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
Developing a Personal Accountability Framework

Adapting to Change
Difficult People: Can't Change Them, so Change Yourself
Facilitating Sustainable Change
Leading Your Team through Change
Making Change Stick
Managing Motivation during Organizational Change
Moving Forward with Change Planning
Organizations Change So Get Ready
Positive Atmosphere: How Organizational Learning Drives Positive Change
Redefining Yourself after Organizational Change

Administrative Skills
Administrative Support: Developing Your Essential Skills
Administrative Support: Working in Partnership with Your Boss
Administrative Support: Interacting Effectively with Colleagues
Administrative Support: Projecting a Positive Professional Image

Business Grammar
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

Career Planning
Developing a Plan to Further Your Career
Getting Your Career on the Right Track
Using Performance Appraisals to Advance Your Career
Coaching
Coaching Techniques That Inspire Coachees to Action
Keeping Your Coachee Committed and Accountable

Collaboration
Becoming a Successful Collaborator
Building the Foundation for an Effective Team
Cisco Webex Teams: Using the Collaboration Tools
Developing a Successful Team
Encouraging Team Communication and Collaboration
Exploring Virtual Collaboration
Handling Team Conflict
Leading a Cross-functional Team
The BA Elicitation and Collaboration Knowledge Area

Communication
Become a Great Listener
Being a Responsible Corporate Digital Citizen
Choosing the Right Interpersonal Communication Method to Make Your Point
Communicating with Confidence
Do We Have a Failure to Communicate?
Effective Stakeholder Communications for IT Professionals
Effective Team Communication
Encouraging Team Communication and Collaboration
How Culture Impacts Communication
Making an Impact with Non-verbal Communication
Product Management: Communication for Product Managers
Proven Techniques for Technical Communication
The Art and Science of Communication
Trust Building through Effective Communication
Using Communication Strategies to Bridge Cultural Divides

Creative Thinking and Brainstorming
Developing a Team of Creative Gurus
Verifying and Building on Creative Ideas

Critical Thinking
Confronting Your Assumptions
How Culture Impacts Communication
Investigating Arguments
Reaching Sound Conclusions
Cross-Cultural Communication

Customer Service and Customer Relationships
Communicating Effectively with Customers
Controlling Conflict, Stress, and Time in a Customer Service
Dealing with Customer Service Incidents and Complaints
Designing a Customer Service Strategy
Facing Confrontation in Customer Service
Interacting with Customers
Polishing Your Skills for Excellent Customer Service
Rapport Building in Customer Service
Providing On-site Customer Service
Providing Telephone Customer Service
Providing Effective Internal Customer Service

**Dealing With Conflict**
Controlling Conflict, Stress, and Time in a Customer Service
Confronting Workplace Conflict
Handling Team Conflict
Resolving Workplace Conflict

**Decision Making**
Getting to the Root of a Problem
Defining Alternative Solutions to a Problem
Choosing and Using the Best Solution

**Delegation**
Choosing and Preparing Your Delegate
Getting What You Expect from Your Delegate
Taking Your Team to the Next Level with Delegation

**Difficult Conversations**
A Difficult Boss Doesn't Have to Be a Difficult Problem
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
How to Manage Difficult Conversations

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

**Diversity**
Bridging the Diversity Gap
Your Role in Workplace Diversity

**Decision Making**
Getting to the Root of a Problem
Defining Alternative Solutions to a Problem
Choosing and Using the Best Solution
Delegating
Choosing and Preparing Your Delegate
Effectively Directing and Delegating as a Manager
Getting What You Expect from Your Delegate
Taking Your Team to the Next Level with Delegation

Driving Performance
Key Elements of Business Execution
Building Innovation Cultures and Leaders
Leading Your Team through Change
Building a Leadership Development Plan
Aligning Unit Goals and Imperatives

Email Productivity
Organizing Your E-mail
Sending E-mails to the Right People
Writing Effective E-mails and Instant Messages

Emotional Intelligence
Navigating Your Own Emotions
Navigating Other People’s Emotions
Navigating the Workplace with Emotional Intelligence

