

VIP ACCESS: CORE

Take a seat into the electrical industry's most comprehensive and relevant online training library. VIP Core gives you access to more than 120 online training modules—including NAED industry-specific titles, Bottom Line Basics and EDGE.

COMMUNICATIONS

- Active Listening Skills for Professionals [0.5 hrs]
- Basic Presentation Skills: Creating a Presentation [1 hr]
- Basic Presentation Skills: Delivering a Presentation [1 hr]
- Basic Presentation Skills: Planning a Presentation [1 hr]
- Be a Better Listener [0.47 hrs]
- Business Grammar: Common Usage Errors [1 hr]
- Business Grammar: Parts of Speech [1 hr]
- Business Grammar: Punctuation [1 hr]
- Business Grammar: Sentence Construction [1 hr]
- Business Grammar: The Mechanics of Writing [1 hr]
- Business Grammar: Working with Words [1 hr]
- Business Writing: How to Write Clearly and Concisely [1 hr]
- Communication Skills and Project Management [2 hrs]
- Effective Listening [0.25 hrs]
- Listening to Improve Conversation [0.1 hrs]
- Listening with Skill [0.25 hrs]
- Mastering Active Listening in the Workplace [0.6 hrs]
- Professional Networking Essentials: Developing Confidence [1 hr]
- Reframing Negative Situations [1 hr]
- Roadblocks to Excellent Listening [0.47 hrs]
- Safe Small Talk [1 hr]
- Writing for Business [1 hr]

CUSTOMER SERVICE

- Customer Service Fundamentals: Building Rapport in Customer Relationships [1 hr]
- Customer Service in the Field [1 hr]
- Customer Service over the Phone [1 hr]
- Customer Service Processes and Procedures [3 hrs]
- **Customer Service Role Play* - Counter or Delivery Driver [1.5 Hr]**
Recommended audience: Customer Service
A customer service role play, designed to increase profitability, maintain customers and promote efficiency.
- Customer-focused Interaction [1 hr]
- Dealing with Irrational Customers and Escalating Complaints [2 hrs]
- Developing Your Customer Focus [1.2 hrs]
- Identifying and Managing Customer Expectations [1 hr]

CUSTOMER SERVICE [CON'T]

- Implementing and Sustaining Process Improvement [0.5 hrs]
- Internal Customer Service [1 hr]
- Listening to Your Customers [1 hr]
- Mapping and Measuring to Support Sustainable Process Improvement [0.55 hrs]
- Spearheading a Process Improvement [0.25 hrs]
- Stakeholder-driven Process Improvement [0.5 hrs]
- The Customer Service Representative (CSR) [3.5 hrs]

ETHICS

- **Business Ethics Role Play* [1.5 Hr]**
Recommended audience: Managers
Practice ethical decision-making skills with ten different business scenarios specific to distribution.
- Developing a Code of Ethical Conduct [1 hr]
- Do You Share Your Organization's Values? [0.1 hrs]
- Ethical Decision-making in the Workplace [1 hr]
- Ethics, Integrity, and Trust [0.25 hrs]
- Integrity in the Workplace [1 hr]
- Introduction to Workplace Ethics [1 hr]
- Office Politics – What Will You Do? [0.25 hrs]
- **Sexual Harassment Role Play* [1.5 Hrs]**
Recommended audience: Managers
Helps associates define sexual harassment, handle complaints and prevent harassment.
- The Ethics of Gift Giving [1 hr]
- The Ethics Enigma [1.25 hrs]

FINANCE

- Basic Accounting Principles and Framework [1 hr]
- Basic Business Math: Charts and Graphs [1 hr]
- Basic Business Math: Percentages and Ratios [1 hr]
- **Bottom Line Basics* [3 Hrs]**
Recommended audience: Associates at every level
Learn the key financial indicators and formulas used to measure profitability, how electrical distributors generate a profit and how every associate can contribute to the bottom line.
Available in English & Spanish
- The Accounting Equation and Financial Statements [1 hr]

FINANCE [CON'T]

- Using Financial Analysis for Credit Decisions [1.25 hrs]
- **Using the Income Statement* [1.5 Hr]**
Recommended audience: Managers
Provides the fundamentals in branch profitability and using an income statement. Allows associates to practice analyzing an income statement to spot trends and make business decisions.

INFORMATION SECURITY

- IT Security for End Users: IT Security Fundamentals [1 hr]
- IT Security for End Users: Using Corporate Devices Securely [0.5 hrs]
- IT Security for End Users: Secure Corporate Communications and Networking [1 hr]

OPERATIONS

- **Knowledge Share* [1.5 Hr]**
Recommended audience: HR, Training Managers
Learn different examples on how explicit and tacit knowledge can be retained.
- **Recruit Locally* [1.5 Hr]**
Recommended audience: Hiring Managers and Human Resources professionals
Learn how to attract the top local talent to your company by developing your centers of influence and a successful recruiting plan.
- **Recruiting with Social Media* [1.5 Hr]**
Recommended audience: Hiring Managers and Human Resources professionals
Learn how to leverage social media networks such as LinkedIn and Twitter to pipeline and hire talent.
- **Warehouse Pro* [3 Hrs]**
Recommended audience: Warehouse associates
Students learn a foundational understanding of the electrical distribution industry and the important role they play within their companies.
- **Electrical Distributor Guided Education [EDGE]* [Each of the four modules: 3 Hrs]**
Recommended audience: Associates at all levels
Associates will gain a fundamental understanding of electrical principles and terms, basic electrical principles and customer applications.

