



PROGRESSIVE
LEARNING ACADEMY

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ESSENTIAL SKILLS COURSES

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A. HUMAN RESOURCES COURSES

1. Accounting Skills for New Supervisors

Course Description

Knowledge of financial skills is necessary to become a successful, effective manager. If you find yourself scratching your head when you try to read a budget, have trouble keeping your books organized, or aren't sure what to make of an annual report, then *Accounting Skills for New Supervisors* training course will be perfect for you. Beginning with the basics, participants learn the science of finance and financial management. Bookkeeping, data analysis, annual reports, budgeting, and the different types of organizational financial plans are all covered, along with the computer skills necessary to help you understand accounting. This course on accounting makes financing easily understood and accessible for anyone who wants to learn how to manage their role in the company's accounting structure.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
- ❖ **PART-TIME WEEKDAY/WEEKEND: 1-2 HR SESSIONS PER DAY**

For more options, please contact us through email or phone.

Course Material

Participants get access to the course material, which they can go through even after the course is complete. They can also watch session recordings for upto 2 weeks after completing the course.

Program Structure

STEP 1->PRE-ASSESSMENT: After enrollment, participants complete a pre-assessment.

STEP 2->TAKING THE COURSE: Participants take the course according to their chosen schedule. The course includes discussions, Q & A, both oral written response questions, to ensure the participants understand the course content.

STEP 3->POST-ASSESSMENT: At the end, the participants complete a post-assessment to evaluate their improvement in the subject after taking the course.

STEP 4->CERTIFICATE: Students who successfully complete the course, get a certificate.

2. Anger Management: Understanding Anger

Course Description

Research tells us that those who manage their anger at work are much more successful than those who do not. Anger Management: Understanding Anger is training course that will help trainers teach participants to: recognize how anger affects the body, mind, and behavior; use a five-step method to break old patterns and replace them with a model for assertive anger; identify their hot buttons or triggers, and how to manage them; control their emotions when faced with other peoples' anger; identify ways to help other people safely manage some of their repressed or expressed anger; and communicate with others in a constructive, assertive manner.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
- ❖ **PART-TIME WEEKDAY/WEEKEND: 1-2 HR SESSIONS PER DAY**

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3. Appreciative Inquiry

Course Description

Appreciative Inquiry, also known as AI, is a method for implementing change that is rooted in being positive, sharing stories of things that work well, and leveraging people's strengths and the power of co-creation to initiate lasting, powerful changes that can make an organization the best it has ever been, because of people who care and are committed.

This comprehensive course focuses on appreciative inquiry using the 4-D model. We have created a tangible approach so that students will come away from the course ready to apply what they have learned back in their own workplaces.

Course Duration

This course can be completed in two ways: -

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4. Building Better Teams

Course Description

Teams are the most important foundation on which successful organizations are built, and trainers who facilitate 'Teamwork: Building Better Teams' training course will help business leaders create effective, motivated, and productive teams. This courseware has been designed to impart to workplace leaders the value of working as a team.

These team builders will learn to: develop and enforce team norms and ground rules; generate and approach contracts; identify their own unique style and represent that in their team dynamic; leverage their knowledge to grow and lead effectively; build trust and develop the team's maturity as a unit; and communicate with presence and impact.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
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5. Creativity in the Workplace

Course Description

Creative thinking in the workplace is in demand. We live in a competitive society and creativity improves productivity, teamwork, and innovation. But how do we tap into our creativity when corporations and organizations require or expect it?

This course will teach participants the definition of creativity; dispel myths surrounding creativity; learn ways to develop creativity; recognize the importance of creativity in the workplace; examine what a creative workplace looks like; how to foster creativity in a workplace; and how to use various brainstorming techniques.

Course Duration

This course can be completed in two ways: -

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6. Conducting Effective Performance Reviews

Course Description

A performance review meeting is an important aspect of career planning. Trainers who work with HR consultants, managers, and supervisors can provide a rich training experience with this course, Conducting Effective Performance Reviews.

This course will teach participants: to recognize the importance of having a performance review process for employees; how to work with employees to set performance standards and goals; skills in observing, giving feedback, listening, and asking questions; an effective interview process and the opportunity to practice the process in a supportive atmosphere; how to make the performance review legally defensible; and much more.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
- ❖ **PART-TIME WEEK/WEEKEND: 1-2 HR SESSIONS PER DAY**

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7. Conflict Resolution: Getting Along in the Workplace

Course Description

This course will teach participants the skills necessary to aid them in successfully resolving conflicts of all types, while enhancing performance and productivity.

Conflict Resolution: Getting Along in the Workplace is an essential competence for every business because conflict can happen in any workplace. This course will teach the basics of conflict resolution, how conflict can escalate, the types and stages of conflict, intervention strategies, and when to employ common resolution tactics. This will enhance employee performance and productivity.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
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8. Customer Service Training: Managing Customer Service

Course Description

The need for leading, promoting, and enhancing a customer-focused culture is essential within every organization.

This course will provide participants with an opportunity to explore their responsibilities within their role as a leader, supervisor, or manager in a customer service environment. As participants discuss the various skills and techniques, they will draw from their own personal and varied experiences to share elements of reward and challenge.

