e-Learning Courses for Staff & Faculty

Are you ready for your next challenge?

Develop your skills and improve your competencies by taking an e-Learning course.

Whether you're looking to build skills for your current job, pursue new interests, or become more knowledgeable for your next career opportunity, Human Resources has a variety of courses available to support your professional development.

Convenient and available on-demand through AsuccessfulU, you can take a course when it suits your schedule and meets your needs.

See a partial listing of the course offerings on the back of this flyer or navigate to your Learning tab and search for courses in AsuccessfulU.

- Choose from over 60 courses

- Take them any time and at your own pace

- Development Dimensions International (DDI) & Lynda.com courses available in AsuccessfulU for your convenience

Office of Human Resources
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**To access the online courses listed below, log onto AsuccessfulU through the myAU Portal.
For technology issues, email AsuccessfulU@american.edu.**

Coaching Courses

- Body Language for Leaders
- Change Management
- Coaching and Developing Employees
- Coaching Employees Through Difficult Situations
- Coaching for Results
- Creating Change: Diversity and Inclusion in the Tech Industry
- Customer Service Leadership
- Developing Your Leadership Philosophy

Diversity & Inclusion Courses

- Diversity and Inclusion in a Global Enterprise
- Diversity, Inclusion, and Belonging
- Facilitation Skills for Managers and Leaders
- Human Resources: Diversity Recruiting
- Human Resources: Leadership and Strategic Impact
- Inclusive Leadership
- Interpersonal Communication

Collaboration Courses

- Effective Listening
- Improving Your Listening Skills
- Giving and Receiving Feedback
- Delivering Employee Feedback
- 360-Degree Feedback
- Building and Sustaining Trust
- Coaching for Peak Performance
- Delegating with Purpose
- Developing Yourself and Others
- Resolving Workplace Conflict
- Setting Goals and Reviewing Results

Managing Bias Courses

- Diversity: Inclusion in the Modern Workplace
- Harassment & Discrimination Prevention

Project Management & Foundations Courses

- Project Management
- Rescuing Troubled Projects
- Solving Common Project Problems
- Project Management Foundations
- Change
- Communication
- Ethics
- Leading
- Projects
- Risk
- Small Projects
- Stakeholders

Leadership Courses

- Teams
- Risk-Taking for Leaders
- Stepping Up to Leadership
- Talent Management
- Thinking Like a Leader
- Thought Leadership
- Time Management for Managers
- Time Management Fundamentals
- Transitioning from Manager to Leader
- Leadership Blind Spots
- Leadership Foundations
- Management Foundations
- Managing Diversity

Customer Service Courses

- Working with Upset Customers
- Phone-Based Customer Service
- Building Customer Loyalty
- Writing Customer Service Emails
- Customer Service Foundations
- Customer Service: Creating Customer Value
- Managing Customer Expectations for Frontline Employees
- Innovative Customer Service Techniques
- Customer Service: Handling Abusive Customers

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