

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

NAED 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]

