

# eLearning Courseware Upgraded and Available – 2011

## eLearning Courses

AchieveGlobal offers eLearning courses that provides on demand availability, self pacing, and interactivity. Learners will stay engaged with interactive, video-based simulations, online self-assessments, realistic and challenging exercises, and a suite of just-in-time tools. The courseware complies with both SCORM and AICC standards, plays on PC and Macintosh operating systems, and meets most accessibility requirements for learners with disabilities. Upon completing a course, learners can access, save, and print a variety of PDF tools, personalized notes, additional research information, and completion certificates.

### ***ACHIEVING RESULTS THROUGH GENUINE LEADERSHIP®***

#### **Activating Change™**

- Activating Change™: Manager's Version
- Activating Change™: Individual's Version

#### **Coaching Others for Top Performance™**

- Genuine Leadership®
- Providing Constructive Feedback™
- Developing Others™
- Giving Recognition™
- Building Trust Under Pressure: The Basic Principles™

#### **Managing the Performance of Others™**

- Planning for Performance Discussions™
- Clarifying Performance Expectations®
- Correcting Performance Problems™
- Conducting Performance Reviews™

#### **Accelerating Team Productivity™**

- Building Team Pride and Purpose™
- Developing Team Agility: Day-to-Day Tools™
- Resolving Conflicts Within Your Team™
- Negotiating Resources for Your Team™

#### **Maximizing Your Supervisory Potential™**

- The Hallmarks of Supervisory Success™
- Delegating for Shared Success™

#### **Problem-Solving Results: Solutions, Improvements, and Innovations™**

- Problem-Solving Results™: Deciding on a Solution
- Problem-Solving Results™: Exploring Gaps, Causes, and Solutions



Developing the 21st  
century workforce™

- Problem-Solving Results™: Connecting People and Process
- Problem-Solving Results™: Making It Happen

### **Connecting With Others: Listening and Speaking™**

- Listening in a Hectic World™
- Speaking to Influence Others™

### **Working Through Emotions and Conflict™**

- Addressing Emotions at Work™
- Resolving Conflicts With Your Peers™

### **LEADERSHIP FOR RESULTS®**

#### **Workload Management**

- Identifying Work Priorities and Setting Verifiable Goals
- Managing Your Priorities
- Personal Strategies for Navigating Change

### **ACHIEVING STELLAR SERVICE EXPERIENCES®**

#### **Creating Stellar Customer Relations®**

- Reaching for Stellar Service®
- Caring for Customers®
- Healing Customer Relationships®
- Dazzling Your Customers®

#### **Meeting the Challenge of Stellar Service®**

- Guiding Customer Conversations®
- Serving a World of Customers®
- Teaming Up for Seamless Service®

### **Selling Through Stellar Service®**

- Expanding Customer Relationships™
- Guiding Customer Conversations®

### **TRAINER DEVELOPMENT**

- Adult Learning Techniques™

### **ACHIEVING SUPERIOR SALES PERFORMANCE®**

#### **Professional Selling Skills®**

- Module 1: Need Satisfaction Selling
- Module 2: Opening
- Module 3: Probing
- Module 4: Supporting
- Module 5: Closing
- Module 6: Connective Skills
- Module 7: Addressing Indifference
- Module 8: Resolving Customer Concerns

### **About AchieveGlobal**

In the 21st century, the level of human skills will determine organization success. AchieveGlobal provides exceptional development in interpersonal business skills, giving companies the workforce they need for business results. Located in over 40 countries, we offer multi-language, learning-based solutions—globally, regionally, and locally.

We understand the competition you face. Your success depends on people who have the skills to handle the challenges beyond the reach of technology. We're experts in developing these skills, and it's these skills that turn your strategies into business success in the 21st century.

These are things technology can't do. Think. Learn. Solve problems. Listen. Motivate. Explain. People with these skills have a bright future in the 21st century. AchieveGlobal prepares you for that world.



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