

Skillsoft

Course Catalog



Using Strategic Thinking to Consider the Big Picture (31 Min.)

- Big picture thinking stretches beyond the short term and considers how an organization can succeed in the longer term. This course describes how the ideas of systems thinking can help you elevate your perspective, become skillful at making sense out of opposites and contradictions, and better understand cause and effect while managing your department. It also explains actions you can take to encourage big-picture thinking and how understanding the organizational value chain can help you connect to the organization's strategy and strategic plans and implement them more effectively.

Identifying Risks in Your Organization (29 Min.)

- As a manager, it is important that you understand and prepare for risk. This course focuses on identifying risk factors, which is the first stage of risk management. It outlines key techniques you can use to identify risk including how to use root cause identification, the Delphi technique, and brainstorming sessions.

Basic Accounting Concepts for Non-Financial Professionals (30 Min.)

- In this course, you will learn about key finance and accounting terms and concepts such as the basic accounting equation, accrual-based accounting, and basic accounting principles. This course also takes you through the steps in the accounting process to help you recognize how business transactions affect various financial statements and the bottom line of your business.

Workforce Planning and Employment: Sourcing and Selecting Candidates (90 Min.)

- This course examines the sourcing and selection of employment candidates. Also covered are the best approaches to internal and external recruitment, with a focus on key recruitment sources such as job postings, referrals, and the various types of candidates, such as active and semi-active. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.

Facing Challenges as a First-Time Manager (19 Min.)

- High expectations are often placed on first-time managers. Along with these expectations comes the pressure to succeed and the need to prove you belong in a management position. Establishing credibility early and building new working relationships can go a long way in helping a first-time manager succeed in adjusting to his or her new responsibilities. This course describes ways to establish credibility and manage former colleagues effectively. You will also learn how to balance conflicting expectations as a manager.

Employee Dismissal (15 Min.)

- Dismissing an employee is a serious matter that demands forethought and thoroughness. This Challenge Series product addresses the three primary reasons for dismissing an employee and the process involved with taking action.

Managing Multigenerational Employees (22 Min.)

- Many influences have shaped the lives and work experiences of various generations, namely, Baby Boomer, Generation X, Millennials, and Generation Z. Because each generation has its own distinct attitudes, priorities, and work habits, managers can get the best from each generation by using strategies that recognize the differences. In this course, you will learn about the best practices and successful techniques for managing these generational employees in the workplace.

How to Manage Difficult Conversations (29 Min.)

- For managers, approaching a difficult conversation – whether it is with a direct report, colleague, or manager – can be immensely stressful. Handled the wrong way, this kind of conversation can also damage your work relationships and leave you feeling unsure of your abilities. With the right preparation and mindset, you can make sure this doesn't happen. In this course, you will learn some basic guidelines about when and where to initiate a difficult conversation, and useful steps for managing the associated stress. You will learn how to prepare for a difficult conversation using a four-step process, so that you're confident and able to manage the conversation constructively. Finally, you will learn how to demonstrate that you have the right mindset during the conversation so that it has the best possible outcome.

Motivating Your Employees (24 Min.)

- Motivation is what drives people to accomplish things. Without motivation, things simply would not get done. As a leader, your capacity for motivating plays a key element in the success of your organization. This course provides you with an understanding of why motivating strategies are important as a leader. It also provides you with practical techniques for encouraging motivation among employees in your organization.

The Building Blocks of Building Trust (29 Min.)

- Can I trust you? This is what others may ask, often silently, when they work and engage with you. It is also what you ask about another person as well. If you want people to trust you, a firm handshake and good eye contact is not enough. You have to build trust like a mason builds a wall – one stone at a time. It rarely comes ready-made. But when you've taken the effort to build it and it is solid, you want to maintain it for a long time. Trust is a core ingredient in most every positive relationship. Without trust, the mason's wall takes on a whole new analogy – a barrier with no gate for entry. In this course, you will explore what makes you and others trustworthy, how to demonstrate trustworthiness, and the importance of extending trust to receive trust.

Aligning Goals and Priorities to Manage Time (25 Min.)

- Meeting targets and achieving goals consistently regardless of the business situation isn't easy. A big part of doing this successfully is managing time effectively. In this course, you will learn why it's important to align your goals with your company's goals, and you'll learn how to do it with a goal alignment worksheet. You'll also learn how to ask questions to clarify goals, and how to establish and prioritize priorities based on these goals.

Connecting Customers and Solutions (6 Min.)

- Preparing for your interactions with a strategic mindset is essential in connecting your customer to your solution. You must be able to communicate your vision using positioning, trust, and insight. This Business Impact explores some of the ways you can build your customer's interest by invoking a collaborative approach that helps the customer recognize how much value you can bring to their business goals and efforts. It follows a sales professional who sees the potential to extend her company's survey tool solution to meet new customer objectives.

