

SUBJECT AREAS	PHASE 1 (15 HOURS)	PHASE 2 (15 HOURS)	PHASE 3 (15 HOURS)
INDUSTRY	Working the Counter Electrical Theory 1	Working the Counter Electrical Products 1-2	Understanding Profit Electrical Products 3
SALES	Introduction to Sales	Strategic Sales Planning	Developing a Customer- focused Sales Approach
COMMUNICATION	Interpersonal Communication: Communicating with Confidence Interpersonal Communication: Listening Essentials	Interpersonal Communication: Targeting Your Message Interpersonal Communication: Communicating Assertively	Interpersonal Communication: Being Approachable Effective Interpersonal Communications Simulation
CUSTOMER SERVICE	Listening to your Customers Customer-focused Interaction	Developing Your Customer Focus	Customer Service Fundamentals: Building Rapport in Customer Relationships Identifying and Managing Customer Expectations Customer Service over the Phone
PERSONAL DEVELOPMENT	Personal Productivity Improvement: Managing Your Workspace Managing Goals Professionalism, Business Etiquette, and Personal Accountability Developing Your Reputation of Professionalism with Business Etiquette	Personal Productivity: Self-organization and overcoming Procrastination	Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
ETHICS	Workplace Ethics Ethical Decision Making Simulation	Integrity in the Workplace	Promoting a Substance- free Workplace
FINANCE	The Income Statement	The Balance Sheet	The Cash Flow Statement