

Training



Develop a winning team and create a positive workplace by giving your employees the tools they need to achieve peak performance. Designed for employees in leadership roles, courses in the BankersEdge Professional Skills with Multimedia series tackle topics managers and supervisors face in the workplace, such as productivity and bridging the generation gap among team members. Techniques taught include tips for leading teams through organizational change and strategies for becoming a master communicator. All of the lessons in this curriculum feature rich multimedia, which brings an entirely new dimension to employee training.

“Your staff sets the gold standard for customer service. I love the proactive calls! Thank you for always being there with a helping hand.”

Customer Satisfaction Survey

bankersedgeSM

We're all about you.SM

Communication

Better Business Grammar BVC1073R9.3 35 MIN.

As a professional, you know it's important to be well-groomed and polished. Your verbal and written communication skills should reflect the same effort. Learn how to avoid grammatical errors that can damage your career, chase away customers and negatively impact your potential.

Communicating for Results: How to Be Clear, Concise and Credible BVC1140R9.3 35 MIN.

Regardless of your role in your organization, to achieve results, you need good communication skills. Discover strategies that will help you connect with your audience, such as focusing on listeners' moods, asking questions to get people involved in your position and ways to organize your thoughts more effectively.

Communicating to Reduce Stress on the Job BVC1200R9.3 30 MIN.

On-the-job stress can impair productivity and lead to communication breakdown. Learn how to avoid crossing co-workers' "security zones" and prevent stressful situations at work. Also explore methods of managing time pressure-induced tension.

Communicating with Customers BVC1145R9.3 35 MIN.

Regardless of your role in your organization, to achieve results, you need good communication skills. Discover strategies that will help you connect with your audience, such as focusing on listeners' moods, asking questions to get people involved in your position and organizing your thoughts more effectively.

Communicating with People on the Job BVC1146R9.3 45 MIN.

From tips on how to keep your cool to ways you can share honest criticism without offending others, equip yourself with the tools expert communicators use to express yourself at work more effectively.

Don't Shoot the Messenger: Common Workplace Courtesies that Reduce Tension & Lower Stress BVC1163R9.3 40 MIN.

Raise your awareness of the six common violations of workplace courtesy. Practice mutual respect to build rapport with your colleagues and earn a reputation as someone who is great to work with.

How to Communicate Clearly and Effectively With Employees BVC1164R9.3 45 MIN.

Learn how to become your employees' best boss by observing and listening to interactions between a manager and her employees. The scenarios reveal how to motivate employees with praise, offer constructive criticism that challenges employee growth and to clearly and confidently delegate important tasks to prevent misunderstandings.

How to Give and Receive Criticism BVC1142R9.3 35 MIN.

Giving and receiving criticism is a critical part of any job. Get savvy about guidelines for giving positive, useful criticism to others, and understand the link between receiving criticism and improving your own performance.

Make the Connection: How to Be Effective and Productive on the Phone BVC1181R9.3 45 MIN.

Save time, increase profits and build valuable relationships by becoming a master telephone communicator. Learn how to calm irate callers, establish instant rapport on the phone, skillfully handle interruptions — and earn loyal customers in the process.

Mastering Memos BVC1074R9.3 30 MIN.

Office memos reflect your organizing skills. The language you use, the tone of your words, even the length of your memos — all of these elements determine whether your coworkers will read and understand what you write. View poorly written office memos and pick up some tips for improving your writing.

Power Writing: Techniques for Success BVC1151R9.3 60 MIN.

The quality of your written communications can make or break your career. Learn ways you can improve your writing skills, make writing easier and promote written communications that will help you and your company succeed.

Powerful Ways to Persuade People BVC1150R9.3 40 MIN.

The art of persuasion is a learned skill for most people — not an innate ability. This course will show you how to become a more persuasive speaker so you can influence customers.

Solving People Problems on the Job BVC1147R9.3 45 MIN.

While there are many ways to react to situations involving problem coworkers, only some methods are effective. Equip yourself with techniques for dealing with behavior problems, including tips you can use to avoid conflict and guidelines you can use to help change others' behavior.

