**LinkedIn Learning – PD Playlist Options**

# **Options Applicable For All Employees**

[**Telework Guideline – Employees**](https://department.flemingcollege.ca/hr/attachment/11840/download)

## Working Remotely (1.75 Hours)

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| **Topics** | **Approx. Duration** | **Course Description** | **Additional Resources** |
| [**Set Clearly Defined Goals**](https://www.linkedin.com/learning/working-remotely-2/set-clearly-defined-goals?autoplay=true&u=2273370) | 3 mins | Define stakeholders, set expectations, and track goals. |  |
| [**Avoiding Distractions**](https://www.linkedin.com/learning/working-remotely-2/avoiding-distractions?autoplay=true&u=2273370) | 3 mins | Set boundaries – let the people around you know that just because you’re at home, it doesn’t mean you’re available. Create a dedicated work space to help mitigate noise and other distractions. |  |
| [**Managing Conflict**](https://www.linkedin.com/learning/working-remotely-2/managing-conflict?autoplay=true&u=2273370) | 4 mins | Be careful how you communication over email or chat, sometimes tone can be hard to interpret over text. Ensure understanding so there aren’t assumptions or festering tensions. |  |
| [**Succeeding As A Remote Worker**](https://www.linkedin.com/learning/working-remotely-2/succeeding-as-a-remote-worker?autoplay=true&u=2273370) | 3 mins | Be clear about your goals, ensure open communication with your manager and teammates, and share your work. Be visible, even remotely. |  |
| [**Successful Remote Meetings**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fworking-remotely-2%3Ftrk%3Dshare_ent_url&account=2273370) | 3.5 mins | Set a clear purpose/agenda, decide if you want video or not, have a moderator |  |
| [**Time Management**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Ftime-management-working-from-home%3Ftrk%3Dshare_ent_url&account=2273370) | 1.5 Hours | Working from home is a wonderful opportunity, but time management can be a challenge. With so many demands on your time and attention, it's a tricky balancing act to stay productive. In this course, bestselling author and productivity expert Dave Crenshaw offers best practices for anyone who works full-time or occasionally from home. Dave begins by showing how to set up a dedicated workspace for maximum productivity, including tips on setting up your computer to ensure you stay focused. Then Dave walks through how to craft your daily schedule for peak productivity and plan meaningful breaks to avoid burnout. He explains how to collaborate with remote coworkers, including how to use virtual meetings productively. Finally, Dave offers advice for working parents and other caregivers who might be balancing professional and personal responsibilities in the home.  Learning Objectives:   * + Create a productive environment by limiting distractions.   + Evaluate and choose the best technology to increase your productivity.   + Differentiate between constant effort and a healthy working rhythm.   + Define expectations around communication while remaining responsive.   + Identify the benefits of relationship building.   + Learn how to manage interruptions and emergencies at home. | 3 Chapters with a quiz at the end of each + a final exam  Glossary of Terms as a take-away resource |

