



**Idaho State  
University**

## **Soft Skills/Professional Development Courses**

This page is a complete listing of training modules available to benefit-eligible faculty and staff related to soft skills-related topics. The content of these topics is provided by our 3rd party contractor, Skillsoft, and can be accessed and launched through our ISU talent management system (TMS).

### **Accountability**

Developing a Personal Accountability Framework

### **Adapting to Change**

Difficult People: Can't Change Them, so Change Yourself

Facilitating Sustainable Change

Leading Your Team through Change

Making Change Stick

Managing Motivation during Organizational Change

Moving Forward with Change Planning

Organizations Change So Get Ready

Positive Atmosphere: How Organizational Learning Drives Positive Change

Redefining Yourself after Organizational Change

### **Administrative Skills**

Administrative Support: Developing Your Essential Skills

Administrative Support: Working in Partnership with Your Boss

Administrative Support: Interacting Effectively with Colleagues

Administrative Support: Projecting a Positive Professional Image

### **Business Grammar**

Using the Parts of Speech

Getting the Details Right: Spelling Basics

Abbreviating, Capitalizing, and Using Numbers

Using Punctuation Marks

Creating Well-constructed Sentences

Troublesome Words and Phrases: Usage Mistakes in Writing

### **Career Planning**

Developing a Plan to Further Your Career

Getting Your Career on the Right Track

Using Performance Appraisals to Advance Your Career

## **Coaching**

Coaching Techniques That Inspire Coachees to Action  
Keeping Your Coachee Committed and Accountable

## **Collaboration**

Becoming a Successful Collaborator  
Building the Foundation for an Effective Team  
Cisco Webex Teams: Using the Collaboration Tools  
Developing a Successful Team  
Encouraging Team Communication and Collaboration  
Exploring Virtual Collaboration  
Handling Team Conflict  
Leading a Cross-functional Team  
The BA Elicitation and Collaboration Knowledge Area

## **Communication**

Become a Great Listener  
Being a Responsible Corporate Digital Citizen  
Choosing the Right Interpersonal Communication Method to Make Your Point  
Communicating with Confidence  
Do We Have a Failure to Communicate?  
Effective Stakeholder Communications for IT Professionals  
Effective Team Communication  
Encouraging Team Communication and Collaboration  
How Culture Impacts Communication  
Making an Impact with Non-verbal Communication  
Product Management: Communication for Product Managers  
Proven Techniques for Technical Communication  
The Art and Science of Communication  
Trust Building through Effective Communication  
Using Communication Strategies to Bridge Cultural Divides

## **Creative Thinking and Brainstorming**

Developing a Team of Creative Gurus  
Verifying and Building on Creative Ideas

## **Critical Thinking**

Confronting Your Assumptions  
How Culture Impacts Communication  
Investigating Arguments  
Reaching Sound Conclusions  
Cross-Cultural Communication

## **Customer Service and Customer Relationships**

Communicating Effectively with Customers  
Controlling Conflict, Stress, and Time in a Customer Service  
Dealing with Customer Service Incidents and Complaints

Designing a Customer Service Strategy  
Facing Confrontation in Customer Service  
Interacting with Customers  
Polishing Your Skills for Excellent Customer Service  
Rapport Building in Customer Service  
Providing On-site Customer Service  
Providing Telephone Customer Service  
Providing Effective Internal Customer Service

### **Dealing With Conflict**

Controlling Conflict, Stress, and Time in a Customer Service  
Confronting Workplace Conflict  
Handling Team Conflict  
Resolving Workplace Conflict

### **Decision Making**

Getting to the Root of a Problem  
Defining Alternative Solutions to a Problem  
Choosing and Using the Best Solution

### **Delegation**

Choosing and Preparing Your Delegate  
Getting What You Expect from Your Delegate  
Taking Your Team to the Next Level with Delegation

### **Difficult Conversations**

A Difficult Boss Doesn't Have to Be a Difficult Problem  
Difficult People: Why They Act That Way and How to Deal with Them  
Difficult People: Can't Change Them, so Change Yourself  
Difficult People: Strategies to Keep Everyone Working Together  
How to Manage Difficult Conversations

### **Discovering Your Strengths**

Uncovering and Utilizing Your Talents and Skills  
Self-improvement for Lifelong Success  
Establishing Self-confidence for Life

### **Diversity**

Bridging the Diversity Gap  
Your Role in Workplace Diversity

### **Decision Making**

Getting to the Root of a Problem  
Defining Alternative Solutions to a Problem  
Choosing and Using the Best Solution

