



A TOOL FOR GROWTH

HBU Online Course Directory

Communication /Comunicación

Become a Great Listener
Choosing the Right Interpersonal Communication Method to Make Your Point
Communicating with Confidence
Do We Have a Failure to Communicate?
Planning an Effective Presentation
Pulir sus habilidades de retroalimentación
The Art and Science of Communication
Trust Building through Effective Communication

Customer Service / Servicio al Cliente

Adoptar el enfoque de obsesión por el cliente
Communicating Effectively with Customers
Controlling Conflict, Stress, and Time in a Customer Service Environment
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
Providing Effective Internal Customer Service
Providing On-site Customer Service
Providing Telephone Customer Service
Rapport Building in Customer Service
Servicio de atención al cliente: Adaptarse a las señales del cliente
Servicio de atención al cliente: Convertirse en un agente estrella del chat
Servicio de atención al cliente: Descubrir las necesidades de los clientes
Servicio de atención al cliente: Dialogar con los clientes
Servicio de atención al cliente: Fomentar una mentalidad de servicio
Servicio de atención al cliente: Fortalecer sus habilidades de servicio
Servicio de atención al cliente: Generar soluciones eficaces
Servicio de atención al cliente: Interpretar las prioridades de servicio de los clientes

Engaging the Workforce / Involucrar a la Fuerza Laboral

Motivating Your Employees

Positive Atmosphere: Establishing a Positive Work Environment

Positive Atmosphere: Establishing an Engaged Workforce

Positive Atmosphere: How Organizational Learning Drives Positive Change

Enhancing Individual Growth / Mejorar el Crecimiento Individual

Adopte el aprendizaje continuo

Aprender del fracaso

Aprovechar el poder del pensamiento analógico

Becoming a Successful Collaborator

Building Personal Power through Influence

Cómo afilar su enfoque para no perder el rumbo

Cómo aprender de manera eficaz

Cómo caer bien y recibir respeto en el lugar de trabajo

Cómo superar el sesgo cognitivo

Conviértase en un colaborador exitoso

Defina objetivos para ahorrar tiempo

Desarrollar inteligencia emocional

Desarrollar su perspicacia empresarial

Desarrollar una mentalidad de crecimiento

Desarrollo de la diplomacia y el tacto

Developing a Growth Mind-set

Developing Emotional Intelligence

Developing Your Business Acumen

Diversidad, equidad e inclusión en el trabajo

Escaneo de horizonte: Identificar oportunidades futuras

Finding and Nurturing a Mentor Relationship

Forging Ahead with Perseverance and Resilience

Leveraging Emotional Intelligence

Maneje su tiempo para que su tiempo no lo maneje a usted

Mantener el tacto y la diplomacia bajo presión

Obtener una perspectiva positiva de la retroalimentación

Personal Power and Credibility

Resolver problemas con el pensamiento sistémico en el trabajo

Saque provecho de los errores

The Building Blocks of Building Trust

Tomar la delantera con motivación y compromiso en el lugar de trabajo

Tome las riendas: active su potencial de emprendedor

Un jefe difícil no tiene que ser un problema difícil

Handling Conflict / Manejo de conflictos

Confronting Workplace Conflict
Enfrentamiento de conflictos en el lugar de trabajo
Resolución de conflictos en el lugar de trabajo
Resolving Workplace Conflict

Leadership / Liderazgo

Being a Fair and Caring Manager
Building a Leadership Development Plan
Building Innovation Cultures and Leaders
Communicating Vision to Your Employees
Compartir una visión
Desarrollo de un equipo de gurús creatives
Effectively Directing and Delegating as a Manager
Facing Challenges as a First-time Manager
Facing the Management Challenges of Difficult Behavior and Diverse Teams
Gaining Insight through Organizational Awareness
Influencing through Positive Leadership
Influir a través del liderazgo positivo
Leading through Positive Influence
Leading Your Team through Change
Liderar a través de la inspiración
Liderar mediante la motivación
Managing in a Crisis
Mantener al practicante involucrado y responsable de su formación
Técnicas de formación para motivar a los practicantes
The Reality of Being a First-time Manager

Managing Performance / Gestión del Rendimiento

Creating a Plan for Performance Management
Detecting and Dealing with Performance Problems
Keeping Top Performers Challenged
Managing Employee Development
Measuring Outcomes and Using KPIs
Medir su rendimiento de liderazgo
Planning an Effective Performance Appraisal

Microsoft Office 365

Constructing and Modifying Tables and Charts in PowerPoint 2016
Creating and Formatting Tables in Word 2016
Customizing Options and Using Document Views in Word 2016
Designing Effective PowerPoint Presentations
Excel 2016: Creating, Saving & Sharing Workbooks
Excel 2016: Formatting Data
Excel 2016: Getting Started
Excel 2016: Illustrating Documents
Excel 2016: Inserting & Manipulating Data
Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016
Formatting Text in Word 2016
Headers, Footers, Page Numbering, and Layout in Word 2016
Managing Attachments, and Inserting Items and Signatures in Outlook 2016
Managing Conversations and E-mail in Outlook 2016
Microsoft Office 365 Teams: Call and Meeting Tools
Modifying and Formatting Slides in PowerPoint 2016
Using Slide Masters and Slide Elements to Optimize Impact
Working with Graphic, Audio, and Video Content in PowerPoint 2016

Operations / Operaciones

Aligning Unit Goals and Imperatives
Choosing and Using the Best Solution
Contar la historia de un negocio
Enabling Business Process Improvement
Key Elements of Business Execution
Managing for Operational Excellence
Operations Management Functions and Strategies
Optimizing Operations Using Demand Forecasting and Capacity Management

Project Management / Gestión de Proyectos

Adopción de la agilidad a escala
Assessing Your Organization's Risks
Creating a Project Schedule and Budget
Defining a Project Scope and Team
Embracing Agile at Scale
Inventory Management: Aligning Inventory with Production and Demand
Managing a Project to Minimize Risk and Maximize Quality

Navigating through Changes and Conflicts in Projects
Responding Effectively to Risks
Six Sigma and Lean: Foundations and Principles
Six Sigma: Project Management Basics

Sales / Ventas

Negotiating Well and Going for the Close
LinkedIn Training - Session 1
LinkedIn Training - Session 2
Prospecting: Panning for Sales Gold
The Discovery Meeting: Starting Off on the Right Foot
The Value Proposition: Getting Your Pitch Right
Turning Objection into Opportunity during a Sales Call

Virtual Leadership / Liderazgo Virtual

Establishing Effective Virtual Teams
Explorar la colaboración virtual
Facing Virtual Team Challenges