



BUSINESS SKILLS TRAINING ONLINE COURSE CATALOG



Vector Solutions delivers employee training that helps public entities mitigate risk, reduce claims and save money.



ONLINE COURSE CATALOG :: TABLE OF CONTENTS

COMMUNICATION	3	IT Pro to Manager	4
Communicating Up.....	3	Management	4
CONFLICT RESOLUTION	3	Management 101	5
Resolving Conflicts	3	Managing Complaints	5
COMPUTER SKILLS	3	Multigeneration Management	5
FINANCE	3	Performance Management	5
GENERAL	3	Providing Performance Feedback	5
Business Execution	3		
Improving Work Habits.....	3		
Supporting Change.....	3		
HEALTH & WELLNESS	3		
LEADERSHIP	3		
Basics of Leadership.....	4		
Communication Essentials	4		
Effective Delegation	4		
Leadership Essentials	4		
MANAGING PEOPLE	4		
Coaching Job Skills.....	4		
Developing Performance Goals & Standards	4		
Effective Discipline	4		

BUSINESS SKILLS

COMMUNICATION

- Better Business Writing
- Brain Bites - Email Management
- Business Communication Fundamentals
- Effective Presentation Skills
- Email Etiquette
- Get It Done: Managing Email
- Get It Done: Sharing Calendars
- Giving Feedback that Gets Results
- Powerful Presentations
- Successful Negotiation
- The Art of Negotiation

Communicating Up

- Communicating to Your Manager
- Your Manager's Communication Style
- Your Path to Communicating Up
- Mastering Communicating Up
- Communicating Up Health Check

COMPUTER SKILLS

- Strategic Brand Management

CONFLICT RESOLUTION

- Conflict Resolution

Resolving Conflicts

- Characterizing Conflict
- Know Your Conflict Behavior
- Identifying Conflict Behaviors
- Your Path to Resolving Conflicts
- Mastering Resolving Conflicts
- Resolving Conflicts Health Check

FINANCE

- Basic Business Finance
- Financial Management 1: Negotiating Contracts
- Financial Management 2 & 3: Pricing for Profits, Generating Cash and Getting Paid
- Financial Management 4: Accounting & Cash
- Financial Management 5: Strategic Planning & Budgeting
- Financial Management 6 & 7: Financial Controls, Monitoring & Project Budgeting
- Financial Management 8: Controlling Labor Costs
- Financial Management 9: Purchasing

GENERAL

- An Entrepreneur's Guide to Networking

- Business Dining Etiquette
- Brain Bites - Organizing Your Files

- Company Layoffs and Downsizing
- Critical Thinking and Problem Solving
- Discrimination Prevention
- Energy Management: Exercise, and Safety
- Everyone is a Leader
- Facilitating Meetings and Groups
- Get SMARTER with Goals
- Healthy Practices: Nutrition, Exercise, and Safety
- Interviewing Skills for Employees
- It's my Job! Career Growth
- Making Humor Work at Work
- Managing Stress at Work
- Managing Up: Strengthening Relationships
- Meetings That Get Results
- The Change Process
- The Power of One - Taking Accountability
- The Power of Vision
- Work Life Balance

Business Execution

- Execution Strategies
- Inspiring Excellence
- Turning Ideas into Actions

Improving Work Habits

- Performance Issue or Poor Work Habit?
- Describing the Work Habit
- Keep Ownership with the Team Member
- Empathizing
- Your Path to Improving Work Habits
- Mastering Improving Work Habits
- Improving Work Habits Health Check

Supporting Change

- The 3 Phases of Change
- Reactions to Change
- Your Path to Supporting Change
- Mastering Supporting Change
- Supporting Change Health Check

HEALTH & WELLNESS

- Smart Health: Sleeping - How to Ensure You Are Well-Rested & Energized

LEADERSHIP

- A Leaders Guide to Decision Making

- Advanced Management Skills
- An Effective Leader's Guide to Time Management
- Building Leadership Capability
- Creating a Code of Conduct
- Effective Delegation Overview
- Lead with Strengths
- Negativity in the Workplace
- Transition to Leadership

Basics of Leadership

- Leadership Challenges
- Corporate Culture Changes
- Keeping Employees Energized
- Knowledge Management
- Elements of Change
- Leadership Dynamics

Communication Essentials

- Empowering Leadership
- Craft Clear and Concise Messages
- Team Member Messages
- Listening
- Nonverbal Behavior
- Impactful Feedback
- Mastering Essential Skills of Communicating

Effective Delegation

- What to Delegate
- Issues in Delegating
- Your Path to Delegating
- Mastering Delegating
- Delegating Health Check

Leadership Essentials

- The Work of Leaders
- Focus on Behavior
- Enhance Self-Esteem
- Encourage Participation
- Lead Effective Meetings
- Mastering Essential Skills of Leadership
- Essential Skills of Leadership Health Check

MANAGING PEOPLE

- Appraising Performance
- Coaching with Confidence
- Developing Your Leadership Style
- Employee Discipline
- Fundamentals of Business Crisis Management
- Internet and Computer Policy
- Managing Contractors and Temporary Employees
- Managing Technical Professionals

- Motivating Employees
- Rewarding Peak Performers

Coaching Job Skills

- Determining Training or Coaching
- Your Path to Training New Skills
- Your Path to Coaching Existing Skills
- Mastering Training New Skills
- Mastering Coaching Existing Skills
- Health Check

Developing Performance Goals & Standards

- The Value of Planning
- Creating Performance Standards
- Your Path to Developing Performance Goals and Standards
- Mastering Developing Performance Goals and Standards
- Developing Performance Goals and Standards Health Check

Effective Discipline

- Taking Disciplinary Action
- The Disciplinary Process and Documentation
- Responding to Team Member Reactions
- Your Path to Effective Discipline
- Mastering Effective Discipline
- Effective Discipline Health Check

IT Pro to Manager

- Managing the Development of Technical Professionals
- Successful Communication and Process Management Skills
- Developing Leadership and Transitioning into Management

Management

- Active Shooter and Other Acts of Targeted Violence
- Employee or Independent Contractor: The Risk of Misclassification of Employees
- Essentials of I-9 Compliance
- Managing Generation X
- Managing a Millennial
- Pricing as a Professional
- The Risk of Misclassification of Employees & Essentials of I-9 Compliance (RV-PGM144)

Management 101

- Introduction to Management
- Leading and Communicating as a Manager
- Making an Impact as a Manager
- Taking Control as a Manager

Managing Complaints

- The Difficulties of Managing Complaints
- Handling Complaints Using Active Listening
- Your Path to Managing Complaints
- Mastering Managing Complaints
- Managing Complaints Health Check

Multigeneration Management

- Workforce Generations
- Leading Silents and Boomers
- Multi-Generational Leadership (GenX and Next)
- Cross-Generational Teams
- Developing Generations

Performance Management

- Preventing Problems
- Identifying Problems and Causes
- Feedback and Counseling
- Disciplining Problem Performance

Providing Performance Feedback

- The Power of Performance Feedback
- Providing Verbal Performance Feedback
- Providing Written Performance Feedback
- Your Path to Providing Performance Feedback
- Mastering Providing Performance Feedback
- Providing Performance Feedback Health Check