



PRISM PARTNER PROGRAM  
**ONLINE COURSE CATALOG**



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PARTNER  
PROGRAM**

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# LEADERSHIP COURSES FOR SUPERVISORS & MANAGERS

## TRANSITION TO LEADERSHIP

New to a leadership role? You're in the right place! As leadership, you have a different focus, new responsibilities, and different challenges than you did as an individual contributor. This course covers the "in's and out's" of the sometimes difficult transition experience from an individual contributor into leadership. Regardless of your title or the type of leadership role you now fill, through interactive assignments and a rich multimedia process, this course will smooth your transition and put you in position to excel in your new role.

## DEVELOPING YOUR LEADERSHIP STYLE

Want to know all the details? Prefer to oversee? Like to be involved? Everyone has a different style, whether in dress and music or in leadership. In this course you will learn to identify your personal leadership style and how to incorporate your style into any role through the use of application exercises and a rich multimedia process. Knowing your style will allow you to be more effective in choosing team members, managing up or down, and in getting your own work done.

## LEADERSHIP ESSENTIALS: THE WORK OF LEADERS

Distinguish between leadership and management tasks and familiarize yourself with the Leadership Achievement Path.

## LEADERSHIP ESSENTIALS: FOCUS ON BEHAVIOR

Base discussions about performance and work habits on behavior rather than on personalities and attitudes.

## LEADERSHIP ESSENTIALS: ENHANCE SELF ESTEEM

Acknowledge contributions, results and accomplishments to enhance self-esteem.

## LEADERSHIP ESSENTIALS: ENCOURAGE PARTICIPATION

Involve team members in goal setting, problem-solving and decision-making.

## LEADERSHIP ESSENTIALS: LEAD EFFECTIVE MEETINGS

Involve team members in goal setting, problem-solving and decision-making

## 21<sup>ST</sup> CENTURY LEADERSHIP: LEADERSHIP CHALLENGES

Leaders in the 21st century must accommodate themselves to today's rapidly evolving marketplace. Leadership Challenges will teach you about the characteristics of 21st century organizations. You will become familiar with current trends as they apply to business, and gain a better understanding of changing employee expectations and motivations in the workplace. This is the first course in a series of six courses on 21st century leadership.

## 21<sup>ST</sup> CENTURY LEADERSHIP: CORPORATE CULTURE CHANGES

A company's organizational structure has a significant impact on how well a company performs and how well its employees work together to achieve common goals. In this course, you will learn the characteristics of a healthy organizational culture. You will gain insight into understanding workplace behaviors and learn how to direct cultural change. This course will provide you with ideas on how to shape healthy organizations and the insight needed to lead cultural change in your organization. Changes in Corporate Culture is course number two in a series on 21st century leadership

## 21<sup>ST</sup> CENTURY LEADERSHIP: KEEPING EMPLOYEES ENERGIZED

Employees who are excited about being at work each day tend to be more conscientious, yield higher quality work, have more momentum, and

are less likely to allow themselves to become distracted. In this course, you will learn about the right ways to energize employees. You will gain insight on how to effectively communicate with and empathize with employees. You will better understand how to build morale in the workplace and how to stimulate creativity and capitalize on employee energy. This is the third course of a six-course series on 21st century leadership.

## **21<sup>ST</sup> CENTURY LEADERSHIP: KNOWLEDGE MANAGEMENT**

Knowledge is the most valuable asset most companies possess. Knowledge fuels innovation and represents a strong competitive advantage. Therefore, how companies manage their knowledge directly affects their productivity and capacity to compete. Knowledge Management looks at three different management styles and provides insight into how knowledge workers in the 21st century play an important role in today's workplace and how companies grow their intellectual capital. This is the fourth course in a six-course series on 21st century leadership

## **21<sup>ST</sup> CENTURY LEADERSHIP: ELEMENTS OF CHANGE**

Pushing for change can result in a more competitive organization. But change does not guarantee success and involves risk and cost. However, not doing anything can be risky and costly too. Elements of Change addresses the importance of change and why it's essential to speak up when you see something that can be done better or handled differently. This course will allow you to look at your organization with new perspective and contemplate how it can become more competitive and grow in the marketplace. This is the fifth course in a series of courses dedicated to taking a closer look at successful 21st century leadership

## **21<sup>ST</sup> CENTURY LEADERSHIP: LEADERSHIP DYNAMICS**

Utilize an empowering and dynamic communication process to increase team members' motivation and commitment.

