

327 Solutions

PLACEMENT • CONSULTING • TRAINING

Course Catalog

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Administrative Skills

1. Administrative Office Procedures
2. Administrative Support
3. Basic Bookkeeping
4. Business Writing
5. Collaborative Business Writing
6. Executive and Personal Assistants
7. Meeting Management
8. Organizational Skills
9. Social Media Training for the Workplace
10. Supply Chain Management

Career Development

1. 10 Soft Skills You Need
2. Assertiveness And Self-Confidence
3. Communication Strategies
4. Creative Problem Solving
5. Developing Creativity
6. Digital Citizenship
7. Interpersonal Skills
8. Negotiation Skills
9. Personal Branding
10. Project Management
11. Telework and Telecommuting
12. Time Management
13. Women in Leadership

Human Resources

1. Business Succession Planning
2. Developing a Lunch and Learn Course Outline
3. Entrepreneurship
4. Employee Onboarding
5. Employee Recruitment
6. Generation Gap
7. Health and Wellness at Work
8. Hiring Strategies
9. Human Resource Management
10. Measuring Results from Training
11. Millennial Onboarding
12. Talent Management
13. Train-the-Trainer
14. Workplace Diversity
15. Workplace Harassment
16. Workplace Violence

Personal Development

1. Anger Management
2. Attention Management
3. Being a Likeable Boss
4. Critical Thinking
5. Emotional Intelligence
6. Goal Setting and Getting Things Done
7. Increasing Your Happiness
8. Improving Self-Awareness
9. Improving Mindfulness
10. Job Search Skills
11. Managing Workplace Anxiety
12. Motivating Your Sales Team
13. Personal Productivity
14. Public Speaking
15. Social Intelligence
16. Social Learning
17. Stress Management
18. Work-Life Balance

Sales And Marketing

1. Body Language Basics
2. Call Center Training
3. Creating a Great Webinar
4. Employee Recognition
5. Event Planning
6. Internet Marketing Fundamentals
7. Marketing Basics
8. Media and Public Relations
9. Overcoming Sales Objections
10. Presentation Skills
11. Proposal Writing
12. Sales Fundamentals
13. Telephone Etiquette
14. Trade Show Staff Training

Supervisors And Managers

1. Budgets and Financial Reports
2. Coaching and Mentoring
3. Employee Motivation
4. Facilitation Skills
5. How To Develop New Managers
6. Knowledge Management
7. Leadership and Influence
8. Lean Process and Six Sigma
9. Manager Management
10. Middle Manager
11. Networking Within the Company
12. Office Politics for Managers
13. Performance Management
14. Supervising Others
15. Virtual Team Building And Management

Workplace Essentials

1. Appreciative Inquiry
2. Business Acumen
3. Business Ethics
4. Business Etiquette
5. Change Management
6. Civility in the Workplace
7. Conflict Resolution
8. Customer Service
9. Delivering Constructive Criticism
10. Developing Corporate Behavior
11. General Team Building
12. Handling a Difficult Customer
13. Risk Assessment and Management
14. Safety in the Workplace
15. Teamwork and Team Building

Office 2013 Essentials

1. Access 2013 Essentials
2. Excel 2013 Essentials
3. OneNote 2013 Essentials
4. Outlook 2013 Essentials
5. PowerPoint 2013 Essentials
6. Publisher 2013 Essentials
7. Word 2013 Essentials

Office 2013 Advanced

1. Access 2013 Advanced
2. Excel 2013 Advanced
3. OneNote 2013 Advanced
4. Outlook 2013 Advanced
5. PowerPoint 2013 Advanced
6. Publisher 2013 Advanced
7. Word 2013 Advanced

Office 2013 Expert

1. Word 2013 Expert

Office 365 Essentials

1. Excel 365 Essentials
2. Lync 365 Essentials
3. OneNote 365 Essentials
4. Outlook 365 Essentials
5. PowerPoint 365 Essentials
6. SharePoint 365 Essentials
7. Word 365 Essentials

Office 2010 Essentials

1. Access 2010 Essentials
2. Excel 2010 Essentials
3. InfoPath 2010 Essentials
4. OneNote 2010 Essentials
5. Outlook 2010 Essentials
6. PowerPoint 2010 Essentials
7. Project 2010 Essentials
8. Publisher 2010 Essentials
9. SharePoint Designer 2010 Essentials
10. Visio 2010 Essentials
11. Word 2010 Essentials

