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EMPLOYEE SERVICES

LinkedIn Learning

Resources for Performance Improvement

This guide lists learning options available in LinkedIn Learning that you can take advantage of to address and improve your skills. Visit LinkedIn Learning, available from Professional Growth and Training for more.

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Accountability

Course Title	Duration	Course Description
Enhancing Your Productivity	45 minutes	This course shows you how to determine where you make the most valuable contributions to your company while minimizing and offloading distractions.
Overcoming Procrastination	30 minutes	This course can help you identify why you delay and how you can overcome your procrastination habits once and for all.
Achieving Your Goals	25 minutes	This course shows you smart ways to create a vision, develop a quantifiable goal, turn that goal into actions, and share that commitment publicly to establish accountability.
Improving Your Judgement	26 minutes	This course discusses ways to confront our hardwired cognitive biases, in order to make good decisions and exercise more balanced, sound judgment.
Building Resilience	34 minutes	This course explains how you can bounce back from difficult situations, by building your “resiliency threshold.” Find out where you are on the resilience scale, identify where you want to be, and learn strategies to close the gap.

Collaboration

Course Title	Duration	Course Description
Working Remotely	1 hour	This course will teach you how to work productively, where and when you want, and achieve the freedom and flexibility you need for a more balanced life.
Managing Teams	1 hour and 11 minutes	This course explains how to set shared goals, delegate tasks, manage performance, and develop each member of the team by providing feedback and training.
New Manager Foundations	1 hour	This course provides you with tactical advice to help you establish your identity as a leader, connect with your team, and become a successful first-time manager.
Delegating Tasks to Your Team (2013)	35 minutes	Dorine Clark explains how to build the right mindset to delegate work without micromanaging.
Leading Productive Meetings	1 hour and 4 minutes	This course will demonstrate a simple, usable framework that can help you get the most from your meetings- turning them into productive avenues for communicating, connecting, and accomplishing real work.
Leading with Emotional Intelligence	1 hour and 2 minutes	This course shows you how to boost your emotional quotient (EQ) to better lead teams, work with peers, and manage up. You will learn what emotional intelligence is and how it factors in at work, and discover concrete techniques for raising your own EQ.

Communication

Course Title	Duration	Course Description
Communication Foundations	1 hour and 24 minutes	This course helps you communicate better in a variety of professional situations, including meetings, email messages, pitches, and presentations.
Communicating with Confidence	1 hour and 16 minutes	This course provides simple communication tools, strategies, and tips that are easy to use and produce immediate results. You will learn how to sound more confident, use body and language to better express ideas, and overcome anxiety.
Communication Tips	3 hours and 42 minutes	This course will help you hone your communication skills in order to deal with difficult people, influence others, confidently speak in public at a moment's notice, and much more.
Organization Communication	1 hour and 15 minutes	In this course, you will learn how to evaluate your organization's communication strategy, focusing on 7 key questions to ask yourself before every major project and change initiative.

Course Title	Duration	Course Description
Crisis Communication	1 hour and 2 minutes	In this course, business communication expert Laura Bergells walks you through the process of preparing your organization to communicate with employees, customers, suppliers, media, and the public at large. She'll cover identifying audiences, assembling a crisis response team, crafting an initial statement, and evaluating your response once the crisis has passed.
Communicating Across Cultures	33 minutes	This course will demonstrate simple techniques to build your cross-cultural communication skills. You will learn how to adapt your communication style, overcome hidden bias, and build rapport with colleagues around the world.
Effective Listening	1 hour and 4 minutes	This course will show you how to assess your current listening skills, understand the challenges to effective listening and develop behaviors that will allow you to become a better listener, colleague, mentor, and friend.
Business Writing Strategies	2 hours	This course helps you determine how to write for a specific business purpose.

Customer Focus

Course Title	Duration	Course Description
Quality Standards in Customer Service	1 hour and 4 minutes	Watch and learn how to establish quality standards in customer service, and improve loyalty, revenue, customer satisfaction, and employee engagement.
Phone – Based Customer Service	52 minutes	Learn how to break the ice and develop rapport with the people you serve, even when you're pressed for time.
Working with Upset Customers	55 minutes	This course will reveal proven techniques for effectively neutralizing negative situations. Customer service expert Jeff Toister also shares specific actions employees can take before *and* after encounters with upset customers that will reduce the likelihood of problems occurring in the future.
Managing a Customer Service Team	1 hour and 32 minutes	Learn what separates great service from poor service, and how to set service team goals. Find out how to set up a team and customers for success, explore smart ways to measure service levels, and learn about the true cost of poor service. Plus, explore ways to optimize delivery to provide service that's faster, less costly, and better.