## **SMART LEADERSHIP - WHAT LEADERS DO**

Extraordinary results can occur in an otherwise ordinary setting, and the objective of this course is to help you to create the conditions that lead to those results. Leadership development is ultimately self-development, and this series of courses will help you meet that daily challenge. Leadership is not the private reserve of a few charismatic men and women - it is a process that ordinary people use when they are bringing forth the best from themselves and others. This series will inspire you to create a workplace that rejoices in celebration and encourages the best efforts from everyone. This 1-hour interactive online course introduces the five practices of exemplary leadership - model the way, inspire a shared vision, challenge the process, enable others to act, and encourage the heart. It sets the stage for the remaining courses in the series and uses actual case examples from real people who have achieved remarkable success. You'll also find out what four qualities - from among 225 traits - people consistently look for in a leader they would willingly follow. This course series is adapted from the extensively researched and highly respected book, *The Leadership Challenge*, by James Kouzes and Barry Posner. It is recommended that you take this course before attempting later courses in the series.

## **SMART LEADERSHIP - MODEL THE WAY**

What do Abraham Lincoln, Martin Luther King Jr., Susan B. Anthony, Cesar Chavez, the Dalai Lama, Eleanor Roosevelt, Mother Teresa, and Archbishop Desmond Tutu have in common? They all have, or had, strong beliefs about matters of principle and an unwavering commitment to a clear set of values. They all are, or were, passionate about their causes. Another thing they have in common is that while each of these people may have quoted someone else from time to time, they are all people who are more often quoted themselves. Finding your voice and serving as a role model for your constituents is critical to becoming an authentic leader. If you

can't find your voice, you'll end up with a vocabulary that belongs to someone else, mouthing words that were written by some speechwriter, or mimicking the language of some other leader who's nothing like you. And people most admire those who best articulate the principles they believe in. You can begin to achieve these aims by exploring the first of the five practices of exemplary leadership: 'Model the Way.' This is the second in a series of courses adopted from the highly respected book, *The Leadership Challenge*, written by James Kouzes and Barry Posner.

### **SMART LEADERSHIP - INSPIRE A SHARED VISION**

When the byproducts of a Ben & Jerry's ice cream plant overloaded a local waste treatment plant and nearly had to shut down, administrative assistant Gail Mayville found an unorthodox solution that saved people's jobs, kept the plant open, and jump-started a new and rewarding career. What Gail and thousands of other leaders share is the characteristic of being forward-looking - of being concerned not just about today's problems but also about tomorrow's possibilities. They see something out ahead, vague as it might appear from a distance, and they imagine that extraordinary feats are possible and that the ordinary could be transformed into something noble. Find out how Gail solved the problem - and why leaders need to be able to look beyond the present moment to see an ideal version of the future. This course - which focuses on the third principle, 'Inspire a Shared Vision,' will help you learn to communicate your vision clearly and enlist others in making this dream a reality. This is the third in a series of courses adopted from the highly respected book, *The Leadership Challenge*, written by James Kouzes and Barry Posner.

