Soft Skills/Professional Development Courses

This page is a complete listing of training modules available to benefit-eligible faculty and staff related to soft skills-related topics. The content of these topics is provided by our 3rd party contractor, Skillsoft, and can be accessed and launched through our ISU talent management system (TMS).

**Accountability**

<table>
<thead>
<tr>
<th>Expert Insights on Accountability</th>
</tr>
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<tbody>
<tr>
<td>Becoming an Accountable Professional</td>
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<tr>
<td>Developing a Personal Accountability Framework</td>
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</table>

**Adapting to Change**

<table>
<thead>
<tr>
<th>Expert Insights on Adapting to Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizations Change So Get Ready</td>
</tr>
<tr>
<td>Redefining Yourself After Organizational Change</td>
</tr>
</tbody>
</table>

**Administrative Skills**

<table>
<thead>
<tr>
<th>Administrative Support: Developing Your Essential Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Support: Working in Partnership with Your Boss</td>
</tr>
<tr>
<td>Administrative Support: Interacting Effectively with Colleagues</td>
</tr>
<tr>
<td>Administrative Support: A Positive Professional Image</td>
</tr>
<tr>
<td>Taking Effective and Professional Notes</td>
</tr>
</tbody>
</table>

**Business Grammar**

<table>
<thead>
<tr>
<th>Using the Parts of Speech</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting the Details Right: Spelling Basics</td>
</tr>
<tr>
<td>Abbreviating, Capitalizing, and Using Numbers</td>
</tr>
<tr>
<td>Using Punctuation Marks</td>
</tr>
<tr>
<td>Creating Well-constructed Sentences</td>
</tr>
</tbody>
</table>
**Troublesome Words and Phrases: Usage Mistakes in Writing**

**Career Planning**
- Developing a Plan to Further Your Career
- Getting Your Career on the Right Track
- Using Performance Appraisals to Advance Your Career
- Developing Your Business Acumen
- Gaining Insight through Organizational Awareness
- Pivot Series
- Expert Insights on Career Planning

**Coaching**
- Driving Change with Coaching
- Measuring and Sustaining a Coachee's Performance
- Coaching Techniques That Inspire Coachees to Action
- Keeping Your Coachee Committed and Accountable
- Expert Insights on Coaching

**Collaboration**
- Encouraging Team Communication and Collaboration
- Expert Insights on Collaboration

**Communication**
- The Art and Science of Communication
- Making an Impact with Non-verbal Communication
- Trust Building through Effective Communication
- Choosing the Right Interpersonal Communication Method to Make Your Point
- Become a Great Listener
- Do We Have A Failure to Communicate?
- Communicating with Confidence
- Proven Techniques for Technical Communication
- Capturing the Attention of Senior Executives
- Expert Insights on Communication Essentials
### Creative Thinking and Brainstorming

<table>
<thead>
<tr>
<th>Unleashing Personal and Team Creativity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verifying and Building on Creative Ideas</td>
</tr>
<tr>
<td>Expert Insights on Creative Thinking &amp; Brainstorming</td>
</tr>
<tr>
<td>Steps to Creativity Series</td>
</tr>
<tr>
<td>Brainstorming Series</td>
</tr>
</tbody>
</table>

### Critical Thinking

<table>
<thead>
<tr>
<th>Confronting Your Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investigating Arguments</td>
</tr>
<tr>
<td>Reaching Sound Conclusions</td>
</tr>
<tr>
<td>Outwitting Your Cognitive Bias</td>
</tr>
<tr>
<td>Expert Insights on Critical Thinking</td>
</tr>
</tbody>
</table>

### Cross-Cultural Communication

<table>
<thead>
<tr>
<th>How Culture Impacts Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using Communication Strategies to Bridge Cultural Divides</td>
</tr>
<tr>
<td>Expert Insights on Managing a Culturally Diverse Team</td>
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</tbody>
</table>

### Customer Service and Customer Relationships

<table>
<thead>
<tr>
<th>Interacting with Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating Effectively with Customers</td>
</tr>
<tr>
<td>Expert Insights on Customer Relationships</td>
</tr>
<tr>
<td>Controlling Conflict, Stress, and Time in Customer Service</td>
</tr>
<tr>
<td>Dealing with Customer Service Incidents and Complaints</td>
</tr>
<tr>
<td>Rapport Building in Customer Service</td>
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<tr>
<td>Providing On-site Customer Service</td>
</tr>
<tr>
<td>Providing Telephone Customer Service</td>
</tr>
<tr>
<td>Providing Effective Internal Customer Service</td>
</tr>
<tr>
<td>Facing Confrontation in Customer Service</td>
</tr>
<tr>
<td>Designing a Customer Service Strategy</td>
</tr>
<tr>
<td>Expert Insights on Call Center Operations Management</td>
</tr>
<tr>
<td>Polishing Your Skills for Excellent Customer Service</td>
</tr>
<tr>
<td>Expert Insights on Essential Customer Service Skills</td>
</tr>
</tbody>
</table>
### Dealing With Conflict

