ITRG

INDEPENDENT TRUCK REPAIR GROUP
TRAINING ACADEMY

Online Course Catalog

Fall 2021

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iTRG
INDEPENDENT TRUCK REPAIR GROUP

Who We Are

We Are a New Trade Organization for Independent Truck Repair Shops

ITRG is a powerful network of successful shop owners aligned to promote the business interests of the heavy duty repair industry. Our mission is simple: We help Independent Truck Repair Shop Owners build thriving, profitable businesses..

Get top quality training for your team, access networking and consulting opportunities for business growth and management insights, and harness increased purchasing power to boost profitability.

Gain an Advocate and an Advantage with the Independent Truck Repair Group

Become a Member and Grow Your Business

Every membership begins with our repair shop business performance audit. We identify and empower you with the tools to seize on the opportunities that will make your shop more efficient while increasing positive cash flow.

How to Get Started in the iTRG Training Academy

Account Setup Guide

iTRG Training Academy Online Courses by Category

HD Manager Focus

Course	Credit Hours	Length (Minutes)
Avoiding Wrongful Termination	1	45
Basics of Business Insurance	1	30
Bookkeeping Basics	1	30
Budgeting Basics	1	30
Cyber Security Basics	1	30
Effective & Appropriate Email Use	2	60
Effective Interviewing Techniques	1	30
Email and Internet Security	1	30
Email Matters™ The Art of Better Service Series - Introduction	0.25	10
Email Matters™ The Art of Better Service Series - Address Fields	0.25	10
Email Matters™ The Art of Better Service Series - Authoring Emails When Angry	0.25	10
Email Matters™ The Art of Better Service Series - Composing a Message	0.25	10
Email Matters™ The Art of Better Service Series - Confidentiality	0.25	10
Email Matters™ The Art of Better Service Series - Handling Irate Customers	0.25	10
Email Matters™ The Art of Better Service Series - Humor in Email	0.25	10
Email Matters™ The Art of Better Service Series - Inappropriate Topics	0.25	10
Email Matters™ The Art of Better Service Series - Internal Customer Service	0.25	10
Email Matters™ The Art of Better Service Series - Jargon and Shortcuts	0.25	10
Email Matters™ The Art of Better Service Series - Message Length	0.25	10
Email Matters™ The Art of Better Service Series - Opening and Closing Lines	0.25	10
Email Matters™ The Art of Better Service Series - Proofreading	0.25	10
Email Matters™ The Art of Better Service Series - Replying To All	0.25	10
Email Matters™ The Art of Better Service Series - Respond Promptly	0.25	10
Email Matters™ The Art of Better Service Series - Synchronous vs Asynchronous	0.25	10
Email Matters™ The Art of Better Service Series - The Subject Line	0.25	10
Email Matters™ The Art of Better Service Series - Tools For Emphasis	0.25	10
Email Matters™ The Art of Better Service Series - Writing with Conviction	0.25	10
Employee Discipline	1	45
Employee Privacy	1	45
Enterprise ARMS Training	1	30
Fire Extinguisher Safety	1	45
FREE-Coronavirus-Online-Course	0.25	5
Goal Setting in the Workplace	1	45
It's About Time	1	30
Leading a High Performance Team	2	60
Legal Aspects of Interviewing & Hiring	1	45
Leveraging the Potential of Millennials Series - Introducing Tim	0.25	10
Leveraging the Potential of Millennials Series - Labeling	0.25	10
Leveraging the Potential of Millennials Series -Attract and Coach	0.25	10
Leveraging the Potential of Millennials Series- Bridging the Divide	0.25	10
Leveraging the Potential of Millennials Series -Connections	0.25	10
Leveraging the Potential of Millennials Series -Empower and Retain	0.25	10
Leveraging the Potentials of Millennials Series - Work Styles	0.25	10
Leveraging the Potential of Millennials Series - Final Thoughts	0.25	10
M.A.D. about Generating Referrals	1	30
Management Basics	1	30
Managing Conflict	1	20
Managing Conflict: A Collaborative Approach	1	45
Managing Workplace Safety & Health Part 1	1	45
Managing Workplace Safety & Health Part 2	1	30
Maximizing Employee Performance	1	45
Negotiating with Integrity	1	25
Respiratory Protection	1	45
Scheduling Best Practices	1	45
The Effective Business Writer	1	45
Three Steps to Successful Marketing	1	45
Time Management	1	45
Understanding Financial Statements	1	30
Understanding the Family Medical Leave Act	1	45
Wage & Hour Basics	1	30
Wage & Hour Basics: CA Manager & Supervisor Edition	1	45
Website & SEO Basics	1	45
What to Say When Conflict Resolution Series - A Co-Worker is Too Social	0.25	10

HD Manager Focus, continued

Course	Credit Hours	Length (Minutes)
8 Keys to a More Respectful Workplace - Champion Diversity	1	20
Avoiding Wrongful Termination	1	45
Building a Technician Training Plan	1	25
Customer Service Series - Service Mentality	1	35
Developing a Mentoring Program	1	25
Effective Interviewing Techniques	1	30
Employee Discipline	1	45
Essential Elements of Internal Customer Service	1	35
Internal Customer Service Series - Respect and Embrace Differences	0.25	10
Interpersonal Communication	1	45
Leading a High Performance Team	2	60
Legal Aspects of Interviewing & Hiring	1	45
Managing Conflict: A Collaborative Approach	1	45
Maximizing Employee Performance	1	45
Newmarket Learning Management Series - Coaching: The Power of Questions	1	10
Next Generation Telephone Skills for Optimized Repair Shop Profits Online Course	2	90
Quality Control Inspection	1	25
ServiceSims Challenge Series - Look Who's talking	0.25	10
Shop Equipment Inventory Management and Maintenance	1	25
Test Drive: Diagnosing the Customer Concern	1	25
The Effective Business Writer	1	45
What to Say When Conflict Resolution Series - A Team Member is Uncooperative	0.25	10
What to Say When Conflict Resolution Series - Someone Breaks a Commitment	0.25	10
What to Say When Conflict Resolution Series - Someone Disagrees With You	0.25	10
What to Say When Conflict Resolution Series - You Need to Break a Commitment	0.25	10
What to Say When Mentoring Series - A Team Member is Late	0.25	10
What to Say When Mentoring Series - Conducting Interviews & Appraisals	0.25	10
What to Say When Mentoring Series - Criticizing a Team Member's Work	0.25	10
What to Say When Mentoring Series - Generation Clash	0.25	10
What to Say When Mentoring Series - Haunted By the Ghost of Your Predecessor	0.25	10
What to Say When Mentoring Series - People are Wasting Time Online	0.25	10
What to Say When Mentoring Series - Setting Objectives	0.25	10
What to Say When Mentoring Series - Someone is Not Doing What You Need	0.25	10
What to Say When Mentoring Series - There's Conflict Between Team Members	0.25	10
What to Say When Mentoring Series - You Want to Offer Praise	0.25	10
What to Say When Team Building Series - Someone Resists Change	0.25	10
What to Say When Team Building Series - There's a New Team Member	0.25	10
What to Say When Team Building Series - You Need to Persuade a Colleague	0.25	10
What to Say When Team Building Series - You See an Opportunity to Do Things Better	0.25	10

HD Service Advisor Focus

Course	Credit Hours	Length (Minutes)
8 Keys to a More Respectful Workplace - Act Ethically	1	20
8 Keys to a More Respectful Workplace - Champion Diversity	1	20
8 Keys to a More Respectful Workplace - Demonstrate Appreciation	1	20
8 Keys to a More Respectful Workplace - Disagree Constructively	1	20
8 Keys to a More Respectful Workplace - In Doubt? Find Out!	1	20
8 Keys to a More Respectful Workplace - Listen for Understanding	1	20
8 Keys to a More Respectful Workplace - Neutralize Bullying	1	20
8 Keys to a More Respectful Workplace - Stop Workplace Harassment	1	20
Customer Service Series - Business Friendly Customer Service	1	30
Customer Service Series - Essential Telephone Skills	1	45
Customer Service Series - Five Forbidden Phrases	1	35
Customer Service Series - How to Handle the Irate Customer	1	30
Customer Service Series - Killer Words of Customer Service	1	35
Customer Service Series - Listening Skills	1	45
Customer Service Series - Proactive Customer Service	1	35
Customer Service Series - Questioning Techniques	1	30
Customer Service Series - Service Mentality	1	35
Customer Service Series - Seven Keys to a Positive Mental Attitude	1	40
Customer Service Series - Six Cardinal Rules of Customer Service	1	35
Customer Service Series - Six Steps to Service Recovery	1	40
Essential Elements of Internal Customer Service	1	35
From Curt to Courteous	1	40
Internal Customer Service Series - What is WACTEO?	0.25	10
Internal Customer Service Series - Internal Service is Everyone's Responsibility	0.25	10
Internal Customer Service Series - Know Your Organization's Mission and Your Role	0.25	10
Internal Customer Service Series - Recognize and Appreciate Coworkers	0.25	10
Internal Customer Service Series - Recognize the Personal Space of Others	0.25	10
Internal Customer Service Series - Respect and Embrace Differences	0.25	10
Internal Customer Service Series - Work to Resolve Conflict with Others	0.25	10
Internal Customer Service Series - WACTEO Recap	0.25	10
Maintaining Customer Relationships	1	45
Profitability for Service Repair	2	60
Sell for Success: What you need to know about selling	1	30
Selling Skills from A-Z Part 1	1	30
Selling Skills from A-Z Part 2	1	30
Selling Skills from A-Z Part 3	1	30
Service Advisory & Diagnostics	1	45
Service Matters Series - Advice for new team members	0.25	10
Service Matters Series - Building Rapport	0.25	10
Service Matters Series - Demonstrating You Care	0.25	10
Service Matters Series - Excellent Customer Service: Natural or Learned?	0.25	10
Service Matters Series - Handling Bad Days	0.25	10
Service Matters Series - Handling Varied Customer Styles	0.25	10
Service Matters Series - Is the Customer Always Right?	0.25	10
Service Matters Series - Motivation to Excel	0.25	10
Service Matters Series - Taking Ownership	0.25	10
Service Matters Series - What's in it for you?	0.25	10
Service Matters Series - Who Would Replace You?	0.25	10
ServiceSims Challenge Series - Back to the Future	0.25	10
ServiceSims Challenge Series - Extremely Loud & Incredibly Close	0.25	10
ServiceSims Challenge Series - Just the Facts Ma'am	0.25	10
ServiceSims Challenge Series - Les Miserables	0.25	10
ServiceSims Challenge Series - Look Who's talking	0.25	10
ServiceSims Challenge Series - Raging Bull	0.25	10
ServiceSims Challenge Series - Reality Bites	0.25	10
ServiceSims Challenge Series - Rules of Attraction	0.25	10
ServiceSims Challenge Series - Show me the Money	0.25	10
ServiceSims Challenge Series - The Hangover	0.25	10
ServiceSims Challenge Series - The Terminator	0.25	10
ServiceSims Challenge Series - Top Gun	0.25	10
Social Media Management	0.25	10

