



NATIONAL ASSOCIATION OF
ELECTRICAL DISTRIBUTORS

NAED Learning Center

Online Course Catalog



www.naedlearningcenter.org

Developed and funded by the NAED Education & Research Foundation

Partner with NAED to Build an Effective Training Program

If you're ready to develop a culture of learning supported by a centralized, high-impact learning program, NAED can help. We understand the obstacles your company faces, whether it's training a diverse employee population or working with a limited staff to administer personalized development plans. Our dedicated team will work within your budget and time constraints, and help you measure the success of your program.

HERE'S HOW IT WORKS

STEP 1: CONSULT

During a free training consultation, our staff will discuss your current training program, improvement goals, and how NAED can help you meet your goals.

STEP 2: RECOMMEND

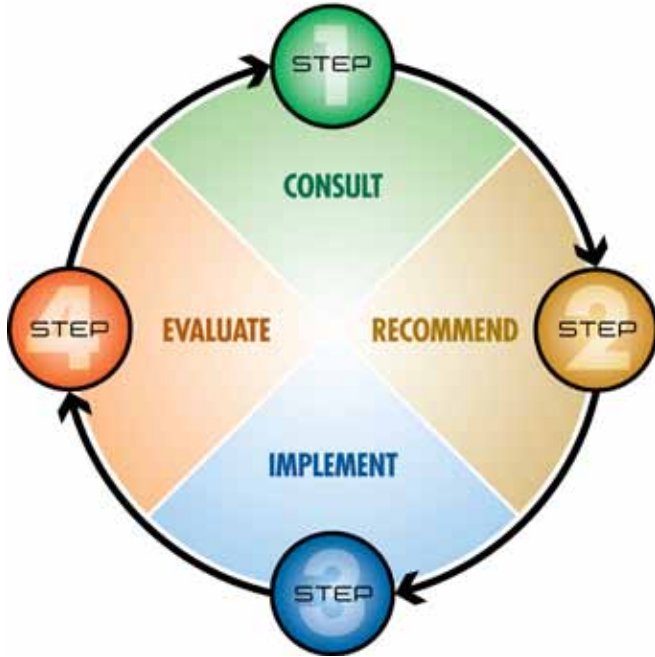
NAED will provide a customized recommendation for your company that will incorporate the Learning Center and include the courses that best address your employees' development needs.

STEP 3: IMPLEMENT

We provide technical support for your online university site, user and manager training, and online chat and help desk services for your employees.

STEP 4: EVALUATE

A variety of tools will enable you to gauge employee progress and identify new areas for development.



IACET: BUILDING SKILLS FOR THE FUTURE



As a further enhancement to your company's training program, NAED now offers Continuing Education Units [CEUs] for certain courses. NAED was recently accredited as an authorized provider of CEUs through the International Association of Continuing Education and Training [IACET]. The IACET is internationally recognized as the premier standard-setting organization for continuing education and training providers. Authorized providers of the IACET CEU must adhere to specific criteria to ensure high-quality education and training content, such as course learning outcomes that are measurable and appropriate for the target audience.

Save time and money when you streamline your training program with the NAED Learning Center and our easy 4-step process!

Member Benefit

The NAED Learning Center is available exclusively to NAED Members, along with access to an experienced and friendly member services staff that is ready to guide you through the process.

ELECTRICAL INDUSTRY-SPECIFIC TRAINING

NAED courses are developed by industry experts using the most advanced course creation techniques.

Achieving Superior Service Every Time [ASSET]



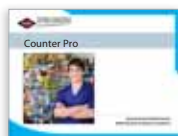
[0.35 CEUs, 3.5 Hrs] Eight foundational modules, interactive role plays and job aids will provide your associates with the knowledge and skills to provide superior customer service to your customers.
Recommended Audience: Counter Sales Associates, Delivery Drivers

Bottom Line Basics



[0.3 CEUs, 3 Hrs] This course explains how electrical distributors generate a profit, the key financial indicators and formulas used to measure profitability, and how every associate, regardless of job responsibility, can contribute to the bottom line.
Recommended Audience: Employees at every level

Counter Pro **UPDATED!**



[0.25 CEUs, 2.5 Hrs] Associates learn how to improve sales with the right greeting, active listening, up-selling, and by overcoming objections. Students also learn how to solve problems and turn complaints into positive encounters.
Recommended Audience: Counter Sales Associates



Outside Sales Prep Course

Four different modules that allow students to determine their strengths and weaknesses in areas for outside sales success:



