



Courses

New Courses Added Weekly

All courses can be purchased for a one -person, one-time use.

Course	Description
Business Skills Curriculum	
Building Rapport Using Effective Communication Skills	Effective communication skills are highly valuable. They enrich our personal and social lives. In business it's a matter of life and death. This article course shows you how to gain almost instant rapport with whoever you meet, whether in person or through writing using highly effective communication skills.
Career Development	Utilizing strategies and models, Career Development is a course for those who are responsible for others career development, but also contains some valuable information for those looking for ideas around their own career development.
Conducting Effective Meetings	If you a person who typically is not responsible for conducting meetings but has been assigned this task, this course is for you. It covers everything from determining your objectives to following up after the meeting. It will help you to facilitate meetings that are professional and organized and teaches you to conduct a meeting that is efficient and stays on topic which results in your participants being away from their daily tasks for the least amount of time (a good companion course is Facilitating Meetings) .
Giving Presentations	This course provides skills and tips for anyone who has to give a presentation either to an unfamiliar audience or members of your own company or department. Areas discussed are: Preparing for the presentation, content and conclusion, visual aids and media, group participation and delivering your message.
Organizational Skills	Under Development!
Performance Planning	Under Development!
Providing The Ultimate Administrative Support	Under Development!
Traveling Safe While on International	Learn how to reduce your risk of theft and assault when on international business trips. How to avoid other common international problems such as pickpockets and being followed. Learn how to confront someone who is following you. This is good material for

Business	traveling within the United States also.
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Course	Description
Customer Service Curriculum	
Hiring The Best Call Center Agents	Discusses the three types of call center agents. Provides the knowledge and skills needed to hire top performing call center agents which will reduce your turnover, raise productivity and lower your absenteeism rates.
Improving Your Results With Active Listening	Active listening demands that the receiver of a message put aside the belief that listening is easy and that it happens naturally and realize that effective listening is hard work. The result of active listening is more efficient and effective communication and consequently improved results. This course provides background information and useful skills and tips.
Leadership Essentials Curriculum	
Change Management	Under Development!
Coaching For Improved Performance	Today's environment is moving away from the traditional management style to that of a coaching style. This course provides a hands-on approach to learning how to coach using one of your employees. At the end of the course you will have a completed Coaching Sheet to utilize.
Employee Development Planning	This course is for anyone who is responsible for creating development plans for employees. Typically when an employee needs to improve in an area, we send them off to a seminar or training session - but there are other options which are discussed in this course. In addition, common learning blocks are discussed as well as competency needs.
Giving and Receiving Feedback	Everyone in an organization needs the skills of giving and receiving meaningful and effective feedback . How to develop your message and deliver it.
Managing and Communicating Change	Assists you with creating successful change in your workplace by reviewing the key principles for managing and communicating change and effective communication strategies .
Things To Think About Before The Interview	Whether you are preparing to interview, preparing to be interviewed, or just interested in conducting a quick self -analysis, the information included in this course will help you develop a perspective.

Course	Description
Productivity Curriculum	
Analyzing Performance Problems	Analyzing Performance Problems will help you identify if the difficulties you are having with an employee are performance issues , or a deficiency in their knowledge of the job. This course will take you through different situations and the problem -solving techniques that may be used to find the best solution.
Developing Assertiveness	Assertiveness is an attitude that honors your choices as well as those of the people you communicate with. It is not about being aggressive and forcing your colleagues to go along with your wishes. Instead, it focuses on exploring a situation fully, asking for and swapping opinions, and finding solutions that work for everyone concerned.
Managing Your E-Mail	E-mail is a great business tool. When managed well it can really pay off. E-mail is efficient and cost-effective but as with every other business tool, the use of e-mail needs to be managed carefully. This course provides some pointers to help you use e-mail to your best advantage.
Number Skills	Under Development!
Professionalism In The Office	Under Development!
Proofreading	Under Development!
Punctuation	By learning a few simple rules you can make your writing clear and powerful. This course provides a brief summary of key punctuation marks and provides information on ensuring you are exploiting these clear writing power tools to the full.
Surviving Burnout	Be able to recognize the signs of job burnout and more importantly understand what contributes to it. Acknowledge the factors that cause you stress and Know what to avoid.
Sales Curriculum	
How To Double Your Sales Appointments In Half The Time	Discusses the not so "obvious" concept of how doubling your sales appointments will double your revenue and how "Powerful Routines" result in the highest ratio of success. Covers the six major "Sales Prospecting Errors" that lead to low sales appointment success.
Sales Prospecting and A Targeted Selection Process	Strategies using a targeted selection process. This course teaches a "Top-down" approach to sales and discusses systems to raise your competency ratios and your performance efficiencies.
Seven Lessons To Learn From Great Salespeople	Understand how even those of us who are not in an "official" sales role are in sales, and how to apply the seven lessons at whatever you do. Quickly build and maintain strong relationships using the seven lessons presented in the course . Make better decisions to reach your goals.
The Art of Closing	Everyone sells for a living. Whether you're a sales rep, a parent, a leader, a manager or a coach, on a daily basis we all find ourselves in situations where we must sell others on our way of thinking. The

	more closing skills you have under your belt, the better equipped you will be to land a sale.
Your First Sales Appointment – What Is The Objective?	Under Development!

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