

# VITAL LEARNING COURSE MATRIX

VITAL LEARNING

Vital Learning offers targeted programs to help organizations improve the relationships between managers, team leaders and supervisors and their team members. Our results-driven programs help improve productivity, enhance employee motivation and retention, and develop employees' work habits and potential.



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PRODUCTIVITY

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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Essential Skills of Leadership:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C</b> <b>e</b> <b>b</b> <b>m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Deal</b> with team members on a day-to-day basis in such a way as to maintain and enhance their self-esteem</li> <li>• <b>Base</b> discussions about performance and work habits on behavior rather than on personalities and attitudes</li> <li>• <b>Involve</b> team members in goal setting, problem-solving and decision-making</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain or enhance team member self-esteem</li> <li>• Focus on behavior</li> <li>• Encourage team member participation</li> </ul>
<p><b>Essential Skills of Communicating:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C</b> <b>e</b> <b>b</b> <b>m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Understand</b> that communication is a two-way process</li> <li>• <b>Construct</b> clear, concise messages in the interest of the listener</li> <li>• <b>Manage</b> nonverbal behaviors to reinforce the intent of messages</li> <li>• <b>Listen</b> actively to improve communication</li> <li>• <b>Create</b> a climate of open communication, which increases team members' motivation and commitment</li> </ul>	<ul style="list-style-type: none"> <li>• Create a climate of open communication</li> <li>• Design clear, concise messages</li> <li>• Manage nonverbal behaviors effectively</li> <li>• Listen to communicate</li> </ul>
<p><b>Coaching Job Skills:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C</b> <b>e</b> <b>b</b> <b>m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Understand</b> what coaching is, why it is important, and how it supports individual and company goals</li> <li>• <b>Prepare</b> for a coaching session by using observation and analysis to build a plan for a successful dialog</li> <li>• <b>Hold</b> a coaching conversation that improves an individual's performance and increases productivity</li> <li>• <b>Use</b> coaching as a way to build a sense of teamwork between the team leader and team member through communication, shared goals and collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Observe and analyze performance</li> <li>• Identify area of performance that needs improvement</li> <li>• Demonstrate how task should be performed and ask team member for questions</li> <li>• Have team member demonstrate and give team member feedback on performance</li> <li>• Set up time for review</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Communicating Up:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Understand</b> the importance of framing all communication with the manager in terms of his/her self-interest</li> <li>• <b>Enter</b> meetings with the manager armed with a well planned and clearly stated objective</li> <li>• <b>Clearly</b> link the objective with facts that support the plans and goals</li> <li>• <b>Work</b> with the manager to uncover any questions or reservations he/she may have concerning the message</li> <li>• <b>Move</b> conversations toward agreement with questions that focus on the benefits to be gained when the objective is reached</li> <li>• <b>Clearly</b> and concisely restate the decisions that result and ensure that those decisions are mutually understood</li> </ul>	<ul style="list-style-type: none"> <li>• State the objective concisely in terms of the needs and interests of the manager</li> <li>• Detail the objective and support it with facts</li> <li>• Ask for and/or respond to questions</li> <li>• Probe for agreement</li> <li>• Summarize and confirm the conclusion</li> </ul>