## **Delegating**

Choosing and Preparing Your Delegate  
Effectively Directing and Delegating as a Manager  
Getting What You Expect from Your Delegate  
Taking Your Team to the Next Level with Delegation

## **Driving Performance**

Key Elements of Business Execution  
Building Innovation Cultures and Leaders  
Leading Your Team through Change  
Building a Leadership Development Plan  
Aligning Unit Goals and Imperatives

## **Email Productivity**

Organizing Your E-mail  
Sending E-mails to the Right People  
Writing Effective E-mails and Instant Messages

## **Emotional Intelligence**

Navigating Your Own Emotions  
Navigating Other People's Emotions  
Navigating the Workplace with Emotional Intelligence

## **Establishing a Positive Work Culture**

Positive Atmosphere: Establishing an Engaged Workforce  
Positive Atmosphere: Establishing a Positive Work Environment  
Positive Atmosphere: How Organizational Learning Drives Positive Change

## **Ethics, Integrity, and Trust**

Acting with Diplomacy and Tact  
Navigating Challenging Situations with Diplomacy and Tact

## **Giving and Receiving Feedback**

Establishing Team Goals and Responsibilities, and Using Feedback Effectively  
Gaining a Positive Perspective on Feedback  
Polishing Your Feedback Skills

## **Goal Setting**

Aligning Goals and Priorities to Manage Time  
Aligning Unit Goals and Imperatives  
Establishing Team Goals and Responsibilities, and Using Feedback Effectively  
Reaching Goals Using Perseverance and Resilience

## **Influence and Persuasion**

Building Personal Power through Influence  
Influence Others with Political Savvy

## **Innovation and Creativity**

Beating Procrastination by Boosting Your Creativity and Drive  
Building Innovation Cultures and Leaders  
Unleashing Personal and Team Creativity  
Verifying and Building on Creative Ideas

## **Interviewing and Hiring**

Applicant Screening: The First Step in Hiring the Best  
Conducting an Effective Hiring Interview

## **Leading Effective Meetings**

Planning Meetings Fit for Purpose  
Running Meetings in Better Directions

## **Listening**

Listening Even When it's Difficult to Listen  
Using Active Listening in Workplace Situations

## **Managing Stress**

Controlling Conflict, Stress, and Time in a Customer Service  
Managing Pressure and Stress to Optimize Your Performance  
Take a Deep Breath and Manage Your Stress

## **Managing Team Conflict**

Confronting Workplace Conflict  
Controlling Conflict, Stress, and Time in a Customer Service  
Handling Team Conflict  
Navigating through Changes and Conflicts in Projects  
Resolving Workplace Conflict

## **Managing Up**

Being a Fair and Caring Manager  
Facing the Management Challenges of Difficult Behavior and Diverse Teams  
How to Manage Difficult Conversations  
Managing a Project to Minimize Risk and Maximize Quality  
Managing in a Crisis  
Managing with a Cost-control Mindset  
Managing for Cross-functionality  
Managing for Operational Excellence  
Managing Your Company's Talent  
Managing Employee Development  
Managing Motivation during Organizational Change  
Managing Multigenerational Employees  
Managing Pressure and Stress to Optimize Your Performance  
Managing the Unique Needs of Experts  
Strategies for Managing Technical Teams

## **Managing Virtual Teams**

Establishing Effective Virtual Teams  
Facing Virtual Team Challenges

## **Mentoring**

Finding and Nurturing a Mentor Relationship  
Fostering Mentoring Relationships

## **Motivating People**

Managing Motivation during Organizational Change  
Taking the Lead with Workplace Motivation and Engagement

## **Negotiation**

The First Steps in Negotiating  
Negotiating the Best Solution

## **Networking and Building Relationships**

A Difficult Boss Doesn't Have to Be a Difficult Problem  
Building Your Professional Network  
Cultivating Relationships with Your Peers  
Finding and Nurturing a Mentor Relationship  
Fostering Mentoring Relationships

## **Onboarding**

Ensuring Onboarding Success  
Hitting the Recruitment Bull's-eye  
Applicant Screening: The First Step in Hiring the Best

## **Personal Development**

Achieve Productivity in Your Personal Life  
Aligning Goals and Priorities to Manage Time  
Avoid Procrastination by Getting Organized Instead  
Be Liked and Respected in the Workplace  
Beating Procrastination by Boosting Your Creativity and Drive  
Becoming an Accountable Professional  
Becoming More Professional through Business Etiquette  
Becoming Your Own Best Boss  
Bridging the Diversity Gap  
Building Rapport with Your Boss  
Building Your Professional Network  
Choosing and Using the Best Solution  
Confronting Your Assumptions  
Conquering the Challenges of Public Speaking  
Cultivating Relationships with Your Peers  
Defining Alternative Solutions to a Problem  
Developing a Growth Mind-set

