



PRISM PARTNER PROGRAM
ONLINE COURSE CATALOG



**PRISM
PARTNER
PROGRAM**

UPDATED OCTOBER 2020

GENERAL TRAINING TOPICS

BETTER BUSINESS WRITING

Good business writing is imperative to achieving success, no matter what business you're in. Effective communication will help you grow more confident in your ability to express yourself clearly. This course deals with the importance of being able to express yourself clearly through the written word. It also explores the fundamentals of grammar, the importance of finding and defining your personal style, and how to improve upon it as you grow in the business world.

BUSINESS COMMUNICATION FUNDAMENTALS

In the business world, effective communication is an essential part of getting things done right, the first time. Memos, letters, presentations and meetings are the means by which we communicate. This course deals with how to develop them, what to and what not to include in them, for that's what dictates how well we communicate.

BRAIN BITES: ORGANIZING YOUR FILES

On average office workers spend one to two hours per day looking for information. Having an organized, searchable file and folder structure makes everyone more efficient -and this course will show you how to do it. Brain Bites micro-learning courses are information-rich and convey important topics with an engaging mix of video and animation. With 5 minute video lessons and 30-minute-or-less courses, Brain Bites are the perfect tool to educate today's busy workforce. (0.50 hours)

BRAIN BITES: EMAIL MANAGEMENT

More than ever before people rely on email in the workplace - but we dread the amount of time it takes to read through and respond to all our messages. This course will give you the skills you need to tame your email mountain and use it as the effective tool it's meant to be. Brain Bites

micro-learning courses are information-rich and convey important topics with an engaging mix of video and animation. With 5 minute video lessons and 30-minute-or-less courses, Brain Bites are the perfect tool to educate today's busy workforce. (0.50 hours)

EFFECTIVE PRESENTATION SKILLS

In LearnSmart's Effective Presentations video training, you will learn how to clearly convey your intended message, while overcoming fear and anxiety. This training highlights the skills needed to make presentations, and the necessary changes involved in presentations to blend personality with clear communication. The video will focus on the following topics: dealing with fears and anxieties, elements of a presentation, nonverbal communication, and how to prepare for a presentation.

POWERFUL PRESENTATIONS

Audiences decide if a presentation is worth paying attention to in the first 1-2 minutes. To be an effective presenter, there are multiple factors to consider and skills to develop. In this course, through the use of application exercises and a rich multi-media process, you will learn the key skills to creating powerful presentations that get results.

EVERYONE IS A LEADER

For a time, the Disney company got some of its best ideas from the janitor. Leadership can be seen in any role and from any person. Using application exercises and rich multimedia, learn how to identify leadership potential and how to use the influence of "unofficial" leaders to everyone's benefit.

SUCCESSFUL NEGOTIATION

One of the more valuable skills to have in life and in business is the ability to negotiate effectively.

After all, a successful negotiator can generate valuable returns and preserve relationships in the process. In Successful Negotiation, you'll get a comprehensive overview of how to be an effective negotiator. You'll learn that negotiation is not all about 'defeating' your competitors, but rather that negotiation is about reaching a mutually beneficial solution that keeps everyone happy. This course contains all the essentials you need to become the best negotiator you can be in both your professional and personal life.

THE ART OF NEGOTIATION

From childhood we practice the art of negotiation. Bed time, a treat, a promotion, a raise, an extended deadline. Regardless of the type of work we do, knowing how to negotiate effectively can greatly impact our success and our satisfaction. Strategic application exercises and a rich multimedia process, will teach you basic skills to negotiate effectively to get the results you want.

INTERVIEWING SKILLS FOR EMPLOYEES

What to wear? What to say? When to follow-up? The process of interviewing for a position can be nerve racking to say the least. This training takes you through a typical interview process and prepares you for the what you may encounter. Through application exercises and a rich multimedia process, you will learn top skills to ease your nerves and prepare you for any interview.

IT'S MY JOB! CAREER GROWTH

While you may have a boss and frequent interaction with HR (Human Resources), your career is YOUR career and therefore YOUR responsibility to manage. In this instructive course, learn key steps to identifying what you want out of your career and how to make it happen through application exercises and a rich multimedia process.

