



Thousands of video-based training, and games at your employees' fingertips by smartphone or PC:

- Leadership Academy
- Office Productivity
- Bookkeeping
- Business Planning
- Marketing and Sales
- Graphic Design
- IT and Programming
- And more!

SkillSharp for Business contains extensive library of online video-based training content and learning tools. Video lessons are supplemented with articles, downloads, and other materials to help your employees gain skills to be more successful in the workplace.

CCI handles all the administration, onboarding, and progress data reporting to the employer.

Our content library includes Metrix training, which offers customers service, office productivity, marketing, sales, finance and accounting, software, health and safety compliance, legal compliance and much more.



Center for  
Community  
Innovation

### Contact us!

*The Center for Community Innovation*  
Anita Verdin  
anita@centerci.org  
(575) 245-9000  
centerci.org



# SkillSharp

Online Skill  
Development Resources  
for Small Businesses

*Free online  
courses for  
businesses and  
employees in the  
Raton area*



***It has never been easier to provide training content to your workforce with our fully online platforms available through smartphone and PC! We've set up three options for you to select the content with three easy options:***

## Learning Pathways

The team at CCI has developed ready-to-go learning pathways, shown below. Just provide an employee's name and contact and CCI will complete onboarding and start your employees learning

## Tailored Pathways

Choose from a select list of courses vetted by our team and curated from our partner platform's catalog of over 5,000 courses. Work with our coordinator to build your own learning pathways tailored to your employees' needs.

## Create Your Own Pathways

Browse our partner platforms' full, extensive catalog and find the specific content you are looking for and design a customized training program for your workforce

### Workplace Skills

6h 3m

**Gain the everyday skills needed to be successful in the workplace, increase productivity and communicate effectively with your colleagues.**

**Courses Include:**

- Business Etiquette
- Decision Making
- Email Essentials
- Time Management
- Resolving Conflicts
- Team Skills
- Working with Difficult People
- Workplace Harassment
- Workplace Security
- Performing Under Pressure

### Customer Service

3h 57m

**Solving customers' problems, assisting with purchases, or answering inquiries – develop skills to better interact with and support your customers.**

**Courses Include:**

- Interacting with Customers
- Communicating Effectively with Customers
- Building Rapport in Customer Relationships
- Dealing with Customer Service Incidents and Complaints
- Facing Confrontation in Customer Service
- Providing On-Site/Telephone Customer Service

### Business Planning

**Learn the basics to identify your goals and map steps to achieve a solid business plan.**

**Courses Include:**

- Preparing a Business Plan
- Performing Key Analyses
- Preparing for Implementation
- Using Strategic Thinking to Consider the Big Picture
- Knowing When to Take Strategic Risks

## Marketing

**Reach more customers and develop marketing content that drives visitors to your site and through your door.**

**Courses Include:**

- The Basics of Marketing
- The People and Planning in Marketing
- Product, Pricing, and Promotion
- Distribution and E-Marketing Ethics
- Competitive Marketing Strategies: Analyzing Your Organization
- Reaching Customers Digitally
- Helping Customers Find You

## Management

**Motivate your employees and improve your ability to manage performance and create a positive working environment for your business to thrive.**

**Courses Include:**

- The Realities of Being & Facing Challenges as a First-time Manager
- Creating a Plan for Performance Appraisal
- Detecting and Dealing with Performance Problems
- Managing Your Company's Talent
- Maintaining a Multigenerational Workforce
- Being an Effective Manager When Times Are Tough
- Taking Action to Empower Employees

## Accounting and Quickbooks

**Gain the everyday skills in the workplace, increase productivity and communicate effectively with your colleagues.**

**Courses Include:**

- Principles of Accounting & Finance for Non-financial Professionals
- Recording, Posting, and Balancing the Books
- Cash Flow Management Essentials
- Financial Statements
- Focusing on the Bottom Line as an Employee
- Quickbooks Pro 2017 Fundamentals