ECU Staff Development
Training Videos

Must have Microsoft Windows Media Player to view videos

- Business Etiquette
- Communication Strategies
- Creative Problem Solving
- Leadership and Influence
- Meeting Management
- Negotiation
- Peer Relationships
- Relationship Building
- Understanding Others
- Valuing Diversity
- Virtual Teamwork

Job Skills/Technical Skills

- Administrative Skills
- Career Development
- Leadership Skills
- Perspective
- Self-Knowledge
- Strategic Thinking

Communication

- Active Listening
- Communicating in Difficult Situations
- Conflict Management
- Emotional Intelligence
- Giving and Receiving Feedback
- Integrity and Trust

Productivity

- Decision Making
- Managing Up: Boss and Other Key Relationships
- Meeting Management
- Networking
- Organizational/Cultural Agility
- Perseverance
- Time Management

Customer Service

- Fostering Creativity and Innovation

Management/Supervisory Skills

- Conflict Management
- Developing Employees
- Treating Employees Fairly
- Managerial Courage
- Managing/Valuing Diversity
- Motivating Others
- Risk Taking
- Virtual Teamwork

Teamwork

- Building Effective Teams
- Conflict Resolution
- Emotional Intelligence
- Integrity and Trust
- Motivating Others
Administrative Skills

The Art of Filing
The New Office Professional's Handbook
Office Skills at WikiHow

Career Development

Career Assessment Tools & Tips
Career Planning
Career Solutions
Future Edge: Discovering the New Rules of Success
Highly Effective Networking: Meet the Right People and Get a Good Job
Make It Work: Navigate Your Career Without Leaving Your Organization
Make Your Contacts Count: Networking Know-How for Business and Career Success
Who's Running Your Career: Creating Stable Work in Unstable Times
Your Next Move: The Leaders' Guide to Successfully Navigating Major Career Transitions

Leadership Skills

Ten Common Leadership and Management Mistakes
Authentic Leadership
The Biggest Mistake a Leader Can Make
Blanchard Leader Chat
Carnegie Success Connection
How Good are Your Leadership Skills?
How to Go From Managing to Leading in 5 Steps
Innovation Leadership
The Leadership Challenge
The Leadership Legacy Assessment
Leadership Skills
Leadership Styles
Shifting into the Four Dimensions of Leadership
Street Smart Leadership: 5 Lessons From Growing Up in New York
Strengths Based Leadership

Perspective

Are You a Lateral Leader?
Becoming a Strategic Leader
Lateral Thinking: Creativity Step-by-Step
Thinking Strategically

Self-Knowledge

Accelerating Performance - Five Leadership Skills You and Your Team Can’t Do Without
The Importance of Self-Awareness
Leadership: Improve Yourself
Learning Styles - Understanding Your Learning Preference
A Look in the Mirror Can Help Leaders Develop
Personal SWOT Analysis: Making the Most of your Talents and Opportunities
Self-Awareness and the Effective Leader
What Got You Here Won’t Get You There
What’s the One Thing Limiting Your Success?
Your Reflected Best Self - Getting a deeper understanding of your strengths
Strategic Thinking

Becoming a Strategic Leader
Communicating the Vision
The Essence of Innovation
Evaluation Mindset: A Quality of Good Leadership
Lean Thinking: Banish Waste and Create Wealth in Your Corporation
The Role of Strategic Planning as a Mechanism for Disciplined Thought

Active Listening

The Big 6: An Active Listening Skill Set
Is Anyone Listening?
Listening and Leadership
Listening Self-Assessment

Communicating in Difficult Situations

Bad Behavior at Work
How to Prepare for a Difficult Conversation
Conflict Management

- Calming Conflict
- Conflict Competency: What Does It Take
- Conflict Resolution: Resolving conflict rationally and effectively
- Conflict Resolution Resource Center (Univ. of Wisconsin - Madison)
- Conflict Resolution Tips and Worksheet
- The Cost of Conflict Incompetence
- Dialogue and Debate, Not Consensus
- Generational Conflict: A Matter of Clout
- How to Resolve Conflict at Work
- Practicing the Art of Conflict Resolution
- Resolving Conflict Rationally and Effectively
- 6 Ways to Make Conflict Productive
- Tips for Resolving Workplace Conflict
- Which Conflict Resolution Style is Yours

