

nuveda

SCIENCE OF LEARNING  
ART OF MEASUREMENT

# 2015 Course Catalog

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## Welcome!

Welcome to the NuVeda 2015 Course Catalog. With over 315 bite sized, chunked learning courses, NuVeda provides any organization or learner numerous opportunities to build the skills needed to lead and manage others, as well as increase individual performance and results.

### **Developing On the Job**

Built to meet the way most people learn (on the job), each course provides learners with a brief Introduction Video, as well as an exercise to perform on the job to practice and build the desired skill.

We look forward to helping you and your organization achieve your goals and deliver great results.

## Catalog Terminology:

### **Manager Courses**

Courses designed for supervisors, managers and leaders who are responsible for leading, coaching, and inspiring employee performance. These courses will help build the skills needed to manage individual and team performance, engage and retain employees, as well as contribute to organization success.

### **Individual Courses**

Whether a person is an individual contributor, project manager, or has supervisory responsibilities, these courses will help build the skills needed to increase personal performance, develop communication and team skills, as well as help individuals become contributing members of the organization long-term.

### **Course Bundles**

Course bundles provide learners with a comprehensive learning option. When using a bundle, learners complete a number of courses to more fully develop their skills and capabilities.

### **Learning Tracks**

Learning Tracks provide learners with recommended course bundles to take together for an in-depth development experience.

### **Toolkits**

Partnered with industry experts in various fields to create courses based on the experts' books, instructor led workshops, and expertise. These toolkits provide the learner an opportunity to experience this great content without needed to attend classroom training.

### **Course Sequencing**

Courses are sequenced in the recommended order a learner should complete an individual Course Bundle. In addition, Learning Tracks are sequenced in the recommended order a learner should complete the course bundles.

### **PMI PDUs**

The majority of courses within the Course Catalog have been approved by PMI for PDU credit for project managers looking to maintain their certification.

## Manager Courses

| Course Bundles for Managers        | # of Courses | Page # |
|------------------------------------|--------------|--------|
| Building Trust and Respect         | 5 courses    | 5      |
| Coaching Career Development        | 6 courses    | 5      |
| Communication Skills for Managers  | 8 courses    | 6      |
| Conflict Management Skills         | 5 courses    | 6      |
| Creating Great Teamwork            | 5 courses    | 7      |
| Delegating Work                    | 5 courses    | 7      |
| Developing and Coaching Employees  | 8 courses    | 8      |
| Discussing Total Compensation      | 5 courses    | 8      |
| Giving Great Feedback              | 5 courses    | 9      |
| Increasing Employee Engagement     | 8 courses    | 9      |
| Leadership Essentials              | 12 courses   | 10     |
| Leading the Organization Strategy  | 8 courses    | 10     |
| Management Essentials              | 15 courses   | 11     |
| Managing for Success               | 12 courses   | 12     |
| Meeting Management                 | 5 courses    | 12     |
| Onboarding New Employees           | 18 courses   | 13     |
| Project Management for Managers    | 18 courses   | 14     |
| Providing Resources for Success    | 8 courses    | 15     |
| Recognizing Employees              | 5 courses    | 15     |
| Retaining Your Employees           | 8 courses    | 16     |
| Supervision Basics                 | 8 courses    | 16     |
| <b>Toolkits for Managers</b>       |              |        |
| Bud to Boss                        | 20 courses   | 17     |
| Remote Leadership                  | 18 courses   | 18     |
| totalView™ Behavioral Interviewing | 6 courses    | 20     |
| Predictable Revenue                | 19 courses   | 21     |

## Individual Courses

| Course Bundles for Individuals                   | # of Courses | Page # |
|--|--------------|--------|
| Basic Business Skills                            | 10 courses   | 23     |
| Become a Contributing Project Team Member        | 9 courses    | 23     |
| Building Your Career (also available in Spanish) | 8 courses    | 24     |
| Building Your Leadership Skills                  | 10 courses   | 24     |
| Communicating with Others                        | 5 courses    | 25     |
| Creating Great Work                              | 5 courses    | 25     |
| Developing for Success                           | 10 courses   | 26     |
| Developing Work Relationships                    | 7 courses    | 26     |
| Increasing Your Contribution at Work             | 8 courses    | 27     |
| Personal Behaviors and Conduct                   | 7 courses    | 27     |
| Starting a New Job                               | 7 courses    | 28     |
| You and Your Boss                                | 5 courses    | 28     |

## Toolkits for Individuals

|   |            |    |
|---|------------|----|
| Writing to Get Things Done® (also available in Spanish) | 12 courses | 29 |
|---|------------|----|

## Building Trust and Respect

Managers build the level of trust and respect they receive from their employees, peers and customers.

***Management Communication Skills Learning Track:*** *Communication Skills for Managers, Building Trust and Respect, Delegating Work*

| Course Title                   | Course Result   |
|--------------------------------|---|
| Supporting Company Values*     | Understand how your actions support the company values                            |
| Fairness with Others*          | Evaluate how fair you are with others   |
| Building Trust with Employees* | Build trust by learning what will create a great work situation for each employee |
| Trusting Others to Innovate*   | Increase trust and respect by supporting and encouraging innovation               |
| Respect through Resources*     | Build respect by creating a network of resources for employees                    |

## Coaching Career Development

Managers learn how to guide and coach employees in developing their career within the organization.

***Career Development Learning Track:*** *Coaching Career Development, Developing for Success, Building Your Career*

| Course Title                                 | Course Result   |
|--|---|
| Employee Career Aspirations*                 | Get to know your employee's career desires and aspirations                          |
| The Company Career System*                   | Employees learn about the company career system                                     |
| Career Plans for Your Employees*             | Create a career plan with your employee   |
| Finding Employee Development Opportunities*  | Identify skill development opportunities for your employee                          |
| Building an Employee's Professional Network* | Help build your employee's professional network                                     |
| Career Plans and Employee Expectations*      | If needed, set appropriate expectations with employees regarding their career plans |

## Communication Skills for Managers

Managers build and strengthen their communication skills to work more effectively with their employees, peers and organization leaders.

