

Subject Area > Course	Vendor	Course #	Description
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CS&I > Communication

Cross-cultural Communications Simulation	SkillSoft	SS_COMM002S	You're the newly hired general manager of the Springfield Strikers, a women's professional soccer team. The team had a mediocre record over the past season and did not draw as many fans as the more successful teams in the league. Now it's the off-season, and your job is to make changes to improve the team's on-field performance without going over budget. First, you'll meet with Maria Adalberto, the coach of the Springfield Strikers who is from Spain, to discuss the status of the team and her performance in the past season. Later in the simulation, you will try to sign foreign free agents to play for the Strikers. These conversations will put your cross-cultural communication and negotiation skills to the test.
The Impact of Culture on Communication	SkillSoft	SS_COMM0021	Everything you say is influenced by culture. You operate with a set of invisible beliefs, values, and assumptions that become apparent to other people in the way you behave. Culture is important to the way you communicate, even though it is often hidden. Understanding more about culture can be a real bonus when working as part of any global organization. Showing your customers and coworkers in different countries that you are in tune with them, and that you appreciate and value the differences between you, can help get your working relationships off to a flying start. In this course, you'll examine what culture means and what it doesn't, and look at some of the barriers relating to culture. You'll also consider different cultural theories including Hofstede's Cultural Dimensions Model and Edward T. Hall's Model of Culture. You'll go on to learn more about direct and indirect communicators, and different communication styles.
Improving Your Communications Skills: Presentation Skills for Librarians	UNT	UNT_CommSkills	Most communication within libraries is of the one-on-one variety. With the exception of the library director and the librarian or staff member that teaches public classes, e.g., bibliographic instruction, most of us have been able to avoid speaking to groups. This is now more difficult. For those of you who would like to take the plunge for the first time, this course is designed to provide you with the basics. For those of you who already give presentations, you will find a couple of tips that will make your next one more effective. This course focuses on the area of presentation skills for librarians. Students should understand how their organization and presentation of information, as well as presentation of themselves, affects the audience's receptiveness.
The Art of Global Communication	SkillSoft	SS_COMM0022	Considering that communication is something you do every day, how many people actually stop to consider what is happening before they speak? Can you just talk without thinking too much about the target audience, the message to be communicated, and a host of other information? Communication is too important to be left to chance. The subtleties of language, expressions, and gestures all enrich the content of what you are saying. Of course, when you're communicating on a global scale, you need to be sure that what you're saying, and the way you say it--will not cause offense to your cross-cultural audience. In this course, you'll find out more about the cross-cultural communication process, and consider body language, gestures, and active listening. You will also examine different methods of communication--finding out how best to write, present to, and communicate orally with your global audience.

CS&I > Customer Service

DEALING WITH ANGRY PATRONS	LibraryU	LU_CUS016	No one enjoys having to deal with an angry patron, but with proper preparation, and by developing the specific set of skills required, you can minimize conflict, defuse patron anger and identify the underlying issues so that you can help find the best solution. This course on Dealing with Angry Patrons is designed to help you improve your skills in dealing effectively with angry customers. It outlines a two-step method for responding to anger, by teaching the staff member to first deal with the patron's feelings, then deal with the person's problem. It includes practice with realistic patron encounters.
Customer Satisfaction: Analysis and Implementation	SkillSoft	SS_CUST0133	What you get out of a well-designed customer satisfaction survey will depend largely on the power of the analytical tools you apply to the data and the effectiveness of actions taken based on the resulting information. Although the analysis itself is best conducted by your statistical team, you'll be able to use survey results more effectively if you understand how key analytical tools are applied. In this course, you'll examine how to transform data into information that can be acted on. You'll learn the tools of basic statistical analysis as well as those that show relationships and allow you to plan improvements. Equally important, you'll find out how to move from understanding your customer satisfaction situation to implementing improvements to increase satisfaction.
Customers, Conflict and Confrontation	SkillSoft	SS_CUST0105	Is there anything that can torpedo your work day more than an arrogant, obnoxious, rude customer? YES! Not knowing how to handle one! It's challenging to stay service-minded when the person you are dealing with is being "difficult." This course will give you the perspective to effectively cope with customer conflict, and sound methods to deal with all types of potentially confrontational situations. You'll be able to identify elements of emotional response that interfere with good customer service. Staying cool, calm, and customer-connected is a critical learning objective for this course. Develop communication skills that defuse customer complaints. Learn and differentiate the best methods to handle difficult customers in person and over the phone. By the end of this highly interactive course, you'll have the strategies necessary to restore customer confidence and move beyond the thorny issue to an even stronger relationship.