## Office 365 (9 Hours)

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| **Topics** | **Approx. Duration** | **Course Description** | **Additional Resources** |
| [**MS Teams**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fmicrosoft-teams-essential-training-5%3Ftrk%3Dshare_ent_url&account=2273370) | 2 Hours | Discover the core features of Microsoft Teams and see how you can bring together colleagues, create conversations and content, and collaborate more effectively. Author Nick Brazzi walks you through the essentials of using Teams, starting with basic setup, creating new teams, and joining existing teams. Nick covers organizing teams and members and shows how to conduct conversations. He explains how to create scheduled meetings or initiate impromptu meetings inside Teams, and demonstrates file sharing. Finally, Nick walks you through customizing user settings, and explains how to use Teams on mobile devices.  Learning Objectives:   * + Communicating effectively   + Organizing teams   + Creating conversations   + Scheduling and starting video meetings   + Sharing files   + Apps and optional features   + Searching   + Settings and customization   + Working with the mobile app |  |
| [**OneDrive**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fonedrive-for-business-essential-training-2%3Ftrk%3Dshare_ent_url&account=2273370) | 50 mins | Get started with OneDrive for Business, the cloud-based file management system included with Microsoft Office. Follow along with Jess Stratton as she shows how to use OneDrive for Business to keep files organized and accessible. Covering both the desktop client app and the browser version of OneDrive for Business, this course shows how to upload, copy, delete, and download files and folders, and integrate with Office Online. Jess demonstrates how to share files using OneDrive and how to work on files collaboratively with colleagues.  Learning Objectives:   * + Name the web portal for the main Microsoft Office 365 applications.   + Explain how to find out how much storage space you are using and how much you have to spare.   + Recall how to create new folder in the web interface.   + Recognize what happens automatically when you start a new document in Office Online.   + Explain the easiest way to stop sharing a document with all involved. | 4 chapter quizzes + final exam |
| [**MS Planner**](https://www.linkedin.com/learning/microsoft-planner-essential-training-3/take-control-of-your-projects-with-planner?u=2273370) | 1.25 Hours | Learn how to stay organized and manage projects with Microsoft Planner, a planning and project management app for Office 365. Follow along with David Rivers as he shows how to get things done in Planner, from creating new plans and setting due dates to updating a project's status and sharing files with team members. Plus, see how to switch over to Microsoft Teams from Planner and create new teams based on existing plans. Learn how to work more efficiently and stay focused on what's important by using Microsoft Planner for your next project.  Learning Objectives:   * + Creating a plan   + Adding and assigning tasks   + Sorting tasks into buckets   + Attaching files to tasks   + Flagging tasks with labels   + Updating a task's status   + Viewing progress on a plan   + Using charts to view progress | 4 chapter quizzes + final exam |
| [**MS Outlook**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Foutlook-on-the-web-essential-training-2%3Ftrk%3Dshare_ent_url&account=2273370) | 2.5 Hours | Follow along with Gini von Courter as she takes you on a tour of Outlook on the web, the browser version of Outlook. Gini shows how to send, receive, and manage email, as well as how to organize, flag, and pin your messages. Discover how to work with the calendar features in Outlook on the web, including how to create repeating appointments, request meetings, and view multiple calendars. Plus, learn how to create contacts and groups, and use the Outlook task feature to manage your to-do list effectively.  Learning Objectives:   * + Identify three apps that are included with Outlook on the web.   + Recognize what digits next to a folder indicate.   + Recall three ways to add a recipient to an email message.   + Name the feature that allows users to delete messages based on a rule.   + List three things automatic replies allow users to do.   + Determine which Outlook items users can assign multiple categories to.   + Summarize the two options users have when changing the time for a meeting.   + Explain what a filter dropdown does. | 7 chapter quizzes + final exam |
| [**MS Word**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Flearning-word-online-office-365-3%3Ftrk%3Dshare_ent_url&account=2273370) | 1 Hour | With Microsoft Word Online, you can create, view, edit, and share documents directly in your web browser. Join Microsoft productivity expert David Rivers for an overview of Word Online that highlights the unique features of the online app and the differences from the desktop version. See how to create and edit documents, dictate and format text, insert graphics and tables, and collaborate on documents with others—all from any device connected to the web. Note: This course is for users who know the basics of the Word desktop app, but are new to the web browser version, Word Online. It emphasizes features that work differently in Word Online. For basic Word guidance, see Word Essential Training (Office 365) or Learning Word 2019.  Learning Objectives:   * + Using Microsoft Word in a browser   + Signing in and creating a new document   + Options when saving documents   + Opening and editing existing documents   + Typing or dictating text   + Formatting text and using styles and graphics   + Adding and editing tables   + Using headers and footers   + Sharing and collaborating   + Saving to other formats for sharing   + Printing documents | 3 chapter quizzes |
| [**MS Excel**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Flearning-excel-online-office-365%3Ftrk%3Dshare_ent_url&account=2273370) | 45 Mins | With Excel Online, you can create, view, edit, and share workbooks directly in your web browser. In this course, instructor Joshua Rischin starts with a quick tour of Excel Online, showing the unique features of the online app and the differences from the desktop version. Next, Joshua shows how to work seamlessly with both versions of Excel: creating and editing workbooks, sharing workbooks, creating charts, designing forms, and more. If your business is moving towards the cloud, then it makes sense that your software does too. Learn how to use Excel Online and collaborate from anywhere.  Note: This course is for users who know the basics of the Excel desktop app, but are new to the web version, Excel Online. It emphasizes features that work differently in Excel Online. For basic Excel guidance, please see Excel Essential Training (Office 365) or Learning Excel 2019.  Learning Objectives:   * + Creating and editing workbooks   + Using Excel Online shortcuts   + Integrating the desktop version of Excel   + Sharing workbooks   + Assigning access privileges   + Creating and editing charts   + Designing and creating forms | 5 chapter quizzes + final exam |
| [**MS Forms**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fmicrosoft-forms-first-look%3Ftrk%3Dshare_ent_url&account=2273370) | 20 mins | Microsoft Forms—part of the Office 365 suite—allows you to create and distribute surveys, quizzes, and polls. In this short course, learn how to get started using Microsoft Forms to quickly and easily collect the information you need. Nick Brazzi walks through the key features, including how to create a form, generate a list of questions, and distribute a survey or quiz using a few different methods. Plus, he shows how to collect responses and view feedback.  Note: Microsoft Forms is available to users with Office 365 Education, Office 365 Education Plus, and Office 365 Education E5 accounts. In addition, it's available in Preview for some Office 365 Business and Enterprise accounts. If you cannot access Microsoft Forms, contact your Office 365 system administrator for more information. |  |