Diversity/Inclusion

Course Title	Duration	Course Overview
Managing Diversity	36 minutes	This course helps you create a strategic plan to support diversity and inclusion in your workplace and manage a diverse workforce.
Leading with Emotional Intelligence	1 hour and 2 minutes	This course will teach you how to boost your emotional quotient (EQ) to better lead teams, work with peers, and manage up. Learn what emotional intelligence is and how it factors in at work, and discover concrete techniques for raising your own EQ.
Managing a Multigenerational Workforce	56 minutes	This course helps managers gain an understanding of the complexity of leading a workgroup comprised of four or even five generations. You will learn what you can do when managing an employee young enough to be your child and old enough to be your parent.
Managing Virtual Teams (2014)	56 minutes	In this course, instructor Phil Gold provides managers with a clear approach for getting the most out of their remote teams. He zeros in on the key factors that will ensure productivity, engagement, and growth, as well as a manager's role in building trust, removing roadblocks, nurturing connections with team members, and setting clear goals.

Ethics/Integrity

Course Title	Duration	Course Description
Business Ethics	54 minutes	This course helps you understand what business ethics are and why they are so important. Learn how to conduct an ethical self-check, apply ethical standards to your work with stakeholders and coworkers, and report any ethical issues that arise.
Project Management Foundations: Ethics	1 hour and 11 minutes	This course examines the core values of ethical projects and the different ethical standards that can be applied to project management.

Change Management

Course Title	Duration	Course Description
Change Management for Projects	1 hour and 17 minutes	This course highlights the importance of planning change management activities for a project, sharing tips and techniques that can help you confidently approach the people side of project management.
Leading Change	1 hour and 12 minutes	In this course, leaders can learn the larger context for change and their role in making it happen. Coach Gary Bolles helps you develop a change mindset, acquire the right skills, and help individuals and teams across your organization embrace and enact change. Plus, learn how to make a lasting impact by leading large-scale transformations that help solve the problems of today and tomorrow.
Time Management Tips	7 hours and 51 minutes	This course provides techniques on a wide variety of topics, designed to help people better manage their time and ultimately become more productive.
Efficient Time Management	1 hour and 58 minutes	This course explores how to establish a productive environment by establishing systemic approaches for repeating tasks, reducing inefficiency, organizing your work area, and using an effective system to reduce filing.
Leading and Working in Teams	25 minutes	This course outlines what readers can do to create the right environment for teaming and explains the responsibilities of individual team members to speak up, collaborate, experiment, and reflect.
Leading Productive Meetings	1 hour and 4 minutes	This course will demonstrate a simple, usable framework that can help you get the most from your meetings- turning them into productive avenues for communicating, connecting, and accomplishing real work.
Change Management Foundations	1 hour and 40 minutes	In this course, consultant and change management expert Bob McGannon discusses the principles and techniques necessary to drive change at the project level, in a certain business area, or throughout an entire organization.
Management: Top Tips	2 hours and 4 minutes	This course gives you various tips that are designed to help you become a better manager, one simple step at a time.

Project Management

Course Title	Duration	Course Description
Project Management Foundations	3 hours and 20 minutes	This course explains the fundamentals of project management, from defining the problem, establishing project goals and objectives, and building a project plan to managing team resources, meeting deadlines, and closing the project.
Process Improvement Foundations	1 hour and 18 minutes	This course provides an overview of the basic tools used for process improvement and how to use these tools to improve time, quality, and cost.
Project Management Foundations: Integration	44 minutes	This course details how to properly approach Project Integration Management, providing project managers with tactical knowledge on how to successfully integrate all the components of a project.
Operations Management Foundations	2 hours and 4 minutes	This course will show you how to identify the operations systems in your workplace and use operations management tools and concepts to improve outcomes, efficiency, and innovation.
Project Management: Solving Common Project Problems	1 hour and 5 minutes	This course will show you how to solve the most common problems that arise when working on projects.
Project Management Foundations: Requirements	1 hour and 35 minutes	This course will demonstrate the importance of developing sound project requirements to make sure your project is scoped and planned right from the beginning.
Project Management Foundations: Quality	1 hour and 22 minutes	This course will walk you through the considerations for making sure your project quality is spot on.
Project Management Foundations: Communication	1 hour	This course will share the secrets of managing project communication, detailing how to craft a solid communication strategy that helps your team maximize buy-in and prioritize stakeholder input.
Project Management Foundations: Budget	1 hour and 10 minutes	This course will show you how to manage your project's budget. You will learn how to build, manage, and monitor a project budget.
Change Management for Projects	1 hour and 17 minutes	This course discusses the importance of planning change management activities for a project, sharing tips and techniques that can help you confidently approach the people side of project management.
Project Management Foundations: Teams	1 hour and 29 minutes	This course teaches you how to understand team members, build a strong team from your talent pool, shape their work, and maximize success.

Conflict Management

Course Title	Duration	Course Description
Fred Kofman on Managing Conflict	1 hour and 4 minutes	In this course, you will learn the tools that turn conflicts into positive outcomes, showing how careful listening, negotiation, and commitment can turn opponents into allies and create a renewed shared purpose.
Conflict Resolution Foundations	51 minutes	This course will share the secrets of effective conflict resolution and reveals simple, repeatable techniques that apply in most business situations.
Improving Your Conflict Competence	52 minutes	This course will help you manage workplace conflict more effectively by explaining conflict dynamics and determining what your conflict response is.