Professional Organizational Development

**SKILLPORT TRAINING GUIDE**

- Administrative
- Communication
- Customer Service
- Leadership
- Management
- Performance
- Personal Development
- Team Work

**SKILLPORT eLEARNING**

[https://uh.skillport.com/skillportfe/login.action](https://uh.skillport.com/skillportfe/login.action)

Log In Information

User ID: PeopleSoft ID

Password: Birthdate (MMDDYYYY)

This guide is an abbreviated list of one hour courses that will support employee’s development and continued success. Skillport offers over 2800 courses, books etc.
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Administrative

- Essential skills for Administrative Support Professionals
  - “Administrative Professionals: Representing Your Boss”
  - “Administrative Professionals: Common Administrative Support Tasks”
  - “Administrative Professionals: Maximizing Your Relationship with Your Boss”
  - “Administrative Professionals: Interact with Others”
  - “Administrative Professionals: Putting Your Best Foot Forward”

Communication

- Communicating Effectively with the “C” Level
  - “Techniques for Communicating Effectively with Senior Executives”
  - “Preparing to Communicate Effectively with the ‘C’ Level”
- Difficult Conversations
  - “Preparing for a Difficult Conversation”
  - “Having a Difficult Conversation”
  - “Having Difficult Conversations Effectively”
- Email
  - “Using E-Mail and Instant Messaging Effectively”
- Telephone
  - “Essential Skills for Professional Telephone Call”
- Writing
  - “Business Writing: Know Your Readers and Your Purpose”
  - “Business Writing: How to Write Clearly and Concisely”
- Meetings
  - “Preparing for Effective Business Meetings”
- Interpersonal Communication
  - “Interpersonal Communication: Communicating with Confidence”
  - “Interpersonal Communication: Targeting Your Message”
- Workplace Conflict
  - “Workplace Conflict: Recognizing and Responding to Conflict”
  - “Workplace Conflict: Strategies for Resolving Conflict”
- Emotional Intelligence
  - “Using Emotional Intelligence on the Job”
- Cross Cultural
  - “Improving Communication in Cross-Cultural Relationships”
- Listening
  - “Listening Essentials: The Basics of Listening”
- Presentation
  - “Using Facilitation Skills as a Manager”
  - “Basic Presentation Skills: Planning a Presentation”
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- “Basic Presentation Skills” Delivering a Presentation
- “Public Speaking Strategies: Preparing Effective Speeches”

Customer Service

- Customer Service Fundamentals
  - “Customer Service in the Field”
  - “Customer Service Over the Phone”
  - “Internal Customer Service”
  - “Customer Service Confrontation and Conflict”
  - “Shaping the Direction of Customer Service in Your Organization”

- Customer Focus
  - “Identifying and Managing Customer Expectations”
  - “Creating and Sustaining a Customer-focused Organization”

- Customer Advocacy
  - “Customer Advocacy: Communicating to Build Trusting Customer Relationships”
  - “Customer Advocacy: Supporting Customer Advocacy”

- Employee Excellence
  - “Campus to Corporate: Developing a Professional Image”
  - “Developing the Right Attitude for Performing under Pressure”
  - “Reframing Negative Situations”
  - “Understanding Workplace Diversity”
  - “Building and Managing Upward Relationships”
  - “The Fruits of Integrity: Building Trust at Work”
  - “Using E-mail and Instant Messaging Effectively”
  - “Writing for Business”
  - “Written Communication”

- Managing Customer-Driven Process Improvement
  - “Customer-Driven Process Improvement: Basic Framework”
  - “Customer-Driven Process Improvement: Identifying Customer Needs”
  - “Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions”

Leadership

- Leadership Essentials
  - “Leadership Essentials: Motivating Employees”
  - “Leadership Essentials: Communicating Vision”
  - “Leadership Essentials: Building Your Influence as a Leader”
  - “Leadership Essentials: Leading Business Execution”
  - “Leadership Essentials: Leading Change”
  - “Leadership Essentials: Creating Your Own Development Plan”
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- Employee Engagement
  - “The Benefits and Challenges of Engaging Employees”

