Self-Management
OLC Course Recommendations

Competency Definition

Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

OLC Component Titles

Assertiveness from the Inside Out

COURSE TSA-COMM-ASSRTINSID-0001

Description: Do you sometimes wonder if there's a way to alter your professional style--to change yourself from the inside out? Do you believe there may be strategies you could use to develop a more assertive professional style? Do you want to learn about strategies that can help you interact assertively with others in the workplace? Now is a good time to enhance your professional assertiveness skills if you answered "yes" to any of these questions. This course will guide you as you move into a more decisive, more effective professional style. You'll learn about methods that can help you build and strengthen your assertive style and strategies to prepare you to act more assertively. You'll also learn how to implement your new, assertive style as you negotiate with other professionals, develop teams and partnerships, and cope with opposition. With the assistance of this course, you'll blossom as you become the assertive professional you've wanted to be. **Duration=3.0**

Building Your Support System

COURSE TSA-LEAD-BLDSUPPSYS-0001

Description**:** "Building Your Support System" will teach women that few can succeed in business without a support system. The course explains how mentoring relationships and networking can help women reach their professional goals. Women will learn how businesses are developing and evolving today. The course also focuses on the importance of having a healthy balance between work and home. **Duration=3.5**

Business Professionalism Simulation

COURSE TSA-PD-BUSPROFESSION-0001

Description: Everyday business activities require a determined effort to fulfill. Schedules must be kept; deadlines must be met. To ensure productivity remains on target, business professionals must possess refined skills in setting priorities, managing daily tasks, and maintaining personal accountability. The Business Professionalism Simulation is designed to enable participants to develop the skills necessary for increasing personal accountability and business professionalism. Over the course of the simulation, participants will practice personal development skills, encompassing the objectives of taking initiative, collaborating on goals, aligning priorities and goals, demonstrating a positive attitude, reacting positively to criticism and feedback, and being assertive. The Business Professionalism Simulation comprises two scenarios and is based on the SkillSoft series -Business Professionalism.- Throughout the simulation, links are provided to the following SkillSoft courses: PD0262, PD0263, and PD0264. **Duration=0.5**

Self-Management
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Communicate for Contacts

COURSE TSA-COMM-CONTACTS-0001

Description: Although the old adage, -It's not what you know but who you know that counts- is not a firm basis on which to build your career, it is true that your ability to build relationships with influential people both inside and outside of your company has definite benefits. You know the importance of creating a good impression and raising your profile with those who can have a positive impact on your future success with the company, but how exactly do you go about achieving this? Not surprisingly, appropriate communication plays a large part. In this course, you will learn how to improve your skills as an interesting and interested conversationalist and how to overcome the inherent shyness that many people experience when faced with a room full of strangers. The course also gives practical strategies for -networking- effectively in common business environments such as trade shows, conferences, or business socials. Armed with these skills, your confidence will soar, and you will cruise through events and gatherings that may currently fill you with dread and foreboding. **Duration=4.5**

Communicate for Results

COURSE TSA-COMM-RESULTS-0001

Description: For many people, success in the workplace depends on their abilities to influence others to take a particular course of action. This course gives a practical demonstration of how to communicate for best results in three common, but sometimes difficult, situations. Firstly, you will learn the communication skills required to ensure the collaboration and cooperation of your colleagues and peers when you are working as a member or as a leader of a project team. Whether you want help with a particular task, or need someone else to undertake the task on your behalf, this course will show you how to approach those capable of giving you what you need. Secondly, this course will outline the communication required to maintain customer relationships during sensitive situations, such as when customers make a complaint, or you must deny their requests. Thirdly, you will learn how best to present information to your managers. Whether your intention is to report or to persuade, if you also want to impress your boss, it's crucial that you communicate concisely, and in a manner which is guaranteed to be understood the first time. **Duration=5.0**

Developing a Positive Attitude

COURSE TSA-PD-DEVELPOSATTUD-0001

Description: Oftentimes your success or failure depends not only on the situation you are in, but how you react to that situation. Your reaction to the situations you encounter is significantly influenced by your attitude. Having a positive attitude involves looking for the best in a situation, being realistic about possibilities and consequences, and having the courage to believe that you can succeed. It isn't always easy to be positive. You may feel that the odds are stacked against you, or you may find it hard to cope with the difficult and challenging situations that you find yourself in. Taking action to develop a positive attitude involves examining how you perceive your situation, and how you deal with your perception of the situation. This course will show you that it is possible to change your perspective from negative to positive, and provide you with skills for overcoming the challenges that you face at work. Being successful starts and ends with you, and having a positive attitude will help you achieve your desired success. **Duration=2.5**