Establishing a Positive Work Culture
Positive Atmosphere: Establishing an Engaged Workforce
Positive Atmosphere: Establishing a Positive Work Environment
Positive Atmosphere: How Organizational Learning Drives Positive Change

Ethics, Integrity, and Trust
Acting with Diplomacy and Tact
Navigating Challenging Situations with Diplomacy and Tact

Giving and Receiving Feedback
Establishing Team Goals and Responsibilities, and Using Feedback Effectively
Gaining a Positive Perspective on Feedback
Polishing Your Feedback Skills

Goal Setting
Aligning Goals and Priorities to Manage Time
Aligning Unit Goals and Imperatives
Establishing Team Goals and Responsibilities, and Using Feedback Effectively
Reaching Goals Using Perseverance and Resilience

Influence and Persuasion
Building Personal Power through Influence
Influence Others with Political Savvy
Innovation and Creativity
Beating Procrastination by Boosting Your Creativity and Drive
Building Innovation Cultures and Leaders
Unleashing Personal and Team Creativity
Verifying and Building on Creative Ideas

Interviewing and Hiring
Applicant Screening: The First Step in Hiring the Best
Conducting an Effective Hiring Interview

Leading Effective Meetings
Planning Meetings Fit for Purpose
Running Meetings in Better Directions

Listening
Listening Even When it's Difficult to Listen
Using Active Listening in Workplace Situations

Managing Stress
Controlling Conflict, Stress, and Time in a Customer Service
Managing Pressure and Stress to Optimize Your Performance
Take a Deep Breath and Manage Your Stress

Managing Team Conflict
Confronting Workplace Conflict
Controlling Conflict, Stress, and Time in a Customer Service
Handling Team Conflict
Navigating through Changes and Conflicts in Projects
Resolving Workplace Conflict

Managing Up
Being a Fair and Caring Manager
Facing the Management Challenges of Difficult Behavior and Diverse Teams
How to Manage Difficult Conversations
Managing a Project to Minimize Risk and Maximize Quality
Managing in a Crisis
Managing with a Cost-control Mindset
Managing for Cross-functionality
Managing for Operational Excellence
Managing Your Company’s Talent
Managing Employee Development
Managing Motivation during Organizational Change
Managing Multigenerational Employees
Managing Pressure and Stress to Optimize Your Performance
Managing the Unique Needs of Experts
Strategies for Managing Technical Teams
Managing Virtual Teams
Establishing Effective Virtual Teams
Facing Virtual Team Challenges

Mentoring
Finding and Nurturing a Mentor Relationship
Fostering Mentoring Relationships

Motivating People
Managing Motivation during Organizational Change
Taking the Lead with Workplace Motivation and Engagement

Negotiation
The First Steps in Negotiating
Negotiating the Best Solution

Networking and Building Relationships
A Difficult Boss Doesn't Have to Be a Difficult Problem
Building Your Professional Network
Cultivating Relationships with Your Peers
Finding and Nurturing a Mentor Relationship
Fostering Mentoring Relationships

Onboarding
Ensuring Onboarding Success
Hitting the Recruitment Bull's-eye
Applicant Screening: The First Step in Hiring the Best