THE POWER OF ONE: TAKING RESPONSIBILITY

Have you ever said that something is not your responsibility? Maybe it is! Learn how taking accountability can change the results you are getting at work and in your life. This course uses application exercises and a rich multimedia process to give you the insight and skills to change your results through taking accountability

THE POWER OF VISION

Do you know where you're going professionally? Do you know what you want out of the next 3 weeks? How about the next 3 years? This course will help you create a powerful vision of where you want to go and what you want to achieve. You'll also learn how to get others on board with your vision. You will learn from real-world examples of different individuals and how they took their vision of what they wanted and made it a reality. Whether you are trying to get somewhere personally, or you want to create a clear and compelling vision of where you want your team to be, this course can give you the foundation you need to get pointed down the right path.

CONFLICT RESOLUTION

Dealing with conflict in the workplace can be difficult. Seeing a person with whom you have issues every day can be challenging and distracting. Resolving conflicts has a major positive effect on the work environment, making it happier and more productive. Having employees with this conflict resolving quality is an important part of creating a productive workplace. This conflict resolution training course highlights the important aspects of resolving conflicts in the workplace. The course offers a myriad of conflict resolution skills and strategies that will help employees better deal with disputes in the workplace.

RESOLVING CONFLICT: KNOW YOUR BEHAVIOR

Establish a collaborative conflict resolution process to encourage team member collaboration in conflict situations.

RESOLVING CONFLICT: IDENTIFYING BEHAVIORS

Identify the conflict behavior exhibited in order to properly handle the conflict.

FACILITATING MEETINGS & GROUPS

LearnSmart's Facilitating Meetings and Groups video training course demonstrates the extensive range of skills and tools needed to organize meetings that are both productive and time efficient. Through this course, viewers learn how to take charge, how to lead, and how to move groups towards their goals.

MEETINGS THAT GET RESULTS

Frustrated with boring meetings that waste time? Never fear! This pivotal course will teach you how to shift from boring, ineffective meetings, to strategic meetings that get results! Through application exercises and a rich multimedia process, learn the specific components that make meetings worth the time and effort of everyone involved. But what if you are not in charge? Not a problem! This course will also take you through the steps and options to make meetings effective even when you are not the one conducting.

SMART GOALS: SETTING EFFECTIVE TARGETS FOR SUCCESS

Learning how to set effective and relevant goals is the first step in achieving success in any field--goals serve as roadmaps to the future. Just as you wouldn't go on a trip without a clear understanding of where you're heading, setting out on your professional journey without a plan is not likely to give you the results you desire. This interactive, online course discusses how to set goals using the SMART goal template (specific, measurable, achievable, relevant, time bound), and provides tools to help you get where you want to go in your personal or professional life.

The purpose of this course is to aid you in selecting appropriate, attainable goals to give you the best chance of success.

GET SMARTER WITH GOALS

What is the difference between someone who simply has goals and someone who actually achieves their goals? The key isn't to work harder, it's to work SMARTER! The SMARTER goal setting system is the evolution of the SMART goal setting system that was introduced in the 1980's. In this course you will learn how to apply the S.M.A.R.T.E.R. goal setting system. You will understand the definition of each letter of the acronym S.M.A.R.T.E.R. and view real world examples of how it is applied to goal setting. In addition, you will have the opportunity to apply it to set your own goals and apply the methodology. Finally, you will be provided with additional strategies for achieving your goals

GOAL SETTING AND VISUALIZATION TECHNIQUES

Goal setting is the foundation of all successful endeavours. When we set a goal, what we are really doing is defining the roadmap of our life. With each goal we set, we establish the path we wish to take towards our objectives.

MANAGING UP: STRENGTHENING RELATIONSHIPS

Have a great rapport with your employees and your peers? You're not done yet! Learning how to manage up is a key component of any successful career. Through application exercises and a rich multimedia process, this course will teach you what you need to know to create positive relationships with those you report to.

THE 3 PHASES OF CHANGE

Understand the three phases of change and what to expect in each phase.

REACTIONS TO CHANGE

Identify the common reactions to change and strategies to best handle each type of reaction.

THE CHANGE PROCESS

In LearnSmart's Change Process video training you will learn about where meaningful organizational change begins, as well as the important role that employees and managerial staff play in the success of the transition process. In this course you'll learn about the various behavioral styles that influence the planning and progression of change: thinking, social, personal and more. You will also learn how to control, manage and integrate healthy change initiatives with minimal conflict through empathy, listening skills and celebrating short-term successes. This course will further provide you with strategies on defining job roles, setting performance standards, gathering feedback and building teamwork. With the information, learning tools and management approaches offered here, you will recognize that change should not be a stumbling block for employee relations, but an invitation to bring out the best in their forward thinking and yours.