- Module 1 - Selling Products & Services [0.2 CEUs, 2 Hrs]
 - Module 2 - Managing Accounts [0.1 CEUs, 1 Hr]
 - Module 3 - Using Company, Industry and Personal Resources [0.1 CEUs, 1 Hr]
 - Module 4 - Sample Exam [0.05 CEUs, 0.5 Hrs]
- Recommended Audience: Outside Sales Associates preparing for the CEP exam*



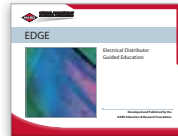
Inside Sales Prep Course

Five different modules that allow students to determine their strengths and weaknesses in areas for inside sales success:



- Module 1 - Selling Products and Services [0.2 CEUs, 2 Hrs]
 - Module 2 - Preparing, Processing and Managing Sales Orders [0.1 CEUs, 1 Hr]
 - Module 3 - Enhancing Customer Relationships and Services [0.1 CEUs, 1 Hr]
 - Module 4 - Using Company, Industry and Personal Resources [0.1 CEUs, 1 Hr]
 - Module 5 - Sample Exam [0.05 CEUs, 0.5 Hrs]
- Recommended Audience: Inside Sales Associates preparing for the CEP exam*

Electrical Distributor Guided Education [EDGE]



[Each Module: 0.3 CEUs, 3 Hrs] Give your employees the *EDGE* they need in today's competitive marketplace to be confident about the basics of electricity and electrical products. Knowledgeable employees enhance your company's professionalism and profits. The EDGE Program explores:

- Fundamentals of Electricity
- Electrical Systems Products
- Apparatus Products
- Lamps & Lighting Products.

Recommended Audience: Employees at every level

Electrical Products Education Course [EPEC]



[Each Module: 2.8 CEUs, 28 Hrs] This course is known throughout the electrical industry as a symbol of quality and a gauge of professional competency by not only providing information about individual products and their applications, but also showing how each is interrelated with other products in electrical systems. EPEC is composed of three levels - Bronze, Silver, and Gold - and all of the levels are now available in a workbook and an online version. Residential, commercial, industrial market segments included.
Recommended Audience: Employees at every level

Selling Green 101 Course Series



[Each Module: 0.05 CEUs, 0.5 Hrs] An introductory series of web-based, narrated courses based on NAED's research study, Green Goes Mainstream: How to Profit from Green Market Opportunities.
Recommended Audience: Distributors interested in green solutions

Warehouse Pro **UPDATED!**



[0.3 CEUs, 3 Hrs] This course provides a comprehensive understanding of electrical distributor operations, including their role as a warehouse pro, strategies for working efficiently, safety precautions, and more.
Recommended Audience: Warehouse professionals

VIP ACCESS CORE

VIP Access CORE gives you access to over 100 training courses to build a customized program.

HERE'S HOW IT WORKS: Purchase VIP Access on a yearly basis for each associate that is ready to train, and NAED keeps the content updated and fresh. This way, your associates can take on new topics to improve in a variety of areas each year. Plus, NAED has experts available to build curriculums to specifically address your training objectives.

VIP ACCESS

CORE



INDUSTRY COURSES*

- ▶ EDGE
- ▶ Counter Pro
- ▶ ASSET
- ▶ Bottom Line Basics
- ▶ CEP™ Inside Sales Prep
- ▶ CEP™ Outside Sales Preparatory
- ▶ Selling Green 101 Course Series
- ▶ Warehouse Pro

*See pg 3 for details

ETHICS LIBRARY

- ▶ Diversity Effectiveness: An Overview [0.03 CEUs, 0.25 Hrs]
- ▶ Ethical Decision Making [0.03 CEUs, 0.3 Hrs]
- ▶ Preventing Sexual Harassment [0.04 CEUs, 0.38 Hrs]
- ▶ Preventing Violence in the Workplace [0.03 CEUs, 0.25 Hrs]

FINANCE LIBRARY

- ▶ Cash Flow Analysis [0.03 CEUs, 0.33 Hrs]
- ▶ Key Financial Ratios [0.03 CEUs, 0.3 Hrs]
- ▶ Linking Financial Management with Organizational Goals [0.01 CEUs, 0.05 Hrs]
- ▶ Understanding Financial Statements [0.03 CEUs, 0.25 Hrs]