## Soft Skills (4.5 Hours)

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| **Topics** | **Approx. Duration** | **Course Description** | **Additional**  **Resources** |
| [**Conflict Resolution Fundamentals**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fconflict-resolution-foundations-4%3Ftrk%3Dshare_ent_url&account=2273370) | 50 mins | Improve your relationships with your coworkers, clients, and managers and find your way through conflict back to cooperation. In this course, negotiation and leadership coach Lisa Gates shares the secrets of effective conflict resolution and reveals simple, repeatable techniques that apply in most business situations. She presents "The Resolution Roadmap," a practical framework for exploring and navigating conflict resolution, including identifying the issue and distinguishing fact from fiction. A scenario helps take you through best practices for opening the conflict conversation, brainstorming solutions, and coming to an agreement. In addition, she shares powerful conflict resolution techniques that can help you enhance your listening skills and reframe problems to find common ground.  Learning Objectives:   * + Define the "Name, Blame, Claim" cycle   + Distinguish different types of conflict styles   + Recognize contentious tactics   + Identify issues and needs   + Explain how to reframe   + Increase conflict capacity | 3 chapter quizzes + final exam + Glossary of Terms as a take-away resource |
| [**Having Difficult Conversations**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fhaving-difficult-conversations-2%3Ftrk%3Dshare_ent_url&account=2273370) | 1 Hour | Conflict is inevitable—in work and in life. Managers must address performance issues, and colleagues with competing priorities must figure out how to work together. These situations call for having difficult conversations. In this course, Marlene Chism explains how to have difficult conversations, build your communication skills, and improve your relationships, teamwork, and business performance. She explains how to identify underlying differences in work styles, goals, and power dynamics and change the way you view conflict. She provides a model to move the conversation in a positive direction and to determine next steps. Plus, learn how to check for resistance with a single useful phrase.  Learning Objectives:   * + Cite the circumstances that can make a conversation difficult.   + Recall what you should know before having a difficult conversation.   + Summarize how to control the direction of a conversation.   + Describe how to use radical listening to stay present in a conversation.   + Name the magic phrase to test for resistance.   + Name healthy habits you can develop to make difficult conversations easier. | 3 chapter quizzes + final exam + Glossary of Terms as a take-away resource |
| [**Interpersonal Communication**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Finterpersonal-communication%3Ftrk%3Dshare_ent_url&account=2273370) | 40 Mins | Communicating effectively isn't an innate talent that some people have and others don't—it's something that anyone can learn and practice. In this course, learn strategies that can help you hone and master your interpersonal communication skills. Join personal branding and career expert Dorie Clark as she shares techniques for getting your message across effectively in the workplace, and explains how to tackle potential communication challenges with your colleagues and supervisor. She also discusses how to grapple with tricky situations, taking you through how to handle interruptions, respond to critical feedback, and communicate across cultures.  Learning Objectives:   * + Communicating with your colleagues   + When to use the phone or send an email   + Interpreting nonverbal cues   + Asking your boss the right questions   + Knowing when to listen and when to speak   + Communicating in tricky situations   + Handling an interruption   + Responding to critical feedback   + How to communicate as an introvert | 3 chapter quizzes + final exam + Glossary of Terms as a take-away resource |
| [**Communicating with Empathy**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fcommunicating-with-empathy%3Ftrk%3Dshare_ent_url&account=2273370) | 1.25 Hours | When you seek to understand the perspective of another person, you are practicing empathy. When empathetic communication is encouraged at work, individuals feel more comfortable speaking openly, they feel like they matter, and they feel safe. That's why empathy at work is crucial to company-wide success. In this course, communication expert Sharon Steed explains the principles of empathetic communication and shares specific strategies to help improve your approach to difficult conversations. Get ready to learn how to converse empathetically to improve your one-on-one conversations and team interactions.  Learning Objectives:   * + What is empathy?   + How to be empathetic at work   + Practicing positive communication   + Identifying communication styles   + Approaching difficult conversations   + Practicing empathy in groups   + Fostering collaboration   + Encouraging coworkers | 4 chapter quizzes |
| [**Building Resilience**](https://www.linkedin.com/learning/building-resilience/what-why-and-how-to-become-resilient?u=2273370) | 35 mins | 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 to offer employers. In this course, Kelley School of Business professor and professional communications coach Tatiana Kolovou explains how to bounce back from difficult situations, by building your "resiliency threshold." She outlines five training 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.  Learning Objectives:   * + Define the term resilience.   + Identify strategies for facing rejection in your day to day life.   + Recognize the skills you can practice to increase your resilience.   + Explore reflection strategies you can use during a situation in order to build resilience.   + Examine five post-event resilience building strategies using real-world examples. | 3 chapter quizzes +final exam + exercise files |

## Cultural Awareness (2 Hours or 1.5 Hours)

\*\* The first two trainings on this list are very similar. One is a shorter introduction and the other is for employees who have more time to engage in a training. Individuals should NOT take both.