### **SMART LEADERSHIP - CHALLENGE THE PROCESS**

'If you keep your eyes open and periodically actually shut your mouth, and you have the courage to turn the mirror around on yourself, it's

amazing what you can learn and how you can change things.' - Dick Nettel, corporate services executive for the Bank of America. The leaders whose stories we excerpt, talk about times when they turned around losing operations, started up new plants, developed new products or services, installed untested procedures, renewed operations threatened with closing, or released the creative spirit trapped inside stifling bureaucratic systems. The personal-best leadership cases were about radical departures from the past, about doing things that had never been done before, about going to places not yet discovered. In many cases, the magnitude of results was in the hundreds of percent. In 'Challenge the Process,' you'll see how leaders understand that change is a constant, and proactive individuals seize the moment and use times of change to create something better than previously thought possible. This is the fourth in a series of courses adopted from the highly respected book, *The Leadership Challenge*, written by James Kouzes and Barry Posner.

### **SMART LEADERSHIP - ENABLE OTHERS TO ACT**

In the thousands of cases the course authors studied, they did not encounter a single example of extraordinary achievement that occurred without the active involvement and support of many people. Nor was there a single instance in which one talented person - leader or individual contributor - accounted for most, let alone 100 percent, of the success. Throughout the years, leaders from all professions, from all economic sectors, and from around the globe continue to say, 'You can't do it alone.' Leadership is not a solo act, it's a team effort. This part of the series will teach you about the importance of fostering collaboration (and the methods for doing so), along with ways to empower and strengthen your team. This is the fifth in a series of courses adopted from the highly respected book, *The Leadership Challenge*, written by James Kouzes and Barry Posner.

## **SMART LEADERSHIP - ENCOURAGE THE HEART**

Most people rate 'having a caring boss' even higher than they value money or fringe benefits. In fact, how long employees stay at a company and how productive they are there is determined by the relationship they have with their immediate supervisor. This segment in the Leadership Challenge Series covers the last - but in no way least important - practice of exemplary leadership, 'Encourage the Heart.' You'll learn the best ways to recognize the contributions of others and reward those that deserve the appreciation. You'll take a close look at the theory that high expectations lead to high performance, and why you should set the bar higher as a result. When these positive expectations yield results, leaders then celebrate the values and victories in their organizations. Exemplary leaders keep four essential points at the fore: focus on clear standards, expect the best, pay attention, and personalize recognition. Learn how to put these points into practice to stimulate and motivate each individual on your team! This is the sixth and last in a series of courses adopted from the highly respected book, *The Leadership Challenge*, written by James Kouzes and Barry Posner.

## **MANAGEMENT 101: INTRODUCTION**

You will learn about the different responsibilities you have as a manager, such as project manager, coach, and leader, and the duties you'll have to perform. To be successful, you'll have to establish your authority and make good decisions by following the seven step decision-making process. Discover how to schedule time for personal development, and to analyze tasks you and your team must complete using the important/urgent matrix. Additionally, you'll also consider how your employees learn, and consider how to respond to drivers and resisters to change. Overall, you will be better equipped as a new manager.

## **MANAGEMENT 101: LEADING AND COMMUNICATING AS A MANAGER**

Aside from adapting to a new role with increased responsibilities, new managers must learn to be leaders and explore how to communicate effectively with employees, fellow managers, and senior executives. To train in these areas, you will learn the five primary leadership roles that managers serve in business. Then, you'll go through discussions about leading teams concentrating on how to lead them, about how to know when your team is being effective, and about the different stages of team development. Next, you'll look at effective delegation. You'll also examine Maslow's hierarchy and consider how that relates to an individual's performance and behavior. Finally, you'll study how communication works and principles for chairing a meeting.

## **MANAGEMENT 101: MAKING AN IMPACT AS A MANAGER**

Making an Impact as a Manager is designed to help new managers lead their employees and companies on to bigger and better things. Understand corporate strategy and identify exactly what it does; and find explanations on how to use a SWOT analysis to shape the company's culture. You will discover the importance of doing a STEP analysis to provide a framework for addressing obstacles, as well as go through discussions on the ways to improve operations and the three E's to examine performance. You'll also learn about different methods of conflict resolution, and when to use them. Additionally, you'll walk through the three-step process of a control loop and how to meet the needs of various. Finally, you'll gain 10 tips for improving employee commitment, empowerment, and retention to formulate an excellent team through which you can increase efficiency and impact.

