



Office of Human Resources
Division of Finance and Administration

<https://my.utrgv.edu/home>

For assistance please e-mail
EmployeeTraining@utrgv.edu

| Business Writing | | Duration/Pages |
|-------------------------|---|----------------|
| Courses | Editing and Proofreading Business Documents | 30 min |
| | Using Punctuation Marks | 30 min |
| | Using the Parts of Speech | 31 min |
| | Troublesome Words and Phrases: Common Usage Mistakes in Writing | 29 min |
| | Creating Well-constructed Sentences | 36 min |
| | Getting the Details Right: Spelling Basics | 29 min |
| | Clarity and Conciseness in Business Writing | 31 min |

| Organizational Change | | Duration/Pages |
|------------------------------|---|----------------|
| Courses | Organizations Change So Get Ready | 30 min |
| | Redefining Yourself after Organizational Change | 29 min |
| | Developing a Growth Mind-set | 16 min |

| Customer Service | | Duration/Pages |
|-------------------------|--|----------------|
| Courses | Providing Telephone Customer Service | 31 min |
| | Facing Confrontation in Customer Service | 27 min |
| | Rapport Building in Customer Service | 28 min |
| | Dealing with Customer Service Incidents and Complaints | 30 min |
| | Controlling Conflict, Stress, and Time in a Customer Service Environment | 32 min |
| | Polishing Your Skills for Excellent Customer Service | 24 min |
| | Providing On-site Customer Service | 29 min |
| | Designing a Customer Service Strategy | 28 min |
| | Providing Effective Internal Customer Service | 30 min |
| | Interacting with Customers | 30 mins |
| | Communicating Effectively with Customers | 30 mins |

| Communication and Collaboration | | Duration/Pages |
|--|---|----------------|
| Courses | Becoming More Professional through Business Etiquette | 17 min |
| | Becoming a Successful Collaborator | 29 min |
| | Communicating Effectively with Customers | 30 min |
| | The Art and Science of Communication | 21 min |

| Teams | | Duration/Pages |
|--------------|---|----------------|
| Courses | Being an Effective Team Member | 30 min |
| | Contributing as a Virtual Team Member | 18 min |
| | Cultivating Relationships with Your Peers | 21 min |
| | Building Your Professional Network | 23 min |
| | Building Rapport with Your Boss | 30 min |
| | Be Liked and Respected in the Workplace | 24 min |

| Professional Etiquette | | Duration/Pages |
|-------------------------------|---|----------------|
| Courses | Becoming More Professional through Business Etiquette | 17 min |
| | Becoming an Accountable Professional | 30 min |
| | Taking Effective and Professional Notes | 20 min |
| | Administrative Support: Secrets to Success | 1 hr 22 min |

| Time Management | | Duration/Pages |
|------------------------|---|--------------------------|
| Courses | Aligning Goals and Priorities to Manage Time | 25 min |
| | Make the Time you Need: Get Organized | 28 min |
| | The Art of Staying Focused | 30 min |
| | Procrastination: Admitting it is the First Step | 20 min |
| | Beating Procrastination by Boosting Your Creativity and Drive | 19 min |
| | Planning Meetings Fit for Purpose | 20 min |
| Books | Time Management (The Brian Tracy Success Library) (Book or Audio Book) Author: Brian Tracy | 138 pages/ 2 hr 4 min |
| | Don't Count the Yes's, Count the No's and Time Management Skills That Work Author: Warren Greshes | 68 pages |
| | Time Management in a Week: How to Manage your Time in Seven Simple Steps Author: Robert Ashton | 128 pages |
| | Time Management: How to Control Your Day in an Uncontrollable Workplace Author: Laura Stack | 14 pages |

| Career Development | | Duration/Pages |
|---------------------------|--|----------------|
| Courses | Becoming an Accountable Professional | 30 min |
| | Developing a Plan to Further Your Career | 28 min |
| | Using Performance Appraisals to Advance Your Career | 30 min |
| | Keeping Your Skillset Current in the Digital Economy | 18 min |
| | Building Your Professional Network | 23 min |
| | Developing Your Business Acumen | 21 min |
| Books | Keeping Your Career on Track Author: Susan A. Kaiden | 20 pages |
| | Career Courage: Discover Your Passion, Step Out of Your Comfort Zone, and Create the Success You Want Author: Katie C. Kelley | 256 pages |
| | The Successful Career Toolkit: Your Quick-Fire Guide to Mastering Business Skills Author: Patrick Barr | 232 pages |
| | Unequaled: Tips for Building a Successful Career Through Emotional Intelligence Author: James A. Runde | 176 pages |
| | Love Your Job: The New Rules of Career Happiness Author: Kerry Hannon | 208 pages |

