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List 1: Top Employer-Priority Courses in the NEF Skillsoft Library



The following courses were assigned most frequently in 2020-2022 across 45 million learners, including employees from 70% of the Fortune 1000. The concepts, strategies, frameworks, skills and ways of thinking taught advance preparation for career, college, and what employers most value.

Achieve Productivity in Your Personal Life	Encouraging Team Communication and Collaboration	Make The Time You Need: Get Organized
Acting with Diplomacy and Tact	Ensuring Successful Presentation Delivery	Managing a Project to Minimize Risk and Maximize Quality
Agile Principles and Methodologies	Establishing Effective Virtual Teams	Managing Pressure and Stress to Optimize Your Performance
Agile Project Planning	Excel 2016: Basic Formulas	Maximize Your Productivity by Managing Time and Tasks
Agile Stakeholder Engagement and Team Development	Excel 2016: Getting Started	Microsoft Teams: Getting to know the application
Aligning Goals and Priorities To Manage Time	Excel 2019 for Windows: Getting Started	Navigating the Workplace with Emotional Intelligence
Audience and Purpose in Business Writing	Expert Insights on Diversity & Inclusion	Navigating Your Own Emotions
Avoid Procrastination by Getting Organized Instead	Expert Insights on Email Productivity	Need for Design Patterns and the Principles guiding Design Patterns
Basic Accounting Concepts for Non-financial Professionals	Expert Insights on Essential Customer Service Skills	Negotiating Well and Going for the Close
Basic Budgeting for Non-financial Professionals	Expert Insights on Giving and Receiving Feedback	Network Security Threats and Their Impact
Become a Great Listener	Expert Insights on Networking & Building Relationships	Overcoming Unconscious Bias in the Workplace
Becoming More Professional through Business Etiquette	Expert Insights on Organizational Culture	Overcoming Your Own Unconscious Biases
Being a Responsible Corporate Digital Citizen	Expert Insights on Personal Productivity	Planning an Effective Presentation
Being a Responsible Corporate Digital Citizen	Expert Insights on Presentation Skills	Polishing Your Feedback Skills
Being an Effective Team Member	Expert Insights on Resilience & Perseverance	Polishing Your Skills for Excellent Customer Service
Big Data Fundamentals	Expert Insights on Selling Essentials	Preparing Financial Statements and Closing Accounts
Bridging the Diversity Gap	Expert Insights on Unconscious Bias	Presentation Mastery Series
Building Innovation Cultures and Leaders	Facing Confrontation in Customer Service	Providing Effective Internal Customer Service
Building Rapport with Your Boss	Facing Virtual Team Challenges	Providing Telephone Customer Service
Building Your Presentation	Financial Statement Analysis for Non-financial Professionals	Rapport Building in Customer Service
Building Your Professional Network	Finding the Quality in Your Data	Reaching Goals Using Perseverance and Resilience
Business Analysis Overview	Focusing on the Bottom Line as an Employee	Take a Deep Breath and Manage Your Stress
Choosing the Right Interpersonal Communication Method to Make Your Point	Forging Ahead with Perseverance and Resilience	The Art and Science of Communication
Clarity and Conciseness in Business Writing	Gaining a Positive Perspective on Feedback	The Art of Staying Focused
Cloud Application Security	Getting Started with Excel for Office 365	The Essential Role of the Agile Product Owner
Communicating Effectively with Customers	Getting to the Root of a Problem	The Value Proposition: Getting Your Pitch Right
Communicating with Confidence	Getting Your Pitch Heard	Trust Building through Effective Communication
Comprehending Financials: A Guide to Financial Statements	Global Cybersecurity Basics	Turning Objection into Opportunity during a Sales Call
Conquering the Challenges of Public Speaking	Grit	Understanding Unconscious Bias
Contributing as a Virtual Team Member	How Culture Impacts Communication	Unleashing Personal and Team Creativity
Controlling Conflict, Stress, and Time in a Customer Service Environment	Interacting with Customers	Using Active Listening in Workplace Situations
Cultivating Relationships with Your Peers	Keeping Business Calls Professional	Using Lean to Reduce Waste and Streamline Value Flow
Defining Alternative Solutions to a Problem	Keeping Your Skill Set Current in the Digital Economy	Verifying and Building on Creative Ideas
Developing a Growth Mind-set	Key Accounting Concepts and Principles	Writing and Preparing an Effective Speech
Developing a Personal Accountability Framework	Leadership Insights on Problem Solving & Decision Making	Writing Effective E-mails and Instant Messages
Developing and Supporting an Agile Mind-set	Leading through Problem Solving and Decision Making	Your Role in Workplace Diversity
Developing Your Business Acumen	Leading Your Team through Change	
Effective Team Communication	Learning from Failure	
Embracing an Agile Culture for Business Growth	Listening Even When it's Difficult to Listen	

List 2a: Popular Certification Training Pathways in the NEF Skillsoft Library

Certification Agency	Certification Training Pathway	Duration of Pathway
American Society for Quality (ASQ)	<u>Six Sigma Yellow Belt</u>	14 hrs
CompTIA	<u>CompTIA Security+</u>	25 hrs
CompTIA	<u>CompTIA A+</u>	41 hrs
CompTIA	<u>CompTIA Network+</u>	30 hrs
Project Management Institute (PMI)	<u>PMI Certified Associate in Project Management (CAPM)</u>	33 hrs
EC Council	<u>Certified Ethical Hacker</u>	42 hrs
Cisco	<u>Cisco Certified Network Associate (CCNA)</u>	33 hrs
Cisco	<u>Cisco Certified DevNet Associate</u>	17 hrs
ISTQB-BCS	<u>ISTQB-BCS Certified Tester Foundation Level</u>	8 hrs
Oracle	<u>Oracle Certified Associate, Java SE8 Programmer</u>	8 hrs
CompTIA	<u>CompTIA PenTest+</u>	23 hrs
(ISC)2	<u>Systems Security Certified Practitioner (SSCP)</u>	12 hrs
CompTIA	<u>CompTIA Project+</u>	10 hrs
CompTIA	<u>CompTIA Cloud+</u>	27 hrs
CompTIA	<u>CompTIA Server+</u>	9 hrs
Microsoft	<u>Microsoft 365 Certified: Modern Desk Administrator Associate</u>	30 hrs
Microsoft	<u>Microsoft 365 Certified Fundamentals</u>	14 hrs
Amazon	<u>AWS Certified Cloud Practitioner</u>	6 hrs
Amazon	<u>AWS Solution Architect - Associate</u>	13 hrs
Google	<u>Cloud Certified Professional</u>	11 hrs

List 2b: Additional Certification Training Pathways in the NEF Skillsoft Library

ASQ (Six Sigma)

Six Sigma Green Belt Certification (SSGB), 29 hrs.
Six Sigma Black Belt Certification (SSBB), 51 hrs.
Six Sigma Yellow Belt Certification (SSYB), 14 hrs.

Human Resource Certification Institute (HRCI)

Professional in Human Resources (PHR), 27 hrs.
Senior Professional in Human Resources (SPHR), 17 hrs.
Certified Business Analysis Professional (CBAP®), 17 hrs.

ITIL®

ITIL® Foundation for Service Management, 6 hrs.
ITIL® Intermediate Level: Operational Support and Analysis

PRINCE2®

PRINCE2® Certification, 4 hrs.

Project Management Institute (PMI)®

PMI-Agile Certified Practitioner (PMI-ACP)®, 4 hrs.
Certified Associate in Project Management (CAPM)®, 33 hrs.
Project Management Professional (PMP)®, 34 hrs.

Microsoft

Microsoft Office Specialist (MOS) on Office 2010, 14 hrs.
Microsoft Office Specialist (MOS) on Office 2013, 17 hrs.
Microsoft Office Specialist (MOS) on Office 2016, 11 hrs.

(ISC)2

Certified Information Systems Security Professional (CISSP), 13 hrs
Systems Security Certified Practitioner (SSCP), 12 hrs.
Certified Secure Software Lifecycle Professional (CSSLP), 13
Certified Cloud Security Professional (CCSP), 14 hrs.

Amazon

AWS Solution Architect - Associate, 13 hrs.
AWS Solution Architect - Professional, 20 hrs.
AWS Certified Developer - Associate, 27 hrs.
AWS Certified SysOps Administrator - Associate, 24 hrs.
AWS Certified Cloud Practitioner, 6 hrs.
AWS Certified Solutions Architect Associate 2020, 13 hrs.
AWS Professional Solutions Architect 2020, 20 hrs.
AWS Certified Machine Learning, 16 hrs.

BCS Professional Certification

ISTQB-BCS Certified Tester Foundation Level, 8 hrs.

Cisco

CCNA, 33 hrs.
Cisco Certified DevNet Associate, 17 hrs.
CCNP Enterprise, 7 hrs.
CCT Routing and Switching, 7 hrs.
Cisco Certified CyberOps Associate, 14 hrs.
CCNP Security, 11 hrs.
CCNP Data Center, 9 hrs.
CCNP Collaboration, 12 hrs.

CompTIA

CompTIA A+, 41 hrs.
CompTIA Network+ Certification, 30 hrs.
CompTIA Security+, 25 hrs.
CompTIA Cybersecurity Analyst (CySA+) , 15 hrs.
CompTIA PenTest+, 23 hrs.
CompTIA Linux+ Certification, 23 hrs.

CompTIA Server+ Certification, 9 hrs.
CompTIA Advanced Security Practitioner (CASP+), 13 hrs.
CompTIA Cloud+ Certification, 27 hrs.
CompTIA Cloud Essentials , 22 hrs.
CompTIA Project+ Certification, 10 hrs.

EC Council

Certified Ethical hacker, 42 hrs.

Google

Certified Administrator , 23 hrs.
Cloud Certified Professional, 11 hrs.
Certified Information Systems Auditor (CISA) , 16 hrs.
Certified Information Security Manager (CISM) , 15 hrs.

International Software Testing Qualification Board (ISTQ)

ISTQB Foundation Certificate in Software Testing, 8 hrs.
Agile Tester Foundation Extension, 3 hrs.

Microsoft

Microsoft Technology Associate (MTA): Developer, 11 hrs.
MTA: Database Fundamentals, 6 hrs.
Microsoft Technology Associate (MTA): IT Infrastructure, 5 hrs.
Microsoft Certified: Azure Administrator Associate, 17 hrs.
Microsoft Certified Azure Developer Associate, 27 hrs.
Microsoft Certified Azure Fundamentals, 18 hrs.
Microsoft 365 Cert: Modern Desk Administrator Associate, 30
Microsoft 365 Certified Fundamentals, 14 hrs.
Microsoft 365 Certified: Enterprise Administrator Expert, 20 hrs.
Microsoft Certified: Azure DevOps Engineer Expert, 17 hrs.
Microsoft Certified: Azure Solutions Architect Expert, 21 hrs.
Microsoft Certified: Azure Security Engineer Associate, 14 hrs.
Microsoft Certified: Teams Administrator Associate, 24 hrs.
Microsoft Certified: Azure AI Fundamentals, 17 hrs.
Microsoft Certified: Azure Data Fundamentals, 18 hrs.