- Strategy
  - “The Voice of Leadership: Effective Leadership Communication Strategy”
  - “Developing the Strategic Thinking Skill of Seeing the Big Picture”

- Prioritizing
  - “Setting and Managing Priorities Within the Organization: Mission and Goals”
  - “Setting and Managing Priorities Within the Organization: Motivation”

- Developing a Culture of Learning
  - “Fundamentals of Organizational Learning”
  - “Developing Learning Practices”

- Risk Management
  - “Risk Management: Identifying Risk”
  - “Dealing with Risk”

Management

- First Time Managers
  - “First Time Manager: Understanding a Manager’s Role”
  - “First Time Manager: Challenges”
  - “First Time Manager: Meeting Expectations”

- Management Essentials
  - “Management Essentials: Direction Others”
  - “Management Essentials: Developing Your Direct Reports”
  - “Management Essentials: Treating Your Direct Reports Fairly”
  - “Management Essentials: Confronting Difficult Employee Behavior”
  - “Management Essentials: Managing a Diverse Team”

- Managing
  - “Managing Technical Professionals”
  - “Managing New Employees”

- Change
  - “Managing Change: Building Positive Support for Change”
  - “Transitioning from Technical Professional to Management”

- Delegation
  - “Delegation Essentials: An Introduction to Delegating”
  - “Delegation Essentials: The Delegation Process”

- Finance and Accounting
  - “The Essentials of Budgeting for Non-Financial Professionals”
  - “Planning and Preparing an Operating Budget”

- Human Resources
  - “Essentials of Interviewing and Hiring: Selecting the Right Candidate”
  - “Organizational Structure and Employee Behavior”
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- “Strategies for Successful Employee Onboarding: Getting Started”

Performance

- Managing Problem Performance
  - “Recognizing and Diagnosing Problem Performance”
  - “First Steps for Turning Around a Performance Problem”
- Performance Appraisal Essentials
  - “Performance Appraising Essentials: Conducting Traditional Appraisals”
- Performance
  - “Performing with Others Under Pressure”
  - “Monitoring and Improving Performance”

Personal Development

- Effective Time Management
  - “Time Management: Planning and Prioritizing Your Time”
  - “Time Management: Avoiding Time Stealers”
- Problem Solving and Decision-Making Strategies
  - “Problem Solving: The Fundamentals”
  - “Problem Solving: Determining and Building Your Strengths”
  - “Decision Making Tools and Techniques”
- Dealing with Organizational Change
  - “Understanding Organizational Change”
- Critical Thinking Essentials
  - “Critical Thinking Essentials: Applying Critical Thinking Skills”
- Peer Relationships
  - “Developing Strategic Peer Relationships in Your Organization”
- Professionalism and Business Etiquette
  - “Professionalism, Business Etiquette, and Personal Accountability”
- Optimizing Your Work/Life Balance
  - “Optimizing Your Work/Life Balance: Taking Control of Your Stress”

Project Management

- Project Management
  - “Project Management Fundamentals”
  - “Initiating and Planning a Project”
  - “Managing Projects with No Direct Authority”
  - “Project Management Essentials”

Team Work
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- Optimizing Your Performance on a Team
  - “Being an Effective Team Member”
  - “Establishing Team Goals and Responsibilities”
  - “Elements of a Cohesive Team”
  - “Effective Team Communication”
  - “Using Feedback to Improve Team Performance”
  - “Cross-Functional Team Fundamentals”

- Leading Teams
  - “Leading Teams: Launching a Successful Team”
  - “Leading Teams: Establishing Goals, Roles, and Guidelines”
  - “Leading Teams: Developing the Team and Its Culture”
  - “Leading Teams: Building Trust and Commitment”