HD Service Advisor Focus, continued

Course		Credit Hours	Length (Minutes)
That's Just Rude! Matrix	Exploring the Rudeness Matrix Series - Introducing the Rudeness	0.25	10
That's Just Rude! Omission	Exploring the Rudeness Matrix Series - Accidental Rudeness by	0.25	10
That's Just Rude! Commission	Exploring the Rudeness Matrix Series - Accidental Rudeness by	0.25	10
That's Just Rude! Omission	Exploring the Rudeness Matrix Series - Intentional Rudeness by	0.25	10
That's Just Rude! Commission	Exploring the Rudeness Matrix Series - Intentional Rudeness by	0.25	10
That's Just Rude!	Exploring the Rudeness Matrix Series - That's Just Rude! Recap	0.25	10

HD Shop Foreman

Course	Credit Hours	Length (Minutes)
8 Keys to a More Respectful Workplace - Champion Diversity	1	20
Avoiding Wrongful Termination	1	45
Customer Service Series - Service Mentality	1	35
Effective Interviewing Techniques	1	30
Employee Discipline	1	45
Essential Elements of Internal Customer Service	1	35
Internal Customer Service Series - Respect and Embrace Differences	0.25	10
Interpersonal Communication	1	45
Leading a High Performance Team	2	60
Legal Aspects of Interviewing & Hiring	1	45
Managing Conflict: A Collaborative Approach	1	45
Maximizing Employee Performance	1	45
Newmarket Learning Management Series - Coaching: The Power of Questions	1	10
Next Generation Telephone Skills for Optimized Repair Shop Profits Online Course	2	90
ServiceSims Challenge Series - Look Who's talking	0.25	10
Shop Foreman Series - Building a Technician Training Plan	1	25
Shop Foreman Series - Developing a Mentoring Program	1	25
Shop Foreman Series - Quality Control Inspection	1	25
Shop Foreman Series - Shop Equipment Inventory Management and Maintenance	1	25
Shop Foreman Series - Test Drive: Diagnosing the Customer Concern	1	25
The Effective Business Writer	1	45
What to Say When Conflict Resolution Series - A Team Member is Uncooperative	0.25	10
What to Say When Conflict Resolution Series - Someone Breaks a Commitment	0.25	10
What to Say When Conflict Resolution Series - Someone Disagrees With You	0.25	10
What to Say When Conflict Resolution Series - You Need to Break a Commitment	0.25	10
What to Say When Mentoring Series - A Team Member is Late	0.25	10
What to Say When Mentoring Series - Conducting Interviews & Appraisals	0.25	10
What to Say When Mentoring Series - Criticizing a Team Member's Work	0.25	10
What to Say When Mentoring Series - Generation Clash	0.25	10
What to Say When Mentoring Series - Haunted By the Ghost of Your Predecessor	0.25	10
What to Say When Mentoring Series - People are Wasting Time Online	0.25	10
What to Say When Mentoring Series - Setting Objectives	0.25	10
What to Say When Mentoring Series - Someone is Not Doing What You Need	0.25	10
What to Say When Mentoring Series - There's Conflict Between Team Members	0.25	10
What to Say When Mentoring Series - You Want to Offer Praise	0.25	10
What to Say When Team Building Series - Someone Resists Change	0.25	10
What to Say When Team Building Series - There's a New Team Member	0.25	10
What to Say When Team Building Series - You Need to Persuade a Colleague	0.25	10
What to Say When Team Building Series - You See an Opportunity to Do Things Better	0.25	10

iTRG Training Academy Online Course Descriptions

8 Keys to a More Respectful Workplace℠ Series

What makes certain organizations such outstanding places to work? Chances are it boils down to how respectful the environment is. Diversity and inclusion are important elements if we expect our staff to perform at their best. This series illustrates eight fundamental concepts at the core of building an enlightened organization. Each module takes about 10 minutes to complete.

8 Keys to a More Respectful Workplace - Act Ethically

Ethics are the moral map we use to help guide us through our lives. They're how we distinguish right from wrong. This module focuses on four widely accepted ethical principles: fairness, honesty, integrity and respect. Goal: The goal of this course is to reinforce the importance of behaving ethically and following the ethical principles in the performance of your job. Objective: Participants who successfully complete this course should be able to: Explain how ethical principles are tied to the goal of creating a more respectful workplace. Demonstrate a greater understanding of how ethical principles are applied to your own job functions.

1 Credit Hour

8 Keys to a More Respectful Workplace - Act Ethically

8 Keys to a More Respectful Workplace - Champion Diversity

We've all heard the expression "tolerate diversity." But tolerance means the bare minimum, the starting point. You don't learn from someone you're simply tolerating. You cannot collaborate effectively with someone with whom you're merely trying to co-exist. Our organization benefits the most when we truly champion our differences. Goal: The goal of this course is to make trainees aware of the fact that tolerance of the diversity in our workplace is not enough. This course shows how the effectiveness of our organization can be improved upon. Understand the difference between "tolerating" and "championing" diversity. When we embrace an inclusive approach and Champion Diversity. Objective: Participants who successfully complete this course should be able to: Explain how diversity in the workplace is a positive thing that can lead to improved effectiveness and creative thinking. Demonstrate an understanding of how we are all examples of workplace diversity in one way or another.

1 Credit Hour

8 Keys to a More Respectful Workplace - Demonstrate Appreciation

Going through the motions of an average work day, it can be easy to forget the simple things; to become complacent and take those around us for granted. It's important that we praise accomplishments and let those around us know we're proud of what they've done. Goal: The goal of this course is to raise awareness of how it positively effects the work environment when we demonstrate genuine appreciation to others who have provided support or completed a particularly difficult or important task. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of how showing true appreciation when it is appropriate can help to create an environment of trust and respect. An understanding of how to appropriately show appreciateion to coworkers when needed.

1 Credit Hour

8 Keys to a More Respectful Workplace - Disagree Constructively

Conflict at work is going to happen. Whenever a group of people are passionate about what they're doing, it's a recipe for friction. How we manage this conflict is the difference between ongoing debilitating arguments and constructive debates which help move the team forward. Goal: The goal of this course is to illustrate the difference between positive and negative conflict and to illustrate how conflict, when handled correctly, can lead to constructive change and personal growth. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the difference between positive and negative conflict. The techniques to address conflict in a positive fashion and avoid arguments.

1 Credit Hour

8 Keys to a More Respectful Workplace - In Doubt? Find Out!

We're all familiar with the Golden Rule – treat others the way you'd want to be treated. A level above that line of thinking is the idea that we need to treat others the way they'd like to be treated. This module features simple steps to reaching that goal. Goal: The goal of this course is to raise awareness regarding how easy it is to offend without intending to do so and to provide some tips to avoid doing just that. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of how easy it is to offend someone without intending to do so. The steps to follow to avoid addressing someone in a way that might offend them. An awareness that you can build trust when you care enough to find out how someone wishes to be treated and when you apologize for accidentally offending them.

1 Credit Hour

8 Keys to a More Respectful Workplace - Listen for Understanding

Too often, when we're involved in a back-and-forth discussion with a colleague, we tend to focus not on what they are actually saying, but on what our rebuttal will be. When that happens, we're not truly having a conversation. Listening for understanding is a learned skill. Goal: The goal of this course is to illustrate the difference between a discussion and a debate and to show how listening with the intention of truly understanding what the other party is saying is a means of demonstrating respect for the other person and for their point of view. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the difference between a discussion and a debate. The ability to listen to another person fully engaged in trying to understand what they are saying. The ability to use the proper technique to aim your disagreement at an idea rather than at the other person.

1 Credit Hour

8 Keys to a More Respectful Workplace - Neutralize Bullying

They are familiar figures we encounter all too often in our schools and workplaces. The older student who picks on the vulnerable younger kid, afraid to fight back. The manager who embarrasses a subordinate in front of the team. Bullies at work can be costly and counterproductive. Raising awareness is the first step to ending it. Goal: The goal of this course is to raise awareness of who can be a bully, how bullying manifests itself in the workplace and how bullying can have an incredibly negative impact on morale and productivity. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of what bullying is and who can be a perpetrator. The ability to use the proper techniques to document and help to stop the bullying behavior. The insight to recognize if you are yourself a bully and, if so, why you should stop.

1 Credit Hour

8 Keys to a More Respectful Workplace - Stop Workplace Harassment

Workplace harassment is something we hear a lot about these days. Harassment at work involves a pattern of unwanted behavior that can cause workplace turmoil, dysfunction, animosity, anxiety and pain. It's up to all of us to support our coworkers and help make this behavior stop. Goal: The goal of this course is to raise awareness of the fact that harassment is determined by how the recipient of the behavior feels and how this knowledge can head off harassing behavior before it starts. The course also shows the steps to take to put a stop to harassing behavior. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding that it's the harassed and not the harasser who determines what is harassment. The techniques for avoiding harassing behavior and to stop it if it is already occurring.

1 Credit Hour

Avoiding Wrongful Termination

This course will help managers to understand the principle of "at-will" employment and the important exceptions to the rule. At the completion of this course, managers will be able to identify practices that could create liability and identify methods for effectively handling terminations to minimize the risk of a lawsuit. Preventive measures outlined in this course can be used to help avoid a costly wrongful termination claim.

