

Module 2 - Becoming a Successful Business Person

1. A Professional Approach

- Positive Attitude & Behavior
- Appearance Counts
- Successful Communication
- Proactive Approach
 - Using Criteria To Take Action
- The Value Of Perception
- Expectations On & Off The Job
- Liability Exposure
- Work Ethic Strategies
 - Obligation To Yourself
 - Obligation To Your Co-Workers
 - Obligation To Your Company
 - Obligation To Your Clients, Customers & Vendors

2. Ethics & Conduct

- High Standards For Ethics & Integrity
 - Applies To All Employees
- Objective For Acceptable Behavior
- Benchmark For Self-Evaluation
- A Recourse For Behavior And Decision Making
- Vendor Relations
- Anonymous Method Of Reporting A Violation
- Laws To Know
 - Sarbanes-Oxley
- Confidentiality & Credibility

3. What You Should Expect

- What Are You Getting Yourself Into?
 - Job Description
 - Position Overview
- Goal Setting
 - How You Will Be Measured
- Performance Reviews
- Career Opportunities
 - Level Of Commitment
- Basic Benefits
- Accepting Constructive Assessment
 - Positive
 - Negative
- Effective Preparation
 - Skill

- Knowledge
- Ability

4. Career Growth

- Environment For Professional Growth
- Continued Education
- Industry Interaction
 - Professional Associations
 - Industry Certifications
- Support Structure For Guidance
- Networking
- Mentoring
 - Beyond LP
- Work & Life Balance
 - Perceptions
- Opportunities In The Field

5. Communications Skills

- The Art Of Listening
- Effectively Convey Your Message
- Choosing The Right Communication Method
 - Know Your Environment
- Non-Verbal & Verbal Interaction
- Employing Active Listening
- Sensitivity In Communication
- Methods Of Written Communication
- Effective Email
- Speaking In Front Of Groups
 - Presentations

6. Building Relationships

- Influencing Skills
- Internal Customers
- External Customers
- Communication Expectations & Frequency
- Developing A Mutual Understanding
- Effective Collaboration
 - Understanding Partner Needs
- Achieve Results
- Wearing Different Hats
 - Roles
- Dealing With Difficult People
 - Identifying & Removing Barriers

7. Diversity

- Acceptance In The Workplace
- Cultural Sensitivity
- Perceptions And Biases
- Professionalism - A Skilled Approach

8. Harassment Awareness

- Why The Rules Exist
- Your Rights & Responsibilities
- Defining Harassment
- Myths About Sexual Harassment
- Behaviors In The Workplace
- What To Do About Harassment
 - Responsibilities
- Hostile Work Environment

9. Conflict Resolution

- Positive Dynamics Of Conflict
- Understanding Conflicts
 - Various Types
- Understanding Difference Of Opinion
- Constructively Managing Conflicts
 - When & Where It Is Appropriate
- The Value Of Effective Compromise
- An Appropriate Resolution
- Mediation
 - 3rd Party