MANAGEMENT LIBRARY

- ▶ Delegation Strategies [0.02 CEUs, 0.22 Hrs]
- ▶ Developing Successful Teams [0.03 CEUs, 0.32 Hrs]
- ▶ Fire Up and Motivate Your Employees [0.04 CEUs, 0.35 Hrs]
- ▶ Handling Performance Problems [0.03 CEUs, 0.32 Hrs]
- ▶ Interviewing for Success [0.04 CEUs, 0.35 Hrs]
- ▶ Managing Performance [0.03 CEUs, 0.28 Hrs]
- ▶ Performance Coaching: Mentoring [0.03 CEUs, 0.33 Hrs]
- ▶ Performance Coaching: Training [0.03 CEUs, 0.28 Hrs]
- ▶ Recruiting Top Talent [0.03 CEUs, 0.33 Hrs]
- ▶ Retaining Top Talent [0.04 CEUs, 0.35 Hrs]
- ▶ Succession Planning [0.03 CEUs, 0.32 Hrs]

HUMAN RESOURCES LIBRARY

- ▶ Discrimination [0.04 CEUs, 0.38 Hrs]
- ▶ Drug and Alcohol Abuse in the Workplace [0.03 CEUs, 0.25 Hrs]
- ▶ Legal Guidelines for Interviewing [0.03 CEUs, 0.32 Hrs]
- ▶ Preventing Sexual Harassment: Manager Version [0.05 CEUs, 0.48 Hrs]
- ▶ Respecting Employees' Individual Rights [0.02 CEUs, 0.17 Hrs]
- ▶ Wrongful Termination [0.03 CEUs, 0.33 Hrs]

PERSONAL DEVELOPMENT LIBRARY

- ▶ Business Protocol [0.03 CEUs, 0.28 Hrs]
- ▶ Goal Setting and Action Planning [0.03 CEUs, 0.32 Hrs]
- ▶ Time Management for Maximum Productivity: Taming Time [0.2 CEUs, 2 Hrs]
- ▶ Time Management for Maximum Productivity: Prioritizing and Procrastinating [0.1 CEUs, 1 Hr]
- ▶ Time Management for Maximum Productivity: Establishing Goals [0.1 CEUs, 1 Hr]
- ▶ Time Management for Maximum Productivity: Managing Time Together [0.1 CEUs, 1 Hr]
- ▶ Time Management for Maximum Productivity: Controlling Time Leaks [0.1 CEUs, 1 Hr]

LEADERSHIP LIBRARY

- ▶ Creating and Communicating Vision [0.03 CEUs, 0.32 Hrs]
- ▶ Leading into the Future [0.01 CEUs, 0.1 Hrs]
- ▶ Leading Organizational Transition [0.03 CEUs, 0.32 Hrs]
- ▶ Show, Don't Tell [0.01 CEUs, 0.08 Hrs]
- ▶ Strategic Planning: Establish Processes [0.04 CEUs, 0.37 Hrs]
- ▶ Strategic Planning: Implement Initiatives [0.03 CEUs, 0.33 Hrs]
- ▶ Strategic Planning: Strategic Alignment [0.04 CEUs, 0.37 Hrs]
- ▶ The Leadership Challenge: Challenge the Process [0.04 CEUs, 0.42 Hrs]
- ▶ The Leadership Challenge: Enable Others to Act [0.04 CEUs, 0.4 Hrs]
- ▶ The Leadership Challenge: Encourage the Heart [0.04 CEUs, 0.4 Hrs]
- ▶ The Leadership Challenge: Inspire a Shared Vision [0.04 CEUs, 0.37 Hrs]
- ▶ The Leadership Challenge: Model the Way [0.04 CEUs, 0.38 Hrs]

SALES LIBRARY

- ▶ Closing a Sale [0.01 CEUs, 0.05 Hrs]
- ▶ Making a Gatekeeper an Ally [0.1 CEUs, 0.03 Hrs]
- ▶ The Influence Edge and Sales [0.03 CEUs, 0.28 Hrs]
- ▶ Track Selling Step 1: Approach [0.03 CEUs, 0.32 Hrs]
- ▶ Track Selling Step 2: Qualification [0.03 CEUs, 0.33 Hrs]
- ▶ Track Selling Step 3: Agreement On Need [0.02 CEUs, 0.2 Hrs]
- ▶ Track Selling Step 4: Sell the Company [0.02 CEUs, 0.23 Hrs]
- ▶ Track Selling Step 5: Fill the Need [0.03 CEUs, 0.32 Hrs]
- ▶ Track Selling Step 6: Act of Commitment [0.04 CEUs, 0.35 Hrs]
- ▶ Track Selling Step 7: Cement the Sale [0.02 CEUs, 0.23 Hrs]

