and in the future. By completing this course, you will know the top two actions your employees can do to improve their capabilities, strengthen their performance, and contribute to organization. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Developing and Coaching Others course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Coaching After Mistakes

In any organization, the essence of a managerial or leadership role is to coach others to be their best. That's what being a leader is all about. Although you can make it complicated and list out all the things a leader must do, it really all comes down to one thing: leaders must help others be the best they can be. This course will build your skills to coach others to learn from mistakes and failures. As a leader you can point out critical lessons and provide solutions to help improve the situation. Using these opportunities to coach others helps everyone know mistakes at times are expected—it's what we do with them that really matters. By completing this course, you will be able to use a coaching process after employees make mistakes or miss their performance goals. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Developing and Coaching Others course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Energizing Work

If you want to focus on engagement, it just makes sense to ensure each of your team members has work that is energizing to them. The more energizing work a person does throughout the day, the greater the chance the person will be engaged, perform, and deliver great results. Energizing work matters, and it should matter to you. So make the time to find out what work is energizing to your employees, you'll be glad you did. This course will help you understand what work is most energizing to each of your employees. It is recommended you use this opportunity to meet one-on-one with each employee. A one-on-one meeting creates the chance to build rapport, helps you to get to know your team better, and provides a clear picture of the type of work that will energize and engage each individual. By completing this course, you will be able to identify what work is energizing to your employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Developing and Coaching Others course

bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Giving Employee Feedback

Performance reviews are an essential component of our work. These reviews may be formal, end of the year discussions, or they may be short informal feedback sessions. Either way, receiving information about one's performance is key for anyone's success. Performance feedback helps us know what we're doing well, informs us on what we need to strengthen, and gives us an idea of our current level of performance. This course will provide a process for you to help employees become clear on what is going well, and find out what they need to do differently. As a result they will be more focused and able to deliver the right work, at the right time, at the right level of performance. By completing this course, you will know how to give employees receive feedback on their job performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Developing and Coaching Others course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Improve the Feedback You Give Others

Feedback is essential to anyone's success. We need feedback to understand what we're doing well and what we're not doing well. This information helps us know what we must continue doing and what we must improve or stop doing. Feedback helps us know where we stand and clarifies what we need to do to be successful. Without feedback, we struggle to understand how we can improve and won't know if we're meeting the expectations of our manager and the organization. This course provides a process you will use with your employees to strengthen the

timing and message of your feedback. In addition, you'll be looking for opportunities to give feedback when an employee is doing something well to ensure he or she continues these great behaviors. By completing this course, you will improve the feedback employees receive on their performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Developing and Coaching Others course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Skill Development Plan

As a manager, you play a critical role in helping your employees build the skills they need to be successful now and in the future. One way to help is by facilitating the creation of a skill development plan. A strong development plan is a great way to stay focused and build the right skills that will make a difference now and in the future. This course will provide a process to help you meet with your employee to discuss and capture the skills and capabilities the employee would like to build over the next 12 to 18 months. These skills should be the key capabilities needed for the person's current job, or for a desired future position. By completing this course, you will know how to create a skill development plan with your employee. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Developing and Coaching Others course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Support Employee Development

Managers play an essential role in helping employees develop. You know what skills are required and what may be needed in the future.

You have the experience to help guide development actions, and can set development expectations, holding individuals accountable to implement their development actions. Simply put, you make a big difference in an employee's development experience. This course will help you identify what you need to do to support each of your team members' development efforts. By completing this course, you will be able to identify actions you can take to support each person's development. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Developing and Coaching Others course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Support Your Team for Performance

As a manager you are tasked with leading a group of people to achieve a specific set of goals or deliverables; and as the leader, their results are your results. Which means it doesn't take long to figure out that you are the one who is ultimately accountable for the quality of work and level of performance delivered. This of course leads to the fact that it's really up to you to provide the right level of support to help each person perform at his or her best. While the factors impacting performance can be different for any one person, there are a few core factors that tend to influence performance for the majority of people. This course will help you use the most common performance factors with your team to identify the specific actions that will make a difference in their individual performance. By completing this course, you will know how to support your team so they can perform at their best. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Developing and Coaching Others course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource

Management) Professional Development Credits (PDCs).

Best Professional Organizations for You

Individuals who continually seek out professional development opportunities are extremely valuable to any company. These individuals contribute at a higher level, are seen as action oriented players, and tend to have greater success than individuals who are only focused on doing their job. For this course this help you select the right professional organizations for your personal development. Not only will professional organizations provide opportunities to develop knowledge and build new skills, you'll also be networking with individuals in your industry. This professional network can provide problem-solving resources for your current job, as well as lead to great opportunities in the future. By completing this course, you will be able to identify the best professional organizations you should join for your job or career. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Brand and Promote What You Do

Just like a company must brand its products and services to ensure success, we too must brand ourselves to ensure our own success. Branding yourself helps others in the company get to know your expertise and value. As result, you may uncover new and exciting work opportunities and strengthen your career. For this course you'll create a compelling branding statement. One that describes the type of work you love to do. Although you'll be able to come up with your answers quickly, the purpose of this action is to take the extra time to really edit and improve your responses to create the best branding statements possible. By completing this course, you will know how to brand and promote what you love to do. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Building Skills and Capabilities

Each of us is always looking for different ways to develop and build our capabilities. When we develop, we are able to perform our job better, contribute more to the team, and feel confident about what we can do and deliver. Yet our workdays are busy, and development can be hard. Sometimes we don't know what to do, and sometimes we struggle to find the time to build our capabilities. For this course you will identify two development actions you can do over the next 60 days. You will use the Development Action Guidelines to help identify what you can do. By completing this course, you will be able to identify the top actions you can do to strengthen your skills, capabilities, and overall performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Exploring Company Job Opportunities

It's definitely true that building a career within a company can be a very rewarding experience, both personally and financially. Yet before you can make any move, you need to determine what's available to you. Knowing what opportunities the company can offer will help your development planning, and can be motivating for your current job (certainly performing well now can only help you in the future). For this course you will do some investigation work. You will uncover the different types of jobs at the company, discovering the most common positions, as well as jobs that are unique. You'll also find jobs that are a good fit with your skills and interests. By completing this course, you will know the company jobs and career opportunities available to you. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Identify Potential Career Opportunities

The challenge for everyone is to define the career path they want to take, and then create a plan to get there. However, before a plan can be made, we have to determine where we want to go, and what we want to do. This isn't always easy. Sometimes we may know exactly what we want to do, but often times we're not sure, and more importantly, don't know what opportunities exist. For this course will help you with the first step in building a career—to be clear on where you want to go. Although this often changes and develops over time, it's a great idea to think about some general topics to get you started. This course will help you answer the career direction questions. They will help you think through some of the foundation elements required for career planning. By completing this course, you will know what potential career opportunities are available to you. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Increase Your Personal Performance

Building the right skills and capabilities is a necessary component of success for everyone. If we don't have the right skills we cannot perform our job well, and we won't be successful long-term. Therefore, it is essential each of us take the time to identify the skills required for our job, and to spend the time strengthening existing skills and developing new ones. Individuals who are consistently focused on developing themselves have an advantage in the workplace and will have greater success long-term. For this course you will identify the skill you'd like to strengthen or develop. This skill may be a fairly simple and straightforward capability or it may be a more complex skill that will take time to create proficiency. Then you will select from a list of selected development actions you will implement to build your skills. By completing this course, you will know how to build the skills required to increase personal performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Know Your Skills and Gaps

One of the key aspects of building a career is developing our skills and capabilities. This is because our knowledge, skills, and abilities are what enable us to take on more challenging work and help us perform more complex roles. Therefore, an essential component to anyone's career should be skill development. And a great way to start building your skills is to clearly understand your current abilities and to uncover what must be built for success now and in the future. For this course you will perform a skill inventory will help you proactively prepare for a career move and increase your chance for future success. By completing this course, you will know your current skills and capabilities and determine what gaps exist. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Personal Expectations and Your Workload

Our work can be very rewarding and fulfilling. There is a certain level of satisfaction gained when we solve a difficult problem, help a customer, or finish a particular task or project. Of course our work helps us pay our bills and maintain our livelihood too—all of which is a good thing. With that said, most of us also want to maintain a life outside of work; one in which we spend time with family and friends, have the opportunity to pursue our hobbies and interests, and have the chance to relax and not think about work. We desire a balance between work and our personal life. This course will help you compare your expectations against what is truly realistic for your job. Once we do this, we can identify how to create the right balance, thus ensuring both our work and personal commitments can be met. By completing this course, you will be able to check your personal expectations regarding your workload and job requirements. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Personal Skill Development Plan

To build your career you need opportunities. The more opportunities you have, the better chance you have of moving into a role that is exciting, challenging, and fulfilling. One of the best ways to create more opportunities is to build your skills and capabilities. The more skills you have, the more marketable you'll be, and there's one thing you can be sure of—all managers want to hire talented employees. For this course you will follow a process to identify the skills and capabilities you need to develop to excel in your job and career. By completing this course, you will be able to create a personal skill development plan. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Skill Development Opportunities

Building skills and capabilities is an essential task for anyone. No matter what kind of job you may have or career path you're on, it's important to grow and develop. When we build capabilities and gain expertise, our work becomes more fulfilling and rewarding. We are also better equipped to take on more challenging roles and higher levels of responsibility. For this course you will work on your own to identify skill development opportunities for yourself, however, if you have direct reports, you can also work with your employees to help them identify opportunities too. By completing this course, you will know how to identify skill development opportunities for yourself and/or your employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Balance Conflicting Customer Priorities

Being able to balance conflicting priorities of customers is a sophisticated skill to develop, and yet a necessary one. Build your ability to do this and you will greatly increase your personal performance and value to the team. The reason, if you're able to successfully balance your

customers' needs while still meeting them, you're making many customers happy at once, and anyone who can do that is certainly an asset to any organization. This course will help you when you have more than one request from a client that must be met or delivered at the same time. Although sometimes this isn't a problem, at other times you may have a number of work priorities already and the added client requests make it difficult to do it all. By completing this course, you will know how to balance the conflicting priorities of different customers. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Build your Network
It's certainly true the more you know about your colleagues, the more you will be able to tap into their strengths and capabilities to improve your own performance. At the same time you can be supportive of their work and goals, as well as contribute to building a team and organization that works well together and achieves great results. This course will show you how to meet with your co-workers to learn more about their past work experience, their current role and responsibilities, as well as their core strengths and capabilities. By completing this course, you will know how to build relationships with colleagues to learn about their role, skills, and expertise. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Building Trust with Others
To create trust and respect with others, it is essential all leaders build collaborative relationships with their colleagues. These relationships can help ensure you have the support, resources, and network to be successful in any role, while showing others how you can support them and contribute to the organization. This course will teach you what you can do to get to know your colleagues and co-workers. By

completing this course, you will know how to build trust with others by building relationships with your colleagues. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Empathy for Others
The ability to understand another person's situation, recognize the concerns he or she may have, or as some people say put yourself in the other person's shoes, is a trait often talked about with regard to personal relationships. Yet empathy, another way to describe it, is a key skill for the work place too. Yes, empathy is a skill. While some people show empathy naturally, it is a skill that can be built and acquired by anyone. This course will provide a suggestion list of action you can implement to increase your empathy towards others. You will select just one or two actions you are willing to work on and use throughout your day. By completing this course, you will know how to assess the level of empathy you show others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Recognize Your Peers
Recognition comes in many forms. It could be something as informal as a simple thank you, or may be more formal with a public statement made by a manager or leader. Yet no matter what way recognition may come to us, it is usually always appreciated. And while we often look to our manager or leaders for recognition, recognition can and should come from many different people. This course will help you a specific process you can use to increase the recognition and praise you give others. By completing this course, you will know how to recognize your peers for their contributions and accomplishments. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Share Your Knowledge and Expertise

One of the great ways to promote collaboration and teamwork among peers is to share knowledge and expertise with others. When we do, we help build the skills and capabilities of the group, and create a more productive and capable team. Which of course helps everyone succeed. Although each of us may know this statement to be true, the reality is, sometimes it's hard to give others our knowledge and teach them our expertise—we've worked hard for it. This course will help you discover some of the obstacles that may be preventing you from sharing with others, as well as give you a few ways to help you begin passing on some of your expertise. By completing this course, you will know how to increase your willingness to share your knowledge and expertise with others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Working with a Diverse Team

One of the pleasures of working on a team and within a department is having the opportunity to work with other people. Spend some time in any job and it seems we always create a connection with a few people and develop lasting friendships with others. While we may connect with a number of different people, often times our work friendships develop with people we have something in common with, such as our work, the hobbies we enjoy, or our personal values. This makes a lot of sense. This course will help you create a clear picture of how well you work with and interact with people who are different from you—whether it's their background, experience, skills, or perspective. By completing this course, you will be able to evaluate how well you work with individuals with different perspectives and expertise. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Benefits Discussion

As a manager it's always a great idea to help your team understand all of the company benefits available and how to access them. This is especially true if you have new employees, however, if company benefits have recently changed, all employees could find a refresher helpful. Taking the time to gather and share company benefit information will be appreciated by your team and can help everyone understand the numerous advantages of working for the company. This course will help you conduct a benefit discussion with your team, providing an opportunity for your team to become informed about the company benefits, and for you to reinforce how the company values each person and how the company wants to create an overall benefit package to enhance each person's work experience. By completing this course, you will be able to conduct a benefits discussion with your team.

