



SKILL BUILDER ONLINE COURSES

Skill builders are self-paced, online training courses that can be accessed at any time on the Life Solutions EAP website. They are designed to build your skills on specific topics, thus enhancing your personal and professional growth. Each course takes approximately 45 to 60 minutes to complete.

- Achieving Personal Goals
- Anger Management
- Applying Emotional Intelligence in the Workplace
- Applying Leadership Basics
- Appreciating Personal Differences
- Attention Management
- Balancing Work and Family
- Basics of Effective Communication
- Basics of Effective Selling
- Becoming an Effective Team Member
- Building a Successful Team
- Building Strong Customer Relationships
- Business Ethics
- Business Writing
- Business Writing Basics
- Change Management
- Choosing a Childcare Provider
- Civility in the Workplace
- Closing the Sale
- Coaching and Counseling
- Communication Strategies
- Conducting a Performance Review
- Conflict Intervention
- Creating a Strong Leadership Team
- Creating an Effective Sales Team
- Creative Problem Solving
- Dealing with Difficult Customers
- Dealing with Violence in the Workplace
- Delegating
- Developing Critical Thinking Skills in Children
- Developing a Strategic Plan
- Discharging Employees
- Disciplining and Redirecting Employees
- Emotional Intelligence
- Executive-to-Employee Communication Strategies
- Financial Basics for Non-Financial Managers
- Goal Setting and Getting Things Done
- Guardianship Decisions for Elderly Loved Ones
- Health and Wellness at Work
- Improving Mindfulness
- Increasing Self-Awareness
- Intercultural Business Etiquette
- Interviewing Job Candidates
- Interview Skills for Job Candidates
- Leading Effective Meetings
- Leading Effective Teams
- Managing a Virtual Office
- Managing Change
- Managing Disagreement
- Managing Negative People
- Managing Projects
- Managing Stress
- Managing Your 401(k)
- Mastering Cold Calls
- Motivating Employees
- Moving from Trainer to Performance Consultant
- Negotiating for the Sales Professional
- Office Politics for Managers
- Organizing Your Workspace
- Overcoming the Loss of a Loved One
- Personal Financial Planning
- Presentation Skills
- Preventing Sexual Harassment for Leaders
- Preventing Sexual Harassment for Employees
- Providing Effective Feedback
- Qualifying Sales Prospects
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Recognizing and Responding to Signals of Violence in Children
- Setting Performance Goals and Expectations
- Social Intelligence
- Social Media in the Workplace
- Solving Problems as a Team
- Stress Management
- Succeeding as a Supervisor
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service
- Time Management
- Understanding and Using Contracts
- Valuing Diversity
- Workplace Diversity

To access, follow these steps:

1. Go to www.lifesolutionsforyou.com
2. On the top right corner of the page log in by typing your company code in the field provided (call **1.800.647.3327** if you need it).
3. On the left-hand navigation pane, select **Life Solutions** and then **Dashboard**.
4. Scroll down to find **Recommended Activities** and then click on **WorkLife Portal**.
5. Click on the green box labeled **Training Center** to browse by category or in the search box at the top of the page, type in the title of the skill builder.