CUSTOMER SERVICE LIBRARY

- ▶ Building Customer Loyalty [0.02 CEUs, 0.22 Hrs]
- ▶ Building Relationships with Your Customers [0.01 CEUs, 0.05 Hrs]
- ▶ Creating Customer Value [0.02 CEUs, 0.23 Hrs]
- ▶ Dealing with Customer Complaints [0.03 CEUs, 0.25 Hrs]
- ▶ Delighting Your Customers [0.01 CEUs, 0.05 Hrs]
- ▶ Exceeding Customer Expectations [0.02 CEUs, 0.22 Hrs]
- ▶ Getting to Know Your Customers [0.03 CEUs, 0.28 Hrs]
- ▶ Good News About Customer Complaints [0.01 CEUs, 0.05 Hrs]
- ▶ Keeping Loyal Customers [0.03 CEUs, 0.28 Hrs]
- ▶ Understanding Customer Service [0.02 CEUs, 0.23 Hrs]

COMMUNICATIONS LIBRARY

- ▶ Active Listening [0.2 CEUs, 2 Hrs]
- ▶ Effective Business Presentations [0.01 CEUs, 0.05 Hrs]
- ▶ Effective Business Writing [0.04 CEUs, 0.35 Hrs]
- ▶ Elements of Powerful Communication [0.1 CEUs, 1 Hr]
- ▶ High Performance Communication [0.03 CEUs, 0.33 Hrs]
- ▶ Resolving Conflict [0.03 CEUs, 0.25 Hrs]
- ▶ Telephone Etiquette [0.04 CEUs, 0.38 Hrs]
- ▶ The Influence Edge and Email [0.02 CEUs, 0.18 Hrs]
- ▶ The People Styles Model [0.03 CEUs, 0.33 Hrs]
- ▶ Understanding Negotiation [0.03 CEUs, 0.33 Hrs]
- ▶ Working Through Conflict [0.01 CEUs, 0.05 Hrs]



VIP ACCESS SALES

VIP Access SALES provides a guide to the skills that drive sales excellence. Anyone beginning or building a sales career can focus their training on the skills they want to improve, whether it's only one or two areas of improvement, or the entire range of sales competencies.

- ▶ **Sales Process:** This is the core sales skill section of the Sales Roadmap. The courses in this section walk through the steps of the Track Selling™ process.
- ▶ **Finding Solutions:** Every sale involves working with the prospect to identify needs, build solutions, and resolve barriers.
- ▶ **Cultivating New Business:** The “pitch” is the core of sales, even though it's only the starting point. The Cultivating New Business competencies deal with building networks and connections and making presentations with confidence.
- ▶ **Closing Business:** Negotiation and persuasion drive the sales process to reach the deal to be signed. The competencies and courses of this section of the Sales Roadmap strengthen these crucial skills that bring the sale home.

VIP ACCESS SALES



INDUSTRY COURSES*

- ▶ Bottom Line Basics
- ▶ CEP™ Inside Sales Prep
- ▶ CEP™ Outside Sales Prep
- ▶ Selling Green 101 Course Series

*See pg 3 for details

THE SALES PROCESS

SALES

- ▶ *Sales and Marketing: Track Selling Step 1: Approach* [0.03 CEUs, 0.32 Hrs]
- ▶ *Sales and Marketing: Track Selling Step 2: Qualification* [0.03 CEUs, 0.33 Hrs]
- ▶ *Sales and Marketing: Track Selling Step 3: Agreement on Need* [0.02 CEUs, 0.2 Hrs]
- ▶ *Sales and Marketing: Track Selling Step 4: Sell the Company* [0.02 CEUs, 0.23 Hrs]
- ▶ *Sales and Marketing: Track Selling Step 5: Fill the Need* [0.03 CEUs, 0.32 Hrs]
- ▶ *Sales and Marketing: Track Selling Step 6: Act of Commitment* [0.04 CEUs, 0.35 Hrs]
- ▶ *Sales and Marketing: Track Selling Step 7: Cement the Sale* [0.02 CEUs, 0.23 Hrs]

FINDING SOLUTIONS

LISTENING

- ▶ *Communicating with Power: Active Listening* [0.2 CEUs, 2 Hrs]

PROBLEM-SOLVING

- ▶ *Problem Solving Through Productive Thinking: The Concept of Productive Thinking* [0.1 CEUs, 1 Hr]
- ▶ *Problem Solving Through Productive Thinking: Productive Thinking in Principle* [0.2 CEUs, 2 Hrs]
- ▶ *Problem Solving Through Productive Thinking: The Productive Thinking Model* [0.3 CEUs, 3 Hrs]
- ▶ *Problem Solving Through Productive Thinking: Productive Thinking in Practice* [0.1 CEUs, 1 Hr]