Office 2010 Advanced

1. Access 2010 Advanced
2. Excel 2010 Advanced
3. InfoPath 2010 Advanced
4. OneNote 2010 Advanced
5. Outlook 2010 Advanced
6. PowerPoint 2010 Advanced
7. Publisher 2010 Advanced
8. Visio 2010 Advanced
9. Word 2010 Advanced

Office 2010 Expert

1. Access 2010 Expert
2. Excel 2010 Expert
3. InfoPath 2010 Expert
4. Outlook 2010 Expert
5. PowerPoint 2010 Expert
6. Project 2010 Expert
7. Word 2010 Expert

Office 2007 Essentials

1. Access 2007 Essentials
2. Excel 2007 Essentials
3. Groove 2007 Essentials
4. InfoPath 2007 Essentials
5. OneNote 2007 Essentials
6. Outlook 2007 Essentials
7. PowerPoint 2007 Essentials
8. Project 2007 Essentials
9. Publisher 2007 Essentials
10. Visio 2007 Essentials
11. Windows 7 Essentials
12. Windows 8 Essentials
13. Word 2007 Essentials

Office 2007 Advanced

1. Access 2007 Advanced
2. Excel 2007 Advanced
3. InfoPath 2007 Advanced
4. OneNote 2007 Advanced
5. Outlook 2007 Advanced
6. PowerPoint 2007 Advanced
7. Project 2007 Advanced
8. Publisher 2007 Advanced
9. Visio 2007 Advanced
10. Word 2007 Advanced

Spanish - Career Development

1. Estrategias de Comunicacion (Communication Strategies)
2. Resolucion Creativa De Problemas (Creative Problem Solving)
3. Trabajo a Distancia y Desde el Hogar (Telecommuting from home)

Spanish - Human Resources

1. Integracion (Onboarding) de Empleados (Integration (Onboarding) Employees)

Spanish - Personal Development

1. Aprendizaje Social (Social Learning)
2. Manejo de la Ira (Anger Management)
3. Inteligencia Emocional (Emotional intelligence)

Spanish - Sales And Marketing

1. Conceptos Basicos del Lenguaje Corporal (Body Language Basics)
2. Entrenamiento Para Call Center (Training for Call Center)
3. Crear Un Gran Seminario Web (Create A Great Web Seminar)

Spanish - Supervisors And Managers

1. Gestion del Desempeno (Performance Management)
2. Presupuestos e Informes Financieros (Budgets and Financial Reporting)

Spanish - Workplace Essentials

1. Atencion al Cliente (Customer Service)
2. Como Propiciar Criticas Constructivas (Foster Constructive Criticism)
3. Etica Empresarial (Business Ethics)
4. Evaluacion-y Gestion de Riesgos (Evaluation and Risk Management)
5. Indagacion Apreciativa (Appreciative Inquiry)
6. Resolucion de Conflictos (Conflict Resolution)
7. Seguridad en el Lugar de Trabajo (Safety in the Workplace)
8. Vision Para Los Negocios (Business Acumen)

Catalog Updates for 2016

1. Conducting Annual Employee Reviews
2. High Performance Teams (Inside the Company)
3. High Performance Teams (Remote Workforce)
4. Life Coaching Essentials
5. Multi-Level Marketing
6. Networking (Outside the Company)

Course Example – Career Development

Career Development - 10 Soft Skills You Need

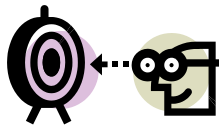
Approximate Time: 7 hours (ILT)

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation. These and other events can become more easily managed with this great workshop.

With our 10 Soft Skills You Need work shop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

Workshop Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.



At the end of this workshop, participants should be able to:

1. Discuss how soft skills are important to success in the workplace
2. Understand the 10 key soft skills everyone should have
3. Use soft skills to relate more effectively to others in the workplace
4. Understand how to use soft skills to communicate, problem-solve, and resolve conflict
5. Apply soft skills to specific situations

Getting Started

1. Learning Environment
2. Housekeeping Items
3. The Parking Lot
4. Workshop Objectives
5. Participant Materials

What are Soft Skills?