Emotional Intelligence

- Daniel Goleman Videos
- Degrees of Giving
- Emotional Intelligence: Developing Strong "People Skills"
- Emotional Intelligence for Managers
- Emotions in the Workplace: Choose to Respond, Not to React
- Empathy: Not Such a Soft Skill
- Empathy Quotient Assessment
- Reading Others: Spot the Fake Smile Experiment
- Test Your EQ
Giving and Receiving Feedback

The Feed Forward Tool
- Give Perfectly Timed Feedback
- How to Approach a Colleague Who Is Making Mistakes
- How to Give Feedback that Works
- How to Prepare for a Difficult Conversation
- Managing Complaints and Feedback
- Planning to Give Feedback
- Planning to Receive Feedback

Integrity and Trust

- Building the Trust of Your New Team
- Getting Your Core Values Right
- How to Build Trust
- The Importance of Trust
- The Speed of Trust resources
- The Speed of Trust: The One Thing That Changes Everything
- Trust or Bust
- Who Trusts You survey

Fostering Creativity and Innovation

- 4 Ways to Spark Your Creativity
- Brainstorming
- Creativity Tools
- Culture of Innovation
- Don't Just Survive - Thrive: Leading Innovation in Good Times and Bad
Building Effective Teams

- Empowering Innovation and and New Product Development in Your Organization
- Encouraging Creativity in Teams
- How Knowledge Can Hurt Innovation
- How to Innovate: A Step-by-Step Guide
- Innovation Leadership
- Ten Awesome Videos on Idea Execution & the Creative Process
- Three ways to boost your curiosity and refresh your outlook
- Using Creativity to Stand Out in Your Career

Motivating Others

- The Best Motivational Video
- Career Coach: The care and nurturing of 'millennials'
- Dan Pink on the Surprising Science of Motivation
- Degrees of Giving
- Five Steps to Ignite Peak Performance
- The Flywheel
- How Good Are Your Motivation Skills?
- How to Motivate Employees
- Inspiring Employees Through Change and Transition
- Life Beyond Work: Retaining All Generations
- The Moment You Think of Yourself As Great, You've Lost It
- Motivating and Inspiring Yourself
Negotiation

- Negotiating Outcomes: Expert Solutions to Everyday Challenges
- Yes to the Person, No to the Task
- Win-Win Negotiation

Peer Relationships

- Building Key Relationships at Your New Job: Focus First on your Peers
- Give Advice the Right Way
- Image Busters: Eight Common Mistakes
- True Colors
- Persuading People
- Professional Networking: Building peer relationships for mutual benefit
- Relationship Building resources

Relationship Building

- How Good Are Your People Skills
- Mastering the Art of Creative Collaboration
- Networking Smart: How to Build Relationships for Personal and Organizational Success
Understanding Others

- Primal Leadership: Learning to Lead with Emotional Intelligence
- Relationships 101: What Every Leader Needs to Know
- Say Yes to the Person, No to the Task

Valuing Diversity

- How Good are your People Skills?
- People Styles at Work: Making Bad Relationships Good and Good Relationships Better
- Please Understand Me: Character and Temperament Types
- Understanding Other People: The Five Secrets Model
- Understanding Other People: The Five Secrets to Human Behavior

- Appeasing Needy Millennials
- Blink: The Power of Thinking Without Thinking
- Career Coach: The care and nurturing of 'millennials'
- Conscious-Unconscious Divergences
- Cross-Cultural Communication
- The Difference: How the Power of Diversity Creates Better Groups, Firms, Schools, and Societies
- Getting Boomers to Work With Millennials
- Managing Diversity
- Plugged In: The Generation Y Guide to Thriving at Work
- Test Yourself for Hidden Bias
- This is Why They Don’t Understand You Overseas
- Unconscious Bias
- World Class Diversity Management: A Strategic Approach
Virtual Teamwork