CONVERSATION SKILLS

- ▶ *Communication: The People Styles Model* [0.03 CEUs, .33 Hrs]
- ▶ *Communication: People Styles at Work* [0.02 CEUs, .23 Hrs]
- ▶ *Communication: High Performance Communication* [0.03 CEUs, .33 Hrs]

COMMUNICATING VIA EMAIL

- ▶ *Communication: The Influence Edge and E-Mail* [0.02 CEUs, .18 Hrs]

CULTIVATING NEW BUSINESS

BUILDING A PERSONAL NETWORK

- ▶ *Building Relationships: Socializing at Work* [0.2 CEUs, 2 Hrs]
- ▶ *Building Relationships: Understanding Behavioral Intentions* [0.2 CEUs, 2 Hrs]
- ▶ *Building Relationships: Choosing Your Approach* [0.1 CEUs, 1 Hr]
- ▶ *Sales and Marketing: Working Wounded: Making a Gatekeeper an Ally* [0.01 CEUs, 0.03 Hrs]

PRESENTATIONS

- ▶ *Effective Presentations: Preparing for a Presentation* [0.03 CEUs, 3 Hrs]
- ▶ *Effective Presentations: Developing an Effective Message* [0.2 CEUs, 2 Hrs]
- ▶ *Effective Presentations: Improving Delivery Skills* [0.2 CEUs, 2 Hrs]
- ▶ *Effective Presentations: Using PowerPoint and Other Visuals* [0.3 CEUs, 3 Hrs]

CONFIDENCE AND CREDIBILITY

- ▶ *Stress Management: Assertiveness* [0.1 CEUs, 1 Hr]
- ▶ *Self-Management: The Dynamics of Self-Talk (Interview)* [.02 CEUs, .22 Hrs]
- ▶ *Self-Management: Self-Motivation Through Self-Talk* [0.04 CEUs, .35 Hrs]
- ▶ *Self-Management: Self-Talk First Aid Kit* [0.03 CEUs, .33 Hrs]
- ▶ *Sales and Marketing: Working Wounded: Getting Out of a Sales Slump* [0.01 CEUs, .05 Hrs]



CLOSING BUSINESS

PERSUASION AND INFLUENCE

- ▶ *Communicating with Power: Elements of Powerful Communication* [0.1 CEUs, 1 Hr]
- ▶ *Communicating with Power: Persuasive Appeals* [0.1 CEUs, 1 Hr]
- ▶ *Communicating with Power: Modes of Persuasion* [0.1 CEUs, 1 Hr]
- ▶ *Sales and Marketing: The Influence Edge and Sales* [0.03 CEUs, 0.28 Hrs]

NEGOTIATING

- ▶ *Negotiating: Negotiating Techniques* [0.8 CEUs, 8 Hrs]
- ▶ *Negotiating: Gaining Control* [0.3 CEUs, 3 Hrs]
- ▶ *Negotiating: Closing the Deal* [0.4 CEUs, 4 Hrs]
- ▶ *Negotiating: Everyday Negotiating* [0.4 CEUs, 4 Hrs]
- ▶ *Communicating with Power: Resolving Conflict* [0.2 CEUs, 2 Hrs]
- ▶ *Communicating with Power: Negotiation* [0.2 CEUs, 2 Hrs]



VIP ACCESS LEADERSHIP

The VIP Access LEADERSHIP package is comprised of the 21 Leadership Topics from MindLeaders Leadership Roadmap™ program within three Competency Skills Areas:

- ▶ **Personal Skills:** This portion of the Leadership Roadmap will take learners into Integrity and Values, Productive Time Management, and Career Management.
- ▶ **People Skills:** The skills that new leaders will learn through the Leadership Roadmap include Project Management, Team Management, Listening Elegant Conflict Resolution, and many more.
- ▶ **Organizational Skills:** Prepare new leaders with the knowledge they need to be an organization lynch-pin with the Roadmap's courses on Recruitment, Retention, and Succession Planning, Embracing Diversity, Corporate Finance Literacy and more.

Learners may select from among these 21 Leadership Topics for as much or as little training in each area they wish. Courses may be taken in any order that meets the leader's personal needs.

