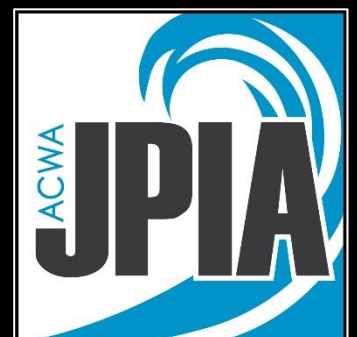




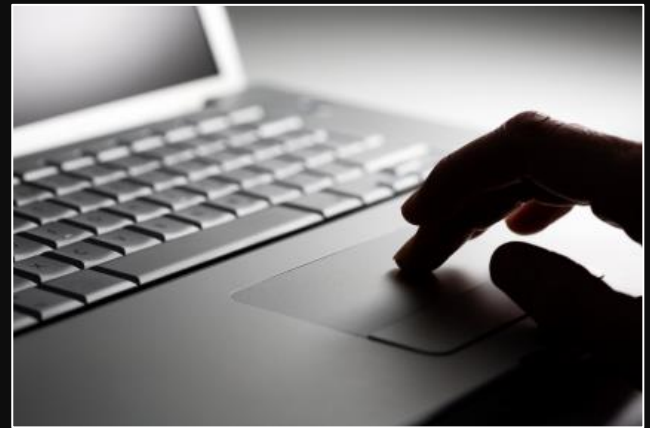
TARGETSOLUTIONS

**PROFESSIONAL DEVELOPMENT
ONLINE COURSE CATALOG**





TargetSolutions delivers online training courses that help educate employees on how to perform more efficiently and effectively in the workplace



ONLINE COURSE CATALOG :: TABLE OF CONTENTS

TargetSolutions provides online training courses to help employees improve their productivity in the workplace. These courses educate employees on customer service skills, leadership abilities, health and wellness, sales knowledge, and much more. By training with TargetSolutions, employees can improve their abilities and become more effective employees. Courses are self-paced and cross-browser compliant with cutting-edge interactions.

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CERTIFICATE PROGRAMS

Take training to the next level with a SmartTeam Certificate Program! These exclusive multi-course programs are designed to provide the skills your people need to become leaders in the field.

COMPREHENSIVE SALES PROGRAM

Discusses how to approach cold calls, create winning phone scripts, how to identify qualified prospects and most importantly how to close the sale. Additionally, you'll get a course on B2B sales as well as a course on the complete sales cycle.

- Smart Sales 1: Understanding the Psychology of Sales
- Smart Sales 2: Naming the Decision Maker & Setting Appointments
- Smart Sales 3: Holding Appointments & Advancing the Sale
- Smart Sales 5: Business-to-Business Sales
- Smart Sales 6: The Sales Cycle

MANAGER ESSENTIALS

Helps every manager master the essentials, including how to motivate and inspire every member of a team to increase productivity, morale, and ultimately the success of your business.

- Smart Management: The Art & Science of Delegation
- Smart Workplaces: Putting Your People First (Personnel Administration)
- Smart Management: Methods for Motivating Your Team

QUALITY ESSENTIALS

Provides an overview on how to build quality awareness, move on to systematic problem solving and conclude with process improvement. Our Quality Essentials Certificate is a must have for all team members and will help all levels of the organization improve quality, whether you are a frontline team member or the CEO.

- Smart Quality: Building Quality Awareness
- Smart Quality: Systematic Problem Solving
- Smart Quality: Process Improvement

COMMUNICATION

In today's business world, e-mails, proposals, and reports are important forms of business communication. These interactive online courses educate employees on communication best practices in a professional setting.

SMART BUSINESS WRITING

- 4 Stages to Writing Your Best
- Email Do's and Don'ts
- How to Write Powerful & Persuasive Emails
- Short, Sweet and To-the-Point Reports
- Tackling the Technical Proposal
- Writing Effective Emails

COMPUTER SKILLS

Effectively operating Microsoft Office programs (i.e. Word, Excel, PowerPoint, and Outlook) is important in a professional work environment. These courses educate employees on various programs and provide lessons on how to implement new skills.

SMART OFFICE | EXCEL

- Excel 2013 Essential Training I
- Excel 2013 Essential Training II
- Excel 2010 Essential Training
- Excel 2010 Essential Training II

SMART OFFICE | OUTLOOK

- Outlook 2013 Essential Training
- Outlook 2010 Essential Training
- Outlook 2010 Essential Training II

SMART OFFICE | POWERPOINT

- PowerPoint 2013 Essential Training
- Powerpoint 2010 Essential Training
- Powerpoint 2010 Essential Training II

SMART OFFICE | WORD

- Word 2013 Essential Training I
- Word 2013 Essential Training II
- Word 2010 Essential Training
- Word 2010 Essential Training II

CUSTOMER SERVICE

In customer service, employees are representative of a business. That's why it's important for employees to represent to the company professionally. These interactive courses are designed to help employees understand how to provide exceptional customer service.

