



CUSTOMER SERVICE MOBILE ACADEMY — OF THE CARIBBEAN —

CSMA LIBRARY OF ACCREDIT TRAININGS 2017 - 2018



TRAINING & DEVELOPMENT

CSMA'S TRAINING LIBRARY

ADMINISTRATIVE SUPPORT TRAINING

- 0010 Indispensable Assistant
- 0011 The Organized Office Manager
- 0012 How to Structure an Effective Office Environment

CUSTOMER SERVICE

- 0013 Customer Service vs Customer Care
- 0014 Essentials of Excellent Customer Service
- 0015 Terrific Telephone Skills

ENGLISH LANGUAGE TRAINING

- 0016 Keys to Speaking English More Effectively
- 0017 Become an Effective Public Speaker in the English Language
- 0018 How Listening Can Enhance Your English Speaking Skills

FINANCE AND ACCOUNTING

- 0019 Budgeting Skills for Professionals
- 0020 Finance and Accounting for Non-financial Managers

HUMAN RESOURCES

- 0031 Diversity in the Workplace
- 0032 Who Moved My Cheese - Understanding the Organizational Change Cycle
- 0033 Preventing Sexual Harassment and Violence in the Workplace
- 0034 Successful HR Management
- 0035 Visiting Ethical Issues in Today's Workplace

INTERPERSONAL SKILL TRAINING

- 0036 Achieving Career Success
- 0037 Active Listening
- 0038 Conflict Resolution and Confrontation Management Training
- 0039 Developing a Professional Presence
- 0040 How to Deal With Difficult People
- 0041 Managing and Embracing Change
- 0042 Managing Emotions and Thriving Under Pressure
- 0043 Personal Accountability
- 0044 Precision Thinking and Problem-solving Skills
- 0045 Professional and Personal Enrichment
- 0046 Professional Success for Women
- 0047 Strategic Thinking
- 0048 Stress Solutions
- 0049 Understanding Personality Styles and Their Significant Impact

LEADERSHIP AND MANAGEMENT

- 0050 Creative Leadership Training
- 0051 Dare to Lead
- 0052 Dealing Effectively With Unacceptable Employee Behavior
- 0053 Dealing With Negative Attitudes in the Workplace
- 0054 Effective Performance Management

LEADERSHIP AND MANAGEMENT (CONT.)

- 0055 Excelling as a Manager or Supervisor
- 0056 Help Employees Thrive While "Doing More With Less"
- 0057 How to Effectively Manage Multiple Locations
- 0058 How to Excel at Managing and Supervising Employees
- 0059 Management Boot Camp 101
- 0060 Managers and Supervisors Training
- 0061 Managing Through the Tough Times
- 0062 Managing Virtual and Remote Teams
- 0063 Mentoring Skills for Leaders
- 0064 Setting Successful Employee Goals
- 0065 Strategic Performance Management
- 0066 Take the Lead
- 0067 The 10 Steps to Leadership Excellence
- 0068 The Manager as Leader
- 0069 Understanding and Managing the Four Generations

MANAGEMENT AND SUPERVISORY

- 0070 Executive Leadership: Strategies and Solutions
- 0071 Leadership and Management Skills for Women

PROFESSIONAL COMMUNICATION SKILLS

- 0072 Business Writing and Grammar Skills
- 0073 Business Writing for Professionals
- 0074 Clear and Concise E-mail and Business Writing
- 0075 Critical Discussions
- 0076 Dealing With Personality Clashes at Work
- 0077 Effective E-mail Communication in the Workplace
- 0078 Essential Communication and Writing Skills for Supervisors and Managers

SALES TRAINING

- 0079 The St. Maarten Economy, Tourism & Hospitality Industry
- 0080 How to Negotiate With Vendors and Suppliers
- 0081 Strategic Selling Skills
- 0082 The Winning Mindset of a High-income Sales Professional

TEAMBUILDING

- 0083 Coaching and Teambuilding Skills for Managers and Supervisors
- 0084 Effective Teamwork Strategies
- 0085 Excelling as a Highly Effective Team Leader
- 0086 Leadership Development and Teambuilding

TIME AND PROJECT MANAGEMENT

- 0087 Controlling Chaos and Thriving Under Pressure
- 0088 Fundamentals of Successful Project Management
- 0089 Managing Multiple Projects, Objectives and Deadlines
- 0090 Time and Task Management