Going Above and Beyond

One enjoyable aspect of being a manager is having the opportunity to reward employees for their hard work and performance. It's always fun to thank an employee for his or her contribution to the team by providing a reward for great work. While you need to be aware of the rewards available to you, as well as the company policies for using them, you first need to decide who should receive a reward. This course presents a list of Exceptional Performance Factors. You will review these factors and determine which factors each employee currently displays. Based on your employees' performance, you'll determine who may need to be recognized or rewarded for their actions. By completing this course, you will know who needs to be rewarded for working hard and going above and beyond what's required.

Linking Performance and Rewards

Linking individual performance to rewards is not difficult; you just need to know a few things to get

started. First, you must have a clear idea of the company rewards and the policies for using them. Second, you need to create detailed work objectives that clearly articulate what employees must do to earn the desired reward. Since some employees may be eligible for performance rewards and others may not, the people you manage and the type of role they play will influence the individuals you'll meet with. In addition, you may have individuals who are overdue for a reward, have a difficult project coming up, or consistently exceed performance expectations. If that's the case, you may choose to meet with these employees first. By completing this course, you will be able to create a clear link between performance delivered and rewards received.

Market Range Compensation

Perhaps one of the toughest challenges for any manager is to deal with the issue of compensation. As we all know, compensation is a very personal issue, and while there are many issues impacting a person's decision to engage, perform, and stay; compensation is a foundation element to our satisfaction at work. When employees believe their compensation is not what it should be, dissatisfaction and even anger can develop, thus making it difficult for the person to perform at his or her best. This course will help you discuss the market range salary with each employee. Remember, compensation is a very personal issue, and while there are many issues impacting a person's decision to engage, perform, and stay; compensation is a foundation element to our satisfaction at work. When employees believe their compensation is not what it should be, dissatisfaction and even anger can develop, thus making it difficult for the person to perform at his or her best. By completing this course, you will be able to help employees know what the compensation market range is for their role.

Performance and Rewards

While there are many aspects to the topic of compensation, one important area is the connection between individual performance and rewards. That is, how are employees rewarded for individual achievements and performance? Although every company is different, the majority of organizations reward performance in some way. Clearly outlining the company's policies and practices regarding performance rewards enables employees to know exactly what they must do and achieve to receive a desired bonus, merit increase or other company reward. This course will prepare to you discuss the connection between individual performance and rewards with both your team and individual employees. By completing this course, you will be able to discuss with your employees how individual performance impacts rewards and compensation.

Email Etiquette

E-mail is a reliable form of written communication that everyone in the business world uses. Learn how and when it's best to use an email, proper email etiquette and how to always show consistent professionalism.

Text Messaging Etiquette

A text message is much quicker to send and receive than an e-mail; it happens in real time. Learn how and when it's best to use a text message in business, proper text messaging etiquette and how to always show consistent professionalism.

When Emails and Text Messages are NOT Appropriate

Email and texting make workplace communication simple, but they can also make a bad situation worse. While electronic conversations are convenient, some situations require an in-person conversation or at the very least, a phone call.

Acting with Appropriate Speed to Problems

There are a lot of components to giving great feedback, and timing is one of them. The closer the feedback is to the actual behavior, the more effective it is. The events are fresh in everyone's mind, and the person receiving the feedback can connect the feedback to what just happened. The longer it is between feedback and the event, the harder it is to remember all the details, and often times feedback loses its effectiveness. This course provides instructions to help you think about what has happened on your team over the last few weeks. You'll capture the performance issues that required feedback or an intervention from you. The performance issues could be anything requiring coaching or feedback; such as a task not performed in the right way, a customer or service issue, a safety issue, or general performance problems. The course will then help you determine if you acted with the right level of speed or what you need to do in the future to strengthen the timing of your coaching actions. By completing this course, you will be able to evaluate whether you acted with appropriate speed to problems and issues. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Employee Reactions to Performance Evaluations

Performance reviews can be tricky. While most managers would love to have every performance review be a positive experience, some employees get uncomfortable, have different opinions, and question their performance evaluation and rating. As a manager, it can be helpful to understand how your employees perceive their last performance review to determine what you may need to do differently to ensure each and every performance review is effective and meaningful. This course provides instructions to help you ask your team members to share their perception on their last performance review. Based on the results, you will identify the areas you need to strengthen, as well as what would make a big difference in

facilitating great performance reviews. By completing this course, you will know how to quickly understand how employees feel about their performance evaluation and rating. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Employees Monitor Personal Performance

Working with your employees to establish performance measures they can use on their own is a great thing. Not only will your employees stay on track, delivering the right work at the right time, they'll be more independent and enjoy the trust you place in them to do a great job. This course provides instructions to help you meet with your employees to talk about how each person can monitor and measure his or her own performance. In addition, you'll learn how discuss the value of doing this and why it's important. By completing this course, you will know how to help your employees monitor and measure their own performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Improve the Quality of Feedback You Give

As you know, feedback is essential to everyone's ability to grow and develop, as well as to perform well in one's job. No doubt you received feedback over the years that helped you hone and develop your skills. So it's probably safe to say that you may not be where you are today without great feedback. This course provides specific guidelines you can use to strengthen the feedback you give your employees. The higher the quality of your feedback, the better employees will know what is expected of them and what they must do to perform at a high level. As a result, you will spend less time correcting and fixing problems, and more time coaching and developing your team for even higher levels of performance. By completing this course, you will be able to improve the quality of the feedback you give your employees. This course has been

approved for 1 hour of PDU credit from PMI (Project Management Institute).

Teams Monitor Performance

Knowing how we're doing at work is important. Each of us want to know if we're on track and performing our job well. Although we can get this information when we receive direct feedback from our manager, it would certainly be nice if we could track our own performance and make corrections when needed. This way we're not waiting for anyone to give us feedback, we can improve our performance on our own. This course provides a process you will use with your team to identify the performance measures the team can implement to monitor their performance and progress towards individual and team goals. By completing this course, you will know how to help your team will know how to how to monitor and measure their own performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Appreciating Contribution and Results

Ask a leader to thank an individual employee or team for their contribution and results

Connecting Work to the Organization

As a manager, it is up to you to lead your team and create the connection between individual work and the organization. Although each of us can get bogged down in the daily complexities of our job, it's your role to help create the vision for how each person's work fits with the larger goals and to create the vision for what's possible in the future. This course provides a specific process for you to conduct one-to-one conversations with each of your employees. The purpose of this discussion is to re-energize and excite your employees about their work, discuss how they fit within the organization, and to talk about the future opportunities that may be available based on the person's interests and capabilities. By completing this course, you will be able to connect the work employees do to the

organization and to future opportunities. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Increasing Employee Engagement course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Inform and Inspire Your Team

As a manager it is your job to inspire and energize your team by communicating a clear and compelling vision. When each person understands what the team must achieve and why, a meaningful work situation is created for each team member, which can lead to an increase in personal engagement and performance. This course will help you create a clear picture of the team's vision and to excite and inspire team members regarding the team's purpose. By completing this course, you will know how to inform and inspire your employees regarding the team's vision. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Increasing Employee Engagement course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Requirements for Success

It should be a priority for you to find out if your employees have what they need to be successful in their role—and usually the best way to find out this information is to ask. Talk with your employee to learn what he or she needs at work to be successful. Adding a structured process to your discussion is even better, as it provides some guidelines for you and the employee to identify the factors that will really make a difference. For this course you will meet with your employee. Use the following meeting outline to help guide your discussion. Remember, the

purpose of this discussion will be for you to gain a solid understanding of the factors impacting the person's ability to achieve his or her work goals, deliver high quality work, and experience success in his or her job. By completing this course, you will know how to assess whether employees have what they need to be successful in their role. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Increasing Employee Engagement course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Supporting Employees

Taking the time to understand how you support your employees makes a difference. Understanding your support actions can provide the insight needed to identify what you can do to ensure each of your employees has a manager who can help them be successful in the short and long-term. This course provides seven key support actions all managers should take to support their employees. You will review these actions, evaluate your current performance, and select one or two actions you will do more of to strengthen how you support your employees. By completing this course, you will be able to determine how you support your employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Increasing Employee Engagement course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Team Satisfaction

Satisfaction with our job and company is very important. When we have a high level of satisfaction, we tend to be more committed to our work, deliver better results, and enjoy what we do. Not only does this help us individually, it helps our team as well. When a team is made of up individuals who enjoy their work and are satisfied with their jobs, the team enjoys a productive work environment and higher overall team results. While the factors impacting satisfaction can be different for any one person, there are a few core factors that tend to influence work satisfaction for the majority of people. This course provides a review of these core factors and a process to help you strengthen the ones that will help your team the most. By completing this course, you will be able to help your team evaluate how well the company meets their individual needs. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Increasing Employee Engagement course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Using an Employee's Best Skills and Abilities

As a manager, it is part of your role to capitalize on each person's talents and capabilities. You need to make sure everyone is performing at his or her best, contributes to the team's goals, and at the same time makes use of everyone's individual talents. Yet sometimes a person's best skills, the ones he or she is great at and loves to do, are not maximized. Although the person may be doing a good job and contributing to the team, not using one's best skills can eventually lead to disengagement and frustration, since the person's top talents are frequently not used, if at all. For this course you will perform an evaluation of each of your employees' role and job to determine how well each person is able to use his or her best talents. You will then identify opportunities to capitalize on each person's best skills more often. By completing this course, you will be able to perform a job evaluation to determine if a particular role uses an employee's best skills and abilities. This course has been approved for 1

hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Increasing Employee Engagement course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Work-Life Balance for Each Person

As a manager it's important to understand what work-life balance looks like for each of your employees. While there's no right or wrong answer, the balance that is best for each person typically considers both job commitments and personal needs. Finding the right balance may be a little tricky, yet a good place to start is by understanding what great work-life balance looks like for each person. Once you know this, you can take the required steps to determine what actions can be implemented to create the best balance possible for every member of the team. Everyone needs a different level of work-life balance, and what this balance looks like will differ too. There is no right or wrong answer. This course will help you know what great balance looks like for each person. Someone may be able to work really long hours, get an exercise workout in here and there, and be perfectly balanced and energized. While others may need to spend more time meeting personal or family needs to feel balanced. By completing this course, you will know what work-life balance looks like for each person. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Increasing Employee Engagement course bundle which has been approved for 1.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Creating Accountability for Business Results