1. Definition of Soft Skills
2. Empathy and the Emotional Intelligence Quotient
3. Professionalism
4. Learned vs. Inborn Traits
5. Case Study

Soft Skill 1: Communication

1. Ways We Communicate
2. Improving Non-Verbal Communication
3. Listening
4. Openness and Honesty
5. Case Study

Soft Skill 2: Teamwork

1. Identifying Capabilities
2. Get Into Your Role
3. Learn the Whole Process
4. The Power of Flow
5. Case Study

Soft Skill 9: Ability to Learn From Criticism

1. Wow, You Mean I'm Not Perfect?
2. Listen With An Open Mind
3. Analyze and Learn
4. Clear the Air and Don't Hold Any Grudges
5. Case Study

Soft Skill 10: Networking

1. Redefining Need
2. Identifying Others' Interests
3. Reaching Out
4. When to Back Off
5. Case Study

Wrap Up

1. Words from the Wise
2. Review of Parking Lot
3. Lessons Learned
4. Completion of Action Plans and Evaluations
5. Recommended Reading

Course Example – Business Acumen



Module Four: Risk Management Strategies

Risk management involves different strategies. The purpose is to identify and assess risks and prioritize them in order to monitor and reduce threats to the company. Implementing risk management requires looking at the big picture in the future and taking the proper steps for the good of the organization. Certain risks may be transformed to opportunities, and risk management is essential to business acumen.

Continuous Assessment

A risk assessment will help identify the different dangers and opportunities you may face. There are different types of risks assessments you can implement, depending on the specific objective and the needs of the business such as strategic risk, internal audit, market risk, and customer risk. A risk assessment needs to be a continuous part of the business cycle to be effective.

Risk Assessment Steps:

1. **Recognize objectives:** The scope of the assessment is based on specific objectives, created using SMART goals.
2. **Identify potential events:** Use prior and possible events to determine risks. Identify external factors such as the economy, politics, technology, and the environment as well as internal data. The information identifies risks and opportunities.
3. **Identify risk tolerance:** Determine the variation from the objective that is acceptable with risks.
4. **Determine the probability and impact of risks:** Assign an impact and probability rating to risks based on data.
5. **Outline responses for risks:** Assign a response for each risk. These may be to accept, avoid, reduce, or share the risk.
6. **Determine the impact and possibility:** Evaluate the controls and response.

You should evaluate the assessment to determine what risks are connected between departments and to each other.

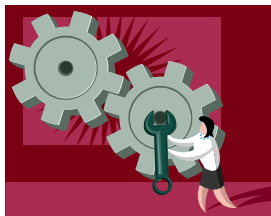
Internal and External Factors

Managing risk requires identifying the external and internal factors that affect the company. In certain cases, internal factors and external factors will overlap. In fact, many internal hazards are external hazards. These factors are essential to the risk assessment. The key risks that every business faces are financial, strategic, operational, and hazard. You must determine which factors affect your business and how to address them.

Internal Factor Examples:

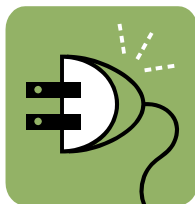
- **Financial Risk:** Internal risks include liquidity and cash flow.
- **Strategic Risk:** Intellectual capital and R&D are examples of strategic risks.
- **Operational Risk:** Accounting and the supply chain are examples of internal operational risks.
- **Hazard Risk:** Employees and products are internal hazards.
- **External Factor Examples:**
 - **Financial Risk:** External risks include taxes, interest rates, and credit.
 - **Strategic Risk:** Competition and customer demand are examples of strategic risks.
 - **Operational Risk:** Regulations, culture, and the supply chain are examples of external operational risks.
 - **Hazard Risk:** Suppliers, natural risks, and products are external hazards.

Making Adjustments and Corrections



As we established earlier, risk management requires constant monitoring and assessment. As you gather information using KPIs and other tools designated to monitor progress, you will determine which management strategies are successful and which are unsuccessful. Correct and adjust the strategies to improve performance as necessary. Additionally, risks are subject to change. For example, a competitor who suddenly offers a similar product at a cheaper price changes your threat assessment. This will require adjustments and corrections

in your objectives, strategies, and actions.



Knowing When to Pull the Trigger or Plug

There are risks in every aspect of business, and not every program will be successful. Risk management strategies help you determine when to go for a win and when it is necessary to cut your losses. Allocating your resources to an ineffective strategy is wasteful. However, pulling resources from potentially successful opportunities may equal a loss. Individuals with business acumen understand how to allocate resources.

Sometimes knowing where to invest is obvious. A program that hemorrhages money year after year, despite adjustments, needs to be cut. Similarly, rolling out a product that has consumer interest is probably a risk worth taking. Other answers are not so clear-cut, even when you have collected extensive data. In these cases, taking advantage of opportunity costs will help determine which risk is worth taking.

Opportunity Cost: Opportunity Costs are defined as the value of an alternative decision. It is the actual monetary cost as well as the cost of value. In order to determine opportunity cost, however, it is useful to convert everything to dollar amounts. For example, the complete cost of employee training when sales are slipping could be calculated, and the alternative would be the complete cost of not training employees. When calculating opportunity costs, it is important to remember that it is based on projected costs, but it still provides useful information.

