

Learning with Lynda T&D Recommended Courses

Training and Development's recommended courses are appropriate for anyone at any position. To help narrow your focus, we've grouped recommended courses in the following categories:

- Career Development
- Communication Skills (written, verbal, email)
- Customer Service
- Leadership (aspiring, new and experienced supervisors/managers)
- Project Management
- Technology
- Time Management

Career Development

Building Resilience

Have trouble getting by when the going gets tough? Everyone wants to perform well when the pressure's on, but a lot of us withdraw in times of stress or adversity. If you can build your resilience, you'll have an easier time facing new challenges and earn a valuable skill. Learn how to bounce back from difficult situations by building your "resiliency threshold" by using five techniques to prepare for difficult situations and five strategies for reflecting on them afterward. Find out where you are on the resilience scale, identify where you want to be, and learn strategies to close the gap.

Developing a Career Plan

The employment landscape can be volatile and scary. But with a solid career plan, you will be prepared and adept at finding work for the rest of your life. An effective career plan includes knowing how to determine, articulate, and sell your personal brand. Course includes key steps of career planning, from identifying your dream job and your monetizeable passion to branding and networking, so you can be sure to land that next opportunity.

Embracing Change

This short course, explains how you can harness the power of change and benefit those around you by avoiding quick reactions, adopting a positive attitude, and developing a 30-day plan to integrate change.

Giving Your Personal Elevator Speech

It's important to make a good impression in just the first few minutes you spend with potential mentors, colleagues, or even friends. Short course explains how to tell others what you do and make a memorable impression in a short period of time with a personal "elevator pitch." Maximize your connection in a minimal amount of time, and start making valuable additions to your network from the get-go.

Managing Your Manager

Learn how to manage your reputation and one of your most important work relationships: your rapport with the boss. Discover how to understand your manager's world, preferences, and lingo; support your boss's goals; be a help rather than a hindrance; and lead by offering solutions. Plus, learn how to manage particularly difficult types of bosses, such as the boss who's never available, the mean boss, or the boss who acts better than everyone else.

Overcoming Your Fear of Public Speaking

Have you ever had stage fright? Then this course is for you! Although it may seem to come naturally to some people, public speaking is actually a skill that can be learned. Course highlights techniques to prepare yourself mentally and physically so you can feel comfortable—or even enjoy—delivering your message to an audience.

Personal Branding Basics

Branding isn't just for businesses anymore. Learn how to manage the way you're perceived, online and off. Course walks through the basics of defining and growing your personal brand, including building an online identity, developing authority, creating content, establishing style, maintaining consistency, and more. With the right marketing, anyone can achieve a competitive edge and reach a larger audience.

Public Speaking Fundamentals

Develop the skills you need to prepare and deliver an outstanding speech or presentation with our public speaking training. Course offers practical insights that can help presenters prepare, open, deliver, and close their speeches. Along the way, discover how to project confidence, storyboard a speech, take questions, respond with thoughtful answers, and develop the creative story that adds life to a speech.

Communication Skills

Communication Tips

In order to lead, manage or influence others, you need to master your communication skills. This series of tips includes dealing with difficult people, influencing others, how to confidently speak in public at a moment's notice, understanding introversion and extroversion, negotiating your needs, making small talk and saying no.

Communication Fundamentals

Effective communication is more than what you say. Make your message more impactful, and get the results you want in work and life. Course walks you through strong and clear communication strategies to improve your listening, your message, your delivery, and your effectiveness.

Grammar Fundamentals

Grammar matters! Why? Proper grammar improves the clarity of your writing and increases readers' confidence in your ideas. The course concentrates on helping you apply basic principles to avoid making common mistakes. Learn about the different parts of speech, possessive rules, and the difference between writing vs. spelling numbers, how to use commas correctly, grammar rules, and whether to use active or passive voice. Discover words that look alike or sound alike (but have entirely different meanings) and enforcing parallel structure.

Writing Email

Discover the secrets to writing powerful emails your colleagues will read and answer by crafting your message and delivery. This short course will show you how to write emails for maximum readability and impact. Discover how to craft a compelling opening, how to message the right people at the right time, and how to leverage etiquette to use email as one of many communications tools.

Customer Service

Customer Service Fundamentals

Do your customers feel valued? When they do, they keep coming back. When they don't, your business suffers. This course teaches you the three crucial skill sets needed to deliver outstanding customer service and increase customer loyalty. Learn how to build winning relationships, provide the right assistance at the right times, and effectively handle angry customers.

Customer Service over the Phone

This course helps customer service specialists develop the specific skills needed to help customers over the phone. Learn how to develop rapport with the people you serve, even when you're pressed for time. Tune out distractions and develop listening skills that are critically important to phone service. Last, learn how to express empathy, de-escalate angry callers, and stay focused throughout the day.

Leading a Customer Centric Culture

What do great companies have in common? Great customer service. Discover how to chart your team on a course that focuses on the customer, with three no-nonsense tips. Facilitator discusses how to set a direction, create mile markers, and course correct when things get off track.