Having work that connects to larger goals is very meaningful. When we are clear on why our work matters and how it contributes to the company

we have a greater sense of purpose and an increase in personal motivation. While sometimes it may be hard to see, everyone in the company has a purpose. You were hired for a reason—to help the company achieves its goals. For this course you will schedule some time with your manager to discuss your role and what you need to do to help achieve team or company results. When you meet with your manager, you'll spend time discussing the results the team and/or the company needs to achieve, and then you'll talk about how you can contribute to these goals. By completing this course, you will know how to work with your boss to create accountabilities for how you are responsible to achieve business results. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Increase the Quantity of Work

If we consistently deliver fabulous work but very little of it, we are often are not seen as a significant contributor. To be a high contributor, we really must do both. That is deliver high quality work and lots of it. Taking the time to identify the factors impacting your ability to produce a higher volume of work is worth doing. You may find a few ways to increase the amount of work you can deliver, while maintaining quality, thus strengthening your contribution to the team and organization. You may have been asked by your manager to make an improvement, or you may want to increase your performance and contribution. This course will help you increase the volume of work you produce. By completing this course, you will select specific actions you will take to increase the quantity of work produced. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Increase Your Personal Engagement

When we are engaged in our work, we're happy. We like what we do and enjoy going to work. We

feel good about our contributions and believe our work matters. While leaders and managers are often tasked with the assignment to help improve engagement, we as individuals can take control of our own work situation by improving our personal engagement. It's something within our control and is certainly worth the effort, as the outcome will be a better, more enjoyable and rewarding work situation. While the factors impacting engagement can be different for any one person, there are a few core factors that tend to influence engagement for the majority of people. So to help you get started, this course will provide a process for you to review and think about the most common engagement factors. After your review, you'll determine what to do next by selecting actions from a list of recommended next steps. By completing this course, you will be able to outline the actions that will increase your personal engagement and performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Increase Your Personal Success

Performing well at work is a great thing. When we do well and deliver great results we feel good; we become confident in our abilities. When we perform we feel skilled and capable, knowing our work matters to the team and organization. This in turn builds confidence to take on more challenging work, knowing we can solve more difficult problems or situations. All in all, this is a wonderful situation to be in. When we're performing at our best, we feel good about our job, and our manager feels good about our performance. For this course you evaluate your actions and behaviors for 20 Performance Actions. Based on your self assessment, you will select one or two actions from the list of Performance Actions that you are willing to take to increase your personal performance. By completing this course, you will identify one action that if done more will increase your personal success. This course has been approved

for 1 hour of PDU credit from PMI (Project Management Institute).

Organizing Information for Productivity

All of our workdays are filled with information. Whether it's emails, papers, thoughts and ideas, or conversations with others, on any given day we must manage a lot of information. While necessary for our job, it's certainly true the level of incoming information can get overwhelming. And since few of us are able to stop the inflow of data, we must find ways to manage it the best way we can. If you're feeling overwhelmed by the level of information you must manage, or would like to improve how you organize and handle it, then this course is for you. By streamlining and organizing your information in a way that works for your personal style and your job, you will find you can get more done and increase your overall efficiency at work. By completing this course, you will know how to organize information to increase your effectiveness and productivity. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Stay Productive While Waiting for Answers

Most of us have had the experience of waiting for information or needing something to get done before we can move forward in our work. In these situations, a piece of information or action is required before we can perform the next step in our project or work assignment. While frustrating at times, especially if we have to wait, this circumstance is not uncommon in most work situations. It's the nature of work and working with others. The challenge we face at these times is to be careful not to stop working and stay productive. That is, we must find other ways to meet our work objectives and contribute to the team. This course is designed to help you when you are in situations in which your work or assignment comes to a halt because you must have key information or need others to complete a particular action or task. This course provides

specific instructions to help you make a conscious effort to stay productive when your core work or project is stalled and you must wait for someone before moving forward again. In these situations you must want to stay productive as well as have a desire to find ways to accomplish other work. By completing this course, you will know how to maintain personal productivity while waiting for answers to critical questions. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Struggling to Meet Commitments

When we make a commitment to someone, we are making a promise, stating we'll have something done by a particular time or date. If we frequently miss commitments and don't deliver, others come to believe we can't be relied on and start not to trust what we say. This is not good. To be successful in any job, we must build our credibility, trust, and respect with others. This enables us to have strong working relationships, which are a critical component to our success in whatever it is we do. This course will help you identify the factors impacting your ability to keep your commitments. Once you have a clear understanding of the issue affecting your behavior, you'll then turn your attention to selecting one or two actions you are willing to do that will strengthen your ability to keep you personal and work commitments. By completing this course, you will know how to solve for the reasons you struggle to meet commitments. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

When Are You Most Creative?

To ensure you get the most out of your innovative work, it's great to understand when you are most innovative and creative. Some people work best in the morning, others the afternoon, and some find the evening provides the opportunity to be most innovative and imaginative. The key is for each of us to find the time that works best for us so we can schedule our day around it. If you are most creative in the morning, save your tedious paperwork for the afternoon, this way you are making the most of your day and will consistently deliver great results. This course is designed to help you identify your most creative and innovative time of day. When you know when you're most creative, you can schedule and organize your work and assignments accordingly. For example, you can save work that needs concentrated effort and innovation for your creative time, while keeping other types of work for other parts of your day. By completing this course, you will know when you are most creative and innovative. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Align Resources to Strategic Priorities

Since the topic of resources can get complicated, it's helpful to have some guidelines you can follow to help make difficult decisions. Your strategic priorities are this guide. Using team, department or company priorities can help make resource allocation a little easier. Using these priorities can help you and others determine what resources must be secured and what can wait. Using strategic priorities as the foundation to your decisions can also help you explain your decisions to others. It's a great way to ensure everyone is in agreement and working together. For this course you will identify the resources required to achieve the team's strategic priorities. As the manager, you will discuss the topic of resources, share why using the team's strategic priorities can be helpful in making sound resource decisions. By completing this course, you will know how to define the strategic priorities for the department and align the required resources. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This

course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Analyze the Pros and Cons of Key Decisions

Decision making is a part of life, both in and out of work. No matter who you are or what you do, you'll be making decisions each and every day. As a leader in an organization, your decision making responsibility only increases. All leaders, no matter where you work, are presented with numerous opportunities to make decisions— some big, others small. Your ability to make good decisions in a timely manner will certainly impact your ability to lead and manage. The better your decisions, the stronger the leader you'll be. This course is best used for larger decisions or one you're having trouble making. Yet whatever the situation may be, it should be a decision you have time to think about; one that does not need to be made on the spot. This course will help you build your decision making capabilities. The more you use the process, the stronger your skills will be, and soon you'll be able to perform this type of process instinctually. By completing this course, you will be able to analyze essential information and the pros and cons of key decisions. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Are Your Actions Consistent with Your Values?

It's important our actions and behaviors are consistent with the values we talk about with our team. When we discuss the importance of particular behaviors, yet do something different,

we're really telling the team these values aren't important. Yet when our actions match our words, we find our team clearly understands what is expected, has greater respect for us, and tend to integrate these values into how they do their work and interact with others. The course presents 12 core values on the Value Ranking Sheet. You will review these values, determine their level of importance to you, and select one or two you will take to strengthen the consistency of your actions as they relate your individual values. By completing this course, you will be able to determine if your actions are consistent with your values. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Balance Your Leadership and Employee Roles

It is essential your leadership role comes first. Team members and the organization are counting on you. If you don't make the team and your employees a priority, the performance of many can suffer, and thus your ability to deliver great team results is impacted too. Taking the time to prioritize your work in the right way is worth doing. When you are clear on what work comes first, you can be more effective and efficient as both leader and individual contributor. All leaders have individual contributor work, which is why it's so important to balance how you spend your time between work assignments and leadership responsibilities. This course will provide a process to help you identify what is required to successfully balance your leadership and individual responsibilities. By completing this course, you will be able to determine your work priorities as a leader and as an individual contributor. This course has been approved for 1

hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Become a Reliable Leader with Integrity

Leadership is essential to any company's success. No matter what service you provide or product you sell, your leadership skills are required to help your company do and achieve great things. Fortunately you'll find many books, courses, and consultants ready to tell you what leadership is all about. Many of them are quite good. However, if you want to become a better leader, it may be easier to start with one simple question: What type of leader do you want to be? For this course you will review the list of Stand-up Leader Actions and select the actions you want to implement to help define the type of leader you want to be. By completing this course, you will know how to increase the actions and behaviors that demonstrate you are a reliable leader with integrity. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Connecting Goals to Vision

Having work that connects to the company's vision is very meaningful. When we are clear on why our work matters and how it contributes to the company we have a greater sense of purpose and an increase in personal motivation. While sometimes it may be hard to see, everyone in the company has a purpose—we were hired to help

the company achieves its goals. For this course you will meet with your employee to discuss the person's role and how it connects to the company's vision and strategy. When you meet with your employee, you'll spend time discussing the company's strategy and vision for the future, and how the person contributes to these goals. By completing this course, you will be able to connect every employee's individual goals to the organization's vision and strategy. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Connecting Team Work to the Strategy

While there are a number of elements that influence team cohesion, there is one element all teams should have to ensure the right foundation is in place for great teamwork and collaboration—a clear connection between the team's goals and company strategy. When all team members clearly see how the work they do directly contributes to the success of the company, greater personal meaning and purpose is created, thus leading to higher levels of performance and stronger team results. When your team is committed to a common goal and believes in the future, it is able to handle adversity, perform at higher levels of performance, and enjoy working together. This level of cohesiveness should be the goal of every work group. For this course you will work with your team to connect all team members to the company strategy. By completing this course, you will be able to discuss how the team's goals and core work is directly connected to the company's strategy. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning!

Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Increase Employee Innovation

Innovation, while critical for the overall organization, must start at the individual level. It is the innovation of individual people that lead the way for improvements. Time and time again we see the innovative ideas of individuals leading the way to create better products, improve customer service, and deliver great results. Therefore, it is essential to excite, inspire, and reward the innovation of each person to ensure the team, department, and organization stays competitive, delivers quality service, and can do great things. For this course provides a process to reinforce and increase employee innovation with your team. The more you talk about and reinforce the importance of innovation, the more innovative ideas and actions you'll see from your team. By completing this course, you will know how to increase the level of innovative actions of your employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Innovation Norms and Expectations

Innovation happens when individuals look at problems in new ways, are willing to take risks, and are creative in how they approach their work. Innovation makes a difference. No matter how big your team may be, or what your team is tasked to deliver, an increase in innovative behaviors will make a big difference in the team's success and overall results. The purpose of this course is to discuss what innovation looks like and to establish some team norms and expectations for innovative behaviors. By completing this course, you will be able to create team innovation norms and expectations. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Keep Your Top Talent

It just makes sense to spend time focusing on the actions that will cause your top talent to stay. Unfortunately, some leaders can become complacent because everything is so going well and their top talent is so great. This is easy to do; yet there's a danger to complacency. While your top talent is certainly great, it is possible for them to get discouraged, worn out, or even bored with their jobs. Taking preventative measures to ensure your most valuable asset stays is essential for you and the organization. This is certainly the right thing for all leaders to do. For this course you will determine what is required to keep your most valuable employees. By completing this course, you will know how to perform a top talent review to determine what you need to do to keep your top talent. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Responding to Issues and Concerns

Responding to employee concerns and issues in the right way helps create the type of employee relationships you want—one in which employees feel comfortable sharing problems and important issues. When you respond poorly to situations, relationships can become strained, often causing employees to withhold information. This of course can create problems, especially when the situation is critical and you need important information right away. For this course you will find out how well you respond to your employees' concerns and issues will help you identify the actions you can take to strengthen your ability to respond to situations in the right way, thus strengthening the relationships you have with each of your employees. By completing this course, you will know how to evaluate how you respond to concerns or issues presented by your employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Speaking Your Mind

