



## 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.

### 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.

#### 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.

#### 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.

#### 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.

#### 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.

#### 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](http://sp2.org).