VIP ACCESS LEADERSHIP

NAED INDUSTRY COURSES*

- ▶ Bottom Line Basics
- ▶ Selling Green 101 Course Series

*See pg 3 for details

PERSONAL SKILLS

INTEGRITY AND VALUES

- ▶ Business Ethics: What You Don't Know Can Hurt You [0.03 CEUs, 0.28 Hrs]
- ▶ Business Ethics: Everyday Ethical Dilemmas [0.2 CEUs, 2 Hrs]
- ▶ Business Ethics: Ethical Dilemmas and the Law [0.1 CEUs, 1 Hr]
- ▶ Business Ethics: Individual Values; Organizational Values [0.2 CEUs, 2 Hrs]
- ▶ Workplace Environment: Ethical Decision Making [0.03 CEUs, 0.3 Hrs]

PRODUCTIVE TIME MANAGEMENT

- ▶ Time Management for Maximum Productivity: Taming Time [0.2 CEUs, 2 Hrs]
- ▶ Time Management for Maximum Productivity: Prioritizing and Procrastinating [0.1 CEUs, 1 Hr]
- ▶ Time Management for Maximum Productivity: Establishing Goals [0.1 CEUs, 1 Hr]
- ▶ Time Management for Maximum Productivity: Managing Time Together [0.1 CEUs, 1 Hr]
- ▶ Time Management for Maximum Productivity: Controlling Time Leaks [0.1 CEUs, 1 Hr]

CAREER MANAGEMENT

- ▶ Career Development: Been There, Done That, Now What? [0.2 CEUs, 2 Hrs]
- ▶ Career Development: The Influence Edge and Your Career [0.02 CEUs, 0.2 Hrs]
- ▶ Self-Management: Goal Setting and Action Planning [0.03 CEUs, 0.32 Hrs]

INTRO SKILLS

INTRODUCTION TO MANAGEMENT SKILLS

- ▶ Leadership: Leading into the Future [0.01 CEUs, 0.1 Hrs]
- ▶ Management Skills Introduction: Ready! Set! Manage! [0.1 CEUs, 1 Hr]
- ▶ Fundamentals of Business Management: Management in Perspective [0.2 CEUs, 2 Hrs]
- ▶ Fundamentals of Business Management: Functions of Front-Line Management [0.3 CEUs, 3 Hrs]

ORGANIZATIONAL SKILLS

STAYING FOCUSED ON CUSTOMERS

- ▶ Customer Service: Getting Your Customer Experience Right [0.01 CEUs, 0.05 Hrs]
- ▶ Customer Service: Getting to Know Your Customers [0.03 CEUs, 0.28 Hrs]
- ▶ Customer Service: Understanding Customer Service [0.02 CEUs, 0.23 Hrs]

PRESENTATION SKILLS

- ▶ Effective Presentations: Preparing for a Presentation [0.3 CEUs, 3 Hrs]
- ▶ Effective Presentations: Developing an Effective Message [0.2 CEUs, 2 Hrs]
- ▶ Effective Presentations: Improving Delivery Skills [0.2 CEUs, 2 Hrs]
- ▶ Effective Presentations: Using PowerPoint and Other Visuals [0.3 CEUs, 3 Hrs]

CORPORATE FINANCE LITERACY

- ▶ Fundamentals of Business Management: Managerial Finance and Accounting [0.5 CEUs, 5 Hrs]

RECRUITMENT, RETENTION AND SUCCESSION PLANNING

- ▶ Management: Retention for the Long Haul [0.01 CEUs, 0.1 Hrs]
- ▶ Management: Attracting Key Talent [0.01 CEUs, 0.1 Hrs]
- ▶ Management: Motivate to Retain [0.4 CEUs, 0.35 Hrs]
- ▶ Management: Succession Planning [0.03 CEUs, 0.32 Hrs]
- ▶ Management: Interviewing for Organizational Fit [0.03 CEUs, 0.27 Hrs]

EMBRACING AND LEVERAGING DIVERSITY

- ▶ Management: The Diversity Manager [0.04 CEUs, 0.35 Hrs]
- ▶ Workplace Environment: Diversity Effectiveness - An Overview [0.03 CEUs, 0.25 Hrs]
- ▶ Sexual Harassment in the Workplace: Why Can't We All Just Get Along [0.03 CEUs, 0.28 Hrs]
- ▶ Sexual Harassment in the Workplace: Defining Sexual Harassment [0.1 CEUs, 1 Hr]
- ▶ Sexual Harassment in the Workplace: Preventing Sexual Harassment [0.04 CEUs, 0.38 Hrs]
- ▶ Sexual Harassment in the Workplace: Responding to Sexual Harassment [0.1 CEUs, 1 Hr]
- ▶ Managing Within the Law: Discrimination [0.04 CEUs, 0.38 Hrs]
- ▶ Managing Within the Law: At Will Employment [0.03 CEUs, 0.32 Hrs]
- ▶ Managing Within the Law: Legal Guidelines for Interviewing [0.03 CEUs, 0.32 Hrs]
- ▶ Managing Within the Law: Complying with ADA Requirements as of 2009 [0.04 CEUs, 0.35 Hrs]
- ▶ Managing Within the Law: Family and Medical Leave Act as of 2009
- ▶ Managing Within the Law: Freedom of Religion in the Workplace [0.02 CEUs, 0.22 Hrs]
- ▶ Managing Within the Law: Freedom of Speech in the Workplace [0.02 CEUs, 0.2 Hrs]