CUSTOMER SERVICE

Successful organizations realize that customer service is at the core of their success and consequently must be at the core of their mission. Unfortunately, this does not automatically imply that customers at such organizations are having a positive customer experience. A recent survey found that 80% of companies believe they are providing customer experience of a superior quality. However, when customers of those same companies were surveyed, only 8% agreed with those claims (HBR, 2005). Clearly, customer service is an area that requires more attention, especially the kind of attention that places greater emphasis on understanding and listening to the customers.

This course aims to reinforce the significance of customer service as a precondition to the success of any organization. Special emphasis is placed on understanding customers, creating a work culture that is customer service-oriented, and reviewing

intuitive and not-so-intuitive customer service skills. The content is applicable to employees in many kinds of organizations, from commercial firms to educational institutions.

COURTESIES, ATTITUDE & ETHICS

You are the face of your business; therefore, your company depends on you to present yourself well at all times. This interactive online course is designed to help you understand how to do that. You'll learn how to conduct yourself in first impression situations, speak and act courteously at all times, maintain a positive attitude, and act ethically and fairly with every customer you meet.

LISTENING FOR UNDERSTANDING (PART 1)

As a frontline employee you are the primary source of communication between your company and its customers. You can improve your ability to interact well by developing listening skills. When you hear and interpret a message correctly, you will be able to understand your customers' requests and that is the key to handling each and every customer successfully. This interactive online course is designed to help you improve your listening skills so that you will be able to interact well with all your customers, whether you handle them face-to-face or by telephone.

EFFECTIVE VERBAL AND NON-VERBAL COMMUNICATION (PART 2)

Communication is the give and take exchange of information; therefore, effective verbal and nonverbal skills are crucial to understanding your customers completely. In the previous course in this series, you learned about "Listening For Understanding", or the taking of information. In this course you will learn how to give information effectively by speaking well and using your nonverbal signals to enhance your message. This interactive online course is designed to help you improve your communication skills when you are the sender of the message, whether you handle customers face-to-face or by telephone.

HANDLING CUSTOMER COMPLAINTS

This interactive online course is designed to help you understand why customers may complain, uncovers the special skills needed for handling customer complaints, and teaches an easy to learn step-by-step method for handling these types of customer contacts. At the end of this course you will apply the skills to your work environment to successfully handle any customer in any situation.

COMMUNICATING UP TO YOUR MANAGER

Learn the background key concepts to effective communication to your boss or supervisor

YOUR MANAGER'S COMMUNICATION STYLE

Identify the medium, frequency, and amount of detail needed to successfully communicate with your manager

CRITICAL THINKING & PROBLEM SOLVING

Are you constantly 'firefighting'? Does it seem as though problems always appear at the last minute or just before the weekend? In this course, you will learn strategic steps to prevent much chaos and solve new or recurring problems. Through the use of application exercises and rich multimedia process, your ability to think critically and solve problems effectively and in a timely manner will increase thus propelling your end results to new heights.

SMART TIME MANAGEMENT: THE 80/20 RULE FOR MAKING EVERY MINUTE COUNT

In 1897, Italian Economist Vilfredo Pareto found that 20 percent of any given population, of any country during any time period, accounted for 80 percent of the wealth. This pattern is repeated in many aspects of life, not just wealth. The 80/20 Rule as applied to time management reveals that there is generally a significant imbalance between our efforts and our results -- 20 percent of our efforts produce 80 percent of the results. Conversely, the other 80 percent of our efforts produce only 20 percent of the results. This

interactive online course explores how we can learn to channel our time and effort to get the greatest results with the least amount of effort and stress. It focuses on individual abilities, and teaches an entrepreneurial time management approach together with creative use of the 80/20 Rule. Implementing the tools presented in this course will help you prioritize so that you focus on the things you are best at and enjoy the most. You will learn to strive for excellence in a few things, rather than achieving mediocre performance in many.

