

SUBJECT AREAS	PHASE 1 (15 HOURS)	PHASE 2 (15 HOURS)	PHASE 3 (15 HOURS)
INDUSTRY	Inside Sales Prep Electrical Theory 1	Understanding Profit Electrical Products 1	Electrical Products 2-3
SALES	Introduction to Sales	Preparing for Successful Sales Developing Strong Customer Relationships	Interpersonal Communication: Communicating Assertively Developing a Customer-focused Sales Approach
COMMUNICATION	Interpersonal Communication: Communicating with Confidence	Interpersonal Communication: Being Approachable Performing with Others under Pressure	Interpersonal Communication: Targeting Your Message Interpersonal Communication: Listening Essentials
CUSTOMER SERVICE	Identifying and Managing Customer Expectations Customer Service Fundamentals: Building Rapport in Customer Relationships	Customer Service over the Phone Customer-focused Interaction	Customer Service Fundamentals: Building Rapport in Customer Relationships Professionalism, Business Etiquette, and Personal Accountability
PERSONAL DEVELOPMENT	Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	Personal Productivity: Self-organization and overcoming Procrastination	Managing Your E-mail
ETHICS	Ethical Decision Making	Workplace Diversity Awareness	Promoting a Substance-free Workplace
FINANCE	The Income Statement	The Balance Sheet	The Cash Flow Statement