

VS Soft Skills Courseware Index

SOFT SKILLS COURSEWARE

Being either a Public or Private Service Provider, soft skills are necessary to render the best services to clients within an environment with integrity, trust and competence. The ABBSE renders a range of 90 soft skills to organisations to skill employees on all levels.

Career Development

- s2101_Advanced Writing Skills
- s2106_Public Speaking - Presentation Survival School
- s2107_Emotional Intelligence
- s2201_Building Your Self Esteem and Assertiveness Skills
- s2203_Communication Strategies
- s2207_Working Smarter Using Technology to your Advantage
- s2420 Critical Thinking
- s2504_Mastering the Interview
- s2903_Customer Service Training - Critical Elements of Customer Service
- s2904_Skills for the Administrative Assistant
- s2906_The Minute Takers Workshop
- s3001_Business Etiquette Gaining That Extra Edge
- s3002_Creating a Dynamic Job Portfolio
- s3003_Getting Your Job Search Started
- s3004_SpeakEasy Conquering Your Fear of Speaking in Public
- s3005_Time Management Get Organized for Peak Performance
- s3402_Business Writing That Works
- s3403_Conflict Resolution - Dealing With Difficult People
- s3404_Public Speaking Under Pressure
- s3405_Writing Reports and Proposals

Core Essentials for Business Professionals

- s3301_Conflict Resolution - A One Day Primer
- s3302_Controlling Anger Before It Controls You - A One Day Primer
- s3303_Current Project Management Techniques to Increase Effectiveness - A One Day Primer
- s3305_Negotiation Skills - A One Day Primer
- s3306_Secrets of Change Management - A One Day Primer
- s3307_Stress Relief and Stress Reduction - A One Day Primer
- s3308_Train-the-Trainer - Inspire, Motivate, and Educate - A One Day Primer

Train the Trainer

- s2801_Advanced Skills for the Practical Trainer
- s2802_Developing Your Training Program
- s2803_Facilitation Skills
- s2804_Survival Skills for the New Trainer
- s2805_The Practical Trainer
- s2806_Using Activities to Make Training Fun

Workplace Essentials

- s2701_Business Ethics for the Office
- s2702_Diversity Training Celebrating Diversity in the Workplace
- s2703_Generation Gap - Closing the Generation Gap in the Workplace
- s2705_Safety in the Workplace
- s2706_Workplace Harassment - What It Is and What To Do About It
- s2707_Workplace Violence - How to Manage Anger and Violence in the Workplace
- s2708_Lean Process Improvement
- s2709_Employee Accountability

Human Resources

- s2105_Problem Solving & Decision Making
- s2401_Change Management - Change and How to Deal With It
- s2405_Performance Management - Managing Employee Performance
- s2407_Building Better Teams
- s2501_Anger Management - Understanding Anger
- s2502_Conflict Resolution - Getting Along in the Workplace
- s2503_Hiring for Success - Behavioral Interviewing Techniques
- s2505_Orientation Handbook - Getting Employees Off to a Good Start
- s2508_Creating a Top-Notch Talent Management Program
- s2601_Business Succession Planning Developing and Maintaining a Succession Plan
- s2602_Conducting Effective Performance Reviews
- s2603_Employee Dispute Resolution Mediation through Peer Review
- s2606_Stress Management
- s3103_Customer Service Training Managing Customer Service

Sales and Marketing

- s2001_Building Relationships for Success in Sales
- s2002_Dynamite Sales Presentations
- s2003_Overcoming Objections to Nail the Sale
- s2004_Prospecting for Leads like a Pro
- s2005_Selling Smarter
- s2102_CRM - An Introduction to Customer Relationship Management
- s3101_Call Center Training - Sales & Customer Service Training
- s3106_Telemarketing Using the Telephone as a Sales Tool

Supervisors and Managers

- s2103_Marketing and Sales
- s2104_Negotiating For Results
- s2116_Accounting Skills for the New Supervisor
- s2301_Business Leadership - Becoming Management Material
- s2302_Coaching - A Leadership Skill
- s2304_Human Resources Training HR for the Non HR Manager
- s2305_Motivation Training Motivating Your Workforce
- s2306_The ABCs of Supervising Others
- s2307_The Professional Supervisor
- s2403_Delegation The Art Of Delegating Effectively
- s2406_Team Building - Developing High Performance Teams
- s2704_Inventory Management - The Nuts and Bolts
- s2901_Budgets and Managing Money
- s3201_Advanced Project Management
- s3202_Intermediate Project Management
- s3203_Meeting Management - The Art of Making Meetings Work
- s3204_Project Management Fundamentals
- s3205_Project Management Training - Understanding Project Management
- s3207_Risk Management
- s3208_Effective Planning and Scheduling
- s3304_Leadership Skills for Supervisors - Communication, Coaching, and Conflict