

LEARNING ON DEMAND AT-A-GLANCE COURSE LISTINGS FOR FY21

Course	Library ID	Course Description
<p><u>Customer Focus</u></p> <p><u>Identifying and Managing Customer Expectations</u></p> <p><u>Creating and Sustaining a Customer-focused Organization</u></p> <p><u>Customer-focused Interaction</u></p>	<p>This series contains of 3 courses.</p> <p>cust_10_a01_bs_enus</p> <p>cust_10_a02_bs_enus</p> <p>cust_10_a03_bs_enus</p>	<p>You can do more for your agency in two months by becoming interested in other people than you can in two years by trying to get people interested in you. —Dale Carnegie. For many successfully businesses, customer focus is at the heart of the organization. Increasingly, the customer is seen not only as an external entity to be served, but central to mission statements, performance measures, and virtually every aspect of business operations. Each course in the series is one hour.</p>
<p><u>Facing and Resolving Conflict in the Workplace</u></p>	<p>acm_11_a02_bs_enus</p>	<p>The reality of workplace life is that team conflict won't go away on its own. Handling conflict successfully is no easy task, which is why you need an effective plan for conflict management. Not dealing with conflict in an organized and systematic way will likely cause the conflict to fester, lowering team morale. However, by managing team conflict well, you can quickly nip the problem in the bud. This course is 30 minutes.</p>
<p><u>Introduction to Public Service</u></p>	<p>lp_OLDP_Gov_001</p>	<p>The Public Servant is a vital role to play in ensuring the citizens' needs are addressed in an effective, efficient manner. These courses will familiarize the individual with the role of customer service and the environment in which he/she performs their duties. This course will help to prepare learners with an overview of skills needed to become a top notch Public Service Professional. This learning program is 16.5 hours.</p>

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COURSE LISTINGS FOR FY21

Business Etiquette and Professionalism

This series contains 4 courses.

No matter what type of business you are in, being professional is critical to your success. Doing business professionally means having a positive attitude, understanding and following fundamental business etiquette, and using sound judgement. In addition to the way you present yourself, doing business professionally also means being accountable, communicating and collaborating effectively and persuasively, and prioritizing competing demands and tasks. Engaging in on-going skills development throughout your career it will help keep you focused, relevant and in-demand. Each course in this series is 1 hour.

Developing Your Reputation of Professionalism with Business Etiquette

pd_25_a01_bs_enus

Professionalism, Business Etiquette, and Personal Accountability

pd_25_a02_bs_enus

Communicating with Professionalism and Etiquette

pd_25_a03_bs_enus

Using Business Etiquette to Build Professional Relationships

pd_25_a04_bs_enus

Ohio Data Analytics Learning Programs

This learning program with 4 tracks

Data Analytics: Developer, Data Analyst, Data Owner, and Leadership. Each track is 14 hours and also contains additional reference materials.

Developer

lp_DAS_LPD_ODA1_Developer

Data Analyst

lp_DAS_LPD_ODA2_DataAnalyst

Data Owner

lp_DAS_LPD_ODA3_DataOwner

Leadership

lp_DAS_LPD_ODA4_Leadership

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COURSE LISTINGS FOR FY21

Project Management 6th Edition

This learning program provides a learning track to prepare the learner for the PMP exam. It features mentoring and practice exams.

Courses that are aligned with PMI's A Guide to the Project Management Body of Knowledge (PMBOK® Guide), are pre-approved for Contact Hour credits for individuals who are preparing to apply for the Project Management Professional (PMP)® or Certified Associate in Project Management (CAPM)® certification exams. This learning program consists of 39 hours of instruction and practice exams.

lp_OH_DAS_LPD_Project_Management_PMI

Defining Alternative Solutions to a Problem

apd_15_a02_bs_enus

Part of problem solving is creating alternative solutions. In this course, you'll learn how to define ideal states and generate and evaluate problem solutions. You'll also learn how to recognize and avoid common problem-solving pitfalls. This course is 24 minutes.

Managing Motivation During Organizational Change

amg_06_a02_bs_enus

A key challenge for managers is motivating and engaging employees during times of organizational change. To survive and grow in volatile markets, organizations have to embrace change; they have to innovate and adapt. However, because change involves uncertainty, it's stressful, and it can impact employee motivation and productivity – just at a time when an organization needs everyone to pull together and give their best efforts. This course is 22 minutes.

Your Role in Workplace Diversity

apd_01_a02_bs_enus

To understand and appreciate diversity in the workplace, you must develop a deep understanding of yourself, as well as any unconscious bias you may have. Your ability to use a variety of strategies to effectively deal with diverse situations is very important. Equally important is the ability to share these effective strategies openly and leverage the diversity that exists within an inclusive organization. This course is 30 minutes.

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Developing a Personal Accountability Framework

pe_05_a04_bs_enus

You are juggling a lot of competing tasks. Meeting deadlines, production targets, and business objectives are serious responsibilities. It's tempting, at times, to find easy ways out of fulfilling them, or to use excuses as to why you can't. But to be accountable is part of being a professional. Demonstrating your personal and professional accountability is key to your ongoing success. This course is 24 minutes.

Encouraging Team Communication and Collaboration

atm_01_a03_bs_enus

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. This course is 30 minutes.

Building Innovation Cultures and Leaders

ald_02_a02_bs_enus

Innovating is the only way to adapt and keep speed with the pace of change in today's business world. Building and supporting an innovative culture is the responsibility of leaders and employees across organizational hierarchies and is aided by an effective change management process. This course is 30 minutes.

Developing a Growth Mind-Set

bs_ast03_a01_enus

In the workplace, there are two specific types of mindsets, or attitudes, that can either promote personal growth and resilience or hamper an employee's performance. People with a growth mindset achieve ever-higher levels of productivity and can help their organizations thrive; by contrast, people with a fixed mindset tend not to develop professionally, and may hinder an organization's goals. This course is 16 minutes.

Developing Your Business Acumen

bs_apd20_a01_enus

Business acumen is a difficult to define combination of forethought, creativity, and agility that is a key factor in setting successful business professionals apart from their less accomplished peers. But it doesn't just come from experience. It has to be cultivated and nurtured. This course is 21 minutes.

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Influence Others with Political Savvy

comm_42_a03_bs_enus

When dealing with power and influence you will inevitably have to navigate political waters. Almost everyone knows that 'politics' are a reality in organizations and even if you dislike them, you cannot eliminate them. Just think about those who have position power – chances are they got there not just through their individual know-how, but because they know who's who, how to appeal to them, and how to build coalitions of power and influence. This course addresses what it takes to use political savvy as an aid to influencing without direct authority. This course is 22 minutes.

Forging Ahead with Perseverance and Resilience

pe_03_a01_bs_enus

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. This course is 31 minutes.

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