***Management Communication Skills Learning Track:*** *Communication Skills for Managers, Building Trust and Respect, Delegating Work*

| Course Title                            | Course Result   |
|---|---|
| Team Communication Expectations*        | Establish team communication norms and expectations   |
| Managerial Listening Skills*            | Evaluate your communication with others to see how well you listen                                |
| Communicate Clear and Concise Messages* | Use three communication elements to strengthen your ability to deliver clear and concise messages |
| Team Listening*                         | Evaluate your communication with co-workers and peers to see how well you listen                  |
| Right Information at the Right Time*    | Ensure your team gets the right information at the right time                                     |
| Communicating with Different Audiences* | Create communication reminders for the most frequent audiences you interact with                  |
| Team Communication Feedback*            | Team members let you know when you perform selected communication actions                         |
| Communicating Key Messages*             | Receive feedback from your team on how well you are communicating key messages                    |

## Conflict Management Skills

Managers build their own conflict management skills, as well as learn how to coach employees to manage conflict with others.

***Leading Teams Learning Track Bundles:*** *Developing Work Relationships, Creating Great Teamwork, Conflict Management Skills*

| Course Title                           | Course Result  |
|--|--|
| Helping Employees Manage Conflict*     | Learn how to recognize when team members need help managing conflict             |
| Help Groups Resolve Conflict*          | Use a mediation process to help groups resolve existing conflict                 |
| Conflict Management Expectations*      | Create expectations for managing conflict  |
| Create a Conflict Management Culture*  | Create a conflict management agenda item to create a conflict management culture |
| Coaching Employees to Manage Conflict* | Provide employees a process for managing conflict with others                    |

## Creating Great Teamwork

Managers strengthen their skills to build great teamwork among their employees and team.

***Leading Teams Learning Track Bundles:*** *Developing Work Relationships, Creating Great Teamwork, Conflict Management Skills*

| Course Title                            | Course Result   |
|---|---|
| Team Norms and Expectations*            | Create behavior norms and expectations for working together as a team                           |
| Creating a Strong Team Culture*         | Create a team culture that capitalizes on team member strengths                                 |
| Working with Others Within the Company* | Identify actions the team can take to strengthen how they work with others within the company   |
| Project Teams Rely on Each Other*       | Encourage project teams and work teams to rely on each other's skills, knowledge, and abilities |
| Involving Others for Great Decisions*   | Involve the right people and gather the right information to make great decisions               |

## Delegating Work

Managers develop their skills to effectively and successfully delegate work to others.

***Management Communication Skills Learning Track Bundles:*** *Communication Skills for Managers, Building Trust and Respect, Delegating Work*

| Course Title                        | Course Result   |
|-------------------------------------|---|
| Delegating to Others*               | Determine what you can delegate to others to be more effective in your role         |
| Delegating with Clear Expectations* | Establish clear agreements regarding what will be done when delegating to employees |
| Getting Buy-In When Delegating*     | Increase buy-in for your requests when delegating to others                         |
| When Agreements are Broken*         | Effectively confront others when agreements are broken                              |
| Leadership through Delegation*      | Strengthen your leadership capabilities through delegation                          |

## Developing and Coaching Employees

Managers develop their skills to coach and develop their employees to become more capable and high performing individuals.

***Developing and Rewarding Others Learning Track:*** *Developing and Coaching Employees, Giving Great Feedback, Discussing Total Compensation*

| Course Title                          | Course Result  |
|---------------------------------------|--|
| Support Your Team for Performance*    | Determine how to support your team so they can perform at their best                               |
| Giving Employee Feedback*             | Employees receive feedback on their job performance  |
| Building Employee Skills*             | Top two actions your employees can do to improve their capabilities and contribute to organization |
| Skill Development Plan*               | Create a skill development plan with your employee   |
| Coaching After Mistakes*              | Use a coaching process after employees make mistakes or miss their performance goals               |
| Energizing Work*                      | Identify what work is energizing to your employees   |
| Support Employee Development*         | Identify actions you can take to support each person's development                                 |
| Improve the Feedback You Give Others* | Improve the feedback employees receive on their performance  |

## Discussing Total Compensation

Managers learn how to discuss compensation issues, rewards, as well as company benefits with individual employees.

***Developing and Rewarding Others Learning Track:*** *Developing and Coaching Employees, Giving Great Feedback, Discussing Total Compensation*

| Course Title                    | Course Result   |
|---------------------------------|---|
| Market Range Compensation       | Help employees know what the compensation market range is for their role                      |
| Performance and Rewards         | Discuss with your employees how individual performance impacts rewards and compensation       |
| Linking Performance and Rewards | Create a clear link between performance delivered and rewards received                        |
| Going Above and Beyond          | Identify who needs to be rewarded for working hard and going above and beyond what's required |
| Benefits Discussion             | Conduct a benefits discussion with your team  |



## Giving Great Feedback

Managers discover how to provide the feedback each person needs to perform at a high level.

***Developing and Rewarding Others Learning Track:*** *Developing and Coaching Employees, Giving Great Feedback, Discussing Total Compensation*

| Course Title                                   | Course Result   |
|--|---|
| Improve the Quality of Feedback You Give*      | Improve the quality of the feedback you give your employees                         |
| Employees Monitor Personal Performance*        | Employees monitor and measure their own performance                                 |
| Acting with Appropriate Speed to Problems*     | Evaluate whether you acted with appropriate speed to problems and issues            |
| Employee Reactions to Performance Evaluations* | Quickly understand how employees feel about their performance evaluation and rating |
| Teams Monitor Performance*                     | Team members learn how to monitor and measure their own performance                 |

## Increasing Employee Engagement

Managers build the skills required to engage employees to perform at their best.

***Engagement & Retention Learning Track:*** *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

| Course Title                                   | Course Result   |
|--|---|
| Supporting Employees*                          | Determine how you support your employees  |
| Connecting Work to the Organization*           | Connect the work employees do to the organization and to future opportunities                           |
| Requirements for Success*                      | Assess whether employees have what they need to be successful in their role                             |
| Using an Employee's Best Skills and Abilities* | Perform a job evaluation to determine if a particular role uses an employee's best skills and abilities |
| Team Satisfaction*                             | The team evaluates how well the company meets their individual needs                                    |
| Inform and Inspire Your Team*                  | Inform and inspire your employees regarding the team's vision   |
| Work-Life Balance for Each Person*             | Understand what work/life balance looks like for each person  |
| Appreciating Contribution and Results*         | Ask a leader to thank an individual employee or team for their contribution and results                 |

## Leadership Essentials

Managers build the leadership skills required to lead the organization strategy, retain top talent and communicate the organization vision.

