

Monthly Learningfest



Knowledge Spotlight

Customer Service

Leading a Customer Centric Culture 36(m) 29(s)



What do great companies have in common? They have a customer-centric culture that makes employees obsessed with the customer experience. Discover how to get your team excited about customer service, with these practical tips from expert Jeff Toister. Jeff explains how to create a vision that gets everyone on the same page, engage employees, and be the customer service champion your company needs. The concepts apply whether you lead a small team, a department, or an entire organization.

Leadership (Aspiring leaders too!)

Developing Your Leadership Philosophy 1(h) 23(m)



If you want your team to trust you as a leader, it's important to articulate who you are, what you stand for, and why you're excited to lead them. In this course, author and executive leadership coach Mike Figliuolo shows you how to distill your leadership philosophy down to one simple page covering four critical aspects of leadership: leading yourself, leading the thinking, leading your people, and leading a balanced life. Get hands-on with introspective exercises that help you define and practice leading authentically, with a style that's uniquely yours. Along the way, discover how to share and socialize your vision, make decisions, motivate and mentor, and keep your whole life in perspective.

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Health/Wellness

Managing Stress 20(m) 58(s) - A little stress can be motivational; a lot of stress can damage your health and your relationships. The good news is that with the right management techniques, you can reduce the amount of stress in your life.

Spotlight Course of the Month

Time Management Fundamentals with MS Office 1(h) 10(m)— In this course, you will learn how to manage your time and boost productivity with Microsoft Office. By showing how to prep your Office tools for maximum productivity, stepping through how to adjust user settings in Outlook, OneNote, and OneDrive. Next, walk through the app-specific steps for implementing his popular approach to time management: processing email more efficiently in Outlook; leveraging the capabilities of OneNote to boost personal productivity.