

Workforce Development Institute Course List

1. Administration Skills: Basic Bookkeeping
 - a. Bookkeeping is the practice of recording, storing, retrieving, keeping, and analyzing the financial records of a company. In this course, you will examine basic bookkeeping terminology.
2. Administration Skills: Presentation Skills
 - a. No matter which role you are assuming, this workshop will help you become more efficient and proficient with the skills of providing information to others.
3. Administration Skills: Administrative Support
 - a. Having effective administrative skills are essential in today's work environment. Being organized, punctual and effective in your communication skills, both written and verbal are crucial if you want to achieve your goals in any endeavor you pursue.
4. Administration Skills: Basic Supply Chain Management
 - a. The Basic Supply Chain Management course has been carefully designed to help you better understand supply chain management.
5. Administration Skills: Meeting Management
 - a. Meeting management requires the learning of planning and leading techniques that will give you the confidence to run a meeting that will engage your attendees and leave a positive and lasting impression.
6. Advanced Leadership: Leadership & Influence
 - a. This course will examine why it is important to understand why very different leadership styles can be effective, why the same leadership techniques will not work in every situation, and which leadership style fits your personality best.
7. Advanced Skills: Critical Thinking
 - a. This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information.
8. Advanced Skills: Creative Problem Solving
 - a. This course will give participants an overview of the entire creative problem-solving process, as well as key problem-solving tools that they can use every day.
9. Advanced Skills: Emotional Intelligence
 - a. This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations.
10. Career Development: Assertness & Self-Confidence
 - a. This course will provide you with many tips, techniques, and opportunities to develop your assertiveness and self-confidence skill set.
11. Career Development: Communication Strategies
 - a. For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something.
12. Career Development: Negotiation Skills
 - a. From personal life to the workplace, enhancing your negotiation skills will claim you a larger share of the pie. Participants in this course if learn how to develop or refine their negotiation skills and will be introduced to concepts that will provide you with the skills to become an effective negotiator.
13. Human Resources: Business Succession Planning

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- a. Whether it is preparing someone to take over as the sole proprietor of a small business or a position of leadership in a corporation, business succession planning is essential to the long-term survival of a company.
- 14. Human Resources: Employee Recruitment
 - a. Your employees are a vital part of determining the success of your business. Finding the best employees for each position requires strong recruitment strategies.
- 15. Human Resources: Train the Trainer
 - a. Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you'll want to be prepared for the training that you do.
- 16. Human Resources: Employee Onboarding
 - a. This course will introduce participants to how to implement an employee onboarding program within their organization.
- 17. Human Resources: Human Resources Management
 - a. Whether most of those important functions stay within HR at your organization or is your responsibility as a manager, it is important that managers understand how much of their role is really about their people, as well as aspects of legislation, policy, and procedures that involve human resourcing issues.
- 18. Human Resources: Talent Management
 - a. Talent management is essential to the success of any organization. Investing in talent management will provide financial benefits as it improves the company's culture.
- 19. Human Resources: Workplace Diversity
 - a. This workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home.
- 20. Personal Development: Anger Management
 - a. This course will help teach participants how to identify their anger triggers and what to do when they get angry.
- 21. Personal Development: Attention Management
 - a. Attention management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals.
- 22. Personal Development: Interpersonal Skills
 - a. A social skill is any competence facilitating interaction and communication. In this course, participants work toward developing their socialization skills to become that unforgettable person.
- 23. Personal Development: Job Search Skills
 - a. This course is designed to help you become highly effective in communicating your skills, strengths, and experience to potential employers giving you an edge in a competitive job market.
- 24. Personal Development: Personal Productivity
 - a. Most people find that they wish they had more time in a day. We will show you how to organize your life and find those hidden moments.
- 25. Personal Development: Public Speaking
 - a. In this course, we will examine and evaluate valuable public speaking skills, including in-depth information on developing an engaging program and delivering any presentation with power.
- 26. Sales & Marketing: Basic Proposal Writing

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- a. This course will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; to creating the final, professional product.
- 27. Sales & Marketing: Overcoming Sales Objections
 - a. Investing in sales objection training will help improve sales and the company's bottom line. With the right training, it is possible to turn objections into opportunities.
- 28. Sales & Marketing: Sales Fundamentals
 - a. This course will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale.
- 29. Supervisors & Managers: Budgets & Financial Reports
 - a. Our goal is to provide a basic understanding of budgets and financial reports so learners can hold relevant discussions and render decisions based on financial data.
- 30. Supervisors & Managers: Employee Motivation
 - a. This course is designed to show you the way to get the best out of confident, motivated employees, and to show them how to motivate that group.
- 31. Supervisors & Managers: Supervising Others
 - a. This course will help supervisors become more efficient. They will also become more proficient with delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.
- 32. Supervisors & Managers: Teamwork & Team Building
 - a. This course will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer.
- 33. Workplace Essentials: Business Ethics
 - a. A company's ethics will determine its reputation.
- 34. Workplace Essentials: Business Etiquette
 - a. This course will introduce participants to business etiquette, as well as provide guidelines for the practice of business etiquette across different situations.
- 35. Workplace Essentials: Business Writing Basics
 - a. This course will give participants a refresher on basic writing concepts such as spelling, grammar, and punctuation.
- 36. Workplace Essentials: Civility in the Workplace
 - a. To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects.
- 37. Workplace Essentials: Customer Service
 - a. In this course we will look at all types of customers and how we can serve them better and improve ourselves in the process.
- 38. Workplace Essentials: Time Management
 - a. In this course, we'll focus on effective time management skills and give you tips to increase productivity and reduce stress, food for thought, and resources for developing these skills.
- 39. Workplace Essentials: Conflict Resolution
 - a. This course will give participants a six-step process that they can use and modify to resolve conflicts of any size.