Communicating Your Company's Value (15 Min.)

- How successful are you at selling your company's value? Think about it. It takes ongoing research – like you do with your customers – to understand your company's value in all its dimensions – from its products and services to its approach to innovation, its strategic direction, and the people and leaders who drive its success. This Challenge Series exercise explores how to be successful at selling your company's value. Taking the role of a sales professional, the learner must articulate value to an important customer in a way that aligns with the needs and goals of that customer.

Listening to Your Customers (6 Min.)

- The key to effective communication is practicing good listening skills. This Business Impact explores the concept of active listening and the crucial difference between hearing and understanding.

Developing Your Customer Focus (15 Min.)

- Customers have the power – the power of choice. So how can you make it an easy decision for them to choose you and your company? This Challenge Series exercise explores how to know, meet, and anticipate what your customers are looking for.

Working with the Interface and Performing Basic Tasks in Word 2016 (60 Min.)

- Available in Microsoft's newest office productivity suite, Microsoft Word 2016 makes it easy to create, manipulate, and work with documents. In this course, you'll learn how to get started with Word 2016. The course provides an overview of the Word 2016 interface and its new features, and demonstrates how to use Word 2016 to create, proofread, save, and print documents. This course is one of a series in the Skillsoft learning path that covers Microsoft Word 2016 for beginners.

Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks (64 Min.)

- Microsoft Excel 2016 makes it easy to create worksheets and workbooks, and to manage and manipulate data. In this course, you will learn how to cut, copy, and paste data; navigate between data cells and worksheets; and customize your Excel workspace. You will also learn about creating and opening workbooks, moving data around in Excel 2016, organizing worksheets, and saving and exporting data.

Microsoft Excel 2016 Essentials: Formatting Data (54 Min.)

- Making your data look good is easy in Microsoft Excel 2016. You can format numbers and text, and apply styles to make your data stand out. In this course, you will learn how to create custom formatting and styles, and copy formatting from cell to cell. In addition to formatting and styling data in Excel 2016, you will learn how to position the data in your spreadsheet.

Microsoft Excel 2016 Essentials: Formulas and Functions (68 Min.)

- Microsoft Excel 2016 allows you to perform complex calculations on your workbook data. Being able to use formulas to complete calculations not only simplifies your work but also helps to reduce the number of errors that can arise in such complex tasks. In this course, you will learn about the basic concepts and terminology associated with formulas and functions. You will learn about the various ways of referring to cells and cell ranges, and how to use basic functions including logical and IF-type functions.

Microsoft Excel 2016 Essentials: Charts, Tables, and Images (57 Min.)

- Using tables, charts, and images in Excel 2016, you can create attractive and well-organized representations of worksheet and workbook data. These elements can be easily inserted into your workbook and customized as necessary. In this course, you will learn how to effectively use and customize tables and charts in Excel 2016. You will also learn how to use headers and footers to add additional information to your work.

Organizing Contacts in Outlook 2016 (51 Min.)

- Microsoft Outlook 2016 allows you to work with contacts in a variety of different ways. In this course, you will learn that creating contacts and contact groups allows you to save time by eliminating the need to type out an entire e-mail address each time you create a new message, assign new tasks, or create meeting requests. This course covers the variety of ways you can create contacts and contract groups, access and view contacts, and manage print contacts.

Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016 (47 Min.)

- The Microsoft Outlook 2016 calendar enables you to create events, appointments, and tasks, and schedule meetings. The calendar is fully integrated with the other components of Outlook 2016 and allows you to easily incorporate your contacts and e-mail functionality with the calendar. In this course, you will learn about navigating and using the calendar and creating events, appointments, and tasks. This course also covers how to add additional calendars, change the appearance of the calendar, and print the calendar tasks.

Microsoft 365: Document Management (45 Min.)

- Microsoft Office 365 provides access to a range of online Office applications for business users, including Microsoft Word, Excel, PowerPoint, OneNote, Outlook, Lync, and other. In this course, you will learn how to share, collaborate on, print, and manage documents and e-mail using the Office 365 applications. This course is one of a series in the Skillsoft learning path that covers Microsoft Office 365.

Google Apps: Google Drive (53 Min.)

- Google Apps uses Google Drive for central, cloud-based, accessible anywhere storage. This course covers the use of Google Drive as a central hub for Google Apps, and how to use it for synchronizing offline files.

Google Apps: Docs and Sheets (53 Min.)

- The core productivity apps in the Google Apps suite are the word processing app Docs and the spreadsheet app Sheets. Both are fully featured and include the functionality of desktop equivalents. This course covers creating and disseminating documents using Docs and Sheets.