The Fundamentals of Exceptional Customer Service	SkillSoft	SS_CUST0102	You've seen the ad campaigns that boast, "Customer satisfaction guaranteed." But in today's marketplace, satisfaction isn't enough. This course is designed to take your goals beyond merely satisfying the customer to creating customer loyalty. The training takes aim at outdated modes of thinking, and establishes the building blocks for a service mentality that increases customer commitment, not to mention profits. Learn how to develop service standards and track their effectiveness. Gain new insights and strategies from the corporate masters of customer service. Explore the value of building relationships with customers. Most importantly, by the end of the course you'll be able create your own customer-focused philosophy.
Identifying Your Customer's Expectations	SkillSoft	SS_CUST0171	Customers have expectations of all the companies with which they transact business. These expectations may be predominantly unspoken but they have a strong influence on how your company, its employees, products, and services are perceived. Learn what characteristics customers want to see demonstrated, what external influences generate customers' expectations- how your company's ability to fulfill expectations at various levels impacts on customer satisfaction. Too often, the service that customers receive is based more on the needs of the company than the wants of the customer. Customer interface technologies are usually introduced to save on costs, and keep prices competitive. Companies believe that low prices are what customers value above all else, and they think that the additional efficiency of the automated systems will be appreciated. However, when asked, customers frequently say they would be willing to pay more to be given the opportunity to deal with "real people." The only way to discover what's important to customers is to ask them, and this course shows you how to do just that. Learn how to extract the qualitative customer feedback that enables you and your team to
Managing Difficult Patrons with Confidence!	UNT	UNT_DiffPatrons	Dealing with difficult patrons is a never-ending topic among library staff, especially those working in public libraries. Every staff member dreads having to deal with a problem patron, but these occurrences in libraries are unavoidable. In reality, the number of problem patron situations is not great, but because they are challenging and often emotionally charged, they loom large in our overall experiences. While never fun, there is a way to prepare staff to handle problem patrons effectively and with confidence. This course is intended to provide each participant with a basic tool-kit that can be applied to manage a variety of difficult patron situations.
Overcoming Challenging Service Situations	SkillSoft	SS_CUST0106	Your customers face is more contorted than anything you've ever seen on the X-files...eyes bulging, fists clenched, and a scowl that makes Scrooge look like a nice guy. It's tempting to cut and run, but coping with even the most challenging situations is part of customer service. This course is designed to give you the means to hang in there when the going gets especially tough. Recognition of the warning signals is an important first step. Then you'll practice strategies that de-escalate confrontational clients. Admitting mistakes is an easy concept, but for most people, it's not so easy to do. This training adds just enough sugar to make the medicine go down, helps us let go of our egos or our fear of being wrong, and accept responsibility for errors. Though it's not appropriate to tell a customer to "chill out", there are some easy to use tactics to cool down the angry client. You'll explore the steps to guiding customers toward a solution to a problem or issue. Finally, tackle the exercise that tests your tolerance, and take a preemptive strike at conflict by learning to plan for challenging situations before they ever occur.
Providing Excellent Customer Service in a Multi-Cultural Environment	UNT	UNT_MultiCultCS	The initial course in this series focuses on cultural awareness, sensitivity to other cultures, working past language barriers, creating a welcoming environment in the library. The course offers examples and practical tips about values, etiquette, and attitudes within different cultures.
The Voice of the Customer	SkillSoft	SS_CUST0103	Ralph Waldo Emerson once wrote, "Make yourself necessary to somebody." In today's competitive marketplace, it's important to make yourself and your company necessary to a lot of "somebodies". Those somebodies are your customers. This course provides the tools to learn all that you can about your customers. The focus is on recognizing and ultimately anticipating customer expectations. There are any number of ways to hear "The Voice of the Customer", but you have to know how to listen. Learn about the dynamics of client expectations, and the inconsistent, ever-changing nature of today's customer. How do customers judge our success? You'll explore the five key expectations dimensions, and you'll be able to assess your workplace in terms of meeting client needs. And you don't have to be James Bond to "gather intelligence" on your customers. By completing this course, you'll be able to master methods of compiling customer data and input. The final step in "hearing" your customer is creating compatibility. Explore how to align your services with each of your clients, and gain customers for life.
Using Surveys to Measure Customer Satisfaction	SkillSoft	SS_CUST0172	If you're lucky, your customers will complain when they are dissatisfied with your company's service. If you're not so lucky, they'll say nothing and just take their business elsewhere. It's essential that you keep your fingers on the pulse of customer opinion if you are to prevent them defecting to the competition. You need to measure customer satisfaction on a regular basis, and this course will give you the tools to do this. Once you have established the attributes of your service that customers value the most, by gathering their qualitative feedback, you need to gauge how they rate your company's ability to deliver them. This course concentrates on the techniques required to do this accurately and appropriately with the resources available to you. The first lesson explains why it's imperative that you have firm objectives for the survey in mind before you embark on a project to measure customer satisfaction, whether this is being conducted in-house or by outside consultants. Not only must you measure the right areas--you must also have a system in place that will allow you to act on its findings. Cross-functional backing is essential if the survey is to have the maximum effect on how customers view your service if