Participants will learn:

- How to identify ways to establish links between excellence in customer service and their business practices and policies
- How to develop the skills and practices that are essential elements of a customer focused manager
- How to recognize what employees are looking for to be truly engaged
- How to recognize who the customers are and what they are looking for
- How to develop strategies for creating engaged employees and satisfied customers in whatever business units you manage

Course Duration

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9. Employee Dispute: Mediation Through Peer Review

Course Description

Trainers who regularly teach conflict resolution or meditation will immediately recognize the value in the materials included in this introductory training course. Employees looking to develop a formalized procedure where they can comfortably ask important questions and challenge old ways of thinking will find great value in *Employee Dispute Resolution*.

Participants will learn: employee dispute resolution; meditation skills; what an effective peer review consists of; how to select a facilitator or panel, and what responsibilities are allocated to each; sophisticated communication skills, including questioning and probing techniques; and the valuable particulars of the hearing process, from inception to decision.

Course Duration

This course can be completed in two ways: -

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10. Employee Recognition: Appreciating Your Workforce

Course Description

This course will give your students the skills and tools to craft a recognition program that will help keep happy, their most valuable resource — their employees.

In turn, happy employees are effective employees, and that can only mean good things for businesses.

The sessions in this course include who are your employees, why recognize your employees, appreciation, and laying the groundwork.

Course Duration

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11. Generation Gap: Closing the Generation Gap in the Workplace

Course Description

Baby Boomers. Generation X. Millennials. Workplaces these days can be comprised of people from all these generations. And because each generation was shaped by different experiences, which resulted in divergent values, they may have difficulty getting along.

This course explores the generational divide and shows how organizations can make diversity an advantage. It examines common terms and demographic breakdowns, what different generations expect in the workplace, and what recruiting techniques appeal to different generations. Supporting tools, such as succession planning, leadership, coaching, mentoring, and retention strategies, are also covered.

Course Duration

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12. Hiring for Success: Behavioral Interviewing Techniques

Course Description

This course will teach hiring managers to refine their interview skills and methods to ultimately choose the right candidate for the job.

Finding the right person for a company is an important factor in business growth, and it can be an expensive undertaking. How do you separate the good from the great, when they have similar work experience and strengths to offer? This course will help managers develop the necessary competencies to ask the appropriate questions, and thereby determine the fit of potential candidates.

Specific skill development includes: recognizing the costs incurred by an organization when a wrong hiring decision is made; developing a fair and consistent interviewing process for selecting employees; preparing better job advertisements and using a variety of markets; developing a job analysis and position profile; using traditional, behavioral, achievement oriented, holistic, and situational (critical incident) interview questions; effectively interviewing difficult applicants; and understanding basic employment and human rights laws that can affect the hiring process.

Course Duration

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13. Orientation Handbook: Getting Employees Off to a Good Start

Course Description

Trainers who deliver training in best practices and human resources regularly, will get lots of positive feedback when they effectively facilitate this course. In this course, you'll help human resources and in-house leaders to understand that managing employee performance is more than responding to problems, conducting performance reviews, or hiring staff; it starts with an orientation to the organization and the job, and continues on a daily basis as employees are trained and mentored.

Topics explored in this course include how important an orientation program is to an organization in terms of engagement, retention, and fiscal responsibility; identifying the role of the human resources department in orientation; exploring the commitment curve; determining critical elements of effective employee training; helping employees settle into their new environment and establishing relationships; and considering the value of an employee handbook for new and existing employees.

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14. Performance Management: Managing Employee Performance

Course Description

Corporate trainers can offer inspiration and solid tools for individuals responsible for measuring *Performance Management: Managing Employee Performance*.

In this course, you'll help leaders learn how to manage for optimum performance, contribute to motivating work environments, to understand the role of goal setting in performance management, use ideal tools to help employees set and achieve goals, apply a three-phase model that will help prepare employees for peak performance, activate their inner motivation, and evaluate their skills.

Course Duration

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15. Problem Solving and Decision Making

Course Description

In this course, trainers will help participants develop their skills in Problem-Solving and Decision-Making. This training course includes skill development exercises that include learning to apply problem-solving steps and tools, analyzing information to clearly describe problems, thinking creatively, being a contributing member of a problem solving team, selecting the best approach for making decisions, creating a plan for implementing, evaluating, and following up on decisions, and how to avoid common decision-making mistakes.

This course can be a game changer for participants, and trainers can become the catalyst for tremendously meaningful change.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
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16. Stress Management

Course Description

Stress Management is a valuable skill for today's workers. Many people feel that the demands of the workplace, combined with the demands of home, have become too much to handle. While stress seems to have become an unavoidable reality, with this course participants can learn strategies for managing it.

This Stress Management course includes information on the signs of chronic stress overload, identifying actions that add to people's stress levels, and how to implement action to reduce unhealthy stress.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
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17. Successfully Managing Change

Course Description

Successfully managing change involves taking concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and dealing with stressors. These steps can also ensure that desired changes are implemented successfully.

Successfully Managing Change courseware and training materials are designed for everyone in the workplace who needs a course that teaches how to manage and cope with change and how to help those around them, too.

Course Duration

This course can be completed in two ways: -

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