SMART CUSTOMER SERVICE

- 3-Steps to Successful Customer Interaction
- Courtesies, Attitude, and Ethics
- Effective Verbal and Nonverbal Communication
- Handling Customer Complaints
- Listening for Understanding

FINANCE

A detailed budget helps an organization determine its financial position and where it needs to go in the future. TargetSolutions' interactive online courses help organizations establish and maintain a budget that works for you.

- Creating a Budget that Works for You

HEALTH & WELLNESS

TargetSolutions' Health & Wellness courses are designed to educate employees on health and wellness. This curriculum contains titles in safety, health, and mental health covering fundamental information to improve lifestyles and performance of employees.

SMART SAFETY

- Safe Driving

SMART HEALTH

- Best Practices to Help You Quit Smoking
- Bloodborne Pathogens
- Child Nutrition - How to Avoid/Prevent Childhood Obesity
- Drinking Responsibly
- Eating Right
- HIPAA Privacy Standards for Everyone
- Managing Your Cholesterol and Blood Pressure
- Physical Fitness – Choosing an Exercise Plan That's Right for You
- Proper Posture and Breathing
- Yoga & Meditation - Finding your Inner Chi

SMART MENTAL HEALTH

- Core Values and Finding a Purpose in Life
- Goal Setting and Visualization Techniques

- Happiness is a Choice - Keys to Living a Joyful Life
- Keys to Successful Parenting
- Managing Anger and Emotions
- Mastering Marriage
- Reducing Stress and Anxiety
- Surviving and Thriving After Divorce

LEADERSHIP

Leadership development is ultimately self-development, and this series of courses will help leaders in your organization meet that daily challenge. This series inspires leaders to create a workplace that rejoices in celebration and encourages the best efforts from everyone.

- Part 1 - What Leaders Do
- Part 2 - Model the Way
- Part 3 - Inspire a Shared Vision
- Part 4 - Challenge the Process
- Part 5 - Enable Others to Act
- Part 6 - Encourage the Heart

MANAGEMENT

These online courses cover important management topics. TargetSolutions' interactive Management courses are designed to help one gain a general knowledge of various techniques required to interact with co-workers, supervisors, managers, clients, and vendors.

SMART MANAGEMENT

- Business Essentials
- Coaching for Better Performance
- Data Security
- Discrimination in the Workplace for Managers
- Effective Performance Review Practices
- Equal Employment Opportunity and Diversity for Managers
- Getting the Most out of a Multigenerational Workforce
- Hiring the Right Talent - Customer Service
- Hiring the Right Talent - Sales
- How to Handle Workplace Challenges
- Key Skills for Managing & Coaching Your Team
- Lawful Employee Discipline
- Lawful Hiring Practices
- Lawful Termination Practices
- Managing a Geographically Distributed Workforce
- Methods for Motivating and Mentoring Your Team
- SMART Goals - Setting Effective Targets for Success
- Successfully Transitioning from Team Member to Manager
- The Art & Science of Delegation

SMART PROJECT MANAGEMENT

- Keys to On-Time, On-Budget Results

SMART TIME MANAGEMENT

- 7 Steps to Regaining Control of Your Day
- The 80/20 Rule for Making Every Minute Count

SMART WORKPLACES

- Code of Conduct - Ethics Education & Social Media Guidelines
- Designing Safe Workspaces & Preventing Injury
- Optimizing LinkedIn for Sales Prospecting and Business Networking
- Preparing for a Pandemic Flu Outbreak
- Protecting Your Team against Violence at Work
- Putting Your People First - Personnel Administration
- Responsible Social Media for Team Members
- Sexual Harassment Prevention for Team Members
- Sexual Harassment Prevention Overview for Team Members
- Understanding the Family Medical Leave Act (FMLA)
- Webinars – Conducting a Web-based Presentation

SMART QUALITY

- Building Quality Awareness
- Process Improvement
- Systematic Problem Solving

SALES

Sales courses are designed to help develop professional sales skills. These titles are comprised of a six-part and 10-part series that discuss the preparation, strategy, and process of the sales cycle to ultimately close the sale.

- Advanced Tele-Prospecting - Closing the Call
- Advanced Tele-Prospecting - Creating Opening Statements
- Advanced Tele-Prospecting - Dealing With Dismissive Objections
- Advanced Tele-Prospecting - Follow-up Strategies and Tactics
- Advanced Tele-Prospecting - Getting Past Gatekeepers
- Advanced Tele-Prospecting - Handling Smokescreen and Authentic Objections
- Advanced Tele-Prospecting - Overview and Pre-Call Planning
- Advanced Tele-Prospecting - Presenting an Offer
- Advanced Tele-Prospecting - Qualification and Questioning
- Advanced Tele-Prospecting - Using Email in the Tele-Prospecting Process

- Business-to-Business Sales
- Identifying the Decision Maker & Setting Appointments
- Overcoming Objections & Closing the Sale
- Securing Appointments & Advancing the Sale
- The Sales Cycle
- Understanding the Psychology of Sales



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