

Developing Today's Professional, for Tomorrow's Leader

Access over 60 unique courses, across 6 key categories

- *Management and Leadership*
- *Sales and Marketing*
- *Information Exchange*
- *Customer Service*
- *Six Sigma*
- *General Productivity*

Workplace Series includes over 60 unique courses that cover the skills and knowledge required of today's professionals to be successful within any department, of any organization. A courseware library that is focused on 6 high-demand categories including, Management and Leadership, Sales and Marketing, Information Exchange, Customer Service, Six Sigma, and General Productivity; the quality and relevancy of our Workplace Series library is unmatched in the market.

By applying our decades of experience in developing quality training programs, we've helped thousands of professionals become highly effective at their jobs, advance their careers, and experience greater professional fulfillment.

Training that's Effective and Adaptable

The Workplace Series instructional design model is a proven adult learning methodology that uses distributed activities to keep the learner engaged throughout the entire training session. By breaking down the learning into easy to understand topics that are then immediately practiced, it provides a learning experience that is effective and lasts beyond the classroom.

The curriculum is provided in print courseware for the student, as well as instructor editions that include classroom set-up documentation and lesson timing. Instruction of the content is delivered by the organization. For a comprehensive learning curriculum that is unique to your organization, pair together courses within or across categories to customize your desired curriculum and ensure success in the workplace.

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Communispond™

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MANAGEMENT AND LEADERSHIP

Applying Leadership Principles
Appraising Performance
Coaching Essentials
Coaching for Results
Creating a Winning Management Style
Developing Yourself as a Leader
Effective Management
Emotional Intelligence for Managers
Employee Relations
Giving and Receiving Performance Feedback
Harnessing Innovation Within Teams
Hiring Outstanding Teams
Hiring Top Performers
HR Optimization
Interviewing Skills for Management
Knowledge Management
Leadership Skills
Leading From the Front: Being a Leader in All You Do
Leading Virtual Teams
Managing Innovation and Creativity
Managing Multigenerational Teams
Managing Organizational Goals
Managing Project Teams
Mentoring
Motivating Your Employees
Performance Management (Second Edition)
Positive Work Environment
Practical Leadership
Recruiting the Workforce of the Future
Strategic Planning Skills
What Good Managers Do: The First 100 Days
Winning with People at Work

SALES AND MARKETING

Client Relationship Management
Consulting Skills
Dealing with Challenging Customer Interactions
Marketing Essentials
Sales Negotiation
Writing for a Global Audience

INFORMATION EXCHANGE

Business Case Writing
Developing and Presenting Successful Training for
Non-training Professionals
Effective Facilitation Skills
Financial Essentials
Grammar Essentials
Managing Information Effectively
Using Data to Communicate

CUSTOMER SERVICE

Customer Service
Customer Service Via Phone and Email
Excellence in Technical Customer Service

SIX SIGMA

Introduction to Lean Six Sigma
Introduction to Six Sigma
Six Sigma: Green Belt

GENERAL PRODUCTIVITY

Change Management for Employees
Change Management for Managers
Communicating Across Cultures
Creating and Maintaining Life Balance
Effective Time Management
Getting the Results Without the Authority
Managing Conflict
Negotiating Skills
Performance Under Pressure
Problem-Solving Skills