



## Skill Builders

Skill Builders are 20 - 30 minute learning tutorial that are found on WorkLife Online at [www.perspectivesltd.com](http://www.perspectivesltd.com) . Type the title of the Skill Builder in

---

Accountability

With the proper organization and perspective, the same behavior leads to accountability in a different way.

Achieving Consensus

A consensus decision-making process ensures that the ideas of everyone involved are considered and that all feel comfortable sharing them.

Achieving Personal Goals

You know your life could be better. You're not fulfilling your potential. Or maybe you've been wondering when your dreams will come true. This online course will get you headed in the right direction and give you some tips for making it all happen!

Applying Emotional Intelligence in the Workplace

Being "smart" isn't enough. To reach your full potential, personally and professionally, you need emotional intelligence—the set of skills that enables you to manage your own feelings and relate effectively to the feelings of others. This course will show you how to use emotional intelligence at work to increase your success and satisfaction.

Applying Leadership Essentials

What's the role of leadership in the managing process? How can you influence and guide others in a focused, purposeful direction? Start here.

Appreciating Personality Differences

It's each person's unique style that creates a more complete workplace. That's why it's important to identify both your own personality style and the differing styles of others. Understanding these style differences will enable you to adapt to others and create a more harmonious work environment.



## Balancing Work and Family

Balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want.

## Basics of Budgeting



Think of the performance leaders in your industry. What companies come to mind? Why? What

## Benchmarking Basics



## Business Writing Basics

American businesses lose \$1 billion a year because of foggy writing that wastes time, kills contracts, and alienates customers. You can be part of the solution to this problem. Take this course and you'll be prepared to write clear, concise, and persuasive business letters, memos, and reports.

## Choosing a Child Care Provider

You make a lot of important decisions in your lifetime and choosing the right daycare provider is probably one of the most crucial. How do you make an informed choice about where your child should spend a large part of his or her formative years? What should you look for to select the right daycare center for your needs? This course will help answer these important questions.

## Closing the Sale

Sales professionals work hard to develop a winning sales approach. They thrive on establishing mutually satisfying relationships with prospective customers and enjoy showing them how they can be more successful and meet their goals with whatever the salesperson is selling. The culmination of all the effort is closing a sale.





Developing a Child's Critical  
Thinking Skills

As a parent or other caring adult, you hope the children in your life will develop the skills they need to both enjoy childhood and become responsible and effective adults. Children don't come preprogrammed with fully developed critical thinking skills. Make sure your child has the experiences that will teach him or her to analyze in



Ethics in Business



Interviewing Skills For Job  
Candidates

Sure, your résumé may have helped you get your foot in the door, but it's the interview that's going to determine whether or not you get the job. Learn how to be prepared, know how to answer difficult questions with savvy, and get the job you've always wanted!

Keys to Effective Listening





## Managing a Virtual Office

Long commutes, traffic problems, and juggling the responsibilities of work and family are part of everyday life, aren't they? More and more managers are moving toward the "virtual office" to alleviate these stresses. But what does a virtual office entail? Is it really beneficial? And how can



## Measuring Customer Satisfaction

Everyone is aware of the importance of satisfying customers. Yet you only know how well you are satisfying your customers if you measure their satisfaction levels. Learn why it is important to measure customer satisfaction, its link to quality and quality improvement measurement tools, and how your company can benefit from knowing about customer satisfaction.

## Mentoring

In an increasingly complex a(t)-1(i)3pikhd52 51(i)3(s)-8(f)-252(i)3((7(at)-6 75.72 r- W n BT /TT2 1`



Obeying Equal Employment  
Opportunity Laws

In today's legal environment, racist, sexist, or otherwise discriminatory remarks or actions can result in serious charges or lawsuits against you or your organization. These costly and time-consuming actions can almost always be prevented if you manage employees with respect and comply with Equal Employment Opportunity (EEO) laws.

Organizing Your Workspace

Crawling out from underneath your stacks of paper can be challenging, but it is also a skill that can be learned. This course teaches you strategies for getting rid of the stacks of paper, clearing off your desk and getting to work.

Orienting New Employees



Preventing Sexual Harassment  
For Employees





## Telephone Sales Skills

You know that your company's experience identifies telephone sales as an effective approach. You know that your income and success depend on your ability to sell effectively over the phone. But does it have to be so hard? Not if you know a few simple tips.

## Telephone Skills for Quality Customer Service

In most organizations, customer service departments represent only a portion of the overall service responsibility. In this course, you will learn effective telephone skills that will help you be even more professional when speaking on the telephone and enable you to give your callers the quality service they deserve.

## Time Management

Are you haunted by the feeling that your days are going faster and faster? Is your life an endless procession of Monday, Friday, Monday, Friday, and where did the weekend go, anyway? Time, our most valuable and transient resource, is either used or lost. Maybe it's time you took control of the situation.

## Understanding and Using Contracts

You enter into contracts almost every day of your life. Understanding basic contracts will help make your transactions successful so you get what you want, avoid misunderstandings, and create good will with your customers and suppliers.

## Valuing Diversity

The business world is rapidly changing. With global markets opening up, technology advances continually emerging, and the work force becoming more and more diverse, organizations must maximize their opportunities. Learn to recognize the resources and opportunities available in our diverse workforce and succeed in today's competitive market.

## Writing Effective E mail

The Internet has presented us with a whole new medium of communication—e-mail. This new medium has some tremendous advantages over older, more traditional forms of communication. But it also has its pitfalls. Mastering writing for this new medium will broaden your ability to convey your ideas successfully to others, enhancing your success in business and in life.