



Building Resiliency for Work-Life Harmony

5 Competency Tracks:

- Preparing for Crisis and Beyond
- Staying Positive While Managing Stress and Mindsets
- Personal Productivity while Working Remotely
- Communication and Managing Up
- Collaboration and Teamwork

COMPLETE
COURSE
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TRACKS & COURSES

Preparing for Crisis and Beyond

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TRACKS & COURSES

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Collaboration and Teamwork

- Being an Effective Team Member
- Strategies for Building a Cohesive Team
- Effective Team Communication
- Becoming a Successful Collaborator
- Expert Insights on Working Effectively on a Team
- Expert Insights on Collaboration

PREPARING FOR CRISIS AND BEYOND

COURSE DESCRIPTION

Navigating the Post-Pandemic Workplace

Overview/Description: It's safe to say that the world-wide COVID-19 pandemic has affected nearly every human life on the planet. It has brought with it significant changes to the ways we live and work, turning terms like social distancing and quarantine into household words.

In the aftermath of the worst of it, the world is struggling to create an evolving new normal. What will that look like for businesses and employees as we unplug from working remotely and return to work? How will we reconnect with our coworkers and reestablish working routines? How can we help create a safe working environment by following new procedures? This course focuses on how employees can foster their flexibility and resiliency in the post-pandemic workplace.

Course Duration: 6 minutes

Expert Insights on Adapting to Change

Overview/Description: For most people, change triggers the fight or flight response. To stop fleeing and start fighting, put your brain chemistry to work for you, embrace the opportunities that come with change, and turn negative stress into forward movement

Course Duration: 1 hr.

Expert Insights on Resilience & Perseverance

Overview/Description: Adversity is that which knocks you down. Resilience is what gets you back up, off the floor. Obstacles can be big or small, but it's how you deal with them that determines your success. Choose perseverance, and you'll win every time.

Course Duration: 58 minutes

Forging Ahead with Perseverance and Resilience

Overview/Description: Business today is a complex undertaking. Accomplishing tasks and staying focused on achieving your goals requires grit and persistence. An adaptive mindset helps you focus through the distractions, information overload, demanding pace, and the accompanying stresses that can often pull you off task. In this course, you'll learn to develop personal resilience, adaptability, and perseverance. You'll explore the resources and people it takes to sustain perseverance, and you'll discover actions to help you build a work-life balance, sharpen your focus, and foster the resilience and perseverance to face and overcome setbacks.

Course Duration: 30 minutes

Preparing for Crisis and Beyond Resources

MIT Sloan Management Review on Leading Through Disruption

Resilience at Work: How to Succeed No Matter What Life Throws at You

Bouncing Back: Rewiring Your Brain for Maximum Resilience and Well-Being

Stronger: Develop the Resilience You Need to Succeed

Book

Book Summary

Book Summary

Book Summary

STAYING POSITIVE WHILE MANAGING STRESS AND MINDSETS

COURSE DESCRIPTION

Positive Atmosphere: Establishing a Positive Work Environment

Overview/Description: A positive workplace is paramount to your organization's long-term success. As a manager, you play a key role in establishing a positive work culture, and noticing when negativity takes the place of positivity. As a leader, you can foster a positive work environment by communicating honestly, respecting, supporting, and engaging others, and maintaining a good attitude. This course will introduce you to best practices for creating a positive work environment. You'll learn the benefits of establishing a positive and engaged workforce, its characteristics, and concrete steps to create one. You'll also explore how to recognize the signs and impacts of negativity, and how to take corrective action if necessary to engage employees.

Course Duration: 24 minutes

Positive Atmosphere: How Organizational Learning Drives Positive Change

Overview/Description: If your organization creates a positive learning culture that focuses on developing people, it will not only weather difficult times better than most, but will flourish in an ultra-competitive global market. In this course, you'll be introduced to organizational learning and its benefits to your organization. You'll examine the role of training, knowledge management, and technology in developing employees, and learn about the pivotal role of continuous learning. By exploring the essential elements and indicators of a self-development culture, the course prepares you to assess your current workplace and determine how conducive it is to learning. Developing talent will increase your competitiveness and create more satisfied, goal-oriented employees - which leads to a more profitable organization.

