
Soft Skills Library – List of Titles

Business Management

- Organizing Your Workspace
- Managing a Virtual Office
- Basics of Effective Communication
- Financial Basics for Non-financial Managers
- Intercultural Business Etiquette
- Executive-to-employee Communication Strategies
- Understanding and Using Contracts

Communications

- Intercultural Business Etiquette
- Basics of Effective Communication
- Conflict Intervention
- Setting Performance Goals and Expectations
- Appreciating Personality Differences
- Providing Effective Feedback
- Presentation Skills
- Internet Basics

Customer Service

- Building Strong Customer Relationships
- Dealing with Difficult Customers
- Telephone Skills for Quality Customer Service

Human Resources

- Preventing Sexual Harassment for Leaders
- Discharging Employees
- Interviewing Job Candidates
- Moving from Trainer to Performance Consultant
- Preventing Sexual Harassment for Employees
- Valuing Diversity
- Dealing With Violence In The Workplace

Leadership

- Creating a Strong Leadership Team
- Developing a Strategic Plan
- Delegating
- Solving Problems as a Team
- Coaching and Counseling
- Applying Leadership Basics
- Managing Change
- Motivating Employees
- Leading Effective Meetings
- Executive-to-employee Communication Strategies

Performance Management

- Recognizing Employee Performance
- Disciplining and Redirecting Employees
- Setting Performance Goals and Expectations
- Conducting Performance Reviews

Personal And Family

- Developing a Child's Critical Thinking Skills
- Overcoming the Loss of a Loved One
- Recognizing and Responding to Signals of Violence
- Managing Your 401(k)
- Guardianship Decisions for Elderly Loved Ones
- Personal Financial Planning
- Balancing Work and Family
- Choosing a Childcare Provider

Personal Career

- Managing Your 401(k)
- Recognizing and Avoiding Burnout
- Time Management
- Choosing a Childcare Provider
- Balancing Work and Family
- Achieving Personal Goals
- Recognizing and Managing Anger
- Internet Basics
- Interviewing Skills for Job Candidates
- Managing Stress

Sales Skills

- Basics of Effective Selling
- Telephone Sales Skills
- Closing the Sale
- Negotiating for the Sales Professional
- Successful Negotiation
- Mastering Cold Calls
- Qualifying Sales Prospects
- Creating an Effective Sales Team

Staying Positive

- Recognizing and Avoiding Burnout
- Time Management
- Applying Emotional Intelligence in the Workplace
- Recognizing and Managing Anger
- Managing Stress

Supervision

- Managing Projects
- Delegating
- Succeeding as a Supervisor
- Leading Effective Meetings

Team Building

- Becoming an Effective Team Member
- Leading Effective Teams
- Appreciating Personality Differences
- Solving Problems as a Team
- Building a Successful Team