<p><b>Delegating:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Understand</b> the role of delegation in time management, resource utilization, job satisfaction and overall team productivity</li> <li>• <b>Use</b> a delegation process that ensures team member participation, involvement and success so that what needs to be done gets done — properly and on time</li> <li>• <b>Establish</b> a team member’s responsibility and authority for a delegated task, creating a framework for accountability and personal growth</li> </ul>	<ul style="list-style-type: none"> <li>• Explain the need for delegation</li> <li>• Use delegation of a task to motivate</li> <li>• Explain the task and ask the team member’s view</li> <li>• Specify responsibility and authority</li> <li>• Confirm the team member’s understanding and set up a time for review</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Developing Performance Goals and Standards:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Define</b> goals, objectives and performance standards</li> <li>• <b>Identify</b> and set performance standards that are specific, measurable, attainable, results oriented and time-framed, using concrete active language</li> <li>• <b>Establish</b> time limits for all performance standards</li> <li>• <b>Involve</b> team members in creating their own individual performance standards</li> <li>• <b>Negotiate</b> to develop performance standards for team members that address both desired results and team members' capabilities</li> <li>• <b>Monitor</b> team members' progress toward their goals by holding individual review meetings</li> </ul>	<ul style="list-style-type: none"> <li>• State the broad goal of the plan</li> <li>• Ask the team member's view of what his/her performance standards should be within the plan</li> <li>• Negotiate by modifying unrealistically high or low performance standards</li> <li>• Agree on a set of performance standards that are clear, specific and measurable</li> <li>• Confirm the team member's commitment and set up a review</li> </ul>
<p><b>Effective Discipline:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Use</b> the techniques of effective discipline to eliminate problem behavior</li> <li>• <b>Communicate</b> concerns in terms of behavior rather than perception or opinion</li> <li>• <b>Minimize</b> defensiveness and focus on solutions</li> <li>• <b>Reduce</b> conflict avoidance behaviors that undermine team morale, affect perceived fairness and impede overall productivity</li> <li>• <b>Review</b> performance to ensure that the problem is resolved</li> <li>• <b>Recognize</b> the importance of team member participation in defining problems and solutions</li> </ul>	<ul style="list-style-type: none"> <li>• State the performance problem</li> <li>• Ask the team member's view</li> <li>• Ask the team member for a solution</li> <li>• Agree on a plan</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Improving Work Habits:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Recognize</b> the difference between job performance and work habits</li> <li>• <b>Understand</b> that unsatisfactory work habits must be dealt with quickly before requiring disciplinary action</li> <li>• <b>Explain</b> clearly and specifically the nature of the team member's unsatisfactory work habit while focusing on behaviors rather than attitude</li> <li>• <b>Use</b> an action plan and ongoing reviews to help team members improve work habits and demonstrate personal accountability</li> </ul>	<ul style="list-style-type: none"> <li>• State the problem clearly and specifically</li> <li>• Ask the team member's view</li> <li>• Ask the team member for solution</li> <li>• Agree on a plan</li> <li>• Set up a time for review</li> </ul>
<p><b>Managing Complaints:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Understand</b> why all team member complaints must be dealt with rather than ignored or dismissed</li> <li>• <b>Become</b> more sensitive to all the problems — minor or trivial, real or imagined — lie behind complaints</li> <li>• <b>Understand</b> techniques used to determine underlying problems, which are not always the same as those the team member thinks are responsible for his/her difficulties</li> <li>• <b>Use</b> various techniques to solve problems while maintaining a positive relationship with the team member</li> </ul>	<ul style="list-style-type: none"> <li>• Ask the team member to detail the complaint</li> <li>• Obtain agreement on the substance of the complaint</li> <li>• Ask the team member for a solution</li> <li>• Schedule