Oracle

Oracle Database 12c Administrator Certified Associate, 18 hrs.
Oracle Database 11g Administrator Certified Associate, 19 hrs.
Oracle Database 12c Administrator Certified Professional
Oracle Database 11g Administrator Certified Professional, 12
Oracle Database 11g Administrator Certified Professional, 13
Oracle Database 12c: Oracle Certified Expert, 26 hrs.
Oracle Certified Associate, Java SE 8 Programmer, 8 hrs.
Oracle Certified Professional, Java SE 8 Programmer, 17 hrs.
Oracle Certified Associate, Java SE 11 Programmer, 23 hrs.
Oracle Certified Professional, Java SE 11 Programmer, 26 hrs.
Java Certified Foundations Associate, 24 hrs.

Red Hat

Red Hat Certified System Administrator (RHCSA) , 22 hrs.

SAS

SAS Base Programmer, 11 hrs.

TOGAF

TOGAF 9 Part 1, 8 hrs.
TOGAF 9 Part 2, 7 hrs.

Vmware

VMware VCP-DCV vSphere 7, 19 hrs.

List 3: Top Partner-Priority Collections in the NEF Skillsoft Library

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1. SKILL SET ESSENTIALS COLLECTION

1.1. Personal Essentials

An Example Collection from an NEF Partner: Personal Essentials

Example Courses from the Skillsoft Library	Course Duration	Course Description
Learning from Failure	0:18:51	From the minor slip up to a full-blown catastrophe, failure is a part of life and business. It's part of your self-development, and it's part of developing talent. It should be embraced as an opportunity for continuous learning and growth. If you encourage organizational learning, you can start developing employees. And then those who embrace failure are more likely to achieve their goals. In this course, you'll learn how to embrace failure by developing an attitude of learning from setbacks. You'll learn about the cycle of success when developing people, and you'll also explore failure in greater detail, its potential benefits, as well as key strategies for embracing it.
Developing a Growth Mindset	0:16:14	In the workplace, there are two specific types of mindsets, or attitudes, that can either promote personal growth and resilience or hamper an employee's performance. People with a growth mindset achieve ever-higher levels of productivity and can help their organizations thrive; by contrast, people with a fixed mindset tend not to develop professionally, and may hinder an organization's goals. In this course, you'll learn about the characteristics of a growth mindset, such as perseverance, and how to distinguish it from a fixed mindset. You'll also explore methods of developing mindsets for success, and how professional growth can benefit you and your organization.
Forging Ahead with Perseverance and Resilience	0:20:56	Business today is a complex undertaking. Accomplishing tasks and staying focused on achieving your goals requires grit and persistence. An adaptive mindset helps you focus through the distractions, information overload, demanding pace, and the accompanying stresses that can often pull you off task. In this course, you'll learn to develop personal resiliency, adaptability, and perseverance. You'll explore the resources and people it takes to sustain perseverance, and you'll discover actions to help you build a work-life balance, sharpen your focus, and foster the resilience perseverance to face and overcome setbacks.
Navigating the Workplace with Emotional Intelligence	0:16:42	Any organization, regardless of its size, industry or location, is made up of people - people who interact on a daily basis, and not always without incident. Developing emotional intelligence within the organization is a key factor in ensuring that these relationships run smoothly. This is especially true of leaders, who must provide an example of how to behave in group settings. In this course, you'll learn how building emotional intelligence, or EQ, can improve team or group interactions. You'll also explore the role of emotional IQ in workplace activities, conflict and stress management, as well as employee influence and engagement.
Navigating Your Own Emotions	0:19:43	In the workplace, emotions can often run high; sometimes, they can cause you to say or do things that you may later regret. But the only person responsible for your emotions is you; you own them. That's why developing emotional intelligence is so crucial in protecting your professional reputation. In this course, you'll learn how to manage your emotional IQ, or EQ, in order to handle difficult situations more effectively. You'll explore the science behind emotion, self-management techniques, as well as methods for recovering from emotional hijackings. You'll also learn different strategies for building emotional intelligence, such as taking ownership of your emotions, becoming emotionally self-aware, and identifying emotions.
Achieve Productivity in Your Personal Life	00:14:46	A busy personal life has a direct correlation to your productivity level at your job. By getting control of your productivity at home, you can improve your productivity work too, making you better able to stick to schedules and meet deadlines by reducing the stress and distractions that come from trying to juggle home and work at the same time. In this course, you'll learn how to prepare for trips, plan personal and household tasks, and become more organized as a parent. You'll also explore tips for achieving an effective work/life balance and taking care of your personal health and well-being.
Reaching Goals Using Perseverance and Resilience	00:21:21	Achieving goals requires grit, persistence and adaptability. Being resilient and able to get back up when you are knocked down helps you stay the course and thrive in an ever more competitive business environment. In this course, you'll explore realistic goal setting and how to recognize the challenges you'll face as you work to achieve them. You will also learn about the characteristics of an adaptive mindset and how to develop and nurture the personal persistence necessary for facing both day-to-day and uncommon obstacles that threaten to derail your efforts.
Expert Insights on Resilience & Perseverance	00:57:57	Adversity is that which knocks you down. Resilience is what gets you back up, off the floor. Obstacles can be big or small, but it's how you deal with them that determines your success. Choose perseverance, and you'll win every time.
Grit	00:15:57	Learn from Angela Duckworth exactly what it means to be 'gritty at work' and how to apply this concept to your daily life and career.
Developing a Personal Accountability Framework	00:20:57	You are juggling a lot of competing tasks. Meeting deadlines, production targets, and business objectives are serious responsibilities. It's tempting, at times, to find easy ways out of fulfilling them, or to use excuses as to why you can't. But to be accountable is part of being a professional. Demonstrating your personal and professional accountability is key to your ongoing success. Building accountability is a process of showing that you're a reliable, organized, and dedicated person, and further, ensuring accountability means taking ownership of your responsibilities. In this course you'll learn how to show leadership accountability, implementing strategies for setting goals, developing an action plan, and seeing all those competing tasks through to completion.

1.2. *Networking and Building Professional Relationships and Rapport*

An Example Collection from an NEF Partner: Networking and Building Professional Relationships and Rapport

Example Courses from the Skillsoft Library	Course Duration	Course Description
Building a Circle of Connections for Networking Success	00:28:32	When you're serious about advancing your career, you need to build strong professional relationships and maintain an effective circle of connections. Whether it's for executive networking or general business networking, this course covers the essential communication and professional networking skills needed to establish a solid network. In this course, you'll learn about professional networking skills, including strategies for building rapport with new connections during networking opportunities and best practices for maintaining your network so that your connections can help you achieve professional success.
Expert Insights on Networking & Building Relationships	2:34:21	There's a lot of talk about the significance of networking. And while we may think we know what it is and how to do it, there is an art to building and sustaining these important relationships. It's time to unleash your hidden talent.
Building a Win-win Relationship with Your Manager	00:29:42	Your relationship with your manager has a huge impact on both of your careers. Frankly, you depend upon each other for success. Your manager's support, guidance, and direction help you do your job better. And your good work makes your manager look good. Effectively managing this relationship can increase your productivity, help you meet your personal career goals, and last but not least, make your time at work more enjoyable and rewarding. In this course, you will learn the importance of managing relationships, and ways to build great manager relationships by recognizing their agenda and management style. You will also learn strategies for building a strong professional relationship with your manager, and various ways you can become aligned with your manager. You will find that to work more effectively with your manager, you need to develop a rapport and make workplace interactions mutually beneficial (win-win).
Introduction to Networking	00:40:46	The fundamental components and concepts that comprise networking represent a collection of technology and resources used to deliver a single web page or fuel an entire enterprise. In this course, you'll explore the fundamentals of networking technology, beginning with the building blocks of networking, the various devices that can be connected to networks, and the basics of network infrastructure. You'll go on to discover the role of media in networking, the purpose of switches, access points, and routers, network services, types, and topologies. Finally, you'll learn about peer-to-peer and client-server networking, virtual computing, and cloud computing. This course was originally created by Global Knowledge (GK).

1.3. *Collaboration and Working with a Team*

An Example Collection from an NEF Partner: Collaboration and Working with a Team

Example Courses from the Skillsoft Library	Course Duration	Course Description
Being an Effective Team Member	0:20:54	Making a real, positive difference on a team is not necessarily about showing team leadership. Even if your role doesn't involve managing teams, you can still make an important contribution by being a strong team member. This course covers strategies and techniques to help you become a more effective and valued team member. You'll explore ways to adopt a positive mindset toward teamwork, so that you can make a significant contribution. Because your success when working on a team depends on pulling together with other people, you'll also learn constructive ways to acknowledge differences and show respect for teams, and specific strategies for team collaboration.
Effective Team Communication	0:22:16	It's vital to maintain open, effective communication when working on a team. However, it's all too easy for teams to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings in teamwork, cause unnecessary conflict, keep others from having their say, and prevent collaboration. In this course, you'll learn about different verbal barriers to effective team communication and strategies for overcoming them. But speaking is only one part of communication; effective team leadership is about listening too. So you'll also learn about some active listening techniques that can help you be a better listener when managing teams.
Encouraging Team Communication and Collaboration	0:21:52	Managing teams successfully involves ensuring that team members can communicate with you and with one another and that they will collaborate effectively as a team. To achieve this, clear channels of communication are required for both on-site and virtual teams. In this course, you'll learn how to demonstrate team leadership by encouraging effective communication and overcoming communication problems. You'll explore strategies for encouraging team collaboration. Finally, you'll learn about tools and technologies that are commonly used for virtual teamwork and key considerations for establishing virtual communication guidelines.
Cultivating Relationships with Your Peers	00:18:14	Developing and maintaining relationships with your peers at work can lead to success for both you as an individual, and within your organization. Networking skills and building supportive peer relationships can provide you with a wide variety of experiences, expertise, and institutional knowledge. Whether you're exploring executive networking, professional networking, or just general business networking, this course explains how to identify the people in your organization who are important in helping you reach your goals. You'll learn the skills that maintain solid, mutually beneficial relationships so you can advance your career.
Trust Building through Effective Communication	00:18:00	Building relationships with the people you want to communicate with is key to making communication effective. And building trust is essential to forging meaningful working relationships. In this course, you'll explore the necessity of clearly presenting your information and intentions as the basis of effective communication. You'll see how understanding your audience ensures that your message is delivered in such a way so to maximize its impact and how managing your emotions allows you to adapt to the emotional needs of others to build trust. Finally, you'll learn how verbal communication combines with body language and vocal tone to better convey your message effectively.