1 Credit Hour

Basics of Business Insurance

This course will give you a general understanding of the importance of business insurance in the automotive industry.

1 Credit Hour

Bookkeeping Basics

This module, developed by Mike Anderson, is intended to provide a basic understanding of some of the bookkeeping aspects of a Collision Repair Center. In this module we will cover an overview of bookkeeping basics as they apply to a collision repair facility. This module is designed to give a bookkeeper who is new to the collision repair industry an overview of some key components that are necessary to provide their owner or manager with accurate and timely financial statements.

1 Credit Hour

Budgeting Basics

This e-learning module brought to you by Mike Anderson will give you a basic understanding on how to budget. This module will cover budgeting benefits, key financial terms, budgeting software and tools and finally real world scenarios on effective budgeting.

1 Credit Hour

Telephone Doctor® Customer Service Series

Telephone Doctor® Customer Service Series is America's favorite brand of service training and is presented by customer care expert, Nancy Friedman. Mastering the proven techniques in this series will equip you with the skills to improve the way you communicate with customers & coworkers. Each course takes about 30 minutes to complete.

Customer Service Series - Business Friendly Customer Service

This course helps customer relationship professionals to become more Business Friendly. Business Friendly(TM) is defined as the middle ground between being too cold and impersonal and the other extreme of being too familiar.

1 Credit Hour

Customer Service Series - Essential Telephone Skills

Addresses ten simple yet crucial skills which form the very foundation for delivering exceptional customer service on the phone..

1 Credit Hour

Customer Service Series - Five Forbidden Phrases

This customer service training course highlights the five phrases which are proven to annoy and frustrate your customers. Vignettes clearly illustrate the recommended Positive Alternatives to use instead.

1 Credit Hour

Customer Service Series - How to Handle the Irate Customer

This high-impact course delivers active ingredients to help reduce stress and cure angry complaints. This course will help you to: Visualize the dynamics involved in emotional situations. Apply the four-step process, which addresses the special "kid-glove handling" and helps guide the issue to a resolution. Understand the process for escalating a situation when needed. Apply the technique to regain control of the conversation if the customer uses abusive language; Understand how offering excuses affects a complaint situation.

1 Credit Hour

Customer Service Series - Killer Words of Customer Service

This course features eight common phrases which are used innocently every day by customer service staff everywhere. Although these eight phrases are normally used with good intentions, they have the distinct effect of damaging customer relationships. This program illustrates how to avoid the Killer Words and drives home the point that the customer's perception is all that matters in service interactions.

1 Credit Hour

Customer Service Series - Listening Skills

Listening is a critical component when determining the needs of your customer. Doesn't everyone listen? Hearing is a physical process but listening requires mental involvement. This course introduces six steps to help team members become better listeners.

1 Credit Hour

Customer Service Series - Proactive Customer Service

Order takers don't make sales. Order takers sound rushed, usually answer questions with yes or no and seldom ask questions. A sales maker will master the art of listening, take whatever time is necessary to present a solution, be prepared to address objections and always ask for the sale. Sales is never about price. You can only be compared to price when you fail to present better value. A sales maker will differentiate their solutions from their competitors and provide a better value.

1 Credit Hour

Customer Service Series - Questioning Techniques

Proper questioning techniques are key when gaining needed information from a caller or customer. High level questioning techniques are a learned skill. This course introduces seven types of questioning situations and illustrates how and when to employ them. Improving questioning techniques will expand one's ability to effectively obtain valuable information to become a better problem solver.

1 Credit Hour

Customer Service Series - Service Mentality

This course identifies and highlights the seven key characteristics of customer contact employees who demonstrate superior customer service skills.

1 Credit Hour

Customer Service Series - Seven Keys to a Positive Mental Attitude

This powerful program helps viewers understand that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they're going to deal with life's events. Key points include choosing your attitude in advance, visualizing success and resisting negative influences.

1 Credit Hour

Customer Service Series - Six Cardinal Rules of Customer Service

A visit to the Customer Service Hall of Shame. Meet the men and women responsible for pioneering poor customer service habits. Viewers will recognize each behavior and want to work to avoid duplicating their error.

1 Credit Hour

Customer Service Series - Six Steps to Service Recovery

Normally, it's easy to look good when everything is going well. It's when a customer experience goes wrong that your true character shows. In today's competitive service environment merely correcting the problem isn't always enough. Many situations will require Service Recovery. Service Recovery is a specific set of actions which customer-oriented organizations take whenever there's a disappointment for the customer.

1 Credit Hour

Cyber Security Basics

Security breaches occur every day and all organizations, large and small, are at risk. This course provides an overview of key cyber and information security concepts. It discusses measures that can be taken by all employees to help protect and defend computer systems and sensitive information from attack, damage, or unauthorized access in a digitally connected world.

1 Credit Hour

Effective & Appropriate Email Use

E-mail is a powerful communication tool that transcends time zones and continents. Its applications are wide-ranging and it can contribute greatly to productivity if used appropriately and effectively. This course will show you how to write compelling and concise e-mails, successfully manage your e-mail, and know when e-mail should or should not be used. You will also learn how to overcome the risks associated with e-mail, such as lost productivity, legal issues, security breaches, viruses, and junk e-mail.

2 Credit Hours

Effective Interviewing Techniques

The purpose of this course is to learn about more effective ways to conduct compliant and consistent candidate interviews. "Predicting Workplace Behavior = Successful Hiring". This course will cover legal issues in the interview, the interviewing process overview, conducting the interview, reviewing the candidates, and behavior based interviewing.

1 Credit Hour

Email and Internet Security

This course will take a look at what automotive repair centers must do to protect themselves from outside threats to their business brought about by hackers, vandals, and identity thieves who attack vulnerable websites, browsers and email accounts.

1 Credit Hour

Email Matters - The Art of Better Service℠ Series

Email communication is a fundamental component of everyday business life. Email is so ubiquitous that it can be easy to forget that it has only been with us since the mid-90s. While most team members know how to send and receive email messages, there are dozens of important nuances which can make the difference between your customers and coworkers getting mediocre service vs receiving top of the line treatment. Each module takes about 8 minutes to complete.

Email Matters The Art of Better Service℠ Series - Introduction

An overview of this series and when to yield to existing organizational policy. Learning Objective: Explain how email can be used to efficiently deliver excellent customer service to both external and internal customers; Explain the importance of adherence to organizational policies whenever a conflict is encountered between those policies and ideas taught in this series of courses.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Address Fields

The purpose of this course is to explore the distinctions and uses of the To, CC and BCC address fields. The goal of this course is to explain the difference between the three address fields and the proper way to use each of them. Participants who successfully complete this course should be able to demonstrate: An understanding of the ways that each of the different address fields are used. Through a skill practice exercise, the ability to compose an email message to multiple recipients, placing each address in the proper field, based on the relationship each recipient has to the subject.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Authoring Emails When Angry

Discusses the lasting effects of authoring or replying to email when you are angry. The goal of this course is to emphasize the importance of avoiding authoring email messages when you are angry and likely to put something in writing that would be better left unsaid. Participants who successfully complete this course should be able to demonstrate: An understanding of why it is important to avoid replying to or authoring a business email message when you are angry. An understanding of the concept of "Emotional Leakage" and how to avoid it in business email messages.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Composing Emails

The basic components to writing an effective email message. The goal of this course is to help trainees learn all the various components of an email message and how to put them all together in the most effective message possible. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the various components of an email message and how each is used. Through skill practice exercises or in daily practice, the ability to compose effective email messages, utilizing the tips and techniques found in this course.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Confidentiality

Addresses some of the confidentiality pitfalls of email communication. The goal of this course is to explain the confidentiality shortcomings of typical, unencrypted email messages and to help the trainee learn the types of information that it would be better not to share in their email messages. Objective: Participants who successfully complete this course should be able to: Understand the confidentiality limitations of standard email messages. Explain the types of information that should not be shared through regular, unencrypted email messages. List some of the types of email inquiries that are designed only to obtain your confidential information and should be avoided altogether.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Handling Irate Customers

This course will teach you how to properly handle and defuse upset and irate customers. An understanding that it is not a personal attack when a customer sends an angry email message. This course will teach you: They are mad at a situation; not at you personally; An understanding of the Telephone Doctor; ASAP Technique for dealing with irate customers; An understanding of when a customers problem might best be dealt with by way of a phone call rather than email.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Humor in Email

The benefits of safe, gentle humor in building business relationships. The goal of this course is to help trainees identify the types of humor that are OK to use in business email messages and explain why it is important to avoid those that are inappropriate. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding that they should avoid sarcasm, political humor, religious topics and any other sensitive matters when using humor in email messages. The ability to use gentle, appropriate humor in email messages to aid in rapport building. An understanding of the importance of reviewing every email message before it's sent, to make sure it is free of anything that might be perceived as offensive.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Inappropriate Topics

Reminders about sensitive topics, off-color messages and dangerous forwards. The goal of this course is to provide the trainee with an understanding of the extreme danger that can be introduced into a business relationship through the authoring or forwarding of certain types of messages. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the importance of keeping all email messages free of derogatory comments about your organization, its employees and its customers. An understanding of the types of email messages that should never be sent or forwarded to customers or co-workers.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Internal Customer Service

Why distinguish between internal and external customers? Introduces the concept of "WACTEO" (We Are Customers to Each Other). The goal of this course is to help trainees realize that everyone in an organization serves customers – either directly or indirectly – so every action you take should be undertaken at the same high level of service you would provide to external customers. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding that it's easier to operate at only one level of service – the highest – no matter who is receiving the service you are performing. The ability to use the same great communication tools whether dealing with internal or external customers.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Jargon and Shortcuts

Description: You should avoid being too casual in business email writing. The goal of this course is to explain the dangers associated with using company jargon and shortcuts in your email messages. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of why the use of company or industry jargon can have a negative impact on your recipients' understanding of your email messages. An understanding of when it is and isn't appropriate to use writing shortcuts and why business email can be negatively impacted by this practice.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Message Length

This course presents arguments in favor of brevity in today's attention deficit society. The goal of this course is to explain why "less is more" when it comes to the length of an email message. Provides tips on getting your messages read. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of why shorter email messages are better when it comes to communicating your point and getting your message read. The ability to identify ways a message could be shortened and still communicate the key points.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Opening and Closing Lines

This course explains the importance of proper greeting and closing phrases. The goal of this course is to explain the reasons why good greeting and closing phrases can be so important and to help trainees learn how to compose them. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the reasons why personal greeting and closing phrases can be so important. Through skill practice exercises or in daily practice, the ability to compose a friendly welcoming phrase and a warm closing phrase for every message.

