STALWART LEARNING
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Soft Skills Course Catalog

eLearning

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Ask for a quotation.

We deliver both to individuals and global organizations with customized curriculums to meet your needs.

Welcome

Chart Learning Solutions is the leading global provider of award-winning content and blended learning in professional skill development with employee accountability. We combine assessments, on-line learning, our Performance Assurance System™ and Training Accountability Platform™ with live coaching to produce results for you—unparalleled through any other learning system.

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What do you need to succeed?

Today's professional knows that learning is the key to life-long success. CHART's programs certify your development to rise above the crowd, whether you want to sell more in a competitive market, build customer loyalty, or lead a successful mission—we have the know-how courseware and learning that will get you there.

Take your career to the next level!

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Leadership Development

Our leadership curriculum focuses on essential skills and behaviors needed to lead others and be a constructive sponsor for meaningful change.

Tutorial length within parenthesis (excl. job aide and knowledge check)

1. TIME MANAGEMENT

Missions/Goals/Manage "A" Priorities (17 min)
Eliminating Time Wasters (22 min)
Scheduling SMART (6 min)
Finding Hidden Time (12 min)
Maximizing Productivity (22 min)

2. PROJECT MANAGEMENT

Intro to Project Management (21 min)
Project Definition (18 min)
Project Planning (28 min)
Project Implementation (23 min)
Project Closure (14 min)

3. CHANGE MANAGEMENT

Understanding Change (13 min)
Initiating and Leading Change (13 min)
Four Stages of Change Transitions (11 min)
Communicating During Change Transition (14 min)
Leading Non-Stop Change (12 min)

4. COACHING AND MENTORING

Getting the Right Help (15 min)
Mentoring Peers (16 min)
Coaching Peers (14 min)
Self-Coaching (13 min)
Giving and Receiving Feedback (15 min)

5. EXPERTISE/EMPLOYEE RETENTION

Leadership Expertise (9 min)
Confidence in any Situation (14 min)
Leadership Credibility (13 min)
Hiring the Right Talent (11 min)
Retaining the Right Talent (15 min)

6. CAREER DEVELOPMENT

Overcoming Workplace Barriers (16 min)
Assertiveness (16 min)
Meeting Skills (14 min)
Conflict Management (15 min)
Moving Up the Ladder (11 min)

7. PROBLEM-SOLVING

Early Problem Recognition (13 min)
Four Stages of Creative Problem-Solving (15 min)
Defining/Analyzing Problems Accurately (13 min)
Confident Decision-Making (15 min)
Crisis Resolution (12 min)

8. INFLUENCE

Appropriate Use of Power (16 min)
Six Influence Techniques (15 min)
Getting Others to Follow Your Lead (13 min)
Win-Win Negotiation (13 min)
Credibility: Maximizing Your Core of Influence (17 min)
Preventing Group Think (10 min)
Leading Unpopular Positions (15 min)

9. ETHICS

Introduction to Ethics (15 min)
Employee Ethical Responsibilities (13 min)
Ethical Dilemma Decision-Making (14 min)
Ethical Problem-Solving (11 min)
Leading Ethical Conduct (13 min)

10. CRITICAL THINKING

Introduction to Critical Thinking (23 min)
Managing Deception and Fallacies (19 min)
Persuasive Arguments (20 min)
Checklists for Rational Decisions (26 min)
Optimal Understanding: Explanations (20 min)

11. RESPONSIBLE INITIATIVE

Personal Leadership (14 min)
Initiative for Responsible Results (15 min)
Achieving Results with Others (14 min)
Personal Accountability (13 min)
Overcoming Obstacles (17 min)

12. REWARDS AND RECOGNITION

Giving Rewards and Recognition (20 min)
Self-Appreciation (15 min)
Appreciative Inquiry (17 min)
Customer Appreciation (9 min)
Empowered Compliments (14 min)

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Customer Service Cycle-Management©

Our service cycle-management curriculum focuses on customer-facing skills and behaviors needed when working with internal and external customers, clients, and prospects.