## **MANAGEMENT 101: TAKING CONTROL AS A MANAGER**

Taking Control as a Manager is designed to help new managers understand how to relate to fellow managers and other employees and how to deal

with the pressures that come with the position. You will look at the seven aspects of management to invest in and different things you can do as a new manager to help win your team over; discuss performance management and using budget as a tool of control; go through the steps you can take to help employees overcome their insecurities and feel more comfortable on the job; and understand the common causes of managerial stress and strategies to overcome them. You will also learn the best practices to maintain control of your department.

### **ADVANCED MANAGEMENT SKILLS**

In LearnSmart's Advanced Management Skills Video Training, you'll learn how to become a more confident manager. By taking this course, you will learn the qualities of a healthy, effective team and the techniques that will help you manage that team. Beyond that, you'll learn the advanced management skills of communication, leadership, and motivation -- skills that very few people in the business world truly understand.

### **COMMUNICATION ESSENTIALS: EMPOWERING LEADERSHIP**

Utilize an empowering and dynamic communication process to increase team members' motivation and commitment.

### **COMMUNICATION ESSENTIALS: CRAFT CLEAR & CONCISE MESSAGES**

Construct and express clear and concise messages in both written and spoken communication.

### **COMMUNICATION ESSENTIALS: TEAM MEMBER MESSAGES**

Deliver messages that address the interests of the listener.

### **COMMUNICATION ESSENTIALS: LISTENING**

Use Reflecting, Probing, Supporting, Advising to demonstrate active listening to others.

### **COMMUNICATION ESSENTIALS: NON-VERBAL BEHAVIOR**

Make verbal and nonverbal communication congruent to reinforce the intent of messages.

### **WORKFORCE GENERATIONS**

At no other time in U.S. history has the workforce been as generationally diverse as it is currently, comprising four distinct age demographics across numerous ethnic and racial lines ' the Silent Generation, Baby Boomers, Generation X, and Generation Next. Workforce Generations will teach you about generational behavior in the workplace and how you can leverage the talents and skills of all four generational workforces to boost the motivation, morale, and job performance of everyone in your organization. Additionally, this course is the first course in the Workforce Generations series dedicated to understanding each generation represented in the workplace

### **CROSS GENERATIONAL TEAMS**

Cross-generational teams, or those made up of members of different generations, have a unique set of benefits and challenges. Ultimately, as the manager, it is up to you to help ensure that team members are able to work together effectively. In Cross-Generational Teams, you will learn that the characteristics of cross-generational teams parallel the attributes and attitudes of their individual team members: the Silents, Baby Boomers, Gen Xers, and Gen Nexters. In the Workforce Generations series dedicated to understanding each generation's different behaviors, attitudes, and priorities; this is the fourth course

### **LEADING SILENTS AND BOOMERS**

For today's managers, it is essential to understand the unique needs and work habits of the companies' elder statesmen, the Silent Generation and baby boomers. In this course, you will look at the characteristics of, historical impacts on, and learning styles of both the Silent

Generation and baby boomers. You will learn how best to interact with these generations as a means of developing business relationships, the importance of integrating older generations with other employees, and what the future may hold for these knowledgeable and vital contributors to America's workforce. You will focus on the generational mix between the Silent Generation and the Baby Boomer Generation, as well as the attributes and attitudes that each generation brings into the workplace. This is the second course of the Workforce Generation series, which contains courses dedicated to understanding each generation's different behaviors, attitudes, and priorities.

### **MULTI-GENERATIONAL LEADERSHIP (GEN X AND NEXT)**

Now that virtually every business has 'gone digital,' we are even more reliant upon those who grew up with the technology, and can use it to do more, better and faster than we ever thought imaginable. In this course, you will see how best to work with Generations X and Next, to establish a workplace environment that is conducive to bringing out the best that they have to offer. In many ways, you have access to tomorrow's experts today, and that is an opportunity that should not go to waste. This is course 3 in the Workforce Generations series.