Speaking to One Person or a Roomful: Proven Techniques that Will Make You a Master Communicator BVC1187R9.3 45 MIN.

Learn how to enhance your tone of voice and body language — and to say the right thing, and say it well, even under difficult circumstances. Find the exact words to convey your feelings in difficult situations, including those where you feel interrupted, rushed, put on the spot or accused.

Speaking with Confidence, Clarity and Charisma BVC1169R9.3 45 MIN.

Learn the secrets professionals use to engage listeners and present ideas effectively with the "POWER" technique. Get savvy about establishing rapport with audiences, orienting yourself for maximum influence during a meeting and gauging a group's reaction to what you say.

Customer Service

7 Things Never to Say to Your Customers BVC1194R9.3 45 MIN.

Defusing sticky customer-service situations is often as simple as rewording your reply to complaints. Discover seven phrases you should avoid saying to customers at all costs, and boost customer loyalty to new heights.

Everyone's Customer Service Role BVC1122R9.3 45 MIN.

Your customer base is the cornerstone of your organization. See how the actions of every employee — even those who do not serve external customers — can affect the overall health of your organization.

Listen & Win: How to Keep Customers Coming Back BVC1135R9.3 30 MIN.

Unlock one of the best-kept secrets to customer retention: listening. Learn techniques to improve your listening skills, as well as some tips you can use to avoid common customer complaints.

Speak Like a Pro ... and Get a Standing Ovation Every Time BVC1175R9.3 45 MIN.

Do you feel nervous at the prospect of giving a speech? You're not alone. Realize that your audience will feel confident about you — and your message — only if you speak with poise. Discover a fail-safe way to write an effective speech that you can deliver with conviction and finesse; and learn how to connect with audiences instantly using one of five classic introductions.

Think Like the Customer, Act Like the Owner BVC1173R9.3 40 MIN.

Learn how to think like the customer and act like the owner so you can deliver great customer service. Plus, get savvy about handling common sticky situations with professionalism and finesse.

Winning Over Even the Most Difficult Customers: Going Beyond Service with a Smile BVC1179R9.3 45 MIN.

Even the best customers can be taxing under stressful conditions. But since difficult customers are a fact of life, it's up to you to turn frustrating situations around and make the most of every conversation you have with customers — regardless of the challenge. Pick up important skills you can use to win over thorny customers and lead by example.

Leadership

Becoming a Leader: Communication Techniques that Motivate, Guide and Inspire Employees to Excel BVC1171R9.3 45 MIN.

Whether you are a manager, executive or an entry-level professional, the source of your power to excel comes from within. Tap into eight communication principles of leadership and become the best leader you can be.

Motivating Employees BVC1172R9.3 45 MIN.

During Organizational Change

During organizational change, communicating with your team every step of the way is essential. Learn how to build trust with employees by showing sensitivity and being a sounding board; and discover how to communicate a clear, consistent message that reinforces the positive aspects of change.

Professional Conduct 101: BVC1192R9.3 45 MIN.

Vital Skills for New Employees

New employees are often unfamiliar with the common ground rules of workplace. Discover the vital skills needed to develop a professional image — from appropriate dress and conduct to how to adjust to the company's organizational culture. Also, observe strategies for avoiding inappropriate behaviors that can undermine credibility.

Training to Win: Helping Employees BVC1189R9.3 30 MIN.

Meet or Exceed Their Goals

By giving employees the tools they need to meet or exceed their goals, you enable them to set ambitious targets, make smart decisions and stay on track — even as distractions threaten to derail progress. Discover training techniques you can employ to help your employees adopt a driven, goal-oriented mindset.

You Are the Organization BVC1161R9.3 45 MIN.

Whether you work in IT or the mailroom, the image you present of yourself and your organization to coworkers and friends can help you win or lose clients. Recognize your public relations role within your organization and learn how to conduct yourself effectively both inside and outside of work.

Becoming a Coach: BVC1184R9.3 40 MIN.

