



Ethics & Soft Skills Center

Converting Technically Competent Employees into High Performing Employees

Code	Program Title
ABW567	Advanced Business Writing Strategies, Processes & Skills
SUA626	Advanced Supervisor Skills
SSU625	Basic Supervisor Skills
BHP605	Building High Performing Teams Strategies, Processes & Skills
SSE620	Business Etiquette & Interpersonal Skills
BPA616	Business Problem Analysis Strategies, Processes & Skills
CMS604	Change Management Strategies, Processes & Skills
CNS363-1	Commercial Negotiation Skills Advanced Program
CIP450-1	Communication and Interpersonal Skills Advanced
CES420-1	Communication Essentials
CFM405-1	Customer Focus for Front-Line Managers/Supervisors
CSM420-1	Customer Service Management
SSP622	Emotional Intelligence & Problem Solving Skills
ESP621	Expediting Strategies, Processes & Skills
CSH480-1	High Impact Business Communication
SNE624	Negotiating and Emotional Intelligence Skills
NEG901-1	Negotiating Contracts Effectively

NEG460-1	Negotiation Professional Skills
SPP628	Problem Analysis & Problem Solving Skills
CES440-1	Professional Communication Skills
SSS627	Strategic Thinking & Planning Skills
MSA870-1	Systematic Approach to Do it Right First Time - Improving Customer Satisfaction & Reducing Costs
TMS622	Talent Management Strategies, Processes & Skills
STB623	Team Building and Problem Solving Skills
SST621	Time Management Skills for Professionals
TLS617	Transformational Leadership Strategies, Processes & Skills
WNS571	Win-Win Negotiation Strategies, Processes & Skills