

SUBJECT AREAS	PHASE 1 (13 HOURS)	PHASE 2 (13 HOURS)	PHASE 3 (13 HOURS)
INDUSTRY	Outside Sales Prep	Understanding Profit	Selling Green 101
SALES	Introduction to Sales Strategic Sales Planning	Preparing for Successful Sales Developing Strong Customer Relationships	Creating and Sustaining a Customer-focused Organization Developing a Customer-focused Sales Approach
COMMUNICATION	Interpersonal Communication: Communicating with Confidence Interpersonal Communication: Communicating Assertively	Interpersonal Communication: Being Approachable Performing with Others under Pressure Business Writing: Know Your Readers and Your Purpose	Interpersonal Communication: Targeting Your Message Interpersonal Communication: Listening Essentials Negotiation Essentials: Avoiding Pitfalls in Negotiations Effective Interpersonal Communications Simulation
CUSTOMER SERVICE	Identifying and Managing Customer Expectations Customer Service Fundamentals: Building Rapport in Customer Relationships	Customer-focused Interaction Customer Service Confrontation and Conflict	Working within the Sales Culture of Your Organization Professionalism, Business Etiquette, and Personal Accountability Customer Service in the Field
PERSONAL DEVELOPMENT	Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	Personal Productivity: Self-organization and overcoming Procrastination	Managing Your E-mail Developing Your Reputation of Professionalism with Business Etiquette
ETHICS	Ethical Decision Making	Workplace Diversity Awareness	Promoting a Substance-free Workplace
FINANCE	The Income Statement	The Balance Sheet	The Cash Flow Statement