

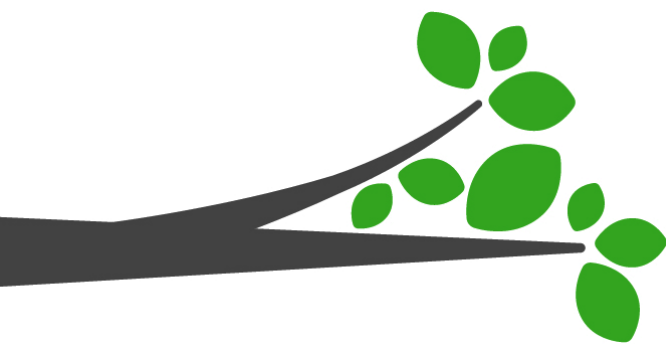


SKILLSOFT BUSINESS SERIES

Operations Knowledge

Redilearning and Skillsoft have developed over 30 courses and videos that are specifically designed to help field associates increase their business acumen. These courses are designed to address specific skill gaps and provide choice in professional development that lead to a more skilled and engaged team.

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Using Budgets for Management and Control

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Administrative Professionals: Interacting with Others
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UNIONS

Employee and Labor Relations: Unions and Collective Bargaining

CHANGE MANAGEMENT

Managing Change: Dealing with Resistance to Change
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Why Leaders Need to Frame the Innovation Vision

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Management Essentials: Delegating
Management Essentials: Developing Your Direct Reports
Management Essentials: Confronting Difficult Employee Behavior
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Creating and Maintaining a Positive Work Environment

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Time Management: Analyzing Your Use of Time
Time Management: Planning and Prioritizing Your Time
Time Management: Avoiding Time Stealers
Planning for Interruptions Helps With Procrastination

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Introduction to Workplace Ethics

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Customer Service Fundamentals: Building Rapport in Customer Relationships
Internal Customer Service
Customer Service Confrontation and Conflict

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Working with Difficult People: How to Work with Negative People
Working with Difficult People: How to Work with Procrastinators
Listening Essentials: Improving Your Listening Skills
Communicating Across Cultures
Getting Results without Direct Authority: Building Relationships and Credibility