Course Duration: 24 minutes

Expert Insights on Establishing a Positive Work Culture

Overview/Description: Company culture is like a garden: You can have a dark, depressing place where people wilt and wither, or you can have a thriving environment that nurtures growth, creativity, and inclusion. Where would you rather be?

Course Duration: 24 minutes

Managing Pressure and Stress to Optimize Your Performance

Overview/Description: People react to high pressure differently. Learning to cope with pressure and handling stress are very important, because you don't want pressure to have a negative impact on your performance. In this course, you'll learn about managing stress and pressure, situations that trigger pressure, and how pressure can become stress. You'll also look at how stress affects you emotionally and physically, and how to respond to it. And you'll also learn strategies for managing stress by ensuring you have the right attitude, taking control under pressure, and using performance management to cultivate a "success mentality." You can then optimize your own performance, and prepare to cope with stressed colleagues.

STAYING POSITIVE WHILE MANAGING STRESS AND MINDSETS

COURSE DESCRIPTION

Course Duration: 24 minutes

Expert Insights on Managing Stress

Overview/Description: Stress—you can't live with it, but you can't live without it. Find out what stress is, why you need it, and what happens when your mind and body succumb to it. By managing stress, you can take back control, adding joy to all that you do.

Course Duration: 1 hr. 20 minutes

Taking Stock of Your Work/Life Balance

Overview/Description: People with a healthy work-life balance are satisfied with both their work and home lives. They can fulfill their multiple family responsibilities at home, as well as work and community commitments without guilt or regret. They're healthy physically, emotionally, and socially. They're not over-worked. In fact, they have a sense of control over their life, and feel that the decisions they make are informed choices. In this course, you'll learn about how to detect imbalance between home and work and how to achieve a healthy compromise between work balance and life balance. And you'll assess your current work/life balance so you can overcome internal and external obstacles to achieving harmony.

Course Duration: 24 minutes

Staying Balanced in a Shifting World

Overview/Description: Achieving a healthy work/life balance gives you the chance to practice mindfulness and focus on what's important in all aspects of your life. Maintaining this work/life balance requires constant vigilance. This course focuses on techniques for managing stress and recognizing the behaviors like passivity, aggressiveness, and assertiveness, and how these affect your ability to find balance in life. Techniques that can be used to achieve and preserve balance are also discussed. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Course Duration: 12 minutes

STAYING POSITIVE WHILE MANAGING STRESS AND MINDSETS

COURSE DESCRIPTION

Take a Deep Breath and Manage Your Stress

Overview/Description: When you're constantly adding items to your never-ending to-do list, feeling overwhelmed at work and at home, and finding your health and relationships negatively impacted, you are likely experiencing stress. Stress is produced by your own feelings and reactions to certain external events, rather than by the events themselves. But while you may not always be able to control the external events causing your stress, by applying mindfulness techniques, you can control your reactions to them. This course explains the physiological, behavioral, and psychological signs and symptoms of stress and where it can come from. It outlines strategies for maintaining work/life balance and managing stress. It also covers ways to change your responses to stress and make them more positive and how to use relaxation techniques and adopting mindfulness to help you focus.

Course Duration: 24 minutes

Staying Positive While Managing Stress and Mindsets Resources

MIT Sloan Management Review Article on Your People Need Care, Not a Battle Cry	Book Summary
Kiss That Frog! 12 Great Ways to Turn Negatives into Positives in Your Life and Work	Book Summary
Mindfulness: Be Mindful. Live in the Moment.	Book Summary
One Second Ahead: Enhance Your Performance at Work with Mindfulness	Book Summary
Mindfulness at Work: How to Avoid Stress, Achieve More, and Enjoy Life!	Book Summary
Work without Stress: Building a Resilient Mindset for Lasting Success	Book Summary
Stress Less. Achieve More: Simple Ways to Turn Pressure into a Positive Force in Your Life	Book Summary

PERSONAL PRODUCTIVITY WHILE WORKING REMOTELY

COURSE DESCRIPTION

Contributing as a Virtual Team Member

Overview/Description: Companies often opt to create virtual teams in place of on-site teams. This allows employees to work from home or remote locations. However, if not managed appropriately, remote working may cause breakdowns in communication, collaboration, and teamwork.

