

Mentoring

Section A: Mentoring

- Introduction
- Course Overview
- The Story of Mentor
- What is Mentoring?
- Helping Agents

Section B: Mentoring Skills

- Communication Skills
- Shifting Context
- Listening
- Feelings and Feedback
- Productive Confrontation
- Providing Information
- Authority and Permission
- Exploring Options

Section C: Mentoring for Results

- Negative Behaviors
- Mentoring Challenges
- Enjoy the Rewards
- Case Studies
- Conclusion

Working Together

Section A: Working Together

- Introduction
- Key Fact

Section B: Manage Your Mind

- Differences
- Stereotyping
- Cultural Discomfort
- Key Fact

Section C: Manage Your Words

- Words and Culture
- The Humor Dilemma
- Key Fact

Section D: Manage the Unspoken

- Time, Space, Touch
- New Awareness
- Key Fact

Section E: Putting Diversity to Work

- The Rewards
- Conclusion

Team Leadership

Section A: Working Together

- Introduction
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- Section D: Manage the Unspoken
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Increasing Employee Productivity

- Section A: Employee Productivity
- Introduction
 - Changing Workplace
 - Employee Input
- Section B: Suggesting for Success
- Overview
 - Successful Suggestions
 - Benefits
- Section C: Value Management
- Defining Value
 - Functions
 - Defining Functions
- Section D: Improving Productivity
- Overview
 - Gather Information
 - Identify Functions
 - Generate Ideas
 - Consolidate Ideas
 - Evaluate Ideas
 - Recommend the Idea
- Section E: Productivity Plus
- Overview
 - Employee Input
 - Suggestion Systems
 - Finding Functions
 - Six Success Steps
 - Team Productivity
 - Conclusion

Effective Meeting Skills

- Section A: Introduction
- Course Overview
 - Why Meetings?
 - Types of Meetings
- Section B: Planning Meetings
- Four Ws
 - Agendas
 - Time and Place
 - Layouts
- Section C: Conducting Meetings
- Leading Meetings
 - Interaction
 - Handling Conflict
- Section D: Improving Meetings
- After the Meeting
 - Group Responsibilities
 - Distractions
- Section E: Meeting Success

- Keys to Success
- Conclusion

Team Problem Solving

Section A: Team Problem Solving

- Introduction
- Course Overview
- Fact File

Section B: Problem Recognition

- Process
- Gathering Information
- Fact File

Section C: Problem Labeling

- Data Collection
- Labeling Techniques
- Defining the Label
- Fact File

Section D: Problem-Cause Analysis

- Root Cause
- Techniques
- Fact File

Section E: Optional Solutions

- Confirming Root Cause
- Search for Solutions
- Fact File

Section F: Resolving the Problem

- Decision Making
- Fact File
- Action Planning
- The Six Steps