In a team environment there are different dynamics between people as they work together to accomplish both individual and team goals. Sometimes working together is easy, and sometimes it's not. One factor that significantly impacts a team's ability to work well together is communication. Being able to articulate information clearly, understand each other's needs, and know what must be accomplished, are critical elements of good team communication. The purpose of this course is to discuss the ability of the team to freely share their personal thoughts and opinions, as well as to brainstorm ideas to improve and strengthen the

communication within the team. By completing this course, you will know if people are truly able to speak freely within the team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

A Leader's Thoughts on Strategy

To be successful your team needs to know and be able to do a lot of different things. However, one of the most important things they need to know is quite simple: they need to know where they're going. In other words, your team must have a strong understanding of the company's direction and strategy. With this information in hand they are better equipped to do the right things at the right time so they can achieve great results for the team and company. For this course you will invite a leader to visit your team to talk about the company strategy. Your team will prepare for the presentation and identify specific questions the leader can answer to help them be more successful. By completing this course, you will have had a leader discuss the company's upcoming strategy and changes with your team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Capture and Share Best Practices

Companies, teams, and individuals are always changing and evolving. New information, product improvements, changing strategies, and new

technology all play a big role in creating the ever-changing work environment. Sometimes it may feel tough to keep up with everything that is happening within a team and company, as well as your industry too. One way to stay on top of things is to make sure new information, lessons learned, and best practices are captured and shared with others. This course enables everyone to stay current, develop new knowledge and capabilities, and strengthen their ability to adapt to changing circumstances and strategies. By completing this course, you will know how to encourage the capturing and sharing of best practices and lessons learned. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Connecting Work Projects to the Vision
As a leader in the company, it is your job to ensure the projects you are responsible for contribute to the company's success and make a real difference for the organization. While we'd like to think everything we do is important, sometimes it's easy to get distracted and put time and energy towards work that may not be directly related to the company's business goals. You will use this course at the completion of a project to determine how well it moved the company towards its vision and strategy. The purpose of this course is to reflect on the outcome and results of the project to fully understand the impact created. This can help reinforce the great work performed by you and your team, and can also help identify key lessons you can apply for future projects.By completing this course, you will know how to evaluate the success of projects based on how well it moved the company towards its vision and strategy. This course has been

approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Connecting Work to Company Objectives
Having work that connects to larger goals is very meaningful. When we are clear on why our work matters and how it contributes to the company we have a greater sense of purpose and an increase in personal motivation. While sometimes it may be hard to see, everyone in the company has a purpose—we were hired to help the company achieve its goals. For this course you will help create this connection. When your employees are clear on what they must do to contribute to business results, their work takes on greater meaning. They feel more valued by the organization and develop new levels of motivation to perform at their best. This of course benefits you and the employee, as well as the team and company too. By completing this course, you will be able to create the connection between company objectives and employees' core work. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

How Employees Support Organization Goals
When employees understand how their work is important to achieving team, department, or organization success, they experience an increased sense of importance and feel more connected to the company. When this happens,

employees tend to be more engaged and will more often than not, go above and beyond what is required to ensure the organization is successful. The purpose of this course is to review the organization's key goals and strategy, helping each employee understand how he or she supports these goals. By completing this course, you will be able to show employees how they support the organization's goals and strategy. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Integrity Expectations

When your team members act with integrity, your team will been seen as individuals with high professional standards, will be valued and respected by others, and will deliver high performing results. Integrity makes a difference. As a manager, it is your responsibility to lead your team by not only acting with integrity yourself, but to also set expectations for the team to act with integrity when working with each other and with customers. These expectations help create a professional and productive environment and reinforce the importance and value of integrity for the entire team. The purpose of this course is to create and communicate specific integrity expectations for your team. These expectations should outline how you want all team members to act when interacting with each other, your customers, as well as other people within the company. By completing this course, you will know how to identify and share what you expect from your employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership

Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Meeting Goals and Achieving the Strategy

As a manager, you are responsible for a group of people who are accountable to deliver results for the organization. As a result, it is essential you and the team are clear on what everyone must do to achieve the team's goals and support the organization strategy. When a team has a clear plan to help move the company towards its desired results, individuals see how the work they do matters and develop an increased desire to work hard and achieve great results. For this course you will review the team's goals and the company strategy, as well as identify what the team can do to support both the team and company. By completing this course, you will know how to determine what the team can do to help meet the team's goals and achieve the organization strategy. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

Trust Others to Drive the Strategy

When employees understand how their work is important to achieving team, department, or organization success, they experience an increased sense of importance, feel more connected to the company, and believe they are trusted by leadership to deliver great results. When this happens, employees tend to be more engaged and will more often than not, go above and beyond what is required to ensure the organization is successful. This course will help

your employees know why you trust them and how their work supports critical organization goals will help each person understand why they are important to the company, and thus will make a big difference for the team and each individual employee. By completing this course, you will know how to show employees you trust them to support the organization's goals and strategy. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Leadership Development Learning Track. This course is part of Vado's Leadership Development learning track which has been approved for 3.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs).

An Ethics and Integrity Discussion

Ethics, values and integrity all play an important role in creating a work environment employees can be proud of and want to be a part of. Ethical behavior and integrity are an essential component of success and must be consistently discussed and talked about. When integrity and ethics are part of a team and company culture, employees tend to be more committed, more productive, and are proud of their work and company. While you can and should be delivering this message to your team, it's also very powerful to have a company leader talk about ethics and integrity. Company leaders have a lot of credibility, need to lead by their personal actions, and can be very engaging and inspirational. All of which translates to greater understanding, an increase in excitement, and renewed belief in the company. By completing this course, you will have a leader to come talk to the team about ethics, integrity, and the company values. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Creating a Great Work Situation

As a leader in a company, one of the most important things you must do is create the right environment that will cause your employees to make the decision to engage in their work and stay with the organization. Only when employees are truly engaged and want to stay in their jobs will great individual results be delivered and high levels of performance be achieved. For this course you will talk with your employee to learn what will motivate him or her, as well as create the type of work situation that would cause the person to want to engage. Adding a structured process to your discussion is even better, as it provides some guidelines for you and the employee to identify the factors that will really make a difference. By completing this course, you will be able to determine what factors would create a great job and work situation for your employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Creating Challenging Work

As a manager, if you want your employees to engage and perform, you must help each employee find the right level of challenging work. Challenging work looks different for everyone and some may need more than others, but all employees need challenging work to stay excited and committed to their job. This course will help you actively involve your employee in helping to increase the level of challenge in his or her work. Your role is to guide and coach your employee. The more he or she is involved in making decisions, the more likely the person will be excited about the new challenges, and will be more productive at work. By completing this course, you will be able to determine your employees' current level of challenge, and identify ways to create the right amount of challenge in their work. This course has been approved for 1

hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Evaluating Performance in the Right Way
Performance reviews are a part of any manager's life. While there are differences among companies, most likely you're required to conduct a formal performance review once a year with each of your employees. You may even be asked to give additional reviews throughout the year. Although it's a required part of your job, and an important part of any employee's success, performance reviews tend to be one of the more challenging tasks a manager must do. How performance reviews are conducted matter to individuals. Performance reviews are tough enough, and when they're done poorly can have a negative impact on the employee and his or her engagement. On the flip side when they are done well, employees are energized and engaged, and excited about the future. By completing this course, you will know how to determine if you're doing the right things when evaluating an employee's performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Giving Clear Work Priorities
There are a lot of things a person can do to be successful in one's job, but knowing what work must be achieved is one of the more important items. Knowing what work must be delivered and when helps anyone stay focused and achieve success within their role. Without this information, we tend to be unfocused, and may or may not deliver what we should. Add to the fact that work priorities often change as team priorities change and our work priorities may not be clear. This course will help you provide clarity to your employees regarding what must be

achieved in the next 30 days. This short time frame helps each person clearly know what to focus on and how to prioritize his or her time. Having this level of focus is great. It helps each person perform the right work at the right time, thus creating the opportunity for individual and team success.By completing this course, you will be able to help your employees get clear on their work priorities for the next 30 days. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Listening to Others' Ideas and Opinions
Managers in particular must make sure they take the time to really listen to their employees. As leaders, you set the tone for the working relationships on your team, and send the message that you value each person. By not listening, employees may wonder if you value their thoughts and opinions, and could question the value and contribution they bring to the team. For this course you will perform a listening evaluation to determine how well you listen to others. Once you have your results, you will be able to target the areas you need to strengthen, identifying which actions you need to do more of to become a more effective listener. By completing this course, you will be able to evaluate how well you listen to others' ideas and opinions. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Perform a Departure Review
If you want to tackle the issue of turnover you need to know when your employees may leave. Knowing who is at risk for departure creates the opportunity for you to proactively take action. You may choose to create a work situation that will cause the person to stay, or you may just need to

plan for the departure to ensure the team's productivity is not impacted by the loss of the employee. The purpose of this course will be to think about each of your team members and make your best guess as to when they may depart your team. This assessment will help you determine what actions you can do to keep your employees or plan for their departure. By completing this course, you will know how to perform a departure review for your team members. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Perform a Performance Review

Performance reviews are an essential component of our work. These reviews may be formal, end of the year discussions, or they may be short informal feedback sessions. Either way, receiving information about one's performance is key for anyone's success. Performance feedback helps us know what we're doing well, informs us on what we need to strengthen, and gives us an idea of our current level of performance. This course provides a process you can follow to conduct a successful performance review with your employees. Performance feedback helps us know what we're doing well, informs us on what we need to strengthen, and gives us an idea of our current level of performance. By completing this course, you will be able to perform a performance review with your employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Problem Solving Expectations

Having the authority to make decisions and solve problems on our own is essential to creating a great work situation. When we have this type of authority we feel trusted, competent, and believe we are a valued contributor to the organization. In addition, since we're not relying on others to tell us how to get our work done, we tend to be more productive and successful. This course will help you provide your employees guidelines around what is expected in regards to decision making and problem-solving. There are people with a lot of experience who would do well with a high level of decision-making authority, while less experienced and skilled individuals may need a limited amount of authority. By completing this course, you will be able to create problem-solving expectations for your employees. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Receive Feedback From Your Employees

As a manager, asking for feedback is a great way to create a collaborative working relationship with your employees. When you ask how well you've provided support and coaching, as well as find out what you can do differently to support each person, you'll definitely learn a few things. In addition, your employees will be impressed and delighted that you asked for their opinion, and will see you as a manager who wants to do a great job and help them be successful. This course will help solicit and receive feedback from your direct reports. Not all managers ask their employees for feedback. Take the opportunity to distinguish yourself as a great leader and boss, by asking your employees to share what you can do better to lead and manage others. By completing this course, you will receive feedback from your team on how you're doing as a manager. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Reinforce Great Teamwork

A teamwork culture is developed when

cooperation becomes a priority, is consistently talked about, and best practices and solutions are shared with others. By creating a teamwork culture, co-workers learn from each other's experience, can ask for help when needed, and increase their contribution to the team. All of this eventually strengthens the team's cohesion, enabling individual and team goals to be achieved. For this course you will introduce the topic of teamwork to your team, share why it's important and how improving the collaboration with others will benefit the team. You'll also talk about what's going on in the team or company that creates the need to strengthen teamwork and cooperation. By completing this course, you will be able to create a team meeting agenda item to reinforce great teamwork. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

The Great Things Employees Do

While your employees need direction, coaching, and feedback to be successful, what they really want is to be motivated and inspired to be their best. They want to know they are valued, can make a difference, and have the opportunity to do something great; and if you consider the various people your employees interact with on any given day, you are the person who can do this best. Motivating and inspiring others is part of the manager role. It is your job to encourage and support your employees to be their best. The course will show you how to share the great things they're doing and how they contribute to the company. By completing this course, you will know how to share with your employees the great things they do and how they make a difference. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

The Right Workload for Employees

Having a good balance between work and our personal life is important. We want to meet our commitments at work while at the same time have the opportunity to meet our personal needs too. As a manager, it's a wonderful thing to create great work-life balance for your employees, however you also need to make sure the right work is getting done at the right time. This includes making sure each employee is creating a significant impact for the company. This course provides an assessment to determine the level of workload each person on your team has, as well as the impact they are making within the company—this is the employee's Work Zone. Depending on which work zone your employees are in, you will be provided with different actions you can take to ensure each person has the right level of work life balance. By completing this course, you will be able to determine if the workload is right for your employees and for the company. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Valuing Employees

