

# Manager & Career Development Online Learning Course Catalog

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Leadership Development programs created by Work Institute to help employees grow in their positions and careers creating a greater organizational ROI on employees.



Leadership development is at the root of many issues that drive disengagement and turnover in organizations and can be the common solution. Educating leaders to be better in their role, in their career, and in their personal life can generate an astounding positive return on investment.

We are uniquely poised to offer your organization the best online/remote options for learning and development solutions. We can provide specific courses for specific leaders in your organization to address topics that employees highlighted.

We develop customized solutions for your employees based on the current state of your workforce and its long-term goals. We implement custom solutions for employee development and training to show your organization how to quickly improve behavior in critical areas of the organization.

Through a special partnership with **Harvard Business Publishing** and **skillsoft**, our Leadership Development programs are designed to produce positive behavioral changes within the organization and proven to achieve desired employee outcomes and business results.

### Course Offerings Include:

#### **Behaviors of a Cohesive Team**

Comprised of five hours of online course instruction on being an effective team member, strategies for building a cohesive team, effective team communication, establishing team goals and responsibilities, building the foundation for an effective team, developing a successful team, encouraging team communication and collaboration, handling team conflict, leading a cross-functional team, and contributing as a virtual team member.

#### **Accountability**

Comprised of over two hours of online course instruction on becoming an accountable professional, becoming your own best boss, becoming more professional through business etiquette, and developing a personal accountability framework.

#### **Building & Growing a Diverse Workforce**

Comprised of over three hours of online course instruction on how culture impacts communication, using communication strategies to bridge cultural divides, bridging the diversity gap, your role in workplace diversity, understanding unconscious bias, overcoming your own unconscious bias, and overcoming unconscious bias in the workplace.

#### **Building Good Team Members**

Comprised of over five hours of online course instruction on being an effective team member, strategies for building a cohesive team, effective team communication, establishing team goals and responsibilities, building the foundation for an effective team, developing a successful team, encouraging team communication and collaboration, handling team conflict, leading a cross-functional team, and contributing as a virtual team member.

#### **Business Writing Skills**

Comprised of over five hours of online course business writing instruction on audience and purpose, clarity and conciseness, editing and proofreading, using the parts of speech, getting the details right, creating well-constructed sentences, and common words and phrases mistakes in writing.

### **Change Management**

Comprised of over two hours of online course instruction on preparing for change, redefining yourself after organizational change, facilitating sustainable change, moving forward with change planning, and making change stick.

### **Communication Skills**

Comprised of over six hours of online course instruction on the art and science of communication, making an impact with non-verbal communication, trust building through effective communication, choosing the right interpersonal communication method, becoming a great listener, failures in communication, listening when it is difficult to listen, using active listening in workplace situations, acting with diplomacy and tact, navigating challenging situations with diplomacy and tact, communicating with confidence, and telling a business story.

### **Coaching & Mentoring**

Comprised of over an hour of online course instruction on fostering mentoring relationships, coaching techniques that inspire coachees to action, and keeping your coachee committed and accountable.

### **Decision-Making Skills**

Comprised of over three hours of online course instruction on getting to the root of a problem, defining alternative solutions to a problem, choosing and using the best solution, confronting your assumptions, investigating arguments, reaching sound conclusions, outwitting your cognitive bias, and problem-solving using systems thinking in the workplace.

### **Delegation Skills**

Comprised of two hours of online course instruction on effectively directing and delegating as a manager, choosing and preparing your delegate, getting what you expect from your delegate, and taking your team to the next level with delegation.

### **Emotional Intelligence**

Comprised of over two hours of online course instruction on developing emotional intelligence, navigating your own emotions, navigating with other people's emotions, navigating the workplace with emotional intelligence.

### **Giving & Receiving Feedback**

Comprised of an hour of online course instruction on polishing your feedback skills and gaining a positive perspective on feedback.

### **Growing Productive Team Members**

Comprised of over three hours of online course instruction on gauging your organization's high-performing potential, managing for cross-functionality, managing the unique needs of experts, fostering mentoring relationships, effectively directing and delegating as a manager, managing employee development, planning for skills needs and managing performance, building career development programs and succession planning.

**Interviewing Skills**

Comprised of an hour of online course instruction on conducting an effective hiring interview.

**Customer Skills**

Comprised of over seven hours of online course instruction on prospecting: planning for sales gold, the discovery meeting: starting off on the right foot, the value proposition: getting your pitch right, turning objection into opportunity in a sales call, negotiating well and going for the close, interacting with customers, communicating effectively with customers, controlling conflict, stress, and time in a customer service environment, dealing with customer service incidents and complaints, polishing your skills for excellent customer service, rapport building in customer service, providing on-site customer service, providing telephone customer service, providing effective internal customer service, facing confrontation in customer service, and designing a customer service strategy.

**Listening**

Comprised of over an hour of online course instruction on becoming a great listener, listening even when it is difficult, and using active listening in workplace solutions.

**Managing Conflict & Difficult Conversations**

Comprised of over an hour of online course instruction on confronting workplace conflict, resolving workplace conflict, and how to manage difficult conversations.

**Performance Management**

Comprised of over five hours of online course instruction on planning for performance, monitoring and improving performance, reviewing and rewarding performance, keeping top performers challenged, planning an effective performance appraisal, creating a plan for performance management, and detecting and dealing with performance problems.

**Personal Brand Management**

Comprised of over three hours of online course instruction on uncovering and utilizing your talent and skills, self-improvement for lifelong success, establishing self-confidence for life, developing a plan to further your career, getting your career on the right track, using performance appraisals to advance your career, developing a growth mindset, and keeping your skillset current in the digital economy.

**Presentation Skills**

Comprised of over two hours of online course instruction on writing and preparing an effective speech, conquering the challenges of public speaking, planning an effective presentation, building your presentation, and ensuring successful presentation delivery.

**Process Improvement**

Comprised of an hour of online course instruction on enabling business process improvement.

**Situational Leadership**

Comprised of over five hours of online course instruction on key elements of business execution, building innovation cultures and leaders, leading your team through change, building a leadership development plan, aligning unit goals and imperatives, leading by motivating, sharing a vision, influencing through positive leadership, developing emotional intelligence, leading through inspiration, and gauging your leadership performance.



### **Stress Management**

Comprised of over an hour of online course instruction on managing pressure and stress to optimize your performance, taking stock of your work-life balance, staying balanced in a shifting world, and taking a deep breath and managing your stress.

### **Team Building**

Comprised of over three hours of online course instruction on building the foundation for an effective team, developing a successful team, encouraging team communication and collaboration, handling team conflict, and leading a cross-functional team

### **Trust Building**

Comprised of an hour of online course instruction on trust building through effective communication and the building blocks of building trust.

### **Managing Change**

Comprised of over an hour of online course instruction on facilitating sustainable change, moving forward with change planning, and making change stick.

Work Institute believes that providing a targeted and convenient opportunity for managers to enhance their leadership skills through quality learning is a major step in improving the work environment for staff. Through these courses, organizations can create a workplace that supports engagement and retention. Registration information for these courses can be found at [info.workinstitute.com/en/career-development-online-courses](https://info.workinstitute.com/en/career-development-online-courses)

