VIP CORE

Take a step into the electrical industry's most comprehensive and relevant online training library. VIP Core gives you access to more than 130 online training modules—including NAED industry-specific titles (highlighted in grey), such as Bottom Line Basics and EDGE. The NAED industry-specific courses can be purchased separately from VIP Core.

COMMUNICATION

- ☐ Acting with Diplomacy and Tact [0.6 hrs]
- ☐ Asserting Yourself in the Workplace [0.25 hrs]
- ☐ Audience and Purpose in Business Writing [0.5 hrs]
- ☐ Building Your Presentation [0.5 hrs]
- ☐ Choosing the Right Interpersonal Communication Method to Make Your Point [0.5 hrs]
- ☐ Clarity and Conciseness in Business Writing [0.5 hrs]
- ☐ Communicating Effectively with Customers [0.5 hrs]
- ☐ Creating Well-Constructed Sentences [0.6 hrs]
- ☐ Effective Listening [0.25 hrs]
- ☐ Getting the Details Right: Spelling Basics [0.5 hrs]
- ☐ Giving Appropriate Feedback [0.25 hrs]
- ☐ Giving back to Coworkers [0.25 hrs]
- ☐ Influence and Persuasion [0.25 hrs]
- ☐ Influencing Key Decision Makers [0.1 hr]
- ☐ Listening Even When it's Difficult to Listen [0.5 hrs]
- ☐ Listening to Improve Conversation [0.1 hr]
- ☐ Listening with Skill [0.25 hrs]
- ☐ Making an Impact with Non- Verbal Communication [0.4 hrs]
- ☐ Navigating Challenging Solutions with Diplomacy and Tact [0.5 hrs]
- ☐ Personal Power and Credibility [0.4 hrs]
- ☐ Planning an Effective Presentation [0.5 hrs]
- ☐ Reframing Negative Situations [0.1 hr]

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Manager Coaching Guides Available

- ☐ Safe Small Talk [0.1 hr]
- ☐ The Art and Science of Communication [0.4 hrs]
- ☐ Troublesome Words and Phrases: Common Usage Mistakes in Writing [0.5 hrs]
- ☐ Trust Building through Effective Communication [0.4 hrs]
- ☐ Using Active Listening in Workplace Situations [0.6 hrs]
- ☐ Using Punctuation Marks [0.5 hrs]
- ☐ Using the Parts of Speech [0.5 hrs]
- ☐ Writing Effective Emails and Instant Messages [0.5 hrs]
- ☐ Writing for Business [0.1 hrs]

CUSTOMER SERVICE

- ☐ Controlling Conflict, Stress and Time in a Customer Service Environment [0.5 hrs]
- ☐ **Customer Service Role Play: Counter or Delivery Driver [0.5 hrs]**
  Recommended audience: Customer Service
  A customer service role play, designed to increase profitability, maintain customers and promote efficiency.
- ☐ Dealing with Customer Service Incidents and Complaints [0.5 hrs]
- ☐ Designing a Customer Service Strategy [0.5 hrs]
- ☐ Developing Your Customer Focus [0.2 hrs]
- ☐ Facing Confrontation in Customer Service [0.5 hrs]
- ☐ Listening to Customers [0.1 hr]
- ☐ Providing Effective Internal Customer Service [0.5 hrs]
- ☐ Providing On-site Customer Service [0.5 hrs]

- ☐ Providing Telephone Customer Service [0.5 hrs]
- ☐ Rapport Building in Customer Service [0.5 hrs]
- ☐ The Angry Caller: What's Your Plan? [0.1 hr]

ETHICS

- ☐ Becoming More Professional through Business Etiquette [0.3 hrs]
- ☐ **Business Ethics Role Play [0.5 hrs]**
  Recommended audience: Managers
  Practice ethical decision-making skills with 10 different business scenarios specific to distribution.
- ☐ Developing Your Business
- ☐ Ethics [0.4 hrs]
- ☐ Do You Share Your Organization's Values? [0.1 hr]
- ☐ Ethics, Integrity, and Trust [1 hr]
- ☐ Office Politics - What Will You Do? [0.25 hrs]
- ☐ **Sexual Harassment Role Play [0.5 hrs]**
  Recommended audience: Managers
  Helps associates define sexual harassment, handle complaints and prevent harassment.
- ☐ The Ethics Enigma [0.25 hrs]
- ☐ The Ethics of Gift Giving [0.1 hr]

FINANCE

- ☐ **Bottom Line Basics® [2 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.
- ☐ Key Accounting Concepts and Principles [0.4 hrs]
- ☐ Using Financial Analysis for Credit Decisions [0.25 hrs]

- ☐ **Using the Income Statement [0.5 hrs]**
  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.

NAED INDUSTRY TRAINING

- ☐ **Electrical Distributor Guided Education® [EDGE]**
  [Modules between 1 1/2 - 2 1/2 hours long]
  Recommended audience: Associates at all levels
  Associates will gain a fundamental understanding of electrical principles and terms, basic electrical principles and customer applications.
- ☐ **Intro to Electrical Distribution [0 .5 hrs]**
  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.
- ☐ **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.