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| **Topics** | **Approx. Duration** | **Course Description** | **Additional Resources** |
| **\*\***[**Developing Cross Cultural Intelligence**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fdeveloping-cross-cultural-intelligence%3Ftrk%3Dshare_ent_url&account=2273370) | 1 Hour | Being able to work across cultures is an increasingly necessary skill for all employees. Communications expert Tatiana Kolovou helps you develop the cross-cultural intelligence to navigate cultural differences. She outlines the six primary areas of cultural difference, highlighting the differences between high- and low-context cultures. Once you can recognize the differences, she helps you use visual and nonvisual cues in the environment to inform your actions and respond effectively. The course closes with two scenarios that demonstrate how to apply the principles of cross-cultural intelligence.  Learning Objectives:   * + Review the differences between high and low context culture.   + Define individual culture.   + Explore the differences between a direct and an indirect communicator.   + Define a high status culture.   + Define risk as it relates to culture.   + Recall the scenario that best describes a monocronic workplace.   + Review the characteristics of a person with a internal locus of control. | 5 chapter quizzes + final exam + exercise files |
| **\*\***[**Communicating Across Cultures**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fcommunicating-across-cultures-2%3Ftrk%3Dshare_ent_url&account=2273370) | 30 mins | To succeed in a cross-cultural business setting, it's important to understand the differences in how people communicate. Language isn't the only barrier. Pace, style, and nonverbal cues all affect how messages are received. If you do business on a global scale or in a diverse environment, adapting your communication strategy is critical to workplace harmony and the bottom line. In this course, Kelley School of Business professor and executive coach Tatiana Kolovou demonstrates simple techniques to build your cross-cultural communication skills: as a manager, peer, or coworker. Learn how to adapt your communication style, overcome hidden bias, and build rapport with colleagues around the world. | 2 chapter quizzes + exercise files |
| [**Cultivating Cultural Competence and Inclusion**](https://www.linkedin.com/learning-login/share?forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fcultivating-cultural-competence-and-inclusion%3Ftrk%3Dshare_ent_url&account=2273370) | 50 mins | Inclusive work environments can yield greater creative output, boost employee morale, and benefit a company’s bottom line. But even as a slew of modern companies make strides towards true workplace inclusivity, many still miss the mark. This is often due to a lack of cultural competence, or the ability to engage and adapt across cultural differences. In this course, instructor Mary-Frances Winters explains why cultural competence is key to the success of any diversity-related initiative, as well as how to assess and grow your own cultural competence. She shares scenarios and techniques that can help you grasp how your worldview impacts your behavior, as well as how to more effectively engage and adapt across cultural differences. | 5 chapter quizzes |

## Quick Tips (35 mins)

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| **Topics** | **Approx. Duration** | **Course Description** |
| [**Overcoming Procrastination**](https://www.linkedin.com/learning/mixtape-highlights-from-linkedin-learning-courses/overcoming-procrastination?autoplay=true&u=2273370) | 9 Mins | Understand the reason behind procrastination often has to do with a certain emotion you’re feeling, maybe fear or discomfort. Maybe you’re not the procrastinator, but someone on your team is and it’s impacting you. Learn how to identify why you or your team member procrastinates and then learn how to break that habit. |
| [**Managing Stress**](https://www.linkedin.com/learning/mixtape-highlights-from-linkedin-learning-courses/managing-stress?autoplay=true&u=2273370) | 14 mins | We all deal with a variety of stressors, both at work and at home. It’s important to remember though, that not all stress is bad. Learn how to distinguish between stress that leads to positive growth and stress that leads to burnout. |
| [**Adapting to Change**](https://www.linkedin.com/learning/leading-without-formal-authority/adapting-to-change?autoplay=true&u=2273370) | 3.5 mins | Learn how to embrace change, rather than being afraid of it. Learn how to approach the situation in a positive way and how to constructively voice your concerns, if applicable. |
| [**The Importance of Professional Empathy**](https://www.linkedin.com/learning/communicating-with-empathy/the-importance-of-professional-empathy?autoplay=true&u=2273370) | 4 mins | Displaying professional empathy will lead to a more collaborative team dynamic, foster strong relationships, and builds great leaders. |
| [**Laying The Foundation for Positive Communication**](https://www.linkedin.com/learning/communicating-with-empathy/laying-the-foundation-for-positive-communication?autoplay=true&u=2273370) | 4.5 mins | Learn your communication weaknesses by observing others, listening to conversations, and preparing your response. |