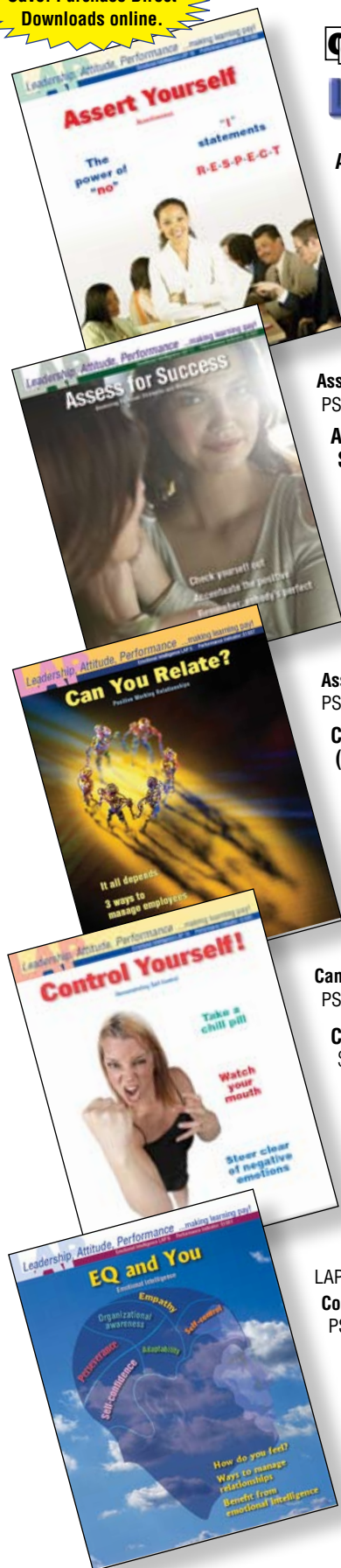


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LAP Modules

Assert Yourself (Assertiveness)

In many situations, you can behave in a way that benefits yourself and others at the same time. It all depends on your choice to act assertively. ©2009. Recommended: MS/HS

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Assert Yourself (PowerPoint)
 PSW-EI-018-4...\$49.95 (Member: \$35.95)

Assess For Success (Assessing Personal Strengths)

Every employee needs to be in a position that capitalizes on strengths and minimizes weaknesses. Learn to identify your individual strengths and weaknesses. ©2009. Recommended: MS/HS

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Assess For Success (PowerPoint)
 PSW-EI-017-4...\$49.95 (Member: \$35.95)

Can You Relate? (Positive Working Relationships)

The primary reason for workers' losing their jobs is poor human relations skills—the inability to get along with other people in their work environment. ©2007. Recommended: HS

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Can You Relate? (PowerPoint)
 PSW-EI-005-4...\$49.95 (Member: \$35.95)

Control Yourself! (Demonstrating Self-Control)

Self-control, which is the ability to manage your feelings, words, and actions, is essential for job success. It helps you to get along better with others, to accept constructive criticism, to think clearly, and to have a more positive attitude. ©2009. Recommended: MS/HS

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LAP Modules (Continued)

EQ and You (Emotional Intelligence)

Responding appropriately to people and to stressful situations is demonstrating emotional intelligence—the ability to recognize and manage emotions in ourselves and others. ©2007. Recommended: MS/HS

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EQ and You (PowerPoint)
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Getting to Know You (Cultural Sensitivity)

Today's workplace is a very diverse one. Diversity is to be valued—learn how you can acquire and exhibit cultural sensitivity in your relationships. ©2008. Recommended: HS

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Getting to Know You (PowerPoint)
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Grin and Bear it (Using Feedback for Personal Growth)

Feedback is a powerful thing. It tells you what you're doing right, and it points out what you're doing wrong. Armed with that knowledge, you can decide which habits you should continue and which you should change. Ultimately, thanks to feedback, you can become a better person. ©2009. Recommended: MS/HS

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Grin and Bear It (PowerPoint)
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Have a Heart (Showing Empathy for Others)

Empathy is the ability to relate to another person's feelings, thoughts, and experiences. Showing empathy in the workplace can lead to stronger relationships, increased sales, better problem solving, and higher ethics. ©2008. Recommended: MS/HS

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Have a Heart (PowerPoint)
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High Hopes (Developing an Achievement Orientation)

Achievement-oriented people desire to accomplish difficult tasks and set high personal standards for success. They often want to do things better or more efficiently than they have been done in the past. ©2008. Recommended: HS

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High Hopes (PowerPoint)
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Hustle! (Taking Initiative at Work)

Find out what initiative is, how it can benefit you, and how you can learn to demonstrate it. ©2008. Recommended: MS/HS

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LAP Modules (Continued)

New! It's a Group Thing (Consensus Building)

Consensus building is a skill that can be useful in many different situations—from personal life to school to government to business—anywhere groups come together to solve problems or make decisions. ©2010.

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It's a Group Thing (PowerPoint)

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Lead the Way (Concept of Leadership)

Leadership is important in many areas of life. We rely on strong leaders for ourselves, and often, others rely on us for leadership as well. The need for good leadership is especially evident in the workplace. ©2009.

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Lead the Way (PowerPoint)

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Make It a Win-Win (Negotiation in Business)

It's all about getting what you need or want. Learn how to apply the negotiation skills and strategies that will help you successfully negotiate a win-win situation at work. ©2007. Recommended: HS/PS

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Make It a Win-Win (PowerPoint)

PSW-EI-008-4...\$49.95 (Member: \$35.95)

Make the Honor Role (Acting Responsibly)

The ability to act responsibly is an important character trait that affects every area of your life—at home, at school, and at work. ©2005. Recommended: MS/HS

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Make the Honor Role (PowerPoint)

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New! Making Mad Glad (Handling Difficult Customers)

Find out why some customers are difficult to help. Discover how you can create a positive encounter with even the most difficult customers. ©2010. Recommended: HS

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Making Mad Glad (PowerPoint)

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Opt for Optimism (Positive Attitude)

Attitude is the way you look at life. Your attitude can be either positive or negative. Learning to develop a positive attitude is a necessary and important skill. ©2007. Recommended: MS/HS

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Opt for Optimism (PowerPoint)

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Stop the Madness (Conflict Resolution in Business)

Conflict can be destructive, but it can be resolved. Learn the types and causes of conflict. Then, discover the tried-and-true methods of conflict resolution. ©2007. Recommended: HS

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Stop the Madness (PowerPoint)

PSW-EI-007-4...\$49.95 (Member: \$35.95)

You've Got Personality (Personal Traits)

Each person has a unique personality and his/her own set of personal traits. Some personality traits are desirable in business careers, and others are not. ©2008. Recommended: MS/HS

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You've Got Personality (PowerPoint)

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Vision Quest (Enlisting Others in Shared Vision)

People with vision have created many positive changes in our world. However, no one can do it alone. Learn how to enlist others to work toward a shared vision for the future. ©2009. Recommended: HS

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Vision Quest (PowerPoint)

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Work Right (Ethical Work Habits)

Learn the importance of developing ethical work habits. Discover how unethical behavior affects you, your coworkers, and the business. Find out what steps you can take to behave ethically on the job. ©2007. Recommended: MS/HS

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