### **MANAGING GENERATION X**

You have probably heard the term 'Generation X' used in many different arenas. Who are they? What are their characteristics? What impact are they having on the workforce? Understanding the needs of Generation X employees is essential to effectively motivating and communicating with this important workforce. This 1-hour interactive online course examines the different characteristics of Generation X relative to other generations present in the workplace and offers effective strategies to bring out the best in this vital group of workers. (1.00 hour)

### **MANAGING A MILLENNIAL**

Millennials are the generation born between 1980 and 1994 who have been given a reputation that says they have an inborn distrust of hierarchy and bureaucracy, and are prone to job-hopping. But is this reputation actually true? To manage your Millennial employees, you must understand the group and how they compare to other generations before them. How to manage and motivate what some call the 'trophy generation' is a hot topic of conversation and a concern for many businesses and managers. The good news is that millennials are like most people, they aim to have a job where they are valued, make an impact and develop their skills, all while being interested in what they do and being fairly paid for their effort. They want a secure job, but they aren't looking to make one job their life's work. This interactive, online course will discuss how millennials are different from other generations when it comes to their views on careers, success and professional growth. You'll learn coaching and managing tips to help make sure recognition is fair and consistent. You'll also learn how to leverage modern technology to increase engagement, and how to make work challenging, engaging, and fun. (0.50 hours)

### **DEVELOPING GENERATIONS**

When you understand the basic distinctions of the workforce generations comprising your employed staff, you can begin reaping the benefits by putting that knowledge to good use. It only takes a little conscientious effort to bridge generational gaps before you start experiencing positive results. Developing Generations will show you the benefits of understanding and appreciating the generational mix, as well as the attributes and attitudes that each generation brings into the workplace. In the Workforce Generations series dedicated to understanding each generation's different behaviors, attitudes, and priorities; this is the final course.

## **KEY SKILLS FOR MANAGING AND COACHING YOUR TEAM**

Whether you are a newly promoted supervisor or an experienced manager, you know managing people is a big responsibility. It requires a special skill set. This course will help you develop the skills you need to be successful and to develop successful employees. This interactive online course teaches you how to coach employees through feedback, mentoring, and counseling. The touchy subjects of corrective counseling and employee discipline are covered as well as the methods of planning, conducting, and benefiting from employee meetings. You will find a template for time management for your work and personal life. The course concludes with a motivational and highly informative section, 'Take Care of Yourself.'

## **MENTORING THAT MATTERS**

Mentoring has been shown to help improve performance, enhance confidence, add motivation and perspective, and foster problem-solving skills, giving employees an overall boost in their standing within the company. LearnSmart's "Mentoring that Matters" course teaches managers, supervisors, and team leaders how to start a mentoring relationship, the benefits to both mentor and 'mentee,' problem-solving, and challenges.

## **BUILDING LEADERSHIP CAPABILITY**

As a leader you will have opportunity to coach and mentor others in both official and unofficial capacities. Knowing how to effectively coach and mentor your people is key to both their success and to preparing new leadership to step up. Through application exercises and a rich multimedia process, you will learn the skills to be an effective coach or mentor, and thus be able to build additional leadership capability in your organization.

## **METHODS FOR MOTIVATING AND MENTORING YOUR TEAM**

Without a skilled captain to steer it safely to harbor, a ship is as good as lost at sea. The same can be said of the business world--without the right people at its helm, a firm is left to flounder on an uncharted course, one that may very well send it drifting into the dismal abyss of financial ruin. Arguably then, it stands to reason that employees are the most important resource within a company. After all, they are the vital crew members who will allow you, the captain, to navigate the corporate boat to safe harbor (i.e., profitability). This 1-hour interactive online course covers the importance of ensuring motivation among employees and details a variety of methods that can be used selectively to bolster team members. Case studies illustrate specific examples of the ways this information can be put to use, both with employees and the leaders of an organization.

