



## A Sampling of Webinar Courses

Webinars are typically 60 to 90 minutes in length.

### Business Writing

- Avoiding E-mail Evils
- Business Writing
- Mastering E-mail Writing
- Write It Right: Use the Right Word
- Write It Right: Rules

### Career Development

- Career Development Dialogues: An Employee's Role
- Career Resiliency (5 part series or individual sessions)
  - The job market of today and the future
  - Identifying your strengths
  - Networking – how to do it well in-person or online
  - Time for a resume refresh?
  - Using Internet tools & resources for your career transition
- Discovering Your Strengths and Putting Them To Work
- Navigating Your Career Path
- Networking in a 2.0 World
- Resume Writing Essentials
- Successfully Managing Your Career Transition
- Using the Internet Tools & Resources for Your Job Search

### Change Management

- Communicating About Change
- Embracing Change
- Maintaining Effective Customer Relationships in Times of Change
- Managing Change with Your Team in Turbulent Times

### Communications

- Communicating for Results – Building Rapport
- Dealing with a Difficult Boss: Shifting to Successful Interactions
- Designing Training Webinars
- Listening Skills
- Partnering with Your Boss
- Tools for Better Speaking
- Toxic Behaviors: How to Spot Them ... and How to Work with Them
- Win-Win Communication

## **Hiring & Recruitment**

- How to Sell the Job Without Sugar Coating
- Interviewing Skills for Hiring Managers
- To Hire or Not to Hire...Making the Final Decision

## **Productivity Tools & Technology**

- Accomplishing More with Less (3 x 90 minute webinars)
- Managing and Organizing Your E-mail Inbox (90 minute webinar)
- Microsoft Office Techniques (90 minute webinars, each focusing on one application)
- Advanced Excel PivotTables and Macros (2 hours)
- Emerging Collaboration Technologies — Blogs, Wikis, and SharePoint (2 hours)

## **Supervisory & Management Skills**

- Building Accountability into Your Team
- Coaching Veterans and Top Performers
- Communicating About Change
- Effective Virtual Team Management
- Getting the Right People in the Right Seats on the Bus
- How to Write SMARTer Goals
- Introduction to Performance Management
- Managing Change with Your Team in Turbulent Times
- Managing Expectations
- Managing with Employee Retention in Mind
- Motivating Employees
- Performance Management in a Virtual, Matrix Organization
- Resolving Team Conflict

## **Work Effectiveness**

- Collaborative Web 2.0 Tools
- Cultivating your Team's Creativity
- Customer Service Essentials
- Developing as a Professional
- Effective Use of Meeting Time
- Managing Projects
- Organizing Your Work Area and Your Paperwork
- Planning for Increased Productivity
- Project Management Essentials: Launching Successful Projects
- Removing Obstacles to Getting Things Done
- Self Coaching to Improve Performance
- Working More Effectively with Others