0.25 Credit Hours

Email Matters™ The Art of Better Service Series - Proofreading

This course illustrates the importance of avoiding spelling and punctuation errors and the challenge of misused words. The goal of this course is to emphasize the importance of proofreading all your email messages before sending them and to provide some guidance as to what common errors to look for. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of why it is important to proofread outgoing email messages before they are sent. An understanding of the common errors to look for and how to correct them.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Replying to All

Explores the pitfalls of unnecessary "reply to all" responses. The goal of this course is to help employees understand the proper use of "Reply" or "Reply to All" options and the dangers sometimes present when using "Reply to All." Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of what "Reply to All" means and why it's important to use this option only when it's appropriate. An understanding of the amount of time that can be wasted when you use "Reply to All" unnecessarily.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Respond Promptly

Delaying a response can make the sender wonder if their message was received. The goal of this course is to explain the importance of a prompt reply to business email messages and provide the trainee with a method to manage the customer's expectations when an immediate reply is not possible. Objective: Participants who successfully complete this course should be able to demonstrate the ability to: Understand why a prompt response to email messages is so important. Explain and demonstrate a technique that can be used to manage a customer's expectations when not able to provide them with an immediate and comprehensive reply to their email inquiry. Understand the reasons for and the proper construction of "out of office" messages.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Synchronous vs Asynchronous

Synchronous vs Asynchronous – details the differences between these two styles of communication. The goal of this course is to provide trainees with an explanation of these two styles of communication and help them to determine which to use in various situations. Objective: Participants who successfully complete this course should be able to: Explain the difference between synchronous and asynchronous communications. Identify which type of communication is the best to use in the various types of situations they encounter.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - The Subject Line

Tips and reminders to ensure maximum value from the subject line of your emails. The goal of this course is to explain why the subject line matters and how to use the subject line to the best advantage when composing an email message. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the importance of the subject line in an email message. The techniques to compose the most effective subject line for the types of messages they are sending. A knowledge of the words and phrases to avoid in subject lines.

0.25 Credit Hours

Email Matters™ The Art of Better Service Series - Tools For Emphasis

Explores methods to deliver a particular "tone" through the written word. The goal of this course is to help employees understand the tools available to them for creating a particular tone or emphasis in their email messages and to help them learn when (and when not) to use them. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the importance of using a single font and a consistent size throughout their email messages. An understanding of how and when to use tools like bold, italics, color or underline to stress important points in an email message. A knowledge of why you should avoid using all caps and anything other than standard rules of writing. An understanding of the importance of following company policy regarding the use of emoticons or emoji in business email messages.

0.25 Credit Hours

Email Matters The Art of Better Service℠ Series - Writing with Conviction

Details how to avoid using weak and wimpy wording in your email messages. The goal of this course is to provide an understanding of why some words are better than others when you have a message to communicate. It's intended to help trainees learn to identify words they should avoid and learn the more appropriate replacements for those. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the types of words that are considered "weak and wimpy" and why this is so. An understanding of the method for making your messages more effective by replacing "weak wimpy" words with stronger, more confident language.

0.25 Credit Hours

Employee Discipline

Employee discipline is an important managerial responsibility. In this course, managers and supervisors will learn how to use a disciplinary system that corrects problem behavior and creates and maintains a productive, responsive workforce, while protecting the company from liability. Through interactive scenarios and exercises, managers will learn how and when to use informal versus formal disciplinary techniques, what the progressive steps of discipline are, the importance of documentation, and how to handle disciplinary meetings.

1 Credit Hour

Employee Privacy

This course provides an overview of employee privacy in the workplace. Managers should know their state's regulations on privacy to achieve a balance between their need-to-know, with employees' right to freedom from undue intrusion into their personal lives. This course is for managers who wish to avoid litigation for invasion-of-privacy or defamation claims, yet who must sometimes consider drug testing, searches, discussion of an employee's behavior, or examination of an employee's after-hour activities. This course may also interest company executives who initiate company policy regarding privacy.

1 Credit Hour

Enterprise ARMS Training

AMi is pleased to provide collision repair shops with an opportunity to enhance their knowledge of the Enterprise ARMS® Automotive Suite by offering this 30-minute online training course. Learn how to streamline your communications with insurance companies, customers and Enterprise. Learn how to enhance customer service with electronic rental reservations and automated vehicle status updates. Learn how the ARMS® online reporting functions will help you manage your shop's KPIs.

1 Credit Hour

Essential Elements of Internal Customer Service

All team members either serve customers directly or they service someone who does. This course illustrates the six essential elements for improving internal communication and customer service.

1 Credit Hour

Fire Extinguisher Safety

This course covers fire, and when and how to use fire extinguishers. Details include the elements of fire (the "fire triangle") and its stages to better understand fire prevention. Should a fire occur, this course describes the types of fire, which should determines the type of fire extinguisher to select and use. After taking this course, you should have a good idea of how to operate an extinguisher, and your company's policy on what to do before, during and after a fire emergency.

1 Credit Hour

FREE-Coronavirus-Online-Course

To support our customers with education about the Corona Virus, we are offering a brief online course to all AMi Students at no charge and no obligation. This 4-minute course is an overview of Coronavirus: COVID-19, to give you and your workforce the tools and education to stay on top of this rapidly developing situation as best you can.

0.25 Credit Hours

From Curt to Courteous

This course addresses understanding and being understood in both synchronous (phone, face-to-face and instant messaging) and asynchronous (e-mail, voice mail, fax and letters) communication methods.

1 Credit Hour

Goal Setting in the Workplace

Learning how to effectively set goals at work will help you become more productive and will give you a greater sense of pride and satisfaction in your job. In addition, you will be able to transfer many of your goal setting skills from the workplace to other areas of your life. This will allow you to take greater control over your personal and career development. Upon completion of this course, you will be able to do the following: Define what is meant by goals and goal setting in the workplace. Identify why it is important to set goals at work. List characteristics of effective goals. List steps in the goal setting process. Identify ways to overcome personal and workplace barriers to achieving goals.

1 Credit Hour

WACTEO℠ Internal Customer Service Series

Most everyone understands the importance of treating our organization's customers with a high level of courtesy and service. But it's equally important to treat our coworkers (internal customers) with the same level of politeness, respect and civility. Whenever there's conflict, drama or a lack of respect within our organization it will negatively affect our ability to operate efficiently and hamper our efforts to deliver great service to our external customers.

Internal Customer Service Series - What is WACTEO?

Illustrates the differences between internal and external customers as well as the importance of treating both groups with the same high level of treatment.

0.25 Credit Hours

Internal Customer Service Series - Internal Service is Everyone's Responsibility

Great internal service must be practiced by every member of your organization, at all times, with all coworkers from top to bottom.

0.25 Credit Hours

Internal Customer Service Series - Know Your Organization's Mission and Your Role

Why does your position, department or business even exist? Understanding the big picture and being aware of the importance of your contributions make for a more satisfying work life.

0.25 Credit Hours

Internal Customer Service Series - Recognize and Appreciate Coworkers

Most of us benefit from the help of coworkers many times each day. How often do we show and express gratitude for that assistance? The "BIF Approach" also applies to this concept.

0.25 Credit Hours

Internal Customer Service Series - Recognize the Personal Space of Others

The individual parts of your department and organization are interdependent. Because many of us work in close proximity, it's important that we all work to recognize and respect the personal space of others.

0.25 Credit Hours

Internal Customer Service Series - Respect and Embrace Differences

Our world and our workplace are fortunate to be filled with diversity. Respecting and celebrating these differences are critical to the success of the organization.

0.25 Credit Hours

Internal Customer Service Series - Work to Resolve Conflict with Others

Friction and drama will negatively impact how your team operates. Learn the 3 part "BIF Approach" as a technique to defuse and resolve frustrating conflict with coworkers.

0.25 Credit Hours

Internal Customer Service Series - WACTEO Recap

Deploying the concepts presented in this series will help your organization operate at peak efficiency while avoiding the pitfalls that come with conflict and drama.

0.25 Credit Hours

It's About Time

All of us want more time in hand, but time is unyielding. We can't stop it, slow it down or save it for later. All that we can do is manage it effectively. This course will enable you to recognize personal and environmental patterns that affect your work, plan and prioritize each day, schedule realistically and effectively, conquer interruptions and time wasters and reduce stress in your daily life. Overall, it will give you the power to manage time and lead a better-quality work life. Some principles discussed here also can be applied in your personal life.

1 Credit Hour

Leading a High Performance Team

Increasingly, companies are turning to team-based workforces, which have been shown to outperform traditional work groups. How successful teams are, however, depends directly on how well they are led. Though traditional management skills are useful in any leadership situation, team leadership requires a new mindset. This course focuses on a team leader's approach to leading meetings, setting team goals, hiring team members, training team members, and resolving team conflict.

2 Credit Hours

Legal Aspects of Interviewing & Hiring

The pre-employment process (i.e. recruitment, interviewing and hiring) is filled with legal pitfalls. As such, individuals involved in the recruitment, interviewing and hiring process need to be familiar with effective techniques and knowledgeable of federal, state, and local laws restricting hiring practices that could be considered discriminatory or invasions of privacy. This course discusses legal issues related to writing job descriptions, recruitment methods, interviewing, testing, and evaluating candidates as well as issues related to reference and background checks and offers of employment.

1 Credit Hour

Generations@Work: Leveraging the Potential of Millenials℠ Series

No previous generation has entered the workforce with more stereotypes and greater potential. Today's twenty-somethings were raised on a steady diet of technology, multi-tasking, social networking and 24/7 connectivity. The rules of work are changing. This awareness-building series features a candid discussion with a panel of younger workers offering opinions and advice on how an organization can maximize communication, harmony and productivity across all generations. Directed at supervisors who work with this age group, but all staff can benefit from this series.

