



SKILLTRACK

ACTION ► CHANGE ► RESULTS



Course Catalog

2025-2026



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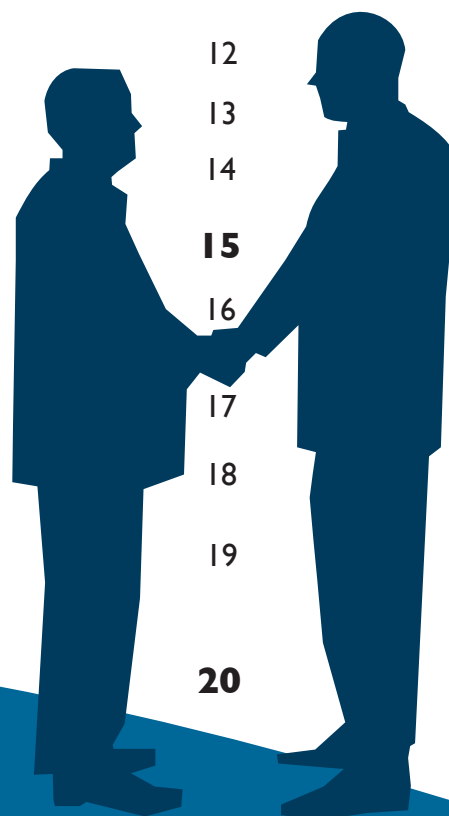
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Leadership & Management Development Courses



Project Management:

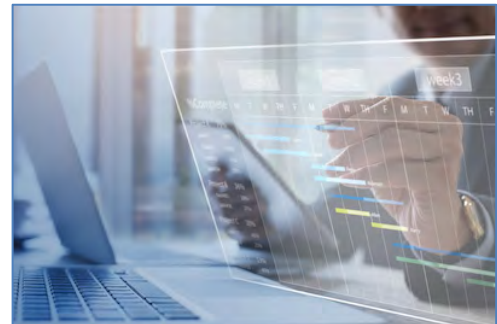
Delivering Results on Time and within Budget

Overview

Successfully completing projects on target is considered a core skill, and yet too often this standard remains out of reach – harming individual reputations and organizational productivity alike. In this course, you will customize real-world strategies to increase project efficiency while significantly reducing misunderstandings with project owners, stakeholders and others. You also will gain greater confidence when handling problems as they arise throughout the life of the project, before ultimately bringing the project in for a smooth landing.

You Will Learn:

- How to identify and manage the triple constraints of successful project management.
- A practical time-management tool for identifying the scope of every project, and a realistic formula for estimating task time.
- Four strategies for building stronger stakeholder relationships, and how to manage the people side of project management.
- Why the GANTT and PERT charts can be critical to project success.
- The importance of a risk assessment during the project-planning process.
- How to use the continuous-loop process to identify and solve problems sooner – *before* they evolve and become more challenging to resolve.
- Key strategies for motivating team members to be responsible and accountable throughout the life of the project.



Leading and Managing Change: *Cultivating Team ‘Change-ability’*

Overview

As the pace of change accelerates ever more exponentially, successful leaders and managers accept this reality and actively work to nurture a strong change-management culture within their organization. This course is designed to help you grow your effectiveness at managing all types of change: those dictated from above, those initiated from within, and even changes thrust upon you from outside your organization – such as the recent pandemic. You also will develop a custom seven-point action plan to help you manage any type of change initiative with greater confidence.

You Will Learn:

- How to communicate and leverage a bottom-line change message that will aid your employees in embracing the change.
- Strategies for maximizing employee acceptance for even the most challenging of changes, and a critical approach for identifying and winning over skeptical employees who initially push back or show resistance.
- The best approach for supporting an inevitable change with which you personally disagree and find challenging to support.
- Key strategies for motivating team members to be responsible and accountable throughout the life of the change initiative.
- The best ways to enlist informal leaders to assist in helping others to accept and embrace the change.
- How to minimize “change shock” when your employees face too many changes all at once.



Situational Delegation:

Inspiring Accountability in Your Employees

Overview

How often do you micromanage – or even choose to do something yourself – instead of delegating to team members? And would everyone on your staff consider your delegated tasks to be fairly distributed among them? What does this do to team motivation and morale? During this inspiring course, participants will develop an actionable road map of best practices that yield greater results and fewer problems during the delegation process – while getting more done in less time.