1.4. Time Management and Productivity

<i>An Example Collection from an NEF Partner: Time Management and Productivity</i>		
Example Courses from the Skillsoft Library	Course Duration	Course Description
Aligning Goals and Priorities To Manage Time	0:17:46	Too much to do and too little time? Everything is urgent? Modern technology means our employers can reach us 24/7, so schedule management and goal setting are more important than ever. When you're under pressure to deliver, you need to know your priorities. Meeting targets and achieving goals consistently regardless of the business situation isn't easy. And this means managing your time effectively. In this course, you'll learn about aligning each goal with your employer's expectations, clarifying your goals, and prioritizing your most important work. You'll also learn how to ask questions to clarify goals, and how to establish and schedule priorities based on these goals.
Make The Time You Need: Get Organized	0:18:30	If you want to manage your schedule and make your time count, you have to be organized. But to stay organized, you need to check your progress. This mean developing schedule management skills. The stress and potential for mistakes grows when you don't spend time organizing your time. In this course, you'll discover how schedule management can help you regain control of your time. You'll learn how to leverage your personality to boost your productivity and explore techniques for dealing with time stealers. And you'll learn how to create practical to-do lists and keep them relevant and realistic.
Maximize Your Productivity by Managing Time and Tasks	0:19:27	The amount of time available to you is constant - you can't buy more and you can't save it for later. However, by managing your time, you can increase your productivity. And the better you understand your own personal productivity, the easier it will be to manage your time effectively. In this course, you'll learn about how you can use task management to maximize your productivity. You'll discover the benefits of using time management and assessing the value of your tasks. You'll learn about benefits of setting goals and how productivity is tied to your ability to assess time and set priorities. And you'll also learn about the process of "chunking" your time and how to use different types of to-do lists effectively.
Avoid Procrastination by Getting Organized Instead	00:17:43	Procrastination reduces your productivity while causing you stress at the same time. Procrastinating is a habit that causes urgent and difficult tasks to pile up as you studiously avoid them. Developing and applying organization skills, you can declutter your schedule and avoid putting off work that demands your attention. In this course, you'll learn about the reasons people procrastinate, and the benefits of organizing your time. You'll learn how to build self-discipline and combat time wasters, as well as how to bring more organization to your day. And finally, you'll explore how to set priorities and how to say no when you need to.
Expert Insights on Personal Productivity	1:52:05	Too busy to take a break? Try being "unproductive." Not accomplishing anything? Stop being "busy." This advice might seem counterintuitive, but it-and these other tips-will boost your productivity so that you really can get more done.

2. PRESENTING, LISTENING, SPEAKING, WRITING ESSENTIALS

2.1. Presenting Well, Presentation Skills and Public Speaking

<i>An Example Collection from an NEF Partner: Presenting Well, Presentation Skills and Public Speaking</i>		
Example Courses from the Skillsoft Library	Course Duration	Course Description
Building Your Presentation	00:22:44	Effective business presentations need to have a sound structure. To ensure that your presentation has this structure, you need to consider its overall purpose, your audience, and the key points you'll be presenting, and then put them all together into a plan of action to guide you. In this course, you'll learn how to write the key parts of a presentation so they're memorable and effective. You'll also learn how to select and use eye-catching visual aids to bring your PowerPoint presentations to life. Finally, you'll learn how to rehearse your presentation - a key step for public speaking that will improve your verbal communication skills and build confidence for the real thing.
Planning an Effective Presentation	00:24:02	Concern about the impact of a presentation can inspire presenters to improve their verbal communication skills, enabling them to get the desired results. Public speaking and business presentations can be immeasurably improved if the presenter devotes sufficient time and attention to planning. In this course, you'll learn how to define and understand your audience's characteristics, knowledge, needs, and responses. You'll also learn how to organize your presentation's timing, purpose, key points, and approach so that it is engaging, focused, and relevant. Finally, you'll learn about different presentation methods, such as PowerPoint presentations, and when they're most effectively used.
Conquering the Challenges of Public Speaking	00:22:20	Most people find the task of public speaking daunting. But with enough practice and preparation, anyone can be effective at delivering a speech. Being a competent public speaker allows you to showcase your work and deliver an effective presentation. However, you won't convey your message if you fail to engage your audience, handle audience challenges that arise, and tackle your nerves and anxiety. In this course, you'll learn about the basics of good speech delivery and dealing with some of the most common challenges of public speaking, such as handling difficult questions or hecklers in your audience. You'll also find out methods of overcoming public speaking anxiety.
Ensuring Successful Presentation Delivery	00:24:39	Whether your job includes delivering sales pitches, making PowerPoint presentations, or leading team trainings, presentation excellence can only be achieved when the standard of your public speaking matches the quality of your content. Having diligently prepared your presentation, you need to make sure that your delivery is engaging, enthusiastic, composed, and confident. In this course, you'll learn how to set up the right environment for your business presentations. You'll also learn techniques for managing stage fright and using

		your verbal communication skills and body language to deliver your message clearly and effectively. Finally, you'll learn about how to deal with audience questions in a Q&A session and the impact this has on your credibility.
Expert Insights on Presentation Skills	1:06:43	How many boring presentations have you suffered through? Is yours one of them? Follow these simple, easy-to-implement ideas to make your presentations more enjoyable and make sure your audience walks away with a message they will remember.
Presentation Mastery Series	00:38:15	Imagine the audience in their underwear-worst advice ever for enhancing your presentation skills! Steve McDermott has the right advice, whether you want to become a professional speaker or take your skills up a notch or two (or more).
The Value Proposition: Getting Your Pitch Right	00:20:06	Effectively expressing the value your company offers is one of the selling essentials of all sales methods. Successful sales pitches require a thorough knowledge and understanding of your company's strategies, operations, and solutions. In this course, you'll learn how to identify and articulate your company's value when selling and making pitches. You'll also learn how pitching its value to best fit your prospects' needs is part of a winning sales process.
Writing and Preparing an Effective Speech	00:18:36	Not everybody is a natural public speaker. Public speaking is a skill, one that requires significant planning and preparation. It involves developing written communication skills and learning how to deliver your writing in public. In this course, you'll learn how to write a speech by setting the aim of your speech and considering your audience and theme. You'll also be introduced to best practices for planning and researching a speech. And you'll learn how to check your written speech and ensure the grammar is correct.

2.2. Listening Actively and Effectively

<i>An Example Collection from an NEF Partner: <u>Listening Actively and Effectively</u></i>		
Example Courses from the Skillsoft Library	Course Duration	Course Description
Become a Great Listener	0:15:43	Communication is a two-way process - while one person provides information, another must not only understand what is meant, but also show that they're being receptive to that information. This requires strong listening skills - a vital asset in any business environment. In this course, you'll work on sharpening your listening skills and getting yourself in the right receptive mindset for communicating. You'll learn how to recognize the behaviors that indicate receptivity, as well as to identify the different types of listener. You'll also learn how to ask the right questions to ensure that you understand what is being communicated .
Using Active Listening in Workplace Situations	0:23:57	Active listening skills are used by professionals in a wide range of occupations and industries to enhance their work. By being receptive and open to others, they're able to elicit and understand other people's thoughts, needs, or emotions, and then steer the conversation in an appropriate manner to a successful conclusion. In this course, you'll learn listening skills that can help in the workplace, and techniques for becoming an effective active listener. You'll also discover techniques for dealing with emotionally-charged situations, and explore how to use listening skills to your benefit during common workplace situations such as sales pitches and negotiations.
Listening Even When it's Difficult to Listen	0:22:22	Successful people are generally excellent listeners. They're able to give others their full attention so that they can understand their needs and ask the right questions, even in difficult or stressful situations. They can also use their listening skills effectively to communicate their own goals and to build strong relationships with others. In this course, you'll learn common misconceptions about listening, how to hone your listening skills, and what to do when you encounter roadblocks to actively listening. You'll also learn how being receptive to what others are saying can go a long way to breaking down the barriers to clear communication.
Expert Insights on Giving and Receiving Feedback	1:10:51	Giving and receiving feedback is an essential management skill, which begins with recognizing that feedback is not criticism. To be effective, the right kind of feedback must be given-and received-in the right way and at the right time.

2.3. Speaking and Verbal Communications

<i>An Example Collection from an NEF Partner: <u>Speaking and Verbal Comms</u></i>		
Example Courses from the Skillsoft Library	Course Duration	Course Description
Getting Your Pitch Heard	0:16:53	Innovation, disruption, and revolutionary ideas are the stuff of business success. But unless you can get those ideas across to the people in your organization how matter, they're destined to remain pipedreams. Bland business presentations aren't doing your ideas justice and boring PowerPoint presentations are blunting your message. But effective verbal communication, public speaking and presentation skills can be cultivated and improved. This course looks at methods for presenting your ideas in a convincing, succinct, and confident manner that will get them heard and given the attention they deserve.
Trust Building through Effective Communication	0:18:00	Building relationships with the people you want to communicate with is key to making communication effective. And building trust is essential to forging meaningful working relationships. In this course, you'll explore the necessity of clearly presenting your information and intentions as the basis of effective communication. You'll see how understanding your audience ensures that your message is delivered in such a way so to maximize its impact and how managing your emotions allows you to adapt to the emotional needs of others to build trust. Finally, you'll learn how verbal communication combines with body language and vocal tone to better convey your message effectively.

The Art and Science of Communication	0:15:21	There is a science behind communication, including how we react neuro-physiologically to others - through verbal communication such as their words and tone, as well as the non-verbal communication of their actions and body language. There's also an art to communication, allowing your authentic self to shine through and allowing the exchange with another person to unfold naturally. In this course, you'll learn about the art and science of communication. You'll explore techniques for connecting with your audience and building trust with them so that your communication intention is clear and understood. You'll also learn the basic principles of assertive communication that is positive and not aggressive.
Communicating with Confidence	0:19:31	Communicating with confidence is critical to your message being successfully received. Feeling confident in a high stakes situation is not always easy but with effort, confidence can be cultivated and improved. In this course, you'll learn about being an effective speaker. You'll discover ways to prepare, techniques to avoid being nervous and how to use your voice and body language to communicate with self-confidence.
Polishing Your Feedback Skills	0:23:04	The ability to give genuinely constructive feedback is vital in the workplace. If you're a manager and are responsible for developing others, you'll likely have to inform employees if their performance doesn't meet the standard required. This is a delicate situation, and one that requires tact and preparation. But, if done effectively, providing feedback can not only improve performance, but also motivate people and strengthen relationships. In this course, you'll learn how to plan a feedback session and how to give feedback in a positive manner. You'll also learn techniques for handling bad reactions to feedback and your own nervousness, as well as how to give feedback to people at different organizational levels.
How Culture Impacts Communication	0:20:45	With so much business now happening on a global scale, cross-cultural communication is more important than ever before. Communication is always a challenge, and when diverse cultures interact, good communication can be even more challenging. To become a more efficient and effective communicator, you must acknowledge and respect cultural differences. In this course, you'll learn about the importance of taking culture and diversity into account in the workplace. You'll explore aspects of cultures that affect how people communicate across cultural boundaries. You'll also learn different considerations for speaking and writing across cultures.
Gaining a Positive Perspective on Feedback	00:20:35	Though it's invaluable, getting feedback can sometimes be a difficult process. Adopting a positive mindset can make all the difference. This course will teach you how receiving feedback differs from getting simple praise or criticism. You'll discover how listening to constructive feedback with a positive mindset can help you to manage your reactions and responses. You'll also learn how applying feedback can help your professional growth and self-development.
Keeping Business Calls Professional	00:18:40	In business, one of the oldest communication tools is still among the most important - the telephone. However, although it so common and widespread, many people lack the verbal communication skills needed to create a positive impression when using the phone. In this course, you'll learn about some basic rules of etiquette that will help improve your phone skills and keep your business calls professional. You'll explore general best practices, and how to make and receive calls professionally. You'll also learn some best practices for using a cell or smart phone, and how to record and leave effective voicemail messages.