- The Many Approaches to Facing Workplace Conflict
- Difficult People: Why They Act That Way and How to Deal with Them
- Difficult People: Can't Change Them, so Change Yourself
- Difficult People: Strategies to Keep Everyone Working Together
- Expert Insights on Dealing with Conflict

### Decision Making

- Getting to the Root of a Problem
- Choosing and Using the Best Solution
- Expert Insights on Decision Making
- Making Decisions Using Present Value

### Delegation

- Effectively Directing and Delegating as a Manager
- Choosing and Preparing Your Delegate
- Getting What You Expect from Your Delegate
- Taking Your Team to the Next Level with Delegation
- Expert Insights on Delegation

### Difficult Conversations

- How to Manage Difficult Conversations
- Expert Insights on Difficult Conversations

### Discovering Your Strengths

- Uncovering and Utilizing Your Talents and Skills
- Self-improvement for Lifelong Success
- Establishing Self-confidence for Life
- Expert Insights on Discovering Your Strengths

### Diversity and Inclusion

- Bridging the Diversity Gap
- Your Role in Workplace Diversity
Understanding Unconscious Bias
Overcoming Your Own Unconscious Biases
Overcoming Unconscious Bias in the Workplace
Expert Insights on Diversity & Inclusion
Expert Insights on Unconscious Bias

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- Expert Insights on Delegation

**Driving Performance**

- Key Elements of Business Execution
- Aligning Unit Goals and Imperatives
- Keeping Top Performers Challenged
- Creating a Plan for Performance Management
- Gauging Your Organization’s High-performing Potential
- Expert Insights on Driving Performance

**Email Productivity**

- Writing Effective E-mails and Instant Messages
- Sending E-mails to the Right People
- Organizing Your E-mail
- Getting Email Right Series
- Expert Insights on Email Productivity
# Emotional Intelligence

<table>
<thead>
<tr>
<th>Section</th>
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<tbody>
<tr>
<td>Navigating Your Own Emotions</td>
</tr>
<tr>
<td>Navigating Other People's Emotions</td>
</tr>
<tr>
<td>Navigating the Workplace with Emotional Intelligence</td>
</tr>
<tr>
<td>Leveraging Emotional Intelligence</td>
</tr>
<tr>
<td>The Essentials for Anger Management</td>
</tr>
<tr>
<td>Expert Insights on Emotional Intelligence</td>
</tr>
</tbody>
</table>

# Establishing a Positive Work Culture

<table>
<thead>
<tr>
<th>Section</th>
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<tbody>
<tr>
<td>Positive Atmosphere: Establishing an Engaged Workforce</td>
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<tr>
<td>Positive Atmosphere: Establishing a Positive Work Environment</td>
</tr>
<tr>
<td>Positive Atmosphere: How Organizational Learning Drives Positive Change</td>
</tr>
<tr>
<td>Expert Insights on Establishing a Positive Work Culture</td>
</tr>
<tr>
<td>Expert Insights on Organizational Culture</td>
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</tbody>
</table>

# Ethics, Integrity, and Trust

<table>
<thead>
<tr>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acting with Diplomacy and Tact</td>
</tr>
<tr>
<td>Navigating Challenging Situations with Diplomacy and Tact</td>
</tr>
<tr>
<td>Developing Your Business Ethics</td>
</tr>
<tr>
<td>Being a Responsible Corporate Digital Citizen</td>
</tr>
<tr>
<td>Expert Insights on Ethics</td>
</tr>
<tr>
<td>Expert Insights on Trust</td>
</tr>
<tr>
<td>The Building Blocks of Building Trust</td>
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</tbody>
</table>

# Giving and Receiving Feedback

<table>
<thead>
<tr>
<th>Section</th>
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</thead>
<tbody>
<tr>
<td>Expert Insights on Giving and Receiving Feedback</td>
</tr>
<tr>
<td>Polishing Your Feedback Skills</td>
</tr>
<tr>
<td>Expert Insights on Giving Feedback</td>
</tr>
<tr>
<td>Gaining a Positive Perspective on Feedback</td>
</tr>
<tr>
<td>Establishing Team Goals and Responsibilities, and Using Feedback Effectively</td>
</tr>
<tr>
<td>Expert Insights on Receiving Feedback</td>
</tr>
</tbody>
</table>
Goal Setting

