

1. Demonstrate professionalism.

Classroom Courses:

- Customer Service & the Telephone
- CTe
- CTm
- Get a Grip: Stress Management
- LFR: Personal Leadership
- LFR: Coaching Others for Success
- LFR: Succeeding in a Dynamic Workplace
- Professional Customer Service

E-Learning Courses:

- Building Relationships
 - Socializing at work – 2 hours
 - Understanding Behavioral Intentions – 2 hours
 - Choosing Your Approach – 1 hour
- Stress Management
 - Stress on the Job – 1 hour
 - Resisting Stress – 1 hour
 - Assertiveness – 1 hour
 - Coping with Anger – 1 hour
- Dealing with Difficult People
 - Consideration – 2 hours
 - Attitude – 1 hour
 - Trust – 1 hour
 - Power – 1 hour
 - Communication – 2 hours
 - Responsibility – 1 hour
- Self-Management Videos:
 - Becoming More Assertive – 23 min.
 - Business Protocol – 17 min.
 - Creative Time Management for the New Millennium – 19 min.
 - Dealing with Non-Stop Change – 20 min.
 - Goal Setting and Action Planning – 19 min.
 - Leap of Faith – 17 min.
 - Self-Motivation through Self-Talk – 21 min.
 - Self-Talk First Aid Kit – 20 min.
 - The Dynamics of Self-Talk (Interview) – 13 min.
 - The Influence Edge and Change – 16 min.
 - The Influence Edge Model – 16 min.
 - Dealing with a Messy Desk – 2 min.
 - Getting More Work Done – 3 min.
 - Office Politics – 3 min.
 - Performance Appraisals – 3 min.

Learning Center Videos:

- Business Etiquette
- Taking Charge of Change