



PROFESSIONAL SKILLS

The S/P2 Professional Skills online training bundle will empower your staff with the skills to give your business a competitive advantage. Better communication and improved customer service are just a couple of the tangible benefits that improved soft skills can offer. An **annual subscription is just \$299**, and allows you to train ALL employees under one roof for one year.

WHAT'S INCLUDED?

Be a Pro! Life Skills for Professional Success

Learn the value of respect in the workplace, personal appearance and hygiene, verbal and non-verbal communication, and professional workplace conduct and expectations.

Creating a Customer-Centered Culture

This course delves into customer culture and its importance, as well as how to identify tactics to create and support a welcoming culture in your workplace.

Developing Effective Communication Skills

Define effective communication and your role in the process, understand why communication is important in the workplace, identify the elements of good communication, and more.

Successful Meeting Management for Managers and Business Owners

This course will help managers and team leaders plan, conduct, participate in, and follow up on meetings, achieve buy-in from participants, and fine-tune leadership skills.

Telephone Skills for Today's Professional World

Understand the expectations of callers, the importance of answering calls professionally, how to direct calls accurately, how to manage a high volume of calls, and more.

Time for a Team Huddle! Running Successful Team Meetings

This course will give you solid guidelines about how to effectively run a team meeting, follow up on assigned tasks, and how to get the best participation from employees.

To purchase S/P2, call 888.241.8332 or visit sp2.org.