In this course, you'll learn how to develop the skills you need to show team leadership and be an effective member of a virtual team. You'll explore personal traits that are useful when working on a team remotely. You'll also learn strategies to stay connected with other team members, and ways to manage your time and overcome the challenges associated with managing teams remotely.

Course Duration: 18 minutes

Facing Virtual Team Challenges

Overview/Description: Virtual teams can face the same difficulties as other teams, but also have unique challenges. In this course, you'll learn how to handle challenges facing your team, and how to evaluate your own style.

Course Duration: 24 minutes

Expert Insights on Work/Life Balance

Overview/Description: When work demands increase, the life side of the work-life balance scale drops. Fortunately, you can take back control of your life and still give your best at work. Isn't it time to find the right balance?

Course Duration: 1 hr. 25 minutes

Maximize Your Productivity by Managing Time and Tasks

Overview/Description: The amount of time available to you is constant - you can't buy more and you can't save it for later. However, by managing your time, you can increase your productivity. And the better you understand your own personal productivity, the easier it will be to manage your time effectively. In this course, you'll learn about how you can use task management to maximize your productivity. You'll discover the benefits of using time management and assessing the value of your tasks. You'll learn about the benefits of setting goals and how productivity is tied to your ability to assess time and set priorities. And you'll also learn about the process of "chunking" your time and how to use different types of to-do lists effectively.

Course Duration: 18 minutes

PERSONAL PRODUCTIVITY WHILE WORKING REMOTELY

COURSE DESCRIPTION

Achieve Productivity in Your Personal Life

Overview/Description: A busy personal life has a direct correlation to your productivity level at your job. By getting control of your productivity at home, you can improve your productivity work too, making you better able to stick to schedules and meet deadlines by reducing the stress and distractions that come from trying to juggle home and work at the same time. In this course, you'll learn how to prepare for trips, plan personal and household tasks, and become more organized as a parent. You'll also explore tips for achieving an effective work/life balance and taking care of your personal health and well-being.

Course Duration: 18 minutes

Expert Insights on Personal Productivity

Overview/Description: Too busy to take a break? Try being “unproductive.” Not accomplishing anything? Stop being “busy.” This advice might seem counterintuitive, but it—and these other tips—will boost your productivity so that you really can get more done.

Course Duration: 1 hr. 52 minutes

Personal Productivity While Working Remotely Resources

MIT Sloan Management Review Article on Overcoming Remote Work Challenges

The Productivity Habits: A Simple Approach to Become More Productive

Make Your Brain Work: How to Maximize Your Efficiency, Productivity and Effectiveness

Find Your Balance Point: Clarify Your Priorities, Simplify Your Life, and Achieve More

Leading the Life You Want: Skills for Integrating Work and Life

Bring Work to Life by Bringing Life to Work: A Guide for Leaders and Organizations

Book Summary

Book Summary

Book Summary

Book Summary

Book Summary

Book Summary

COMMUNICATION AND MANAGING UP

COURSE DESCRIPTION

Building Rapport with Your Boss

Overview/Description: The relationship between you and your boss is a key factor in your career. Careful relationship management will make your job more enjoyable. You'll find that to work more effectively with your boss, you need to develop a rapport and good networking skills. Managing up can help you find enjoyment and reward in your current position. In this course, you'll learn the importance of managing relationships, and ways to build great boss relationships by recognizing their agenda and management style. You'll also learn strategies for building a strong professional relationship with your boss, and about various ways you can become aligned with your boss.

Course Duration: 30 minutes

A Difficult Boss Doesn't Have to Be a Difficult Problem

Overview/Description: Working for a difficult boss can be challenging. In this course, you will learn about the management styles, communication styles, and personality types of difficult bosses. You will also learn strategies for working with a difficult boss and what to do if a boss becomes abusive.

Course Duration: 18 minutes

Expert Insights on Managing Up

Overview/Description: Learn how to manage your manager and other higher-ups to help your career, performance, and productivity.