PROBLEM SOLVING
☐ Choosing and Using the Best Solution [0.4 hrs]
☐ Defining Alternative Solutions to a Problem [0.4 hrs]
☐ Getting to the Root of a Problem [0.5 hrs]

PROFESSIONAL DEVELOPMENT
☐ Becoming an Accountable Professional [0.5 hrs]
☐ Becoming Your Own Best Boss [0.5 hrs]
☐ Building Peer Relationships [0.2 hrs]
☐ Criticism in Context [0.1 hr]
☐ Cultivating Relationships with Your Peers [0.4 hrs]
☐ Developing a Personal Accountability Framework [0.4 hrs]
☐ Developing a Plan to Further Your Career [0.5 hrs]
☐ Emotional Intelligence at Work [0.25 hrs]
☐ Ensuring Successful Presentation Delivery [0.5 hrs]
☐ Gaining a Positive Perspective on Feedback [0.5 hrs]
☐ How High Is Your EQ [0.1 hr]
☐ Managing Pressure and Stress to Optimize Your Performance [0.4 hrs]
☐ Navigating Other People's Emotions [0.4 hrs]
☐ Navigating the Workplace with Emotional Intelligence [0.4 hrs]
☐ Navigating Your Own Emotions [0.5 hrs]
☐ Organize Your Physical and Digital Workspace [0.5 hrs]
☐ Organizing Your Email [0.5 hrs]
☐ Preparing for Your Performance Appraisal [0.1 hrs]
☐ Rebuilding Trust [0.1 hrs]
☐ Take a Deep Breath and Manage Your Stress [0.4 hrs]
☐ Taking Stock of Your Work/Life Balance [0.4 hrs]
☐ The Building Blocks of Building Trust [0.5 hrs]
☐ The Fruits of Integrity: Building Trust at Work [0.25 hrs]

PROJECT MANAGEMENT
☐ Controlling Project Cost [0.1 hr]
☐ Finding Your Bearings as a Project Manager [0.5 hrs]
☐ Getting the Big Picture by Defining the Project's Scope and Team [0.5 hrs]
☐ Managing a Project to Minimize Risk and Maximize Quality [0.5 hrs]
☐ Managing Conflict in Project Teams [0.1 hr]
☐ Managing Implementation Problems [0.1 hr]
☐ Managing Projects with No Direct Authority [0.1 hr]
☐ Managing Scope on a Project [0.1 hr]
☐ Mastering the Details of a Project's Schedule and Budget [0.5 hrs]
☐ Project Management Essentials [0.25 hrs]
☐ Spearheading a Process Improvement [0.25 hrs]
☐ Taking Final Steps to Bring a Project to its Close [0.5 hrs]

PURCHASING
☐ Managing Vendor Relationships [0.1 hr]
☐ Vendor Negotiations: Choosing the Best Approach [0.25 hrs]

SALES
☐ **Boost Profits: Increase Customer Profitability [0.5 hrs]**
Recommended audience: Sales Associates
Students learn how to identify their profitable customers so they can spend time where it has the most positive impact.
☐ Building Profitable Customer Relationships [0.1 hr]
☐ Connecting Customers and Solutions [0.1 hr]
☐ **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.
☐ Effective Body Language in Negotiations [0.1 hr]
☐ Get it Together: Organizing Your Sales Approach [0.1 hr]
☐ Getting Organized to Meet Your Sales Goals [0.25 hrs]
☐ Helping Customers Find You [0.4 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.
☐ Managing Your Corporate Reputation Online [0.5 hrs]
☐ Negotiating Well and Going for the Close [0.5 hrs]
☐ Negotiating with Your Customer [0.25 hrs]
☐ **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.
☐ Prospecting: Panning for Sales Gold [0.4 hrs]
☐ Reaching Customers Digitally [0.5 hrs]
☐ **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 [3.25 hrs]**
Recommended audience: Distributors interested in green solutions
This series consists of five short, separate courses, each concentrating on a specific green sales opportunity.
☐ Selling with Trust [0.25 hrs]
☐ The Discovery Meeting: Starting Off on the Right Foot [0.4 hrs]
☐ The First Steps in Negotiating [0.4 hrs]
☐ The Value Proposition: Getting Your Pitch Right [0.4 hrs]
☐ Turning Objection into Opportunity during a Sales Call [0.4 hrs]
☐ Turning Potential Customers into Allies [0.25 hrs]
☐ Using Persuasion Techniques to Boost Sales [0.2 hrs]

TIME MANAGEMENT
☐ Aligning Goals and Priorities to Manage Time [0.4 hrs]
☐ Avoid Procrastination by Getting Organized Instead [0.4 hrs]
☐ Coping with Conflicting Priorities [0.25 hrs]
☐ Coping with Information Overload [0.1 hrs]
☐ Make the Time You Need to Get Organized [0.5 hrs]
☐ Maximize Your Productivity by Managing Time and Tasks [0.4 hrs]
☐ Prioritizing Personal and Professional Responsibilities [0.1 hrs]
☐ Setting and Managing Priorities [0.25 hrs]
☐ Setting Goals [0.25 hrs]
☐ The Art of Staying Focused [0.5 hrs]
☐ The Dangers of Multitasking [0.2 hrs]

ROLE-SPECIFIC LEARNING PLANS ARE AVAILABLE THROUGH THE VIP CORE PACKAGE