

Microlearning Catalogue

Course Title	Course Summary	Course Lessons
10 Dimensions of Leadership	This course will cover topics that include how to handle emotions that have been influenced, having empathy, creating collaborative teams, ways to help understand individuals and more.	<ul style="list-style-type: none"> - Kotter's Model - Influences and Emotions - Johari Model - Empathy - Collaborative Teams - Achieving and Relating Dimensions
Active Listening Skills	This course will cover topics that include how to listen in a way that assures your audience that you engaged with them, what causes us to listen poorly, how we can use our body language and voice to reinforce conversation.	<ul style="list-style-type: none"> - Asking Probing Questions - Using Minimal Encouragers - Communication & Personality Styles - Seven Ways to Listen Better - What Affects Listening
Advanced EA and PA Skills	This course will cover topics that include how to deal with difficult managers, ways to manage and negotiate your tasks, and insight on why some managers might behave the way they do.	<ul style="list-style-type: none"> - Mindfulness - Managing Tasks - Difficult Managers - Social Media Management
Advanced Facilitation	This course will cover topics that include how convergent and divergent thinking, mutual learning, group capacities, and tips on how to facilitate at the highest level possible.	<ul style="list-style-type: none"> - Group Capacities - Facilitating With Complexity - Convergent Thinking - Divergent Thinking - Mutual Learning - Facilitating Meetings
Assertiveness and Self Confidence	This course will cover topics that include how to be both confidence in yourself and how you interact with others. Confidence doesn't mean being aggressive, it means knowing what, and how, to say the right thing at the right time.	<ul style="list-style-type: none"> - Ways to Say No - Six Pillars of Self Esteem - Communicating Assertively - Listening Assertively - Building Self Confidence - Manipulative and Bullying Behavior - Writing and Speaking Assertively
Building Creativity and Problem Solving	This course will cover topics that include how to learn optimism, achieve a growth	<ul style="list-style-type: none"> - Changing Mindsets - Curious Minds - Growth Mindset

	mindset, become a curious mind, and develop your team's mindset.	<ul style="list-style-type: none"> - ABCDE Model - Ladder of Influence
Building Team Synergy	This course will cover topics that include discovering team potential, conditions for synergy, building trust, and types or synergistic teams.	<ul style="list-style-type: none"> - Conditions for High Performing Teams - Building Trust - 4D Teams - Synergy Potential
Business Etiquette	This course will cover topics that include how to make the best impression in a multitude of sessions. If you're dealing with a new customer or even an established patron, proper business etiquette is the key.	<ul style="list-style-type: none"> - Improving Business Etiquette - Introduction Etiquette - Body Language Etiquette - Hosting & Attending - Telephone Etiquette - First Meetings
Business Writing Essentials	This course will cover topics that include best practices for considering your audience, writing with authenticity, and common errors in syntax and grammar.	<ul style="list-style-type: none"> - Authentic Writing - Inputs to Business Writing - Proper Syntax and Grammar
Change Management	This course will cover topics that include initiate change in your organization, ways to sustain that change, and different models to analyse the change you wish to influence.	<ul style="list-style-type: none"> - Planning - ADKAR Model - Appreciative Inquiry - Making It Worthwhile - Champions - WIIFM
Communication Skills	This course will cover topics that include how to effectively listen, what prevents us from listening, and the ways to communicate with both our voices and bodies.	<ul style="list-style-type: none"> - Highly Effective Communicators - All About Body Language - Communication & Personality Types - Star - I Message - Ladder of Inference - Communication Barriers - Barriers to Listening
Conflict Resolution	This course will cover topics that include how to mediate difficult conversations, the ways in which leaders handle conflicts, methods to resolve those conflicts, and what commonly causes them in the first place.	<ul style="list-style-type: none"> - Conflict Response - Personality Style - Resolving Conflict - Causes of Conflict - Mediating Conflict - TKI Conflict Mode
Consultative Selling	This course will cover topics that include how to pitch	<ul style="list-style-type: none"> - Risk Perception - Teaching Pitches

	buyers, minimize risk perception, identify mobilizers, selling tactics and more.	<ul style="list-style-type: none"> - Seller as Collaborator - Use Persuasive Tactics - Solution and Insight - Mobilizers
Cross Cultural Communication	This course will cover topics that include how to prepare for new cultures, understand cultural behaviors, and prep your knowledge for specific cultures.	<ul style="list-style-type: none"> - Understanding Culture - International Profiler - Six Dimensions of Culture - Culture Mapping
Customer Service	This course will cover topics that include how to effectively listen, what prevents us from listening, and the ways to communicate with both our voices and bodies.	<ul style="list-style-type: none"> - Cultural Customers - Diffusing Customers - Customer Focused - Principles of Great Service - Listening to Customers
Dealing With Difficult People	This course will cover topics that include communicating with empathy, ways to say no, tips for dealing with bullies, and how to handle a toxic colleague.	<ul style="list-style-type: none"> - Ways of Saying No - Dealing With Challenging People - I Messages - Handling Bullies
Emotional Intelligence	This course will cover topics that include how to have emotionally intelligent conversations, what emotional intelligence is, emotional agility, and the power of emotions.	<ul style="list-style-type: none"> - Emotionally Intelligent Conversations - Power of Emotions - Emotional Intelligence - Emotional Agility
Facilitation Skills	This course will cover topics that include how to deliver and receive feedback, ways to delegate, how to handle promotions, managing your time.	<ul style="list-style-type: none"> - Successful Delegation - Promotion Dos and Don'ts - SBI Model - Managing Time - Receiving Feedback - Team Development Stages - Successful Feedback
Foundation Skills for PA's and EA's	This course will cover topics that include how to manage your time, ways to help set goals, starting out with well laid plans, and methods to manage your email.	<ul style="list-style-type: none"> - Email Management - Time Management - Syncing With Your Manager - Goals Deconstructed - Set Up For Success
Identifying Difference as Opportunity	This course will cover topics that include how to create gratitude, build the culture of gratitude you already have, understanding where customers emotion lie, and	<ul style="list-style-type: none"> - Creating Gratitude - Discovering Strengths - Cultivating Gratitude - Customer Empathy Maps