Opportunity cost = selected action – the alternative decision

Case Study



Kay created a financial risk strategy for her young company. Her objective was to increase profits, and she examined the cash flow and liquidity of the organization in her assessment. She created a strategy based solely on this information, but after careful monitoring, she realized that the strategy was unsuccessful. The interest rate changed, and her actions had not compensated for the difference. She chose to make adjustments using the external and internal factors to guide her assessment. After three months, her strategy began to pay off.

Module Four: Sample Review Questions

1. What determines the type of risk assessment besides the business need?
 - a) Risk
 - b) Objective
 - c) Opportunity
 - d) Strength
2. What do risk assessments identify besides risks?
 - a) Objectives
 - b) Interest
 - c) Opportunity
 - d) Nothing
3. What is an internal financial risk?
 - a) Interest rate
 - b) R&D
 - c) Cash flow
 - d) Credit
4. A product falls under which type of risk?
 - a) Internal and external
 - b) Internal
 - c) External
 - d) It is not a risk
5. What occurs when you cut a potentially successful project?
 - a) Nothing
 - b) Loss in potential profits
 - c) Saves money
 - d) Technology skills
6. What is a useful way to measure opportunity cost?
 - a) Make accurate plans
 - b) Only use it for financial plans
 - c) Convert everything to dollar amounts
 - d) It is not useful

Sample Training Resources for Thomson Reuters



Amy Lynne Orlov

- Bachelor of Arts, University of Pennsylvania
- Master of Education, University of Maryland
- Certified Behavioral Analyst (CPBA)
- Certified Insideout™ Coach and Trainer

20 years' experience in corporate training and academia building learning programs into blended, web powered and virtual programs. Expert facilitation skills proven in the classroom and online using WebEx and Adobe Connect platforms. Live online.

Clients: Wharton School, University of Pennsylvania, CorpU, GMAC



Mark Anthony French

- Bachelor of Arts, Sociology and Urban Studies
- Graduate Work, Applied Sociology / Social Science
- Certified Instructor (CTT)

Over 20 years of full-time expert training, coaching and mentoring experience with project management skills included. Mark Anthony is the epitome of who and what a corporate trainer should be. He is highly skilled in maximizing corporate technology investments and soft-skills through training engagement in the classroom and online.

Clients: Name them, he has probably trained them



Barbara-Jean Kennedy

- BS, Business Administration
- MA, Educational Technology Leadership, George Washington
- Management Development Certificate, Princeton
- Prosci Change Management Certification, Prosci Corporation

Over 20 years of full-time training and development experience shines through with Barbara-Jean. Animated, engaging, fun and full of knowledge, Barbara-Jean creates learning experiences for her students that transfer knowledge and gain strong feedback.

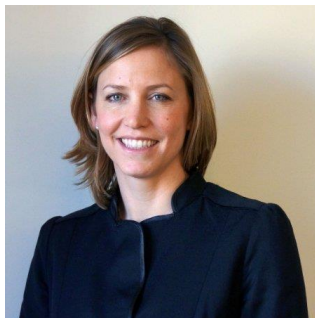
Clients: American Water, Princeton and many others



Robert Kennedy III

- BA, Biology/History, Union College
- M.Ed, Second Education – Curriculum and Technology, UMUC
- PhD, Educational Technology
- President Elect, ATD Maryland

A consummate and credentialed performance architect, Robert is building the business leaders of today and tomorrow through coaching, mentoring and training. Robert is highly advanced in classroom and virtual-classroom based training delivery.



Lisa Bevill

- BS, Business Administration, Fordham University
- MBA, IE Business School
- Madrid, Spain and bilingual trainer (English/Spanish)

Lisa has a strong academia spin on her resume, but you wouldn't know it in one of her training classes. Lisa is fluent in both English and Spanish residing in Madrid, Spain. She is an Adjunct Professor for IE Business School, a CorpU facilitator (online virtual sessions) and active member of the Graduate Management Admission Council.



Terri Altschul

- BS, Organizational Psychology
- Certified Immunity to Change Coach, Harvard University
- Myers-Briggs (MBTI)
- Leadership Agility 360, ChangeWise / Bill Joiner

Terri makes virtual and learning happen. As a thought leader, sought after consultant, performance consultant, mentor and trainer, she gets to work with some amazing companies. Facebook, Twitter, LinkedIn, MailChimp and others are frequent clients of Terri. Virtual online learning, MOOCs, MicroLearning and eLearning. She has done it all and delivers world class learning and development services.