



Columbia University General Web Offerings

Communication Skills Courses

- Listening Basics
- Enhancing Listening Skills
- The Dynamics of Interacting
- Coping with Criticism and Feedback
- Presenting Successfully
- Delivering the Message

Customer Service Courses

- Excellence in Internal Customer Service
- Establishing Team and Customer Relationships
- Overcoming Internal Customer Service Problems
- Effective Telephone Techniques
- Managing Conflict, Stress, and Time

Personal Effectiveness Courses

- Leading without Authority
- Communicating for Contacts
- Getting Results by Building Relationships
- Difficult People in the Workplace Environment
- Facilitating Difficult Situations
- Leading an Effective Business Meeting
- Participating Effectively in a Business Meeting
- Developing Excellent Time Management Habits
- Techniques for Improved Time Management
- Creating Change, Gaining Allies
- Obtaining Results from the Boss

Project Management Courses

- An Introduction to Project Management
- Initiating a Project and Preparing the Project Plan
- Elements of Project Time Management
- Communication Skills and Project Management

Writing Courses

- Writing with Intention
- Optimizing E-mail at Work
- Avoiding Grammatical Errors in Business Writing
- Crisp Composition
- Writing to Reach the Audience



Columbia University Supervisory Skills Series

Core: Supervisory 101 – Transitioning to Leadership

- Taking on a Management Role
- Becoming a Manager: Responsibilities and Fears
- Becoming a Manager: Leading and Communicating
- Interviewing Effectively
- Techniques for Improved Time Management
- Developing Excellent Time Management Habits
- The Basics of Delegation
- Managing Delegation
- Leading High-performance On-site Teams
- Thinking Strategically

Electives: Coaching Curriculum

- The Coaching Skillset
- The Key Stages of Coaching
- Managing as Coach and Counselor

Electives: Leading Teams and Meetings

- Planning an Effective Business Meeting
- Leading an Effective Business Meeting
- Group Problem Solving and Decision Making

Electives: Performance Management

- Problem Performance Prevention
- Problem Performance Improvement
- Performance Reviews