
SkillBuilder **CORE**

COMPETENCY LEARNING SYSTEM



CATALOG



The SkillBuilder CORE Competency Learning System empowers organizations to develop the CORE transferable competencies required for effective job performance.

Skillbuilder ecourses bring the unique concept of modularity to job skill learning - enabling organizations to address specific skill gaps with targeted competency-based learning.

Skillbuilders are designed to empower employees to become self-guided and active participants in learning, while improving training results and reducing costly errors on the job.

The SkillBuilder CORE Catalog comes complete with all components of the SkillBuilder CORE Competency Test-to-Learn System including:

CORE Competency Model

30 CORE researched-defined transferable competencies required for effective job performance in any organization.



80 SkillBuilders designed to address CORE competency requirements.



30 iTest assessments designed to objectively measure proficiency in CORE competencies.

SkillBuilder CORE Catalog

Category	iTest CORE Competency	SkillBuilder	
Managing and Leading People	Leadership, Vision & Motivation	Leadership: Developing and Communicating Vision and Strategy	
		Leadership: Employee Motivation, Counseling and Support	
		Leadership and Empowerment Fundamentals	
	Employee Development & Performance Management	Employee Development & Performance Management Fundamentals	
		Employee Performance Evaluation/Appraisal	
	Team Management & Facilitation	Managing a Team	
		Team Facilitation and Coaching	
		Team Performance Evaluation	
		Managing Team Conflict	
	People Management & Leadership	People Management and Leadership Fundamentals	
		Interviewing and Hiring Fundamentals	
	Teambuilding/Teamwork	Teambuilding/Teamwork Fundamentals	
	Facilitating Meetings & Presentations	Presentation and Speaking Fundamentals	
		Meeting Planning	
		Meeting Participation	
		Presentation Tools and Powerpoint Fundamentals	
	Interpersonal Communication	Negotiation & Influence	Negotiation Fundamentals
		Conflict Management	Workplace Conflict Management
Personal Anger Management			
Workplace Personality Management			
Workplace Etiquette			
Managing Customer Service Challenges			
Customer Service		Customer Service Essentials	
		Understanding Customer Expectations	
		Customer Relationship Development	
		Customer Communication Techniques	
Interpersonal Communication		Communication: Listening and Comprehension	
		Communication Techniques	
		Communication: Giving and Receiving Feedback	
		Workplace Relationship Etiquette	
Telephone Communication		Professional Telephone Communication	
		Managing Difficult Telephone Calls	
Workplace Writing		Clear Communication Through Writing	
		Business Document Planning	
	Workplace Writing: Punctuation		
	Workplace Writing: Grammar		

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Projects and Processes	Project/Program Management	Project Management Fundamentals
		Project Planning, Initiation and Scope
		Project Time and Schedule Management
		Project Resource Management
	Making Decisions & Initiating Action	Solving Problems and Making Decisions
	Business Analysis & Process Improvement	Business Process Improvement
	Change Management	Change Management Fundamentals
	Research Skills	Research Fundamentals
		Interpreting Data and Information
	Time & Task Management	Time Management Techniques
		Goal Setting Fundamentals
		Managing Your Work Day
		Planning and Prioritization
Information and Analysis	Creativity & Innovation	Creative and Innovative Thinking
	Reasoning & Information Analysis	Developing a Critical Thinking Mindset
		Evaluating an Argument
	Fundamental Workplace Math	Workplace Math: Basic Calculations
		Workplace Math: Fractions, Decimals, Ratios and Percents
		Workplace Math: Managing Workplace Math Problems
		Workplace Math: Tables, Charts and Graphs
		Workplace Math: Using a Calculator
	Reading Comprehension & Attention to Detail	Reading Effectively
	Personal/Professional Development	Learning & Professional Development
Becoming a Lifelong Learner		
Developing Your Career		
Flexibility & Managing Change		Flexibility and Managing Change
Life Balance & Stress Management		Managing Work/Life Balance
		Managing Workplace Relationships

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Category	iTest CORE Competency	SkillBuilder
Computer and Technical Literacy	Workplace Technical Literacy	Computer Basics
		Computer Maintenance
		Managing the Windows Environment
		Telephone Technology Fundamentals
	Office Computer Applications	Word Processing Formatting Fundamentals
		Spreadsheet Fundamentals
		Word Processing and Spreadsheet Function Fundamentals
		Spreadsheet Formatting Fundamentals
	Email Management	Email Management Fundamentals
		Formatting and Printing E-Mail
		Sending Email
		Reading E-mail
	Workplace Internet Fundamentals	Internet Basics
		Internet Security
		Web Browsing
		Internet Etiquette