

SAP Litmos 

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SAP Litmos Training Content **customer experience edition**

Release 2006



THE BEST RUN



SAP Litmos Training Content **customer experience edition**

The content in this library is only available to customers who have an active subscription to SAP Litmos Training, customer experience edition.

New courses

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We are working on translating our courses into various languages in 2020. Under each course description, you will see which language translations are available for that course.

EN - English
SP - Spanish
DE - German
FR - French

To gain access to courses that aren't part of your library, please see your Account Manager.



NEW COURSE



GENERAL UPDATE

Content or functionality has been updated. It's not necessary to reassign new versions to users who have completed the previous version recently. Update enrollment rules and learning pathways with the latest version.



LEGAL UPDATE

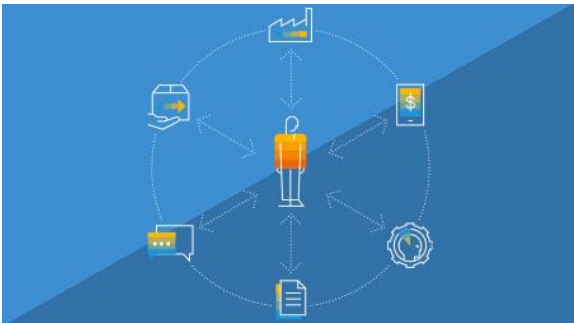
The legal content has changed. We recommend you assign learners to the new versions, even if they have recently completed the previous version. Update enrollment rules and learning pathways with the latest version.



TRANSLATION The content hasn't changed, but the course has been translated to a specific language.



New courses



Sales Performance Management (Global)

When you think about Performance Management, what are you trying to accomplish? Your sales group is likely focusing on closing the sale, which is important. But you also have to consider the customers' journey in this process - something that should be considered when measuring sales performance. Performance Management is about working with an employee and helping them develop in a way that results in effective and efficient processes throughout their tenure of employment.

 | 10 Minutes | EN



Giving Your Best Presentation (Global)

For many, giving a presentation causes anxiety, fear, maybe even sweaty palms. In sales, a good presentation can make or break a sale. As you grow in your career, one way to demonstrate your knowledge and abilities is by making presentations. A good presentation can determine whether a prospect sees you as an expert or not.

 | 10 Minutes | EN



Managing Politics in Your Organizations (Global)

When you think of "office politics," what are some words that come to mind? Backstabbing? Nepotism? Prejudice? You probably don't know one person that has a positive thought about office politics. In sales, you have to tackle organizational politics because it helps you influence results, optimism, and corporate culture. You probably haven't considered this angle of office politics before. In fact, politics help you achieve resources, protect your team members, and make sure your team gets the credit and paybacks they deserve. But how?

 | 10 Minutes | EN



Promoting Ethical Behavior (Global)

Sales are competitive naturally. It's true that competition can be an encouraging motivator; the competitive type of sales, combined with aggressive goals and high quota targets of many sales departments, can push salespeople to engage in unethical sales practices. These could include damaging themselves, their potential and current customers, and the organization for short-term, quick wins. Unethical sales practices can lead to an entire department not concentrating on the overall goal – serving their customers. In this instance, each salesperson works to hit quota, by any means possible.

 | 10 Minutes | EN

New courses cont.



Communicating Ethically (Global)

To speak or not to speak? Ethical, straightforward communication should happen internally within your company and externally to your customers. Organizations have values, just like people. Many companies use the company website and other company communications to communicate their values to employees, customers, and vendors. The question for you is, do you understand your companies value statement, and can you explain it successfully to your clients?

 | 10 Minutes | EN



Managing Change (Global)

If there is one thing that is constant, it's change, especially in customer service. Customers change, laws change, issues change, and even staff changes. How do you embrace change without the feeling of constant upheaval? Technology and customer expectations have changed how we approach customer service. The use of technology, in some cases, has sanitized the customer service experience. How do you remain efficient, but still offer personal and excellent customer service?

 | 10 Minutes | EN



Introduction to Project Management (Global)

Managing a project may seem easy, and, on the surface, it may be – you have a goal, you know the initiatives and the due date – it's simple. But within a project, there are many stakeholders and teams that may affect and even stall your project. So how do you succeed?

 | 15 Minutes | EN



Introduction to Project Planning (Global)

Project Planning is a step-by-step process, essentially a process of documenting your thinking about the project. It's your primary tool for being able to track and manage the project. When you talk about Project Planning, the plan itself is almost an afterthought and typically occurs after you understand the scope and deliverables of the project. It's essentially the process of documenting your thinking about the project.

 | 10 Minutes | EN

New courses cont



Inspiring Creativity (Global)

Leaders must be creative thinkers if they want to succeed. Creativity will help you find the solutions to the continuous stream of problems that you face daily. There are three major creativity triggers, intensely desired goals, pressing problems, and focused questions. Understanding what they are and how utilizing them is the first step in inspiring creativity among your team.

 | 10 Minutes | EN



Benefits and Pitfalls of Planning (Global)

We often talk about planning or things we plan to do in everyday conversation. To get to that goal, you have to have a plan. But when do you plan, or how do you develop an efficient plan? Or even how to identify an efficient or deficient plan? Let's start with a basic understanding of why we plan, the benefits of planning, but also when not to plan.

 | 15 Minutes | EN



Healing Customer Relationships (Global)

As a hospitality employee, you interact with a variety of customers in different ways, which are dependent on the department you work in. It's important to develop skills that will help in your customer interactions, whether they are concerned, angry, or upset, after a communication or service collapse.

 | 15 Minutes | EN



When You Can't Say Yes (Global)

There are times when you're serving someone, and you simply can't say yes. Despite trying your best to provide the highest service, situations occur that are out of your control and affect how you do your job. So, what do you do when you can't say yes?

 | 15 Minutes | EN

New courses cont



Environmentalism and Corporate Social Responsibility (Global)

Businesses have a large role in society, and their responsibility is way more than making profits. Corporate social responsibility or (CSR) has changed from the philosophy that a business should watch out for, not only its investors and customers but its employees as well. In today's society, it's important that a company pays attention to society as a whole, including the community and the environment too.

 | 10 Minutes | EN



Grace: Make it Look Effortless (Global)

In music, a grace note is addictive, but not so addictive that it is noticed directly. It is only noticed if it is not played. So, it is with grace in leadership. You may not perceive it directly, but if it's missing, you see it. For example, grace in leadership manifests itself in the connection between leader and follower, either one to one or in groups. It's a reflection of the authentic self but more – it's a reflection of humanity.

 | 15 Minutes | EN



Stages of Corporate Responsibility (Global)

To focus on corporate responsibility, our expectation is that businesses recognize issues that are socially important and to address them. The companies that are successfully doing this typically earn good corporate citizen reputations and enjoy certain advantages, such as keeping satisfied customers, attracting investments, and recruiting and retaining human capital. But this transformation doesn't happen overnight.

 | 15 Minutes | EN



Manage Your Body Language and Read Theirs (Global)

Did you know that body language provides 55% of an overall message when you're in any kind of conversation? You can make all kinds of points, just by the way you move your arms, but actually, it's just the way you focus your eyes. How can you manage your body language and use it to your advantage?

 | 15 Minutes | EN

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