PLANNING AND IMPLEMENTING FOR THE FUTURE

- ▶ Management Skills Introduction: Motivating [0.1 CEUs, 1 Hr]
- ▶ Management Skills Introduction: Planning [0.1 CEUs, 1 Hr]
- ▶ Leadership: The Power of B-Webs [0.01 CEUs, 0.08 Hrs]



PEOPLE SKILLS

DEVELOPING PROFESSIONAL RELATIONSHIPS

- ▶ Management Skills Introduction: Building Success [0.1 CEUs, 1 Hr]
- ▶ Building Relationships: Socializing at Work [0.2 CEUs, 2 Hrs]
- ▶ Building Relationships: Understanding Behavioral Intentions [0.2 CEUs, 2 Hrs]
- ▶ Building Relationships: Choosing Your Approach [0.1 CEUs, 1 Hr]
- ▶ Motivation: Building Trust [0.2 CEUs, 2 Hrs]
- ▶ Self-Management: Working Wounded: Office Politics [0.01 CEUs, 0.05 Hrs]

BUILDING EXCELLENCE IN EMPLOYEES

- ▶ Management: Knowledge Management [0.01 CEUs, 0.07 Hrs]
- ▶ Coaching: Performance Coaching: Career Coaching [0.03 CEUs, 0.25 Hrs]
- ▶ Coaching: Performance Coaching: Collaborating [0.03 CEUs, 0.28 Hrs]
- ▶ Coaching: Performance Coaching: Mentoring [0.03 CEUs, 0.33 Hrs]
- ▶ Coaching: Performance Coaching: Training [0.03 CEUs, 0.28 Hrs]
- ▶ Management: Managing Performance [0.03 CEUs, 0.28 Hrs]
- ▶ Management: Handling Performance Problems [0.03 CEUs, 0.32 Hrs]
- ▶ Motivation: Rewarding and Correcting [0.2 CEUs, 2 Hrs]

TEAM MANAGEMENT

- ▶ Leading Teams: Creating Successful Teams [0.02 CEUs, 0.2 Hrs]
- ▶ Management: Bringing The Workplace to Life [0.01 CEUs, 0.05 Hrs]
- ▶ Teams That Work: Building Effective Teams [0.2 CEUs, 2 Hrs]
- ▶ Teams That Work: Leading Effective Teams [0.2 CEUs, 2 Hrs]
- ▶ Managing Change: Leading the Team [0.2 CEUs, 2 Hrs]
- ▶ Leading Teams: Developing Successful Teams [0.03 CEUs, 0.32 Hrs]
- ▶ Leading Teams: Team Learning [0.01 CEUs, 0.13 Hrs]
- ▶ Leading Teams: The Influence Edge and Your Team [0.03 CEUs, 0.28 Hrs]
- ▶ Leading Teams: Working Wounded: Teams at Work [0.01 CEUs, 0.05 Hrs]

CLEAR, PERSUASIVE VERBAL COMMUNICATION

- ▶ Communicating with Power: Elements of Powerful Communication [0.1 CEUs, 1 Hr]
- ▶ Communicating with Power: Persuasive Appeals [0.1 CEUs, 1 Hr]
- ▶ Communicating with Power: Modes of Persuasion [0.1 CEUs, 1 Hr]
- ▶ Communicating with Power: Negotiation [0.2 CEUs, 2 Hrs]
- ▶ Management Skills Introduction: Communication [0.1 CEUs, 1 Hr]
- ▶ Management Skills Introduction: Dealing with Challenging People and Times [0.1 CEUs, 1 Hr]

CLEAR, PERSUASIVE WRITTEN COMMUNICATION

- ▶ Email Your Way to the Top: Managing Your Inbox [0.2 CEUs, 2 Hrs]
- ▶ Email Your Way to the Top: Writing Effective Emails [0.3 CEUs, 3 Hrs]
- ▶ Email Your Way to the Top: The Legal Face of Email [0.2 CEUs, 2 Hrs]
- ▶ Email Your Way to the Top: Becoming an Organizational Leader [0.1 CEUs, 1 Hr]
- ▶ Effective Business Communication: The Planning Worksheet [0.1 CEUs, 1 Hr]
- ▶ Effective Business Communication: Writing Skills [0.2 CEUs, 2 Hrs]
- ▶ Effective Business Communication: Patterns of Development [0.1 CEUs, 1 Hr]
- ▶ Effective Business Communication: Letters [0.2 CEUs, 2 Hrs]
- ▶ Effective Business Communication: Memos, Email, and Other Communications [0.1 CEUs, 1 Hr]
- ▶ Effective Business Communication: Reports [0.1 CEUs, 1 Hr]
- ▶ Effective Business Communication: Documentation [0.3 CEUs, 3 Hrs]