			It's time to disregard that old deferential model of short-term customer relations you're using. Why not replace it with a selection of long-term relational skills that work for you in the marketplace? Take control by picking the best customers and developing equal, trusting partnerships with them. When you limit your investment in your customer relationships, you also limit your growth potential. Developing strong, respectful relationships with your customers is a win-win situation. This course introduces the ingredients for creating and maintaining more effective and productive relationships with your customers and explains why these elements can generate better outcomes than earlier customer paradigms. The most effective relationships are mutually supportive and mutually beneficial. And they last beyond next quarter's returns. Investing in the relationship and creating value for your customers rewards your business as well.
Working Effectively with Customers	SkillSoft	SS_COMM0194	

CS&I > Ethics & Values

			Information about individuals is used by businesses to provide customers with a huge array of targeted goods and personalized services that consumers have come to expect. If it lands in the wrong hands, this same information can result in harm to the very individuals it was meant to serve. The protection of an individual's personal information has business implications that extend beyond the privacy of any one individual. Private information relative to certain businesses and industries is protected by various laws. For example the Health Insurance Portability and Accountability Act (HIPAA) laws protect private medical information. Many states have enacted their own laws, and the federal government is regulated by the Privacy Act of 1974. Legislatures are increasingly responding to calls for greater protection of private information, and stories of improper disclosures of large volumes of private information receive prominent media attention. At present, there is no broad, general federal law protecting the privacy of customer information; most protections are aimed at particular types of information (such as medical or student records, for example) or particular types of businesses (such as medical providers, banks
Privacy and Information Security	SkillSoft	SS_hr_02_a01_bs_enus	
			Imagine, for a minute, a workplace where everyone is the same. All of the workers are of the same ethnicity, gender, educational background, and socioeconomic standing. With a team full of people essentially cut from the same cloth, where do the new ideas come from? How will the company ever be able to see things from a different point of view? Without diversity in the workplace, companies run the risk of becoming monocultural organizations that see things from a very limited perspective. The effects of this are far-reaching, right down to the company's bottom line. Establishing diversity in the workplace is not limited to laws that pertain to the hiring of women and minorities. Nor is it limited to managing or even honoring differences between people, but rather, it is about taking those differences and putting them to work in the best possible way for both the good of the company and for the good of the worker. This course will take a closer look at diversity initiatives in the workplace and what makes them matter. One lesson will look at the history of diversity programs and how they've evolved over time. It will debunk many of the common myths associated with the concept of workplace diversity and it will
The Reasons Why Diversity Matters	SkillSoft	SS_hr_02_a01_bs_enus	

