

## Administrative Skills

- [Customer Service: It's Everybody's Job - Managing and Providing Exceptional Customer Service](#)
- [The Professional Administrative Assistant Module 1: Professionalism](#)
- [The Professional Administrative Assistant Module 2: Communication Skills, Part I](#)
- [The Professional Administrative Assistant Module 3: Communication Skills II](#)
- [The Professional Administrative Assistant Module 4: Customer Service Skills](#)
- [The Professional Administrative Assistant Module 5: Business Writing Skills](#)
- [The Professional Administrative Assistant Module 6: Conflict Management Skills](#)
- [The Professional Administrative Assistant Module 7: Organization and Time Management](#)
- [The Professional Administrative Assistant Module 8: Critical Thinking/Decision Making Skills](#)

## Career Development

- [Career Development Planning](#)
- [Interviewing: First Impression, Best Impression](#)
- [Resume Writing: Know Where You're Going and How to Get There](#)

## Communication Skills

- [Assertive Communication: On and Off the Job](#)
- [Communicating with Others: Your Style and Its Impact](#)
- [The Communication Challenge: Disarming Difficult People](#)
- [Conflict Resolution: Resolving Conflict Without Diminishing Relationships](#)
- [Don't Shoot the Messenger](#)
- [Get Connected! Learning to Network in Today's World](#)
- [Impromptu Speaking](#)
- [Relationship Awareness Theory: The Key to Better Communication and More Productive Conflict](#)
- [Speak Like a Pro](#)
- [Speak Like a Pro II \(Advanced\)](#)
- [Speaking for Success: Improving American English Pronunciation](#)

## Coping Skills

- [Emotional Intelligence](#)
- [Getting and Staying More Organized](#)
- [It's Not Your Way or My Way - It's the Civil Way!](#)
- [Managing Multiple Priorities: The Discipline of Getting Things Done](#)
- [Mindfulness and the Art of Stress Management](#)
- [Overcoming Procrastination: Bridging the Gap Between your Goals and Reality](#)
- [Stress Management: Avoiding the S.W.A.T Syndrome \(Stress, Worry, Anxiety & Tension\)](#)
- [The 7 Habits in Action](#)
- [Time Management: Strategies for Managing Your Day](#)
- [Working with You is Killing Me: Free Yourself from Emotional Traps at Work](#)

## Diversity and Inclusion

- [Diversity and Inclusion: 21st Century Higher Education](#)
- [Generations in the Workforce](#)

## Innovation at Work

- [Achievement Now!](#)
- [Critical Thinking Skills for Today's Employee](#)
- [Effective Meetings and Presentations: How to Make an Impression that Makes a Difference](#)
- [Mastering Your Memory](#)

## Laboratory Excellence

- [Cell Culture Techniques Workshop, 4 Days](#)
- [Introduction to Molecular Biology Workshop: Recombinant DNA](#)
- [Introduction to Polymerase Chain Reaction](#)
- [Introduction to Protein Expression](#)
- [Introduction to the Baculovirus Expression System](#)

## Leadership Development

- [Becoming a Conflict Competent Leader](#)
- [Creative Decision-Making and Problem Solving](#)
- [FLEX Talk: Practical Communication Skills Using MBTI Personality Type Theory](#)
- [Influencing for Impact: A Workshop for Women in Leadership](#)

Click the course titles to view course descriptions, dates, and times, or visit the website [learning.jhu.edu](http://learning.jhu.edu).  
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## Medical Coding

- [Professional Medical Coding Training Module 1: Medical Terminology](#)
- [Professional Medical Coding Training Module 2: Anatomy and Physiology](#)
- [Professional Medical Coding Training Module 11: Intro to ICD-10-CM Coding](#)
- [Professional Medical Coding Training Module 4: Intro to CPT and Modifiers](#)
- [Professional Medical Coding Training Module 5: Evaluation and Management Coding](#)
- [Professional Medical Coding Training Module 6: Integumentary System](#)
- [Professional Medical Coding Training Module 7: Musculoskeletal Systems](#)
- [Professional Medical Coding Training Module 8: 2017 CPT Updates](#)
- [Professional Medical Coding Training Module 9: Respiratory & Digestive Surgery](#)
- [Professional Medical Coding Training Module 10: Cardiovascular Surgery](#)
- [Professional Medical Coding Training Module 12: Genitourinary Surgery](#)
- [Professional Medical Coding Training Module 13: Surgery of Endocrine and Nervous Systems](#)
- [Professional Medical Coding Training Module 14: Ear and Eye Surgery](#)
- [Professional Medical Coding Training Module 15: Anesthesia](#)
- [Professional Medical Coding Training Module 16: Pathology and Laboratory](#)
- [Professional Medical Coding Training Module 17: Radiology](#)
- [Professional Medical Coding Training Module 18: Medicine Services Coding and HCPCS](#)

## Skills for Supervisors and Managers

### JHU Supervisory Training Program

- [Business Law for Supervisors](#)
- [Communicating with Tact and Skill](#)
- [Compensation 101](#)
- [Employment Law for Supervisors](#)
- [Introduction to Work Safety and Occupational Health](#)
- [Managing Workplace Diversity](#)
- [Navigating the Recruitment Process and Behavioral Interviewing](#)
- [Success for Supervisors](#)

### Skills for Supervisors and Managers

- [Behavioral Based Interviewing](#)
- [Building Performance and Productivity through Employee Engagement](#)
- [Change Management: Cultivating Team "Change-Ability"](#)
- [Coaching and Counseling: Feedback to Improve Job Performance](#)
- [Developing Trust and Respect in the Workplace](#)
- [Making the Transition to Management](#)
- [Management Skills I: Foundations of Management](#)
- [Management Skills II: Planning and Organizing](#)
- [Management Skills III: Leading and Controlling](#)
- [Strategic Coaching: Growing Top-Notch Performers](#)

## Project Management

- [PM01: Project Management Overview/Managing Project Scope](#)
- [PM02: Project Scheduling](#)
- [PM03: Project Estimating and Budgeting](#)
- [PM04: Forming and Managing the Project Team](#)
- [PM05: Contract and Procurement Management](#)
- [PM06: Managing Project Risk](#)
- [PM07: Project Quality Management](#)
- [PM08: Project Monitoring and Control](#)
- [Practical Project Management](#)

## Written Communication Skills

- [Wordplay at Work: Beginning Writing and Grammar on the Job](#)
- [Writing Effective Emails: Strategies and Tips for Productive Email Correspondence](#)

Click the course titles to view course descriptions, dates, and times, or visit the website [learning.jhu.edu](http://learning.jhu.edu).  
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