2.4. *Writing Effectively in the Workforce*

An Example Collection from an NEF Partner: Writing Effectively in the Workforce

Example Courses from the Skillsoft Library	Course Duration	Course Description
Audience and Purpose in Business Writing	0:18:28	Have you ever read a piece of business writing and found the message unclear? Writing well, like other communication skills, can be cultivated and improved. To write an effective business message, you need to first know and understand your audience and your purpose for choosing written communication to convey it. In this course, you'll discover how improving your written communication aids in creating messages that convey the appropriate tone for different readers throughout the organizational hierarchy. You'll also explore how better writing can effectively fulfil its three most common purposes: to inform, respond, or persuade.
Choosing the Right Interpersonal Communication Method to Make Your Point	0:21:45	Do you ever feel that a lack of email productivity is frustrating the effectiveness of your written communication? Are poor verbal communication skills holding you back? Choosing the right communication method for the situation has a huge impact on how your message is received. This course explores the importance of choosing the right communication method to best convey your message. You'll learn how to select the proper methods for building trust, conveying your ideas, and targeting your method to your intended audience. The right communication method improves the odds of getting your point across and communicating effectively, leaving your audience informed, enlightened, and engaged.
Clarity and Conciseness in Business Writing	0:20:40	Being clear and concise in business writing isn't always easy. But writing well is essential in the workplace if you want what you write to be read, understood, and acted upon. In this course, you'll learn how improving your communication skills through better writing techniques can make your message clear and comprehensible. You'll learn how your written communication is more effective when you understand the importance of using familiar, concrete, and specific language. You'll also explore tips for being more concise in your writing and best practices for organizing content.
Writing Effective E-mails and Instant Messages	0:17:39	Email has become an indispensable communication tool for organizations, and plays a vital role in how they conduct business and maintain their operations. As a result, one of the most important communication skills to have in the workplace today is email etiquette. It can help ensure you get messages across quickly, appropriately, and concisely. In this course, you'll learn some tried and tested guidelines for writing emails. You'll explore the fundamental elements of written communication that every email should contain, and the importance of keeping emails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of email.
Expert Insights on Email Productivity	00:27:09	It's an addictive time-waster that every worker gets hooked on, checking it incessantly. Email is the necessary evil that plagues worksites, but it's possible to tame the task and turn it into something productive.

3. WORKPLACE SKILLS COLLECTIONS

3.1. *Critical Thinking and Decision Making*

An Example Collection from an NEF Partner: Critical Thinking and Decision Making

Example Courses from the Skillsoft Library	Course Duration	Course Description
Leading through Problem Solving and Decision Making	0:46:51	The hallmark of leadership is being able to work through problems and make tough decisions using the skills and experience of your team. In this course, you'll learn how to use a three stage approach to engage your team in this effort.
Getting to the Root of a Problem	0:17:23	Solving problems requires strategic thinking. You need to ask the right people the right questions to get to the source of the issue and find the solution. In this course, you'll learn about identifying stakeholders, gaining their input and trust, and using analysis techniques to get to the root cause of a problem.
Defining Alternative Solutions to a Problem	0:14:47	Before you start looking for solutions to a problem, it's helpful to know what people want in an ideal world. This will give you some direction and aid in the strategic thinking needed to create alternative solutions. In this course, you'll learn how to define ideal states and generate and evaluate problem solutions. You'll also learn how to recognize and avoid common pitfalls when solving problems.
Verifying and Building on Creative Ideas	00:18:31	You might not describe yourself as a creative person, but everyday activities - like problem solving or spotting opportunities - rely on your creative thinking and innovation. Originality is key, but your ideas also have to work within real-world constraints. In this course, you'll learn about the different stages of innovating and techniques for verifying the workability of your ideas. You'll also discover guidelines and techniques for building on and testing an idea, such as brainstorming. The course outlines when to use research and simulations to check the workability of an idea, and it discusses ways to build on ideas effectively.

3.2. *Business Essentials*

An Example Collection from an NEF Partner: Business Essentials

Example Courses from the Skillsoft Library	Course Duration	Course Description
Developing Your Business Acumen	0:20:31	Business acumen is a difficult to define combination of forethought, creativity, and agility that is a key factor in setting successful business professionals apart from their less accomplished peers. But it doesn't just come from experience. It has to be cultivated and nurtured. In this course, you'll learn how developing professional acumen enhances your leadership, communication, and decision-making skills. And further, you'll learn that influences your company's competitive advantage and explore methods for developing an operational perspective to uncover opportunities for change or innovation.
Becoming More Professional through Business Etiquette	0:15:03	Discover ways to project a professional image, both in your appearance and in your workspace décor. Learn to ensure your personal activities, including your social media presence, don't negatively impact your work reputation.
Acting with Diplomacy and Tact	0:24:29	People who communicate with diplomacy and tact are able to inspire confidence. Communicating a difficult message can be very challenging, so preparation is key to a successful outcome. In this course, you'll learn about developing a diplomatic approach to difficult conversations. You'll learn how to avoid meltdowns, apologize, develop empathy, and remove personal biases.
Be Liked and Respected in the Workplace	00:23:36	Eighty percent of your day is spent at work. Whether you commute to an office or work from home, to a huge degree your professional success depends on your likability. Think about all your professional interactions; you work on team projects, collaborate on conference calls, sit in meetings, talk to clients, etc. These and more are situations that require your ability to be liked. However, it's not a popularity contest. Being liked doesn't mean you give up your professional integrity. Although it's not possible to be liked by everyone, this course teaches you techniques to be likable and respected by your colleagues and boss. You will also learn how to 'get over it' when someone in the workplace does not like you.
Focusing on the Bottom Line as an Employee	00:19:12	Workplace cost consciousness enables a company's financial success. Cost control is every team member's responsibility and requires planning and effort. In this course, you'll learn how employees can contribute to cost-control efforts by making cost changes, including to travel, supply, and facility costs.

3.3. *Professional Office Essentials*

An Example Collection from an NEF Partner: Professional Office Essentials

Example Courses from the Skillsoft Library	Course Duration	Course Description
Keeping Your Skillset Current in the Digital Economy	0:17:49	The digital economy is revolutionizing the world of work. To stay relevant, individuals across all industries need to be open to continuous learning and developing talent. Through organizational learning, you can start developing employees by ensuring they are learning the necessary skills. In this course, you'll learn some of the key ways in which the world of work is changing and the skills that are in high demand. You'll also explore ways to choose what to learn in order to keep your skill set current, as well as develop people and encourage self-development. And you'll also explore strategies to help advance your career in the digital economy.
Global Cybersecurity Basics	0:15:00	Lax security practices and poor security awareness on the part of employees can result in data breaches and other security incidents that have serious consequences for organizations. Hackers will take advantage of any vulnerability, and their reach is global. This course focuses on common pitfalls in IT security by end users, highlighting how seemingly harmless actions by employees can give opportunistic hackers access to sensitive

		organizational data and systems. The course also provides employees with common sense guidelines dealing with areas such as mobile security, online security, password security, and malicious e-mails. This course was developed with subject matter support provided by The Potomac Law Group, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.
Network Security Threats and Their Impact	0:27:00	Organizations are subject to increasingly sophisticated network attacks that are occurring more and more frequently. And despite significant improvements in IT security, hackers and attackers are still able to exploit weaknesses in some computer networks - potentially resulting in major data breaches. In this course, you'll learn about the importance of defense in stopping hackers from accessing vital customer or business data. You'll discover the different types of computer network security threats to your organization, how these threats can be prevented, and how they can be detected if one breaches your computer security system.
Cloud Application Security	0:43:58	Explore how to secure applications in the cloud, including training and awareness, assurance and validation, the secure software development lifecycle (SDLC), federated services, single sign-on (SSO), and advanced managed services from cloud providers, in this 8-video course. Begin by learning to define training and awareness in application security, and then learn about cloud software assurance and validation. The next tutorial concerns using verified secure software, focusing on two methodologies for security testing or application security testing (AST), in your organization. You will then learn about applying the secure software development lifecycle. You will take a look at comparing cloud application architectures, which includes the five key steps to building a secure cloud-ready application. You will discover federation and SSO solutions, and finally, observe how to compare advanced cloud security products. In the concluding exercise, you are asked to list methods of creating security awareness, methods for enhancing application security in the cloud, and the steps of successful software validation.
Being a Responsible Corporate Digital Citizen	0:23:02	Security risks are high online and businesses need flexibility to adapt to change if they are going to navigate online interactions safely. Staying current on digital innovation and security guidelines ensures your company's resilience against threats to secure data management. This course will explore some responsibilities when interacting in an online world so you can become a good corporate digital citizen and reduce your data security risk.

3.4. Data Use and Productivity Tools in the Workplace Sales and Business Development

An Example Collection from an NEF Partner: [Data Use and Productivity Tools in the Workplace](#)

Example Courses from the Skillsoft Library	Course Duration	Course Description
Finding the Quality in Your Data	0:23:36	Successful data management in the age of big data is a challenge. Applying data quality best practices while making adjustments and optimizations can help your organization meet its business goals. In this course, you'll learn about using data science in data quality management. You'll learn how to determine the quality of data, challenges and solutions for gathering quality data, and how to assess the value of data.
Excel 2016: Basic Formulas	0:48:21	The power of Excel 2016 is the support provided for using formulas on your data. Learn how to work with formulas, including built-in formulas such as SUM and COUNT, perform rounding and ranking, and generate random numbers.
Excel 2016: Getting Started	0:19:33	Excel 2016 is the spreadsheet application in the Microsoft Office 2016 suite. Explore the interface and some of its features, including the ribbon, status bar, zoom, and various view modes.
Getting Started with Excel for Office 365	1:13:47	Microsoft Excel has many potential applications, offering extensive, customizable features to suit virtually all tasks and workflows. At first, Excel can be intimidating, but the benefits of knowing how to eke out every bit of this tool's productivity far outweigh the slight learning curve. In this course, you'll learn how to set up Excel, identify and choose an Excel template, locate and recognize the purpose of each primary menu item group in the Quick Access Toolbar, and apply customization to this toolbar. Next, you'll execute basic cell operations, such as copy-pasting data and inserting and deleting rows and columns. You'll and apply a range of cell formatting options, such as alignment, font, and currency formats. Finally, you'll import delimited and fixed-width data and work with Excel's Flash Fill functionality.
Excel 2019 for Windows: Getting Started	0:21:47	Get started with Excel 2019, the spreadsheet application included with the Microsoft Office 2019 Suite. During this course, you will familiarise yourself with the interface and some of its features, including the ribbon, status bar, zoom, and various view modes. Begin the course by learning how to find the application on the desktop and open it. To get the most out of Excel, you need to understand how the interface is laid out, so the course next explores the application. This leads into the zoom function, which can be used to adjust how to visualize the spreadsheet in Excel by making data entries larger or smaller. Discover how to examine mode views, which in Excel features three different preset view modes: Normal, Page Layout, and Page Break. Conclude the course by observing how to move between documents, allowing work on multiple documents simultaneously while using a number of tools to organize a workspace. In order to practice what you have learned, you will find the Word document named Excel 2019 for Windows: Getting Started Exercise as well as the associated materials in the Resources section.