Leadership

Coaching and Developing Employees

Learn the benefits of developing your team and helping employees build their skills in ways that transform and empower them to do more productive and engaging work. Discover how to build your own leadership and coaching skills and equip yourself with tools that encourage insight and growth.

Delivering Employee Feedback

Identify ways to give both positive and negative feedback to employees. Discover characteristics of helpful feedback, different feedback types, structured conversations, and strategies to refocus difficult employee reactions.

Having Difficult Conversations

In this four-phase model, discover the situations that lead up to difficult conversations, decide when the conversation is warranted, prepare for the interaction, and monitor outcomes to ensure success. Learn secrets of turning difficult conversations into successful interactions that actually enhance communication.

Leading Change

Help your organization embrace change and make sure new initiatives are successful. This course shows you how to lead your organization through change in a five-phase model that includes assessing the need for change, deciding who to involve, designing the change, announcing it, and implementing it in a way that sticks. Other topics include anticipating resistance, creating a compelling vision, and using emotional intelligence to build staff consensus.

Management Tips

This is a weekly series. Learn tips motivated managers use to improve rapport, navigate tricky situations, build better relationships, and drive business forward. Each week, Lynda.com will release two tips ranging from avoiding the dreaded micromanagement to managing a multigenerational workforce, cultivating better listening skills, and developing an understanding of your organization's politics. Check back every Wednesday for more *Management Tips*.

Managing Teams

Course covers motivating your team, managing team performance, establishing your identity and authority within a group, addressing conflict, and making work fun. Full of practical tips and useful strategies, this course is a great reference for first-time managers and for more experienced managers who may need to address a specific issue with their team.

Motivating and Engaging Employees

Learn the three keys to engaging and retaining your team: strong relationships, a great work culture, and opportunities for employees to grow. Discover how to assess engagement, build trust, create intrinsic and extrinsic motivation, honor contributions by your "superstars," and build pathways for employees to grow and stay with your team.

New Manager Fundamentals

Learn practical advice to help you establish your identity as a leader, connect with your team, and become a successful first-time manager. Learn how to survive your first 30 days, build trust, facilitate efficient meetings, and develop authority. This course is designed to prepare you to confidently tackle your responsibilities while improving operational effectiveness.

Technology

Desktop, Software & More

In the search box, enter 'software' to see Microsoft Office and Mac programs, Acrobat, Visio, Illustrator, Google Apps, Photoshop, Dreamweaver, and a huge selection of programs used at UGA. The list is in order of most popular titles so you'll most likely find what you need quickly!

Excel: All topics

In the search box, enter 'Excel' and see over 90 courses and videos available ranging from getting started in Excel, tips & tricks, and advanced features. Includes demonstrations and exercise files.

Excel Tips Weekly

Tune in every Tuesday for a new tip from expert Dennis Taylor. Each tutorial is a short, self-contained lesson guaranteed to give you new insights into Excel. This tips-based course will show Excel users productivity-boosting tricks, cool hidden features, need-to-know functions, and advanced content on subjects such as using PivotTables for data analysis.

Time Management

Managing Your Time

Learn four excellent time-management tips that will help everyone from busy executive to new employee get more out of their work day. Learn how to think differently about time management, embrace the 80% rule, find your "Einstein" window, protect that window, and broadcast your availability to ensure others know when you'll be available.

Overcoming Procrastination

Is procrastination getting in the way of your work? Take 20 minutes now to identify why you do it and set yourself up to overcome procrastination in the future. This course shows you how to separate procrastination from other behaviors, identify your stalls, and address your procrastination head on with strategies that will help you get more done.

Time Management Fundamentals

This course lays the theoretical and practical foundations for managing your time and becoming more productive. Learn how to get more done in the shortest time possible and avoid the obstacles and distractions that get in the way of good time management. Learn practical strategies for increasing productivity in three main areas: developing habits to be more organized and reducing clutter in your workspace; staying mentally on task and eliminate the to-dos you have floating in your head; and developing a time budget to get the most done during your workday and focus on your most valuable activities.

Time Management Tips

This *weekly series* provides actionable time management techniques to help people better manage their time and ultimately become more productive. Course provides a new tip every Monday, touching on a wide variety of topics. Tune in to learn about everything from managing emails and calendars to setting priorities, collaborating with coworkers, reducing interruptions, crafting a "productivity mindset," and creating a more comfortable and effective work environment. Each video stands alone.

Project Management

Project Management Fundamentals

Project management is a start-to-finish approach to getting things done and making projects more successful. It's also a set of techniques anyone can apply to achieve goals and manage project work more effectively. Project management can be used to guide small, simple projects as well as complex enterprise-wide initiatives. Course explains fundamentals of project management from defining the problem, establishing project goals and objectives, and building a project plan to managing team resources, meeting deadlines, and closing the project.

Project Management Simplified

Almost everything you do in the workplace is a project, from the smallest task to the largest endeavor. All of this work can benefit from some simple project-management techniques. This course outlines the twelve steps to managing projects without creating a lot of extra overhead, and shows how to use traditional PM tools—such as Gantt charts and network diagrams—to help you manage your workload.