



Ultimate Basic Business Skills: Training an Effective Workforce (Astd Ultimate Series)

Christee Gabour Atwood

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Having a copy of *Ultimate Business Skills: Training an Effective Workforce* on your bookshelf is like having an on call business training department. This book offers ready-to-present programs on the most critical front line business skills every member of your organization needs. Too often training in these basic business areas is ignored in favor of more pressing product or service training. *Ultimate Business Skills* offers learning professionals everything needed to quickly deploy this valuable training. The book offers lively, scripted one-half-day programs in more than 20 individual topic areas covering both external and internal customer service training, basic business skills training such as project management, and training to help employees thrive in a professional business environment with help projecting a professional image and working in a team environment. The book uses the familiar internal structure of the WorkShop Series to guide the training sessions and includes all handouts, worksheets, assessments, and PowerPoint slides to allow users to quickly create training targeted specifically for their intended audience. All programs offer enough additional material to allow expanding the program length to suit your training needs. Users can easily blend, mix and match formats and contents to create just the program your organization needs.

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