Feeling valued and important at work is critical for everyone. We all want to believe our work and contribution matters to the team and organization. We want to know we are valued for who we are and what we do. When we think our contribution and effort doesn't matter, our motivation and desire to work hard suffers. In addition, our ability to deliver quality work and a high level of performance goes down—we become disengaged employees. For this course you will identify a few key points regarding the importance and value of your employees' work and how they contribute to the team and organization. You'll then meet with each of your employees to build rapport, talk openly and honestly, and share specific details regarding how

the person really matters to the team and company. By completing this course, you will be able to discuss with your employees why you value them, why they're important to the team and company. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

What Employees Need Most

While there are a number of common things most employees may want, we must remember that different people are different. Each of us has a slightly unique set of needs that when in place enable us to do our job well and perform at the highest level. There is a great benefit in finding out what each of your employees need from you, their manager. When you have a clear idea of what each person requires from your leadership, you can tailor your actions to meet specific needs, and thus improve the likelihood a great work situation will be created for everyone on your team. This course provides a process you will use with your employees to identify each person's individual needs for success, as well as guidance for how best to create a plan to meet those needs, while balance team and company needs. By completing this course, you will find out what your employees need from you, their manager. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Building Relationships with Colleagues

It's certainly true the more you know about your colleagues, the more you will be able to tap into their strengths and capabilities to improve your own performance. At the same time you can be supportive of their work and goals, as well as contribute to building a team and organization that works well together and achieves great results. By completing this course, you will know how to build relationships with colleagues to learn about their role, skills, and expertise. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Create a Safety Culture

Safety at work is always important, and in some businesses it is essential to everything you do. This course will help you focus on and reinforce the right safety behaviors. By creating a team culture focused on safety and accident prevention, your employees' actions and behaviors will reflect company policies and procedures with greater consistency, thus increasing the likelihood of a safe and productive work environment. By completing this course, you will know how to create a team culture focused on safety and accident prevention. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Differences Make a Stronger Team

This course will show you how to help your team understand the different backgrounds, skills, and perspectives of each individual team member. Your team will learn how to use these diverse capabilities to achieve both individual and team goals, and thus make a stronger team. By completing this course, you will be able to help your team know how each person is diverse and how these differences help make a strong team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

More Than One Solution

This course provides a process you'll use when you have a problem that needs to be solved, and you are the person to solve it. Use this process as

often as you want to. If it's helpful, make it part of your problem solving process. Maybe using it just a few times is all you need. You're the best judge to determine how this process can help you. What's most important is that you continue strengthening your problem solving skills and your ability to adjust to changing conditions and circumstances. By completing this course, you will be able to identify a number of potential solutions for the same problem. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Soliciting Ideas and Opinions

This course will show you how to introduce the importance of different ideas and opinions, sharing with your team why it's valuable to take the time to solicit the thoughts and opinions of others. You'll ask your team to share their thoughts on why making the extra effort to solicit each other's ideas and opinions would be beneficial. By completing this course, you will know how to create an agenda item to discuss how the ideas and opinions of others are being solicited and used. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Solving Problems in the Right Way

As we think about persistence, we first must realize it comes from the inside. No one can make us persist. We must find the motivation to persist on our own. Now there are a number of reasons why we may or may not persist in a situation. These things are important to keep in mind if you're struggling to stay committed, and may help us understand our own action and behaviors. By completing this course, you will be able to determine what is required to ensure issues are solved in the right way at the right

time. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Speaking Freely with Others

This course will show you how to encourage and promote sharing personal thoughts and opinions by helping your team understand how others react to you, as well as discuss possible scenarios and outcomes for taking the risk and speaking freely with others. By completing this course, you will be able to share with your team how people react to you when you speak freely with others. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Team Integrity

The purpose of this course will be to discuss the topic of integrity and select a few integrity actions all team members are willing to do. This is an important process. All of the team members, or a significant majority, should attend. By completing this course, you will help your team will discuss what integrity looks like and identifies expectations for the team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Team Work-Life Balance

For this course, the team will discuss what the team can do to help each individual create great work-life balance. Team members can support fellow co-workers by providing help with time consuming or difficult projects, as well as provide assistance when a co-worker is in jeopardy of not being able to meet a personal commitment. By completing this course, you will know what the team can do together to create balance for

everyone on the team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

The Importance of Safety
This course provides specific guidelines for you to discuss the topic of work safety and select a few actions all team members are willing to do to increase safety for all. By completing this course, you will know how to discuss and reinforce the importance of safety with your team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Understand Customer Needs
This course will help you conduct an investigation to get to know your customers better. As a result, you'll have a more in-depth understanding of your customers as well as more complete answers to the discovery questions. By completing this course, you will have strengthened your understanding of your customers' needs and what you can do to meet them. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

What the Team Loves About the Company
This course provides guidelines you can use to create a rich robust conversation about the great things happening in the company. This discussion is meant to energize and excite the team regarding the company and their work, and provide the knowledge and awareness to lean on when work gets tough. By completing this course, you will be able to facilitate a team discussion regarding what employees love about the company. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine

Excellence Award Winner: Management Development Learning Track.

Be a Significant Meeting Member
Making a conscious effort to be an active and contributing meeting member is essential to your job and your career. Wouldn't we all want the reputation as someone who always adds value, provides great insight, and significantly contributes to the team or group? Becoming a consistent and strong meeting member can definitely help you get there. Becoming a successful meeting participant is a learned set of skills. While some may intuitively know what to do, most people develop and build their meeting skills over time. Of course when we contribute and add value to a meeting's outcome, our value to the team and organization grows too. This leads to more interesting and exciting work, and thus creates a more fulfilling and rewarding career. So no matter what level your meeting participation is right now, why not take it to the next level? You'll enjoy the process and certainly enjoy the success your increased contribution brings. By completing this course, you will know how to become a significant and contributing meeting member. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Conduct Effective Meetings
We've all had the experience of an ineffective meeting. A meeting that drags on and on, where people talk over one another, and so many topics are introduced you don't know what's going on. It's obvious the meeting has no identified purpose, and at the end of the day, nothing is accomplished. At some point, you wonder why you're even there. So it just makes sense to become efficient and effective at conducting meetings. Not only will you help your team and peers get more accomplished, you will gain a reputation for getting things done which of course is good for you and great for your career.

By completing this course, you will know how to conduct effective and efficient meetings. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Meeting Behavior Expectations

It is essential a team of people who regularly work together create expectations for how meetings should be facilitated and participated in. Both facilitators and participants play a key role in the overall success of a meeting. When expectations are created and followed, everyone knows what to do and what to expect. As a result, an enhanced meeting experience is created, as well as greater levels of achievement each and every time people meet. The purpose of this course is to discuss what productive and efficient meetings look like and to establish some team expectations for what everyone should be doing to ensure all team meetings, big or small, are successful. By completing this course, you will know how to create meeting behavior expectations with your team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Prepare for Any Meeting

Whether you're a facilitator or participant, the best thing you can do for any meeting is prepare. Meeting preparation is essential for the outcome of a meeting, as well as to your personal and professional success. When each person prepares for a meeting, the meeting tends to stay on track, decisions are made, and progress is achieved. When people aren't prepared, little tends to be accomplished and frustration sets in. Meeting preparation is essential for the outcome of a meeting, as well as to your personal and professional success. When each person prepares for a meeting, the meeting tends to stay on track, decisions are made, and progress is achieved. When people aren't prepared, little tends to be accomplished and frustration sets in. By completing this course, you will know how to

prepare thoroughly for any meeting. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Stay Focused in Meetings

Meetings are a part of work. We all attend them. Some we enjoy, others we don't. So the challenge we face from time to time is learning how to stay focused and engaged in every meeting we attend. While we'd like to think we're always present and actively engaged, we know that's not always the case. Yet being able to focus is good for us and for our career. It's important others see us as contributors and valuable team members, and not as individuals who may or may not participate. While there are a number of techniques that consistently help people stay focused and engaged in meetings, the key for each of us is to identify the techniques that work well for us. This course provides specific techniques you can select from to help you increase your meeting focus and become a consistent contributing meeting member. By completing this course, you will know how to stay focused in meetings. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Coaching New Hires

As a manager, you are the key person to help a new employee know what must be done in his or her role. You are the person who provides the most coaching, feedback, and direction. You can help ensure the employee stays on track and can successfully contribute to the team and organization. Therefore, if you spend the time helping your new hire know what to do, your new hire will be more engaged and more successful long-term. This course provides a process to help you coach your new hires during the first few weeks and months of employment. By completing this course, you will know how to give new hires frequent coaching and information to ensure the right work is done at the right time. This course has been approved for 1 hour of PDU credit from

PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Exploring Professional Development

It's always a great idea to talk with all employees about the opportunities for growth within the organization, and it's especially true for new hires. By talking about possible opportunities, you'll reinforce the company's commitment to the new hire, and solidify the new hire's commitment to the organization. As a result, a discussion about future opportunities can increase a new employee's engagement and ultimately their performance. The purpose of this course will be to start the process of exploring potential development opportunities within the company. By completing this course, you will know how to help new hires explore how they can grow and develop within the company. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Feedback for New Hires

New employees have a lot to learn and do when starting a new job, and the first few weeks can be quite overwhelming. But once some time has gone by, new employees start to settle in. Yet it's this time, a few months into a new job, which is critical for new hires. This is the time new employees need guidance to ensure they are gaining the right knowledge, building the right skills, and performing the right tasks. The purpose of this course will be to provide feedback

and direction to your employee. You can perform this discussion any time during the first few months of employment. By completing this course, you will be able to give new hires feedback on what they've done so far and learn what they must do in the future. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Feedback from New Hires

As a manager of a new hire, it's a great time to set the stage for a collaborative working relationship. For remember, your new hire won't be a new employee for long and the opportunity to start your working relationship off right won't last forever. So why not find out how you're doing as a manager? This course will help you ask your new hire for feedback and find out how well you've provided support and coaching so far. You'll definitely learn a few things, and your employee will be impressed and delighted that you asked for his or her opinion. By completing this course, you will know how to receive feedback from your new hires. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

First Weeks' Deliverables

One of the key elements of success for any new employee is to know what he or she must accomplish. When new hires know what they must do, they are able to focus on the right things

at the right time, thus contributing to the team and adding value. Without good direction, new employees tend to struggle, and don't spend their time learning the right information and doing the right type of work. As a result, these new employees tend not to perform well and don't contribute to the team at the desired level. The course will help you help your new hires clearly understand how they must spend their time during the first few weeks of employment. Early direction setting helps set the stage for a great start, creating a foundation for long-term success. By completing this course, you will be able to help new hires learn what work they must do and what they must achieve in the first few weeks on-the-job. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Great Work Situations for New Hires
New hires in particular benefit when their manager understands what is important to them. When managers know how to create a great work situation for a new hire, both manager and employee get off to a great start. From the beginning, you will be able to do the right things to meet the new hire's needs. This will ensure a great work environment for the new employee, thus creating higher performance levels and greater levels of commitment. The purpose of this course will be to find out what your new hire needs in his or her job to perform well, and will also create a work situation the person enjoys and wants to contribute to at a high level. By completing this course, you will know what will create a great work situation for each new employee. This course has been approved for 1 hour of PDU credit from PMI (Project

Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Learning a New Role
When people start a new job, they have a lot of questions. New hires want to know about their work, their responsibilities, and what they need to do. In addition, new employees often wonder how they'll fit in. They want to know what type of contribution they'll make and whether they'll be able to make a difference. Although some new employees may figure this out on their own, it may take a while, or they may end up creating an incomplete picture in their mind. The purpose of this course will be to help the new employee clearly understand how he or she fits in with the team and contributes to the organization. We recommend you perform this course during the first few weeks of the new hire's employment. By completing this course, you will know how they fit in with the team and how they can contribute to the organization. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Learning from Co-Workers
Reinforcing the great things about the team and company provides a new employee the chance to learn some things he or she may not know. This can create new levels of energy and excitement. In particular, when new employees hear from peers, there is an added level of credibility that strengthens the message regarding what's great

about their new job. Take advantage of this opportunity and strengthen the new hire's commitment to the role, team, and company, while also providing the chance for all team members to become reenergized about the great things happening at work. By completing this course, you will know how to help new hires learn from co-workers why it's great to work for the team and the company. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

New Hire Expectations of a Manager

As a manager you play a critical role in an employee's success and overall performance, this is especially true for new employees. When a person takes on a new role there are a number of things happening over the first few months. The new hire needs to adapt to new tasks and responsibilities, meet new people, get familiar with a new work environment, and adjust to how work gets done on a new team. The course will help you create an understanding of how you plan to coach and support your new hire. This process helps build rapport and a great work relationship for future success. By completing this course, you will know how to help new hires understand exactly what they can expect from you as a manager. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

New Hire Performance Review

Performance reviews are an essential component of our work. These reviews may be formal, end of the year discussions, or they may be short informal feedback sessions. Either way, receiving information about one's performance is key for anyone's success. Performance feedback helps us know what we're doing well, informs us on what we need to strengthen, and gives us an idea of our current level of performance. This course provides a step by step process you can use to conduct performance reviews with your new hires. By completing this course, you will know how to deliver a review of the new hire's performance since starting the new job, This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

New Hires Build a Professional Network

As a new hire, creating a network is a great thing to do. A strong network of people can set the stage for a great career. The only challenge is, new hires tend not to know who they can include in their network. However, as experienced team members, you do. Using your knowledge and experience of the company, you can identify a few people who would be great to include in the new employee's network. This course will help you support your new co-worker's success by providing him or her a head start in building a professional network. Not only will the new employee benefit from your assistance, but the team will benefit from a co-worker who is better equipped to perform and help deliver the team's goals. By completing this course, you will know how to help new hires build a network of people within the company. This course has been approved for 1 hour of PDU credit from PMI

(Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

New Hires Build New Skills

Managers are essential to helping new hires identify the information and skills required to meet commitments and goals. As a manager, you will know best what is required to perform well in the job, and can help the employee prioritize what should be learned and developed first. Remember, new employees want to be successful. They will be looking to you for guidance as to what they must know and develop. Taking the time to help your new employee develop into a strong, contributing employee will be beneficial for you, the team, as well as the new employee. By completing this course, you will know what skills and knowledge the new hire must build to be successful in the new role. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

New Hires Get Coaching From Others

Although a professional network is beneficial for new hires, it's hard for any new employee to start one. But as a manager, you can help. Using your knowledge of the new hire's role and people within the company, you can determine who might be able to help the new hire build the right skills, understand key information, or provide coaching. Taking the time to help create a network of resources will pay off. In no time you'll see your new hire engaged and performing. This course

provides a process you can use to help your new hire create a network of people who can provide coaching and feedback, thus helping the new hire get up to speed much faster. By completing this course, you will know how to help new hires build a network of resources for coaching, feedback and skill building. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Reconnect Employees to Individual Work

In the beginning of any job, expectations are set, and new employees work to meet those expectations. This is good. But after a few months, new hires tend to be more comfortable in their role and have a better idea of what to do. They are now ready for a bit more. As a result, work expectations should change to meet the new hire's emerging knowledge and capabilities. This course provides a process you can use to outline the work expectations you have for the new hire. During this time, be sure to talk about the employee's most important tasks and responsibilities, the work that must get done, and why. By completing this course, you will be able to reconnect new hires to the work they must do and achieve. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Team Members Introduce Themselves

One of the pleasures that come from any job is

working with great people. When we develop relationships with our co-workers, we enjoy our jobs more, are more productive, and have a greater sense of belonging within the team and the organization. As a result, our relationships at work become an essential component of our overall success. When new hires start a new job, they usually do not have any established relationships on the team. Yet, as we just mentioned, our relationships with co-workers are essential to our success. Therefore, it will benefit both the team and the new hire to get to know each other. Although relationships tend to develop naturally over time, a team can jump start this process by taking action during the first few weeks of a new hire's employment. By completing this course, you will be able to help team members introduce themselves to the new hire. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Teams Share with New Hires

When new employees join a team, they often have an incomplete picture of what the team is all about. Certainly the new employee learned some things during the hiring process, and of course has learned more during the first few weeks on-the-job, but starting a new job has a lot of complexity to it. And sometimes, complete information may not be given, or the new hire may not be able to remember everything due to the large amount of information that is shared during this time. Once the new hire has settled in, it's a great time to revisit the team's purpose and deliverables with the new employee. And who better to share this information than the team itself. By completing this course, you will know how to encourage team members to share the

team's overall purpose and deliverables with the new hire. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

We Wish We Had Known

When we start a new job there is so much to learn, it can all be somewhat overwhelming. Sometimes it's not until we've settled into our job that we realize what we didn't know when we first started. Looking back, we often find there is something that we wished we had known during those first few weeks. This information may have helped us avoid a few pitfalls, perform better, or just made it easier to adjust to the new job and organization. The purpose of this course is to provide the opportunity for your team to share with new hires what they learned along the way. In particular, sharing what the team wished they had known at the start of their job is a great way to welcome this new employee. By completing this course, you will know how to help new hires learn what their peers wished they had known when starting their own job. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Work and Challenges in the Future

As a manager, you have the opportunity to help transitioning employees get clarity on the work that must be accomplished, as well as identify any obstacles and challenges that may lie ahead.

This information helps transitioning employees clearly know what they have to do, and what challenges they should be aware of as they make the final move out of the new hire role. For when employees are clear on the work they must do, and are prepared for the challenges and obstacles ahead, they have a greater chance of succeeding in the future. The purpose of this course will be to help the employee focus on the right work in the future, and to anticipate any challenges he or she may need to solve for. In addition, this is a great opportunity to reconnect with your new employee and create a smooth transition as the person moves out of the new hire role to become a fully contributing employee. By completing this course, you will know how to create clarity regarding the work and challenges that lie ahead for the new hire. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Being Consistent with Company Values
Values, or what we believe, are important. They guide our behaviors and actions in everything we do. This is true at work and within our personal lives. People get a sense of the type of person we are and what we believe by our interactions and how we treat others. Therefore it is critical your actions are consistent with the company values. When your actions are consistent with the company values, you increase your contribution to the team and company, and deliver work at a higher level of performance. By completing this course, you will be able to increase the consistency between your actions and the company values. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Developing an Attitude to Learn
There are a lot of things we need to do to be successful at work, and yet one essential component to our success may not always get our attention. We need to learn. No matter how experienced or successful we may be, each of us must continually grow and develop to increase our ability to perform our job, as well as prepare us for the next assignment, task or future position. This course provides a process to check if you're on the right development track, making sure you're doing the right things to display that attitude to learn so greatly valued and sought after by managers and companies alike. By completing this course, you will be able to determine if you display an attitude to learn. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Do You Overreact?
If you believe you tend to overact in stressful situations, then it would certainly benefit you to tackle this issue. Whether you realize it or not, others notice these reactions and behaviors, and may be uncomfortable working with you, especially during challenging situations. If this is the case, it's not good. Do yourself and your career a favor and work to get your emotions under control. You'll love being able to better handle stressful situations, and will find this is great for you and great for others. This course provides a process to help assess how you react to stressful situations. Pinpointing the specific actions that may be creating a problem will help you understand exactly what needs to be improved. By completing this course, you will be able to determine if you tend to overreact to stressful and difficult situations. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Don't Jump to Solutions
To be successful in any role, we must be able to solve problems and challenges. No matter what

we do, each of us at times face projects that run into trouble, customers who become dissatisfied, or products that don't work as they should. The more efficient and effective we are in solving these issues, the more successful we will be at work. The purpose of this course is to help you when a problem or challenge arises, you will use this process on an as needed basis. To help you get ready for that unexpected moment (problems are rarely planned), we suggest you review this action a few times, mentally rehearse using the technique, and review it after you've dealt with a challenge to see how you did. By completing this course, you will know how to spend time asking questions before immediately jumping to solutions. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Increase Your Objectivity

As an individual contributor, one of the things you need to do is effectively work with others. No matter how big your team may be, each of us must interact, communicate, and work well with others. Yet sometimes we become so focused on our own work, and how our team can help us, that we forget others are looking at us in the same way. Our co-workers also want to know we will contribute to their success by being an effective, contributing member of the team. This course provides a process use in situations when there is a problem to solve, you're trying to understand a subject better, or you need to make a decision. In these situations you may be working on your own or with others. By completing this course, you will be able to increase objectivity by identifying various perspectives of the same situation. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Manners and Courtesy at Work

While perhaps it's not the most common development topic, manners at work really matter. How we conduct ourselves within the workplace, as well as during our interactions with others, play a significant role in our overall success. When we are courteous and considerate of those around us, people tend to enjoy working with us, are more helpful, and become more engaged in our projects and assignments. This leads to greater personal success due to the supportive team around us. For this course you will review the Workplace Manners and their definitions. You will then assess your current actions and behaviors and identify what you should continue doing, what you should do less of, and what you could do more of. By completing this course, you will know how to evaluate your level of manners and courtesy at work. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Persevere During Setbacks

Persevering when bad things happen isn't always easy. Sometimes the negative event seems too big to overcome, causing us to get stuck and to not move forward. Other times our emotions get the better of us and cloud our judgment. This is not uncommon and can happen to the best of us. Yet, we must move on, we must persevere. And if we're at work, we must move forward quickly and competently, learning from the situation and solving for it in the best way we can. Learning and applying a technique to help you continue in the face of adversity is beneficial. Not only does it help in our current job, it also helps build our reputation as someone who is steady and capable of handling difficult situations—a plus for anyone wanting to make a future career move. By completing this course, you will know how to persevere in the face of setbacks. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Managing Team Resources

Team resources are something most managers continually struggle with. There never seems to be quite enough, and what you do have might not

work as needed. This is the nature of resources. While there's often little you can do to meet every resource request that comes your way, you can take action to make sure you're managing the resources you do have, so that the team makes the most of what is available to them. Taking the time to evaluate how well you're managing the available resources can help you pinpoint what you need to continue doing, as well as help you uncover ways you may be able to reallocate existing resources to put them to better use. By completing this course, you will be able to evaluate how well you manage the team or department resources. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

One Resource for Success

Resources are an important component of any job. Each of us need resources to perform our job well. Whether it's having the right equipment, technology, training, people support, or budget, we must at least have a basic level of resources to do our job. Without the right level of resources, most people struggle to perform even the most simple tasks. As a manager, part of your role is to ensure each of your employees have what they need to be successful in their role, this includes securing the right level of resources. While most people understand budget constraints and are willing to work with older equipment, less team members, and aging technology, it's certainly good to know what your employees could use to be more efficient and productive. By completing this course, you will be able to identify one resource they need to be successful in the next 60 days. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Providing the Right Resources

Managers have the greatest influence and ability to help us obtain the resources we need. Managers have the budget, approval level, and

organization connections to help obtain the resources required. Without managerial support, it would be difficult for anyone to get what is needed to achieve individual and team goals. This course will provide a process to help you work with your employees to identify and secure the resources they need to be successful in their role and achieve their individual goals and deliverables. By completing this course, you will know how to provide the resources employees need for success. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Required Employee Resources

The concept of resources is a tricky subject in any organization. It seems everyone always wants them—what they have isn't working or they don't seem to have enough. It's rare to hear people say they have everything they could possibly want to be successful. While this may be a common sentiment, we all know the real issue is not if we can get what we want, but can we obtain what really need? Most organizations have a limited amount of time, people, and money; and thus must make tough decisions when allocating resources. The challenge for you as a manager is to be clear on what your employees really need to be successful. Once you know this, you can determine what actions may be taken to secure the additional resources your employees require to deliver their individual goals and achieve great results. By completing this course, you will be able to determine if employees have the resources they need to be successful. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Resources and Customer Needs