time for investigation and agree on an action plan</li> <li>• Set a date for a follow-up meeting</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Providing Performance Feedback:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Base</b> assessments on facts and behavior</li> <li>• <b>Assess</b> performance</li> <li>• <b>Use</b> positive feedback to motivate team members</li> <li>• <b>Gain</b> team member participation in assessment</li> <li>• <b>Gain</b> team member agreement with the assessment</li> <li>• <b>Gain</b> team member commitment to the change needed to improve performance</li> </ul>	<ul style="list-style-type: none"> <li>• Ask for the team member's evaluation and give your evaluation of performance</li> <li>• Identify what would help maintain or improve performance</li> <li>• Ask the team member to identify how improvement can be achieved</li> <li>• Agree on a plan</li> <li>• Obtain commitment and set up a review</li> </ul>
<p><b>Resolving Conflicts:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Accept</b> conflict as an inevitable part of all work situations and deal with it in order to maintain individual and team focus and productivity</li> <li>• <b>Recognize</b> the positive and negative effects of conflicts and leverage conflict to everyone's advantage</li> <li>• <b>Distinguish</b> between the two major sources of conflict so that they can be resolved fairly and effectively</li> <li>• <b>Establish</b> a cooperative atmosphere to resolve conflicts when they arise</li> </ul>	<ul style="list-style-type: none"> <li>• State the performance problem</li> <li>• Ask the team member's view</li> <li>• Ask the team member for a solution</li> <li>• Agree on a plan</li> </ul>
<p><b>Supporting Change</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Understand</b> why change happens, how people react to it, and how to support team member's struggles with change</li> <li>• <b>Involve</b> team members in a change initiative by promoting their understanding and ownership of the change and its benefits</li> <li>• <b>Plan</b> for individual or group follow-up sessions that support the change process and reinforce personal and organizational goals</li> </ul>	<ul style="list-style-type: none"> <li>• Detail the coming change and explain the reason for it</li> <li>• Let the team member ask questions, express opinions and concerns</li> <li>• Respond to the team member's questions and concerns</li> <li>• Obtain commitment and set up a time for review</li> </ul>






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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Leading Successful Projects:</b></p> <p><i>Delivery Methods Available:</i></p>  <p><i>Classroom: 16 hours in 4 hour segments; for 6-18 participants</i></p>	<ul style="list-style-type: none"> <li>• <b>Understand</b> the four phases that every project undergoes</li> <li>• <b>Assess</b> the probable effect of a project on business goals</li> <li>• <b>Determine</b> the roles, tasks and activities needed to complete any project</li> <li>• <b>Ask</b> the right questions during each phase of a project</li> <li>• <b>Use</b> a clear system to track project progress and update stakeholders</li> <li>• <b>Motivate</b> project team members to maintain their commitment and support</li> </ul>	<ul style="list-style-type: none"> <li>• Assess the situation by identifying problems and opportunities, and determine the priority</li> <li>• Determine feasibility by identifying alternatives and determining benefits, costs and risk, and choose best solution</li> <li>• Write a goal statement, create objectives, and define roles and responsibilities</li> <li>• List all tasks required to achieve the objectives</li> <li>• Identify the resources required to complete tasks and assign responsibilities for each task</li> <li>• Prepare a project schedule</li> <li>• Identify risks and the effect that the risk can pose to a project</li> <li>• Monitor the project and modify it as needed</li> <li>• Formally close out the project by measuring actual performance against expected performance</li> </ul>