Microsoft Teams: Getting to know the application	0:40:34	In this course, learners can explore the basics of Microsoft Teams 2022, Microsoft's communication platform. If you have no experience with Teams, this is the perfect course to choose when you begin using the program. First, learn how to open the application on your desktop and sign into Teams. Next, you will explore many of the tools and functions available. You will also discover different ways to navigate teams and channels, for example, how to access the tabs. In this course, you will also learn how to perform basic tasks for communicating on Teams, such as managing your availability and status as well as changing your profile and privacy settings. In addition, you will learn how to view and manage your notifications. Finally, you will explore how to add a personal account, configure your account settings and discover Microsoft Teams for the web.
Big Data Fundamentals	00:19:08	You've probably heard of big data technologies, but what exactly are they, and how can using big data give your organization a competitive advantage? In this course, you'll learn about dealing with big data, the benefits that big data strategies provide, and the types of data and data sets big data incorporates. You'll also be introduced to the different ways it can be applied, depending on your market sector. Finally, this course covers some fundamental security challenges of big data and some best practices for managing big data through an effective information lifecycle.

3.5. Remote Collaboration and Working with a Virtual Team

An Example Collection from an NEF Partner: Remote Collaboration and Working with a Virtual Team

Example Courses from the Skillsoft Library	Course Duration	Course Description
Contributing as a Virtual Team Member	0:17:24	Companies often opt to create virtual teams in place of on-site teams. This allows employees to work from home or remote locations. However, if not managed appropriately, remote working may cause breakdowns in communication, collaboration, and teamwork. In this course, you'll learn how to develop the skills you need to show team leadership and be an effective member of a virtual team. You'll explore personal traits that are useful when working on a team remotely. You'll also learn strategies to stay connected with other team members, and ways to manage your time and overcome the challenges associated with managing teams remotely.
Establishing Effective Virtual Teams	0:23:08	Building and managing teams is enough of a challenge when everyone is in the same location. Collaboration when working on a team that's virtual requires even more commitment. In this course, you'll learn about teamwork and team leadership when working on a virtual team. You'll cover remote management and tactics for communication, assessment, and meetings for virtual teams.
Facing Virtual Team Challenges	0:18:41	A virtual team can face the same difficulties as other teams, but remote teamwork also has unique challenges. In this course, you'll learn about tactics for managing teams that blend onsite and offsite members across time zones and geography. You'll be introduced to team leadership strategies for overcoming internal conflicts and handling collaboration and communication challenges. Finally, you'll learn how to evaluate and adapt your management style and approach to working on a team that is virtual.
Exploring Virtual Collaboration	00:25:47	Goodbye e-mail and intranet portals; hello cloud-powered, integrated, collaborative platforms! Digital technology enables colleagues working on a team to connect and work together, no matter how remote their location. Quick, reliable communication enables and facilitates working together as people telecommute from home. In this course, you'll learn the benefits of virtual collaboration when working with others, best practices for its successful implementation, and how to choose the right collaboration technology. You'll also learn how to avoid common mistakes when rolling out virtual collaboration. And you'll explore the key steps for leading and being a part of a virtual team.

3.6. Agile Ways of Working in the Modern Workforce

An Example Collection from an NEF Partner: Agile Ways of Working in the Modern Workforce

Example Courses from the Skillsoft Library	Course Duration	Course Description
Agile Principles and Methodologies	0:43:48	Agile projects use short work iterations and incremental development of products that focus on business priorities and customer value. In this course, you'll learn about Agile concepts that are fundamental when managing projects, including the four Agile values and twelve Agile principles. This course also covers the five phases of the Agile project management model, and introduces you to the most common Agile methodologies and frameworks. Finally, this course introduces key activities for managing Agile projects, including creating a product vision and project charter, and best contract and documentation types. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)(r) exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.
Agile Project Planning	00:43:53	Properly estimating and prioritizing project requirements is critical when planning projects. When managing Agile projects, you need to be able to map out the work necessary for your product release. In this course, you'll learn about vital Agile planning activities including creating personas and wireframing. This course also covers the most common Agile estimation techniques used when managing projects such as story points, wideband Delphi, and affinity estimation. This course also covers requirements prioritization methods and other Agile project management activities you perform when completing your release plan. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)(r) exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.
Agile Stakeholder Engagement and Team Development	00:43:01	Agile projects are only successful if the Agile team is cohesive, productive, and engaged. When managing projects for your organization, you must encourage active involvement to ensure your team has a clear understanding of project requirements and stakeholder expectations. In this course, you'll learn about team leadership and the characteristics of effective stakeholder engagement when managing Agile projects. This course

		also introduces you to some important Agile project management tools and techniques, such as team development strategies and developmental mastery models. Finally, this course covers effective communication tools and the benefits of using facilitation techniques like Agile games to foster collaboration and cooperation in the Agile team. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)(r) exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.
Developing and Supporting an Agile Mind-set	0:25:53	Rapid advances in digital technology are compelling businesses to change and adapt the ways they operate. Developing agile thinking will help ensure your organization doesn't get left behind, unable to compete in a market that is constantly changing. In this course, you'll learn why it's important for organizations to cultivate a culture of agility and the characteristics that distinguish an agile mindset from a fixed mindset. You'll also learn how to encourage and build an agile enterprise, and how doing so will help your business flourish. This course also covers how developing and supporting an agile mindset can benefit both your corporate culture and your business success.

4. WORKFORCE FUNDAMENTALS

4.1. Social Media Marketing

An Example Collection from an NEF Partner: Social Media Marketing

Social Media Marketing: Social media marketing refers to techniques that target social networks and applications to spread brand awareness and promote products and services. Learn how social media marketing is the use of social media platforms to connect with your audience to build your brand, increase sales, and drive traffic. Social media marketing has become the most popular way to sell products and services.

Example Courses from the Skillsoft Library	Course Duration	Course Description
Effective Digital Community Management	00:19:43	In today's business environment, a positive social media presence is vital for success. Having someone responsible for online community management can help ensure that your online communities are getting the most from your social media marketing. In this course, you'll learn about the benefits and capabilities of community management as part of your overall digital marketing strategy. You'll explore the four pillars of effective digital community management and the elements to include in your organization's digital community management strategy. You'll also learn considerations and best practices for monitoring and engaging online communities, and you'll explore digital community management trends.
Reaching Customers Digitally	00:17:50	Every company knows that to attract new customers and retain existing ones, they must be able to harness the opportunities that the internet provides. To reach this target market online, you'll need an effective digital marketing strategy. In this course, you'll learn about marketing communication strategies that will help you connect with your customers. You'll explore the digital marketing funnel, which can lead your customers from considering your product or service to actually buying it. In addition, you'll learn about digital marketing planning and the role of social media in marketing.
Helping Customers Find You	00:15:28	In addition to social media marketing, many companies are now using search engine marketing (SEM) to reach out to their target markets. SEM is one of the most powerful digital marketing tools available, eclipsing traditional advertising. In this course, you'll learn about the importance of SEM, and how it can help bump your site to the top of a search engine results page. You'll explore search engine optimization (SEO), as well as organic tactics for improving your website's ranking. You'll learn about offsite strategies to help you leverage external organizations. And you'll also discover paid for search tactics to help you target interested customers in your market.
Managing Your Corporate Reputation Online	00:18:22	Social media pages, user review sites, and online communities are some common digital marketing tools used to connect with your target market. These tools, however, can also be used by customers to rate – and complain about – a company's products or services. Without proper online reputation management, your relationship with your customers may be irrevocably damaged. In this course, you'll learn how to build and maintain relationships with your online customers to protect your corporate reputation. You'll also learn how to use digital PR, blogs, and online user communities to drive your brand.
Understanding Approaches to Social Media Communication	00:23:25	Social media is one of the most vital technologies companies can use to attract, connect with, and retain customers. If you want to meet customers where they are, that's the place to be. In this course, you'll learn why social media is such an important tool of persuasion for businesses. You'll explore how companies use social media today as a key component of a persuasive communication strategy. You'll also learn how to analyze your organization's social media channels and marketing strategies to strengthen and maintain your relationship with your customers.

4.2. Marketing Essentials

An Example Collection from an NEF Partner: Marketing Essentials

Marketing Essentials: Marketing drives organic growth in every business. Learn from basic to advanced best practices for marketing your products and services. Marketing is essential no matter what your product or service, as it enables your company to profit and grow. Here you'll discover what the market cares about and the principles and techniques to create winning campaigns.

Example Courses from the Skillsoft Library	Course Duration	Course Description
Marketing: The Process and Functions that Build Customer Relationships	00:25:40	Successful marketing is about optimizing relationships with your customers. That not only includes the value you offer them, but the value you get from them in return. Businesses apply best practices in marketing to find and better understand their customers, to inform how they can most effectively advertise, and to stand out from their competition. In this course, you'll learn about the key role of modern marketing and how companies effectively plan their marketing strategies. You'll gain understanding of how market segments are determined,