Leveraging the Potential of Millennials Series - Introducing Tim

Our subject matter expert, Tim, offers advice on maximizing the benefits of the Millennial generation. The goal of this course is to make trainees aware of the fact that generational stereotypes can stand in the way of successful communication between generations and to explain how to take a proactive approach to capitalizing on Millennials' strengths. Objective: Participants who successfully complete this course should be able to: Understand the difference between dealing with Millennials based on a stereotype vs getting to know them as individuals and dealing with them more honestly. Explain how the size and strengths of the Millennial generation make it imperative that we learn to attract and retain them in our workforce. Demonstrate an understanding of the fact that Millennials are now the largest generation in the workforce and how important it is to tap into this resource.

0.25 Credit Hours

Leveraging the Potential of Millennials Series - Attract and Coach

How can organizations win by attracting and coaching millennial talent? The goal of this course is to raise awareness of what can be done to attract the best Millennial talent to your organization and how to supervise them once they are a part of your team. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of what Millennials are looking for in terms of career goals. The ability to use the proper techniques to get the best performance from your Millennial employees. The insight to recognize when trust is needed to facilitate the flexibility Millennials crave. An understanding of the difference between "managing" and "coaching" and how important it is to use "coaching" when dealing with Millennials.

0.25 Credit Hours

Leveraging the Potential of Millennials Series - Bridging the Divide

Generational diversity can help us improve overall organizational effectiveness. The goal of this course is to raise awareness of the fact that stereotypes can play an outsized role in determining how we communicate across generational lines and how even innocent mistakes can make understanding extremely difficult. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the communication needs of the Millennial generation. The techniques and tips to help avoid misunderstanding and to communicate more effectively across generational lines.

0.25 Credit Hours

Leveraging the Potential of Millennials Series - Connections

Coming of age in the past couple of decades means you're networking with thousands of other people. How does this affect the way you work? The goal of this course is to illustrate the way Millennials can compartmentalize the different relationships, especially online, that characterize their lives and how this skill can benefit today's employers. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the different types of relationships Millennials have developed due to their connected lifestyle and use of social media. The knowledge that the variety of interactions a Millennial engages in on a daily basis can be a useful skill in the workplace, especially when it comes to dealing with a variety of customer styles.

0.25 Credit Hours

Leveraging the Potential of Millennials Series - Empower and Retain

Ideas about creating an environment conducive to empowering and retaining millennial talent. The goal of this course is to raise awareness regarding how to empower Millennials to become intrapreneurial and motivated to remain in your workforce. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of how to empower Millennials to grow and develop into intrapreneurs. The importance of being transparent and fostering trust with Millennials. An awareness that you can build trust when you treat Millennials as individuals and by soliciting their input. The knowledge that flexibility, professional growth and financial growth are key to retaining Millennials.

0.25 Credit Hours

Leveraging the Potential of Millennials Series - Labeling

Sit in on a podcast featuring a panel discussion of issues related to Millennials at work. The goal of this course is to establish the key characteristics that define Millennials and to scrutinize all the labels used to describe them. How accurate are those labels and how can we learn to see everyone as an individual, regardless of their age group. Objective: Participants who successfully complete this course should be able to: Explain how the Millennial generation differs and how it is similar to those who have come before. Demonstrate an understanding of how the labels used to define people are unfair and fail to account for a person's individual strengths.

0.25 Credit Hours

Leveraging the Potential of Millennials Series - Work Styles

The rules of work are changing with an emphasis on what you accomplish – not how long you take or from where you complete the task. The goal of this course is to emphasize the differences in the work styles of various generations and to particularly point out the unique style of Millennials. Objective: Participants who successfully complete this course should be able to: Explain how technology and life experience has impacted the way that members of the Millennial generation approach their jobs. Demonstrate a greater understanding of how work style may not be as important as once thought if employees are getting the same quantity and quality of work completed by the established deadline.

0.25 Credit Hours

Leveraging the Potential of Millennials Series - Final Thoughts

Recap and closing thoughts from our panel and Tim. The goal of this course is to review the key drivers of Millennial engagement and retention. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding that Millennials want to feel they are valued in the organization for both their production and their ideas. The ability to engage with Millennials as individuals. The knowledge that Millennials are the largest generation in the workforce now and they will lead sooner and younger than any generation before them.

0.25 Credit Hours

M.A.D. about Generating Referrals

This course, developed by Frank LaViola is intended to show you ways to increase referrals to your shop. This module will cover the referral relationship, target customers, setting the appointment, presenting and overcoming objections, and closing & followup.

1 Credit Hour

Maintaining Customer Relationships

Most everyone understands the importance of excellent customer service during the purchasing process. But what happens after the transaction? How do we cement a relationship with customers to move their purchase from merely a transaction into a long-term relationship? This course emphasizes the importance of follow up after the sale and gives realistic examples of how to handle the five most common follow-up scenarios.

1 Credit Hour

Management Basics

This course was designed with both the new and the more experienced manager in mind. It explains the many roles and responsibilities a modern day manager must take onboard, from the more traditional planning and organizing to the intangible such as leading and coaching. Through scenarios, exercises and interactivities, the module presents both detailed methods and handy tips for successfully mastery of these roles. Managers will also learn about the skills they need to perfect to support them in their roles and maximize their effectiveness.

1 Credit Hour

Managing Conflict

The purpose of this course is to learn more about handling conflict effectively in the workplace. This is important because it is the key to effective leadership and management.

1 Credit Hour

Managing Conflict: A Collaborative Approach

In business today, there is an emphasis on finding collaborative solutions to workplace conflicts, which results in strengthened workplace relationships and a more innovative work environment. This course focuses on this approach, teaching managers how they can mediate a collaborative solution in any workplace conflict. Students will learn how to recognize and reduce the catalysts of destructive conflict, how to identify when intervention is needed, how constructive conflict can be used to benefit an organization, while maintaining focus on a 'win-win' solution.

1 Credit Hour

Managing Workplace Safety & Health Part 1

This course, developed by Michael Graham, covers the supervisor's responsibilities for safety implementation, the use of job safety analysis for hazard assessments, how to conduct a safety inspection of work areas and observe employee behaviors, and how to identify safety training needs for worker populations. After taking this course, the supervisor will be able to conduct an accident investigation and correctly report and record occupational injuries and illnesses.

1 Credit Hour

Managing Workplace Safety & Health Part 2

This course, developed by Michael Graham, covers the supervisor's responsibilities for safety implementation, the use of job safety analysis for hazard assessments, how to conduct a safety inspection of work areas and observe employee behaviors, and how to identify safety training needs for worker populations. After taking this course, the supervisor will be able to conduct an accident investigation and correctly report and record occupational injuries and illnesses.

1 Credit Hour

Maximizing Employee Performance

Managers have a vital role to play in the successful performance of each individual in a work group and of the group as a whole. With a strong focus on employee-participation and positive reinforcement, this module outlines how to set expectations, coach for performance, solve performance issues, and develop employee performance. If used effectively, these techniques will result in extremely motivated, productive, and satisfied employees.

1 Credit Hour

Negotiating with Integrity

Our main purpose is to reach a compromise that everybody can live with. We can do this by: Creating a win-win situation for every party involved, including the owner of the vehicle, the shop involved, and the insurance company. Gain an understanding that both parties may be a bit disapointed and not completely happy with the outcome, but they all realize that is a part of the negotiating process. In the end don't be afraid to walk away but have a strategy if you do. Always negotiate in good faith. That will be remembered each time you face the same adversary.

1 Credit Hour

Profitability for Service Repair

This course, developed by Jeremy O'Neal, will empower you with the skills and techniques you need to operate a service repair center profitably. The goal is to assist you in creating a system that allows you to take action and follow through on what you learn here, generate immediate results and create long-term, lasting change in your service center.

2 Credit Hours

Respiratory Protection

This course covers types of respirators and when to use them, including the capabilities and limitations of respirators, the medical requirements for using respirators, how to fit-test and leak-test respirators, the care and maintenance of respirators, and the typical contents of a written respiratory protection program.

1 Credit Hour

Scheduling Best Practices

This course by Mike Anderson will provide you with many benefits due to proper scheduling such as even flow, balance & best use of resources, reduced stress, consistent pay, reduced cycle time, improved touch time and most importantly, improved profitability.

1 Credit Hour

Sell for Success: What you need to know about selling

This course teaches you techniques to become a successful salesperson in any sales setting.

1 Credit Hour

Basic Selling Skills From A to Z℠ Series

This alphabet soup of ideas is loaded with skills and techniques to increase the effectiveness of anyone in a customer service or telesales position. Equally effective for inbound or outbound calls.

Selling Skills from A-Z Part 1

Part one of a three-part course loaded with skills and techniques to increase the effectiveness of anyone in a customer service or telesales position. Equally effective for inbound or outbound calls.

1 Credit Hour

Selling Skills from A-Z Part 2

Part two of a three-part course loaded with skills and techniques to increase the effectiveness of anyone in a customer service or telesales position. Equally effective for inbound or outbound calls.

1 Credit Hour

Selling Skills from A-Z Part 3

Part three of a three-part course loaded with skills and techniques to increase the effectiveness of anyone in a customer service or telesales position. Equally effective for inbound or outbound calls.

1 Credit Hour

Service Advisory & Diagnostics

This course, developed by Jeremy O'Neal, will empower you with the skills and techniques you need to sell diagnostic services profitably. The goal is to assist you in creating a system that allows you to take action and follow through on what you learn here, generate immediate results, and create a long-term lasting change.

1 Credit Hour

Service Matters℠ Roundtable Series

We surveyed hundreds of organizations and asked them to nominate their highest performing service providers. After months of interviews and evaluations, we assembled a group of six individuals in an open, casual setting. Letting the cameras roll, we asked these "service superstars" to freely discuss their opinions on topics such as service-based cultures, satisfying customers and what drives them to be excellent. The result is this powerful new training series: SERVICE MATTERS Real People - Real Ideas. Each course takes about 10 minutes to complete.

