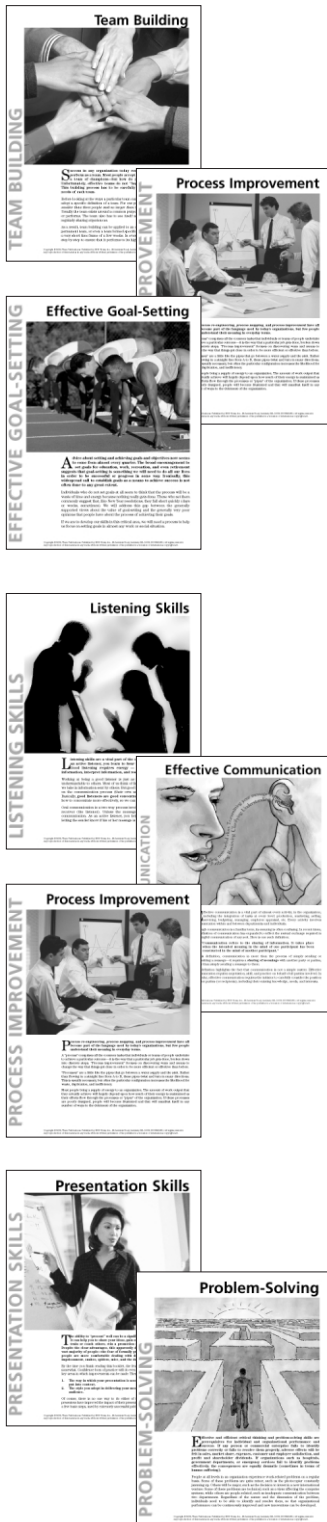


SkillBuilder™ Booklets

Unlimited Access to more than 30



Each **Skill Builder Booklet** provides everything an individual needs to both understand the competency and to improve their skills. The Booklets are focused and packed with information to help individuals master the underlying behaviors of each competency. Coaching templates are included for creating a personalized action plan for improvement.

SkillBuilder Competencies Included

- | | |
|---|--------------------------------|
| Assertiveness Skills | Learning Styles |
| Benchmarking | Listening Skills |
| Change Management | Meetings Management |
| Conflict Resolution | Negotiating Skills |
| Creativity and Innovation | Networking |
| Delegation Skills | Performance Measurement |
| Diversity and Cultural Awareness | Personal Effectiveness |
| Effective Coaching Skills | Presentation Skills |
| Effective Communication | Problem-Solving |
| Effective Goal Setting | Process Improvement |
| Effective Leadership | Project Management |
| Emotional Intelligence | Sales Effectiveness |
| Improving Customer Service | Stress Management |
| Improving Health and Safety | Team Building |
| Influencing Others | Telephone Skills |
| Interviewing/Selection | Time Management |

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