



Business Skills Video Course List

Career Development

1. Been There, Done That...Now What? (20 minutes)
2. The Influence Edge and Your Career (12 minutes)

Coaching

1. Coaching for Behavioral Change (21 minutes)
2. Performance Coaching: Manager as Career Coach (19 minutes)
3. Performance Coaching: Manager as Collaborator (14 minutes)
4. Performance Coaching: Manager as Mentor (15 minutes)
5. Performance Coaching: Manager as Trainer (22 minutes)

Communication

1. Curing Common Meeting Ailments (Interview) (6 minutes)
2. Effective Business Writing (21 minutes)
3. High Performance Communication (20 minutes)
4. Keeping Meeting Participants Awake (Interview) (7 minutes)
5. The People Styles Model (16 minutes)
6. People Styles at Work (14 minutes)
7. Resolving Conflict (15 minutes)
8. Telephone Etiquette (23 minutes)
9. The Influence Edge and E-Mail (11 minutes)
10. Understanding Negotiation (20 minutes)
11. Working Wounded: Effective Business Presentations (2 minutes)
12. Working Wounded: Giving an Apology at Work (2 minutes)
13. Working Wounded: Leading a Successful Meeting (3 minutes)
14. Working Wounded: Making Group Decisions (3 minutes)
15. Working Wounded: Working Through Conflict (3 minutes)

Customer Service

1. Building Customer Loyalty (13 minutes)
2. Building Web Relationships (Interview) (5 minutes)
3. Creating Customer Value (14 minutes)
4. Crown Your Customers (Interview) (4 minutes)
5. Customer Convenience is Key to eCommerce (Interview) (6 minutes)
6. Customer Service Strategy (13 minutes)
7. Delighting Your Customers (3 minutes)
8. Dealing with Customer Complaints (14 minutes)
9. Exceeding Customer Expectations (14 minutes)
10. Getting to Know Your Customers (17 minutes)
11. Getting Your Customer Experience Right (Interview) (3 minutes)
12. Implementing Effective Service Standards (13 minutes)
13. Keeping Loyal Customers (17 minutes)
14. Knowing Your Web Customers (18 minutes)
15. Managing Customer E-mail (18 minutes)
16. Measuring Customer Service (17 minutes)
17. Profits, Not Promises (Interview) (3 minutes)
18. Understanding Customer Service (14 minutes)
19. Working Wounded: Building Relationships with Your Customers (3 minutes)
20. Working Wounded: Good News About Customer Complaints (3 minutes)



Finance

1. Building Budgets That Affect Reality (Interview) (4 minutes)
2. Capitalize Your Capital (Interview) (13 minutes)
3. Cash Flow Analysis (20 minutes)
4. Key Financial Ratios (18 minutes)
5. Linking Financial Management with Organizational Goals (Interview) (3 minutes)
6. Understanding Financial Statements (15 minutes)
7. Working Wounded: The Budget Blues (2 minutes)

Global Business

1. Communicating Across Cultures (20 minutes)
2. Global Work (22 minutes)
3. Global Work in China (Interview) (9 minutes)
4. Presenting Globally (10 minutes)
5. The Influence Edge in Cross Cultural Situations (12 minutes)

Leadership

1. Creating and Communicating Vision (19 minutes)
2. Creating Organizations With Many Leaders (Interview) (6 minutes)
3. Digital Markets (Interview) (6 minutes)
4. E-Business Strategies (Interview) (5 minutes)
5. Leadership in Freaked Out Times (Interview) (14 minutes)
6. Leading Into the Future (Interview) (6 minutes)
7. Leading Organizational Transition (19 minutes)
8. Show, Don't Tell (Interview) (5 minutes)
9. Strategic Planning: Establish Processes (22 minutes)
10. Strategic Planning: Implement Initiatives (20 minutes)
11. Strategic Planning: Strategic Alignment (22 minutes)
12. Supporting Innovation (Interview) (6 minutes)
13. Surfer Rules (Interview) (7 minutes)
14. The E-Marketplace (Interview) (5 minutes)
15. The Power of B-Webs (Interview) (5 minutes)
16. The Leadership Challenge: Challenge the Process (25 minutes)
17. The Leadership Challenge: Enable Others to Act (24 minutes)
18. The Leadership Challenge: Encourage the Heart (24 minutes)
19. The Leadership Challenge: Inspire a Shared Vision (22 minutes)
20. The Leadership Challenge: Model the Way (23 minutes)
21. Tilt the Field: Attitude (24 minutes)
22. Tilt the Field: Leadership (21 minutes)
23. Tilt the Field: Perspective (23 minutes)
24. Transform, Don't Conform (Interview) (5 minutes)
25. Value Matters (Interview) (5 minutes)

Leading Teams

1. Creating Successful Teams (Interview) (12 minutes)
2. Developing Successful Teams (19 minutes)
3. Successful Geo-Dispersed Teams (Interview) (5 minutes)
4. Team Learning (Interview) (8 minutes)
5. The Influence Edge and Your Team (17 minutes)
6. Virtual Teams (19 minutes)
7. Working Wounded: Teams at Work (3 minutes)



