

# Polaris Online Course Listing

The following online courses offered by Polaris Career Center through Vital Learn Corporation engage the learner with expertly produced color videos, interactive exercises, progress checks and a variety of other learning strategies. Online students have up to one year to complete their course(s). Test drive an online course **free** by selecting the “Demo” button.

## **Supervision Series (\$32 each)**

- Essential Skills of Leadership
- Essential Skills of Communicating
- Coaching Job Skills
- Communicating Up
- Delegating
- Developing Performance Goal and Standards
- Effective Discipline
- Improving Work Habits
- Managing Complaints
- Providing Performance Feedback
- Resolving Conflicts
- Supporting Change

## **Leadership Plus**

- Hiring Winning Talent (\$64)
- Motivating Team Members (\$32)

## **Customer Service (\$32 each)**

- Delivering Customer Focused Service
- Dealing with Difficult Customer Situations

## **Telesales (\$32 each)**

- Making Customer Recommendations
- The Incoming Sales Call

## **Productivity Series (\$32 each)**

- Achieving Communication Excellence
- Professionalism in the Office
- Diversity Awareness



Your course registration confirmation will include instructions for accessing online courses.

For more information, contact Jim Poole:

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