



The 5 Minute Countdown Series offers fifty-five 5-minute online “crash courses” that help you become a more effective communicator and improve your self confidence.

### **Customer Communication**

- 5 Minutes Before a Public Introduction
- 5 Minutes Before You Need to Remember Names
- Answer Questions with Class
- Becoming a Better Listener
- Interview Phone Etiquette Basics
- It's All in the Tone!
- Let's Negotiate
- Tactfulness
- The Art of Negotiation
- What I Meant to Say

### **Extreme Customer Service**

- Analyzing and Observing
- Disability Awareness
- Empathy, a Positive Emotion
- Go with the Flow
- Positive Customer Relationships
- Service with Gusto!
- Set Your GPS for Success
- Treat Employees Like Customers?

### **Handling Difficult Situations**

- Effective Arguing
- Seizing the Constructive Out of Criticism
- Triumph Every Time

### **Problem Solving**

- Houston, We Have a Problem!
- Lift the Anchor -Set a New Course!
- Make Limitless Ideas Possible!
- Multi-Task
- Multi-task Effectively
- See It -Create It!
- Smooth Sailing in Changing Waters
- Take Initiative to Succeed
- When Facing a Roadblock, Take a Different Road!
- Working It Out

### **Self Confidence**

- 5 Minutes Before You Need to Set Goals
- Awakening Your Enthusiasm
- Be Yourself, a True Original
- Being Persistent While Respecting Boundaries
- Pivot to the Positive
- Receiving Feedback Confidently
- Showing Your Best Character
- Turn to Your Internal Filter

### **Self Direction**

- 5 Minutes Before You Need to Set Goals
- Awakening Your Enthusiasm
- Be Yourself, a True Original
- Being Persistent While Respecting Boundaries
- Pivot to the Positive
- Receiving Feedback Confidently
- Showing Your Best Character
- Turn to Your Internal Filter