	discovering the strengths of your teams.	
Improved Productivity	This course will cover topics that include how to delegate complex projects, handling your inbox, how personality affects management, and systems to organize your workspace.	<ul style="list-style-type: none"> - Personality Style Impact - 5S System - Top Down Bottom Up - Delegating Complex Tasks - Manage Habits - STING - Beating Deadlines
Leadership Development	This course will cover topics that include how to be the best leader you can. We'll discuss leadership styles, what makes a leader excel, how to grow your team, and ways to manage different situations that require feedback.	<ul style="list-style-type: none"> - Building Trust - Situational Leadership - Principals of Influence - Grow Model - Manage Underperformance - Characteristics of A Leader
Lean Six Sigma	This course will cover topics that include what Six Sigma is, the DMAIC process, LEAN, Kaizen culture, and the 5S system.	<ul style="list-style-type: none"> - Kaizen - 5S - Six Sigma - Lean Six Sigma - DMAIC
Managing People and Performance	This course will cover topics that include spotting strengths of individuals, monitoring those under you, methods to understand delegation, and tips on giving feedback.	<ul style="list-style-type: none"> - GROW Model - Giving Feedback - RACI Model - Monitoring Individuals - Strength Spotting
Minute Taking	This course will cover topics that include how to prepare for taking minutes, method of minutes taking, how to tell between formal and informal procedures, and what to do and not to do while writing minutes.	<ul style="list-style-type: none"> - Minute Taking Methods - Formal Vs. Informal - Planning Beforehand - Minute Taking Tips
Modern Business Writing	This course will cover topics that include planning your writing, tips to help your writing be accessible, questions to consider when releasing to the media, and the importance of editing.	<ul style="list-style-type: none"> - Universal Principles - Media Releases - Being Concise - Editing - Planning Writing
Modern Time Management	This course will cover topics that include how to avoid procrastinating, goal setting, personality impacts and how to organize tasks	<ul style="list-style-type: none"> - Personality Style Impact - Urgent Important Matrix - Goal Setting - Procrastination Tips

		<ul style="list-style-type: none"> - 80/20 Rule - Rocks, Pebble, Sand - Managing Emails
Negotiation Skills	This course will cover topics that include how to be the best leader you can. We'll discuss negotiation styles, tips to uncover another party's interests, and how to negotiate via phone or email.	<ul style="list-style-type: none"> - Negotiation Styles - BATNA - Negotiation by Email and Phone - Other Party Interests
Next Level Productivity	This course will cover topics that include being mindful at work, achieving a flow state, and steps you can take calm the mind.	<ul style="list-style-type: none"> - Steps to Mindfulness - Achieving Flow - Being mindful at Work
Observing Body Language	This course will cover topics that include how to spot lies through body language, observing gestures, handshake etiquette, and eye contact.	<ul style="list-style-type: none"> - The Held Gaze - Deceptive Body Language - Observing Body Language - Handshakes
Presentation Skills	This course will cover topics that include how to prepare the body of your presentation, mentally prepping, aspects to consider about your audience, and more.	<ul style="list-style-type: none"> - Body Contents - Visualizations - Rhetorical Techniques - Research - Know Your Audience - Stage Fright
Resilience and You	This course will cover topics that include how controlling what you can, dealing with stress, handling energy blockers, tackling faulty thoughts, and building resilience.	<ul style="list-style-type: none"> - Energy Blockers - Faulty Thinking - Building Resilience - Workplace Stress
Retail Sales	This course will cover topics that include how to close a sale, ways to make a good first impression, maintaining a positive attitude, and cross or up sales.	<ul style="list-style-type: none"> - Closing the Sale - Cross and Up Sales - Using Minimal Encourages - Maintaining Good Attitude - Positive Greetings - Making a Good First Impression
Sales Skills	This course will cover topics that include how to qualify leads, ways to close a sale, how to generate leads, and more!	<ul style="list-style-type: none"> - Generate Leads - Qualifying Leads - Types of Closes - Earning Trust - 4Ps of Presentation - Types of Objections
Supervising Others	This course will cover topics that include how to deliver	<ul style="list-style-type: none"> - Successful Delegation and Feedback

	and receive feedback, ways to delegate, how to handle promotions, and managing your time.	<ul style="list-style-type: none"> - Promotion Dos and Don'ts - SBI model - Managing Time - Receiving Feedback - Team Development Stages
Telephone Skills	This course will cover topics that include how to speak on the phone for effective communication, how to greet customers, correct questions to ask, and what not to do.	<ul style="list-style-type: none"> - Open and Closed Questions - Key Parts of Phone Conversations - HAIL and 6Ps - Five Qualities of A Good Voice - Seven Deadly Sins
Train the Trainer	This course will cover topics that include how to appeal to adult learning styles, setting up course structure, pillars or learning, and levels of competence.	<ul style="list-style-type: none"> - Principles of Adult Learning - VARK - Awareness to Mastery - Pillars of Learning - Course Structure - Maintain Attention