## **MOTIVATING EMPLOYEES**

How do you get your employees and team members motivated and actively engaged? According to the dictionary, you simply provide them with a need, desire, or reason to make a particular choice - or behave in a specific manner. Sounds simple, right? Unfortunately, motivating employees is much more than just offering the right prizes, bonuses, or incentives. To understand motivation, we'll first focus on making sure the foundational needs of your employees are being met, and then, look at what additional needs need to be taken care of to help them thrive. Finally, you'll learn how to assess the motivation level of your employees to better determine what types of programs, incentives, or changes should be put in place to effectively increase motivation within your organization

## **REWARDING PEAK PERFORMERS**

Successful companies are built upon good ideas, and the people who turn those ideas into products and processes. In order for those



companies to remain successful, they must make sure that they retain the people who helped them rise to the top of their industry. Rewarding Peak Performers gives managers the tools they need to not only keep their own talented people, but to reach out and find others who can add to the business's bottom line

## **COACHING FOR BETTER PERFORMANCE**

There's no doubt about it. The workplace has changed drastically over the past two decades. In the past, leading an organization meant managing, directing or supervising. The individual in charge was known as 'The Boss' and was responsible for directing all activities and making all decisions. Today's employees do not respond well to bosses. They expect to be treated as full members of a team. Therefore, many managers today find themselves in the somewhat uncomfortable position of being a 'coach.' Unfortunately, they are typically lacking in the knowledge and skills to master their new role. The purpose of this course is to provide practical suggestions for confronting poor performance by using a Performance Improvement Plan. The ideas in this course are designed to help you become a coach in the very best sense of the word.

## **COACHING WITH CONFIDENCE**

LearnSmart's Coaching with Confidence video training course teaches the importance of communication, leadership, and a way of thinking that others feel compelled to follow. Students will learn that it's not what coaches are, but what coaches do that has the most value. Coaching with Confidence contains all the essentials that people need to be the best coaches they can be - for themselves, and for their teams.

## **CREATING A CODE OF CONDUCT**

Ever wonder if a certain behavior is appropriate or out of bounds? Perhaps it is appropriate in one setting, between certain people, but not appropriate in another setting. Well, wonder no

more! This course will take you through the steps to determine appropriate conduct and to navigate tricky or touchy ethical situations. This training employs application exercises and a rich multi-media process, to increase your awareness and understanding and to provide you with a guide to navigate the sometime murky waters of ethics and appropriate code of conduct.

## **EXECUTION STRATEGIES**

Business execution is about taking ideas and turning them into reality. But to do that, you need to adopt a culture of execution. Execution Strategies introduces you to the hallmarks of an execution culture, and teaches you how to develop one in your organization. You'll learn about the importance of accountability; how to handle change; how to align the right talent with your goals; and, once you are aligned in executing your strategy, how to stay on track until you get where you want to go.

## **INSPIRING EXCELLENCE**

When you have the foundation for a business execution culture in place, it takes constant vigilance to keep the momentum going, keep employees energized, and make sure your key people are the right ones to maintain the culture and maximize output. Inspiring Workplace Excellence deals with the importance of keeping employees energized by keeping them empowered. When you maintain positive energy, it helps create a work environment that inspires employees.

## **TURNING IDEAS INTO ACTIONS**

There are concrete steps you can take to create a culture that will assist, rather than impede, the execution of ideas and strategies. Turning Ideas into Actions will show you how successful organizations establish a business execution culture. In addition, you will see how to avoid wrong questions, inflated numbers, unrealistic projections, and outrageous 'stretch goals' that set departments up for failure.

## **EFFECTIVE DELEGATION OVERVIEW**

LearnSmart's Video Training Course for Effective Delegation was developed to teach people that delegation is more than just clearing off your desk by assigning tasks to others. Not only does delegation entail teaching others the skills necessary to accomplish certain tasks, but it also serves as an opportunity to foster employees in their career training. The course shows the importance of delegating not just tasks, but also the authority necessary to complete them.

