



November 2020 Course Highlights

Managing Your Emotions at Work 50(m)

Everyone has emotions. Now, more than ever, we're encouraged to bring those emotions to work. However, knowing how to manage them in a dynamic and complex work environment is a skill. Feelings can get in the way of our effectiveness, communication, and even reputation if they're not handled effectively.

In this course, Jay Fields, an expert in emotional regulation, introduces learners to



an embodied way to relate to and manage their emotions. Blending conceptual learning with experiential activities, this course offers accessible practices that you can employ in real time in emotional situations. **Follow along and discover how your body influences your mind's ability to regulate emotions, how to practice self-empathy and acknowledge your emotions, and how to responsibly express emotion at work.** Plus, learn how to engage in practices such as orienting, grounding, and centering that allow you to become a more emotionally intelligent, resilient person—at work and at home.



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Breathing Exercises for Mask Wearers 29(m)

Feel lethargic or stressed from wearing a mask during the day? Consider setting aside time to ground your thoughts through simple breathing exercises. Join instructor Jacqui Burge as she steps through several breathwork practices that can increase the oxygen levels in your body. These techniques can help you focus on taking deep, full breaths by engaging your diaphragm—and even relieve some stress while you're at it. Discover how to slow things down with a square breathing technique, and focus on long, drawn-out breaths to help regulate your autonomic nervous system. Learn an effective twisting stretch that you can combine with elongated breathwork to energize your body throughout the day. Using the techniques highlighted in this course, you can train yourself to take deep, impactful breaths, no matter where you are, even while wearing a mask.





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Introduction to Credit 45(m)

Your credit score might just look like a number—but it's a number that defines you. Your score is checked when you make major purchases, apply for loans, and even sometimes when you start a new job. In this course, you can learn how to pull yourself out of bad credit, how to get started if you have no credit, and how to keep your credit score high. You can explore the types of credit as well as the seven factors affecting your score—in both a positive and negative direction. Remember: Good credit is a marathon, not a sprint. The sooner you start, the sooner you'll be able to take advantage of all the opportunities that good credit has to offer.



Listening to Customers 16(m)

Listening is one of the most singularly powerful tools anyone involved with customer service has in their arsenal. Yet, it's often the biggest area where customer service professionals lack specific training and understanding. In this short course, join customer strategy expert Noah Fleming as he helps you bolster



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your critical listening skills, providing you with a framework designed to help you succeed. Noah covers crucial, surface-level skills like body language and rapport. He also explains how to listen to and empathize with customers, while continuously adding value by asking the right questions to create further listening moments.

How to Train Your Brain for Happiness 54(m)

Train your brain for happiness! In this course, happiness professor Jay Kumar, PhD shares insights, exercises, and techniques from cutting-edge research in brain science and behavior. The series investigates the concept of happiness and introduces scientific ways of increasing happiness in your life. You can learn how to unlock the brain's ability to build social connections and trust among teams, coworkers, customers, and other stakeholders; identify opportunities for creating deeper, more meaningful relationships; and leverage four fundamental strategies to help you promote happiness in the workplace and impact the bottom line. Plus, learn how to build enthusiasm about your company, products, and services and create passionate members of your brand or company tribe. Anyone interested in using happiness to reach their full potential in work and life—including business leaders, HR managers, and marketers—should take this course to increase their happiness quotient..



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The Ultimate Guide to Networking 1(h) 7(m)

The business world is constantly evolving. If you're following networking advice from the past, then you're missing huge opportunities for your career and future. In this course, get expert tips that can help you refine your approach and become a master networker. Serial entrepreneur Dana Robinson shows how to network the right way by making genuine connections. **He shares tips for finding the right networking opportunities and creating a network that will serve you through different phases of your career.** Along the way, he provides advice for avoiding pitfalls, building your networking skills as either an introvert or an extrovert, making the most of trade shows and conferences, and more.





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Problem Solving Techniques 1(h) 32(m)

You can't solve a problem unless you can get to the cause—and sometimes there's more than one. In this course, learn techniques for identifying the root cause of a problem, generating options, and selecting the best solution. Chris Croft takes you through several methods for identifying what's actually causing a problem, including looking at the whole system when a problem is actually a symptom of a larger issue. He also explains how to generate potential solutions using mind maps and decision trees, how to boost your creativity to help you come up with more insightful options, and how to use both logic and your intuition to select the right solution to your problem.



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Leadership



Performance Management: Setting Goals and Managing Performance 19(m)

As a manager, you want to set your employees up for success by helping them create smart goals that align with the needs of your organization and the skills the employee has and needs to develop. In this short course, the first installment in the Performance Management series, Dr. Todd Dewett digs into the manager's role in managing performance, helping you master both goal setting and performance management. Learn how to create an environment that's data driven and ensures support and accountability, as well as help your direct reports define and align smart goals.



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Managing Remote Teams: Setting Expectations, Behaviors, and Habits 18(m)

With the number of remote roles continuing to grow, leaders need to know how to support teams from a distance. This course outlines ***best practices on how to provide employees with the trust, tools, and structure they need to be successful in a virtual environment.*** Get practical tips from business leaders such as Linda Hill, the Wallace Brett Donham Professor of Business Administration at the Harvard Business School, and former Deloitte CEO Jim Quigley on how to have better (and fewer) meetings and unite talent across a multinational corporation. Plus, learn about the sizable impact that your facial expressions, body language, and voice have on your working relationships; how to transform the way you handle projects using virtual collaboration; and more.



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Avoiding New Manager Mistakes 25(m)

Start your first leadership position off right. Learn how to avoid new manager mistakes, in this course adapted from the podcast *How to Be Awesome at Your Job*. Host Pete Mockaitis interviews the founder of Raise the Bar, Aaron Levy. Aaron is on a mission to

transform the manager role—by empowering each manager with the tools, skills, and training to be leaders of people who unlock the potential of their team. Aaron explains why most managers



are great at executing but bad at managing. He explains how you can reverse that trend by improving your listening skills and developing other key habits: asking powerful questions, communicating directly, establishing psychological safety, and providing constructive feedback.