Development Series: It's all about you!

It is all about YOU and we are thrilled to provide new online training courses to help you grow! Gone are the days when it was enough to just execute well. We live in a world where value comes not only from being able to plan, organize and execute but also increasingly from the knowledge of people. ADP TotalSource University's Development Series courses focus on the critical skills and attitudes needed to be successful. Our goal is to help broaden your perspectives and improve your performance through a series that provides both employees and leaders with an opportunity to develop and grow their skills right from their desks!

What will you learn?

ADP TotalSource University Development Series offers online training courses which are self-paced, on demand sessions covering popular topics to address your development needs all of which are available at minimal or no additional cost to you. These topics are divided into categories to help you target your skills:

- Ethics & Compliance
- Manager Development
- Employee Development

Ethics and Compliance

Ensuring Professional & Compliant Behavior
- Be S.A.F.E. (Not Sorry)™: Preventing Violence in the Workplace
- Drawing the Line: Creating a Harassment-Free Workplace™
- It's Not Just About Sex Anymore™: Harassment and Discrimination in the Workplace
- Legal Briefs™ Substance Abuse: The Manager's Role in Creating & Maintaining a Drug-Free Workplace
- Legal Briefs™ Workplace Violence: The Legal Role in Keep Your Workplace Safe
- Sexual Harassment: It Can Happen Here™
- Sexual Harassment? You Decide.™: Real Situations for Discussion
- The Right Side of the Line: Creating a Respectful and Harassment-Free Workplace™
- Prevent Workplace Bullying: How to Recognize and Respond to Bullies at Work

Fostering Diversity, Inclusion & Respect Manager Development
- Generations: M.E.E.T. for Respect in the Workplace™
- Just Be F.A.I.R.™: A Practical Approach to Diversity in the Workplace
- Legal Briefs™ Harassment & Discrimination: Promoting Respect & Preventing Discrimination
- M.E.E.T. on Common Ground™: Speaking Up for Respect in the Workplace
- M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance with Fairness and Respect™
- Managing Generations: M.E.E.T. for Respect in the Workplace™
- Open Mind, Open World: Improving Intercultural Interactions™
- We Need to M.E.E.T.™: Managing for Respect in the Workplace

Managing Legal Risk
- It's the Law™: The Legal Side of Management
- Legal Briefs™ Discipline & Termination: Improving Performance & Reducing Liability
- Legal Briefs™ Recruiting & Hiring: A Manager's Guide to Staying Out of Court
- Legal Briefs™ The ADA: Tough Questions & Straight Answers
- Legal Briefs™ Workplace Privacy: Does It Really Exist?
- Preventing Retaliation in the Workplace: Recognize. Respond. Resolve.™ (All Employees)
- Preventing Retaliation in the Workplace: Recognize. Respond. Resolve.™ (For Managers)

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Promoting Ethical Conduct
- A.C.T. with Integrity™: Real Situations for Discussion
- Integrity Every Day: Real Choices. Right Decisions. (Specifically for Healthcare Professionals)
- L.E.A.D. with Integrity™: Promoting a Culture of Ethical Conduct

Diversity, Inclusion & Respect
- F.A.I.R. in Action™: A Practical Approach to Diversity in the Workplace
- Generations: M.E.E.T. for Respect in the Workplace™
- Just Be F.A.I.R.™: A Practical Approach to Diversity in the Workplace
- Legal Briefs™ Harassment & Discrimination: Promoting Respect & Preventing Discrimination
- M.E.E.T. on Common Ground™: Speaking Up for Respect in the Workplace
- M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance with Fairness and Respect™
- Managing Generations: M.E.E.T. for Respect in the Workplace™ (Manager's Module)
- Open Mind, Open World: Improving Intercultural Interactions™
- We Need to M.E.E.T.™: Managing for Respect in the Workplace

Employee Development

Building Customer Loyalty
- Glad I Could Help: Real Customer Service Situations for Discussion™
- Johnny the Bagger®: A True Story of Customer Service
- Service Mentality
- Listening Skills
- Questioning Techniques
- Five Forbidden Phrases
- Six Cardinal Rules Of Customer Service
- Selling Skills from A – Z
- Selling Skills from I-Q
- Selling Skills from R-Z
- Real Strategies – Service Sims
- Maintaining Customer Relationships
- Influencing The Interaction
- Questioning Techniques
- Proactive Customer Service
- How to Handle the Irate Customer
- Opinions of Your Peers
- Six Steps to Service Recovery

Creating a Collaborative Environment
- A.C.E. It!™: How to Solve Tough Workplace Problems
- Bad Apples™: How to Deal with Difficult Attitudes
- Everybody Wins: How to Turn Conflict into Collaboration™
- Ready. Set. CHANGE!™: Reacting Smarter. Adapting Faster. Engaging Together.
- That's Just Rude
- From Curt To Courteous

Developing Critical Work Skills
- Coach the S.A.L.E. for Sales Managers™
- Fearless Facilitation!™ How to Lead Effective Meetings
- Fearless Facilitation!™ How to Lead Effective Training
- Life IS a Series of Presentations: Inspire, Inform & Influence. Anytime. Anywhere.
- Support the S.A.L.E. for Service & Support Professionals™
- TrainingBytes™ Achieving Communication Excellence

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- TrainingBytes™ Increasing Emotional Intelligence
- TrainingBytes™ Managing Your Own Productivity
- Win the S.A.L.E. for Sales Professionals™
- WorkSmarts™: How to Get Along, Get Noticed and Get Ahead
- Essential Telephone Skills
- Seven Keys to a Positive Mental Attitude
- Business Friendly Customer Service

Manager Development

Developing Core Leadership
- The Extraordinary Leader: Going from Good to Great™
- Whale Done!™ in Action
- Whale Done!™: The Power of Positive Relationships
- Motivation: Dream it. Walk it. Believe it.™

Interviewing for Capability & Culture Fit
- Get the Whole Picture: Asking Probing Questions in a Behavioral-Based Interview
- The Three-Dimensional Interview: Evaluating for Capability, Commitment and Chemistry™

Leading & Managing for Peak Performance
- Courage to Coach™ for Retail: A Common Sense Approach to Confronting Tough Employee Performance Situations
- Courage to Coach™: A Common Sense Approach to Confronting Difficult Employee Performance Issues
- I Wish My Manager Would Just...™
- Let's T.A.L.K.: Handling the Difficult Performance Appraisal™
- Peer Today, Boss Tomorrow™: Navigating Your Changing Role
- Ready. Set. CHANGE!™: Reacting Smarter. Adapting Faster. Engaging Together.

GENERAL INFORMATION

Our online training courses are self-paced, on demand sessions that give you a classroom experience with the convenience of learning from your desk. These courses are available at minimal or no additional cost to you. For assistance registering for these sessions please see the following guides in the "How Do I" help section located on iLearn@ADP.

- How Do I Register for A Course

- How do I know if self-paced training is free or at a cost

- How Do I Purchase a Self-paced Course

- How Do I Purchase a Self-paced Course For an Employee

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