Management

1. Attracting Key Talent (Interview) (6 minutes)
2. Bringing The Workplace To Life (Interview) (3 minutes)
3. Delegation Strategies (13 minutes)
4. Fire Up and Motivate Your Employees (21 minutes)
5. Handling Performance Problems (19 minutes)
6. Interviewing for Organizational Fit (16 minutes)
7. Interviewing For Success (21 minutes)
8. Knowledge Management (Interview) (4 minutes)
9. Making 360 Degree Feedback Work (14 minutes)
10. Managing Performance (17 minutes)
11. Managing Telecommuters (21 minutes)
12. Motivate to Retain (Interview) (4 minutes)
13. Recruiting Top Talent (20 minutes)
14. Retaining Top Talent (21 minutes)
15. Retention for the Long Haul (Interview) (6 minutes)
16. Succession Planning (19 minutes)
17. The Costs of Attrition (Interview) (3 minutes)
18. The Diversity Manager (21 minutes)
19. Working Wounded: Becoming a New Manager (3 minutes)
20. Working Wounded: Counseling an Employee (3 minutes)
21. Working Wounded: The More You Give, The More You'll Get (3 minutes)

Managing Within The Law

1. At Will Employment (19 minutes)
2. Complying With ADA Requirements (21 minutes)
3. Discrimination (23 minutes)
4. Discrimination (Presentation Style) (22 minutes)
5. Drug and Alcohol Abuse in the Workplace (15 minutes)
6. Family and Medical Leave Act (17 minutes)
7. FLSA and State Wage-Hour Law (11 minutes)
8. Freedom of Religion in the Workplace (13 minutes)
9. Freedom of Speech in the Workplace (12 minutes)
10. Legal Guidelines for Interviewing (19 minutes)
11. Preventing Sexual Harassment – Manager Version (29 minutes)
12. Respecting Employee Individual Rights (10 minutes)
13. Top Ten Ways for a Manager to Stay Out of Jail (17 minutes)
14. Working Wounded: Preventing Lawsuits (3 minutes)
15. Wrongful Termination (20 minutes)
16. Wrongful Termination (Presentation Style) (20 minutes)

Sales and Marketing

1. E-Mail Marketing (Interview) (5 minutes)
2. Guerilla Marketing (21 minutes)
3. Guerrilla Trade Show Selling (19 minutes)
4. Marketing your Web Site (Interview) (6 minutes)
5. New Rules for Online Advertising (Interview) (5 minutes)
6. Sales Skills For Call Centers (11 minutes)
7. Target Your Market (Interview) (18 minutes)
8. The Influence Edge and Sales (17 minutes)



9. Track Selling Step 1: Approach (18 minutes)
10. Track Selling Step 2: Qualification (20 minutes)
11. Track Selling Step 3: Agreement on Need (12 minutes)
12. Track Selling Step 4: Sell the Company (14 minutes)
13. Track Selling Step 5: Fill the Need (19 minutes)
14. Track Selling Step 6: Act of Commitment (21 minutes)
15. Track Selling Step 7: Cement the Sale (14 minutes)
16. Working Wounded: Closing a Sale (3 minutes)
17. Working Wounded: Getting Out of a Sales Slump (3 minutes)
18. Working Wounded: Keys to a Successful Marketing Campaign (2 minutes)
19. Working Wounded: Making a Gatekeeper an Ally (2 minutes)

Self-Management

1. Becoming More Assertive (24 minutes)
2. Business Protocol (17 minutes)
3. Creative Time Management for the New Millennium (19 minutes)
4. Dealing with Non-Stop Change (20 minutes)
5. Goal Setting and Action Planning (19 minutes)
6. Leap of Faith (17 minutes)
7. Self-Motivation Through Self-Talk (21 minutes)
8. Self-Talk First Aid Kit (20 minutes)
9. The Dynamics of Self-Talk (Interview) (13 minutes)
10. The Influence Edge and Change (16 minutes)
11. The Influence Edge Model (16 minutes)
12. Working Wounded: Dealing with a Messy Desk (2 minutes)
13. Working Wounded: Getting More Work Done (3 minutes)
14. Working Wounded: Office Politics (3 minutes)
15. Working Wounded: Performance Appraisal (3 minutes)

Work and Life Balance

1. Child Care Selection (14 minutes)
2. Elder Care Selection (22 minutes)
3. Embracing New Technology (Interview) (6 minutes)
4. Exhausted Single Working Parent (22 minutes)
5. Financial Planning for Elder Care (19 minutes)
6. Making a Case to Telecommute (Interview) (5 minutes)
7. Overload In An Over-Wired World (Interview) (6 minutes)
8. Telecommuting (21 minutes)
9. The Moral Dilemma of Success (Interview) (8 minutes)
10. The Risks of Job Burnout (16 minutes)
11. Working Wounded: Connecting With Your Kids When Traveling (2 minutes)
12. Working Wounded: Information Overload (3 minutes)

Workplace Environment

1. Computer Comfort (16 minutes)
2. Diversity Effectiveness – An Overview (15 minutes)
3. E-Mail and Internet Privacy at Work (15 minutes)
4. Ethical Decision making (18 minutes)
5. Ethics in the Workplace – Choose Wisely! (Interview) (10 minutes)
6. Moving toward Diversity Effectiveness (19 minutes)
7. Preventing Sexual Harassment (23 minutes)



CyberLearning

Quality Education for All

8. Preventing Sexual Harassment (Presentation Style) (16 minutes)
9. Preventing Violence in the Workplace (15 minutes)
10. Preventing Violence in the Workplace (Presentation Style) (23 minutes)
11. Workplace Violence: Ingredients for Disaster (Interview) (4 minutes)
12. Working Wounded: Overcoming Your Own Bias (2 minutes)