- Aligning Unit Goals and Imperatives
- Aligning Goals and Priorities To Manage Time
- Establishing Team Goals and Responsibilities, and Using Feedback Effectively
- Expert Insights on Goal Setting

Influence and Persuasion

- Leading through Positive Influence
- Gaining Insight through Organizational Awareness
- Personal Power and Credibility
- Building Personal Power through Influence
- Influence Others with Political Savvy
- Expert Insights on Influence & Persuasion

Innovation and Creativity

- Building Innovation Cultures and Leaders
- Developing a Team of Creative Gurus
- Unleashing Personal and Team Creativity
- Verifying and Building on Creative Ideas
- Expert Insights on Innovation
- Expert Insights on User Research
- Expert Insights on Problem Solving

Interviewing

- Conducting an Effective Hiring Interview

Leading Effective Meetings

- Planning Meetings Fit for Purpose
- Running Meetings in Better Directions
- Expert Insights on Leading Effective Meetings

Learning and Development

- Positive Atmosphere: How Organizational Learning Drives Positive Change
Expert Insights on Organizational Culture

**Listening**

- Become a Great Listener
- Listening Even When it's Difficult to Listen
- Using Active Listening in Workplace Situations
- Taking Effective and Professional Notes

**Managing Stress**

- Managing Pressure and Stress to Optimize Your Performance
- Take a Deep Breath and Manage Your Stress
- Career and Family Challenges for Women Leaders

**Managing Team Conflict**

- Facing and Resolving Conflict in the Workplace
- Handling Team Conflict
- The Many Approaches to Facing Workplace Conflict
- Difficult People: Why They Act That Way and How to Deal with Them
- Difficult People: Can't Change Them, so Change Yourself
- Difficult People: Strategies to Keep Everyone Working Together

**Managing Up**

- Administrative Support: Working in Partnership with Your Boss
- Capturing the Attention of Senior Executives
**Managing Yourself**

- Developing a Growth Mind-set
- Expert Insights on Managing Fear
- Expert Insights on Mindsets
- Expert Insights on Managing Yourself
- Becoming an Accountable Professional
- Becoming Your Own Best Boss
- Becoming More Professional through Business Etiquette
- Developing a Personal Accountability Framework

**Mental Wellbeing**

- Navigating Other People's Emotions
- Navigating the Workplace with Emotional Intelligence
- Leveraging Emotional Intelligence
- Difficult People: Why They Act That Way and How to Deal with Them
- Expert Insights on Dealing with Conflict
- Redefining Yourself After Organizational Change
- Achieve Productivity in Your Personal Life

**Mentoring**

- Fostering Mentoring Relationships
- Expert Insights on Mentoring

**Mindfulness At Work**

- Listening Even When it's Difficult to Listen
- The Art of Staying Focused
- Procrastination: Admitting it is the First Step
- Understanding Unconscious Bias
- Overcoming Your Own Unconscious Biases
- Developing a Growth Mind-set
- Personal Power and Credibility
- Expert Insights on Mindsets
- Forming New Habits
- Expert Insights on Unconscious Bias
- Avoid Procrastination by Getting Organized Instead
### Motivating People

**Taking the Lead with Workplace Motivation and Engagement**

**Expert Insights on Motivating People**

### Negotiation

**The First Steps in Negotiating**

**Negotiating the Best Solution**

**Expert Insights on Negotiation**

### Networking and Building Relationships

**Cultivating Relationships with Your Peers**

**Building Your Professional Network**

**Building Rapport with Your Boss**

**Finding and Nurturing a Mentor Relationship**

**Expert Insights on Networking & Building Relationships**

### Onboarding

**Ensuring Onboarding Success**

### Oral Communication

**Keeping Business Calls Professional**

**Writing and Preparing an Effective Speech**

**Conquering the Challenges of Public Speaking**

### Personal Productivity

**Procrastination: Admitting it is the First Step**

**Beat Procrastination by Boosting Your Creativity and Drive**

**Expert Insights on Personal Productivity**

**Forming New Habits**

**Organize Your Physical and Digital Workspace**

**Avoid Procrastination by Getting Organized Instead**

**Maximize Your Productivity by Managing Time and Tasks**

**Achieve Productivity in Your Personal Life**

**Expert Insights on Setting and Managing Priorities**
### Presentation Skills

- Planning an Effective Presentation
- Building Your Presentation
- Ensuring Successful Presentation Delivery
- Fundamentals of Business Storytelling
- Getting Your Pitch Heard
- Expert Insights on Presentation Skills
- Presentation Mastery Series