Resources are an important part of each person's work experience. No matter what our job may be, each person needs a certain level of resources to perform his or her job well. As a manager, one of your tasks is to secure and allocate resources in

a way that enables each person to be successful. At the same time you need to balance these individual needs with any company requirements and limitations. More often than not, the reason your team exists is to deliver a great product or service to your customers. Whether you have external customers that purchase a product or service or internal customers who work for the company, you and your team members should be focused on delivering something great for your customers. So it only makes sense that when you make resource decisions you consider your customer's needs and determine if the resource will help enhance the customer's overall satisfaction and experience. By completing this course, you will be able to consider the customers' needs when allocating resources. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Team Resource Needs

As a team you can solve a lot of situations when you work together. Different team member perspectives, insights, and capabilities all lend to various options for any given situation, and usually generate a better solution than working alone. So when it comes to identifying the resources the team needs, as well as prioritizing which resources should be obtained first, working together as a group can certainly ensure great decisions are made. Taking the time to think through which resources, that if obtained, would help everyone work faster and deliver a higher level of quality, is a great thing. It's certainly true that having the right resources is essential to everyone's work. So if the team is looking for a way to increase its overall success, then spending time identifying and prioritizing team resources is definitely worth the time and effort. By completing this course, you will know how to prioritize team resources needs. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Teams Improve Efficiency of Resources

While there are often constraints with the amount of resources we can obtain, as a team you can work together to make the most of the resources you do have. Taking the time to evaluate how you can use existing resources in the most efficient way is definitely worth doing. By spending just a little bit of time you may find the team can shift a few resources and improve the effectiveness of team members, thus helping everyone get their work done faster and at a higher level of quality. Taking the time to evaluate how you can use existing resources in the most efficient way is definitely worth doing. By spending just a little bit of time you may find the team can shift a few resources and improve the effectiveness of team members, thus helping everyone get their work done faster and at a higher level of quality. By completing this course, you will know how to help the team improve the efficiency of existing resources. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Use a Resource Management Agenda Item

Team resources are something most managers continually struggle with. There never seems to be quite enough, and what you do have might not work as needed. This is the nature of resources. While there's often little you can do to meet every resource request that comes your way, you can take action to make sure you're managing requests, talking about needs, and identifying potential solutions. One way to help your team manage resources effectively is to create a team culture that is focused on allocating resources in the best way. A resource management culture is developed when managing resources becomes a team priority, is consistently talked about, and best practices and solutions are shared with others. By completing this course, you will be able to create a resource management agenda item to ensure team needs are met. This course

has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Balance Public and Private Recognition

While as a manager you know the importance of recognizing employees for their effort and accomplishments, there's a subtle aspect of recognition that may not get a whole lot of attention—the difference between public and private recognition. As the words imply, public recognition is given in front of others, such as a team meeting. Private recognition is given in a one-on-one setting where others cannot hear the conversation. While you may not have thought much about it before, both kinds of recognition are important. This course will teach you how to balance the public and private recognition you give to your employees. By completing this course, you will be able to create the right balance between public and private recognition. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Find Others to Provide Team Recognition

You know that one of the things you need to do as a manager is recognize your employees' accomplishments and achievements. Recognition helps build morale, reinforce the right actions and behaviors, and maintain employee motivation. While you certainly need to provide consistent and frequent recognition to each of your team members—you don't have to do it all alone. There are other people in the organization who can, and should, provide recognition to your team—and you can help make that happen. Soliciting recognition from these groups is a great thing to do. Hearing from leaders, customers, or other teams can be very meaningful. Since receiving recognition from these groups is not typical, when we do, it is very rewarding and motivating. By completing this course, you will know how to find others within the organization who can give praise and recognition to your team. This course has been

approved for 1 hour of PDU credit from PMI (Project Management Institute).

Improving How Things Get Done

As you lead and manage a team, you're looking for lots of different things to happen. You need your team to collaborate, deliver quality work, provide great customer service, and meet specific deadlines. In addition, you're looking for how the work gets done. Are your team members showing innovation, can they work through conflict, and are they displaying the company's values? All of this matters, and it's up to you to help create the right environment to help make this happen. One of the ways you can help guide the right behaviors and results is through recognition. When we recognize specific actions or behaviors, we send the message that this is what we value and see as important; as a result employees tend to do more of them. By completing this course, you will know how to recognize employees who seek out ways to improve the way things get done. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Recognize Accomplishments and Contribution

Everyone, no matter what our role is or where we work, wants to know our work is valued and appreciated. Knowing our manager, co-workers, and customers believe we are working hard and doing well is important. This helps us know we are making a difference and that we are valued for what we do. That's why, as a manager, it is essential for you to recognize the achievements of each of your employees. Employees are motivated when they receive feedback regarding what they are doing well and how they are making a positive impact. When recognized, employees tend to work harder and perform better. When employees do not receive recognition for their work, they may wonder if they are doing anything well and may believe their time and work is not valued. As a result, a lack of recognition can lead

to a lower level of performance, as well as a lower level of commitment to one's job and the organization. By completing this course, you will know how to recognize employees for their accomplishments and contribution. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Recognize Employees Each and Every Day

It's no secret that recognition is an important part of any work experience. Most people want to know what they're doing well. We want to know we've done a good job and that our effort and hard work is valued and appreciated. Without recognition, we may doubt if we're performing well and may wonder if we really matter to the team and organization. As a manager it is essential you take the time to recognize each of your employees when they do something well, go above and beyond what's required, and share how they positively impact the team and company. By completing this course, you will be able to provide recognition to your employees each and every day. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Compensation Rule of Thumb

Perhaps one of the toughest challenges for any manager is to deal with the issue of compensation. As we all know, compensation is a very personal issue, and while there are many issues impacting a person's decision to engage, perform, and stay; compensation is a foundation element to our satisfaction at work. When employees believe their compensation is not what it should be, dissatisfaction and even anger can develop, thus making it difficult for the person to want to stay with the organization. Therefore, it's important to know if each of your employee's salary is within market range and is appropriate for the person's experience, skills, and education. When an employee's compensation is appropriate for the role and level of expertise, the individual is

better able to focus on his or her work, can perform at a higher level, and will choose to stay with the organization. By completing this course, you will know how to determine if each employee's compensation package is within market range. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Creating Work Autonomy

When it comes to work, many of us would experience an increase in work satisfaction if we were given the freedom to choose what we do, how we do it, when we do it, and who we work with. While perhaps there may be some limitations to the level of freedom we can have in each area, some freedom or work autonomy would most likely benefit us all. While different people desire different levels of autonomy, and certainly different jobs have various constraints, as a manager you can work with your employees to ensure the right balance of autonomy is in place. When you meet both the individual and team needs for autonomy, you pave the way for higher levels of dedication and performance. By completing this course, you will know how to create the right level of work autonomy for your team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Decreasing Employee Turnover

As a leader in a company one of the most important things you must do is create the right environment that will cause your employees to make the decision to engage in their work and stay with the organization. Only when employees are truly engaged and want to stay in their jobs will great individual results be delivered and high levels of performance achieved. While the factors impacting engagement and retention can be different for any one person, there are a few core factors that tend to influence engagement and retention for the majority of people. So to help

you get started, this course will help you and your employee will review and think about the most common engagement factors. By completing this course, you will know what is required to create a work situation that will cause each employee to stay. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Keeping Your Employees

Your employees are your most valuable asset. They are the resource that gets work done, they bring creativity and innovation to the team, and without them you wouldn't be able to achieve your goals. So it almost goes without saying, you need your employees to stay and to perform. Certainly any manager will tell you that constant turnover is something you don't want happening on your team. And yet, employees leave. For various reasons, individuals choose to leave a team or an organization. As a manager, your challenge is to identify what factors will cause each person to stay, and then to build these factors into each person's work situation. When you know the factors that will influence each person's decision to stay and perform, you have an advantage. You can work with your team to ensure the right things are in place, and therefore create a work situation that would cause every team member to enjoy their jobs and want to stay. By completing this course, you will know what factors will cause your employees to stay. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Maximizing Employee Talents

Our individual talents play an important role at work. They influence the type of work we accomplish and the level of performance we deliver. Our talents define who we are as individuals, and what type of employees we will be. More often than not, our talents are what we love to do and create the greatest level of personal satisfaction. When companies provide

the opportunity to focus on our talents, we become engaged, satisfied, and strong contributing members of the team. This course will help you clearly know each team member's talents and how they're used in the person's job. With this information in hand, any manager can quickly see where adjustments need to be made to ensure everyone has the opportunity to do the things he or she does best, and thus strengthen the person's ability to contribute to the team and company. By completing this course, you will be able to determine how an employee's top talents are used in his or her job. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Overall Satisfaction at Work

As a manager, you play a significant role in helping to create a work environment that will positively impact employee satisfaction. You influence the team culture, you create work responsibilities, you're responsible for coaching and supporting each team member, and you set the tone for how work gets done. Therefore, it's up to you to take the lead to understand each person's level of work satisfaction, as well as identify the specific actions that will make a difference in each person's work situation. This course is designed to help you get a sense of the level of satisfaction your employees experience at work and with the company. You can perform this action with your team or with individual employees. Review all of the action's instructions to determine which method will be best for you and the team. By completing this course, you will be able to talk with your employees about their overall satisfaction with the company and their work situation. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Who Needs Better Work-Life Balance?

While there are a number of factors impacting work satisfaction, having a balance between one's

work and personal life is certainly one of them. When employees believe they can work hard, make a positive contribution to the company, and meet their personal and family needs, an overall level of satisfaction is created. This leads to happier people. As a result, they have more energy to perform well and deliver great results. This course will help you determine which employees are your team need a better balance between work and their personal life in order to maintain or increase their performance at work. Once you know who needs help, you'll identify what you need to do to ensure everyone has the right level of balance. By completing this course, you will know who needs help getting a better balance between work and their personal life. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Your Own Requirements to Stay

As a manager, your attention is usually focused on doing the right things to create a work environment that will cause your employees to engage, perform, and stay. However, the organization needs you to stay too. You are a valuable asset to the company, and it's just as important for you to engage and stay, as it is for your team. For this course you will review particular work elements and select three areas that are really important to you. These areas should be the things you must have at work to create a job that will cause you to want to stay and be your best. By completing this course, you will know what will create a work situation that will cause you to stay. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Clear Work Expectations

Gain credibility and trust with your new manager and peers by quickly understanding what is required to become a contributing member of your new team. Your peers will be thrilled they gained a team member who is quickly adding to

the team's success and your manager will be happy he or she hired you. As a new employee, we recommend you use this course during the first few weeks of your new job. It will help you gain a clear understanding of what you need to do to be successful in your new role. As a result, you will be knowledgeable and well equipped to do a quality job with confidence. For when you know what you need to do, you can take charge and be successful right out of the gate. Now wouldn't that be nice? By completing this course, you will know exactly what you must do over the next six months to be a high performing employee. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Current Performance Review

Now that you've been in your new job for a while, it's a good idea to take a moment and assess your progress so far. Thinking about what is going well and what needs improvement can help you stay focused on the right work, as well as help you proactively solve for any issues that may be impacting your overall success. Stay ahead of the curve and identify what actions you can take over the next few months to ensure you can deliver your work at a high level of performance. Spending a little time to evaluate your progress now, will pay off as you refocus your efforts and uncover what you can do to increase your personal success. By completing this course, you will know how to review your current level of performance and determine what you should do going forward. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for

Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Getting to Know Your Peers

At this point in your new job, you most likely know the names of your immediate co-workers. You may know what some of their roles and responsibilities are, but do you know their strengths and capabilities? Do you know how they can help you? Do you know their key projects or responsibilities? How about their past work experiences? The more you know about your co-workers, the more you will be able to tap into their strengths and capabilities to improve your own performance. At the same time you can be supportive of your co-workers' work and goals, as well as contribute to building a team that works well together and achieves great results. By completing this course, you will know how to get to know your co-workers' role, skills, and expertise. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Information for Success

When anyone starts a new job, there is always a lot to learn. From simple things such as where things are, to the more complex such as what work you need do and how you need to do it. In addition, it's important to find out who on the team and in the company can help you. The more people you know, the better off you'll be. When you know various people within the company, you'll have a network of people to turn to. This will be beneficial when you have questions, need help, or just want to understand something better.