		how customers are targeted, and how organizations reach their customers. Finally, you'll learn the ways that digital marketing resources like social media can positively impact business marketing efforts.
Creating Brands through People and Planning	00:28:11	People don't buy products. They buy brands. Who creates brands? People. How do they do it? Through proper marketing research and planning. The traditional marketing mix emphasizes the four P's: product, price, place, and promotion. However, this fails to address two other important aspects of marketing: planning and people. Planning and people are vital to any marketing effort. Marketing planning guides how marketing is carried out, so it's imperative that it is informed and comprehensive. And because employees impact the marketing mix so strongly, it's equally important to ensure they understand and support the company's marketing actions. In this course, you'll learn about the types of people needed to create and support strong brands. You'll become familiar with internal branding and the importance of engaging employees as brand ambassadors. You'll also learn about how strategic and tactical planning are employed for conducting effective and cohesive marketing research that will inform digital marketing efforts. Finally, you'll learn about the factors that contribute to an integrated marketing communication plan.
The Four Ps: Essential Factors in Marketing	00:22:50	To bring a product or service to market successfully, a marketer needs to understand a broad set of tools and concepts. Guided by customer insights, marketers position their offerings in the marketplace and in the buyer's mind. They use the marketing communication techniques of advertising, sales promotions, direct marketing, and public relations to build brands and enhance perceived value. This course explains how a product or brand manager uses detailed knowledge of their customers to influence design of the offering, to manage pricing and distribution channels, and to plan and execute a promotion strategy. The course explores the use of digital technologies including websites, social media, and mobile devices to build relationships with customers and drive sales.
Building Trust: Ethics and the Marketing Mix	00:25:17	Marketing isn't just about making your product look good; it's also about building customer trust. When you plan for the four Ps of marketing, it's helpful to consider the ethical ramifications of each. In this course, you will learn about ethical choices in the marketing mix. From products and placement to pricing and promotion, you will learn about ethical marketing for each element.
Applying Competitive Advantage to Marketing Strategies	00:22:51	In the digital marketplace, businesses are always looking for ways to set themselves apart and to find an edge over their competitors. By recognizing and applying the tenets of competitive advantage, companies emphasize and align to their customer needs and communicate their advantages clearly and persuasively. In this course you'll learn about elements of competitive advantage, such as communicating company values through corporate social responsibility actions. You'll also learn about external branding, focusing marketing efforts through a customer lens, and communicating an effective and appealing value proposition. Finally, you'll examine AI and other innovative analytics tools that are used to enhance competitive advantage.
The Basics of Marketing	00:24:06	Successful marketing is about optimizing the value you offer customers, as well as the value you get from them in return. Understanding its function will help you better understand the relationship that companies need to build with their customers. Knowing how to effectively advertise and use each distribution channel will help you stand out from the competition. In this course, you'll learn about the key functions of modern marketing and its link to overall corporate strategy. You'll also consider the role of advertising and distribution in digital marketing. Finally, you'll learn about the foundations for creating a marketing strategy and making the most of each advertisement in your distribution model.
The People and Planning in Marketing	00:21:10	An effective marketing strategy takes time and money. It's vital to get things right, and this requires proper marketing planning. The elements of the traditional marketing mix form important strategic cornerstones of any marketing activity. However, this traditional marketing mix fails to address two very important aspects of marketing: planning and people. In this course, you'll learn about strategic and tactical planning and the kinds of market research that support it. You'll be introduced to the basics of budgeting for, developing, executing, and evaluating a marketing plan. And you'll learn how companies can engage all their employees in developing their own marketing roles.
Product, Pricing, and Promotion in the Marketing Mix	00:23:45	The marketing mix is a collection of elements that uses advertising to satisfy customers' needs and meet business objectives. We all buy products – we read the advertisement and we check the competition. The company can advertise the product and then send it along the distribution channel. In this course, you'll learn about a few elements of the marketing mix: product, price, and promotion. You'll learn how marketing is involved in developing new products and about the stages of the product life cycle. You'll also learn about pricing, including how to approach product pricing. Finally, you'll learn about promotional techniques, including the importance of distribution and having a robust distribution model.
Traditional and Online Distribution and Ethics in the Marketing Mix	00:22:45	Although using an advertisement may be an important aspect of your marketing strategy, there's much more to marketing than just finding the best way to advertise your products or services. There's also the vital process of how your product gets all the way from the producer into the hands of your target customers – the product distribution. This process has changed immeasurably with the invention of the Internet, and, just as with online advertising, it brings about a whole new range of concerns related to ethics. In this course, you'll learn about the importance of an effective distribution model and selection of a distribution channel. You'll also learn key distribution strategies and systems, how to select and manage distributors, online distribution opportunities, and e-marketing.
Competitive Marketing Strategies: Analyzing Your Organization	00:21:42	It takes a certain amount of marketing innovation to win customers today. When developing a competitive marketing strategy, conducting effective research is a key step. You need to assess your organizational capabilities and advertising activities. In this course, you'll learn how to assess an organization's core capabilities and how to conduct a marketing audit. This course also describes how to conduct an internal analysis as part of the process of developing competitive marketing strategies. It explains the types of questions you may need to ask about your organizational resources and capabilities. And it describes areas to consider when doing a marketing audit and looking at innovation activities.

4.3. Sales and Business Development

An Example Collection from an NEF Partner: Sales and Business Development

Selling Essentials: Successful sales professionals seek ways to improve the effectiveness of their selling techniques. Explore further to expand your sales acumen. Sales acumen is an understanding of prospects and an understanding of how best to approach a sale. Learn how sales acumen is composed of the behaviors, skills and traits that make a successful salesperson. Discover how to develop a solid understanding of prospecting, diagnosing, presenting, overcoming objections, negotiating, and closing.

Example Courses from the Skillsoft Library	Course Duration	Course Description
Prospecting: Panning for Sales Gold (Selling Essentials)	00:20:42	The art of sales prospecting is one of the key selling essentials for every sales professional. Even with all the sales methods available today, prospecting is the key that unlocks the door to a winning sales process. This course will help you adopt a proper prospecting mindset and be able to leverage tools that will allow you to create a high quality list of prospects. You'll also learn how to prepare a value proposition and get ready to respond appropriately to prospects when selling face-to-face.
The Discovery Meeting: Starting Off on the Right Foot (Selling Essentials)	00:20:11	Discovery meetings are one of the earliest times in the sales process to build credibility, momentum, and trust. When conducted effectively, they deepen your understanding of customer opportunities and enable sales methods that leave your prospect intrigued to hear about your solutions. In this course, you'll learn some selling essentials to prepare for discovery, including how to secure the meeting, and how to conduct yourself once you are at face-to-face with the customer. The selling skills you learn will help you remain confident, avoid surprises, and get the relationship with your prospective customer off on the right foot.
The Value Proposition: Getting Your Pitch Right (Selling Essentials)	00:20:06	Effectively expressing the value your company offers is one of the selling essentials of all sales methods. Successful sales pitches require a thorough knowledge and understanding of your company's strategies, operations, and solutions. In this course, you'll learn how to identify and articulate your company's value when selling and making pitches. You'll also learn how pitching its value to best fit your prospects' needs is part of a winning sales process.
Turning Objection into Opportunity during a Sales Call (Selling Essentials)	00:20:58	In a sales environment where customers are well informed, deeply networked, and technically savvy, sales professionals need to arrive fully prepared to deal with educated buyers and any challenges they present. To address the challenges of this new breed of customer, your sales methods need to welcome questions, objections, and resistance factors, see them for what they are – opportunities – and be prepared with the selling skills to capitalize on them. This course is designed to give you the selling essentials you need to prepare for objections that may occur during your sales calls. You'll cover using techniques for handling questions, objections, and resistance.
Negotiating Well and Going for the Close (Selling Essentials)	00:21:14	Effective negotiating skills are a necessary part of the sales toolkit for closing the sale and securing a satisfactory agreement. With a smooth to the process, and a win-win at the bargaining table, your customer is happier, follow-on sales are more likely, and everybody can chalk up a success. In this course, you'll learn the ins and outs of negotiation, including the steps in the negotiation process, the proper mindset to have, and how to overcome the challenges. You'll be introduced to the negotiation skills to use to bring your sale to a successful close.
Expert Insights on Selling Essentials	1:47:18	Do you have what it takes to make the sale? You need to understand the sales process, meet customers' needs, overcome objections, and build relationships, but you also need to understand how customers decide to make a purchase.

4.4. Customer Service and Effective Client Engagement

An Example Collection from an NEF Partner: Customer Service and Effective Client Engagement

Example Courses from the Skillsoft Library	Course Duration	Course Description
Communicating Effectively with Customers	0:23:17	Effectively communicating with customers is essential to the success of any customer-oriented business. Adapting to the different communication styles and emotions of customers will help you build customer relationships through better customer conversations. Improving conversations with customers enables an efficient, high quality client service (CS). This course explains how to adapt to the different communication types and identify the common emotions that customers experience when contacting a support center. It also explains how to adapt your writing skills to communicate through e-mail and to document incidents.
Interacting with Customers	0:24:02	Effectively communicating with customers increases customer satisfaction and projects service excellence. This course provides valuable advice on how to improve client service (CS) by building customer relationships with better customer conversations. It covers how to improve conversations with customers by speaking effectively, using vocal cues, listening actively, and using paraphrasing to convey your understanding of the customer's needs.
Facing Confrontation in Customer Service	0:17:13	Achieving service excellence is very challenging when dealing with angry customers. By following a few simple techniques to avoid confrontation, you can manage difficult customer relationships and project a high-quality client service (CS). In this course, you'll learn about typical trouble spots in dealing with angry customers and guidelines for avoiding conflict. You'll also learn how to handle a customer complaint by defusing the tension, investigating the problem, and coming to an agreement on a solution.
Rapport Building in Customer Service	0:16:32	Strong customer relationships are key to projecting service excellence. Building rapport is essential and requires knowing your customers, understanding their situations, and providing an empathetic ear for them to voice their concerns. In this course, you'll learn how to improve client service (CS) by building rapport with customers. It covers paying close attention to customer needs, connecting with the customer, and being positive. You'll also learn how to empathize with customers by relating your own experiences, reflecting their emotions back to them, and normalizing their difficulties.

Controlling Conflict, Stress, and Time in a Customer Service Environment	0:24:16	Working at a customer support center or help desk environment can be challenging. Customers can sometimes be demanding and unreasonable, leading to conflict and stress. The customer service representative (CSR) who aims for service excellence can improve customer relationships by understanding the emotional needs of each customer and adapting to how they communicate. In this course, you'll learn how to identify and resolve conflict, negotiate with customers, and develop strategies to better manage time and stress, and you'll explore how a positive approach and attitude can benefit client service (CS).
Polishing Your Skills for Excellent Customer Service	0:21:06	As a customer service representative (CSR), creating a support culture that focuses on your customers' needs is key. In this course, you'll learn how to enhance your interactions with customers to project service excellence. You'll explore how to establish effective customer relationships that involve customers in problem solving. Finally, you'll discover how to improve communication for a better client service (CS) in a cross-cultural customer support center or help desk environment.
Providing Effective Internal Customer Service	0:20:27	When you do things to help other people within your company do their jobs better, you are providing internal customer service. The quality of that service often has a huge impact on the overall quality of client service (CS) delivered to external customers. In this course, you'll learn about types of internal customers and how to identify internal customer relationships. You'll also learn about the importance of getting to know your internal customers, identifying their expectations of you, and taking action on those expectations. Finally, you'll learn guidelines for providing internal customer service excellence.
Dealing with Customer Service Incidents and Complaints	00:24:19	Failing to realize the importance of customer service and effective complaint handling leads to increasingly dissatisfied customers. Organizations must be able to address the needs of customers in an effective manner to succeed. This course is intended to show the proper procedures and processes needed to provide an efficient client service (CS). It covers how to improve customer relationships to reduce conflict and enable service excellence. You'll also learn how to provide accurate documentation for incident reporting.
Expert Insights on Essential Customer Service Skills	00:37:01	When you leave customer service to chance, you put your business at risk. Teach employees the critical skills they need to develop relationships with customers and empower them to delight and surprise customers at every opportunity.
Providing Telephone Customer Service	00:21:28	When you're providing customer service over the phone, without face-to-face interaction, it can be challenging to establish the right customer relationships. There are many techniques that can help you consistently deliver service excellence over the telephone. In this course, you'll learn basic etiquette tips for answering, managing, and ending client service (CS) calls. You'll also learn how to make a good impression by listening, using questions to probe for more information, minding your tone, and empathizing with the customer. Finally, you'll learn ways of reflecting or adapting to your customer's style.