Developing a Personal Accountability Framework  
Developing a Plan to Further Your Career  
Developing Your Business Ethics  
Establishing Self-confidence for Life  
Finding and Nurturing a Mentor Relationship  
Forging Ahead with Perseverance and Resilience  
Getting Results through Personal Power  
Getting Your Career on the Right Track  
Improving Your Memory Skills  
Improving Your Reading Speed and Comprehension  
Investigating Arguments  
Keeping Your Skillset Current in the Digital Economy  
Learning from Failure  
Make the Time You Need: Get Organized  
Managing Pressure and Stress to Optimize Your Performance  
Maximize Your Productivity by Managing Time and Tasks  
Organizations Change So Get Ready  
Organize Your Physical and Digital Workspace  
Outwitting Your Cognitive Bias  
Overcoming Unconscious Bias in the Workplace  
Overcoming Your Own Unconscious Biases  
Procrastination: Admitting it is the First Step  
Reaching Goals Using Perseverance and Resilience  
Reaching Sound Conclusions  
Redefining Yourself after Organizational Change  
Self-improvement for Lifelong Success  
Staying Balanced in a Shifting World  
Take a Deep Breath and Manage Your Stress  
Taking Stock of Your Work/Life Balance  
Taking the Lead with Workplace Motivation and Engagement  
The Art of Staying Focused  
The Building Blocks of Building Trust  
Uncovering and Utilizing Your Talents and Skills  
Understanding Unconscious Bias  
Unleashing Personal and Team Creativity  
Using Performance Appraisals to Advance Your Career  
Verifying and Building on Creative Ideas  
Writing and Preparing an Effective Speech  
Your Role in Workplace Diversity

### **Presentation Skills**

Planning an Effective Presentation  
Building Your Presentation  
Ensuring Successful Presentation Delivery

## **Project Management**

Creating a Project Schedule and Budget  
Defining a Project Scope and Team  
Managing a Project to Minimize Risk and Maximize Quality  
New Project Manager Essentials  
Navigating through Changes and Conflicts in Projects  
Product Management: Building a Product Strategy  
Product Management: Metrics for Product Managers  
Product Management: An Overview  
Product Management: Competitive and Market Analytics for Product Managers  
Product Management: Building a Product Roadmap and Agile Product Management  
Product Management: Create a Go-to-Market Plan  
Product Management: Communication for Product Managers  
Product Management: Market Research Basics  
Product Management: Customer Development for Product Managers  
Product Management: Design and Run Experiments for Product Managers  
Taking Final Steps to Bring a Project to its Close

## **Resilience and Perseverance**

Forging Ahead with Perseverance and Resilience  
Reaching Goals Using Perseverance and Resilience

## **Self-Development**

Uncovering and Utilizing Your Talents and Skills  
Self-improvement for Lifelong Success  
Establishing Self-confidence for Life

## **Strategic Planning and Execution**

Assessing Your Organization's Risks  
Identifying Risks in Your Organization  
Knowing When to Take Strategic Risks  
Responding Effectively to Risks  
Thinking Strategically as a Manager  
Using Strategic Thinking to Consider the Big Picture

## **Succession Planning**

Building Career Development Programs and Succession Planning

## **Talent Management**

Planning for Skills Needs and Managing Performance  
Building Career Development Programs and Succession Planning  
Implementing Transformational HR  
Individual Behavior in Organizations



## **Time Management**

Aligning Goals and Priorities To Manage Time

Make The Time You Need: Get Organized

The Art of Staying Focused

## **Unconscious Bias**

Understanding Unconscious Bias

Overcoming Your Own Unconscious Biases

Overcoming Unconscious Bias in the Workplace

## **Women In Leadership**

Choosing to Lead as a Woman

Career and Family Challenges for Women Leaders

Moving Beyond Gender Roles as a Leader

Mastering Key Leadership Competencies

Women in Leadership: Building Your Infrastructure for Leadership

## **Gender and Leadership**

Gender and Leadership

## **Work/Life Balance**

Staying Balanced in a Shifting World

Take a Deep Breath and Manage Your Stress

Taking Stock of Your Work/Life Balance

## **Working Effectively on a Team**

Contributing as a Virtual Team Member

## **Written Communication**

Improving Your Technical Writing Skills

Audience and Purpose in Business Writing

Clarity and Conciseness in Business Writing

Editing and Proofreading Business Documents