Course Duration: 43 minutes

Capturing the Attention of Senior Executives

Overview/Description: Does your job require you to communicate critical information to c-suite executives, such as the Chief Executive Officer (CEO)? Perhaps you have opportunities to influence executive decision making, but don't know how best to deliver your message. In order to make the most of your communication with senior executives, you need to be prepared. In this course, you'll learn how to shape your message so it's communicated clearly to your organization's c suite. You'll discover how to build your credibility with those at the senior level, such as the CFO, CIO, and COO. And you'll explore how to approach and plan meetings with senior executives, and how to make your case - whether it's with an elevator pitch or a formal report.

Course Duration: 30 minutes

COMMUNICATION AND MANAGING UP

COURSE DESCRIPTION

Do We Have a Failure to Communicate?

Overview/Description: Communicating effectively can be challenging when having difficult conversations. Because these challenges typically involve emotions such as hurt, anger, or confusion, it's not uncommon for people to avoid one another or shut down, preventing what could be a productive exchange at many levels. In this course, you'll examine some common communication challenges and how you can successfully navigate them. By showing patience, perseverance, and accountability, you can effectively deal with tough conversations, communicate your message, and reach mutual understanding and agreement.

Course Duration: 24 minutes

The Art and Science of Communication

Overview/Description: There is a science behind communication, including how we react neuro-physiologically to others – through verbal communication such as their words and tone, as well as the non-verbal communication of their actions and body language. There's also an art to communication, allowing your authentic self to shine through and allowing the exchange with another person to unfold naturally. In this course, you'll learn about the art and science of communication. You'll explore techniques for connecting with your audience and building trust with them so that your communication intention is clear and understood. You'll also learn the basic principles of assertive communication that is positive and not aggressive.

Course Duration: 18 minutes

Encouraging Team Communication and Collaboration

Overview/Description: Managing teams successfully involves ensuring that team members can communicate with you and with one another and that they will collaborate effectively as a team. To achieve this, clear channels of communication are required for both on-site and virtual teams. In this course, you'll learn how to demonstrate team leadership by encouraging effective communication and overcoming communication problems. You'll explore strategies for encouraging team collaboration. Finally, you'll learn about tools and technologies that are commonly used for virtual teamwork and key considerations for establishing virtual communication guidelines.

Course Duration: 30 minutes

COMMUNICATION AND MANAGING UP

COURSE DESCRIPTION

Expert Insights on Communication Essentials

Overview/Description: Communication is one of the most important skills in business. Every day, we communicate verbally, nonverbally, and through the written word. If improving your communication skills isn't on your radar, it should be!

Course Duration: 3 hrs. 4 minutes

How to Manage Difficult Conversations

Overview/Description: For managers, difficult conversations can be immensely stressful. Handled the wrong way, this kind of conversation can also damage your work relationships and leave you feeling unsure of your abilities. However, with the right preparation and mindset, you can make sure that you communicate difficult news with tact and diplomacy. In this course, you'll learn some basic guidelines about when and where to initiate difficult conversations, and useful steps for managing the associated stress. You'll learn how to prepare for a difficult conversation using a four-step process, so that you're confident and can make the conversation as constructive and diplomatic as possible. Finally, you'll learn how to demonstrate that you have the right mindset when communicating bad news to an employee.

Course Duration: 30 minutes

Communication and Managing Up Resources

MIT Sloan Management Review Article on Five Ways to Improve Communication in Virtual Teams

Book Summary

Lead Your Boss: The Subtle Art of Managing Up

Book Summary

Simply Said: Communicating Better at Work and Beyond

Book Summary

How to Write Effective Business English: Excel at E-Mail, Social Media and All Your Professional Communications

Book Summary

COLLABORATION AND TEAMWORK

COURSE DESCRIPTION

Being an Effective Team Member

Overview/Description: Making a real, positive difference on a team is not necessarily about showing team leadership. Even if your role doesn't involve managing teams, you can still make an important contribution by being a strong team member. This course covers strategies and techniques to help you become a more effective and valued team member. You'll explore ways to adopt a positive mindset toward teamwork, so that you can make a significant contribution. Because your success when working on a team depends on pulling together with other people, you'll also learn constructive ways to acknowledge differences and show respect for teams, and specific strategies for team collaboration.