***Leadership Development Learning Track:*** Leadership Essentials, Leading the Organization Strategy

| Course Title                                   | Course Result  |
|--|--|
| Become a Reliable Leader with Integrity*       | Increase the actions and behaviors that demonstrate you are a reliable leader with integrity |
| Balance Your Leadership and Employee Roles*    | Determine your work priorities as a leader and as an individual contributor                  |
| Connecting Goals to Vision*                    | Connect every employee's individual goals to the organization's vision and strategy          |
| Connecting Team Work to the Strategy*          | Discuss how the team's goals and core work is directly connected to the company's strategy   |
| Align Resources to Strategic Priorities*       | Define the strategic priorities for the department and align the required resources          |
| Speaking Your Mind*                            | Assess if people are truly able to speak freely within the team                              |
| Innovation Norms and Expectations*             | Create team innovation norms and expectations  |
| Are Your Actions Consistent with Your Values?* | Determine if your actions are consistent with your values                                    |
| Keep Your Top Talent*                          | Perform a top talent review to determine what you need to do to keep your top talent         |
| Increase Employee Innovation*                  | Increase the level of innovative actions of your employees                                   |
| Responding to Issues and Concerns*             | Evaluate how you respond to concerns or issues presented by your employees                   |
| Analyze the Pros and Cons of Key Decisions*    | Analyze essential information and the pros and cons of key decisions                         |

## Leading the Organization Strategy

Managers develop their ability to lead others towards achieving the organization strategy.

***Leadership Development Learning Track:*** Leadership Essentials, Leading the Organization Strategy

| Course Title                              | Course Result   |
|---|---|
| Integrity Expectations*                   | Identify and share what you expect from your employees  |
| How Employees Support Organization Goals* | Show employees how they support the organization's goals and strategy                                 |
| A Leader's Thoughts on Strategy*          | Ask a leader to discuss the company's upcoming strategy and changes with your team                    |
| Connecting Work to Company Objectives*    | Create the connection between company objectives and employees' core work                             |
| Meeting Goals and Achieving the Strategy* | Determine what the team can do to help meet the team's goals and achieve the organization strategy    |
| Connecting Work Projects to the Vision*   | Evaluate the success of projects based on how well it moved the company towards its vision & strategy |
| Capture and Share Best Practices*         | Encourage the capturing and sharing of best practices and lessons learned                             |
| Trust Others to Drive the Strategy*       | Show employees you trust them to support the organization's goals and strategy                        |

## Management Essentials

Managers build the basic management skills required to coach employees, deliver feedback and recognize the achievements of others.

***Management Development Learning Track:*** *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

| Course Title                             | Course Result   |
|--|---|
| Giving Clear Work Priorities*            | Employees get clear on their work priorities for the next 30 days                             |
| What Employees Need*                     | Find out what your employees need from you, their manager                                     |
| Reinforce Great Teamwork*                | Create a team meeting agenda item to reinforce great teamwork                                 |
| Valuing Employees*                       | Discuss with your employees why you value them, why they're important to the team and company |
| Listening to Others' Ideas and Opinions* | Evaluate how well you listen to others' ideas and opinions                                    |
| Problem Solving Expectations*            | Create problem-solving expectations for your employees  |
| The Right Workload for Employees*        | Determine if the workload is right for your employees and for the company                     |
| The Great Things Employees Do*           | Share with your employees the great things they do and how they make a difference             |
| An Ethics and Integrity Discussion*      | Ask a leader to come talk to the team about ethics, integrity, and the company values         |
| Perform a Performance Review*            | Perform a performance review with your employees  |
| Creating Challenging Work*               | Increase the level of challenge an employee experiences at work                               |
| Receive Feedback From Your Employees *   | Receive feedback from your team on how you're doing as a manager                              |
| Creating a Great Work Situation*         | Determine what factors would create a great job and work situation for your employees         |
| Evaluating Performance in the Right Way* | Determine if you're doing the right things when evaluating an employee's performance          |
| Perform a Departure Review*              | Perform a departure review for your team members  |

## Managing for Success

Building off of the Management Essentials, managers continue developing their ability to manage, inspire and lead employees towards success.

***Management Development Learning Track:*** *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

| Course Title                            | Course Result  |
|---|--|
| What the Team Loves About the Company*  | Facilitate a team discussion regarding what employees love about the company                       |
| Building Relationships with Colleagues* | Build relationships with colleagues to learn about their role, skills, and expertise               |
| Team Work-Life Balance *                | The team determines what they can do together to create balance for everyone on the team           |
| More Than One Solution*                 | Identify a number of potential solutions for the same problem                                      |
| Solving Problems in the Right Way*      | Determine what is required to ensure issues are solved in the right way at the right time          |
| Team Integrity*                         | Teams discuss what integrity looks like and identifies expectations for the team                   |
| Speaking Freely with Others*            | Share with your team how people react to you when you speak freely with others                     |
| Soliciting Ideas and Opinions*          | Create an agenda item to discuss how the ideas and opinions of others are being solicited and used |
| Differences Make a Stronger Team*       | Employees learn how each person is diverse and how these differences help make a strong team       |
| Understand Customer Needs*              | Strengthen your understanding of your customers' needs and what you can do to meet them            |
| The Importance of Safety*               | Discuss and reinforce the importance of safety with your team                                      |
| Create a Safety Culture*                | Create a team culture focused on safety and accident prevention                                    |

## Meeting Management

Managers learn how to lead and facilitate effective meetings.

