



Training



PROFESSIONAL  
SKILLS

Providing engaging professional development opportunities to employees is an excellent way that your organization can attract and retain top talent. The BankersEdge Professional Skills series helps employees hone leadership, diversity awareness, customer service and sales skills throughout every stage of their careers. Proven in the workplace, customers who incorporate this curriculum into their online training programs report increased productivity, greater customer satisfaction scores and improved employee morale.

“The BankersEdge Professional Skills series has helped us lay the groundwork with new leaders. These courses are a much-needed, welcome addition to our training library.”

**Customer Satisfaction Survey**

bankersedge<sup>SM</sup>

We're all about you.<sup>SM</sup>

LEADERSHIP  
DEVELOPMENT  
PROFESSIONAL  
SKILLS

Module 1: Introduction to Management Basics	160V3R7.3	Language	227V5R7.4
Module 2: Time Management	164V3R7.3	Marital Status	238V5R7.4
Module 3: Business Writing	163V3R7.3	Race, Color and Nationality	233V5R7.4
Module 4: How to Lead and Participate Effectively in Meetings	167V3R7.3	Religion	234V5R7.4
Module 5: Coaching and Feedback	166VR3R7.3	Retaliation	230V5R7.4
Module 6: Leading People through Change	162VR7.3	Retaliation for Managers	243V5R7.4
Module 7: Handling Conflict	161V3R7.3	Sexual Orientation	239V5R7.4
Module 8: Sharpening Your Interviewing Skills	165V3R7.3	Stereotypes and Assumptions	224V5R7.4
Module 9: Managing Multiple Generations at Work	168V3R7.3	Veteran Status	240V5R7.4
Module 10: Introduction to Project Management Concepts	262V4R8.4	Workplace Inclusion	222V5R7.4

DIVERSITY AND  
INCLUSION  
PROFESSIONAL  
SKILLS

Barriers to Inclusion	236V5R7.4
Cross-Cultural Business	225V5R7.4
Cultural Diversity	226V4R8.4
Defamation	223V5R7.4
Defamation for Managers	231V5R7.4
Discrimination	244V5R7.4
Discrimination for Managers	228V5R7.4
Diversity Awareness	241V5R7.4
Documentation	98V3R7.1
Documentation for Managers	232V5R7.4
Employees with Disabilities	245V5R7.4
Employees with Disabilities for Managers	237V5R7.4
Gender	246V5R7.4
Harassment	235V5R7.4
Harassment for Managers	229V5R7.4
	242V5R7.4

CUSTOMER  
SERVICE  
PROFESSIONAL  
SKILLS

Customer Service	49V3R7.1
Module 1: Showing Customers You Care	R01-1V3R7.1
Module 2: Using Language to Serve the Customer	R01-2V3R7.1
Module 3: Opening the Conversation	R01-3V3R7.1
Module 4: Diagnosing Customer Needs	R01-4V3R7.1
Module 5: Responding to Customer Requests	R01-5V3R7.1
Module 6: Taming Challenging Conversations	R01-6V3R7.1
Module 7: That's a Wrap – Closing the Conversation	R01-7V3R7.1

SALES  
PROFESSIONAL  
SKILLS

Cross-Selling	50V3R7.1
Module 1: The Other Side of Service	R02-1V3R7.1
Module 2: Adding Value through Cross-Selling	R02-2V3R7.1
Module 3: Adding Value through Up-Selling	R02-3V3R7.1
Module 4: Overcoming Resistance	R02-4V3R7.1



7 Things Never to Say to Your Customers	BVC1194R9.3	How to Juggle Multiple Priorities	BVC1141R9.3
Achieving Peak Performance on the Job	BVC1156R9.3	How to Resolve Conflict at Work	BVC1176R9.3
Arrest that Stress: How to Depressurize Your Work Life	BVC1180R9.3	How to See Opportunity in a Changing Workplace	BVC1202R9.3
Becoming a Coach: Bringing Out the Best in Employees	BVC1184R9.3	How to Shine in Difficult Management Situations	BVC1167R9.3
Becoming a Leader: Communication Techniques that Motivate, Guide and Inspire Employees to Excel	BVC1171R9.3	Interviewing Techniques that Help You Hire the Best	BVC1157R9.3
Better Business Grammar	BVC1073R9.3	It's Business, Not Personal: Taming Emotions in the Workplace	BVC1190R9.3
Building Cooperation: How Everyone Can Win at Work	BVC1137R9.3	Leading 20-minute Meetings That Matter	BVC1174R9.3
Communicating for Results: How to Be Clear, Concise and Credible	BVC1140R9.3	Listen & Win: How to Keep Customers Coming Back	BVC1135R9.3
Communicating to Reduce Stress on the Job	BVC1200R9.3	Listening: The Key to Productivity	BVC1152R9.3
Communicating with Customers	BVC1145R9.3	Make the Connection: How to be Effective and Productive on the Phone	BVC1181R9.3
Communicating with People on the Job	BVC1146R9.3	Managing Stress Before it Manages You	BVC1155R9.3
Conducting High-Impact, Low-Stress Performance Reviews	BVC1162R9.3	Mastering Memos	BVC1074R9.3
Creating Your Dream Team: How to Harness the Power of Teamwork	BVC1185R9.3	Motivating Employees During Organizational Change	VC1172R9.3
Do It Right The First Time: Paying Attention to Details	BVC1191R9.3	Power Writing: Techniques for Success	BVC1151R9.3
Do More in Less Time: Tame Your Workload by Dramatically Increasing Your Productivity	BVC1178R9.3	Powerful Ways to Persuade People	BVC1150R9.3
Don't Shoot The Messenger: Common Workplace Courtesies that Reduce Tension & Lower Stress	BVC1163R9.3	Professional Conduct 101:	BVC1192R9.3
Everyone's Customer Service Role	BVC1122R9.3	Vital Skills for New Employees	BVC1192R9.3
Everyone's Teamwork Role	VC1143R9.3	Resolving Conflicts: Strategies for a Winning Team	VC1138R9.3
For Employees ... Being Positive in the Workplace: Good Attitudes Are Contagious	BVC1182R9.3	Sink or Swim Teamwork: We're All in This Together	BVC1186R9.3
For Managers ... Creating a Positive Workplace: Good Attitudes Are Contagious	BVC1183R9.3	Solving People Problems on the Job	BVC1147R9.3
Get Organized and Stay Organized: The 7-Day Plan for Putting Your Work Life in Order	BVC1166R9.3	Solving (Even More) People Problems on the Job	BVC1177R9.3
Getting Cooperation: Team-Building that Works	BVC1132R9.3	Speak Like a Pro ... and Get a Standing Ovation Every Time	BVC1175R9.3
Heating up Your Cold Calls	BVC1158R9.3	Speaking to One Person or a Roomful: Proven Techniques That Will Make You a Master Communicator	BVC1187R9.3
Hiring Secrets: 12 Tips to Get Candidates to Reveal their True Selves	BVC1193R9.3	Speaking with Confidence, Clarity and Charisma	BVC1169R9.3
How to Communicate Clearly and Effectively With Employees	BVC1164R9.3	Take Back Your Time: How to Manage Your Workload and Still Have a Life	BVC1188R9.3
How to Give and Receive Criticism	BVC1142R9.3	Team-Building Techniques that Work	BVC1168R9.3
		Think Like the Customer, Act Like the Owner	BVC1173R9.3
		Training to Win: Helping Employees Meet or Exceed their Goals	BVC1189R9.3
		Winning Over Even the Most Difficult Customers: Going Beyond Service with a Smile	BVC1179R9.3
		You Are The Organization	BVC1161R9.3