Course Duration: 30 minutes

Strategies for Building a Cohesive Team

Overview/Description: Team cohesion, or the strength of the links between team members, determines how effective teams will be, especially in responding to outside pressures. A team has to be cohesive if its members are to function as a unit, working closely and efficiently to achieve common goals. In this course, you'll learn methods for effectively building and managing teams that focus on improvements in three areas: communication, cooperation, and trust. You'll learn specific strategies for improving communication and promoting collaboration among staff members working on a team. You'll also learn what signs suggest a lack of trust on a team, and how you can show team leadership by using the right techniques to build trust and improve teamwork.

Course Duration: 30 minutes

Effective Team Communication

Overview/Description: It's vital to maintain open, effective communication when working on a team. However, it's all too easy for teams to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings in teamwork, cause unnecessary conflict, keep others from having their say, and prevent collaboration. In this course, you'll learn about different verbal barriers to effective team communication and strategies for overcoming them. But speaking is only one part of communication; effective team leadership is about listening too. So, you'll also learn about some active listening techniques that can help you be a better listener when managing teams.

Course Duration: 30 minutes

COLLABORATION AND TEAMWORK

COURSE DESCRIPTION

You've Got 8 Seconds: Communication Secrets for a Distracted World

Book Summary

Becoming a Successful Collaborator

Overview/Description: When organizations are recruiting, one of the top skills they look for in a candidate is their ability to collaborate. Today's hiring managers know that collaboration leads to improved problem-solving, increased productivity and promotes interconnected team members who share expertise and learn from one another. Defining collaboration is tricky because it means different things across industries, departments and roles. In this course you'll learn about the meaning of collaboration, the concept of teaming in collaboration, and best practices for being a good team member and for being a successful collaborator. You'll examine conflict management styles to determine which one is yours, and the impact on your team.

Course Duration: 30 minutes

Expert Insights on Working Effectively on a Team

Overview/Description: You can do more as part of a team than you could ever do alone, as long as you contribute in the right ways. When you share goals, work hard, have everyone else's back, and accept responsibility, you and your teammates become unstoppable.

COLLABORATION AND TEAMWORK

COURSE DESCRIPTION

Course Duration: 1 hr. 15 minutes

Expert Insights on Collaboration

Overview/Description: We know collaboration is good for business, but what is good collaboration? It's part honesty, humility, reciprocity, and understanding, but most of all, it's everyone in an organization working together to make everyone else a winner.

Course Duration: 1 hr. 13 minutes

MIT Sloan Management Review on Virtual Collaboration

The Hard Hat: 21 Ways to be a Great Teammate

The Ideal Team Player: How to Recognize and Cultivate the Three Essential Virtues

The Secret of Teams: What Great Teams Know and Do

9 Powerful Practices of Really Great Teams

Book

Book Summary

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Optional Books

Communication in Times of Trouble: Best Practices for Crisis and Emergency Risk Communication

Bounce Back: How to Fail Fast and be Resilient at Work

Resilience: Powerful Practices for Bouncing Back from Disappointment, Difficulty, and Even Disaster

Ensuring Adaptability and Delivering Results: Focusing on Drive, Delivery and Performance

The Joy in Business: Innovative Ideas to Find Positivity (and Profit) in Your Daily Work Life

Creating a Positive Work Environment, Self-Study Guide (Workplace Essentials Series)

Positive Thinking: Find Happiness and Achieve Your Goals Through the Power of Positive Thought

Managing Stress Triggers

Pocket Guide to Managing Stress

Work without Stress: Building a Resilient Mindset for Lasting Success

The Art of Breathing: The Secret to Living Mindfully

Inhale, Exhale, Repeat: A Mindfulness Handbook for Every Part of Your Day

Mindfulness-Based Stress Reduction: The MBSR Program for Enhancing Health and Vitality

Bringing Mindfulness to Your Workplace

Tips for Maintaining Balance While Working Remotely

Making a Success of Managing and Working Remotely

Make Your Brain Work: How to Maximize Your Efficiency, Productivity and Effectiveness

Successful Time Management: How to be Organized, Productive and Get Things Done

Productivity: Get Motivated, Get Organized and Get Things Done

Breakthrough To Yes: Unlocking the Possible within a Culture of Collaboration