***Project Management Learning Track:*** *Project Management for Managers, Meeting Management, Become a Contributing Project Team Member*

| Course Title                     | Course Result  |
|----------------------------------|--|
| Prepare for Any Meeting*         | Prepare thoroughly for any meeting                   |
| Conduct Effective Meetings*      | Conduct effective and efficient meetings             |
| Be a Significant Meeting Member* | Become a significant and contributing meeting member |
| Stay Focused in Meetings*        | Learn how to stay focused in meetings                |
| Meeting Behavior Expectations*   | Create meeting behavior expectations with your team  |

## Onboarding New Employees

Managers work with new hires to help them quickly get up to speed by understanding what they must do and achieve to become fully integrated employees.

### *Onboarding Learning Track: Onboarding New Employees, Starting a New Job*

| Course Title                            | Course Result  |
|---|--|
| New Hire Expectations of a Manager*     | New employees know exactly what they can expect from you as a manager                              |
| First Weeks' Deliverables*              | New hires learn what work they must do & what they must achieve in the first few weeks on-the-job  |
| Team Members Introduce Themselves*      | Team members introduce themselves to the new hire  |
| Great Work Situations for New Hires*    | Managers learn what will create a great work situation for each new employee                       |
| Learning a New Role*                    | New employees learn how they fit in with the team and how they can contribute to the organization  |
| We Wish We Had Known*                   | New hires learn what their peers wished they had known when starting their own job                 |
| Learning from Co-Workers*               | New hires learn from co-workers why it's great to work for the team and the company                |
| Teams Share with New Hires*             | Team members discuss the team's overall purpose and deliverables with the new hire                 |
| New Hires Build New Skills*             | Know what skills and knowledge the new hire must build to be successful in the new role            |
| Coaching New Hires*                     | New employees receive coaching & information to ensure the right work is done at the right time    |
| New Hires Get Coaching From Others*     | New hires have a network of resources for coaching, feedback and skill building                    |
| Reconnect Employees to Individual Work* | New employees are reconnected to the work they must do and achieve                                 |
| Feedback for New Hires*                 | New employees receive feedback on what they've done so far & learn what they must do in the future |
| Exploring Professional Development*     | New hires explore how they can grow and develop within the company                                 |
| New Hires Build a Professional Network* | Team members help new hires build a network of people within the company                           |
| Feedback from New Hires*                | Managers receive feedback from their new hires   |
| New Hire Performance Review*            | New hires receive a review of their performance since starting their new job                       |
| Work and Challenges in the Future*      | New hires get clear on the work and challenges that lie ahead                                      |

## Project Management for Managers

Project Managers focus on the skills required to lead and manage effective and successful projects.

***Project Management Learning Track:*** *Project Management for Managers, Meeting Management, Become a Contributing Project Team Member*

| Course Title                            | Course Result   |
|---|---|
| Team Involvement in Planning            | Identify how you will involve the team in planning the project                          |
| Brand and Promote Your Project          | Create a compelling and concise branding statement for your project                     |
| Project Plan Updates                    | Identify the individuals who must be informed and updated on the project plan           |
| Planning Tools and Resources            | Determine the tools and resources you will use to effectively plan your project         |
| Articulate the Attributes of Your Ideas | Learn how to confidently articulate the positive attributes and benefits of your ideas  |
| Essential Project Plan Components       | Ensure your project plan has the key components required for success                    |
| Status Reporting Expectations           | Set team expectations for reporting and sharing project and task status                 |
| Sharing Essential Project Information   | Determine how quick and informative project information will be delivered from the team |
| Sharing Problems Right Away             | Discuss with the team why problems and difficult information must be shared right away  |
| Monitor Project Status                  | Actively monitor the current status of your project                                     |
| Objectively Evaluate Proposals          | Use objective criteria to evaluate proposed agreements                                  |
| Advocate for Interests                  | Strengthen your ability to advocate for interests rather than positions                 |
| Be Open to Different Solutions          | Stay open to various and creative solutions   |
| Focus on the Issues vs. Individuals     | Avoid getting personal by keeping the focus on issues, not individuals                  |
| Negotiating with Difficult People       | Implement negotiation strategies to cope with difficult or unethical individuals        |
| The Likelihood of Project Risk          | Consider both the impact and likelihood project risks will materialize                  |
| Responding to Project Risk              | Know how to respond to project risks appropriately                                      |
| Minimize the Consequences               | Minimize the consequences of adverse situations on the project                          |

## Providing Resources for Success

Managers learn how to provide the resources employees need to successfully deliver their objectives and achieve team goals.

***Engagement & Retention Learning Track:*** *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

| Course Title                           | Course Result  |
|--|--|
| Managing Team Resources*               | Evaluate how well you manage the team or department resources                  |
| Required Employee Resources*           | Determine if employees have the resources they need to be successful           |
| One Resource for Success*              | Employees identify one resource they need to be successful in the next 60 days |
| Use a Resource Management Agenda Item* | Create a resource management agenda item to ensure team needs are met          |
| Resources and Customer Needs*          | Consider the customers' needs when allocating resources                        |
| Providing the Right Resources*         | Take action to provide the resources employees need for success                |
| Team Resource Needs*                   | Team members prioritize resources needs  |
| Teams Improve Efficiency of Resources* | The team determines how they can improve the efficiency of existing resources  |

## Recognizing Employees

Managers build their capabilities to recognize their employees for their work and accomplishments.

***Engagement & Retention Learning Track:*** *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

| Course Title                                | Course Result  |
|---|--|
| Recognize Employees Each and Every Day*     | Provide recognition to your employees each and every day                             |
| Recognize Accomplishments and Contribution* | Employees are recognized for their accomplishments and contribution                  |
| Improving How Things Get Done*              | Recognize employees who seek out ways to improve the way things get done             |
| Balance Public and Private Recognition*     | Create the right balance between public and private recognition                      |
| Find Others to Provide Team Recognition*    | Find others within the organization who can give praise and recognition to your team |

## Retaining Your Employees

Managers perform the skills needed to retain each individual employee.