Service Matters Series - Advice for new team members

Advice for New Team Members - You're there to resolve the issue for your customer. Don't take customer service challenges personally. It's not what you say, but how you say it matters most.

1 Credit Hour

Service Matters Series - Building Rapport

Building Rapport - Rapport building means establishing a strong connection with that customer that isn't necessarily business related. Be aware of areas of common interest with your customer. When possible, keep notes concerning your customer.

0.25 Credit Hours

Service Matters Series - Demonstrating You Care

Demonstrating You Care - Active listening means providing feedback to let the customer know you're paying attention. Be aware of subtle clues which disclose the true needs of your customer. A smile can definitely be heard through a phone conversation.

0.25 Credit Hours

Service Matters Series -
Excellent Customer Service: Natural or Learned?

Excellent Customer Service: Natural or Learned? - Some people are naturals but excellent service skills can be learned. Be willing to work hard and model yourself after people who are already successful. Cornerstones: desire, building rapport, being accessible and offering solutions.

0.25 Credit Hours

Service Matters Series - Handling Bad Days

Handling Bad Days - It's not the customer's concern if you're having a bad day. Treat conversations as if it's the only time that client interacts with your organization. Use humor to combat negative emotions.

0.25 Credit Hours

Service Matters Series - Handling Varied Customer Styles

Handling Varied Customer Styles - Mirroring: attempting to match the communication style of your customer. Individual styles can include things like rate of speech, volume, emotions and use of humor. Attempt to relate to your customer and tailor your delivery to their style.

0.25 Credit Hours

Service Matters Series - Is the Customer Always Right?

Is the Customer Always Right? - The customer is always right; in their own mind. It's not in anyone's best interest to tell a customer they are wrong. "No" is one of the most dangerous words in customer service.

0.25 Credit Hours

Service Matters Series - Motivation to Excel

Motivation to Excel - Benefits include promotions, accolades and repeat business. Being competitive gives you an edge, helps you to excel. A sincere desire to want to help people.

0.25 Credit Hours

Service Matters Series - Taking Ownership

Taking Ownership - Taking ownership means making a personal commitment to help find a resolution. Ownership means acting and operating as if you owned the business. Your issue is my issue. Follow up means checking back with the customer after the problem has been resolved.

0.25 Credit Hours

Service Matters Series - What's in it for you?

What's In It for You? - You represent your organization's name and brand to that customer. Great customer service is all about the desire to assist others. Delivering excellent service is a reflection on the way you choose to live your life.

0.25 Credit Hours

Service Matters Series - Who Would Replace You?

Who Would Replace You? - Someone that understands that taking ownership means "it's mine; I'll follow through, find a resolution and keep you in the loop." Communication is key: listen and make yourself understood. Be an advocate who has a vested interest in an outcome which is positive for the customer.

0.25 Credit Hours

ServiceSims℠ Challenge Series

Each module in the ServiceSims℠ Challenge Series presents a call center-related scenario followed by two alternate paths learners may choose from to determine the best way to resolve the situation presented. Once they click the path they would choose, they will view a video showing the likely outcome when that path is followed. There's no penalty for choosing the wrong path, but learners will need to select the best possible path in order to advance to the review of key learning points and take the related quiz to complete the module. Each ServiceSims module will take about 8 to 11 minutes to complete. These modules are designed to help you take the skills and techniques you've learned from Telephone Doctor® Courses so it is recommended that you attempt these only after completing at least a few courses from the Telephone Doctor Series. Each Sim takes about 10 minutes.

ServiceSims Challenge Series - Back to the Future

Calls from "seasoned" citizens deserve extra care. How can you demonstrate great service when you don't have what they're calling about? The goal of this course is to remind the customer service representative that sometimes a customer will sometimes make a request that is completely impossible to fulfill. Handling someone who seems to be living in a long past decade will require real skill and reliance on Telephone Doctor techniques. Objective: Participants who successfully complete this course should be able to demonstrate an understanding that: Every customer deserves respect and the best service you can give them, even if they are from a different time period. When a customer needs something that is beyond your ability to provide, an honest answer and a quick alternative suggestion will be the way to handle the situation.

 0.25 Credit Hours

ServiceSims Challenge Series - Extremely Loud & Incredibly Close

Background noises and distractions can make delivering excellent service extremely difficult. What strategies can help solve these problems? The goal of this course is to facilitate the establishment of guidelines regarding the handling of customers who are operating with a number of distractions that surround them and make communication difficult. Objective: Participants who successfully complete this course should be able to demonstrate: The ability to take control of a customer interaction that is occurring amidst a good deal of disruptive interference. The ability to guide the customer interaction so that any disruptions can be minimized or eliminated and the customer can be served. Knowledge of company policy regarding how long to hold for a customer.

0.25 Credit Hours

ServiceSims Challenge Series - Just the Facts Ma'am

Sometimes customers can be extremely emotional about personal situations. What's the best way to handle these issues? The goal of this course is to remind trainees of the importance of truly listening to what the client is saying and giving them the empathy called for in certain sensitive situations. Objective: Participants who successfully complete this course should be able to demonstrate: The proper listening skills and focus needed to hear and understand when a customer conveys a particularly tragic situation. The ability to provide an empathetic response to any customer situation and maintain control of even the most delicate conversations.

0.25 Credit Hours

ServiceSims Challenge Series - Les Miserables

Occasionally we encounter a chain of complaints about our policies. What's the best method to handle these situations? The goal of this course is to identify the types of communication that would reflect negatively on your organization and should be avoided in customer interactions. Objective: Participants who successfully complete this course should be able to demonstrate: Knowledge of the impact that can result from expressing negative information about the company to customers. Confidence and reassurance in all communications with customers.

0.25 Credit Hours

ServiceSims Challenge Series - Look Who's talking

Sometimes customers love to tell you their life story. What's the best strategy for resolving situations like this without upsetting talkative customers? The goal of this course is to identify the Telephone Doctor skills or techniques required to regain or maintain control of customer interactions. Objective: Participants who successfully complete this course should be able to demonstrate the ability to: Take control of a customer interaction from the beginning. Maintain or regain control of a customer interaction and steer it to a successful conclusion.

0.25 Credit Hours

ServiceSims Challenge Series - Raging Bull

Rude, angry, abusive customers are a challenge to handle. What's the best method to defuse the situation so you're able to steer it towards a positive outcome? The goal of this course is to identify the Telephone Doctor techniques needed to keep things in perspective and handle customer issues without taking them personally. Objective: Participants who successfully complete this course should be able to demonstrate the ability to: Maintain an objective approach to an angry or even irate customer. Use the proper Telephone Doctor techniques to defuse angry callers and facilitate resolution of their problem. Guide the interaction to a positive conclusion without taking the situation personally.

0.25 Credit Hours

ServiceSims Challenge Series - Reality Bites

Occasionally, callers seem to operate outside of reality. What's the best way to handle challenging situations like these? The goal of this course is to provide the customer service representative with a unique example of how a customer can come to an erroneous conclusion about your organization and how that wrong conclusion can make it even more difficult to respond to their issue. Objective: Participants who successfully complete this course should be able to demonstrate: The ability to keep cool under unusually trying circumstances and follow Telephone Doctor's "ASAP technique" to successfully handle upset callers. The ability to maintain control the interaction with the customer and guide it to a successful conclusion.

0.25 Credit Hours

ServiceSims Challenge Series - Rules of Attraction

Sexual harassment is a serious issue. How should you react if it arises in a customer service setting? The goal of this course is to outline the traits and skills necessary to replace someone who is admittedly a customer service superstar. You may want to cultivate these in yourself. Objective: Participants who successfully complete this course should be able to demonstrate: The proper way to respond to inappropriate communications from clients. The steps to take to address persistent inappropriate communications from clients.

0.25 Credit Hours

ServiceSims Challenge Series - Show me the Money

Customers occasionally argue for more than your policy allows. What's the best course of action for these thorny requests? The goal of this course is to identify the steps you are authorized to take in order to satisfy an irate customer and to identify situations in which those steps can and should be taken. Objective: Participants who successfully complete this course should be able to demonstrate: The ability to identify the difference between reasonable customer demands and those that are not in the long-term interest of the organization. The ability to formulate a response that will satisfy the customer while still respecting the interests of the organization.

0.25 Credit Hours

ServiceSims Challenge Series - The Hangover

Some late night and weekend callers can be in a "unique frame of mind." How do you walk the tight rope of staying polite while also valuing your time so you're able to assist other customers? The goal of this course is to show the type of challenge that comes with a customer who is under the influence or otherwise impaired. Objective: Participants who successfully complete this course should be able to demonstrate: The professional decorum required of the job, in spite of challenging situations that make it difficult. The Telephone Doctor skills to stay in control of a similarly challenging call and to steer it to the proper conclusion.

0.25 Credit Hours

ServiceSims Challenge Series - The Terminator

Thankfully, threatening callers are rare. If you do encounter a customer making threats, what course of action should you take? The goal of this course is to remind trainees of the possibility of threatening calls and encourage them to be prepared by knowing their organization's incident plan. Objective: Participants who successfully complete this course should be able to demonstrate: The ability to stay cool and handle threatening calls in a professional way as they've been taught. Knowledge of the organization's threat guidelines and who should be notified in these cases.

0.25 Credit Hours

ServiceSims Challenge Series - Top Gun

Explores methods to deliver a particular "tone" through the written word. The goal of this course is to Your manager just issued a directive to escalate fewer calls. How do you handle the caller who immediately demands a supervisor? The goal of this course is to emphasize the importance of the techniques the service representative can use to restore confidence in your organization and in the service rep's ability to personally resolve the customer's issue. Objective: Participants who successfully complete this course should be able to demonstrate: Proper use of Telephone Doctor techniques that inspire the customer's confidence in your organization and in the individual service representative. Knowledge of when to properly escalate calls to a supervisor.

0.25 Credit Hours

Shop Foreman Series - Building a Technician Training Plan

This course will outline the steps required to develop an in-house technician training program from needs analysis to building objectives, to judging the participant's success.