Developing Good Time Management Habits

COURSE TSA-PD-DEVTIMEMGMTHABIT-0001

Description: Time management shouldn't be a separate activity--it should be an integral part of the way you do things. For this to happen, you need to be able to develop good time management habits and avoid bad ones. An effective use of time also involves managing your environment, managing your use of technology, and managing the time-wasting activities of people around you. Today we are often overwhelmed by the amount of paperwork that crosses our desks, or the number of e-mails that appear on our screens. There is a real danger that we end up being reactive rather than creative, and spend all our time responding to what we have been sent, rather than initiating new ideas. To avoid this, you need to develop techniques for handling paperwork, telephone calls, and e-mails to maximize their value, and minimize their disruptive potential. Technology makes it possible for us to be more efficient--get more done--in many different ways. But you need to make sure that you are really controlling the technology so that it also helps you to be more effective--getting the right things done, rather than allowing it to control you. There are many time stealers. Demands and interruptions from bosses, peers, or customers can prevent you from achieving your goals, and these must be dealt with appropriately. Not all time thieves are external. Most of us are prone to some degree of seemingly harmless procrastination, but this can be the most insidious and dangerous time waster of all. **Duration=4.5**

Emotional Intelligence at Work

COURSE TSA-COMM-EIATWORK-0001

Description: What makes someone a top performer in the world of work? If you think high IQ, advanced degrees, analytical skills, and technical expertise are the answer, it's time to think again. Experts now agree that Emotional Intelligence often determines who will climb the corporate ladder and who will be passed over. Exciting new research shows that, unlike IQ, Emotional Intelligence can be developed and increased during any point in your career. This course identifies some of the common misconceptions about intelligence at work and defines three key areas of focus: self-awareness, self-regulation, and motivation. **Duration=2.5**

Establish and Maintain Authority

COURSE TSA-LEAD-ESTABAUTH-0001

Description**:** This course teaches women how to establish and maintain their authority as leaders in their companies. "Establish and Maintain Authority" offers self-assessment ideas to help learners better understand their own abilities and styles. Women can also learn better communication skills and how to handle their authority appropriately. **Duration=2.5**

Finding Your Life Balance

COURSE TSA-PD-FINDLIFEBAL-0001

Description: You fill your life with many activities and it is difficult to get the balance between those activities right. But getting the balance right gives a tremendous payback. You feel fulfilled. You are in harmony with yourself and your world. Which is good for you, and also impacts positively on your family, friends, and co-workers. The first step towards a possible adjustment of your life balance is to assess your life as it is now. This course will enable you to assess your present life, both at home and at work, and the relationship between the two. Is it balanced? How and why is it out of balance? You will learn what the obstacles to achieving a balanced life are, and how to apply a basic strategy to overcome these obstacles. Finally, you will learn about the role of the individual in relation to the organization he works in, and how this impacts on his life. Are you working for an organizational culture which fits you? Are you in balance with your job? Do you have the right kinds of working relationships? Only through properly understanding where you are, in relation to where you want to be, can you begin to construct a map that will take you to your objective of a balanced, fulfilled life. **Duration=4.5**

Get Your Career on the Fast Track

COURSE TSA-PD-CAREERFASTTRK-0001

Description: Everyone has seen those TV shows from the '50s. The fathers went to work, worked hard, and got ahead. These people were your role models, your guides to succeeding in business. But if that's not happening, you ask yourself, "Why not?" The world is different now. Instead of job security, you need to focus on career security. In this course, you will learn more about today's new business environment. You will learn about yourself and how to work with your strengths and weaknesses to improve your position in this new world. You will get a chance to identify your options within the new environment and will learn how to make a plan to get your career on the fast track to success. **Duration=2.5**

Goals and Goal Setting

COURSE TSA-PD-GOALSETTING-0001

Description: Most achievements, great or small, begin with an important first step: setting a goal. A clearly defined, attainable goal embodies a vision of what is possible. It's a guide star for those who navigate a course through obstacles to a desired accomplishment. However, the process of setting appropriate goals is often oversimplified or overlooked entirely. A well-constructed goal is challenging, yet achievable. It takes into account the abilities and resources available and requires the goal seeker to make the best use of both. In this course, you'll examine the types of goals you can use to advance your career and personal life, learn to construct goals that are both challenging and achievable, discover how to embed the seeds of success within your goals, and explore ways to align your goals with your own priorities and the priorities of others who influence the way you use your time. **Duration=2.0**