5. ADDITIONAL PROFESSIONAL DEVELOPMENT PATHWAYS

5.1. *Leadership and Developing as Leaders*

An Example Collection from an NEF Partner: Leadership and Developing as Leaders

Example Courses from the Skillsoft Library	Course Duration	Course Description
Planning Your Growth as a Leader	00:23:14	Managers and executives, and people who expect to become managers and executives, need to know the businesses they're in. But to be effective, they also need skills common to all leaders. They need a plan for developing and continuing to develop those skills throughout their careers. Leadership isn't a state you achieve and then you're done – it's a process of growth and experience that requires continuous training and development. In this course, you'll learn to create a personal leadership development plan. You'll learn what to expect from a self-assessment process, and helpful strategies for formulating a personal leadership vision. After identifying key characteristics of an effective leadership development plan, you'll explore the kinds of actions you'll plan and execute in order grow as leader. Finally, you'll learn strategies for continuing that growth throughout your career.
Leading Your Team through Change	00:22:28	Change is always happening. Effective team leadership means managing teams through the ongoing transition processes that facilitate change. Removing obstacles that can hinder the productive teamwork required to make these transition processes smooth is essential. In this course, you'll learn about types of resistance and obstacles to change and how to overcome them in a collaboration. You'll also learn about how to overcome barriers to introducing change at your organization. Finally, you'll learn effective approaches for communicating change when working on a team.
Expert Insights on Organizational Culture	1:04:51	Drive improvements to your organization culture by learning from top experts about concepts such as employee experience, psychologically-safe work environments, and why culture and salary aren't everything.
Polishing Your Feedback Skills	00:23:04	The ability to give genuinely constructive feedback is vital in the workplace. If you're a manager and are responsible for developing others, you'll likely have to inform employees if their performance doesn't meet the standard required. This is a delicate situation, and one that requires tact and preparation. But, if done effectively, providing feedback can not only improve performance, but also motivate people and strengthen relationships. In this course, you'll learn how to plan a feedback session and how to give feedback in a positive manner. You'll also learn techniques for handling bad reactions to feedback and your own nervousness, as well as how to give feedback to people at different organizational levels.
Expert Insights on Giving and Receiving Feedback	1:10:51	Giving and receiving feedback is an essential management skill, which begins with recognizing that feedback is not criticism. To be effective, the right kind of feedback must be given-and received-in the right way and at the right time.
Building Innovation Cultures and Leaders	00:22:33	Innovating is the only way to adapt and keep speed with the pace of change in today's business world. Building and supporting an innovative culture is the responsibility of leaders and employees across organizational hierarchies and is aided by an effective change management process. In this course, you'll learn about business innovation cultures and types of innovation leadership. You'll also learn about the importance of experimenting, managing change, and executing a project. Finally, you'll learn how to attract and nurture innovation in your organization.
Leading through Problem Solving and Decision Making	00:46:51	The hallmark of leadership is being able to work through problems and make tough decisions using the skills and experience of your team. In this course, you'll learn how to use a three stage approach to engage your team in this effort.

Leadership Insights on Problem Solving & Decision Making	00:55:48	Could you be a better decision maker? Absolutely. Better decisions result from a timely response, collaborative efforts, and an absence of emotions. Become an expert problem solver and start making smarter decisions today.
Expert Insights on Giving Feedback	00:33:44	Think about the last time you received feedback. Did it motivate you? Did it make you better at your job? The type of feedback we receive and how that feedback is communicated affects whether we are high-performers or lackluster employees.
Unleashing Personal and Team Creativity	00:22:53	Believe it or not, everyone has the potential to be creative. If you're struggling to express your ideas, then something is getting in the way. But with the right approach and techniques, team leaders can provide a safe space that encourages brainstorming, innovating, and creative thinking. In this course, you'll learn about characteristics of creative people, how to overcome personal barriers, and how to foster team innovation in a work environment. It describes personal barriers to creativity and how to overcome them and provides strategies for enhancing creativity in the workplace. It also outlines key requirements for promoting creativity and explores techniques for fostering creativity in teams.
Managing Motivation during Organizational Change	00:19:15	A key challenge for managers is motivating and engaging employees during times of organizational change. To survive and grow in volatile markets, organizations have to embrace change; they have to innovate and adapt. However, because change involves uncertainty, it's stressful, and it can impact employee motivation and productivity – just at a time when an organization needs everyone to pull together and give their best efforts. In this course, you'll learn change management techniques to help you recognize and manage employee stress, as well as your own stress, during periods of change. You'll also learn about common reactions to change, and strategies for managing change to enable you to engage, motivate, and support employees.
Navigating Your Team through Strategic Change	00:23:38	Today's business leaders face a dynamic business environment that requires continual transformation of products, processes, and people. As former U.S. Army Chief of Staff Eric Shinseki put it, "If you dislike change, you're going to dislike irrelevance even more." Advances in technology and the evolution of customers' and investors' values drive enterprises toward strategic change in order to remain relevant and profitable. Because the success of strategic change management largely depends on the behavior of the people within an organization, team leaders play a critical role. In this course, you will discover effective strategies for communicating about change with your team. You will learn how to adjust your team's activities to achieve broad company-wide goals for change. Organizational change is difficult, both to initiate and to maintain. This course will help you to overcome obstacles, including various types of employee resistance to change. You'll learn tools for sustaining change. Throughout, the emphasis is on honest, targeted communication, dialogue, and listening.
Leading through the Challenge of Change	1:07:50	Things change. This is a truism in both personal and business life. Whether that change comes in the form of personnel, organizational hierarchy, or processes, change is inevitable in the workplace. Leading change requires successful leaders to have a process for managing change, whatever its source. This course will help you undertake change management and set the stage for implementing change. It will provide strategies for overcoming resistance to change and steps to help lead your team through the change process.
Networking to Improve Leadership Effectiveness	00:41:52	It's not all about who you know, but some of it is. Just as having a strong team is key to leadership success, so is proper networking. As a leader, it's important to develop and maintain your own effective networks. It's also in your best interest to mentor and encourage your team as they develop their own. In this course, you'll learn how professional networking can improve your effectiveness as a leader. You'll also learn how to assess your business networking efforts and utilize them to ensure they're working for you. Finally, you'll learn about the types of social skills needed for executive networking and how to establish a network identity and ensure its authenticity.
Managing in a Crisis	00:20:36	Effective business leadership is never more needed than during the difficult times of a company crisis. The way you handle tough conversations or deliver a difficult message can make or break the situation. It's essential to have crisis management strategies to improve outcomes. In this course, you'll discover ways of managing in a crisis, including how to manage difficult conversations and crisis communications.
Expert Insights on Managing a Crisis	00:17:02	The best crisis leaders understand not only what a true crisis is, but also how to prepare for it. Discover how you and your organization can be more resilient in times of crisis.
Using Strategic Thinking as a Manager	00:25:09	Are you a strategic thinker? Do you consider what's going on around you – in your unit, company, industry, and wider business environment? Are you good at visualizing new possibilities or ways of working? Charting the future in today's business environment requires leaders to think strategically like never before. In these times of personal and organizational disruption and change, strategic thinking has become a skill of necessity that will play a key role in determining success or failure. In this course, you'll learn the characteristics of strategic thinking and what a strategic mindset looks like in action. You'll also learn the skills involved in developing two vital aspects of strategic thinking: the creative, innovative, and visionary components that allow you to have and communicate a clear strategic vision and see new possibilities; and the orderly, analytical, and logical skills that help you handle complexity and guide you toward balanced and smart decision making.
Leadership Insights on Leading through Change	00:58:57	Businesses fail without change, so it makes sense to learn everything you can about leading through change—from planning for resistance to engaging teams to moving forward without losing day-to-day focus. You can make change possible.

5.2. Workplace Diversity, Equity, Inclusion

An Example Collection from an NEF Partner: Workplace Diversity, Equity, Inclusion

Example Courses from the Skillsoft Library	Course Duration	Course Description
Your Role in Workplace Diversity	0:21:28	To understand and appreciate diversity in the workplace, you must develop a deep understanding of yourself, as well as any unconscious bias you may have. Your ability to use a variety of strategies to effectively deal with diverse situations is very important. Equally important is the ability to share these effective strategies openly and leverage the diversity that exists within an inclusive organization. In this course, you'll explore how to become aware of your attitudes toward diversity, understand the source of any cultural bias you may have, and increase your acceptance of diverse cultures, people, and ideas. You'll also discover how to become an advocate for diversity and inclusion within the workplace.
Overcoming Your Own Unconscious Biases	0:16:51	Each of us is a member of a society that is often partitioned into groups and tribes. While this is common to most societies, it can have harmful effects in the workplace, interfering with productivity and organizational success. We all hold biases, whether conscious or unconscious. Part of understanding the role of unconscious bias in the workplace is admitting to yourself that you, too, hold biases. Once accepted, you can take an anti-bias approach to overcoming unconscious prejudice. In this course, you'll learn how to recognize your own unconscious and implicit bias and how they can fall prey to social stereotypes.
Understanding Unconscious Bias	0:17:17	No matter who you are, you are prey to unconscious biases. To be part of a complex, diverse team you must take steps to overcome implicit and explicit biases and reject social stereotypes. Understanding you own bias, whether conscious or unconscious, is the key. In this course you'll learn about the characteristics of unconscious bias and the nature of buried prejudice. You'll discover how they can inadvertently affect your thinking and decision-making. And you'll learn about the positive things that can happen when you take an anti-biased approach to people and situations in the workplace.
Overcoming Unconscious Bias in the Workplace	0:20:50	Ensuring a diverse, welcoming, and productive organization means overcoming biases. No matter who you are, you are prey to unconscious biases. To be part of a complex, diverse workplace, you must take steps to overcome them. In this course, you'll learn to recognize how superficial differences can contribute to bias and lead to prejudice and social stereotypes. You'll learn specific tactics for combatting unconscious bias and adopting an anti-bias approach. You'll also learn how to be an inclusive leader by using these tactics to overcome explicit and implicit bias across the organization and in the hiring process.
Bridging the Diversity Gap	0:17:53	Without a diverse workforce, organizations run the risk of viewing things from a very limited perspective. The organization provides the structure for operation, but it's the individuals within that organization who carry out the mission of the organization. To get the most innovative solutions from the individuals in your business, you need to create a workplace that embraces inclusion and avoids bias and stereotyping. This course focuses on what diversity is and how to leverage the diversity within the organization. You'll also explore the barriers, such as unconscious bias, that must be overcome to create a diversified and inclusive working environment.
Expert Insights on Diversity & Inclusion	2:08:21	Diversity is more diverse than you might realize. Go beyond the standard topics of race, religion, gender, and age to find out how a diverse workforce can benefit nearly any business.
Expert Insights on Unconscious Bias	00:29:13	In earlier times, unconscious bias was the human danger detector that kept us safe. Today, it has the potential to harm us more than help us. Prepare to discover your biases! You'll make better decisions and strengthen relationships.

