



Online Skills Courses For Insurance Professionals

Besides the over 50 CE and Insurance courses, online Skills courses from Learn.net can help producers CSR's and administrative employees to quickly improve productivity. The results are higher sales, lower losses, reduced expenses and higher retention.

Over 1500 Skills courses are provided. Some course ideas are below. Please contact us for a complete list of all available skills courses listed by desktop and business skills categories. These can be part of an automated "Certifications" program also.

Recommended Initial Skills Training For Producers

Course Name

Understanding Your Customer

Sales Communications Foundations

Sales Communications Essentials

Delivering High Impact Sales Presentations

The Master Negotiator

Enhancing Your Listening Skills

Recommended Initial Skills Training For CSR's

Course Name

The Voice of the Customer

Working Effectively With Your Customers

Advancing Your Service Expertise

Instilling Service Excellence: The EXCEL Acronym

Excelling At Customer Service Simulation

The Process of Interpersonal Communications

Communicate for Results

Recommended Initial Skills Training For Administrative Support Professionals

Course Name

Insurance Industry Overview

Partnering With Your Boss

Communicating With Power and Confidence

Telephone Skills For Business Professionals Simulation

Effective Administrative Support Professional Simulation

Accounting Fundamentals

Leadership Without Authority

Recommended Initial Skills Training For Managers

Course Name

Development Tools For Tomorrow's Managers

Identifying What The Customer Wants

Working Effectively With Business Partners

Surpassing The Competition

Hiring and Retaining Service Professionals

Effective Feedback For Employees and Colleagues

Energizing and Empowering Employees

Leading A Customer-Focused Team

Recommended Initial Skills Training For All Employees

Course Name

Microsoft Office 2000: Word (Beginning, Intermediate or Advanced)

Microsoft Office 2000: EXCEL (Beginning, Intermediate or Advanced)

Microsoft Office 2000: PowerPoint (Beginning or Advanced)

Microsoft Office 2000: Outlook (Beginning or Advanced)

Effective Telephone Techniques

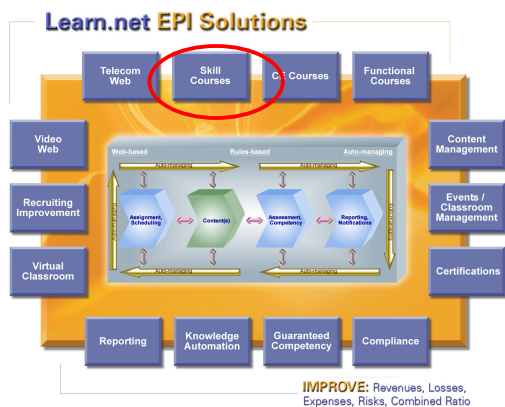
Business Ethics

Sexual Harassment Awareness for Employees

Making Teams Work Simulation

The Basics of Listening

Diversity In The Workplace



6540 Powers Ferry Road, Suite
300
Atlanta, GA 30339
678-589-0100



info@learn.net
www.learn.net