

Change

Keepers For Life – How Leaders Make Change Work – Vol. 1	Terry Paulson	10:51
Practical strategies you as a leader can use to make change work for your organization and your team...		
Keepers For Life – How Leaders Make Change Work – Vol. 2	Terry Paulson	11:07
Practical strategies you as a leader can use to make change work for your organization and your team...		
Keepers For Life – How Leaders Make Change Work – Vol. 3	Terry Paulson	15:53
Practical strategies you as a leader can use to make change work for your organization and your team...		
Keepers For Life – Winning the Inner Game of Change – Vol. 1	Terry Paulson	12:38
Ways to manage yourself before you ever lead others through change...		
Keepers For Life – Winning the Inner Game of Change – Vol. 2	Terry Paulson	10:05
Ways to manage yourself before you ever lead others through change...		
Keepers For Life – Winning the Inner Game of Change – Vol. 3	Terry Paulson	13:23
Ways to manage yourself before you ever lead others through change...		

Customer Service

Connecting Emotionally with Your Customers	Susan Clarke	19:30
Building a positive attitude toward yourself and others starts with understanding your own attitudes and how they impel you to action. Attitudes develop a hierarchy and provide you with a purpose and direction in your life. In this course you will learn: the definition of attitude, reacting and responding to needs, motion vs emotion, and memorable vs mediocre.		
Connecting Through Behavioral Styles	Susan Clarke	22:46
Building a positive attitude toward yourself and others starts with understanding your own attitudes and how they impel you to action. Attitudes develop a hierarchy and provide you with a purpose and direction in your life. In this course you will learn: the golden rule, the platinum rule, and the DISC method of defining your behavioral style.		
Connecting Through Your Body Language	Susan Clarke	20:55
Building a positive attitude toward yourself and others starts with understanding your own attitudes and how they impel you to action. Attitudes develop a hierarchy and provide you with a purpose and direction in your life. In this course you will learn: how to use body language, listening, and building rapport.		
Seven Steps of Service	Susan Clarke	24:19
Building a positive attitude toward yourself and others starts with understanding your own attitudes and how they impel you into action. Attitudes develop a hierarchy and provide you with a purpose and direction in your life. In this course you will learn: Susan's Seven Steps of Service and service recovery.		
Your Attitude is Showing	Susan Clarke	23:06
Building a positive attitude toward yourself and others starts with understanding your own attitudes and how they impel you into action. Attitudes develop a hierarchy and provide you with a purpose and direction in your life. In this course you will learn: the definition of attitude and how your attitude affects others.		

Leadership

21st Century Leadership – Inside Secrets of Top Leaders	Patricia Fripp	29:00
Learn the "inside secrets" and best creative practices of top leaders. Your business is as good as your worst employee. Innovative, usable, and proven leadership strategies.		

Motivation/Inspiration

It Only Takes A Minute 01 – The Magnificent Minute Willie Jolley 02:08

It Only Takes A Minute To Change Your Life!

Get ready to change your life and make your dreams come true. Motivational coach Willie Jolley is about to give you the keys to success and tools to build your future into the kind of life you have only dreamed about.

It Only Takes A Minute 02 – It Only Takes A Minute Willie Jolley 05:49

It Only Takes A Minute To Change Your Life!

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It Only Takes A Minute 03 – Dream the Impossible 1 Willie Jolley 07:30

It Only Takes A Minute To Change Your Life!

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It Only Takes A Minute 04 – Dream the Impossible 2 Willie Jolley 06:20

It Only Takes A Minute To Change Your Life!

Get ready to change your life and make your dreams come true. Motivational coach Willie Jolley is about to give you the keys to success and tools to build your future into the kind of life you have only dreamed about.

It Only Takes A Minute 05 – Dream the Impossible 3 Willie Jolley 08:28

It Only Takes A Minute To Change Your Life!

Get ready to change your life and make your dreams come true. Motivational coach Willie Jolley is about to give you the keys to success and tools to build your future into the kind of life you have only dreamed about.

It Only Takes A Minute 06 – Dream the Impossible 4 Willie Jolley 07:26

It Only Takes A Minute To Change Your Life!