Implementing and Evaluating Self-directed Learning

COURSE TSA-KNOW-SELFDIRLEARN-0001

Description: Self-directed learning is the foundation for the Knowledge Age. Well-conceived implementation of self-directed learning is crucial for the success of learning organizations in the 21st century. In this course, you'll look at three major implementation schemes: distributed implementation, implementation through a learning center, and implementation through an intranet. Learn how to set up the systems, evaluate them, and position them for success. Learn how to use SDL as a supplement or replacement for instructor-led training. And learn new roles and skills trainers will need in the 21st century corporation. **Duration=3.0**

Improving Your Image

COURSE TSA-PD-IMPROVEIMAGE-0001

Description: Lee Iacocca. Madeleine Albright. Colin Powell. Are these people who suffer from an image problem? Hardly. Do you think they were born projecting the strong, self-assured images they do? Probably not. Like other powerful leaders in business, government, and the military, they likely received training in how to project, how to impress, how to lead. A confident, positive self image is no less crucial to putting your career on the fast track. This course, -Improving Your Image,- will teach you how to develop such an image. First, you will be given tips for determining the corporate image you currently have and the one you want to project. Next, you'll learn the subtleties of body language and how to use them. Some ways of making an impression are better than others; you'll learn the ways that are best. Finally, you'll learn the all-important tools that promote powerful communication, self-marketing, and leadership. **Duration=3.0**

Increasing Your Emotional Intelligence

COURSE TSA-COMM-INCREASEI-0001

Description: In today's workplace, you need to have both the intellectual skills to do the job and the emotional intelligence to interact effectively with co-workers. The successful leaders and managers around you outshine others because of their stellar people skills. Most people believe that emotions are automatic responses that they have no control over. Few realize that their emotions are determined by what they think, and that concrete techniques exist for gaining control of their feelings. This course will provide you with the skills to increase your emotional intelligence so that you can become an effective contributor in the work force. **Duration=2.5**

Knowledge as Strategy: Performance Improvement

COURSE TSA-KNOW-PERFIMPROV-0001

Description: In the 21st century--the Knowledge Age--corporations will see workers as intellectual capital. Workers themselves, rather than just information, will become the resources that allow organizations to respond quickly and effectively to rapid change. Learning is at the core of these demands--whether it's learning a new skill, knowing how to manage existing and new knowledge, or creating organizational structures that support continuous learning. This course introduces learners to a new focus on performance improvement based on knowledge as the competitive advantage. **Duration=3.0**

Managing Your Anger

COURSE TSA-COMM-MANAGEANGER-0001

Description: You're angry and you want to let everyone know it. But, is this really a good idea? What will your co-workers or your supervisor think of your outburst? Is there something that you could do to control your anger? This course will help you manage your anger so that you will be less angry and will be able to channel your energy into more constructive activities. You will learn the three stages of managing your anger and techniques that will be useful for preventing your anger from getting out of control. This series provides techniques that a motivated person can use to deal with manageable anger. These techniques do not replace counseling or other professional assistance where such attention is appropriate. **Duration=5.5**

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Process Management Skills

COURSE TSA-MGMT-PROCMGMTSKILLS-0001

Description: Efficiency, in software terms, can be the difference between ineffective, poorly designed software, and elegant, intuitive software. Efficiency in manufacturing is the difference between processes that yield top quality products at a reasonable price, and processes that spit out shoddy products regardless of price. Likewise, efficiency is critical to the effectiveness of a manager and to the manager's organization. To be efficient as a manager, you have to develop a suite of organizational skills including time management, performance management, and stress management. This course will help you develop your skills at organizing and scheduling activities such as meetings, client conferences, and personnel reviews. Process Management Skills will also assist you in setting goals and accomplishing tasks in less time but with higher quality. Applying these important strategies will also help you lower stress in your day-to-day dealings, making you more productive and your day more rewarding.
Duration=4.5

Professional Assertiveness

COURSE TSA-COMM-PROFASSERT-0001

Description: Do you sometimes wonder if your professional style is too passive-hesitant and weak? Or do you find yourself acting too aggressively toward your co-workers or subordinates--too critical and overbearing? Do you wonder if there is another professional style that might be better for you?