You Will Learn:

- What situational delegation is, and why it is an essential ingredient to strong performance.
- Key strategies for overcoming the do-it-myself syndrome and other common delegatory obstacles.
- How to motivate even challenging team members to complete delegated projects on time, on target, and with minimal follow-up – while still maintaining control over work quality.
- Proven ways to move from a babysitter approach to one of efficient delegator, by learning how to handle employee resistance, excuses, and pushback with confidence and ease.
- The critical principle of Expectation Clarity, and the difference between follow-up and interim deliverables.
- How to leverage emotional intelligence and other secrets behind building greater trust, loyalty and commitment with your staff.



Inspiring Your Team to Engage In Continuous Improvement

Overview

Successful leaders have honed the critical skill of inspiring their team to challenge the status quo. This is impossible to cultivate without first embedding a continuous-improvement process within your team's culture. This course will explore specific, easily customizable strategies that inspire your team to actively engage in a practical, ongoing continuous-improvement process that – in time – becomes second nature.

You Will Learn:

- About the PDCA Cycle (Deming Wheel), and how to quickly incorporate it into your team's performance-improvement culture.
- How to leverage cloud-based continuous-improvement tools that will strengthen team communication and coordination.
- How to identify possible process-improvement initiatives on which your team might focus, and the best way to pilot a continuous-improvement program before its full rollout.
- Key strategies for gaining employee buy-in to the art of continuous improvement, and best practices for overcoming covert and overt resistance to an ongoing continuous-improvement process.
- Essential implementation strategies for ongoing monitoring, execution, and adjusting based on progress and setbacks.
- How to effectively adopt a practical action plan that will drive what you found most useful from class into your team's approach to continuous improvement, going forward.



Productivity Courses



Time Management:

Strategies for Managing Your Day

Overview

No one is immune to the all-too-common feeling of having simply too much to do...and not enough time to do it. Yet across every discipline, culture, and occupation, one of the most indispensable skills the most successful individuals all have in common – and execute with finesse – is the ability to effectively control how they devote their time. In this course, you will learn how to get *more* done in *less* time – and while experiencing less stress. And you will upgrade your skills at maneuvering around obstacles that prevent you from reaching your day’s objectives. The result: notably better results whether on the job or at home, and a much greater sense of success and satisfaction that others cannot help but notice.

You Will Learn:

- How your expectations might be sabotaging your day, and what you can do about it.
- Why negative stress actually can be *positive*, and the best way to leverage it to your advantage.
- How to embrace a “do-it-now” attitude that cripples your tendency to procrastinate, and the best approach for consistently factoring in time for the unexpected.
- A key juggling strategy to become significantly more productive through the day, and how to quickly decide what to focus on whenever you face conflicting priorities.
- The three keys behind moving more consistently toward your personal and professional goals, and a great way to create *immediate* momentum and motivation – the very next day after attending this course.



Overcoming Procrastination:

Bridging the Gap Between Your Goals and Reality

Overview

Although procrastination may indeed be human nature, this adversarial tendency greatly impedes the accomplishment of your professional and personal goals alike. In this course, you will learn how to climb out of the procrastination trap that's preventing you from reaching goals large and small – goals that deserve much timelier attention. And you will leave knowing how to find the time, energy, and motivation – given everything else going on in your life – to become more skilled at bridging that gap between where you are now...and where you'd *like* to be.

You Will Learn:

- How to strengthen your motivation at the start of each day, by developing a simple yet incredibly robust habit.
- To understand the procrastination cycle, the different reasons for why you procrastinate, and how to identify the main sources of anxiety, worry, stress or frustration in your life.
- A 4-step process to immediately motivate yourself whenever you don't feel like doing something that's important to you.
- How to leverage the momentum and progressive principles to overcome procrastination more consistently, so that it becomes second nature.
- Crucial strategies for maximizing your motivation – while overcoming obstacles that get in the way of making progress and ultimately accomplishing your goals.
- How to identify two personal and/or professional goals for the next 12 months, then develop a realistic and flexible strategy for achieving each.



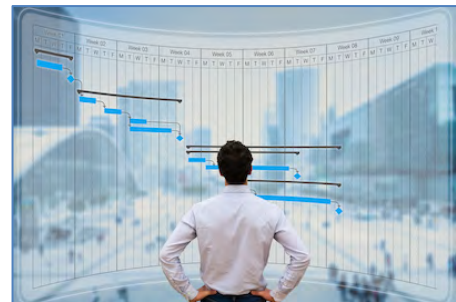
Managing Multiple Priorities: *The Discipline of Getting Things Done*

Overview

Successfully juggling daily priorities – determining what gets done when, and by whom if necessary – is one of the most critical skills any manager or professional can master. Yet too often we fall into the assumption trap – by assuming that common sense is the only skill we need when handling priorities and project deadlines, and that there’s nothing more we can do to improve our effectiveness. This course will equip you to take more control of your day – leading to greater productivity. You also will learn how to blend time and task management into a single time-management approach that complements any challenging schedule.