Tutorial length within parenthesis (excl. job aide and knowledge check)

1. FIRST IMPRESSIONS

- Greeting/Introductions (16 min)
- Customer Courtesy (14 min)
- Professional Image/Clothing (21 min)
- Word Choices (9 min)
- Telephone Skills (9 min)

2. BUILDING RAPPORT

- Business Etiquette/Customer Care (20)
- Instant Rapport (13 min)
- Building Trust and Respect (17 min)
- Confidence in any Situation (14 min)
- Building Positive Relationships (16 min)

3. QUESTIONING

- Information Gathering (13 min)
- Pinpointing Needs (6 min)
- Self-Service Questions (12 min)
- Open-Ended Questions (14 min)
- Controlling the Conversation (14 min)

4. LISTENING

- Authentic Listening (11 min)
- Increasing Concentration (23 min)
- Developing Curiosity (19 min)
- Improving Clarity (8 min)
- Critical Listening (19 min)

5. PROBLEM-SOLVING

- Early Problem Recognition (13 min)
- Four Stages of Creative Problem-Solving (15 min)
- Defining Problems Accurately (13 min)
- Confident Decision Making 15 min)
- Crisis Resolution (12 min)

6. DIFFICULT SITUATIONS

- Calming Upset/Irate Customers (7 min)
- Difficult Customers (8 min)
- Call Escalation (6 min)
- Handling Complaints (7 min)
- Delivering Bad News (7 min)

7. FOLLOW-THROUGH

- Upselling Opportunities (15 min)
- Preventing Buyer's Remorse (13 min)
- Email Etiquette Follow-Through (21 min)
- Customer Feedback and Satisfaction Surveys (11)
- Keeping Customers for Life (8 min)

8. PROJECT MANAGEMENT

- Introduction to Project Management (21 min)
- Project Definition (18 min)
- Project Planning (28 min)
- Project Implementation (23 min)
- Project Closure (14 min)

Customer Service Self-Management©

Our service self-management curriculum focuses on inner-facing skills needed to build a solid foundation when working with customers, clients, and prospects.

Tutorial length within parenthesis (excl. job aide and knowledge check)

1. PRODUCT/PROCEDURE KNOWLEDGE

Product & Procedural Knowledge (9 min)
Competitive Knowledge (9 min)
Building Credibility (10 min)
Developing Expertise (9 min)
Industry Trend Resource (11 min)

2. TIME MANAGEMENT

Service Effectiveness (17 min)
Service Efficiency (22 min)
Service Scheduling Smarts (6 min)
Finding Hidden Service Time (12 min)
Maximizing Service Productivity (22 min)

3. GIVING AND GETTING HELP

Getting the Right Help (15 min)
Mentoring Peers (16 min)
Coaching Peers (14 min)
Customer Experience Mgt. (13 min)
Managing Customer Expectations (15 min)

4. RESPONSIBLE INITIATIVE

Personal Leadership (14 min)
Initiative for Responsible Results (15 min)
Achieving Results with Others (14 min)
Personal Accountability (13 min)
Overcoming Obstacles (17 min)

5. SERVICE ATTITUDE

Positive attitude (14 min)
Character/Integrity (9 min)
Service Mistakes (12 min)
Equal Respect (9 min)
Service Resiliency (9 min)

6. STRESS MANAGEMENT

Stress for Success (12 min)
Stress Management Techniques (14 min)
Resiliency (13 min)
Balancing Home and Career (11 min)
Preventing Job Burnout (15 min)

7. REWARDS/RECOGNITION

Giving Rewards and Recognition (20 min)
Self-Appreciation (15 min)
Appreciative Inquiry (17 min)
Customer Appreciation (9 min)
Empowered Compliments (14 min)

8. CRITICAL THINKING

Introduction to Critical Thinking (23 min)
Managing Deception and Fallacies (19 min)
Persuasive Arguments (20 min)
Checklists for Rational Decisions (26 min)
Optimal Understanding: Explanations (20 min)

Sales Cycle-Management©

Our sales cycle-management curriculum focuses on customer-facing skills and behaviors needed when working with prospects, customers, and clients to sell more in less time.