***Engagement & Retention Learning Track:*** *Increasing Employee Engagement, Retaining Your Employees, Recognizing Employees, Providing Resources for Success*

| Course Title                         | Course Result   |
|--------------------------------------|---|
| Overall Satisfaction at Work*        | Talk with your employees about their overall satisfaction with the company and their work situation |
| Keeping Your Employees*              | Find out what factors will cause your employees to stay   |
| Decreasing Employee Turnover*        | Identify what is required to create a work situation that will cause each employee to stay          |
| Who Needs Better Work-Life Balance?* | Identify who needs help getting a better balance between work and their personal life               |
| Maximizing Employee Talents*         | Determine how an employee's top talents are used in his or her job                                  |
| Creating Work Autonomy*              | Create the right level of work autonomy for your team   |
| Compensation Rule of Thumb*          | Determine if each employee's compensation package is within market range                            |
| Your Own Requirements to Stay*       | Identify what will create a work situation that will cause you to stay                              |

## Supervision Basics

Managers learn the supervision skills needed when they are responsible for guiding the performance of others.

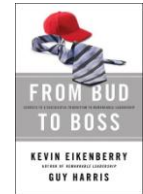
***Management Development Learning Track:*** *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

| Course Title                                | Course Result   |
|---|---|
| Three Month Work Objectives*                | Employees gain a clear understanding of what they must deliver in the next three months         |
| Assist Employees Facing Challenges*         | Provide help and assistance to your employees facing challenges and obstacles                   |
| Team and Company Policies*                  | Discuss the importance of team and company policies with your team                              |
| Know Your Employees*                        | Identify what you know about your employees' family, hobbies, personal challenges and interests |
| Know Who's Really Contributing*             | Identify individuals who are really contributing to the team or company goals                   |
| Involving Others in Problem Solving*        | Involve others in solving important problems and issues   |
| Know Your Team's Experience and Background* | Get clear on the various experiences, backgrounds, skills and perspectives of your team         |
| Work-Life Balance for the Team*             | Ensure everyone is clear on what work/life balance looks like with the team or department       |



### Bud to Boss Toolkit

Designed for anyone who is new to supervising and managing others, the *Bud to Boss Toolkit* will provide the foundation needed to take on a new leadership position. New Managers will learn how to communicate with former peers who are now subordinates, as well as develop their skills to coach others, give feedback and handle performance reviews. In addition, they will learn how to conduct difficult conversations, all in a way that is comfortable and productive for everyone.



**Management Development Learning Track:** *Bud to Boss Toolkit, Supervision Basics, Management Essentials, Managing for Success*

| Course Title                                      | Course Result   |
|---|---|
| Discussing Your New Leadership Role*              | Plan and conduct productive conversations with those you will work with in your new role                  |
| Understand the Expectations of a New Role*        | Create clear expectations with your boss in your changing role  |
| Creating the Mindset for Your New Role*           | Know what you need to do to transition your personal mindset to be effective in your new role             |
| Control vs. Influence*                            | Determine what you can control and influence to increase your personal and professional effectiveness     |
| Communicating Positive Expectations*              | Know how to have positive expectations of others  |
| Motivation for Change*                            | Understand the factors that influence the desire and motivation to make a change                          |
| Accelerate the Acceptance of Organization Change* | Implement the right actions to accelerate the acceptance and success of any organization change           |
| Diagnose Resistance to Change*                    | Diagnose resistance to change to effectively lead and champion organization change                        |
| Dominant Communication Style*                     | Know how to communicate and connect with employees who like to move fast and are task oriented            |
| Inspiring Communication Style*                    | Know how to communicate and connect with employees who are high energy and relationship oriented          |
| Supportive Communication Style*                   | Communicate and connect with employees who care about others and like to evaluate before acting           |
| Cautious Communication Style*                     | Communicate and connect with employees who are great with data and like to evaluate before acting         |
| Seven Components of Great Presentations*          | Apply the seven key components required to give a great presentation                                      |
| Sources of Feedback*                              | Understand where you can tap into your feedback power and put it to use                                   |
| Four Types of Feedback*                           | Use the four types of feedback to create the right balance in your coaching                               |
| Six Step Coaching Model*                          | Use the six step coaching model to lead others to higher levels of performance                            |
| Remove Yourself as a Source of Threat*            | Remove yourself as a source of threat during conflict to develop a mutual resolution plan                 |
| Creating a Conflict Resolution Mindset*           | Create a conflict resolution mindset to increase your ability to facilitate effective conflict management |
| Accelerate Goal Achievement*                      | Articulate a compelling reason why a goal matters to accelerate progress towards achieving the goal       |
| Goal Setting at Three Levels*                     | Know the three types of goals to motivate & inspire your team to achieve higher levels of performance     |

### Remote Leadership Toolkit

Designed for anyone who manages and leads others remotely, the *Remote Leadership Toolkit* provides remote leaders the tools they need to be successful leaders, no matter where their employees work in the world.



***Remote Leadership Learning Track:*** Introduction to the Remote Leader, Create and Manage Remote Teams, Leading Effective Virtual Meetings, Delivering Great Web Presentations, Remote Goal Setting and Accountability, Remote Coaching and Feedback

### Introduction to the Remote Leader

| Course Title  | Course Result   |
|---|---|
| The Unique Aspects of the Virtual Work Environment* | Find out what's unique about leading within the virtual environment                       |
| Classic Leadership with a Virtual Twist*            | Know what additional leadership actions are a must when leading others remotely           |
| Building Trust in the Virtual Environment*          | Shift your mindset to successfully build trust and lead others in the virtual environment |

### Create and Manage Remote Teams

| Course Title                      | Course Result   |
|-----------------------------------|---|
| Managing Remote Teams*            | Understand the challenges and obstacles managers face when leading remote teams |
| Building Trust with Remote Teams* | Identify what's required to build trust and communication with your team        |
| Maximizing Virtual Tools*         | Increase your ability to use the tools available to manage others remotely      |

### Leading Effective Virtual Meetings

| Course Title                        | Course Result   |
|-------------------------------------|---|
| The Pitfalls of Web-Based Meetings* | Find out why web-based meetings are sometimes painful and ineffective |
| Planning a Virtual Meeting*         | Know what is required to plan an effective virtual meeting            |
| Leading a Virtual Meeting*          | Build the skills required to lead successful virtual meetings         |

### Remote Leadership Toolkit **CONTINUED**

Designed for anyone who manages and leads others remotely, the *Remote Leadership Toolkit* provides remote leaders the tools they need to be successful leaders, no matter where their employees work in the world.