SMART TIME MANAGEMENT: 7 STEPS TO REGAINING CONTROL OF YOUR DAY

Feeling out of control and overwhelmed by everything you need to accomplish each day? No matter how hectic your schedule appears, you can regain control of your day and increase your daily productive time. How? Effective time management is your tool to design success at work and at home. This interactive online course details a complete, integrated time management system. This system contains just seven steps, which will assist you in developing an effective and efficient method for allocating time and regaining control of your life. In addition to honing your prioritization skills, you will also learn how best to use your reclaimed time and how to periodically reassess your time management process so you can maintain control of your day.

REDUCING STRESS AND ANXIETY

Stress is our body's way of responding to physical, emotional, or mental demands. Although typically associated with negative circumstances, stress can be caused by both good and bad experiences. Our bodies react to stress by releasing chemicals into the blood to give us energy and strength to handle the situation. This evolutionary reaction can be a good thing when stress is caused by real physical danger; however, this survival response can wreak havoc if it builds up without a proper outlet. This interactive online course discusses signs and symptoms of stress, and explains the

physical and emotional effects of built up stress, such as pain and anxiety. The course also describes stress management techniques, treatment options, and lifestyle changes to help alleviate stress.

MANAGING STRESS AT WORK

Eu-stress and Di-stress. One positive, one negative. One can push us to new levels of achievement, the other can kill. In this course, learn the difference between positive and negative stress, and how to manage both to help you achieve the results you desire. Reduce the negative stress in your world by using application exercises and a rich multimedia process. Check process to identify pain points and take action to regulate the stress you experience.

MAKING HUMOR WORK AT WORK

Being able to laugh and have fun in the workplace is a benefit to employees, their supervisors, and their companies. In addition to being just plain old fun, laughter is good for business. Studies show that employees who love to laugh are more creative and more productive. They make better decisions. And they get along better with their co-workers. LearnSmart's Making Humor Work at Work video training course shows workers how to problem-solve, defuse resistance to change, disarm anger, and improve and increase memory through the effective use of humor on the job.

MANAGING ANGER AND EMOTIONS

The modern workplace is often thought of as a strictly professional, rational, logical environment. Cooperation is key--personal opinions and emotions must be put aside in the name of teamwork, which may be easier said than done! No one can expect to connect with fellow colleagues the way they do their own friends or family members. One crossed word or bad mood can damage corporate relations, sometimes irreparably. The uncertainty of the business environment of today, and resulting stress that follows only adds to the pressure workers feel in

performing their level best. Feeling overworked and overwhelmed is natural in the workplace, especially when it comes to dealing with change. The purpose of this course is to illustrate ways you can overcome the emotional barriers you may face in the workplace. This course will guide you through various exercises and give you tips to help you manage your emotions at work so you can perform to the best of your abilities.

BEST PRACTICES TO HELP YOU QUIT SMOKING

Quitting smoking is the single best thing you can do to protect and improve your health and the health of those around you, and those who are able to quit greatly reduce their risk for heart disease, stroke, cancer and other tobacco-related health illnesses. Although quitting isn't easy, it is possible with the right combination of knowledge, support, and aids/medications. This interactive online course provides the latest in evidence-based research on proven practices and coping strategies to help you quit smoking. All the information is presented in an easy-to-follow format that will walk you through the key elements you need to quit smoking forever.

DRINKING RESPONSIBLY

Drinking responsibly has a number of benefits, such as stress reduction, enhanced mood and improved mental health, the experience of pleasure, increased creativity, social benefits, and positive effects on quality of life. Your ability to drink responsibly depends on genetics, age at which you started drinking, culture, family environment, and mental health. This interactive course provides you with tips for drinking responsibly, as well as what drinking responsibly involves, and does not involve.

EATING RIGHT

In a world of fad diets, quick fixes and fast food, eating right and staying healthy can be a real challenge. The goal of this course is to give you all the tools you need to get all the good nutrition your body requires to maintain a lifetime of

health and wellness. If you want to shed unwanted pounds, you can use these guidelines to reduce your caloric intake, increase your activity and reduce your consumption of fat and sodium in the process.

MANAGING YOUR CHOLESTEROL & BLOOD PRESSURE

Are you one of the 1 in 3 adults suffering from high blood pressure or high cholesterol? If left untreated, both can cause serious harm to your health—including heart disease and stroke! Did you know there are simple, painless steps you can put into practice today to improve your numbers? The power to achieve a healthier body is in your hands!