If you answered yes to any of these questions, it's a good time to learn to be an assertive business professional. This course will guide you as you move into a proactive, responsible, professional style. You'll learn methods to help you identify an appropriate assertive style and strategies to prepare you use that style. You'll also learn how to implement the assertive style in your work environment. With the assistance of this course, you'll no longer worry about being -too passive- or -too aggressive.
Duration=3.0

Self-empowerment: Managing from Within

COURSE TSA-PD-SELFEMPOWR-0001

Description: Have you ever thought that you could be the best boss you've ever had? By developing attitudes and skills that empower you, you can manage from within and become your own best boss. Self-empowerment is the process of taking responsibility for your attitudes, behaviors, and actions at work to maximize your effectiveness. As an empowered employee, you will be driven by ownership, initiative, and performance. This course focuses on attitudes and behaviors that promote self-empowerment. It provides strategies for empowering yourself through self-coaching, approaches for developing an entrepreneurial mind-set, and an opportunity to apply a model for self-empowerment to enhance your performance. Applying these approaches will help you become a self-empowered contributor in your organization. **Duration=2.5**

Strategies for Better Balance

COURSE TSA-PD-SRATBTRBALAN-0001

Description: "It's not the hours you put in your work that counts, it's the work you put in the hours."--Sam Ewing. This course focuses on the actions you can take to achieve a more balanced life. It begins by helping you to explore ways in which you can create some space in order to bring more nourishing and energizing activities into your life. The course will show you how to build practical systems into your days and weeks that will support you in making the necessary adjustments to your life. As life balance constantly shifts, you will also consider early warning signs to look out for, so that you can make the necessary adjustments as you go along. Finally, this last course in the series will enable you to create a vision of a satisfying, balanced life for yourself. **Duration=5.0**

Success Over Stress

COURSE TSA-PD-SUCCESSTRESS-0001

Description: "Stress is the psychological, physiological and behavioral response by an individual when they perceive a lack of equilibrium between the demands placed upon them and their ability to meet those demands, which, over a period of time, leads to ill-health." Stephen Palmer, "Occupational Stress". Contrary to popular belief, stress itself is never a good thing--it is always harmful. This course will show you the difference between pressure, which spurs you into action and helps you to perform at your peak, and stress, which impedes your performance, and has long-term health implications. Stress is produced by your own feelings and reactions to certain external events, rather than by the events themselves. This means that once you recognize how you respond to certain situations, you can change your response to one that is more helpful and productive. **Duration=4.5**

Successful Lifelong Learning

COURSE TSA-PD-SUCCESSLEARN-0001

Description: Today's successful individual understands that the business world is constantly changing the way people work and the way work is accomplished. How often have you heard these terms: lifelong learning, self-directed learning, continuous learning, and knowledge worker? If you wonder what these terms really mean, why they are important, and how you rate as a worker and learner for the 21st century, then this course is for you. Find out how lifelong learning strategies can enable you to develop your work skills and to manage your professional development. Don't wait until your supervisor initiates what you need to learn. It's time to take ownership of your learning needs based on your expectations and your own terms. In this course, you will identify your learning needs and learn how to establish learning objectives, determine learning resources, and evaluate outcomes. **Duration=2.5**

Teamwork and Emotional Intelligence

COURSE TSA-COMM-TEAMEMOTINTEL-0001

Description: Elizabeth and Cassandra started with the same company at the same time in similar positions. Both were bright women. Both were at the top of the class at prestigious universities. Both had exceptional technical skills. Yet, after six months in the organization, Elizabeth seemed to be making a bigger impact and enjoying more success. She was friendly with members of her own department and knew many other people throughout the organization. People often came to her for advice, and she had no trouble recruiting assistance when she needed it. Cassandra, who had kept her nose to the computer and kept pretty much to herself, was struggling to understand Elizabeth's popularity. When she questioned her team leader, his response was, "You need to be more social." Stunned, Cassandra returned to her cubicle. Social? More social? What does that have to do with work? Although Cassandra's boss may not have realized it, he was talking about teamwork and emotional intelligence. The glue that holds today's work teams together is made up of social competence, the ability to influence others, participation, and collaboration. These skills, combined with a willingness to develop the team, are the hallmarks of effective teams that will be discussed in this course. **Duration=2.5**

Techniques for Better Time Management

COURSE TSA-PD-TECHBETRTIMEMGT-0001

Description: If you don't feel that you are the organized type, or if making lists or drawing up detailed plans doesn't come naturally, don't worry. There isn't just one way in which time can be managed effectively. This course will introduce you to several different techniques for improving your time-management skills--experiment with them, and then choose and apply the tools which best suit your own situation. In order to achieve anything it is important to establish goals. You need to know what you want to do, before you can decide how and when you are going to do it. You then need to establish deadlines. If these deadlines are unrealistically tight, your interest and commitment in the task may be undermined, or you may experience stress which can have a negative effect on your performance. Deadlines are

important, but they have to be realistic. Making -To-do- lists is a useful technique, but you can end up feeling overwhelmed by the amount that has to be achieved in a day, a week or a month. It is vital to prioritize the tasks, and the Priority Matrix is a quick and effective way of sorting the urgent, from the less important. It is relatively easy to make changes to the way in which you work while you are concentrating on making improvements, but it can be much more difficult to sustain these improvements. Once you have taken better control of the way in which you manage time, you need to find ways of maintaining this control. The final lesson in this course will provide some suggestions as to how this can be done effectively. **Duration=4.5**