CS&I > Interpersonal

			Library leadership used to be defined mostly by age, experience, credentials, seniority and tenure, job position or other traditional models of status with the library tribe. Today, leadership skills are required at every level to ensure libraries can respond effectively to the new worlds we live in. The changes won't wait for a model of top-down responses. We need different models of leadership: Everybody needs to be able to think and act like a leader. Objectives - After completing this course, you will be able to: Feel more confident taking risks and making difficult decisions ; Believe that people treat you with more respect, seek your advice more often, listen to your opinions more, and act on your suggestions more often
Leadership for Libraries: Becoming an Everyday	UNT	UNT_Leadership	
			In a shrinking world, businesses operate across borders, whether they are borders between neighborhoods or borders between countries. All of these bordered areas, large and small, represent differing cultures. Whether at home or abroad, chances are, your business deals with people of varying cultures on a daily basis. In today's expansive work environment, employees, co-workers, customers, vendors, and business partners can all have a different cultural background from yours. The most obvious cultural differences you encounter are language and dress. But there are a multitude of subtler ways in which people from different cultures vary in their behavior. If you don't understand the ways in which they might differ, you're risking your business communication and relationships being misunderstood. When operating interculturally, mistakes are easily made when you take appearances and meaning for granted. This course lends significance to the term "multiculturalism." In this course, you will learn about the many ways in which mini- to macro-cultural behavior and attitude can vary, around the corner and around the world. This course will prepare you to understand and relate better to people with diff
Effective Intercultural Relationships	SkillSoft	SS_comm_12_a02_bs_enus	
			Guess what. Men and women are different. Socially, the differences offer an attractive mystique. But in professional situations and in the workplace, the significant differences in male and female communication styles can cause problems. There is no denying that women and men vary significantly in their verbal inflections and tone, their body language, and how they listen to others. They pick up on different cues in conversations, and often the meaning they interpret is not the message the speaker intends. It's almost as if the two genders speak different dialects. And, in fact, that's nearly the case. Communication confusion and breakdown between men and women at work can lead to inefficiency and expensive business errors. This course explains the differences in the language and communication behavior of men and women so each can more easily understand what the other is really saying. The course also provides tips on how to modify your own communication behavior to be more clearly understood by the opposite gender.
Understanding Gender Differences	SkillSoft	SS_comm_12_a03_bs_enus	

Effective Relationships with Customers	SkillSoft	SS_comm_12_a04_bs_enus	It's time to disregard that old deferential model of short-term customer relations you're using. Why not replace it with a selection of long-term relational skills that work for you in the marketplace? Take control by picking the best customers and developing equal, trusting partnerships with them. When you limit your investment in your customer relationships, you also limit your growth potential. Developing strong, respectful relationships with your customers is a win-win situation. This course introduces the ingredients for creating and maintaining more effective and productive relationships with your customers and explains why these elements can generate better outcomes than earlier customer paradigms. The most effective relationships are mutually supportive and mutually beneficial. And they last beyond next quarter's returns. Investing in the relationship and creating value for your customers rewards your business as well.
Handling Conflict	SkillSoft	SS_comm_07_a02_bs_enus	No one can complete a working career without experiencing conflict, so it is essential for you to handle this conflict in the most effective way. To handle conflict well, you need to build a repertoire of techniques. These techniques require you to behave differently from your natural instincts at times. Therefore, a good starting point is to establish what your instinctive approaches to conflict are, and where these attitudes stem from. This will enable you to decide on a range of different approaches to conflict, based on a spectrum that goes from being only concerned about your own needs, to only being concerned about other people's needs. This spectrum gives rise to five possible strategies for dealing with conflict. Whatever strategy you apply, some core techniques will make you more effective. These involve three main actions: confronting the conflict, communicating with the other party, and determining an acceptable outcome. Sometimes, the conflict in the workplace just surrounds you, even though you are not involved directly. You then have to learn how to avoid taking sides, or becoming a scapegoat.
Leadership for Libraries: Becoming an Everyday Leader	UNT	UNT_Leadership	Library leadership used to be defined mostly by age, experience, credentials, seniority and tenure, job position or other traditional models of status with the library tribe. Today, leadership skills are required at every level to ensure libraries can respond effectively to the new worlds we live in. The changes won't wait for a model of top-down responses. We need different models of leadership: Everybody needs to be able to think and act like a leader.