

BAI Professional Skills Training

BUSINESS COMMUNICATIONS

Communications & Presentation Skills

- 50000 Telephone Techniques*
- 50001 Communicating at Work*
- 50002 Communicating Negative Messages*
- 50003 Business Writing: Reports and Proposals*
- 50004 Business Writing: Preparation*
- 50005 Business Writing: Being Effective*
- 50006 Enhancing Your Speaking Skills*
- 50007 Communicating Interpersonally*
- 50008 Communicating Non Verbally*
- 50009 Report Organization and Presentation*
- 50010 Communicating Persuasively*
- 50011 Communicating Proactively*
- 50012 Communicating Reactively*
- 50013 Business Writing: Letters and E-mails*
- 50014 Communication Basics*
- 50015 Presentation Skills*
- 50016 Email Etiquette*
- 50017 Writing Effective E-Mails*

Cross Cultural Training

- 50027 What is Culture?*
- 50028 What is Your Culture?*
- 50029 Introduction to Basic Cultural Differences*
- 50030 Global Communications*
- 50031 Culture in the Workplace*
- 50032 Culture in Society*
- 50033 Communicating Cross Culturally*
- 50034 Cross Cultural Training Examination*

BUSINESS MANAGEMENT

Management and Team Building

- 50035 Conflict Management*
- 50036 Delegation*
- 50037 Meeting Effectiveness*
- 50038 Strategies for Meeting Goals*
- 50039 Quality Management Refresher*
- 50040 Developing A Strong Leadership Team*
- 50041 Sales: Team Effectiveness*
- 50042 Acting Effectively on a Team*
- 50043 Communicating as a Team*
- 50044 Running Effective Meetings*
- 50045 Running Effective Teams*
- 50046 Team Problem Solving*
- 50047 Problem Solving in the Workplace*
- 50048 Problem Solving: The 5 Steps*
- 50052 Developing Diverse Teams*
- 50055 Using Leadership Basics*
- 50056 Delivering Effective Feedback*
- 50057 Being a Successful Supervisor*
- 50058 Valuing Diversity*
- 50059 Work Process Basics*
- 50061 Introduction to Leadership*
- 50062 Personal Leadership*
- 50063 The Vision of Leadership*
- 50064 Leading Your Resources*
- 50065 Empowering Your People*
- 50066 Project Management: Getting Ready*
- 50067 Project Management: The Basics*
- 50068 Project Management: Goals and Stakeholders*
- 50069 Project Management*

Change Management

- 5077 Change Management–Coping with Change*
- 5078 Change Management–Managing Change*



CUSTOMER RELATIONSHIP MANAGEMENT

Working with Customers

- 50120 Customer Support*
- 50121 Customer Support Online*
- 50122 Customer Loyalty Improvement*
- 50123 Developing Strong Customer Relationships*
- 50124 Handling Difficult Customers*
- 50125 Helping and Keeping Clients*
- 50127 Providing Service Excellence*
- 50128 Practice Active Listening*
- 50129 Communication Styles*

Expanding Customer Services (for Financial Services)

- 50148 We Have What They Need*
- 50149 Only A Minute?*
- 50150 More Time to Focus*
- 50151 Meeting Customer Needs with Teamwork*
- 50152 Exceeding Customer Expectations*

HUMAN RESOURCES

Human Resources Development Topics

- 50185 Change Management*
- 50186 Skills for Interviewing*
- 50187 Doing Performance Reviews*
- 50188 Establishing Performance Goals and Expectations*
- 50189 Employee Motivation*
- 50190 Overview of 360 Degree Feedback*
- 50191 Mentoring for Improved Performance*
- 50192 Developing Brand You*
- 50193 Job Candidate Interviewing*
- 50194 Employee Performance Recognition*
- 50195 Effective Performance Feedback*
- 50196 Selecting Top Talent*
- 50197 Implementation of 360 Degree Feedback*
- 50198 Performance Appraisal Basics*
- 50199 Negotiating and Starting Right*
- 50200 Employee Time Management*
- 50201 Negotiating Skills For The Professional*



HUMAN RESOURCES (CONTINUED)

Employment Ethics and Compliance Topics

- 50205 ADR Negotiations*
- 50206 ADR Commercial Arbitration*
- 50207 ADR Labor and Employment Arbitration*
- 50208 ADR Mediation*
- 50209 ADR Summary Jury Trial and Mini-Trial*
- 50210 Effective Approaches to Employee Discipline*
- 50211 Litigation and Dispute Resolution*
- 50212 Employee Discipline*
- 50213 The Family and Medical Leave Act*
- 50214 Settling Disputes Using ADR*
- 50215 Ethics for Managers*
- 50216 Employee Ethics*
- 50217 Discharging an Employee*
- 50218 Employee Disciplining*
- 50219 Ergonomics Overview for the Office*
- 50220 Ergonomics for the Office*
- 50223 Understanding Contracts and Their Use*
- 50228 Handling Violence in the Workplace*

Preventing Harassment and Illegal Discrimination for Supervisors

- 50231 Preventing Harassment and Illegal Discrimination for Supervisors (California)*

Harassment Prevention Training [CA]

- 50232 Harassment Prevention Training for Employees (California)*

Career Growth

- 50233 Reaching Personal Goals*
- 50234 Time Management*
- 50235 Individual Goals and Challenges*
- 50236 Individual Goal Contract*
- 50237 Individual Goal Setting*
- 50238 Individual Listening Skills*
- 50239 Individual Priority Management*
- 50240 Individual Anger Management*
- 50241 Individual Goal Personalization*
- 50242 Introduction to Training*
- 50243 How Adults Learn*
- 50244 Training Tips & Techniques*
- 50245 Marketing Yourself*



- 50246 Individual Productivity Enhancement*
- 50247 Managing Work and Family*
- 50248 Developing Your Career Path*
- 50249 Networking Your Career Path*
- 50250 Managing Your Career Path*
- 50251 Individual Leadership Power*
- 50252 Running A Virtual Office*
- 50253 Identifying and Avoiding Burnout*

ALL ABOUT OFFICE

Desktop Skills 2007

- 50257 Microsoft Office Outlook 2007 Level 1*
- 50258 Microsoft Office Outlook 2007 Level 2*
- 50259 Microsoft Office PowerPoint 2007 Level 1*
- 50260 Microsoft Office PowerPoint 2007 Level 2*
- 50261 Microsoft Office Word 2007 Level 1*
- 50262 Microsoft Office Word 2007 Level 2*
- 50263 Microsoft Office Excel 2007 Level 1*
- 50264 Microsoft Office Excel 2007 Level 2*

Desktop Skills 2010

- 50265 Microsoft Word 2010*
- 50266 Microsoft Access 2010*
- 50267 Microsoft Excel 2010*
- 50268 Microsoft Outlook 2010*
- 50269 Microsoft PowerPoint 2010*
- 50270 Microsoft Publisher 2010*

