



Collision & Service Repair Management - Shop Foreman

(26 Credits)

8 Keys to a More Respectful Workplace - Champion Diversity
AMi Shop Foreman Series - Building a Technician Training Plan
AMi Shop Foreman Series - Developing a Mentoring Program
AMi Shop Foreman Series - Quality Control Inspection
AMi Shop Foreman Series - Shop Equipment and Inventory Management and Maintenance
AMi Shop Foreman Series - Test Drive: Diagnosing the Customer Concern
Avoiding Wrongful Termination
Customer Service Series - Service Mentality
Effective Interviewing Techniques
Employee Discipline
Essential Elements of Internal Customer Service
Internal Customer Service Series - Respect and Embrace Differences
Interpersonal Communication
Leading a High-Performance Team
Legal Aspects of Interviewing & Hiring
Managing Conflict
Maximizing Employee Performance
Newmarket LearningSM Management Series - Coaching: The Power of Questions
Next Generation Telephone Skills for Optimized Repair Shop Profits Online Course
ServiceSims Challenge Series - Look Who's Talking
The Effective Business Writer
What to Say WhenSM Conflict Resolution Series - A Team Member is Uncooperative
What to Say WhenSM Conflict Resolution Series - Someone Breaks a Commitment
What to Say WhenSM Conflict Resolution Series - Someone Disagrees With You
What to Say WhenSM Conflict Resolution Series - You Need to Break a Commitment
What to Say WhenSM Mentoring Series - A Team Member is Late
What to Say WhenSM Mentoring Series - Conducting Interviews & Appraisals
What to Say WhenSM Mentoring Series - Criticizing a Team Member's Work
What to Say WhenSM Mentoring Series - Generations Clash
What to Say WhenSM Mentoring Series - Haunted By the Ghost of Your Predecessor
What to Say WhenSM Mentoring Series - People Are Wasting Time Online
What to Say WhenSM Mentoring Series - Setting Objectives
What to Say WhenSM Mentoring Series - Someone is Not Doing What You Need
What to Say WhenSM Mentoring Series - There's Conflict Between Team Members
What to Say WhenSM Mentoring Series - You Want to Offer Praise
What to Say WhenSM Team Building Series - Someone Resists Change
What to Say WhenSM Team Building Series - There's a New Team Member
What to Say WhenSM Team Building Series - You Need to Persuade a Colleague
What to Say WhenSM Team Building Series - You See an Opportunity to Do Things Better

AMI101626