<p><b>Motivating Team Members:</b></p> <p><i>Delivery Methods Available:</i></p>     <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Improve</b> team member performance</li> <li>• <b>Understand</b> the factors that motivate team members to perform effectively</li> <li>• <b>Understand</b> how motivation varies from team member to team member</li> <li>• <b>Distinguish</b> between motivators and dissatisfiers</li> <li>• <b>Learn</b> how to create a work environment for each team member that will motivate higher performance</li> </ul>	<ul style="list-style-type: none"> <li>• Identify factors that motivate each team member</li> <li>• State the team member's positive accomplishments</li> <li>• Ask the team member's view of what would enhance or maintain performance</li> <li>• Respond to the team member's suggestion(s) and/or offer your own</li> <li>• Agree on the next step and set up a review</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Solving Workplace Problems:</b></p> <p><i>Delivery Methods Available:</i></p> <p> Classroom: 4 hours</p>	<ul style="list-style-type: none"> <li>• <b>Follow</b> an orderly, step-by-step, problem-solving process</li> <li>• <b>Write</b> a problem statement that clearly define problems encountered in work situations</li> <li>• <b>Assess</b> the context of the problem</li> <li>• <b>Analyze</b> the likely root causes of problems</li> <li>• <b>Involve</b> team members in evaluating root causes and possible solutions</li> <li>• <b>Create</b> plans to implement solutions</li> <li>• <b>Agree</b> and support implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Identify the problem</li> <li>• Identify the cause</li> <li>• Select the best solution</li> <li>• Implement the solution</li> <li>• Provide feedback and follow up</li> </ul>
<p><b>Developing and Coaching Others:</b></p> <p><i>Delivery Methods Available:</i></p> <p>    Classroom: 4 hours</p> <p><i>eLearning:</i> 1½ to 2 hours</p>	<ul style="list-style-type: none"> <li>• <b>Ensure that training changes behavior</b> — Successfully motivate, direct and coach team leaders through a learning process to ensure that they transfer learning into improved on-the-job performance</li> <li>• <b>Coach effectively</b> — Effectively handle “coaching moments” to improve team leaders’ performance on the job</li> </ul>	<ul style="list-style-type: none"> <li>• Ask the individual’s view of what happened</li> <li>• Ask why it happened the way it did (good or bad)</li> <li>• Ask what the consequences were</li> <li>• Ask what lessons were learned and what the individual will consider doing differently next time</li> <li>• Ask what the individual’s next step will be</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Hiring Winning Talent:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom:</i> 8 hours or two 4 hour sessions</p> <p><i>eLearning:</i> 3 to 4 hours</p>	<ul style="list-style-type: none"> <li>• <b>Establish</b> an efficient process that will reduce the time it takes to interview and select a qualified candidate</li> <li>• <b>Maximize</b> new hires' productivity once they join your team by ensuring that candidates are a good fit for the job (both technical and organizational fit)</li> <li>• <b>Ensure</b> team cohesion and support for new hires by involving team members in the hiring process</li> <li>• <b>Increase</b> the retention of all new hires, and in particular reduce turnover during the first year on the job</li> </ul>	<ul style="list-style-type: none"> <li>• Introduce yourself, thank the candidate for his or her interest in the company and the job, and explain the interview agenda</li> <li>• Review the candidate's resume and ask competency-based questions about his or her background and experience</li> <li>• Listen, press for specifics, and take notes</li> <li>• Discuss the job requirements and answer the candidate's questions</li> <li>• Review your notes and ask for any final clarification of facts and information shared during the interview</li> </ul>