As a result, these relationships will help you perform faster, be successful sooner, and help you really feel like part of the team. By completing this course, you will know who can provide the information you need to be successful in your job. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Learn about the Company and Customers

When you start a new job, there is a lot to learn. You need to learn what you must do and achieve, you need to get to know your co-workers, you need to figure out how to get work done, and you need to understand how you'll contribute to the team. Now all of these things are important. They are essential to your overall success at work. But there is something else that will make a difference. As a new employee, you should make the time to get to know your new company and its customers. If you want to become connected and excited about the organization, if you want to perform well and contribute, then get to know the company and its customers. You'll be glad you did. By completing this course, you will know how to learn more about the company and its customers. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Making an Impact

When you know how you contribute to the team

and to the company, you will find yourself more engaged in what you do. It's much more exciting to do work that has meaning, versus work you don't think will matter. You'll also find yourself putting in the extra effort required to ensure your work is done well. For even though the work you do matters, it's not going to mean much if the work you actually do is not done well. Knowing your contribution to the team and to the company is a great thing to do. It will help you become a stronger and more productive employee, and that is great for everyone. By completing this course, you will know how you make a positive impact on the team and within the company. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Six Month Work Priorities

It's been a while since you've started your new job. You've spent the last few months getting to know your co-workers, learning your new role, and finding out how to get things done. At this point you should feel mostly, if not completely, up-to-speed and ready to contribute at a high level. Now there are a lot of things you can do to be successful in your job, but knowing what work you must do is one of the more important items. Knowing what must be delivered and when helps anyone stay focused and achieve success within their role. Without this information, we tend to be unfocused, and may or may not deliver what we should. Add to the fact that once we settle in, our work priorities often change and become more challenging, so now seems like the perfect time to recalibrate on the work that must be achieved. By completing this course, you will be clear on your work priorities for the next six months. This course has been approved for 1 hour of PDU

credit from PMI (Project Management Institute). This course is part of Vado's Onboarding learning track which has been approved for 6.25 hours of SHRM (Society for Human Resource Management) Professional Development Credits (PDCs), as well as 6.25 hours of HRCI (HR Certification Institute) recertification credits.

Assist Employees Facing Challenges

Your employees look to you for guidance, help, and support in difficult situations. While it may seem at times this is all you do, it is part of the job. An important aspect of any manager's role is to help navigate challenges and obstacles with employees. While you shouldn't solve for everything yourself, at times you do need to provide information, guidance and assistance. All of which is done with the hope that your employees will be better equipped to handle the next situation successfully on their own. In order for you to help your employees with challenges and difficult situations, you need to know when they're happening. Simply put, you can't help someone solve a problem if you don't know one exists. There are a number of ways you can increase your awareness of these situations. This course will help you think about your preferred managerial style, your team's situation, and select one or more methods that would work well for you. By completing this course, you will know how to provide help and assistance to your employees facing challenges and obstacles. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Involving Others in Problem Solving

As a manager, your employees are looking to you to set the tone and create an environment in which individuals are included in problem solving and think through difficult issues. You can make a significant difference by taking the lead and making an effort to ask others for their thoughts

and opinions when solving important problems or issues. The more you include others and ask for their input, the more they will feel important to the team and an integrated part of the organization. In addition, the person's experience and expertise usually always leads to a better, more effective solution. By completing this course, you will know how to involve others in solving important problems and issues. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Know Who's Really Contributing

Satisfaction with one's job and company is not easy to define. Many experts have spent time thinking about what leads to satisfaction at work, and while they may not all agree, they do agree that work satisfaction is different for different people. While as a manager you don't have to be an expert on employee satisfaction, you do need to know what will create satisfaction for the people who work for you. For we all know at least one thing—work satisfaction leads to happier, more productive, and more effective employees. For this course you will review a set of team contribution actions and evaluate how well your team performs the actions. With this information in hand, you'll be able to determine what managerial actions are required to increase your team's contribution to the company. By completing this course, you will know the individuals who are really contributing to the team or company goal. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Know Your Employees

There are a number of factors that are important at work. Among them are work we love to do, a team we enjoy working with, and resources to do our job well. In addition, we want a great supervisor, one who sets clear expectations, trusts us to do a great job, and stands up for us when needed. It's also nice when our manager takes the time to get to know us, and is genuinely interested in each team member as an individual person—this really matters. As a manager, it is essential you get to know your staff personally. When you interact with your team as individuals, not just as employees, you find you'll strengthen your relationship. This makes a difference when it comes to talking about critical issues, solving problems, and learning what is really going on with each person's work. Get to know each employee personally and you'll find it beneficial for both you and your team. By completing this course, you will be able to identify what you know about your employees' family, hobbies, personal challenges and interests. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Know Your Team's Experience and Background

Any team, no matter how similar everyone may seem, are different in many ways. Team members have different experiences, various skills and capabilities, and have a variety of perspectives. All of these differences create a team with a wide range of skills, insights, and problem solving capabilities. Most importantly, this variety of experiences and perspectives are what enable any group to solve challenging problems, increase creativity, and meet the various needs of your customers or clients. As a manager, you must take the lead to understand the different backgrounds, skills, and perspectives of your employees. With this understanding, you and your team can better appreciate the differences and make use of the diverse capabilities and perspectives to achieve both individual and team goals. By completing this course, you will be clear on the various experiences, backgrounds, skills

and perspectives of your team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Team and Company Policies

It's important your team understands the value and importance of company policies and is committed to adhering to the rules. When team members disregard policies, it can create stress and tension between various co-workers, as well as inefficiencies and larger problems down the road. Taking the time to ensure everyone is in agreement, as well as committed to supporting essential policies, will greatly benefit you and your team. The purpose of this course will be to discuss the topic of team and company policies, and select a few actions all team members are willing to do to support and adhere to these policies. By completing this course, you will know how to discuss the importance of team and company policies with your team. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Three Month Work Objectives

To successfully achieve great results, employees must know what they need to deliver both in the short and the long-term. When employees are clear on their work priorities, they can focus on the right work and positively contribute to the team and organization goals. Without goal clarity, employees may spend time on projects and tasks that are not the best use of their time, thus reducing their ability to be an effective team member. As a manager, one of your core responsibilities is to ensure each of your employees has a clear understanding of what work they must do and what they must achieve in order to be successful. In particular, employees need to be focused on the work they must do

right now, in the short-term, or else long-term individual and team goals could be in jeopardy. By completing this course, you will be able to help employees gain a clear understanding of what they must deliver in the next three months. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Work-Life Balance for the Team

Work-life balance is often a core need for many team members. Having the ability to deliver great work as well as meet personal commitments is a must for some people to stay engaged in their work, as well as stay in their jobs and with the company. Without good work-life balance, many people struggle to perform at work, and thus diminish their ability to contribute to the team. This course presents the most common work-life balance elements. Your goal is to create an average team rating for each work-life balance element. This information will be used as the foundation for the team discussion. Some teams make it a priority to create the right work-life balance for each team member. Understanding that jobs have certain demands and requirements, teams can work within these parameters to create an environment that allows everyone to meet their personal commitments, while staying energized and committed to the team's success. By completing this course, you will be able to ensure everyone is clear on what work-life balance looks like with the team or department. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute). An Elearning! Magazine Excellence Award Winner: Management Development Learning Track.

Ask Your Boss for Feedback

Knowing how we're doing in our job is important. At any given point it's certainly nice to know if we're meeting expectations and if we're delivering

work at a high level of performance. Without this information, we don't know what we need to do more of, or differently, to be a strong contributor to the team and organization. Although part of your boss's job is to coach and give you feedback, as individuals we also have a responsibility to be proactive and get what we need to be successful—and feedback is definitely one of these things. The good news is that there are a few things we can do to get the feedback required to ensure we are doing the right things at the right time and delivering the right level of performance. By completing this course, you will be able to ask your boss for feedback on your performance. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Discuss Your Work-Life Balance Needs

Balance between our job and personal life is important in any work situation. When our work provides the right level of balance we stay motivated and energized and are always ready to contribute and perform at a high level. When our work is too difficult and demanding, we can get worn down and can struggle to succeed. We may have a difficult time meeting our personal commitments and in addition, our performance may start to suffer. So we must find balance. As an individual employee you have the responsibility to ensure you have the right level of balance at work. You are the one who can best take care of and be attuned to what is happening in your work situation. You need to be an advocate for yourself. You can do this by taking action to create the best work situation possible, one that will enable you to contribute and perform at your best. By completing this course, you will be able to meet with your boss to discuss your work-life balance needs. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Feedback for Great Results

While work can sometimes feel like it's something we have to do (this is the case for most of us), the reality is that while we may have to work, it's also true that we want to do our work well. If you've ever been in the situation, you know it doesn't feel good not to do your best, to not know what you need to accomplish, and to not know if you're doing things in the right way. The reason? We want to perform, we want to develop, and we want to be seen as a contributing member of the team. One way to create a great work situation is to receive feedback on what we're doing well and what we need to improve. Feedback helps us make corrections, do more of a good thing, and keeps us focused on the right work at the right time. While feedback often comes from our manager, we can also seek out feedback on our own. Our peers, co-workers, and customers are additional people who can help us identify the actions we can take to continue on the path towards excellence. By completing this course, you will know the areas you need feedback on to deliver great results. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Recognizing Your Boss for Personal Achievements

We know how nice it is to receive recognition for a job well done. It feels good to know others notice our good work and appreciate the effort it took to accomplish something. At work, a significant amount of recognition typically comes from our manager. Part of the role of any manager is to coach, support and provide recognition to their employees, so it's to be expected we would receive a fair amount of recognition from our boss. With that said, have you ever thought about returning the favor? If you have a manager who is doing a great job and really making the effort to be a good manager, wouldn't it be nice to recognize your boss for his or her efforts and accomplishments too? By completing this course, you will be able to recognize your boss for his or her contribution to

the team's achievements and your individual success. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

Support the Company Mission and Vision
Values, or what we believe, are important. They guide our behaviors and actions in everything we do. This is true at work and within our personal lives. People get a sense of the type of person we are and what we believe by our interactions and how we treat others. In other words, our values help shape the type of person we are. Therefore it is critical to support the company values within your role and the team. When your actions are consistent with the company values, you increase your contribution to the team and company, and deliver work at a higher level of performance. By completing this course, you will know how to talk with your boss regarding how your actions and behaviors support the company mission and values. This course has been approved for 1 hour of PDU credit from PMI (Project Management Institute).

The Respectful Workplace for Employees
35 minutes

The Respectful Workplace for Managers
45 minutes

The Respectful Workplace California Employee
65 minutes

The Respectful Workplace California Manager
120 minutes

The Respectful Workplace Connecticut Employee
125 minutes

The Respectful Workplace Connecticut Manager
125 minutes

The Respectful Workplace Canada Employee
45 minutes

The Respectful Workplace Canada Manager
45 minutes

The Respectful Workplace Delaware Employee
45 minutes

The Respectful Workplace Delaware Manager
45 minutes

The Respectful Workplace Illinois Employee
45 minutes

The Respectful Workplace Illinois Manager
45 minutes

The Respectful Workplace Illinois Hospitality Employee
45 minutes

The Respectful Workplace Illinois Hospitality Manager
45 minutes

The Respectful Workplace New York Employee
45 minutes

The Respectful Workplace New York Manager
45 minutes

The Respectful Workplace Maine Employee
45 minutes

The Respectful Workplace Maine Manager
45 minutes

The Respectful Workplace Washington Employee
45 minutes

The Respectful Workplace Washington Manager
45 minutes

Diversity in the Workplace
25 minutes