Harassment Compliance:

Preventing Discrimination and Harassment for California/Connecticut Managers   2 hours
California and Connecticut uniquely require two hours of manager training. This course includes the content from our standard manager course and includes the material required by state laws (including AB1825 and AB2053). This course will cover topics such as the role of a manager/supervisor, responding to complaints of discrimination or harassment, the importance of documentation, internal investigations, and understanding and preventing retaliation. In addition, specific content for California and Connecticut managers includes: key state laws of California and Connecticut, abusive conduct/workplace bullying, avoiding discrimination in the hiring process, unintentional ways people create a hostile environment, personal liability, diversity in the workplace, the rights of immigrant workers, workplace issues regarding gender and sexual orientation, domestic violence and the workplace, and technology as a platform for discrimination and harassment.

Preventing Discrimination and Harassment for Employees   30 min
We know from experience that learners are turned off by boring videos, irrelevant interactions, and memorizing laws. Our training starts with the laws but goes beyond by teaching people how to behave toward others, and teaching how they can expect to be treated in return. This 30 minute employee course covers important topics such as definitions of discrimination, harassment and sexual harassment, discrimination and harassment laws, reasonable accommodation, consequences of discrimination and harassment, behaviors that lead to a hostile environment, workplace bullying, harassment and bullying via social media, and stopping and reporting harassment and discrimination.

Human Resources:

Introduction to effective workplace relationships   30-60 min.
This course investigates characteristics and attributes that are typically found in effective workplaces. Elements such as trust and integrity; highly skilled, flexible and motivated workforces, low staff turnover, stakeholder support and the constant improvement of service and production standards.

Introduction to workplace learning   30 – 60 min.
A global economy, combined with ever-increasing regulatory requirements and technology, has created a workplace environment that constantly develops and refines systems and processes. As a result, the shelf life of existing knowledge has decreased and the learning paradigm has changed irrevocably. In this course, we investigate how leading workplaces are building on traditional educational methodologies to create flexible and reactive Workplace Learning Environments

Monitoring Performance and Professional Development 30-60 min.
Professional development refers to skills and knowledge attained for both personal development and career advancement. It encompasses all types of facilitated learning opportunities, ranging from college degrees to formal coursework, conferences and informal learning opportunities situated in practice. In this course, we investigate the process of assessing and improving work quality. We also investigate the importance of planning professional development, which requires the analysis of past performance to identify strengths and challenges before setting goals and plans for personal improvement.

Types of Teams   30-60 min.
This course investigates how, as a leader and manager of a workplace team, our purpose is to influence effectively. It underlines how you are key in setting the tone of your team through your behavior, planning, organization, contributions and how you relate to others.

Communicate in the Workplace   30-60 min.
Establishing contact with customers starts with the creation of a welcoming external and internal environment that is designed to attract the store's target market. The environment must match the customer expectation and products offered. For example, an exclusive boutique would be likely to feature its stock using spot lighting whereas a bargain

outlet is likely to be lit with bright and consistent neon lighting and the fixtures will suit mass merchandising. Both provide an appropriate environment that their customers can relate to and feel comfortable in.

Measuring and Managing Performance   30-60 min.
Once an organization has analyzed its mission, identified all its stakeholders and defined its goals, it needs a way to measure progress toward those goals. Actual performance rarely aligns perfectly to planned performance, so to achieve your goals you will need to be constantly and accurately informed on progress. This course focuses on defining and applying performance measures as well as recognizing the importance of effectively managing performance

Monitor and Improve Learning Effectiveness   30-60 min
One of the primary goals of learning and development is to increase workforce capability and in doing so, increase performance and productivity. In order to increase performance and productivity, a Learning Plan must be designed and monitored with the goal of creating a skilled, dynamic and innovative workforce that is aligned to organizational goals. In this course, we look at the basic rules for designing and monitoring such a Learning Plan.

Rewards and Recognition   30-60 min.
Few would claim that rewards alone are enough to motivate employees. However, dissatisfaction with the level or structure of rewards can detract significantly from productivity. In this course, we look at building a reward system that combines the monetary and non-monetary elements that are crucial in attracting, retaining and motivating staff.

Team Roles and Relationships   30-60 min.
In this course, we learn how teams operate most effectively when responsibilities and roles are assigned based on recognition of the experience, knowledge and skills that the various team members bring to the table.

Facilitate and Empower Work Teams   30-60 min.
In this course, we investigate how and why patterns emerge in teams. We will look at Group Dynamics, the effect that team members have on each other's behavior as well as their influence on team patterns and norms. As we will see, some will have a positive effect on individual and team output and relationships and some tend to hinder performance.

Facilitate and Promote Learning   30-60 min.
While the need for a Workplace Learning Environment is generally accepted, workplaces often struggle with the methodology. In this course, we introduce the conceptual framework for developing a workplace learning environment, and we also look at the different learning methods that could be offered.

