

Skill Builder Training Guide

This user's guide will help you quickly locate online training programs that interest you. Once you have logged onto HelpNet, you will find seven pull-down menus. The pull-down menus which contain Skill Builder training programs are listed in this guide. The menu selections appear on this guide in **Bold Underlined** and the subcategories in ***Bold Italic***. Each of the topics for each category are bulleted and many Skill Builders can be found in more than one place.

When you select a Skill Builder program, follow the directions on the screen. If you do not have the time to complete the entire program, you may begin where you left off when you log in again. Upon completing a Skill Builder, you will be given the opportunity to print a certificate of completion.

PARENTING PULL-DOWN MENU

Parenting

- Balancing Work and Family
- Basics of Effective Communication
- Managing Stress

Child Care

- Choosing a Child Care Provider

Developmental Stages

- Developing a Child's Critical Thinking Skills

Kid's Well-Being

- Internet Basics

AGING PULL-DOWN MENU

Aging Well

- Achieving Personal Goals
- Internet Basics

Health

- Managing Stress

Grief and Loss

- Overcoming the Loss of a Loved One

BALANCING PULL-DOWN MENU

Personal Growth

- Achieving Personal Goals
- Conflict Intervention
- Internet Basics

Families

- Basics of Effective Communication
- Guardianship Decisions for Elderly Loved Ones
- Managing Disagreement

Relationships

- Basics of Effective Communication
- Conflict Intervention
- Managing Disagreement

Grief and Loss

- Overcoming the Loss of a Loved One

Mental Health

- Managing Stress
- Recognizing and Managing Anger

THRIVING PULL-DOWN MENU

Live Healthy

- Achieving Personal Goals
- Managing Stress

Health Challenges

- Managing Stress

WORKING PULL-DOWN MENU

Accomplished Employee

Balancing Work and Family Life

- Balancing Work and Family

Being Part of a Team

- Applying Emotional Intelligence in the Workplace
- Appreciating Personality Differences
- Basics of Budgeting
- Becoming an Effective Team Member
- Building a Successful Team
- Creating a Strong Leadership Team
- Delegating
- Financial Basics for Non-Financial Managers
- Leadership Skills for Women
- Leading Effective Teams
- Managing Disagreement
- Managing Negative People
- Mentoring
- Solving Problems as a Team
- Valuing Diversity



WORKING PULL-DOWN Accomplished Employee *Continued*

Communication Skills

- Basics of Effective Communication
- Basics of Effective Selling
- Building Strong Customer Relationships
- Business Writing Basics
- Closing the Sale
- Leading Effective Meetings
- Mastering Cold Calls
- Negotiating For Sales Professionals
- Presentation Skills
- Preventing Sexual Harassment for Employees
- Qualifying Sales Prospects
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service
- Understanding and Using Contracts
- Writing Effective Email

Dealing with Difficult People

- Dealing with Difficult Customers

Effective Business Travel

- Intercultural Business Etiquette

Giving and Receiving Feedback

- Providing Effective Feedback

Resolving Conflict

- Conflict Intervention
- Managing Disagreement
- Recognizing and Managing Anger

Tips for Success

- Succeeding as an Administrative Assistant
- Time Management

Effective Manager

Change

- Managing Change

Communication Skills

- Appreciating Personality Differences
- Conflict Intervention
- Executive to Employee Communication Strategies
- Intercultural Business Etiquette
- Leading Effective Meetings
- Managing Disagreement
- Successful Negotiation
- Writing Effective Email

Dealing with Difficult Customers

- Understanding and Using Contracts

Dealing with Difficult Employees

- Discharging Employees
- Disciplining and Redirecting Employees
- Managing Negative People
- Recognizing and Managing Anger



WORKING PULL-DOWN Effective Manager *Continued*

Employee Motivation and Recognition

- Coaching and Counseling
- Creating an Effective Sales Team
- Disciplining and Redirecting Employees
- Mentoring
- Motivating Employees
- Providing Effective Feedback
- Recognizing Employee Performance
- Retaining Valuable Employees
- Setting Performance Goals and Expectations

Evaluating Employees

- Conducting Performance Reviews
- Discharging Employees
- Interviewing Job Candidates
- Recognizing and Avoiding Burnout
- Recognizing Employee Performance
- Retaining Valuable Employees

Leadership Skills

- Applying Emotional Intelligence Skills in the Workplace
- Applying Leadership Essentials
- Basics of Budgeting
- Building a Successful Team
- Coaching and Counseling
- Creating a Strong Leadership Team
- Delegating
- Executive to Employee Communication Strategies
- Financial Basics for Non-Financial Managers
- Leadership Skills for Women
- Leading Effective Meetings
- Leading Effective Teams
- Managing Disagreement
- Managing Projects
- Motivating Employees
- Preventing Sexual Harassment in Your Organization
- Retaining Valuable Employees
- Solving Problems as a Team
- Succeeding as a Supervisor
- Valuing Diversity

Managing Virtual Staff

- Leading Effective Meetings
- Managing a Virtual Office

Understanding Workplace Violence

- Conflict Intervention
- Dealing With Violence in the Workplace
- Recognizing and Managing Anger

WORKING PULL-DOWN *Continued*

Career Development

- Basics of Budgeting
- Coaching and Counseling
- Financial Basics for Non-Financial Managers
- Managing a Virtual Office

Training and Development

Continuing Education

- Basics of Budgeting
- Basics of Effective Communication
- Basics of Effective Selling
- Building Strong Customer Relationships
- Business Writing Basics
- Closing the Sale
- Dealing With Difficult Customers
- Developing a Strategic Plan
- Financial Basics for Non-Financial Managers
- Intercultural Business Etiquette
- Managing Projects
- Managing Your 401K
- Mastering Cold Calls
- Mentoring
- Moving from Trainer to Performance Consultant
- Negotiating For Sales Professionals
- Organizing Your Workspace
- Presentation Skills
- Qualifying Sales Prospects
- Succeeding as an Administrative Assistant
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service
- Time Management
- Understanding and Using Contracts
- Valuing Diversity
- Writing Effective Email

Developing a Training Plan

- Achieving Personal Goals
- Creating an Effective Sales Team
- Developing a Strategic Plan

Mentoring and Volunteering

- Coaching and Counseling
- Mentoring

Workplace Diversity

- Intercultural Business Etiquette
- Valuing Diversity

Workplace Productivity

Effective Communication

- Basics of Effective Communication
- Building Strong Customer Relationships
- Writing Effective Email



WORKING PULL-DOWN Workplace Productivity *Continued*

Time Management and Organization

- Delegating
- Developing a Strategic Plan
- Managing Projects
- Managing Stress
- Organizing Your Workspace
- Recognizing and Avoiding Burnout
- Time Management

Workplace Safety

Creating a Safe Workspace

- Preventing Sexual Harassment For Employees
- Preventing Sexual Harassment in Your Organization

Managing Stress

- Conflict Intervention
- Dealing with Difficult Customers
- Managing Stress
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger

Workplace Violence

- Dealing With Violence in the Workplace

LIVING PULL-DOWN MENU

Financial

- Managing Your 401K
- Personal Financial Planning

Safety

- Dealing With Violence in the Workplace
- Recognizing Signals of Violence in Children

For questions or technical assistance with *HelpNet*,
please contact Continuum EAP. You may reach us during normal business hours at:

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