The Emotionally Intelligent Leader

COURSE TSA-COMM-EMOTINTELEAD-0001

Description: Putting emotional intelligence to work is an emerging trend in corporate leadership. Developing the best talents in executives, managers, and others throughout the organization has become vital to corporate success. As a leader, you cannot rely upon your intellectual knowledge. You must have the interpersonal competence that comes with emotional intelligence. This course will guide you in developing your emotional intelligence as a leader and then direct you in developing it in others. **Duration=2.5**

The Path from Pessimism to Optimism

COURSE TSA-MGMT-PESSMOPTIMSM-0001

Description: Your point of view affects virtually every aspect of your life, including your level of success. A negative point of view is a detrimental influence. Negativity is the result of unchecked pessimism. It's an abnormal pattern of thinking that persists over time and negates solutions and successful outcomes. Learning to deal with negativity will improve both your personal and business relationships. This course identifies how negative attitudes are formed, how you can identify them, and how a bad attitude becomes contagious. You will also learn some practical tools for developing and maintaining a positive point of view. **Duration=4.0**

The Potential of Self-directed Learning

COURSE TSA-KNOW-POTENTSELFDIR-0001

Description: How often have you heard these buzz words of the '90s: self-directed learning; continuous learning; the learning organization; the knowledge worker? If you wonder what these terms really mean, why they are so important, and how you rate as a worker for the 21st century, this course is for you. Find out what you can do to take control of your own skill and career development. Learn to identify resources, build relationships, assess your organization's support for self-directed learning and manage and assist other self-directed learners and self-directed teams. What you've learned in school is not enough. It's time to take control of your own learning. **Duration=2.5**

What Is Emotional Intelligence?

COURSE TSA-COMM-WHATISEI-0001

Description: Does IQ determine your destiny? For years, that was an overriding belief. However, new behavioral research shows that IQ provides, at best, a narrow view of human intelligence. Factors such as self-awareness, impulse control, persistence, zeal, self-motivation, empathy, and social deftness contribute greatly to an individual's success. These qualities, termed -emotional intelligence, - often determine if people excel in life, relationships, and the workplace. In this course, you'll learn more about these specific characteristics and how they influence every area of your life. **Duration=2.5**

When the Going Gets Tough

COURSE TSA-COMM-GOINGGETTUF-0001

Description: "It is common sense to take a method and try it; if it fails, admit it frankly, and try another. But above all, try something." Franklin D. Roosevelt spoke these words of wisdom. Negotiating can be challenging, especially when the stakes are high. It's possible to be suddenly stopped in your tracks when an event or circumstance sends the whole deal reeling. Have you ever been involved in a tough negotiation? How did you handle it? Moving past the glitches in negotiation requires savvy and an ability to stay focused on your ultimate goal no matter what it takes to get there. This course explores ways to navigate around the potholes, barriers, and hurdles that may appear during negotiation. You'll discover methods of dealing with them rather than avoiding them or being sidetracked by challenges. In addition, you'll examine the basics of third-party intervention and fostering good will. **Duration=2.5**

You and Your Time

COURSE TSA-PD-YOURTIME-0001

Description: Before you can decide how to manage your time better, you need to recognize how you manage your time now. Busy people do what is required, and rarely have the opportunity to stop and consider whether they are making the best use of their time. A brief analysis of what you do currently may surprise you, and it may help you to identify some changes that could be made. This course will help you to consider the activities that currently take up most of your time, and how you plan and log them. You will also be encouraged to consider the work-life balance to which you aspire, and what steps you could take to make this wish a reality. Each of us is different, and this inevitably affects the way in which we approach time management. Some people habitually wake early, and find that the morning is the best time for them to handle creative tasks or difficult problems; others prefer to rise and work late--these people probably prefer to tackle only easy, routine tasks in the morning. Our personalities also play a significant role in the way we handle tasks and manage time. You are probably already doing certain things well, but there will inevitably be areas that can be improved. The last lesson in this course will help you to approach these changes in a positive and constructive way. **Duration=5.0**