### Project Management

- Ethics and Project Management
- Ethical Standards and PMI® Core Values
- Capturing, Analyzing, and Using Project Lessons Learned
- Strategically Focused Project Management
- TestPrep: Certified Associate in Project Management (CAPM) 6th Edition
- Ethics and Project Management
- Managing a Project to Minimize Risk and Maximize Quality
- Navigating through Changes and Conflicts in Projects
- Taking Final Steps to Bring a Project to its Close
- New Project Manager Essentials
- Defining a Project Scope and Team
- Creating a Project Schedule and Budget

### Resilience and Perseverance

- Expert Insights on Resilience & Perseverance
- Grit
- Forging Ahead with Perseverance and Resilience
- Reaching Goals Using Perseverance and Resilience

### Self-Development

- Improving Your Memory Skills
- Improving Your Reading Speed and Comprehension
- Learning from Failure
- Developing Your Business Acumen
<table>
<thead>
<tr>
<th>Topic</th>
<th>Subtopics</th>
</tr>
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<tbody>
<tr>
<td><strong>The Four Tendencies: Understand Yourself For Improvement</strong></td>
<td></td>
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<tr>
<td><strong>Strategic Planning and Execution</strong></td>
<td>Knowing When to Take Strategic Risks</td>
</tr>
<tr>
<td></td>
<td>Expert Insights on Strategic Planning &amp; Execution</td>
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<tr>
<td><strong>Strategic Thinking</strong></td>
<td>Using Strategic Thinking to Consider the Big Picture</td>
</tr>
<tr>
<td></td>
<td>Identifying Risks in Your Organization</td>
</tr>
<tr>
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<td>Assessing Your Organization's Risks</td>
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<td></td>
<td>Responding Effectively to Risks</td>
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<td>Expert Insights on Strategic Thinking</td>
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<tr>
<td><strong>Succession Planning</strong></td>
<td>Building Career Development Programs and Succession Planning</td>
</tr>
<tr>
<td></td>
<td>Expert Insights on Succession Planning</td>
</tr>
<tr>
<td><strong>Talent Management</strong></td>
<td>Planning for Skills Needs and Managing Performance</td>
</tr>
<tr>
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<td>Building Career Development Programs and Succession Planning</td>
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<tr>
<td></td>
<td>Implementing Transformational HR</td>
</tr>
<tr>
<td></td>
<td>Individual Behavior in Organizations</td>
</tr>
<tr>
<td></td>
<td>Expert Insights on Talent Management</td>
</tr>
<tr>
<td><strong>Time Management</strong></td>
<td>Aligning Goals and Priorities To Manage Time</td>
</tr>
<tr>
<td></td>
<td>Make The Time You Need: Get Organized</td>
</tr>
<tr>
<td></td>
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</tr>
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<td>Maximize Your Productivity by Managing Time and Tasks</td>
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</tbody>
</table>
### Unconscious Bias

- Understanding Unconscious Bias
- Overcoming Your Own Unconscious Biases
- Overcoming Unconscious Bias in the Workplace
- Expert Insights on Unconscious Bias

### Women In Leadership

- Gender and Leadership
- Choosing to Lead as a Woman
- Career and Family Challenges for Women Leaders
- Expert Insights on Women in Leadership

### Work/Life Balance

- Expert Insights on Work/Life Balance
- Taking Stock of Your Work/Life Balance
- Staying Balanced in a Shifting World
- Take a Deep Breath and Manage Your Stress
- Achieve Productivity in Your Personal Life

### Working Effectively on a Team

- Being an Effective Team Member
- Strategies for Building a Cohesive Team
- Effective Team Communication
- Contributing as a Virtual Team Member
- Expert Insights on Working Effectively on a Team
- Genius Partnerships

### Written Communication

- Using the Parts of Speech
- Getting the Details Right: Spelling Basics
- Abbreviating, Capitalizing, and Using Numbers
- Using Punctuation Marks
- Creating Well-constructed Sentences
- Troublesome Words and Phrases: Usage Mistakes in Writing
- Improving Your Technical Writing Skills
<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Audience and Purpose in Business Writing</td>
</tr>
<tr>
<td>Clarity and Conciseness in Business Writing</td>
</tr>
<tr>
<td>Editing and Proofreading Business Documents</td>
</tr>
</tbody>
</table>