Get ready to change your life and make your dreams come true. Motivational coach Willie Jolley is about to give you the keys to success and tools to build your future into the kind of life you have only dreamed about.

It Only Takes A Minute 07 – Dream the Impossible 5 Willie Jolley 07:35

It Only Takes A Minute To Change Your Life!

Get ready to change your life and make your dreams come true. Motivational coach Willie Jolley is about to give you the keys to success and tools to build your future into the kind of life you have only dreamed about.

It Only Takes A Minute 08 – Dream the Impossible 6 Willie Jolley 08:00

It Only Takes A Minute To Change Your Life!

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It Only Takes A Minute 09 – Goals: Dreams With A Deadline Willie Jolley 06:55

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StrengthBank Sandra Shelton 42:11

Most of us show up for work every day because we have to. StrengthBank strategies are about showing up for work because we want to, with joy and determination coupled to a bonus of low stress. Sandra A. Shelton shares these StrengthBank strategies with us. If work is an energizing experience, we are in a better frame of mind to handle our personal relationships. We are not Jeckyl and Hyde personalities; we can be consistent in our approach to others in order to draw in the very best relationships and, perhaps more importantly, move away from the destructive ones. Our customers and clients depend on it.

Presentation Skills

Learn how to outline any talk, on any subject. Patricia Fripp's key points are highlighted in this live presentation.

Team Building

Team Building 1 – Conflict Resolution – Session I

Peter Land

23:03

Understand the various types of teams and the sources of power that impact teamwork.

Team Building 1 – Conflict Resolution – Session II

Peter Land

31:35

Learning to identify the eight sources of conflict is the first step in prevention and/or resolution.

Team Building 1 – Conflict Resolution – Session III

Peter Land

13:34

Learning to use all five styles will enable the participant to be effective since conflict is often a "moving target."

Team Building 1 – Conflict Resolution – Session IV

Peter Land

19:35

Learning "what to say and practice saying it" is the purpose of this final session. The prior study and planning is only of value if you can actually conduct an effective conflict intervention meeting with great skill.

Telephone Sales

Advanced Telemarketing – Skills 6–10

Stan Billue

25:04

Advanced Telemarketing Skills is one of the most powerful courses on telemarketing and sales ever produced. You will learn how to become your best in record time, annihilate your competition, learn the secrets of the superstars, how to be in the top 5% that produce 95% of the sales, discover how to work smart not hard, and have more fun and make more money. This session includes weasel words are a waste, winning words are wonderful, constant calls create constant cash, organization offers opportunity, and speak to sell.

Advanced Telemarketing – Skills 16–20

Stan Billue

29:02

Advanced Telemarketing Skills is one of the most powerful courses on telemarketing and sales ever produced. You will learn how to become your best in record time, annihilate your competition, learn the secrets of the superstars, how to be in the top 5% that produce 95% of the sales, discover how to work smart not hard, and have more fun and make more money. This session includes establishing control controls energy, formats form fabulous fortunes, dedication determines destiny, actors achieve stardom in selling, and making decisions makes dough.

Advanced Telemarketing – Skills 36–40

Stan Billue

18:26

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Advanced Telemarketing – Skills 41–45

Stan Billue

18:29

Advanced Telemarketing Skills is one of the most powerful courses on telemarketing and sales ever produced. You will learn how to become your best in record time, annihilate your competition, learn the secrets of the superstars, how to be in the top 5% that produce 95% of the sales, discover how to work smart not hard, and have more fun and make more money. This session includes Layering is learning, hard questions aren't easy, needs are necessary, reverse the roughies, and brain-picking isn't profitable.

Advanced Telemarketing – Skills 71–75

Stan Billue

19:02

Advanced Telemarketing Skills is one of the most powerful courses on telemarketing and sales ever produced. You will learn how to become your best in record time, annihilate your competition, learn the secrets of the superstars, how to be in the top 5% that produce 95% of the sales, discover how to work smart not hard, and have more fun and make more money. This session includes let them sell themselves, "I" irritates, think stinks, trial closes are not traumatic, and objections offer opportunities.