***Remote Leadership Learning Track:*** *Introduction to the Remote Leader, Create and Manage Remote Teams, Leading Effective Virtual Meetings, Delivering Great Web Presentations, Remote Goal Setting and Accountability, Remote Coaching and Feedback*

### Delivering Great Web Presentations

| Course Title  | Course Result  |
|---|--|
| Getting Ready for Your Virtual Presentation*          | Understand the challenges of presenting remotely and what's required for success         |
| Web-based Presentation Basics*                        | Integrate proven practices to ensure great web-based presentations each and every time   |
| Communication Techniques for Web-based Presentations* | Deliver successful web-based presentations with three essential communication techniques |

### Remote Goal Setting and Accountability

| Course Title                              | Course Result  |
|---|--|
| Keys to Remote Accountability*            | Build the capabilities to overcome the challenges of holding people accountable remotely |
| Collaborative Goal Setting at a Distance* | Learn the keys to setting goals with people who aren't located with you                  |
| Helping Others Achieve Goals*             | Learn ways to support people in reaching their short and long term goals                 |

### Remote Coaching and Feedback

| Course Title                | Course Result  |
|-----------------------------|--|
| Coaching Others—The Basics* | Learn how to apply the coaching model to your interactions with others |
| Applying Coaching Remotely* | Discover what's required to coach others remotely                      |
| Giving Remote Feedback*     | Build the skills required to provide feedback remotely                 |

**totalView™ Toolkit**

The totalView™ Toolkit teaches the OMNIview patented “Behavior Based Interviewing” approach, which is the most complete interviewing process in the world. Behavior Based Interviewing allows individuals to structure both behavioral interview questions AND the many other critical non-behavioral questions you need to have answered to truly assess a candidate’s “fit”.



| Course Title                       | Course Result  |
|------------------------------------|--|
| Interviewing Basics                | Discover what interviewers must do to make a good hiring decision                      |
| Recognizing Behavior Responses     | Learn how to interview for a behavioral response                                       |
| Evaluating Candidate Responses     | Find out how to evaluate candidate responses   |
| Conducting Professional Interviews | Build your skills to conduct effective behavioral based interviews                     |
| The Blended Interview Process      | Learn how to truly assess a candidate’s fit for the position                           |
| The Legal Aspects of Interviewing  | Understand what you need to know from a legal perspective when interviewing candidates |

**Predictable Revenue Toolkit (COMING FALL 2015)**

Designed for sales leaders who need to create scalable revenue, a repeatable system, and gain piece of mind knowing that the system they've put in place will do its job and ultimately help triple sales!



**Predictable Revenue: An Introduction**

| Course Title                        | Course Result  |
|-------------------------------------|--|
| How to Triple Your Sales            | Find out what's required to crush your growth goals and create predictable sales |
| Why Sales People Shouldn't Prospect | Understand why sales people shouldn't do their own prospecting                   |
| Sales Tools and Technology          | Determine how you will use technology to support your sales initiatives          |

**Lead Generation: Seeds (Customer Success)**

| Course Title                | Course Result   |
|-----------------------------|---|
| Seeds and Word of Mouth     | Understand the value of word-of-mouth lead generation                               |
| Customer Success and Growth | Learn the key drivers required to make customer success core to your revenue growth |
| Lifetime Customer Value     | Calculate the true customer value to your bottom line                               |

**Lead Generation: Nets (Inbound Marketing)**

| Course Title                             | Course Result   |
|--|---|
| A "Triple" Framework for Lead Generation | Build your ability to implement the framework for growing great marketing leads |
| Common Marketing Failures                | Learn what you should not do when conducting inbound marketing                  |
| The Most Important Growth Metric         | Implement the most important growth metric within your sales team               |

**Predictable Revenue Toolkit CONTINUED (COMING FALL 2015)**

Designed for sales leaders who need to create scalable revenue, a repeatable system, and gain piece of mind knowing that the system they've put in place will do its job and ultimately help triple sales!



**Lead Generation: Spears (Outbound Prospecting)**

| Course Title                            | Course Result   |
|---|---|
| Outbound Prospecting: The Business Case | Know why outbound prospecting is a must for any company wanting to increase sales               |
| Building an Outbound Team               | Learn how to hire, compensate and motivate your outbound team                                   |
| Maintaining an Outbound Team            | Discover what's required to onboard, assign territories and measure performance of team members |

**Specializing Your Sales Team**

| Course Title                   | Course Result  |
|--------------------------------|--|
| Why Specialization Matters     | Understand why sales role specialization is essential for large revenue growth             |
| Four Core Sales Roles          | Learn the four core sales roles required for all companies wanting to triple their revenue |
| Specialization in Your Company | Find out how to adapt specialization to your unique situation                              |

**Building a Scalable Sales Teams**

| Course Title            | Course Result   |
|-------------------------|---|
| Drop Sales Team Churn   | Reduce sales attrition to meet your sales goals                 |
| Hire a Great Sales VP   | Find out what makes a great Sale VP and if you have one already |
| Hiring the Right People | Learn the best hiring tricks to build the most successful team  |
| Essential Sales Metrics | Use five key sales metrics to drive growth                      |

## Basic Business Skills

Individuals build the basic business skills required to be successful in any job, at any company.

***Being a Business Professional Learning Track:*** Basic Business Skills, Personal Behaviors and Conduct, You and Your Boss

| Course Title                                   | Course Result   |
|--|---|
| Strengthen Job Required Skills*                | Increase your ability to perform the processes and procedures required for your job                   |
| Know and Meet Customer Needs*                  | Understand the changing needs of your customers and work to anticipate and meet those needs           |
| Identify All Outcomes of a Potential Decision* | Identify all possible outcomes before implementing a decision   |
| Ensure Strategy Alignment*                     | Ensure alignment to the organization's strategy before committing to a project or initiative          |
| Seeking Out Cutting Edge Ideas*                | Seek out new or cutting edge programs or processes that positively impact the organization's strategy |
| Organizing Your Workspace*                     | Organize your workspace and maintain a clutter free and productive work environment                   |
| Resources for Success*                         | Identify the resources you need to be successful in your role   |
| Learn Workplace Technology*                    | Learn a new workplace technology to enhance your individual work performance                          |
| Work Place Rules and Policies*                 | Evaluate how well you adhere to critical work place rules and policies                                |
| Understanding Financial Management*            | Take your knowledge and understanding of financial management to the next level                       |

## Become a Contributing Project Team Member

Individuals learn what is required to be a successful member of any project team.