1 Credit Hour

Shop Foreman Series - Developing a Mentoring Program

This course will outline the steps required to develop an in-house technician training program from needs analysis to building objectives, to judging the participant's success.

1 Credit Hour

Shop Foreman Series - Quality Control Inspection

This Quality Control Inspection Module will instruct shop technicians or the shop designated Quality Control Inspector on the steps required to perform an efficient and concise Quality Control Inspection before returning the vehicle to the customer. The Quality Control Inspection is one of the most important steps to ensure total customer satisfaction. During this course, you'll learn how to utilize numerous observation tools to ensure that the repair was completed correctly and thoroughly resolves the customer's concern.

1 Credit Hour

Shop Foreman Series - Shop Equipment and Inventory Management and Maintenance

This course looks at the process of managing tool inventory and the maintenance of shop equipment, including how to create a shop equipment inventory and utilize the inventory document to support the maintenance of the equipment and tools. Shop owned or shared tools can be hard to keep track of. We will explore ways to keep track of shared tools while they are in use.

1 Credit Hour

Shop Foreman Series - Test Drive: Diagnosing the Customer Concern

This course looks at the process of performing a thorough yet concise test drive of the customer's concern. Whether a drivability or performance concern, a drivetrain concern, a chassis related concern, or a Noise, Vibration, and Harshness concern the test drive process is a critical step in diagnosis.

1 Credit Hour

Social Media Management

This course, developed by Mark Claypool, will take a look at how any automotive repair center, mechanical or collision, can use social media and video to promote and market their business. As business owners and managers we focus on two things, first getting vehicles to the door, and second, moving vehicles through the shop. This course focuses on ways to get more vehicles to the door using social media and electronic videos.

1 Credit Hour

That's Just Rude!℠ Exploring the Rudeness Matrix Series

Rude behavior is the enemy of great customer service. It hurts interactions with both external customers as well as internal ones...your coworkers. Surveys confirm that half of all customers report they've walked out of a business or terminated a purchase which was in progress - all because of receiving rude treatment. What exactly constitutes rude behavior? This brief awareness-building training series explores the 'rudeness matrix.' Learners will experience four types of rude treatment on display. Understanding the rudeness matrix can help staff avoid similar situations in the future.

That's Just Rude!℠ Exploring the Rudeness Matrix Series - Introducing the Rudeness Matrix

Some late night and weekend callers can be in a "unique frame of mind." How do you walk the tight rope of staying polite while also valuing your time so you're able to assist other customers? The goal of this course is to show the type of challenge that comes with a customer who is under the influence or otherwise impaired. Objective: Participants who successfully complete this course should be able to demonstrate: The professional decorum required of the job, in spite of challenging situations that make it difficult. The Telephone Doctor skills to stay in control of a similarly challenging call and to steer it to the proper conclusion.

0.25 Credit Hours

That's Just Rude!℠ Exploring the Rudeness Matrix Series - Accidental Rudeness by Omission

Type I Rudeness: Accidental rudeness by omission - displays examples of how rudeness can occur from a non-purposeful lack of action. Objectives: Explain why Accidental rudeness by omission is the most innocent type of rudeness; Demonstrate a greater understanding of how even an innocent action can be perceived as rude and can cause severe damage.

0.25 Credit Hours

That's Just Rude!℠ Exploring the Rudeness Matrix Series - Accidental Rudeness by Commission

Type II Rudeness: Accidental Rudeness by Commission – Illustrates how your action can be perceived as rude, even when it's something you didn't mean to do. Objectives: An understanding of the way another person's perception of your actions can be quite different from your own; The knowledge that it is strictly the other person's perception that counts when considering whether a particular action is rude.

0.25 Credit Hours

That's Just Rude!℠ Exploring the Rudeness Matrix Series - Intentional Rudeness by Omission

Type III Rudeness: Intentional Rudeness by Omission – models intentional rudeness by a lack of action. Objectives: An understanding of the rudeness associated with not taking an action you should take; An understanding of how this type of rudeness, though passive and indirect, is still rudeness and can hurt others.

0.25 Credit Hours

That's Just Rude!℠ Exploring the Rudeness Matrix Series - Intentional Rudeness by Commission

Type IV Rudeness: Intentional Rudeness by Commission – industrial strength rudeness! Purposeful rude behavior by an action you took. Objectives: Type IV Rudeness: Intentional Rudeness by Commission – industrial strength rudeness! Purposeful rude behavior by an action you took; Explain how taking an action of intentional rudeness could make the other person feel and how the business relationship could be damaged as a result.

0.25 Credit Hours

That's Just Rude!℠ Exploring the Rudeness Matrix Series - That's Just Rude! Recap

Review the four types of rudeness and be aware of how rude behavior can negatively impact your customers' experience. Objectives: An understanding of the four quadrants in the Rudeness Matrix; The ability to explain four different ways that an action or a lack of action can be perceived as rude; The insight to recognize how a customer's or a coworker's perception that you are rude can damage a business relationship.

0.25 Credit Hours

The Effective Business Writer

In business writing, it is always the writer's responsibility to make sure his or her message is understood. Communicating your thoughts in a concise, logically organized manner is invaluable in business writing. This course will teach you how to write with more clarity and precision.

1 Credit Hour

Three Steps to Successful Marketing

Frank Terlep explains marketing that in a world where marketing tools and technologies seem to change weekly, every business needs a core system they can use to plug in the tools that best fit their business and their market.

1 Credit Hour

Time Management

Time management, which means managing time, can be difficult. There are only so many seconds in a minute, so many minutes in an hour, so many hours in a day, and so many days in a month. There are also a set limit of months and everyone is forced to play by the same rules. This is the field the entire world plays on and it is an equal field for everyone across the globe.

1 Credit Hour

Understanding Financial Statements

This e-learning module, provided by Mike Anderson, will give you a basic understanding of financial statements. It will cover key financial terms, balance sheets, profit and loss statements and cash flow statements.

1 Credit Hour

Understanding the Family Medical Leave Act

The course is designed for managers or supervisors whose employees may request or require leave. It also provides an "advanced path" with more detailed information designed for FMLA-leave administrators (i.e., staff responsible for designating and qualifying leave requests as FMLA-qualifying). Users will learn about eligibility requirements, circumstances under which employees qualify for FMLA leave, pay and benefits employees are entitled to while on leave, and responsibilities for record keeping and posting notices regarding FMLA procedures.

1 Credit Hour

Wage & Hour Basics

This course is designed for managers who supervise employees subject to the FLSA and state minimum wage, overtime, and meal and rest break laws. In addition to learning the basic parameters of the laws governing the payment of minimum wages and overtime, managers will learn the essential "flash points" that lead to wage and hour lawsuits, including (but not limited to): scheduling; record keeping; supervision and policing (or lack thereof) of break times; and the distinction between exempt and non-exempt status with respect to state and federal overtime requirements.

1 Credit Hour

Wage & Hour Basics: CA Manager & Supervisor Edition

This course is designed for managers who supervise employees subject to the FLSA and state minimum wage, overtime, and meal and rest break laws. In addition to learning the basic parameters of the laws governing the payment of minimum wages and overtime, managers will learn the essential "flash points" that lead to wage and hour lawsuits, including (but not limited to): scheduling; record keeping; supervision and policing (or lack thereof) of break times; and the distinction between exempt and non-exempt status with respect to state and federal overtime requirements.

1 Credit Hour

Website & SEO Basics

This eLearning course, brought to you by Mark Claypool, will take a look at how collision repair centers and mechanical shops can use a business website, social media, video, and much more to promote and market their businesses. Throughout the course, we refer to additional information available from the attachments tabs. You may want to save these documents or print them for future reference. In this course, we will cover topics such as social media basics, email system basics, internet security and much more.

1 Credit Hour

What to Say When℠ Conflict Resolution Series

Human Resources expert Hugh Murray shares the tactics and strategies needed to successfully navigate a variety of workplace challenges. These powerful just-in-time learning modules will teach proven skills and techniques to help defuse and resolve workplace conflict situations. Each module should take between 8 and 12 minutes to complete.

What to Say When℠ Conflict Resolution Series - A Co-Worker is Too Social

We all work with people who occasionally chat too much. This module explains how to preserve relationships with social co-workers and still get your work done. This course will give you the ability to stay friendly while assertively requesting a co-worker to stop taking up your work time with idle chat; The ability to follow the suggested process for dealing with a too-social co-worker.

0.25 Credit Hours

What to Say When℠ Conflict Resolution Series - A Team Member is Uncooperative

What To Say When A TEAM MEMBER IS UNCOOPERATIVE - What do we say when someone isn't pulling their weight? Knowing why a person is behaving this way is the first step to resolving the problem. Use specific examples to guide them to a constructive discussion.

0.25 Credit Hours

What to Say When℠ Conflict Resolution Series - It's Someone Else's Fault

What To Say When IT'S SOMEONE ELSE'S FAULT - While it may seems natural to point the finger when someone else screws up, it doesn't work. Focus your attention away from shifting the blame and get to work on solving the problem.

0.25 Credit Hours

What to Say When℠ Conflict Resolution Series - Someone Breaks a Commitment

What To Say When SOMEONE BREAKS A COMMITMENT - Explores the strategies for handling a coworker who's broken a commitment. While we can't do anything about broken commitments in the past, we can explain the effect it's had on us.

0.25 Credit Hours

What to Say When℠ Conflict Resolution Series - Someone Breaks a Commitment

What To Say When SOMEONE BREAKS A COMMITMENT - Explores the strategies for handling a coworker who's broken a commitment. While we can't do anything about broken commitments in the past, we can explain the effect it's had on us.

0.25 Credit Hours

What to Say When℠ Conflict Resolution Series - Someone Criticizes You

What To Say When SOMEONE CRITICIZES YOU - It's never pleasant to face criticism at work but knowing how to handle such a situation makes all the difference. An effective three step process will help diffuse the emotion so you can focus on the facts.

0.25 Credit Hours

What to Say When℠ Conflict Resolution Series - Someone Disagrees With You

What To Say When SOMEONE DISAGREES WITH YOU - Disagreement in the workplace isn't necessarily a bad thing. It tests our ideas, helps raise our game and can lead to better outcomes. Getting people to explain their ideas is the key to resolving disagreements.