Bringing out the Best in Employees

While a good coach communicates objectives to his or her staff, enforces discipline, and shares constructive feedback — a great coach encourages team members to explore their full potential. Discover ways you can support your direct reports and help them shine in their best light.

Conducting High-Impact, BVC1162R9.3 45 MIN.

Low-Stress Performance Reviews

Does the thought of giving performance reviews keep you up at night? Discover the right way to plan and deliver a performance review. Learn how to provide meaningful feedback to employees that's compliant with the law, and explore stress-minimizing strategies you can employ throughout the process.

Creating Your Dream Team: BVC1185R9.3 45 MIN.

How to Harness the Power of Teamwork

Walk through the team-building process and acquire universal strategies you can apply when building your own dream team. Learn how to select the right talent, clearly communicate your team's mission, foster a creative, innovative environment and make the most of errors so your team can learn from mistakes.

Everyone's Teamwork Role BVC1143R9.3 45 MIN.

How much time and effort is wasted in your organization because team members don't fully understand each other's roles and responsibilities? Discover the T.E.A.M. approach to help employees feel like they are collectively working toward a common goal, and build trust among each other in the process.

For Managers ... Creating a Positive Workplace: Good Attitudes Are Contagious BVC1183R9.3 45 MIN.

Invest in your employees, and you will see the payoff in productivity. Find out how to inspire, nurture, challenge and recognize employees in a way that will help you build a more positive, energized workplace.

Heating up Your Cold Calls BVC1158R9.3 35 MIN.

Offset customer attrition caused by natural business cycles and expand your customer base with hot-button prospecting. Learn simple cold-calling techniques that will help capture customers' attention and guarantee a warm reception, including the hot buttons to "push" to get a few minutes of a prospect's time, an appointment, or even a sale.

Hiring Secrets: 12 Tips to Get Candidates to Reveal their True Selves BVC1193R9.3 35 MIN.

Interviewing candidates is a common cause of anxiety for many hiring managers. Practice specific steps you can use to improve your interviewing technique and conduct more successful interviews.

How to Resolve Conflict at Work BVC1176R9.3 30 MIN.

Conflict at work can make or break your career. Equip yourself with the skills you need to better manage conflict — whether knowing when conflict may be avoided, or having the ability to resolve disagreements as they occur.

How to See Opportunity in a Changing Workplace BVC1202R9.3 30 MIN.

Workers come and go. New technology affects the way we work. Responsibilities shift ... The key to thriving during, and after, change is to reframe your outlook. Discover how to prosper when you view change as an opportunity to work more effectively, rather than a roadblock.

How to Shine in Difficult Management Situations BVC1167R9.3 45 MIN.

As a manager, you will likely one day find yourself in an uncomfortable situation with an employee. Learn five essential tools — sincerity, humility, imagination, negotiation and enthusiasm — you can use to better navigate difficult management scenarios.

Interviewing Techniques that Help You Hire the Best BVC1157R9.3 60 MIN.

Interviewing candidates is probably the most crucial part of the hiring process. Take a look inside a system for interviewing that will help you capture the most important information from candidates, and will also enable you to objectively rate them to find the best person for the job.

It's Business, Not Personal: BVC1190R9.3 45 MIN.

Taming Emotions in the Workplace

Being overly emotional at work can hinder your career. Find out how to tame your emotions when dealing with your boss, co-workers and customers. Also learn how to take feedback gracefully, refrain from writing emotionally charged e-mails and share opinions diplomatically. Plus, practice techniques for clearing the air constructively.

Resolving Conflicts: BVC1138R9.3 30 MIN.

Strategies for a Winning Team

Negative behavior by a few team members can be fatal to a team's success. Experience scenarios where problem personalities cause conflict, and learn resolution strategies you can use to defuse situations.

Solving (Even More) People Problems on the Job BVC1177R9.3 45 MIN.

Unfortunately, unpleasant coworkers with problem behaviors are a fact of life. Learn how to deal with behavior problems you may encounter in the workplace in a successful, tactful and professional manner.

Teamwork

Building Cooperation: BVC1137R9.3 30 MIN.

