

Monthly Learningfest



Knowledge Spotlight

November 2018

Customer Service

Customer Service: Serving Internal Customers 43(m) 4(s)



There are many similarities between internal and external customer service—both require helpfulness, empathy, and resourcefulness. What distinguishes internal customer service is that it primarily involves serving coworkers at your company. Companies today recognize that outstanding internal customer service helps employees work more productively and ultimately do a better job serving their external customers.

Learn skills and techniques for providing outstanding internal customer service to colleagues within your organization

Leadership (Current and Aspiring leaders)

Ken Blanchard on Servant Leadership 27(m)



Self-serving leaders can be both destructive and highly ineffective. By making leadership all about them, they create a negative working environment where employees often lack the motivation to produce their best work. In this concise course, Ken Blanchard—a pioneer in the leadership space—shares his insights on servant leadership. Ken discusses practical ways for leaders to implement this approach in their organization, covering habits of servant leaders, how to create a servant leader culture, and how to manage effectively. Upon completing this course, you'll have a greater understanding of how to operate as a servant leader, and shift your focus from yourself to your employees and what you're ultimately trying to accomplish.

Health/Wellness

Mindfulness 1(h)16(m)

Scientific studies confirm that mindfulness leads to performance, health, and well-being. the fundamentals of mindfulness and provides step-by-step methods that anyone can use. Every technique is confirmed by research and validated in practice to give you results for dealing with stress, anxiety, fear, worry, and self-doubt, and for increasing confidence, peak performance, and connection with others.

Spotlight Course of the Month

Compassionate Directness 40(m) 59(s)

In any organization, communicating with directness is vital to success. But to build a truly healthy culture, directness must go hand-in-hand with compassion. When you combine these qualities, the result is truly powerful, creating a culture of increased clarity and productivity that also values and respects people's essential humanity.