0.25 Credit Hours

What to Say When℠ Conflict Resolution Series - The Boss Keeps Changing Priorities

What To Say When THE BOSS KEEPS CHANGING PRIORITIES - a little stress at work is a good thing but when it gets to be too much the pressure can overwhelm even the most organized team member.

0.25 Credit Hour

What to Say When℠ Conflict Resolution Series - You Need to Break a Commitment

What To Say When YOU NEED TO BREAK A COMMITMENT - When a schedule conflict forces you to break a previously agreed upon commitment, knowing the proper techniques will help to minimize the inconvenience caused to others.

0.25 Credit Hours

What to Say When℠ Conflict Resolution Series - Your Boss Doesn't Notice Your Contributions

What To Say When YOUR BOSS DOESN'T NOTICE YOUR CONTRIBUTIONS - Techniques for requesting feedback to ensure that the work you're doing is properly aligned with the expectations of your boss and the organization.

0.25 Credit Hours

What to Say When℠ Conflict Resolution Series - You're Asked to Compromise Your Ethics

What To Say When YOU'RE ASKED TO COMPROMISE YOUR ETHICS - What do you do when a colleague you respect suddenly displays lower standards than you expected? Knowing whether to say something, when to say it and how to say it is the key.

0.25 Credit Hours

What to Say When℠ Mentoring Series

Human Resources expert Hugh Murray shares the tactics and strategies needed to successfully navigate a variety of workplace challenges. These powerful just-in-time learning modules will impart proven skills and techniques to enhance the ability of anyone in a mentoring, coaching or supervisory role. Each module should take between 8 and 12 minutes to complete.

What to Say When℠ Mentoring Series - A Team Member is Late

What To Say When A TEAM MEMBER IS LATE - Ignoring punctuality problems can easily lead to larger issues for your organization. What's the proper method to handle a team member who isn't making it to work or meetings on time?

0.25 Credit Hours

What to Say When℠ Mentoring Series - Conducting Interviews & Appraisals

What To Say When CONDUCTING INTERVIEWS & APPRAISALS - Many candidates will happily tell you "we did this" and "we did that" but you're truly only concerned with "what did YOU do?" Learning to use the "Power of You" will help ensure candidates exhibit the behaviors you need.

0.25 Credit Hours

What to Say When℠ Mentoring Series - Criticizing a Team Member's Work

An essential part of leadership involves letting team members know when their work is suffering. Gaining agreement about the performance gap is the first step to improving performance. This course will give you an essential part of leadership involves letting team members know when their work is suffering. Gaining agreement about the performance gap is the first step to improving performance.

0.25 Credit Hours

What to Say When℠ Mentoring Series - Generation Clash

What To Say When GENERATIONS CLASH - The modern workplace features staff members representing a wide range of ages. And the work style of millennials can differ greatly and sometimes annoy your more established team members.

0.25 Credit Hours

What to Say When℠ Mentoring Series - Haunted By the Ghost of Your Predecessor

What To Say When HAUNTED BY THE GHOST OF YOUR PREDECESSOR - It can be frustrating when the legacy and decisions of the person who previously held your position continues to crop up. Having a strategy in place to handle such situations is the key to a smooth transition.

0.25 Credit Hours

What to Say When℠ Mentoring Series - People are Wasting Time Online

What To Say When PEOPLE ARE WASTING TIME ONLINE - The web offers incredible opportunities to enhance productivity at work. Unfortunately, it also offers the ability to waste large amounts of time working on personal tasks during office hours. How do you encourage the former and limit the latter?

0.25 Credit Hours

What to Say When℠ Mentoring Series - Setting Objectives

What To Say When SETTING OBJECTIVES - Setting and gaining commitments for work objectives is fundamental to attaining your organizational goals. Employing the S.M.A.R.T. model will ensure your objectives are Specific, Measurable, Achievable, Realistic and Time-bounded.

0.25 Credit Hours

What to Say When℠ Mentoring Series - Someone is Not Doing What You Need

What To Say When SOMEONE IS NOT DOING WHAT YOU NEED - When you analyze it, there are just four possible reasons why a team member isn't doing what you need. Understanding, isolating and addressing that cause is the key to getting staff members back on track.

0.25 Credit Hours

What to Say When℠ Mentoring Series - There's Conflict Between Team Members

What To Say When THERE'S CONFLICT BETWEEN TEAM MEMBERS - So long as people care about what they do, you're going to have conflict at work. And that's not necessarily a bad thing so long as you're skilled in how to work through these challenges without pointing fingers.

0.25 Credit Hours

What to Say When℠ Mentoring Series -
You Want to Offer Praise

What To Say When YOU WANT TO OFFER PRAISE - Offering praise can be a powerful motivator which rewards, reinforces and encourages the behavior we went to see more of. Knowing the rules for delivering praise will help to improve performance through the workplace.

0.25 Credit Hours

What to Say When℠ Team Building Series

Human Resources expert Hugh Murray shares the tactics and logic necessary to navigate a variety of workplace issues. These powerful just-in-time learning modules will deliver proven skills and techniques to help maximize team unity and employee relationships. Each module should take between 8 and 12 minutes to complete.

What to Say When℠ Team Building Series -
A Co-Worker Has an Embarrassing Problem

Bad breath, annoying sounds, body odor - how can we effectively co-exist with team members who have anti-social issues? The goal of this course is to provide the practical steps needed to deal with very sensitive and personal issues that may arise in the workplace. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding that it is every employee's right to work in an environment free from distractions caused by another person's embarrassing problem. The proper way to communicate with the co-worker regarding their embarrassing problem.

0.25 Credit Hours

What to Say When℠ Team Building Series -
A Co-Worker is Negative

Why do some people always seem to be so negative? This module introduces a solid strategy for removing the reward involved when a team member insists on being negative. The goal of this course is to identify the techniques needed to isolate and counteract negativity coming from co-workers. Objective: Participants who successfully complete this course should be able to demonstrate the ability to: Understand the reasons behind negativity in the workplace. Use the recommended technique to isolate negativity and rob it of its effectiveness.

0.25 Credit Hours

What to Say When℠ Team Building Series -
Someone Resists Change

In truth, people don't resist change, they resist particular change. Isolating the factors involved will help overcome such situations. The goal of this course is to show how to identify the reasons why a particular person is resisting the change your organization wants to implement and to provide the techniques required to bring that person to your side. Objective: Participants who successfully complete this course should be able to demonstrate: Techniques to identify the real reason(s) behind an objection to a particular change. Proper techniques for presenting a change that your organization wishes to implement and ways of winning support from those who resist the change.

0.25 Credit Hours

What to Say When℠ Team Building Series -
There's a New Team Member

How we act and what we say to a new employee can make or break the success of the hiring decision. The goal of this course is to provide the proper way of relating to a new team member and helping them to learn the procedures at your organization. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the importance of a proper start for new team members. An understanding of the proper way to relate to new team members and help them to succeed.

0.25 Credit Hours

What to Say When℠ Team Building Series -
You Have a Personality Clash With a Co-Worker

Not getting along with a team member at work is unpleasant and can harm productivity. This module shows important Dos and DON'Ts involved in sorting out such situations. The goal of this course is to identify the irrational nature of most personality conflicts and to demonstrate methods to work around them and maintain productivity and a positive work environment. Objective: Participants who successfully complete this course should be able to demonstrate: The ability to identify the irrational nature of the typical personality clash. The techniques needed to defuse the tension inherent in a personality conflict and form a good working relationship in spite of the feelings involved.

0.25 Credit Hours

What to Say When℠ Team Building Series - You Need Help With Work

Everyone needs assistance from time to time. Knowing precisely how and when to ask for help is key when making such a request at work. The goal of this course is to provide the trainee with practical steps to take when asking a co-worker for assistance and to improve the chances that they will receive the help they actually need. Objective: Participants who successfully complete this course should be able to demonstrate: The ability to determine if help is actually needed from a co-worker. An understanding of the principles of courtesy and respect required when asking for help. The ability to use the proper techniques to request and receive help from co- workers.

0.25 Credit Hours

What to Say When℠ Team Building Series - You Need to Persuade a Colleague

How do you get a coworker to change the way they do something when you're not their boss? Persuasion means getting people to "want" to do something. Learn the 3 points necessary to persuade a colleague. The goal of this course is to provide a definition for "persuasion" and to help trainees learn how to use it ethically and properly. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the difference between "persuasion" and "pressuring" or "manipulating." The three elements of successful persuasion.

0.25 Credit Hours

What to Say When℠ Team Building Series - You See an Opportunity to Do Things Better

The manner in which you present a new idea can have more to do with its potential acceptance than with the validity of the idea itself. Knowing the three principles presented in this course is key. The goal of this course is to provide the framework for the presentation of new ideas to management of the organization and assure these ideas get fair consideration. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of how to determine when the presentation of a new idea is appropriate and when it is not. The ability to develop a viable plan to present a new idea and knowledge of the proper method to do so.

0.25 Credit Hours

What to Say When℠ Team Building Series - You're Asked to Host a Meeting

Running an effective meeting doesn't have to be a challenge. Don't focus on what you're going to say, instead, focus on what they're going to say. And, focus on the one takeaway you want attendees to leave with. The goal of this course is to provide the framework for hosting a successful meeting. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding that a successful meeting is less dependent on what the host says and more dependent on how much the attendees participate. The ability to prepare a series of provocative questions to solicit the participation of attendees. An ability to identify a core principle all attendees need to take away from a given meeting.

0.25 Credit Hours

What to Say When℠ Team Building Series - You're New on the Job

Presents a four point plan to gather information so you're equipped for any task at your new job. The goal of this course is to assure trainees that, when you're new on the job, it's OK not to know everything, and also help trainees find the confidence to ask the right questions to learn their new job. Objective: Participants who successfully complete this course should be able to demonstrate: An understanding of the fact that being new on a job and not knowing how to do something is perfectly normal. The ability to explain the four things you need to know in order to perform any job. An understanding of the fact that the most powerful training aid for a new employee is to ask questions.

0.25 Credit Hours