***Project Management Learning Track:*** Project Management for Managers, Meeting Management, Become a Contributing Project Team Member

| Course Title                               | Course Result   |
|--|---|
| Performance Measures for Performance       | Identify the performance measures you will use to determine project performance   |
| Effective Decision Making                  | Evaluate the effectiveness of your decision making capabilities                   |
| Understand Past Project Issues             | Understand past problems and plan for their potential impact on the project       |
| Meeting Customer Needs                     | Know what your customers need and what you can do to meet these needs             |
| Share What You Think is Best               | Share with others what idea or course of action you think is best                 |
| Potential Project Risks                    | Identify potential risks for any project  |
| Navigate within the Organization Structure | Know how to navigate people relationships and within the organization's structure |
| Know the Competition                       | Know the competition and how it compares to your company's products and services  |
| Clear and Concise Emails                   | Learn how to compose clear and concise emails for any audience                    |

## Building Your Career

Individuals take action to identify career opportunities, build the required skills and brand themselves to others.

***Career Development Learning Track Bundles:*** Coaching Career Development, Developing for Success, Building Your Career

| Course Title                                 | Course Result   |
|--|---|
| Potential Career Opportunities*              | Identify potential career opportunities                                     |
| Company Jobs and Opportunities*              | Explore the jobs and opportunities within the company                       |
| Identify Your Skill Gaps*                    | Identify your current skills and capabilities and determine what gaps exist |
| Create a Career Plan*                        | Create a solid career plan  |
| Building Skills for Your Career*             | Create a skill development plan   |
| Building a Personal Network*                 | Strengthen your personal network  |
| Branding Yourself*                           | Brand yourself to others  |
| Reconcile Insufficient Career Opportunities* | Reconcile a situation with little to no career opportunities                |

## Building Your Leadership Skills

Individuals build leadership skills that can help in any role, whether the person is an individual contributor, new supervisor or experienced manager.

***Becoming a Future Leader Learning Track Bundles:*** Communicating with Others, Building Your Leadership Skills

| Course Title                                    | Course Result   |
|---|---|
| Keeping Customers Informed*                     | Keep your customers informed of key information, progress and status updates                    |
| Seek Out the Ideas and Opinions of Others*      | Actively seek the thoughts and opinions of others in key situations                             |
| Show Good Judgment Regarding Creative Ideas*    | Demonstrate good judgment for how creative ideas and suggestions will work                      |
| Integrity Review*                               | Perform an integrity review on your actions and behaviors                                       |
| Contributing to the Organization Strategy*      | Identify what you need to do differently to effectively contribute to the organization strategy |
| Support the Organization's Vision and Strategy* | Select the actions you will take to lead the organization's vision and strategy                 |
| Manage Conflict with Others*                    | Use a process for managing conflict with others   |
| Learn From a Conflict Management Expert*        | Identify someone who is good at conflict management who you can learn from                      |
| How Inspiring Are You?*                         | Evaluate how inspiring your words and actions are to others                                     |
| Be a Powerful and Inspirational Role Model*     | Become a powerful and inspirational role model to others  |



## Communicating with Others

Individuals build the skills required to effectively communicate their thoughts, ideas and opinions to others.

***Becoming a Future Leader Learning Track: Communicating with Others, Building Your Leadership Skills***

| Course Title                               | Course Result  |
|--|--|
| Nonverbal Communication*                   | Monitor and improve your nonverbal communication actions                                   |
| Understanding Body Language*               | Strengthen your ability to read other people's body language                               |
| Talk About and Promote the Company Vision* | Determine how you will talk about, promote and share the organization's vision with others |
| Create a Vision Branding Statement*        | Create a concise branding statement to connect others to the organization's vision         |
| Handling Customer Complaints*              | Positively handle queries or complaints from your customers                                |

## Creating Great Work

Individuals take the initiative to create work that is inspiring, challenging and focused on what they love to do.

***Become a High Performing Employee Learning Track: Writing to Get Things Done® Toolkit, Creating Great Work, Increasing Your Contribution at Work***

| Course Title                                 | Course Result   |
|--|---|
| What Excites You at Work?*                   | Identify what excites you the most about the company and its future                   |
| Increase the Level of Challenge at Work*     | Identify the actions you can take to increase the level of challenge in your own work |
| Analyze Key Experiences for Lessons Learned* | Analyze key experiences from the last two years to discover what you've learned       |
| Work-Life Balance for You*                   | Define what great work balance looks like for you                                     |
| The Right Level of Challenge*                | Talk to your boss about the right level of challenge for you                          |

## Developing for Success

Individuals focus on building their knowledge and skills to be successful in their current role, as well as future company positions.

***Career Development Learning Track Bundles:*** Coaching Career Development, Developing for Success, Building Your Career

| Course Title                             | Course Result  |
|--|--|
| Exploring Company Job Opportunities*     | Explore the jobs and opportunities within the company  |
| Brand and Promote What You Do*           | Learn how to brand and promote what you love to do   |
| Identify Potential Career Opportunities* | Identify potential career opportunities  |
| Know Your Skills and Gaps*               | Identify your current skills and capabilities and determine what gaps exist                          |
| Building Skills and Capabilities*        | Identify the top actions you can do to strengthen your skills, capabilities, and overall performance |
| Skill Development Opportunities*         | Identify skill development opportunities for yourself and/or your employees                          |
| Personal Skill Development Plan*         | Create a personal skill development plan   |
| Increase Your Personal Performance*      | Build the skills required to increase personal performance   |
| Best Professional Organizations for You* | Identify the best professional organizations you should join for your job or career                  |
| Personal Expectations and Your Workload* | Check your personal expectations regarding your workload and job requirements                        |

## Developing Work Relationships

Individuals build their relationships with colleagues and peers to increase personal success and team collaboration.

