

June's Top 10 ~ 2019

Teaching Civility in the Workplace – 50(m) 17(s)

Focusing on eradicating negative behaviors isn't always enough to create a happy workplace. Employees and managers also need to learn what they should do to make their environment a respectful and pleasant one. In this course, join Catherine Mattice Zundel as she shares how to create a happier, healthier workplace by teaching civility and setting a good example with your own behavior. Learn about negative behavior as a social phenomenon, what microaggressions look like in action, and how to replace negative language with positive words. Plus, get tips for becoming a more active listener, standing up for yourself when you experience microaggressions and incivility, and coaching others.

Delivering Employee Feedback (2019) – 27(m) 44(s)

As a manager, you're charged with helping your employees stretch and grow their skills. This is largely accomplished via the feedback you provide. In this course, learn how to create a culture driven by meaningful feedback and deliver coaching and suggestions to help employees move forward. Discover the characteristics of helpful feedback and learn about different feedback types, how to adequately prepare before delivering feedback, and how to refocus difficult employee reactions.

Writing a Cover Letter – 21(m) 15(s)

Cover letters matter. When done right, they spell out clearly who you are, what you have to offer, and—most importantly—why your skills, experience, and interests make you the perfect person for the job you're vying for. In this course, join career strategist and Certified Professional Resume Writer Jenny Foss as she dives into the topic of cover letters, detailing how to craft one that helps you land the interview and—ultimately—the job. Explore the elements of an exceptional cover letter and learn how to craft a killer lead, provide direct evidence for why your skills align with a position, and close on a strong note. Plus, Jenny shares tips for getting your polished letter directly into the hands of decision-makers.

Excel: Advanced Formulas and Functions – 4(h) 24(m)

Follow along with Excel expert Dennis Taylor as he demystifies the hundreds of formulas and functions available in Excel. Dennis starts with a few critical formula shortcuts that will speed up your work, then covers a variety of functions, such as VLOOKUP, MATCH, and INDEX, statistical functions, text functions, and date and time, math, text, and information functions. Dennis provides practical examples to help

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viewers easily transition to using Excel's most powerful formulas and functions in real-world scenarios.

Excel Pivot Table Tips (2019) – 1(h) 38(m)

Go from beginner to power PivotTable user. Learn how to use Excel PivotTables and PivotCharts for powerful data analysis. Chris Dutton leads this practical guide, filled with lots of hands-on exercises and real-world use cases. He shows how to structure your data; change table layouts and styles; leverage design controls; perform sorting, filtering, and grouping; and create interactive dashboards. Use the PDF cheat sheets and the Excel solution file to follow along as you learn.

Creating Positive Conversations with Challenging Customers – 33(m) 20(s)

What do you do when faced with a customer who's fuming over a delay, cancellation, or objection to a policy? How can you adequately address their issue when your interaction starts off on such a sour note? In this course, Myra Golden shares approaches that can help you reframe such conversations, and use your words and actions to put a positive slant on an otherwise negative situation. Learn how to use empathy and pacing to foster a sense of connection with customers. Discover the words and phrases to avoid in customer service, how to use partnership language to leave people feeling heard and satisfied, and how to properly apologize. Plus, learn how to approach real-world situations, such as billing issues.

Creating and Giving Business Presentations – 1(h) 12(m)

What makes a compelling presentation? A presentation that is built on strong research, tailored to your audiences interests, and designed to anticipate and answer questions about your message. In this course, Kelley Business School professor Tatiana Kolovou teaches you how to prepare strong business presentations. Learn how to find your story, appeal to logic and emotion, gain credibility, build a deck, and deliver a compelling presentation. Along the way, follow Katie, a young professional, as she prepares to give a presentation to the executives at her organization.

Learning Integrated Content Marketing – 46(m) 51(s)

Content marketing can benefit an entire organization. To maximize its impact, it should be integrated across the company: from customer service to the C-suite. Learn what it takes to get other teams to embrace content marketing and use it to achieve shared goals: better employee engagement, increased sales, and a seamless customer experience. Consultant Brian Honigman—a marketing advisor to organizations such as

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NATO and Samsung—helps you optimize your content for search, adapt it for sharing on social media, and use content to support your efforts across paid advertising, mobile app development, SMS and email campaigns, and more. Then he helps you integrate with public relations, internal communications, leadership, sales, customer services, and human resources to create a cohesive content marketing strategy that breaks down the silos of traditional marketing for true cross-functional success.

Take a Holistic Approach to Advancing Your Career – 22(m) 54(s)

When you think about a "career" in the abstract, it seems like a very linear thing—one step leading to the next in a causal chain that adds up to success or failure. That's not how it works, of course. A career is a series of decisions, big and small. Even a successful career can take many wrong turns along the way. However, a master plan and smaller-scale goal setting can significantly increase your chances of moving in the right direction. This course teaches you how to formulate the grand plan and assess risk and reward at every stage, evaluating each decision in detail. A diverse range of experts, from Tim Ferriss to Deepak Chopra, explain this mindset-shifting, holistic approach to career development. Leverage their hard-earned wisdom to make the right choices, mitigate risk, and build the networks of trust that will support you throughout your career.

Communicating Values 35(m) 37(s)

Common values are the foundation of successful relationships and successful businesses. A company's values should be the driver of every action, not just a sign on the wall. Learning how to effectively communicate your values can lead to stronger, better-performing teams that are more tightly aligned with company goals. In this course, instructor Mory Fontanez describes how to identify and communicate individual, team, and organizational values. Using real-world examples and scenarios, Mory explains how to identify personal and professional values for yourself and your team and establish company-wide values, which you can use to connect with your customers.