How Everyone Can Win at Work

Cooperation can boost productivity, improve performance and make your organization a better place to work overall. Find out how to avoid three common communication mistakes, and learn six techniques you can use to be more cooperative on the job.

For Employees ... Being Positive in the Workplace: Good Attitudes Are Contagious BVC1182R9.3 45 MIN.

Learn how to create a good attitude on the job by boosting your own morale and staying positive amid the inevitable day-to-day frustrations of work.

Getting Cooperation: BVC1132R9.3 35 MIN.

Team-Building that Works

Interpersonal communication mishaps among team members have a negative impact on productivity. Examine common communication blunders and discover how to regain focus on common goals when team members' egos impede effectiveness — and how to achieve more-respectful group interactions overall.

Sink or Swim Teamwork: BVC1186R9.3 45 MIN.

We're All in this Together

Behind every great organization's success is this fundamental concept: teamwork. Yet, not everyone knows how to make a team work — or how to be a team player. Throw your team a lifeline and discover how to maximize your team's effectiveness using the "CLING" strategy.

Team-Building Techniques that Work BVC1168R9.3 45 MIN.

Blending diverse personalities and skill sets to form a cohesive team that can complete even the toughest assignments is challenging. Practice teamwork principles, meeting techniques and communication tools to promote teamwork in your organization.

Time Management

Achieving Peak Performance on the Job BVC1156R9.3 60 MIN.

Become more efficient, helpful and productive at work, whether you're a "collaborator" or a "lone ranger." Learn to overcome obstacles that have historically derailed your progress, and find out under what conditions you work best.

Arrest that Stress: BVC1180R9.3 45 MIN.

How to Depressurize Your Work Life

Absenteeism, employee turnover, lower productivity, higher medical expenses — whether the toll is emotional, physical or financial, the cost of workplace stress is expensive. Discover strategies you can use to channel stress and promote a more peaceful, balanced environment at work.

Do it Right the First Time: BVC1191R9.3 45 MIN.

Paying Attention to Details

Make success a habit. Discover a proven approach that entails practicing active listening, using simple tools to help retain what you learn and creating a template for guaranteed accuracy.

Do More in Less Time: Tame Your Workload BVC1178R9.3 35 MIN. **by Dramatically Increasing Your Productivity**

Tame your workload by dramatically increasing your productivity. Develop skills that will help you make the most of your daily schedule, whether you are at work, in meetings or traveling.

Get Organized and Stay Organized: BVC1166R9.3 45 MIN.

The 7-Day Plan for Putting Your Work Life in Order

Get organized, once and for all! Put your work life in order by following the principles illustrated in this sensible seven-day program, and minimize the chaos in your world in just a few minutes a day.

How to Juggle Multiple Priorities BVC1141R9.3 30 MIN.

Having to manage multiple priorities at work is a fact of life. Get acquainted with the C.A.N. D.O. system — a unique methodology designed to help you deal with the stress of work overload, avoid procrastination and finish your assigned tasks on time.

Leading 20-minute Meetings that Matter BVC1174R9.3 45 MIN.

Turn your meetings into helpful, productive time-savers. Establish an effective strategy and procedure by which to lead. Get started with tips on how to lead meetings with a clear purpose, keep topics on track and end on time.

Listening: the Key to Productivity BVC1152R9.3 45 MIN.

Being an effective listener is the key to being easy to work with and respected by colleagues. Get acquainted with the "10 laws of listening" and the "R-E-H-E-A-R" listening technique, and learn to overcome four common listening distractions.

Managing Stress Before it Manages You BVC1155R9.3 45 MIN.

Leverage your schedule for unsurpassed productivity, and strive for a stress-free work environment. Discover ways to identify and overcome the three major sources of workplace stress. Pick up tips on how to attain an ideal balance between work life and home life, while also battling stress using the proven "A-T-T-A-C-K" method.

Take Back Your Time: How to Manage BVC1188R9.3 45 MIN. **Your Workload and Still Have a Life**

The most effective employees get away from the office to recharge. While it's not always easy to do, learn three ways you can challenge yourself to reclaim your time by properly managing your workload.