<p><b>Retaining Winning Talent:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C</b></p> <p><i>Classroom:</i> 8 hours or two 4 hour sessions</p>	<ul style="list-style-type: none"> <li>• <b>Describe</b> the scope and severity of the talent shortage</li> <li>• <b>Calculate</b> the costs of attrition</li> <li>• <b>Identify</b> attrition risks that currently exist within your own team</li> <li>• <b>Identify</b> what motivates team members and how to build their commitment</li> <li>• <b>Use</b> the STAR Model to identify specific retention practices to apply with your team members</li> <li>• <b>Conduct</b> a discussion with team members to discover retention needs</li> <li>• <b>Intervene</b> when you see early warning signals exhibited by team members</li> <li>• <b>Develop</b> and implement a proactive retention action plan that will reduce unwanted turnover within your work team</li> </ul>	<ul style="list-style-type: none"> <li>• Thank the team member and reinforce the value of having the discussion</li> <li>• Ask questions to identify what's most gratifying and most frustrating about current projects, work assignments and/or work in general</li> <li>• Listen for specifics (especially STAR-related information), paraphrase and test for themes</li> <li>• Ask for and suggest ideas about how you can help and support the team member</li> <li>• Decide what actions you both will take and set a follow-up date</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Retaining Winning Talent (cont'd):</b></p>		<ul style="list-style-type: none"> <li>• Thank the team member for meeting with you and explain the purpose of the meeting</li> <li>• Refer to the early warning signal and probe to determine whether it represents a deeper concern(s)</li> <li>• Summarize the response from the team member's perspective and, if necessary, ask additional questions to clarify concerns</li> <li>• Ask for and suggest ideas for addressing concerns</li> <li>• Decide what actions each of you will take to address the concern(s) and set a follow-up date</li> <li>• Thank the team member for his/her candidness and reinforce the mutual value of the business relationship</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Customer-Oriented Selling:</b>  <i>Delivery Methods Available:</i></p>  <p><i>Classroom: 16 hours</i></p>	<ul style="list-style-type: none"> <li>• <i>Learn</i> to determine the customer's objectives and situation factors</li> <li>• <i>Understand</i> and use the key customer-focused communication skills</li> <li>• <i>Prepare</i> for and learn from each sales call through pre- and post-call analysis</li> <li>• <i>Conduct</i> sales calls using a proven four-phase customer-focused sales process</li> <li>• <i>Effectively</i> handle obstacles without feeling uncomfortable or adversarial</li> </ul>	<ul style="list-style-type: none"> <li>• Opening the call</li> <li>• Determining situation factors and customer objectives</li> <li>• Presenting your recommendations</li> <li>• Getting a commitment</li> <li>• Managing sales obstacles</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Winning Through Customer Service:</b></p> <p><i>Delivery Methods Available:</i>  </p> <p><i>Classroom:</i> 8 hours, 12 hours, or three sessions at 4 hours each.</p> <p><i>eLearning:</i> 1½ to 2 hours</p> <p><i>eLearning course:</i> Dealing with Difficult Customers</p> <p><i>eLearning Course:</i> Delivering Customer-Focused Service</p>	<ul style="list-style-type: none"> <li>• <i>Demonstrate</i> professionalism on the job while building a proactive, problem-solving culture</li> <li>• <i>Use</i> essential communication skills in dealing with customers</li> <li>• <i>Recognize</i> characteristics of human behavioral style and opportunities to adapt to their personal style</li> <li>• <i>Identify</i> and use a structured process/model for conducting customer service transactions</li> <li>• <i>Master</i> strategies for dealing appropriately with difficult customer situations</li> </ul>	<ul style="list-style-type: none"> <li>• Establish a professional relationship</li> <li>• Identify how to help the customer</li> <li>• Provide the required assistance</li> <li>• Complete the transaction and follow up</li> </ul>
<p><b>Delivering Customer-Focused Service:</b></p> <p><i>Delivery Methods Available:</i>  </p> <p><i>eLearning:</i> 1½ to 2 hours</p> <p><i>Note:</i> Module 1, 2, 3 of Winning Through Customer Service</p>	<ul style="list-style-type: none"> <li>• <i>Define</i> your customers, both internally and externally</li> <li>• <i>Understand</i> the psychology of human values and expectations</li> <li>• <i>Identify</i> expectations that are attributes in providing exceptional customer service</li> <li>• <i>Demonstrate</i> professionalism and self-mastery in addressing customer service</li> <li>• <i>List</i> at least 10 characteristics associated with professionalism that you can exhibit on the job</li> <li>• <i>Define</i> key customer service interactions, e.g., where and when key interactions occur</li> <li>• <i>Identify</i> personal challenges and obstacles</li> </ul>	<ul style="list-style-type: none"> <li>• Appearance</li> <li>• Organization</li> <li>• Attitude</li> <li>• Communication</li> </ul>



MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Dealing with Difficult Customer Situations:</b></p> <p><i>Delivery Methods Available:</i></p> <p></p> <p><i>eLearning: 1½ to 2 hours</i></p> <p><i>Note: Module 4 of Winning Through Customer Service</i></p>	<ul style="list-style-type: none"> <li>• <i>Demonstrate</i> the calming and focusing techniques used during a difficult customer service transaction</li> <li>• <i>Identify</i> at least four clues that indicate the existence of a difficult customer situation</li> <li>• <i>Give</i> two reasons why the use of calming and focusing skills is important in dealing with difficult customer situations</li> <li>• <i>Describe</i> the calming technique for dealing with upset customers</li> <li>• <i>Describe</i> the focusing technique for dealing with upset customers</li> </ul>	<ul style="list-style-type: none"> <li>• Calming</li> <li>• Focusing</li> </ul>
<p><b>STAR Service:</b></p> <p><i>Delivery Methods Available:</i></p> <p>   </p> <p><i>Classroom: 4 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <i>Effectively</i> integrate the expectations of your customers, organization and yourself into your performance as a service professional</li> <li>• <i>Successfully</i> apply each of the essential communication skills: listening questioning, paraphrasing and explaining</li> <li>• <i>Consistently</i> employ the STAR Service Process with empathy to regularly achieve positive memorable experiences</li> </ul>	<ul style="list-style-type: none"> <li>• Sync</li> <li>• Target</li> <li>• Assist</li> <li>• Reaffirm</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Proofamatics:</b></p> <p><i>Delivery Methods Available:</i></p>  <p><i>Classroom: 10 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Proofread</b> using specific techniques</li> <li>• <b>Catch</b> errors in daily communications</li> <li>• <b>Increase</b> the accuracy of memos, letters, reports and documents</li> <li>• <b>Increase</b> the speed of finding errors</li> <li>• <b>Present</b> a professional image in all written communications</li> </ul>	<p><b>Session 1</b></p> <ul style="list-style-type: none"> <li>• Assess visual acuity</li> <li>• Recognize digits, digit-letter combinations</li> <li>• Improve visual perception</li> <li>• Develop concentration</li> <li>• Assess proofreading skills</li> <li>• Apply and practice three-phase system</li> <li>• Use scanning techniques and practice</li> <li>• Apply language skills consistency</li> <li>• Assess listening skills</li> </ul> <p><b>Session 2</b></p> <ul style="list-style-type: none"> <li>• Recognize letters</li> <li>• Reduce fixations and regressions</li> <li>• Increase span of recognition</li> <li>• Obtain scanning practice</li> <li>• Practice single- and two-copy proofreading</li> <li>• Master subject/verb agreement, sentence structure, punctuation and capitalization practices</li> <li>• Apply discrimination of letters</li> <li>• Practice aural and visual skills</li> </ul> <p><b>Session 3</b></p> <ul style="list-style-type: none"> <li>• Increase span of recognition to nine places</li> <li>• Recognize compound words</li> <li>• Reduce fixations and regressions</li> <li>• Develop visual memory</li> <li>• Recognize letter combinations</li> <li>• Improve scanning and proofreading proficiency</li> <li>• Practice CRT simulation</li> <li>• Practice spelling and capitalization</li> <li>• Obtain listening proficiency</li> </ul>

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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Proofamatics (cont'd):</b></p>		<p><i>Session 4</i></p> <ul style="list-style-type: none"> <li>• Recognize numbers and phrases</li> <li>• Reassess visual acuity</li> <li>• Reassess proofreading skills</li> <li>• Practice comprehension skimming</li> <li>• Improve scanning and proofreading proficiency</li> <li>• Practice CRT simulation</li> <li>• Review grammar</li> <li>• Apply aural and visual skills to proofreading</li> </ul>