CHOOSING AN EXERCISE PLAN THAT'S RIGHT FOR YOU

Every time you turn around it seems that there is a new fad, diet, or piece of exercise equipment on the market. With so many things to choose from, how do you know where to begin? The goal of this course is to introduce you to the basics of exercise, and provide you with a program that will help you take that first step toward fitness. We will look at the physical and mental benefits of exercise, and discuss how to create a successful exercise program that you can use to get started.

HEALTH & WELLNESS

This training course was designed to provide employees with basic concepts of health and wellness. Your job is important to you and your family. Good health is a means of staying at a job so that one can provide for his or her family. These lessons are designed to give you information so that your life will be healthy. Topics include mental health, stress, physical activity, stretching, burning calories and much more. This training course has 7 learning modules with a ten-question exam.

PROPER POSTURE AND BREATHING

Poor posture, typically defined as having excessive curvatures of the spine, slumped shoulders and a forward projecting chin, are

common ailments in today's society. Improper posture inhibits proper breathing patterns by limiting the room the diaphragm has to push down into the abdomen to make room for the lungs. And breathing is one of the basic requirements of life; it is the first thing we do when we are born and the last thing upon death. Each minute, the average person breathes 12 times, inhaling oxygen and exhaling carbon dioxide. These processes are controlled by the autonomic nervous system and unless you are actively listening to or watching for breathing, you are essentially unaware of it.

HOW TO ENSURE YOU ARE WELL RESTED AND ENERGIZED

Do you take sleep for granted? Many of us can fall asleep quickly anywhere while others struggle. If you want information about proven tools for getting the rest you need, this is the course that will supply your wish list. You will get foundational information, myth busters, and facts. You will also receive tools and methods from experts to use in your individualized solution for a good night's sleep. (1.00 hour)

WORK LIFE BALANCE

Do you live to work or work to live? In this course you will explore your motivation and priorities, and discover how the answers to strategic questions can help you create a healthy rewarding balance between the activities in your life. Through interactive assignments and a rich multimedia process, this course will help you realign with your priorities and experience the life you desire

CORE VALUES AND FINDING PURPOSE IN LIFE

If you ever felt uncomfortable in a relationship or out of place in your company but didn't know why, it could be that the person or the corporation has core values that are different from yours. If this situation sounds familiar, or if you'd like to know more about values and how to get clearer on your life's purpose, then this is the

course for you. We will guide you to define your core values and your life's purpose, and explore practical ways to create a personal and professional life in harmony with the inner you.

HAPPINESS IS A CHOICE: KEYS TO LIVING A JOYFUL LIFE

This course will take us on a journey through five core areas of our human experience: the physical, the psychological, the spiritual, the social, and the occupational elements of being human that make up our lives. In each area we will learn about a tried and true pathway leading to greater happiness. For each of these pathways, we will offer tips and tools to help implement strategies to build happy and contented lives.

KEYS TO SUCCESSFUL PARENTING

Understanding the common pitfalls of parenting, how to provide constructive discipline, and how to develop a healthy relationship with your child are just a few ways to identify areas for connection and improvement. This course is intended to help you as parents not only define your role and style, but to improve upon problem areas. You will be able to identify with the content and then think about how you can apply it to your own experience. Most parents recognize that this role can be a challenging one and that those who serve in it are often a work in progress. Identifying areas for improvement and understanding what it takes to raise successful children is pivotal. You will get examples to consider what you can do to be more helpful to your children, create a loving

and nurturing environment, and help their development in the most effective way possible.

CORONAVIRUS 103: MANAGING STRESS & ANXIETY

Crises such as the COVID-19 outbreak can certainly induce an incredible amount of worry and stress on anyone. Stress is our body's way of responding to physical, emotional, or mental demands, such as those imposed by COVID-19 pandemic. This interactive online course discusses signs and symptoms of stress and explains the physical and emotional effects of built up stress, such as anxiety. This course also discusses stress management techniques, treatment options, and lifestyle changes to help alleviate stress during such difficult times. (0.25 hours)

CORONAVIRUS 104: TRANSITIONING TO A REMOTE WORKFORCE

Advancements in technology and 24/7 internet access have dramatically changed strategies for workforce management, providing flexible, remote working opportunities for some workplaces in times of crisis like the COVID-19 outbreak. This interactive online course describes the factors that contribute to the need for a remote workforce, discusses the advantages and challenges of transitioning to a remote workforce environment, and lists best practices for successful remote workforce management. (0.25 hours)