Tutorial length within parenthesis (excl. job aide and knowledge check)

1. PROSPECTING

- Psychology of Prospecting (27 min)
- Prospecting Campaigns (26 min)
- Telephone/Voice Mail Return (15 min)
- Warm Call Referral Prospecting (14 min)
- Dealing with Indifference (15 min)

2. QUALIFYING

- The "Big Five" Qualifiers (15 min)
- Categorizing/Organizing Leads (12 min)
- Buying Influencers (27 min)
- Sales Funnel Stages for Advancing (15 min)
- Developing Buying Interest (10 min)

3. BUILDING RAPPORT

- Greetings and Introductions (18 min)
- Business Etiquette and Customer Care (20 min)
- Building Trust and Respect (17 min)
- Confidence in Any Situation (14 min)
- Building Positive Relationships (16 min)

4. QUESTIONING

- Introduction to STēR Questions (13 min)
- Pinpointing Needs (6 min)
- Finding Problems (12 min)
- Building Needs (14 min)
- Questions that Sell for You (14 min)

5. LISTENING

- Authentic Listening (11 min)
- Increasing Concentration (23 min)
- Building Curiosity (19 min)
- Gaining Clarity (8 min)
- Critical Listening (19 min)

6. PRESENTING/RECOMMENDING

- Planning Persuasive Presentations (17 min)
- Preparing Presentations that Sell (20 min)
- Practicing for Perfect Delivery (6 min)
- Presenting with Impact (14 min)
- Avoiding Mistakes and RX for Anxiety (9 min)

7. INFLUENCE TECHNIQUES

- Appropriate Use of Power (12 min)
- Six Influence Techniques (15 min)
- Getting Others to Follow Your Lead (13 min)
- Influencing Change (13 min)
- Credibility: Maximizing Core Influence (8 min)

8. NEGOTIATION SKILLS

- Intro to Negotiation and Strategy (18 min)
- Planning Effective Negotiations (11 min)
- Opening Win-Win Discussions (15 min)
- Exploring Win-Win Alternatives (12 min)
- Reaching Agreement and Tactics (8 min)

9. RESOLVING CONCERNS

- Psychology Objections & Concerns (21 min)
- Preventing Objections & Concerns (9 min)
- Steps for Handling Objections (11 min)
- Resolving Objections Scripts (14 min)
- Resolving Concerns in Large Sales (27 min)

10. CONFIRMING/CLOSING

- Psychology of Confirming Sales (14 min)
- How to Ask for the Business (12 min)
- Increasing Closing Ratios (10 min)
- Confirming Different Buyer Styles (11 min)
- Getting to Yes (10 min)

11. FOLLOWING THROUGH

- Upselling Opportunities (15 min)
- Preventing Buyer's Remorse (13 min)
- Email Etiquette Follow Through (21 min)
- Customer Feedback and Satisfaction (11 min)
- Keeping Customers for Life (8 min)

12. BUILDING REFERRALS

- Psychology of Building Referrals (13 min)
- How to Ask for Referrals (11 min)
- Quick-Results Referral Techniques (9 min)
- Strategic Referral Techniques (14 min)
- Networking Your Way to the Top (14 min)

Sales Self-Management©

Our sales self-management curriculum focuses on inner-facing skills needed to build a solid foundation when working with prospects and customers.

Tutorial length within parenthesis (excl. job aide and knowledge check)

1. PRODUCT KNOWLEDGE

Product & Procedural Knowledge (9 min)
Competitive Knowledge (9 min)
Building Credibility (10 min)
Developing Expertise (9 min)
Industry Trend Resource (11 min)

2. CONTACT MANAGEMENT

Customer Relationship Management (9 min)
Sales Force Automation (7 min)
CRM Implementation (9 min)
Customer Experience Management (10 min)
Managing Customer Expectations (14 min)

3. TIME MANAGEMENT

Effectiveness: Missions/Goals (17 min)
Efficiency: Organization/Paperwork (22 min)
Scheduling Smarts (6 min)
Finding Hidden Time (12 min)
Maximizing Productivity (22 min)

4. RESPONSIBLE INITIATIVE

Personal Leadership (14 min)
Initiative for Responsible Results (15 min)
Achieving Results with Others (14 min)
Personal Accountability (13 min)
Overcoming Obstacles (17 min)