| Self-Improvement | | Duration/Pages |
|-------------------------|--|-------------------------|
| Courses | Self-improvement for Lifelong Success | 24 min |
| | Improving Your Memory Skills | 21 min |
| | Make the Time You Need: Get Organized | 28 min |
| | Navigating the Workplace with Emotional Intelligence | 26 min |
| | Becoming a Great Listener | 24 min |
| | Uncovering and Utilizing Your Talents and Skills | 19 min |
| | Redefining Yourself after Organizational Change | 29 min |
| | Writing Effective E-mails and Instant Messages | 28 min |
| Books | The Secret to Peak Productivity: A Simple Guide to Reaching Your Personal Best Author: Tamara Myles | 237 pages |
| | 101 Secrets to Career Success Author: Rashika Fernando | 206 pages |
| | Work Less, Do More: The 7-Day Productivity Makeover, Third Edition Author: Jan Yager | 267 pages |
| | The 50 Secrets of Self-Confidence: The Confidence to do Whatever you Want to do Author: Richard Nugent | 272 pages |
| | The Power of Understanding Yourself: The Key to Self-Discovery, Personal Development, and Being the Best You (Book or Audio Book) Author: Dave Mitchell | 240 pages 6 hr 2 min |

| Get Organized | | Duration/Pages |
|----------------------|---|----------------|
| Courses | Make the Time You Need: Get Organized | 28 min |
| | Getting What You Expect from Your Delegate | 25 min |
| | Reaching Goals Using Perseverance and Resilience | 27 min |
| | Developing a Growth Mind-set | 16 min |
| | Avoid Procrastination by Getting Organized Instead | 22 min |
| Books | How to Get Everything Organized Author: Jeff Davidson | 27 pages |
| | The Personal Efficiency Program: How to Get Organized to Do More Work in Less Time Author: Kerry Gleeson | 288 pages |
| | Getting Organized in the Google Era – Audio Book Authors: Douglas C. Merrill, James A. Martin | 7 hrs 34 min |
| | 175 Ways to Get More Done in Less Time! New & Updated Version Author: David Cottrell | 65 pages |
| | The Little Book of Results: A Quick Guide to Achieving Big Goals Author: Jamie Smart | 216 pages |
| | Do Business Better: Traits, Habits, and Actions To Help You Succeed Author: Damian Mason | 259 pages |

| Working from Home – Virtual Teams | | Duration/Pages |
|--|---|----------------|
| Courses | Contributing as a Virtual Team Member | 18 min |
| | Encouraging Team Communication and Collaboration | 30 min |
| | Establishing Effective Virtual Teams | 30 min |
| | Facing Virtual Team Challenges | 27 min |
| Videos | Contributing as a Virtual Team Member | 1 min |
| | Supporting Remote Team Members | 3 min |
| | Building Traits of a Good Virtual Team Member | 4 min |
| | The Power of a Positive Attitude | 3 min |
| | Interaction That Fosters a Positive Work Environment | 3 min |
| Books | Virtual Team Success: A Practical Guide for Working and Leading from a Distance Authors: D. DeRosa & R. Lepsinger | 224 pages |
| | Mastering Virtual Teams: Strategies, Tools, and Techniques That Succeed, Third Edition Authors: D. Duarte & N. Snyder | 270 pages |
| | Virtual Teams: Mastering Communication and Collaboration in the Digital Age Author: T. Kurtzberg | 232 pages |
| | Trust in Virtual Teams Author : T. Wise | 212 pages |
| | Virtual Teams That Work: Creating Conditions for Virtual Team Effectiveness Authors: C. Gibson & S. Cohen | 436 pages |
| | Virtual Teams: A Pocketful of Tips & Tools on Leading A Successful, Motivated Team of People Who Mostly Work Apart Authors: I. Fleming | 115 pages |
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| Professional Development for Certification Preparation | |
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| Courses, Videos, Books, and Practice Tests Available for the following Certification Coursework: | |
| (ISC)2 | International Software Testing Qualification Board (ISTQB) |
| American Society for Quality (ASQ) | Linux Professional Institute (LPI) |
| BCS Professional Certification | ITIL® |
| Cisco | Microsoft |
| CompTIA | Project Management Institute (PMI)® |
| CWNP | Quality Assurance Institute (QAI) |
| EnCase | Red Hat |
| Human Resource Certification Institute (HRCI) | SAS |
| Information Systems Audit and Control Association (ISACA) | Society for Human Resource Management (SHRM) |
| International Institute of Business Analysis (IIBA) | TOGAF |