PROFESSIONAL DEV.

- Building Peer Relationships [.2 hrs]
- Criticism in Context [0.1 hrs]
- Delivering Feedback [0.38 hrs]
- Developing Your Reputation of Professionalism with Business Etiquette [1 hr]
- Emotional Intelligence at Work [0.25 hrs]
- Emotional Intelligence: Applying EI at Work [0.5 hrs]
- Emotional Intelligence: Being Aware of the Emotions of Others [0.55 hrs]
- Emotional Intelligence: Building Self-Management Skills [0.52 hrs]
- Emotional Intelligence: Owning Your Emotions [0.57 hrs]
- Essential Skills for Professional Telephone Calls [1 hr]
- Feedback and Its Vital Role in the Workplace [0.48 hrs]
- Giving Appropriate Feedback [0.25 hrs]
- Giving Feedback to Coworkers [0.25 hrs]
- How High Is Your EQ? [0.1 hrs]
- **Intro to Electrical Distribution* [.5 Hr]**
Recommended audience: New hires in any role
In this online game you will learn about industry career options and receive basic product introductions while you earn virtual prizes.
- Making Feedback a Regular Occurrence [0.4 hrs]
- Optimizing Your Work/Life Balance: Maintaining Your Life Balance [1 hr]
- Optimizing Your Work/Life Balance: Taking Control of Your Stress [1 hr]
- Receiving Feedback [0.3 hrs]
- The Value of Peer Relationships [1 hr]
- Using Business Etiquette to Build Professional Relationships [1 hr]

PURCHASING

- Evaluating Supplier Performance and Managing Supplier Relationships [1 hr]
- Purchasing: Finding Sources of Supply [1 hr]
- Selecting Suppliers and Administering Contracts [1 hr]
- Vendor Negotiations: Choosing the Best Approach [.2 hr]

SALES

- **Boost Profits: Increase Customer Profitability* [.5 Hr]**
Recommended audience: Sales Managers
Students learn how to identify their profitable customers so they can spend time where it has the most positive impact.
- **Counter Pro* [2.5 Hrs]**
Recommended audience: Counter Sales Associates
Learn how the right greeting, active listening, up-selling and overcoming objections will increase sales in your counter area.
- Developing a Customer-focused Sales Approach [1 hr]
- Developing Strong Customer Relationships [1 hr]
- Effective Body Language in Negotiations [.1 hrs]
- Get it Together: Organizing Your Sales Approach [.1 hrs]
- Getting Organized to Meet Your Sales Goals [.25 hrs]
- **Inside Sales Pro* [4.5 Hrs]**
Recommended audience: Inside Sales Associates
Identify strengths and weaknesses in areas for inside sales success, including: selling products and services, preparing, processing and managing sales orders and enhancing customer relationships.
- Introduction to Sales [1 hr]
- Negotiation Skills for Sales Professionals: Preparing to Negotiate [1 hr]
- Negotiation Skills for Sales Professionals: Reaching Agreement [1 hr]
- Negotiation Skills for Sales Professionals: Value Exchange [1 hr]
- **Outside Sales Pro* [4.5 Hrs]**
Recommended audience: Outside Sales Associates
Identify strengths and weaknesses in areas for outside sales success, including: selling products and services, managing accounts, and using company and personal resources.
- Preparing for Successful Sales [1 hr]

SALES [CON'T]

- **Selling & Communicating to All Generations* [1.75 Hrs]**
Recommended audience: Inside and outside sales
This mobile-friendly, six-part series gives associates the ideas and skills to connect and communicate with multiple generations, both within the company and with external customers.
- **Selling Green* [4 hrs]**
Recommended audience: Distributors interested in green solutions
This series consists of five short, separate courses, each concentrating on a specific green sales opportunity.
- Solution Selling: Creating New Opportunities [1 hr]
- Solution Selling: Mastering the Essentials [1 hr]
- Solution Selling: Meeting an Active Need [1 hr]
- Strategic Sales Planning [1 hr]
- Using Persuasion Techniques to Boost Sales [.2 hrs]
- Working within the Sales Culture of Your Organization [1 hr]

TIME MANAGEMENT

- Conflict, Stress, and Time Management [3.5 hrs]
- Personal Productivity Improvement: Managing Your Workspace [1 hr]
- Prioritizing Personal and Professional Responsibilities [0.1 hrs]
- Coping with Information Overload [0.1 hrs]
- Planning for Interruptions Helps with Procrastination [0.1 hrs]
- Setting and Managing Priorities [0.25 hrs]
- Coping with Conflicting Priorities [0.25 hrs]
- Setting Goals [0.25 hrs]
- Getting Time under Control [0.25 hrs]
- Time Management: Too Much to Do and Too Little Time [0.5 hrs]
- Time Management: Quit Making Excuses & Make Time Instead [0.5 hrs]
- Time Management: Ready, Set... FOCUS! [0.5 hrs]
- The Dangers of Multitasking [0.2 hrs]



*NAED industry-specific training courses are developed by a team of industry experts using the most advanced course creation techniques.