<p><b>Number Skills:</b></p> <p><i>Delivery Methods Available:</i></p>  <p><i>Classroom: four 2-hour sessions or two 4-hour sessions</i></p>	<ul style="list-style-type: none"> <li>• <b>Transfer</b> data more accurately and quickly</li> <li>• <b>Improve</b> perceiving, hearing, grouping and proofing of numbers</li> <li>• <b>Increase</b> overall performance and productivity</li> </ul>	<ul style="list-style-type: none"> <li>• Increase number accuracy by 50 percent</li> <li>• Increase speed of number perception by 20 percent</li> <li>• Retain up to 12-digit numbers</li> <li>• Recognize groups of three in number patterns</li> <li>• Improve accuracy of number transfer and correct placement</li> </ul>



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<p><b>Professionalism in the Office:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 8 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Recognize</b> the qualities and learn the skills that make an employee more professional on the job</li> <li>• <b>Become</b> aware of the standards and abilities required for professional job performance</li> <li>• <b>Understand</b> the organization's policies, procedures and philosophies</li> <li>• <b>Improve</b> behavior related to interpersonal communication and courtesy</li> <li>• <b>Promote</b> cooperation and teamwork through better communication with peers, managers and other coworkers</li> <li>• <b>Increase</b> productivity by organizing work, setting priorities and managing time effectively</li> <li>• <b>Accept</b> organizational change and benefit from new opportunities</li> <li>• <b>Understand</b> that all professional skills and behavior can be learned, perfected and used successfully in both the business world and their personal lives</li> </ul>	<p><b>Module 1</b></p> <ul style="list-style-type: none"> <li>• Knowing Your Organization</li> <li>• How to Read an Annual Report</li> <li>• Job Descriptions</li> </ul> <p><b>Module 2</b></p> <ul style="list-style-type: none"> <li>• Professional Behavior</li> <li>• Telephone Courtesies</li> </ul> <p><b>Module 3</b></p> <ul style="list-style-type: none"> <li>• Communication Self-Evaluation</li> <li>• Giving "I" Messages</li> <li>• Communication Styles at Work</li> <li>• Managing Conflict</li> <li>• Communicating in a Conflict Situation</li> </ul> <p><b>Module 4</b></p> <ul style="list-style-type: none"> <li>• Analyzing Your Time Log</li> <li>• Managing Time</li> <li>• To-Do Lists</li> <li>• Personal Organization Chart</li> </ul> <p><b>Module 5</b></p> <ul style="list-style-type: none"> <li>• Managing Change</li> <li>• Goal-Setting</li> <li>• Planning</li> </ul>



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MODULE NAME	OBJECTIVES	SKILL POINTS
<p><b>Achieving Communication Effectiveness:</b></p> <p><i>Delivery Methods Available:</i></p> <p><b>C e b m</b></p> <p><i>Classroom: 8 hours</i></p> <p><i>eLearning: 1½ to 2 hours</i></p>	<ul style="list-style-type: none"> <li>• <b>Assess</b> communication patterns to avoid self-defeating behaviors both in and out of the work environment</li> <li>• <b>Recognize</b> listening barriers and improve ability to interpret messages</li> <li>• <b>Communicate</b> effectively and non-manipulatively when dealing with different personalities and specific situations</li> <li>• <b>Handle</b> conflict constructively with confidence, composure, and flexibility</li> </ul>	<p><b>Module 1</b></p> <ul style="list-style-type: none"> <li>• Elements of Communication</li> <li>• Passive Listening</li> <li>• Active Listening</li> <li>• Barriers to Effective Listening</li> </ul> <p><b>Module 2</b></p> <ul style="list-style-type: none"> <li>• The Communication Process</li> <li>• Common Beliefs</li> <li>• Personal Communication Patterns</li> <li>• Communication Behaviors</li> <li>• Key Principles of Respect</li> <li>• Accepting Responsibility for your Communications</li> <li>• Barriers to the Communication Process</li> </ul> <p><b>Module 3</b></p> <ul style="list-style-type: none"> <li>• Body Language</li> <li>• Communication Models</li> <li>• Basic Assertions</li> <li>• Empathy Statements</li> <li>• Confrontational Statements</li> <li>• Effective Message Delivery</li> </ul> <p><b>Module 4</b></p> <ul style="list-style-type: none"> <li>• Dealing With Difficult Situations</li> <li>• Counterproductive Methods of Dealing With Anger</li> <li>• Effects of these Methods</li> <li>• Steps for Dealing With Anger</li> </ul>



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