ELEGANT CONFLICT RESOLUTION

- ▶ Communicating with Power: Resolving Conflict [0.03 CEUs, 0.25 Hrs]
- ▶ Communication: Working Wounded: Working Through Conflict [0.01 CEUs, 0.05 Hrs]

NEGOTIATION

- ▶ Negotiating: Negotiating Techniques [0.8 CEUs, 8 Hrs]
- ▶ Negotiating: Gaining Control [0.3 CEUs, 3 Hrs]
- ▶ Negotiating: Closing the Deal [0.4 CEUs, 4 Hrs]
- ▶ Negotiating: Everyday Negotiations [0.4 CEUs, 4 Hrs]

PROJECT MANAGEMENT

- ▶ Project Management: Project Management Overview [0.2 CEUs, 2 Hrs]
- ▶ Project Management from a People Perspective: Working Across Departments [0.2 CEUs, 2 Hrs]
- ▶ Project Management from a People Perspective: Building and Leading a Team [0.2 CEUs, 2 Hrs]
- ▶ Project Management from a People Perspective: Managing Project Stakeholders [0.2 CEUs, 2 Hrs]
- ▶ Project Management from a People Perspective: Communicating Effectively [0.02 CEUs, 2 Hrs]
- ▶ Project Management from a People Perspective: Key Documentation [0.02 CEUs, 2 Hrs]
- ▶ Project Management from a People Perspective: Balancing Multiple Projects [0.02 CEUs, 2 Hrs]

MAINTAINING AGILITY AND CHANGE MANAGEMENT

- ▶ Leadership: Leadership in Freaked Out Times [0.02 CEUs, 0.23 Hrs]
- ▶ Managing Change: Refocusing Yourself [0.1 CEUs, 1 Hr]
- ▶ Managing Change: Working with Individuals [0.2 CEUs, 2 Hrs]
- ▶ Self-Management: Dealing with Non-Stop Change [0.03 CEUs, 0.33 Hrs]
- ▶ Leadership: Leading Organizational Transition [0.03 CEUs, 0.32 Hrs]
- ▶ Management: Fire Up and Motivate Your Employees [0.04 CEUs, 0.35 Hrs]

ENVISIONING THE FUTURE AND MOTIVATING OTHERS TOWARD IT

- ▶ Leadership: Creating and Communicating Vision [0.03 CEUs, 0.32 Hrs]
- ▶ Motivation: Leading with a Vision [0.2 CEUs, 2 Hrs]
- ▶ Motivation: Communicating [0.2 CEUs, 2 Hrs]
- ▶ Motivation: Performance and Training [0.3 CEUs, 3 Hrs]

LEADING PRODUCTIVE MEETINGS

- ▶ Communication: Keeping Meeting Participants Awake [0.01 CEUs, 0.12 Hrs]
- ▶ Communication: Working Wounded: Leading a Successful Meeting [0.01 CEUs, 0.05 Hrs]

LISTENING

- ▶ Communicating with Power: Active Listening [0.02 CEUs, 2 Hrs]
- ▶ Management Skills Introduction: Getting Input [0.1 CEUs, 1 Hr]

OSHA SAFETY TRAINING

- ▶ Powered Industrial Trucks for Warehouse Operations (Forklifts)
- ▶ Slips, Trips, and Falls
 - ▶ Driver Safety
- ▶ Back Injury Prevention
 - ▶ Ergonomics
- ▶ Office Worker Safety
 - ▶ First Aid
- ▶ Hazard Communication for General Industry Employers
- ▶ Workplace Housekeeping for General Industry
- ▶ Incipient Stage Firefighting (Fire Extinguisher)

SOFTWARE TRAINING FOR OFFICE 2003, 2007 & 2010

- ▶ Microsoft Access
- ▶ Microsoft Outlook
- ▶ Microsoft Word
- ▶ Microsoft Excel
- ▶ Microsoft PowerPoint

ADDITIONAL TRAINING RESOURCES



American Lighting Association (ALA): The ALA Lighting Associate Program covers the basics of lighting and lighting design.



Solar Energy International (SEI): Basic Solar Training

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