- Challenges and Solutions
- Interdependence: Defining Today's Teams
- Leading Virtual Teams
- Managing a Geographically Dispersed Team
- Managing Virtual Teams Top Tip
- Performance Management
- Project Status Report
- Virtual Team Builders

Decision Making

- The 8-Step Guide to Making Tough Decisions
- Decision Making Quiz
- Decision Making Skills - Start Here!
- Decision Making Techniques: How to Make Good Decisions
- Decision Trees - Choosing by projecting "expected outcomes"
- Grid Analysis: Making a Decision by Weighing Up Different Factors
- Harvard Business Essentials, Decision Making: 5 Steps to Better Results
- Instincts
- Myths of Effective Decision Making
- Six Thinking Hats: Looking at a decision from all points of view
- Six Tips for Conducting Better Decision Meetings
- Accelerating Performance - Five Leadership Skills You and Your Team Can't Do Without
- Buy-In and Decision Making
- Decision Making Skills - Start Here!
- Decision Quality
- Harvard Business Essentials, Decision Making: 5 Steps to Better Results
- How Good is Your Decision-Making?
- Instincts (with Capt. Sully Sullenberger)
- Making Decisions
- The Next Frontier of Judgment - Across Enterprises
- Pareto Analysis - Using the 80:20 Rule to Prioritize
- Preventing Bad Judgment
Managing Up

How to Win Over Your Boss
Managing Up
'Managing Up' in your agency
Your Boss is Your Client (& Your Colleagues Are Too!)

Meeting Management

7 Ways to Start Your Meeting Off Right
Death by Meeting: A Leadership Fable... about solving the most painful problem in business
Death by Meeting materials
Making Your Meetings Matter
Running Effective Meetings
Running Meetings: Expert Solutions to Everyday Challenges
Successful Meetings: How to Plan, Prepare, and Execute Top-Notch Business Meetings

Networking

Developing a Networking Strategy
Networking
Networking Don'ts
The Three Networks You Need
6 Networking Mistakes and How to Avoid Them
Organizational Agility

- Are You Politically Savvy?
- The Boundaryless Organization: Breaking the Chains of Organizational Structure
- Dealing with Office Politics
- How Organizations Work: Taking a Holistic Approach to Enterprise Health
- How to Shine at Work
- Improve Your Political Skill
- Navigating Office Politics

Perseverance

- Decrease Your Stress, Increase Your Output
- Keys to Success: Perseverance
- Managing Stress
- Persistence Make Better Managers
- Reflection for Resilience
- The Stockdale Paradox
- Stress Management Techniques

Time Management

- Decrease Your Stress, Increase Your Output
- Do You Have Time Management Skills?
- 5 Ways to Get More Done
- How Smart Leaders Talk about Time
Developing Employees

Developing Employees: Expert Solutions to Everyday Challenges
- Eight Ways to Charm Your Employees - Create Loyalty and Rapport in the Workplace
- GW PM: Coaching, Feedback, and Recognition
- How Well Do You Develop Your People
- Learning How to Develop Others
- Lessons Learned
- Mentoring: An Essential Leadership Skill
- Team Management Tools
- To Help Others Develop, Start with Yourself
- Understanding Developmental Needs - Help your team reach peak performance

Treating Employees Fairly

Being Transparent with Employees
- Building Character
- Five Standards of Excellence Practiced by Ethical Leaders
- How to Treat Employees Fairly
- The Transparent Leader: How to Build a Great Company Through Straight Talk, Openness, and Accountability

Managerial Courage

The Importance of Trust
- Management Courage: Having the Heart of a Lion
- Managerial Courage
- Managerial Courage - It's a Key Element for Today's Manager
- Managerial Courage: Revitalizing Your Company Without Sacrificing Your Career
- Managing Complaints and Feedback
- Now You're the Boss... Learning how to manage former peers
- A Recipe for Managerial Courage
- The Vulnerable Leader
Risk Taking

- Becoming a Risk Taker
- The Best Motivational Video
- Courageous Leadership
- Leadership: Willingness to Take Risks
- Optimizing Risk
- Take Risks
- Taking Risks
- Taking Risks in Tough Times
- A Force for Change: How Leadership Differs from Management