

Professionalism In The Workplace

Title	Duration (minutes)	Author	Course Description
• Emotions at Work	30	7 Dimensions	Kylie Bell explains Barbara Fredrickson’s Broad and Build theory and how emotions can be used productively at work. We become far better thinkers and problem-solvers, when we use the full range of our emotions, especially positive emotions. We also become calmer. These emotions can be used to enhance customer experience.
• 5 Steps to Mend a Strained Relationship	50	7 Dimensions	5 Steps to Mend a Strained Relationship is a course that will help anyone develop essential conflict resolution skills. When work relationships are strong, they can be a source of energy, learning and support. But when they are strained or fractured, even just temporarily, they become a source of tension and frustration that harms individuals, teams and organizations. In this course psychologists Eve Ash and Peter Quarry discuss five steps to mending a strained work relationship.
• BUILD Relationships	15	7 Dimensions	BUILD Relationships is a course that provides a clear process, BUILD, for establishing positive relationships for a successful sale, a collaborative team or a productive business. Building relationships is at the heart of everything we do, according to psychologist Eve Ash. There is more pleasure and value to be found in relationships that are built from the ground up.
• 4 Essentials for a Respectful Workplace	30	7 Dimensions	The fast pace of many companies and organizations can result in disrespectful behaviors and toxic workplaces. Eve Ash and Peter Quarry discuss what actually constitutes respect, the different types of respect, and why respect is important. They identify the benefits of a respectful culture and how in turn these are a key predicator of attractive places to work.
• Be a HERO: Honest, Ethical, Respectful and Optimistic	15	7 Dimensions	Discover the four ingredients that add up to becoming a HERO in the workplace, especially needed in times of change or a crisis. Psychologist Eve Ash explains the necessary qualities of being Honest, Ethical, Respectful and Optimistic. Once this course is completed, you will have learned that anyone can learn to be a HERO and demonstrate being honest, ethical, respectful, optimistic, raising the personal bar for themselves and others.
• Develop Tolerance and Respect	15	7 Dimensions	Develop Tolerance and Respect is a course to help learners respect and accept other people’s opinions, behaviors, preferences, even when you don’t agree with them. Peter Quarry, behavioral expert, explains how tolerance and respect can be developed.
• PEACE and Respect	15	7 Dimensions	In this course psychologist Eve Ash explains how we can improve communication, respect and caring by creating and maintaining PEACE, a five part strategy. Focusing on the PEACE approach is an important way to improve how we work together, to change competition or even conflict into collaborative problem-solving.
• Respect Privacy and Confidentiality	15	7 Dimensions	Respect Privacy and Confidentiality is a course in which behavioral expert Peter Quarry explains how to respect privacy and confidentiality. The message is straightforward: respect yours and others’ right to protecting sensitive, personal, or proprietary information.