5. COACHING/MENTORING

Getting the Right Help (15 min)
Mentoring Peers (16 min)
Coaching Peers (14 min)
Self-Coaching (13 min)
Giving and Receiving Feedback (15 min)

6. CAREER DEVELOPMENT

Overcoming Workplace Barriers (16 min)
Assertiveness (16 min)
Meeting Skills (14 min)
Conflict Management (15 min)
Moving Up the Ladder (11 min)

7. PROBLEM-SOLVING

Early Problem Recognition (13 min)
Creative Problem-Solving (15 min)
Defining Problems Accurately (13 min)
Confident Decision-Making (15 min)
Crisis Resolution (12 min)

8. ETHICS

Introduction to Ethics (15 min)
Employee Ethical Responsibilities (13 min)
Ethical Dilemma Decision-Making (14 min)
Ethical Problem-Solving (11 min)
Leading Ethical Conduct (13 min)

9. STRESS MANAGEMENT

Stress for Success (12 min)
Stress Management Techniques (14 min)
Resiliency (13 min)
Balancing Home and Career (11 min)
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Introduction to Critical Thinking (23 min)
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Persuasive Arguments (20 min)
Checklists for Rational Decisions (26 min)
Optimal Understanding: Explanations (20 min)

12. PROJECT MANAGEMENT

Intro to Project Management (21 min)
Project Definition (18 min)
Project Planning (28 min)
Project Implementation (23 min)
Project Closure (14 min)

Time and Territory Management Series

Is your sales team making the most of their time when working within a defined territory? This must-have 6-course series will increase the productivity of your representatives by maximizing their time and planning activities for the highest payoffs, eliminating the chaotic "spray and pray" approach.

Tutorial length within parenthesis (excl. job aide and knowledge check)

At the end of this course series, your representatives will be able to:

1. SALES EFFECTIVENESS (20 min)

- Explain the difference between effectiveness and efficiency
- Apply the three stages of managing time
- Write result-driven mission statements
- Set SMART goals
- Prioritize tasks, urgency, and importance
- Apply what they've learned with an Interactive Application Activity PDF
- Knowledge check with a quiz

2. SALES EFFICIENCY (19 min)

- Apply six techniques for maximizing efficiency
- Control procrastination
- Avoid the 10 biggest time wasters in business
- Convert obstacles into opportunities
- Apply what they've learned with an Interactive Application Activity PDF
- Knowledge check with a quiz

3. SALES SCHEDULING SMARTS (22 min)

- Schedule goals and activities
- Find hidden sales time
- Describe how to make the most of downtime
- Explain how to make fun out of saving time
- Create blocks of time to get more done
- Utilize the Sales Funnel for managing time
- Apply the 80-20 Rule to allocate time
- Eliminate the Roller Coaster or Feast or Famine effect
- Apply what they've learned with an Interactive Application Activity PDF
- Knowledge check with a quiz

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Time and Territory Management Series (Cont.)

At the end of this course series, your representatives will be able to:

4. PIC TERRITORY MANAGEMENT: PLAN (31 min)

- Define important territory management terminology
- Apply seven steps to creating a territory management plan
- Implement ABCD opportunity contact strategies
- Calculate your value per hour
- Explain how to make the most of your sales time
- Utilize routing guidelines to maximize travel time
- Apply what they've learned with an Interactive Application Activity PDF
- Knowledge check with a quiz

5. PIC TERRITORY MANAGEMENT: IMPLEMENT (30 min)

- Explain how ineffective habits limit success
- Apply techniques to get your voice mail calls returned
- Locate and influence decision makers
- Qualify prospects quickly with screen test questions
- Apply a technique to get a fast first "Yes"
- Utilize exit strategies to advance the sale
- Apply what they've learned with an Interactive Application Activity PDF
- Knowledge check with a quiz

6. PIC TERRITORY MANAGEMENT: CONTROL (28 min)

- Expose organizational myths
- Control paperwork and emails
- Control file organization
- Get more done in less time with less effort
- Delegate work effectively to others
- Convert obstacles into opportunities
- Control thoughts for optimal performance
- Balance home and career
- Apply what they've learned with an Interactive Application Activity PDF
- Knowledge check with a quiz