Dealing with Conflict   15 min.
This module explores the reasons for conflict, how to handle it and most importantly how to resolve it.

Customer Service:

Quality Customer Service Skills   30-60 min.
Customer service representatives may interact with customers face-to-face, over the telephone, or via any of the electronic communication options. They will have to deal with the public, which will include the challenge of handling difficult or irate customers. In this course, we investigate the technical and social skills that are crucial to effective customer service.

The Quality Customer Service Process   30-60 min.
The simplest way to foster customer loyalty is to adopt an ethos of quality customer service. From word-of-mouth to loyalty rewards programs, it is amazing how quality customer service brings repeat business. Training your team to have superior service skills is the first pillar of loyalty success. In this course, we embrace that shift as we investigate the Quality Customer Service process, where the first step is to determine who your customers are.

Interact With Customers   30-60 min.
If a customer leaves a store dissatisfied with the products or services, he or she will likely tell at least five other people about the experience. If those five people tell just three people each, one incident has launched an enormous amount of negative publicity. Every customer's experience in your store counts. In this course, we will investigate the core skills and

knowledge required to enhance customer experiences, including how to communicate effectively, how to respond to complaints, how to receive and process orders and how to identify special customer requirements.

Work Effectively In A Retail Environment   30-60 min.
Stores need to ensure adequate staffing in terms of both numbers and experience. Pressure is placed on staff when numbers are short, while sales can obviously be impacted. Customers will assume that the lack of timely assistance and long queues must be standard in a store that cares little for customer service. In this course, we will focus on how to work together to ensure the availability of the right number and mix of staff. In retail, this simple task can present a constant challenge.

Introduction to Quality Customer Service   30-60 min.
This course underlines how, irrespective of what industry you are in or what function your team performs, you are in the business of providing a service and this means learning to go above and beyond the call of duty as a matter of course.

Introducing Consulting and Handling Complaints   30-60 min.
In this course, we investigate the benefits of using a consultative approach to deliver on expectations and we will also look at a simple process for handling complaints.

Communication Skills:

Verbal Communication   30-60 min.
In this course, we investigate verbal communication and listening skills. Effective listening requires that you actively seek understanding, searching for core ideas rather than pure facts.

Communication Targets   30-60 min.
In this course, we concentrate on communicating with specific types of people in the workplace, including internal and external stakeholders, managers and supervisors, colleagues and staff.

Consulting Communication Skills   30-60 min.
In this course, we investigate the basic communication skills required when dealing with stakeholders and colleagues. As such, the content will be of specific use to all employees and especially those involved in roles such as customer service and consulting.

Non-verbal Communication   30-60 min.
Workplace communications range from informal to formal formats and include everything from hallway chats, meetings and presentations, through telephone and online conversations to written exchanges. In each case, the message is not always as obvious as the words being spoken or written. This course will help you to get your message across, as well as decode the communications you receive by overviewing the basics of personal behavior and non-verbal signals.

Basic Written Communication for the Workplace   30-60 min.
The types of communication that occur in the workplace range from a simple hallway conversation or telephone chat to formal written documents, meetings and presentations. You need to develop skills that will allow you to get your message across to others as well as understand the message being presented to you. Using practical exercises, this course will help to improve your written communications.

Active Listening   15 min.
Active listening is the key to effective communication. It is important to show the speaker that you are listening to them and one way to do this is to use the S.O.L.E.R technique. We will explore the ways in which you can prepare for effective communication and examine both the verbal and non-verbal signals of active listening.

How to be Assertive   15 min.
This module looks at the different types of behaviors: passive, aggressive and assertive and considers the factors that can influence how a person behaves, both cultural and generational. We will examine the skills required for assertiveness and how to put them into practice. When faced with criticism or demands, being assertive can be quite difficult, we will uncover some assertive techniques that can be used under these circumstances.

Expressing Yourself   15 min.

The way in which people present themselves can be affected by a number of factors, both social and cultural. Public speaking can be a daunting task and is often something that people fear. This module will provide you with advice and guidance on preparing your speech, finding your voice and presenting to others.

Body Language   15 min.

Body language forms an essential part of communication, with the interpretation of non-verbal signals as important as understanding what's being said. In some cases first impressions are formed without a word being spoken. This module explores the interpretation of body language, eye contact, gestures and facial expressions in everyday communication.

What's Not Being Said   15 min.

Body language is an essential part of communication. We will look at the ways in which body language can be used during an interaction and examine the S.O.L.E.R technique. Interpretations of body language of your audience and look at the importance of personal appearance and how it can inspire a sense of confidence.

Presenting With Confidence   15 min.

Do you want to deliver a confident presentation? This module will guide you through the different stages of your presentation from preparation and planning through to delivery. We will examine the use of visual aids to draw the attention of your audience and look at the importance of personal appearance and how it can inspire a sense of confidence.