CRITICAL THINKING - MODERN SOFTSKILLS

- Critical Thinking: Introduction
- Critical Thinking: Managing Deceptions and Fallacies
- Critical Thinking: Persuasive Arguments
- Critical Thinking: Checklists for Rational Decisions
- Critical Thinking: Optimal Understanding

PROBLEM SOLVING

- Problem Solving: Early Problem Recognition
- Problem Solving: Four Stages of Creative Problem Solving
- Problem Solving: Defining Problems Accurately
- Problem Solving: Confident Decision-Making
- Problem Solving: Crisis Resolution

ART OF PERSUASION

- Building Rapport: Business Etiquette & Customer Care
- Building Rapport: Confidence in Any Situation
- Building Rapport: Instant Rapport
- Building Rapport: Building Trust and Respect
- Building Rapport: Building Positive Relationships
- Building Rapport: Greetings and Introductions in Sales

CONNECTIONAL INTELLIGENCE

- Contact Management: Customer Relationship Management
- Contact Management: Sales Force Automation
- Contact Management: CRM Implementation
- Contact Management: Customer Experience Management
- Contact Management: Managing Customer Expectations

MANAGING ADVERSE SITUATIONS

- Difficult Situations: Calming Upset Customers
- Difficult Situations: Dealing with Difficult Customers
- Difficult Situations: Call Escalation
- Difficult Situations: Handling Complaints
- Difficult Situations: Delivering Bad News

CRITICAL CONVERSATIONS - SEEKING & PROVIDING SUPPORT

- Getting and Giving Help: Getting the Right Help
- Getting and Giving Help: Mentoring Peers
- Giving and Getting Help: Coaching Peers
- Giving and Getting Help: Customer Experience Management
- Giving and Getting Help: Managing Customer Expectations

EFFICACIOUS NEGOTIATION SKILLS

- Negotiation: Introduction to Negotiation and Strategy
- Negotiation: Planning Effective Negotiations
- Negotiation: Opening Win-Win Discussions
- Negotiation: Exploring Win-Win Alternatives
- Negotiation: Reaching Agreement and Tactics

LISTENING SKILLS

- Authentic Listening: Introduction
- Authentic Listening: Increasing Concentration
- Authentic Listening: Building Curiosity
- Authentic Listening: Gaining Clarity
- Authentic Listening: Critical Listening

STRESS MANAGEMENT

- Stress Management: Stress for Success
- Stress Management: Stress Management Techniques
- Stress Management: Resiliency
- Stress Management: Balancing Home and Career
- Stress Management: Preventing Job Burnout

BUILDING RAPPORT

- Building Rapport: Business Etiquette & Customer Care
- Building Rapport: Instant Rapport
- Building Rapport: Building Trust and Respect
- Building Rapport: Confidence in Any Situation
- Building Rapport: Building Positive Relationships
- Building Rapport: Greetings and Introductions in Sales