High-Performance Team Building Series

Productivity is seldom the work of just one person. When groups of people interact as a team, synergy produces results far beyond the most talented individual. Our courses are ideal for members of a team, individuals aspiring to be leaders, and team leaders. Tutorial length within parenthesis (excl. job aide and knowledge check)

FORMING STAGE COURSES

1. SETTING TEAM GROUND RULES (10 min)

Explain the advantages and disadvantages of working in a team
Define difference between a team and a group
Apply the benefits of ground rules
Select from a set of sample ground rules
Implement eight steps to setting up ground rules for a high-performance team

2. A GREAT START: FORMING A HIGH-PERFORMANCE TEAM (8 min)

Explain the consequences of a poor team start
Apply the four stages of building a team
Implement nine steps for forming a high-performance team with a Team Charter

3. COMMUNICATION TRAITS OF EFFECTIVE TEAMS (9 min)

Identify the communication traits of effective teams
Apply the most important effective communication behavior
Implement 20 communication traits of effective team members

4. SMARTER GOAL SETTING FOR TEAM RESULTS (7 min)

Explain the benefits of goal setting
Apply WOCR rules for effective goal setting
Implement SMARTER team goals

STORMING STAGE COURSES

5. CONFLICT RESOLUTION IN TEAMS (11 min)

Describe the underlying cause of all interpersonal conflict
Apply options for handling conflict
Implement a three-stage process for resolving conflict

6. BUILDING TEAM TRUST AND RESPECT (9 min)

Define trust
Apply 9 ways to build team trust
Implement 10 ways to earn respect in a team

Team Building *continued*

7. CREATIVE PROBLEM-SOLVING IN TEAMS (10 min)

Explain the biggest challenge in problem solving
Apply steps for Creative Problem-Solving brainstorming in a team
Implement a four-stage process for creative problem-solving

8. EFFECTIVE TEAM DECISION-MAKING (9 min)

Summarize the benefits of team decisions
Identify when to use decision-making in teams
Implement strategies to prepare for team decision-making
Apply three methods for team decisions

NORMING STAGE COURSES

9. CONSENSUS BUILDING IN TEAMS (9 min)

Explain the pros and cons of consensus
Summarize the conditions for successfully reaching consensus
Apply a quick-consensus model for urgent decisions
Implement six steps for reaching team consensus

10. GIVING CONSTRUCTIVE TEAM FEEDBACK (9 min)

Describe the conditions for giving constructive feedback
Deliver effective positive feedback
Implement six steps for delivering constructive "opportunity" feedback and
Apply a Fast Feedback technique

11. RESPONSIBLE RISK-TAKING IN TEAMS (9 min)

Define responsible risk-taking
Summarize the characteristics of responsible risk-takers
Employ a risk-taking assessment calculator
Implement preparation steps for risk-taking

12. OVERCOMING TEAM COMPLACENCY (7 min)

Explain the dangers of team complacency
Apply eight ways to defeat complacency

Team Building *continued*

PERFORMING STAGE COURSES

13. REWARDING AND RECOGNIZING TEAM CONTRIBUTIONS (8 min)

Describe the importance of rewarding teams
Apply "Thank-you" recognition tips
Implement creative ways to reward team members

14. KEEPING THE TEAM MOTIVATED (8 min)

Explain what demotivates teams
Identify hidden performance obstacles
Apply steps for removing obstacles
Implement nine ways to keep team members motivated

15. MEASURING TEAM PERFORMANCE (8 min)

Summarize factors that contribute to poor team performance
Apply four ways to measure team performance
Implement the RASIC method for structuring high performance

16. REPEATING TEAM SUCCESSES (7 min)

Identify the attributes of repeatable success
Analyze a successful system process for repeat success
Apply a matrix for identifying root causes of success

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Onboarding Programs

Our employee new-hire fast-start courses focus on skills and behaviors employees need to build early competency, confidence, and contributions.