Personal Development
Achieve Productivity in Your Personal Life
Aligning Goals and Priorities to Manage Time
Avoid Procrastination by Getting Organized Instead
Be Liked and Respected in the Workplace
Beating Procrastination by Boosting Your Creativity and Drive
Becoming an Accountable Professional
Becoming More Professional through Business Etiquette
Becoming Your Own Best Boss
Bridging the Diversity Gap
Building Rapport with Your Boss
Building Your Professional Network
Choosing and Using the Best Solution
Confronting Your Assumptions
Conquering the Challenges of Public Speaking
Cultivating Relationships with Your Peers
Defining Alternative Solutions to a Problem
Developing a Growth Mind-set
Developing a Personal Accountability Framework
Developing a Plan to Further Your Career
Developing Your Business Ethics
Establishing Self-confidence for Life
Finding and Nurturing a Mentor Relationship
Forging Ahead with Perseverance and Resilience
Getting Results through Personal Power
Getting Your Career on the Right Track
Improving Your Memory Skills
Improving Your Reading Speed and Comprehension
Investigating Arguments
Keeping Your Skillset Current in the Digital Economy
Learning from Failure
Make the Time You Need: Get Organized
Managing Pressure and Stress to Optimize Your Performance
Maximize Your Productivity by Managing Time and Tasks
Organizations Change So Get Ready
Organize Your Physical and Digital Workspace
Outwitting Your Cognitive Bias
Overcoming Unconscious Bias in the Workplace
Overcoming Your Own Unconscious Biases
Procrastination: Admitting it is the First Step
Reaching Goals Using Perseverance and Resilience
Reaching Sound Conclusions
Redefining Yourself after Organizational Change
Self-improvement for Lifelong Success
Staying Balanced in a Shifting World
Take a Deep Breath and Manage Your Stress
Taking Stock of Your Work/Life Balance
Taking the Lead with Workplace Motivation and Engagement
The Art of Staying Focused
The Building Blocks of Building Trust
Uncovering and Utilizing Your Talents and Skills
Understanding Unconscious Bias
Unleashing Personal and Team Creativity
Using Performance Appraisals to Advance Your Career
Verifying and Building on Creative Ideas
Writing and Preparing an Effective Speech
Your Role in Workplace Diversity

**Presentation Skills**
Planning an Effective Presentation
Building Your Presentation
Ensuring Successful Presentation Delivery
Project Management
Creating a Project Schedule and Budget
Defining a Project Scope and Team
Managing a Project to Minimize Risk and Maximize Quality
New Project Manager Essentials
Navigating through Changes and Conflicts in Projects
Product Management: Building a Product Strategy
Product Management: Metrics for Product Managers
Product Management: An Overview
Product Management: Competitive and Market Analytics for Product Managers
Product Management: Building a Product Roadmap and Agile Product Management
Product Management: Create a Go-to-Market Plan
Product Management: Communication for Product Managers
Product Management: Market Research Basics
Product Management: Customer Development for Product Managers
Product Management: Design and Run Experiments for Product Managers
Taking Final Steps to Bring a Project to its Close

Resilience and Perseverance
Forging Ahead with Perseverance and Resilience
Reaching Goals Using Perseverance and Resilience

Self-Development
Uncovering and Utilizing Your Talents and Skills
Self-improvement for Lifelong Success
Establishing Self-confidence for Life

Strategic Planning and Execution
Assessing Your Organization’s Risks
Identifying Risks in Your Organization
Knowing When to Take Strategic Risks
Responding Effectively to Risks
Thinking Strategically as a Manager
Using Strategic Thinking to Consider the Big Picture

Succession Planning
Building Career Development Programs and Succession Planning

Talent Management
Planning for Skills Needs and Managing Performance
Building Career Development Programs and Succession Planning
Implementing Transformational HR
Individual Behavior in Organizations
Time Management
Aligning Goals and Priorities To Manage Time
Make The Time You Need: Get Organized
The Art of Staying Focused

Unconscious Bias
Understanding Unconscious Bias
Overcoming Your Own Unconscious Biases
Overcoming Unconscious Bias in the Workplace

Women In Leadership
Choosing to Lead as a Woman
Career and Family Challenges for Women Leaders
Moving Beyond Gender Roles as a Leader
Mastering Key Leadership Competencies
Women in Leadership: Building Your Infrastructure for Leadership

Gender and Leadership
Gender and Leadership

Work/Life Balance
Staying Balanced in a Shifting World
Take a Deep Breath and Manage Your Stress
Taking Stock of Your Work/Life Balance

Working Effectively on a Team
Contributing as a Virtual Team Member

Written Communication
Improving Your Technical Writing Skills
Audience and Purpose in Business Writing
Clarity and Conciseness in Business Writing
Editing and Proofreading Business Documents