You Will Learn:

- What to do whenever that familiar sense of having “too much to do” returns, and projects compete with one another for your attention.
- How to take a big-picture approach to managing multiple priorities, and the most effective strategies for dealing with all the details.
- How to avoid attempting too much during the day, by developing a realistic, practical daily priority plan that factors in the unexpected.
- Specific, highly effective ways to identify and minimize sources of procrastination, interruptions, and other time-stealers during the day.
- How to say no...confidently.
- How to develop a fail-proof follow-up system, so nothing “falls through the cracks.”



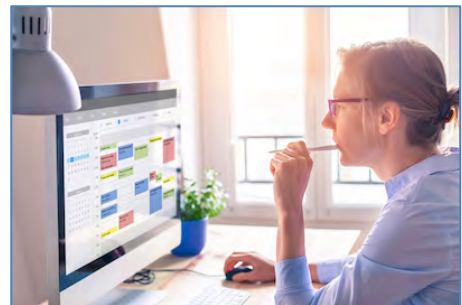
Getting and Staying More Organized

Overview

Anyone can decide to better organize their workspace. But doing so in a way that ensures you prevent disorganization from reappearing within a short while requires mastery of strategic principles that work hand in hand with strong productivity and performance. During this course, you will learn a step-by-step process for developing life-long habits for optimal organization and space management – leading to a more creative and stress-free environment...in the office as well as the home.

You Will Learn:

- The main causes of almost all space clutter, and 5 powerful steps to declutter even the messiest work environment.
- How to create space when there doesn't seem to be enough.
- The keys behind paper and e-mail organization, and why most systems fail to keep someone organized.
- How to set up an effective e-mail filing system that works, and the best – and worst – times to check your inbox.
- How to decide whether to handle paperwork now or later, and a step-by-step process for setting up a filing system to organize it.
- A key strategy for upgrading to a more effective time-management system that is both digitized and sensible.
- A simple survey that can reduce both the time and frustration involved in organizing.
- How to develop a fail-proof follow-up system, so nothing “falls through the cracks.”



Mindfulness and The Art of Stress Management

Overview

Let's face it: juggling the ever-growing demands on our time while struggling to maintain at least an inkling of work-life balance has caused a corresponding rise in stress and anxiety for most of us. This course will arm you with potent, highly effective mindfulness strategies – backed up by decades of research – to help you turn down the volume and intensity of stress throughout your day...whether in the office or at home. The result is greater overall happiness, peace of mind, and quality of life – benefits that both you and all who know, love, and work with you will reap.

You Will Learn:

- Proven psychological and physiological benefits of mindfulness, supported by decades of research.
- Key strategies for *responding* more – and *reacting* less – to the people and situations that cause you uncomfortable stress.
- To adapt the paradigm shift of recognizing that not *all* stress is necessarily bad, and how to make it work for you.
- The powerful connection between mindfulness and meditation, and how one is a subset of the other.
- To achieve greater mindfulness, including its essential link with breathing, and to practice while driving, walking, eating, cooking, etc.
- An easy 3-step stress-management approach for becoming more skilled at dealing with stress in real time, processing the stress instead of running away from it, and then recovering sooner rather than later.



Positive Psychology And the Science of Happiness

Overview

The most popular course ever taught at Yale University enrolled 1,200 students – equal to one quarter of the undergraduate student population – and was called “Psychology and the Good Life” (nicknamed the “Happiness Class”). But the wide-ranging appeal of this topic reflects a universal desire each of us shares, and which is intrinsically enshrined as an almost sacred national value: the pursuit of happiness. This course will help you to cut through the increasing levels of stress and complexities in our lives, by leveraging the evidence-based power of positive psychology. And you will do so in a way that generates greater happiness and well-being both personally and professionally.

You Will Learn:

- What science says about happiness, and what percentage is determined by your genes or circumstance versus your actions.
- How to better manage stress, understand the difference between learned helplessness and learned optimism, and to have a more balanced ratio of the positive versus negative in your life.
- Why gratitude is a vital ingredient in the recipe for greater happiness, and 24 other scientifically backed happiness-inducing character strengths that affect how you think, feel, and behave.
- What positive psychology is, and how it developed into a new subfield such as behavioral, clinical, and child psychology.
- Three ways to harness the growing evidence-based link between mindfulness and happiness, and more than a dozen other research-backed strategies for leading a happier and more satisfying life.



