

## EQUIP YOUR WORKFORCE FOR SUCCESS WITH CRITICAL BUSINESS SKILLS

SkillSoft's Business Skills Collection provides over 375 courses for professionals, offering support for the broad variety of skills that organizations need to develop internal management and leadership competencies. The courseware collection covers topics such as, Professional Effectiveness, Management and Leadership, Communication, Project Management, Team-Building and Customer Service. SkillSoft's business skills courses employ a variety of instructional strategies to engage learners with high levels of interaction. Included in this collection are rich, multi-path SkillSims that enhance the interactive courseware experience by immersing learners in rich media, task-based, multi-path simulations to provide realistic practice in the business subjects.

SkillSoft's instructional design model is based primarily on the concepts of performance-oriented instruction, mastery and the sequencing of instructional activities and strategies. The model draws heavily from adult learning principles that emphasize learner initiative, self-management and experiential learning. The design of each SkillSoft course starts with the definition of user-focused performance objectives and then proceeds to the selection and implementation of instructional strategies and learning activities appropriate for those objectives. Frequent practice questions or exercises along with assessments measure users' achievement of those objectives.

### Impact:

#### Develop Proven Managers and Leaders

- Maximize learning's effectiveness by placing corporate initiatives in context of the needs of individual employees
- Train more learners, in more subjects in less time than ever before
- Practice newly learned skills through Skill-Sims which offer an experience-rich, risk-free environment

#### Improve Personal and Professional Effectiveness

- Increase patient satisfaction by strengthening clinical teams
- Improve interpersonal communication skills
- Give staff the tools they need to manage organizational change, improve time management, and lead a healthy work-life balance

#### Improve Project Management

- Increase the effectiveness of formal and informal projects across the enterprise
- Provide students with Project Management Institute (PMI) accredited courseware and continuing education credits

### Features:

- Flexible purchasing options allow for personalized learning plans
- Comprehensive topic coverage from novice to expert
- Over 375 courses and 100 rich, multi-path simulations
- Audio, Case Studies, Simulated Dialogues and RolePlays
- Mandatory practice of all testable content within the instructional flow
- Job Aids and SkillBriefs Articles for increased skills transfer



The Business Skills Library draws heavily from adult learning principles that emphasize learner initiative, self-management and experiential learning.

## Library Objectives

### LEADERSHIP CURRICULUM

	Available Courses
Business Execution	4
Going from Management to Leadership	9
Leading from the Front Line	7
Leading the Workforce Generations	7
Moving from Management to Leadership	9
Succession Planning for Business Environment	6

### MANAGEMENT CURRICULUM

360-Degree Performance Appraisal	4
Advanced Management Skills	6
Appraising Performance	3
Coaching with Confidence	8
Crucial Skills for Tomorrow's Managers	6
Effective Delegation	4
Effectively Managing Top Performers	1
Facilitating Successfully	7
How to Overcome Negativity in the Workplace	3
Managing Contractors and Temporary Employees	7
Mentoring Essentials	7
Moving into Management	6
Performance Appraisal	3
Problem Performance Management	6
The Essentials of Mentoring	7
The Fundamentals of Business Crises Management	4
Using Change Process to Support Employees	5

### COMMUNICATION CURRICULUM

Anger Management in The Workplace	3
Assertive Communication	3
Building Better Work Relationships	6
Building Improved Work Relationships	6
Business Interpersonal Communication Skills	9
Communicating Assertively	3
Conflict in the Workplace	5
Delivering Successful Presentations	4
Effective Listening	5
Effective Use of Feedback for Business	7
Email Essentials	4
Emotional Intelligence at Work	6
Emotional Intelligence in the Workplace	6
Getting Results Without Authority	7
Getting the Results You Want: Negotiating to Win	8
Giving Successful Presentations	4
How to Write an Effective Internal Business Case	4
International Communications	5
Professionalism and Business Etiquette	5
The Effective Business Meeting	4
Working with and Managing Difficult People	6

### PERSONAL DEVELOPMENT CURRICULUM

Achieving Organizational Excellence Through Critical Thinking	6
Business Ethics	5
Business Professionalism	7
Dealing with Organizational Change	4
Handling Organizational Change	4
Living a Balanced Life	4
Problem-solving and Decision-making for Business	8
Take Control of Your Time by Working More Effectively	4
Working More Effectively - Taking Control of Your Time	4

### BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP)	8
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### User Scale

- novice
- advanced beginner
- competent
- proficient
- expert

### Recommended For:

- Clinical and non-clinical staff
- Supervisors, New Managers, and Seasoned Leaders
- Project Managers

## Library Objectives

### PROJECT MANAGEMENT CURRICULUM

Managing Software Project Outsourcing	5
Portfolio Management (PMI® Standard-aligned)	3
Program Management (PMI Standard-aligned)	6
Project Communications Management (PMBOK® Guide - Third Edition-aligned)	3
Project Cost Management (PMBOK® Guide -Third Edition-aligned)	2
Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)	3
Project Integration Management (PMBOK® Guide - Third Edition-aligned)	2
Project Management Essentials (PMBOK® Guide - Third Edition-aligned)	6
Project Management Express Guide Series	1
Project Management for IT Professionals	8
Project Management for Non-Project Managers	6
Project Management Professional Responsibility	2
Project Procurement Management (PMBOK® Guide - Third Edition-aligned)	3
Project Quality Management (PMBOK® Guide - Third Edition-aligned)	2
Project Risk Management (PMBOK® Guide - Third Edition-aligned)	3
Project Scope Management (PMBOK® Guide - Third Edition-aligned)	2
Project Time Management (PMBOK® Guide - Third Edition-aligned)	2
Strategic Project Management for IT Projects	8

### TEAM BUILDING CURRICULUM

Creating High-performance On-site and Virtual Teams	6
Making Teams Work: Capitalizing on Conflict	7
Participating in Teams	4

### CUSTOMER SERVICE CURRICULUM

Excelling at Customer Service	10
HDI - Customer Support Specialist, Professionalism	1