



## BUSINESS SKILLS

Solve challenges in customer and workplace communications, improve leadership, and boost Microsoft Office productivity with this leading Business Skills online education program.

Litmos Healthcare Division's Business Skills online education program helps your staff overcome a wide variety of communication and leadership challenges and boosts productivity in Microsoft Office. Choose among five course libraries: Customer Communication, Patient Engagement Education, Workplace Communication, Leadership Training, and Microsoft Office Skills.

### Customer Communication Skills

A self-paced 4-5 hour educational program that addresses strategies to communicate effectively in today's fast-paced customer service environment.

- Includes two levels of courses, allowing you to train staff from entry-level to intermediate skills, keeping them fresh on emerging communication skills.
- Addresses the most common issues such as irate customers, keeping a positive attitude, and service recovery techniques.
- Entry level curriculum includes nine course topics; continuing education curriculum includes six topics.
- Each course covers various scenarios and types of communication technologies.

### Workplace Communication Skills

An online education program that will empower your employees with proven methods to navigate a wide variety of interpersonal challenges such as ethics and personality conflicts. Includes 8-10 hours of interactive training with video-based sessions.

- Reduces stress and improves staff productivity.
- Addresses 14 of the most common issues in workplace communications.
- Ideas for team-building, conflict resolution, performance improvement, and office etiquette.
- Offer actionable tips employees can use to manage and resolve challenges today.

### Patient Engagement Education

This two-hour program is essential for all staff in a provider or hospital setting to improve the patient experience.

- Focuses on your relationships with healthcare customers, but also covers interactions with coworkers and colleagues.
- How to provide extraordinary care, sensitivity, and compassion to customers and patients.

### Leadership Skills

Leading organizations invest in continuing education for their managers. This is a self-paced 5-6 hour educational program designed to help new managers and current management accelerate their leadership skills and climb the career ladder.

- Helps to optimize management productivity and prepare top achievers for leadership.
- Covers 12 of the most common leadership issues today, such as delivering feedback and managing employee performance.

### Microsoft Office Skills

An online education program that will boost your productivity in programs such as Microsoft Word and Excel. With this learning series you can increase your knowledge of any or all parts of Microsoft Office at your own pace.

- Microsoft Word course topics cover formatting, page setup, proofing, graphics, forms, and more.
- Microsoft Excel course topics cover essentials, formulas, tables, creating reports, and more.
- Microsoft PowerPoint course topics cover essentials, transitions, templates, and interactive presentations.

For more information

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