## **AN EFFECTIVE LEADER'S GUIDE TO TIME MANAGEMENT**

Ever wonder how some people get more done in the same 24 hours than you do? Gain the skills to up your productivity and own your time with this effective leader's guide to time management. This course uses application exercises and a rich multi-media process to integrate effective time management skills into your daily practices. This results in increased productivity, effectiveness, and overall desired outcomes.

## **INTERVIEWING & HIRING FOR SUPERVISORS**

Selecting new employees is an extremely important part of a manager's job responsibility. It is the goal of an interviewer to hire only the best, but there are many questions as to how to determine who that is. And there is often no formal training for interviewers, so the skills needed to conduct the process efficiently may be lacking. Poor interviewing skills can lead not only to a poor selection but also to discrimination charges. Increasingly, candidates who have not been selected for a position are filing claims with the EEOC. This is a very real concern. According to the EEOC, the hiring process leads to more discrimination claims than any other employment practice. This course will discuss the fundamentals of conducting an effective interview and the ways to avoid creating a potential liability in the process, including knowing which questions are good, which are bad, and which are illegal.

## **A LEADERS GUIDE TO DECISION MAKING**

Sometimes choices are tough. We second guess our decisions or stall making one to start with. In this Effective Leader's Guide for making decisions, learn the steps to make more strategic choices and to feel comfortable with the decisions you have made.

## **EMPLOYEE DISCIPLINE**

Hate those awkward moments when you have to "deal" with inappropriate or ineffective behavior? Make those moments an experience of the past by learning how to appropriately discipline an employee. With proper implementation of the skills taught in this course, you will find that those 'awkward moments' are few and far between resulting in a better experience for everyone, as well as your overall results.

## **APPRAISING PERFORMANCE**

Appraising performance is a continuous process, one that should bring out the best in both a manager and his/her employees. When handled properly and effectively, it can encourage - even inspire - people to strive toward personal growth and improvement. LearnSmart's Performance Appraisal course deals with planning - developing a performance plan that includes realistic, meaningful performance goals - and the unique role of the manager in today's workplace, where telecommunication fosters relationships with employees you never see. Specific topics include performance goals, motivational techniques, and systematic performance assessment.

## **THE POWER OF PERFORMANCE FEEDBACK**

Discover when to give performance feedback to team members and what sources to use for information.

## **PROVIDING VERBAL PERFORMANCE FEEDBACK**

Practice providing verbal performance feedback to team members using key concepts in the course.

## **PROVIDING WRITTEN PERFORMANCE FEEDBACK**

Learn how to provide effective feedback in writing to empower team members.

## **DEVELOPING PERFORMANCE GOALS & STANDARDS: THE VALUE OF PLANNING**

Experience the importance of planning and developing goals for your team.

## **PERFORMANCE MANAGEMENT: PREVENTING PROBLEMS**

The most effective method for managing performance problems is preventing them. As a manager, it's important that you have the knowledge and tools used to prevent performance problems. To start out you'll concentrate on how to successfully hire people that will contribute to your organization's skill set. Another preventative measure covered is how to establish performance expectations. Communication is a key tool to effectively set performance expectations. You'll also spend time learning about the best ways to give performance feedback. All in all, the topics covered will help you take a closer look at the dynamics of the employee-manager relationship, and gain insight on different ways to avoid performance problems in your staff. Begin your training with the first course of the Problem Performance Management series.

## **PERFORMANCE MANAGEMENT: IDENTIFYING PROBLEMS AND CAUSES**

Regardless of how effective you are in establishing practices that prevent performance problems, you will at some point run into performance problems. Performance problems will happen. The best response is to immediately take corrective action before the problem escalates. Learn about the different types of performance problems and their causes. Then you will discover the difference between conduct problems and performance problems. Because they are different in nature, the same techniques are not applied to handle conduct problems as

those that are used to resolve performance problems. You'll also explore the role that personality plays in performance problems. You'll be able to tackle performance problems head on using the knowledge accumulated here. This is the second course in the Problem Performance Management series.