***Leading Teams Learning Track:*** Developing Work Relationships, Creating Great Teamwork, Conflict Management Skills

| Course Title                             | Course Result   |
|--|---|
| Working with a Diverse Team*             | Evaluate how well you work with individuals with different perspectives and expertise |
| Build your Network*                      | Build relationships with colleagues to learn about their role, skills and expertise   |
| Empathy for Others*                      | Assess the level of empathy you show others   |
| Share Your Knowledge and Expertise*      | Increase your willingness to share your knowledge and expertise with others           |
| Recognize Your Peers*                    | Recognize your peers for their contributions and accomplishments                      |
| Building Trust with Others*              | Build trust with others by building relationships with your colleagues                |
| Balance Conflicting Customer Priorities* | Balance the conflicting priorities of different customers                             |

## Increasing Your Contribution at Work

Individuals develop the skills required to deliver high performing results.

***Become a High Performing Employee Learning Track:*** *Writing to Get Things Done® Toolkit, Creating Great Work, Increasing Your Contribution at Work*

| Course Title                                  | Course Result  |
|---|--|
| Increase Your Personal Success*               | Identify one action that if done more will increase your personal success                              |
| Struggling to Meet Commitments*               | Solve for the reasons you struggle to meet commitments   |
| Increase Your Personal Engagement*            | Outline the actions that will increase your personal engagement and performance                        |
| Increase the Quantity of Work*                | Select specific actions you will take to increase the quantity of work produced                        |
| Stay Productive While Waiting for Answers*    | Maintain personal productivity while waiting for answers to critical questions                         |
| When Are You Most Creative?*                  | Identify the time you are most creative and innovative   |
| Organizing Information for Productivity*      | Organize information to increase your effectiveness and productivity                                   |
| Creating Accountability for Business Results* | Work with your boss to create accountabilities for how you are responsible to achieve business results |

## Personal Behaviors and Conduct

Individuals strengthen their personal conduct and behaviors to become individuals with character and integrity in the workplace.

***Being a Business Professional Learning Track Bundles:*** *Basic Business Skills, Personal Behaviors and Conduct, You and Your Boss*

| Course Title                          | Course Result  |
|---------------------------------------|--|
| Manners and Courtesy at Work*         | Evaluate your level of manners and courtesy at work                            |
| Developing an Attitude to Learn*      | Determine if you display an attitude to learn                                  |
| Increase Your Objectivity*            | Increase objectivity by identifying various perspectives of the same situation |
| Do You Overreact?*                    | Determine if you tend to overreact to stressful and difficult situations       |
| Persevere During Setbacks*            | Persevere in the face of setbacks  |
| Being Consistent with Company Values* | Increase the consistency between your actions and the company values           |
| Don't Jump to Solutions*              | Spend time asking questions before immediately jumping to solutions            |

## Starting a New Job

Individuals new to a job, role or the company, take action to accelerate the time it takes to become a productive employee and integrated team member.

***Onboarding Learning Track: Onboarding New Employees, Starting a New Job***

| Course Title                           | Course Result   |
|--|---|
| Clear Work Expectations*               | Know exactly what you must do over the next six months to be a high performing employee |
| Learn about the Company and Customers* | New hires learn more about the company and its customers                                |
| Information for Success*               | Find out who can provide the information you need to be successful in your job          |
| Making an Impact*                      | Determine how you make a positive impact on the team and within the company             |
| Getting to Know Your Peers*            | Get to know your co-workers' role, skills, and expertise                                |
| Six Month Work Priorities*             | Get clear on your work priorities for the next six months                               |
| Current Performance Review*            | Review your current level of performance and determine what you should do going forward |

## You and Your Boss

Individuals build their relationship with their boss to receive the right level of feedback and coaching for success.

***Being a Business Professional Learning Track: Basic Business Skills, Personal Behaviors and Conduct, You and Your Boss***

| Course Title                                     | Course Result  |
|--|--|
| Feedback for Great Results*                      | Identify the areas you need feedback on to deliver great results                                     |
| Ask Your Boss for Feedback*                      | Ask your boss for feedback on your performance   |
| Support the Company Mission and Vision*          | Talk with your boss regarding how your actions & behaviors support the company mission and values    |
| Discuss Your Work-Life Balance Needs*            | Meet with your boss to discuss your work/life balance needs  |
| Recognizing Your Boss for Personal Achievements* | Recognize your boss for his or her contribution to the team's achievements & your individual success |

**Writing to Get Things Done® Toolkit (also available in Spanish)**

Individuals improve productivity by learning how to use writing as a powerful tool for getting things done. Individuals will improve their on-the-job writing skills, including creating clear, easy-to-read emails, letters, memorandums, meeting minutes, procedures and technical reports.



***Become a High Performing Employee Learning Track: Writing to Get Things Done® Toolkit, Creating Great Work, Increasing Your Contribution at Work***

| Course Title                             | Course Result  |
|--|--|
| Effective Business Communication*        | Know and use the three components of effective business communication                    |
| Separating Readers' and Writers' Needs*  | Be able to separate the readers' needs from the writer's needs                           |
| Identifying Ineffective Writing Styles*  | Identify ineffective writing styles  |
| Using the Reporting Process*             | Use the reporting process when creating written communications                           |
| Selecting the Best Writing Model*        | Know how to select and use the best writing model for presenting your thoughts and ideas |
| Write Effective Opening Paragraphs*      | Be able to write an effective opening paragraph  |
| Effective Middle and Closing Paragraphs* | Write an effective middle and closing paragraph  |
| Forecasting Subject Lines*               | Be able to write a concise and effective forecasting subject line                        |
| Most Common Business Writing Model*      | Know how to use the writing model required for about 80% of your writing                 |
| Writing Model for Reports and Documents* | Use the writing model required for long documents, such as reports and manuals           |
| Writing Style and Tone*                  | Know how to use an effective writing style and tone                                      |
| Effective Emails*                        | Assess the quality of your emails  |

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\* This course is approved for 1 hour of PDU credit