5.3. Organizational Change and CHANGE MANAGEMENT

An Example Collection from an NEF Partner: Organizational Change and CHANGE MANAGEMENT

Example Courses from the Skillsoft Library	Course Duration	Course Description
Embracing Change at Work	00:22:31	Change can be disruptive but adapting to change can also open new possibilities. A changing work situation can create a period of uncertainty while you adapt. A clear understanding of what organizational change is can help build your resilience and flexibility. In this course, you'll find out what organizational change is and what can trigger it. You'll identify the reasons why organizational change is difficult, as well as exploring the positive results that can come out of it. Finally, you'll identify the stages of reactions to change and learn how to prepare yourself to get the most out of change.
Making the Most of an Organizational Change	00:24:42	Organizational change is inevitable, so you need to be resilient and adapt to the new opportunities it presents. It's important to not just survive organizational change. With resilience, flexibility, and perseverance, you can thrive in it and propel your career forward. In this course, you will learn the essential skills needed to handle organizational change and the steps to develop a change action plan. The course introduces the idea of developing a change mindset and details the best practices for building self-motivation. Finally, this course covers the strategies to reshape your career by making use of the opportunities presented by organizational change.

5.4. Focus, Stress Management, and Performance

An Example Collection from an NEF Partner: Focus, Stress Management, and Performance

Example Courses from the Skillsoft Library	Course Duration	Course Description
Take a Deep Breath and Manage Your Stress	0:17:35	When you're constantly adding items to your never-ending to-do list, feeling overwhelmed at work and at home, and finding your health and relationships negatively impacted, you are likely experiencing stress. Stress is produced by your own feelings and reactions to certain external events, rather than by the events themselves. But while you may not always be able to control the external events causing your stress, by applying mindfulness techniques, you can control your reactions to them. This course explains the physiological, behavioral, and psychological signs and symptoms of stress and where it can come from. It outlines strategies for maintaining work/life balance and managing stress. It also covers ways to change your responses to stress and make them more positive and how to use relaxation techniques and adopting mindfulness to help you focus.
The Art of Staying Focused	0:19:42	Even if you know what's important to do, losing focus can stop your progress. No matter who you are or what job you do, focusing at work can be hard. In this course, you'll learn how to stay focused and stay on top of your schedule. You'll learn strategies for dealing with focus challenges and distractions at work. You'll also find out how to beat fatigue, manage your time, and decline work-related requests. And you'll explore how to adjust your focus to deal with change, and how to regain focus when you've lost it.
Managing Pressure and Stress to Optimize Your Performance	0:22:02	People react to high pressure differently. Learning to cope with pressure and handling stress are very important, because you don't want pressure to have a negative impact on your performance. In this course, you'll learn about managing stress and pressure, situations that trigger pressure, and how pressure can become stress. You'll also look at how stress affects you emotionally and physically, and how to respond to it. And you'll also learn strategies for managing stress by ensuring you have the right attitude, taking control under pressure, and using performance management to cultivate a "success mentality." You can then optimize your own performance, and prepare to cope with stressed colleagues.

5.5. Budgeting, Finance, Business and Organizational Analysis Foundations

An Example Collection from an NEF Partner: Budgeting, Finance, Business and Organizational Analysis Foundations

Example Courses from the Skillsoft Library	Course Duration	Course Description
Basic Accounting Concepts for Non-financial Professionals	00:25:24	Finance and accounting are at the heart of every business. Even if your role isn't directly related to finance, your activities may still have financial implications. This course explains the basics of finance for non-finance professionals, and covers key accounting and finance essentials and concepts: the basic accounting equation, accrual-based accounting, and basic accounting principles. You'll walk through the four-step accounting process, and you'll learn the fundamental principles of cash flow management and the four types of financial risk.
Basic Budgeting for Non-financial Professionals	00:23:32	It's not only the Finance department that needs to understand budgeting and finance essentials. Given the importance of finance for non-finance professionals, it's in everyone's best interest to have some basic knowledge of one of the most important aspects of business finance - budgeting. In this course, you'll learn to identify the characteristics of an effective budget, the stages in planning one, and how to distinguish between budgets types. You'll also explore budgeting concepts and techniques such as historical and zero-based budgeting, variance analysis, capital budgeting, and performing budgeting calculations.
Financial Statement Analysis for Non-financial Professionals	00:26:14	Financial analysis helps you understand your organization's business finance, as well as its strengths and weaknesses. This course explains finance for non-finance professional in easy-to-understand language, with a specific focus on financial statements. You'll learn about methods for analyzing financial statements from the perspective of a non-financial professional. You'll explore the concept of the Time Value of Money. You'll also examine how to use common financial ratios for profitability, efficiency, liquidity, and solvency, and study percentage calculations.
Business Analysis Overview	00:42:42	Implementing process and system changes to an organization requires fully analyzing the business to enable careful planning. The globally recognized standards of practice in the Business Analysis Body of Knowledge (BABOK), guide the business analyst in the proper analytics to ensure that the needs of the organization are well understood so that solutions are designed to meet those needs. In this course, you'll learn about the final tasks in the requirements analysis and design definition knowledge area. Defining a requirements architecture, defining design options, and analyzing potential value and recommending solutions.
Comprehending Financials: A Guide to Financial Statements	00:24:51	To maintain your company's finances, you need a strong knowledge of business finance. And to improve the financial well-being of your company, it's vital to understand key financial statements, such as the Income Statement, Cash Flow Statement, and Balance Sheet, as these will hint at problems and possible solutions. This course will give you an overview of these three statements. You'll also explore typical examples of financial statements, learn how each financial statement relates to the other, and discover what each one indicates about your company's financial position.
Key Accounting Concepts and Principles	00:21:29	How do organizations communicate vital business and finance information? Achieving the utmost clarity in communication requires knowledge of financial management and a strong understanding of accounting basics. Accounting an internal function that involves identifying, recording, summarizing, and reporting business transactions and financial events in an organization. In this course, you'll learn the core concepts and financial essentials of accounting, such as the accounting equation and its components, as well as the rule of debits and credits. You'll also develop your financial acumen by exploring the accounting cycle, and the effect of cash and accrual-based accounting systems.
Preparing Financial Statements and Closing Accounts	00:23:03	Developing your financial acumen is a must in today's economy, and improving your knowledge of accounting basics and financial management is a good first step. In this course, you'll explore the financial essentials that will enable you to understand key steps in the management of finance within the accounting cycle. You'll learn about Income Statements, Balance Sheets, Cash Flow Statements, and how they're interrelated. You'll also learn about the steps involved in closing accounts.

LIST 4: Example of Additional Course Collections in the NEF Skillssoft Library

ENTERPRISE DATABASE SYSTEMS

Big Data (66 courses)
Blockchain (53)
Business Intelligence (18)
Data Management (18)
Data Science (132)
Data Warehousing Essentials (12)
Database Fundamentals (2)
Enterprise Database Systems Mentoring
Assets and TestPreps (14)
Machine Learning (44)
Microsoft SQL Server 2014 (44)
Microsoft SQL Server 2016 (38)
MySQL (17)
No SQL (26)
Operational Intelligence (5)
Oracle 12c (53)
Oracle ATG (8)
SAS (6)
SQL (4)
Systems and Database Design (4)
Teradata SQL (6)

INTERNET AND NETWORK TECHNOLOGIES

Cisco (299 courses)
Cisco DESGN (24)
Cloud Computing (400)
CompTIA Network+ (16)
CompTIA Networking, Internetworking, and Security Technologies (26)
Internet and Network Technologies
Mentoring Assets and TestPreps (16)
Network Management and Security (7)
Networking and Telecommunications Fundamentals (2)
Security Principles (6)
Security Solutions (231)

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

CompTIA A+ (71 courses)
CompTIA Linux+ (35)
CompTIA Server+ (8)
DevOps (129 courses)
Microsoft Exchange Server 2013 (7)
Microsoft Exchange Server 2016 (34)
Microsoft Mobility and Device Fundamentals (7)
Microsoft SharePoint Server 2013 (14)
Microsoft SharePoint Server 2016 (9)
Microsoft Skype for Business (7)
Microsoft System Center (14)
Microsoft Windows 10 (62)
Microsoft Windows 8 (14)
Microsoft Windows Server 2016 (16)
Microsoft Windows Server 2019 (6)
Office 365 (33)
Red Hat Linux (11)

Ubuntu (2)
UNIX Essentials (9)
VMware (52)
Windows Performance Monitoring (4)
Windows PowerShell (13)

SOFTWARE DEVELOPMENT

Apache (2 courses)
Bots (4)
Configuration Management (5)
Defensive Programming (43)
Digital Assistant Development (5)
Eclipse (3)
Full Stack Development (21)
Generic Languages (105)
IBM Websphere (5)
IoT Development (8)
Java 2 Programming (70)
Java EE7 (14)
Machine Learning (31)
Microsoft .NET Software Development Tools (31)
Microsoft C# (12)
Microsoft ORM (4)
Microsoft Web Applications (65)
Microsoft Windows Store Apps (61)
Mobile Application Development (59)
Programming Best Practices (5)
Software Design (11)
Software Development Principles (160 courses)
Software Requirements (4)
Software Testing (59)
Universal Windows Platform (13)
Vue.js (5)
Web Development Technologies (10)

WEB DESIGN

Adobe (38 courses)
Content Management Systems (4)
Scripting and Web Languages (122)
Web Application Frameworks (6)
Web Design (15)
Web Development (17)
Web Services (8)

BUSINESS STRATEGY AND OPERATIONS

Marketing (5 courses)
Operations (45)
Strategic Planning (9)

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

Administrative Support (4 courses)
Finance and Accounting (2)
Human Resources (6)

MANAGEMENT AND LEADERSHIP

Leadership (17 courses)
Management (11)
Product Management (10)

PROFESSIONAL EFFECTIVENESS

Communication (34 courses)
Personal Development (31)

PROJECT EFFECTIVENESS

Business Analysis (15 courses)
Project Management (54)
Team Building (2)

PRODUCTIVITY & COLLABORATION TOOLS

Adobe (71 courses)
Apple Mac OS X (11 courses)
Apple Safari X (4)
Best Practices for Desktop Users (3)
Collaboration Tools (53)
Data Visualization (16)
Facebook (29)
Firefox (5)
Google (32)
Graphics and Design (6)
IBM for End Users (28)
Mac OS Sierra Productivity Tools (12)
Microsoft Edge (4)
Microsoft Internet Explorer 11 (5)
Microsoft Office 2010 (183)
Microsoft Office 2013 (29)
Microsoft Office 2016 (186)
Microsoft Office 2019 (90)
Microsoft Office 365 (119)
Microsoft Office for Mac 2016 (56)
Microsoft Office Sway (4)
Microsoft Windows 10 (27)
Microsoft Windows 8 (28)
Mobile Devices (104)
Productivity Tools (108)
Publisher 2016 (6)
QuickBooks (4)
Social Networking Tools (27)

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