McLaughlin Young Group
A People Approach to Profitability

Online Training Programs

97 interactive e-learning sessions, each with a certificate of completion, are available at www.mygroup.com. These online training programs (skill builders) include:

- Accountability
- Achieving Consensus
- Achieving Personal Goals
- Applying Emotional Intelligence in the Workplace
- Applying Leadership Essentials
- Appreciating Personality Differences
- Balancing Work and Family
- Basics of Budgeting
- Basics of Effective Communication
- Basics of Effective Selling
- Becoming an Effective Team Member
- Behavior-Based Interviewing Skills for Employers
- Behavior-Based Interviewing Skills for Job Candidates
- Benchmarking Basics
- Building a Successful Team
- Building Strong Customer Relationships
- Building Trust and Credibility
- Business Etiquette and Professionalism
- Business Travel in Today's Environment
- Business Writing Basics
- Choosing a Child Care Provider
- Closing the Sale
- Coaching and Counseling
- Communicating Your Vision
- Conducting Performance Reviews
- Conflict Intervention
- Coping With Criticism
- Creating a Strong Leadership Team
- Creating an Effective Sales Team
- Critical Thinking
- Dealing with Difficult Customers
- Dealing With Office Politics
- Dealing With Violence in the Workplace
- Delegating
- Developing a Child's Critical Thinking Skills
- Developing a Strategic Plan
- Developing Assertiveness
- Discharging Employees
- Disciplining and Redirecting Employees
- Emergency Management for Business
- Empowerment
- Ethics in Business
- Executive to Employee Communication Strategies
- Financial Basics for Non-Financial Managers
- Guardianship Decisions for Elderly Loved Ones
- Influencing Others

- Intercultural Business Etiquette
- Internet Basics
- Interviewing Job Candidates
- Interviewing Skills For Job Candidates
- Keys to Effective Listening
- Leadership Skills For Women
- Leading Effective Meetings
- Leading Effective Teams
- Maintaining a Drug-Free Workplace
- Maintaining a Healthy Business Lifestyle
- Managing a Virtual Office
- Managing Change
- Managing Disagreement
- Managing Negative People
- Managing Projects
- Managing Stress
- Managing Your 401K
- Mastering Cold Calls
- Measuring Customer Satisfaction
- Mentoring
- Motivating Employees
- Moving from Technical Specialist to Supervisor
- Moving from Trainer to Performance Consultant
- Negotiating For Sales Professionals
- Obeying Equal Employment Opportunity Laws
- Organizing Your Workspace
- Orienting New Employees
- OSHA Basics for Managers
- Overcoming the Loss of a Loved One
- Personal Financial Planning
- Presentation Skills
- Preventing Sexual Harassment for Employees
- Preventing Sexual Harassment in Your Organization (for Leaders)
- Providing Effective Feedback
- Qualifying Sales Prospects
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Recognizing Employee Performance
- Recognizing Signals of Violence in Children
- Retaining Valuable Employees
- Setting Performance Goals and Expectations
- Solving Problems as a Team
- Succeeding as a Supervisor
- Succeeding as an Administrative Assistant
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service
- Time Management
- Understanding and Using Contracts
- Valuing Diversity
- Writing Effective Email