Communication Courses



Effective Meetings and Presentations:

How to Make an Impression that Makes a Difference

Overview

Giving virtual or in-person presentations can be one of the most challenging responsibilities even for those who must do so regularly. And let's face it: meetings – whether in-person or virtual – can be a huge time-wasting resource drain for any organization. Learning how to polish and strengthen these two critical skills is one of the wisest steps you can take for your career. In this practical course, you will learn key strategies to become more effective and convincing when leading meaningful meetings and delivering higher-impact presentations.

You Will Learn:

- Key strategies to strengthen the effectiveness of your virtual meetings.
- Best practices for delivering successful virtual presentations.
- Specific strategies for effective meeting preparation and management.
- Techniques for handling challenging questions and difficult people.
- Important techniques to strengthen your visual, vocal, and verbal impact.
- The most common meeting time-waster, the number-one presentation mistake, and how to avoid both.
- Four specific strategies to manage presentation nervousness.
- How to create notes using keywords and phrases.
- How to deal effectively with the unexpected during meetings and presentations.



Managing Up: For Supervisors and Non-Supervisors

Overview

One of the most crucial relationships you will have throughout your career is the one you have with your supervisor at any given time, as well as other influential people who are above you. This course will help you to better understand the concept of “managing up” – and you will become more comfortable doing so with greater confidence and credibility. You will explore specific strategies and customize best practices that will help you add value to your professional portfolio – while learning how to minimize the stress and frustration that sometimes can arise within these very meaningful professional relationships.

You Will Learn:

- The four types of expectations that your supervisor and others use to judge your performance.
- An important professional principle to embrace that substantially increases your value in the eyes of your supervisor.
- The most effective way of saying “no” to unrealistic requests – while still looking like a team player.
- Best practices for successfully handling a micromanaging supervisor and even the most challenging other people above you.
- A three-part emotionally intelligent approach for dealing with someone above you who engages in behavior you would prefer to change.
- The do’s and don’ts for asking – and receiving – feedback from your supervisor and others.



Conflict Resolution:

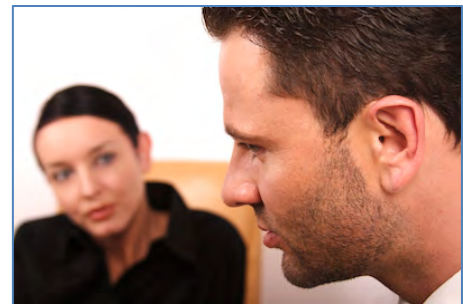
Resolving Conflict without Diminishing Relationships

Overview

How much more effective would you be in your role if you could immensely improve your ability both to reduce the conflict in your life – and to better manage it whenever it *does* occur? What would lowering your level of stress mean to your overall job performance and office morale? In this popular course, you will customize practical strategies for resolving conflict with others in a way that strengthens – rather than hurts – relationships.

You Will Learn:

- The difference between healthy conflict and unhealthy conflict.
- Specific ways to avoid the self-fulfilling prophecy and lessen the chance of conflict happening in the first place.
- How to leverage your communication style to help prevent a potential conflict before it begins – and to manage it better when it *does* occur.
- How to understand and manage the “escalation scale” to help prevent simple disagreements from evolving into conflicts.
- How to *respond* instead of *react* when the heat begins to rise during any disagreement.
- Highly effective strategies for gaining more control in the crucial first minutes of a conflict.
- A 3-step approach for managing conflict, and how to do so in a way that resolves conflict sooner rather than later.



The Communication Challenge: *Disarming Difficult People*

Overview

How often do you communicate with people who exhibit difficult behavior – and how challenging is this to deal with during the day? In this course, you will customize specific “I can use that today” strategies to disarm even the most problematic people you encounter during your day. And you’ll do so in a way that *strengthens* rather than *hurts* relationships. Most importantly, you will create an action plan to give you greater control and confidence as you assertively meet this common and inevitable communication challenge.

You Will Learn:

- The Scale of Difficulty and how you can use it to more easily disarm the difficult people with whom you must interact.
- The most important objective for effectively dealing with difficult individuals in your professional and personal life.
- Why to avoid two common mistakes that can have a devastating effect on your ability to prevent difficult behavior from sabotaging an interaction.
- How to customize 10 mental and physical best practices for minimizing the frustration you experience when dealing with annoying behavior.
- To understand how $E + R = O$, and key strategies for leveraging this fundamental equation for a better outcome.
- Ways to minimize your use of language that can enable difficult behavior.
- The importance of the BMT strategy and venting process as disarmament tools, and how to leverage them for maximum effect.





SKILL *TRACK*

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