

**Touch Typing and Shorthand
Certification**

Minute Taking Certification

Public Speaking Certification

**Converting Leads into Sales
Certification**

**Conflict in the Workplace
Certification**

**Conducting Rewarding Meetings
Certification**

**Learning Impressive Telephone
Techniques Certification**

**Dealing with Difficult People
and Situations Certification**

**Improving Personal
Effectiveness Certification**

Managing & Improving Customer Service Process Certification

Motivating Colleagues to Perform Certification

Dealing with Customer Complaints Certification