## **PERFORMANCE MANAGEMENT: FEEDBACK AND COUNSELING**

The most important tool a supervisor can use in addressing performance problems is feedback and counseling. Counseling can be used to get to the root of why employees are unable to meet performance expectations. Another tool that will assist you is a Performance Improvement Plan. Learn how to use these tools to effectively address performance problems and improve workplace performance. You will also go through presentations that will help you hone your managerial, supervisory, coaching, and teaching techniques. You will also concentrate on how to isolate and address problems that are exclusive to individual tasks, sets of tasks, and individuals. Each of these topics makes up the third course of the Problem Performance Management series.

## **PERFORMANCE MANAGEMENT: DISCIPLINING PROBLEM PERFORMANCE**

Delve into the final course of the Problem Performance Management series. Disciplining employees is the final phase in addressing performance issues. You will spend studying the elements of an effective disciplinary policy, the role of warnings, and steps taken to formally discipline an employee. You'll also look at the impact of mishandling discipline, particularly the implications it has on the employee-manager relationship. After taking disciplinary action, there are additional options to consider as manager including termination, Discipline Without Punishment, and performance change.

## **EFFECTIVE DISCIPLINE - TAKING DISCIPLINARY ACTION**

See and rate examples of disciplinary action and understand the importance of designing messages for the team member.

## **EFFECTIVE DISCIPLINE - THE PROCESS AND DOCUMENTATION**

Learn the standard procedure for disciplining team members and practice focusing on team member behaviors in documentation.

## **GIVING FEEDBACK THAT GETS RESULTS**

Tired of giving feedback that falls on deaf ears? Learn how to give feedback that gets fantastic results with this effective leader's guide. Feedback can be much more than a criticism at the end of an event, in fact feedback can be both positive and negative and needs to be given not only strategically, but also consistently. Develop the skills to do exactly that through application exercises and a rich multimedia process.

## **DEVELOPING PERFORMANCE GOALS: CREATING PERFORMANCE STANDARDS**

Identify and set performance standards that are S.M.A.R.T. (specific, measurable, attainable, results-oriented, and time-framed).

## **MANAGING COMPLAINTS: THE DIFFICULTIES**

Discover the difficulties of managing team member complaints and how to overcome these issues.

## **MANAGING COMPLAINTS USING ACTIVE LISTENING**

Use active listening skills to effectively handle team member complaints.

## **ANGER, VIOLENCE AND CONFLICT IN THE WORKPLACE**

Conflict and anger are common issues faced by supervisory staff. In some cases, conflict and anger can lead to violence. Management staff can create a healthier work environment and help prevent anger from escalating into violence by learning to manage employees with apparent or suspected behavioral problems, employees who

are consistently angry or disgruntled, and employees who show signs of potential violence. This course will provide tips on resolving conflict, disciplining employees with anger or behavioral problems, and avoiding potential liability.

## **NEGATIVITY IN THE WORKPLACE**

In LearnSmart's Negativity in the Workplace Video Training, you'll learn how negativity serves as an enormous obstacle toward a team's success -- and how this feeling manifests itself in your employees' actions and attitudes. As a supervisor, it is up to you to help prevent negativity from spreading. By dealing with it head-on, and not waiting until it becomes a bigger problem, you put yourself in a better position to avoid a potentially devastating outcome.

## **FUNDAMENTALS OF BUSINESS CRISIS MANAGEMENT**

In LearnSmart's Business Crisis Management Video Training, you'll learn the steps to take before, during and after a crisis, which will help determine your company's outlook once the storm has passed. In addition, you'll learn the tools for anticipating business crises, and processes for developing crisis management capabilities -- particularly, how to develop a crisis management plan