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IC 041. US 100 101 107. G & S: book publishing; providing online non-downloadable publications in the nature of books in the field of business and providing online non-downloadable publications in the nature of books the field of soft-skill education related to communication skills and office etiquette, business networking, manners, etiquette, hosting and entertainment of corporate guests, professional image building, professionalism, projecting and planning future work experience by preparing for advancements, business protocol, presenting a consistent brand

image, confidence and professionalism for call center employees, building lasting partnerships, customer relationship management, customer service, customer service for patients, front desk professional image building, help desk service, customer service agent telephone courtesy, doing business with Americans, cross-cultural communication, workplace diversity, global business etiquette, doing business outside the United States, English and business skills for non-Americans living in the United States, communicating in a multicultural workplace, workplace anger and/or frustration, self esteem and assertiveness skills in the workplace, message management skills, handling difficult people in the workplace, workplace diversity, emphasizing empathy, intergenerational relations at work, listening skills, optimism, effective workgroup building and teambuilding, fostering critical thinking, creativity and problem solving in the workplace, defining problems in the workplace, decision making, employee performance reviews, interviewing and hiring, business orientation programs, project team management, transitioning from co-worker to supervisor, ethics and integrity in the workplace, managing of employees, business succession plans, business organizational change, managing and coaching customer service, leadership skills, managing virtual teams and offsite employees, employee motivation, supervising employees, defining and discussing tough topics, negotiation, delegation techniques, planning, conducting, and managing group discussion, tactics for working well for others, getting organized and gaining control when overwhelmed at work, secretarial and computer skills for administrative assistants, managing stress at work, staying positive at work, overcoming procrastination, time management, maximizing business discussions, effective presentations, speaking under pressure, public speaking, marketing, relationship building in the workplace, increasing sales by connecting with customers, sales techniques, prospecting for sales leads, phone sales, secretarial and administrative assistant business skills training, development of training programs for administrative assistants, activities and exercises for teaching and training in the workplace, writing skills, email etiquette, business writing, proofreading and editing, taking minutes at meetings and documenting meeting conversations, and creating effective proposals and reports. FIRST USE: 20081114. FIRST USE IN COMMERCE: 20090204

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