Starter Package

1. TIME MANAGEMENT
- Missions/Goals/Manage "A" Priorities
- Eliminating Time Wasters
- Scheduling SMART
- Finding Hidden Time
- Maximizing Productivity

2. RESPONSIBLE INITIATIVE
- Personal Leadership
- Initiative for Responsible Results
- Achieving Results with Others
- Personal Accountability
- Overcoming Workplace Obstacles

3. CAREER DEVELOPMENT
- Overcoming Workplace Barriers
- Assertiveness
- Meeting Skills
- Conflict Management
- Moving Up the Ladder

Comprehensive Package Add-Ons

4. CRITICAL THINKING
- Introduction to Critical Thinking
- Managing Deception and Fallacies
- Persuasive Arguments
- Checklists for Rational Decisions
- Optimal Understanding

5. PROJECT MANAGEMENT
- Intro to Project Management
- Project Definition
- Project Planning
- Project Implementation
- Project Closure

6. DIFFICULT SITUATIONS
- Calming Upset/Irate Customers
- Difficult Customers
- Call Escalation
- Handling Complaints
- Delivering Bad News

7. ETHICS
- Introduction to Ethics
- Employee Ethical Responsibilities
- Ethical Dilemma Decision-Making
- Ethical Problem-Solving
- Leading Ethical Conduct

8. LISTENING
- Authentic Listening
- Increasing Concentration
- Developing Curiosity
- Improving Clarity
- Critical Listening

9. SERVICE ATTITUDE
- Positive attitude
- Character/Integrity
- Service Mistakes
- Equal Respect
- Service Resiliency

10. GETTING & GIVING HELP
- Getting the Right Help
- Mentoring Peers
- Coaching Peers
- Customer Experience Mgmt
- Mgnt Customer Expectations

11. INFLUENCE
- Appropriate Use of Power
- Five Influence Techniques
- Getting Others to Follow Your Lead
- Unpopular Positions
- Win-Win Negotiation

Practical Coaching and Employee Development

Give your employees and delegates the opportunity to maximize their potential with Chart Learning Solutions' high-impact employee development courses. Find out what a difference effective coaching can do to bring out the best in performance and ignite a passion for excellence.

Each course comes with five sections that include a state-of-the-art tutorial, interactive Application Activities, games to test learning transfer, and Talking Points for Coach and Learner discussions.

COACHING AND MENTORING

1. Getting and Giving Help
2. Mentoring Peers
3. Coaching Peers
4. Self-Coaching
5. Giving and Receiving Feedback

CAREER DEVELOPMENT

1. Overcoming Workplace Barriers
2. Effective Assertiveness Skills
3. Productive Meetings in Half the Time
4. Conflict Management
5. Moving Up the Ladder

REWARDS AND RECOGNITION

1. Giving Rewards and Recognition
2. Self-Appreciation
3. Appreciative Inquiry
4. Customer Appreciation
5. Empowered Compliments

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Micro-Learning Courses (from Chart partners)

CAREER & OPPORTUNITY

We also offer an additional +400 bite-sized, learning courses which provide organizations or learners numerous opportunities to build the skills needed for optimal performance.

Developing on the Job

Built to meet the way most people learn on the job, each course provides learners with a brief tutorial, as well as an exercise to apply on the job for practice and build the desired skill.

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Information About Our Courses

Our eLearning courses contain premium soft skills content to achieve optimal learning results.

We develop our courses using Articulate 360 development tools together with the latest research in soft skills development. This delivers the best user experience, independent of equipment such as PAD, PC, or mobile device.

Our SCORM 1.2 compliant courses may be delivered in three ways:

- From our Cloud-based global LMS—the Training Accountability Platform™ (TAP). Choose which courses you want from our catalog, how many employees, and we assemble your unique Curriculum Learning Path. You are up and running!
- To your LMS. Just download the zipped files from our course delivery server.
- Become a Tenant on our Training Accountability Platform with your own branding. This is the ideal solution for internal training, partners, and customer training. You may upload your own content plus we pre-load our content on your TAP system. You are up running in 2 weeks!

What can you expect from our cloud-based Training Accountability Platform LMS?

When using the Training Accountability Platform™ you receive all of our award-winning courses in blended learning format called the Performance Assurance System™. They come complete with interactive tutorials, interactive Application Activities (workbooks), and an interactive final exam. Learning Communities and live coaching provide proof of knowledge and behavior transfer into the workplace. We provide "Train-the-Trainer" support to ensure learning effectiveness. Ask how to become a Certified Chart Coach.