

Training Content	ETC Training Title	Duration
Effective Leadership Communication Team Building	1. Six Sigma Team Facilitation and Leadership	2 hrs 5 mins
Difficult Conversations Crisis Communication	1.How to Manage Difficult Conversations 2.Being an Effective Manager When Times are Rough	29 mins 22 mins
Writing Skills	1.Writing Effective Emails and Instant Messages 2.Writing for Business	1 hr 10 mins 28 mins 6 mins
Effective Leadership	1.Leadng Teams Through Change 2.Thinking Strategically as a Manager 3.Effective Directing and Delegating as a Manager	6 mins 28 mins 30 mins
Accountability	1.Becoming an Accountable Professional 2.Developing a Personal Accountability Framework	30 mins 24 mins
Performance Evaluation	1.Planning an Effective Performance Appraisal 2.Detecting and Dealing with Performance Problems 3.Aligning Performance with Key Indicators	20 mins 26 mins 6 mins