



Training Options with LinkedIn Learning

Start by setting up your UCF LinkedIn Learning account. Instructions can be found here:

<https://digitallearning.ucf.edu/linkedin-learning/>. Once you are logged in to LinkedIn Learning, search for a course by name, or to find multiple courses on a topic, search by the topic (e.g., customer service).

After you complete a course, you can record it in your UCF training record by going to my.UCF.edu > Employee Self Service > Learning and Development > Professional Training > Add Professional Training Course.

Below is a sampling of courses you may take; thousands of additional courses are available, at your fingertips!

LinkedIn Learning Tutorial: How to Use LinkedIn Learning (36 minutes)

Communication Skills

- Business Etiquette: Phone, Email, and Text (58 minutes)
- Communicating with Confidence (1 hour, 16 minutes)
- Communicating with Empathy (1 hour, 14 minutes)
- Communication Tips (3 hours, 42 minutes)
- Communication within Teams (1 hour, 8 minutes)
- Effective Listening (1 hour, 4 minutes)
- Having Difficult Conversations (1 hour, 7 minutes)
- Influencing Others (41 minutes)
- Learning to be Assertive (54 minutes)
- Managing Meetings (1 hour, 39 minutes)
- Negotiation Skills (2 hours, 12 minutes)
- Working with Difficult People (1 hour, 46 minutes)

Computer Skills

- Microsoft Teams Essential Training (1 hour, 56 minutes)
- Excel 2019 Essential Training (2 hours, 8 minutes)
- Learning Excel 2019 (1 hour, 7 minutes)
- Outlook Essential Training (2 hours, 7 minutes)
- PowerPoint 2019 Essential Training (2 hours, 2 minutes)
- Word 2019 Essential Training (2 hours, 31 minutes)

Customer Service

- Customer Service Foundations (1 hour 23 minutes)
- Customer Service: Serving Internal Customers (45 minutes)
- Delivering Bad News to a Customer (48 minutes)
- Phone-based Customer Service (52 minutes)
- Working with Upset Customers (55 minutes)



Health & Wellness

- How to Manage Feeling Overwhelmed (43 minutes)
- Managing Anxiety in the Workplace (1 hour, 9 minutes)
- Managing Stress for Positive Change (57 minutes)
- Mindfulness Practices (2 hours, 3 minutes)

Remote Meeting and Collaboration Tools

- Adobe Connect Essential Training (2 hours, 26 minutes)
- Learning Zoom (45 minutes)
- Microsoft Teams: Essential Training (1 hour, 56 minutes)
- Microsoft Teams: Tips and Tricks (1 hour)

Self-Management and Personal Development

- Being Positive at Work (34 minutes)
- Building Resilience (34 minutes)
- Developing Your Emotional Intelligence (1 hour, 8 minutes)
- Developing Resourcefulness (18 minutes)
- Discovering Your Strengths (57 minutes)
- Leading Yourself (54 minutes)
- Success Habits (3 hours, 18 minutes)
- Taking Charge of Your Career (45 minutes)
- The Six Morning Habits of High Performers (23 minutes)

Time Management

- Balancing Work and Life (28 minutes)
- Efficient Time Management (1 hour 58 minutes)
- Finding Your Time Management Style (1 hour 14 minutes)
- Getting Things Done (30 minutes)
- Time Management Fundamentals (2 hours 53 minutes)

Working Remotely

- Leading at a Distance (36 minutes)
- Leading Virtual Meetings (32 minutes)
- Learning Path – Remote Working: Setting Yourself and Your Teams Up for Success (13 hours, 24 minutes)
- Managing Virtual Teams (56 minutes)
- Time Management: Working from Home (1 hour, 25 minutes)
- Working Remotely (32 minutes)



Writing Skills

- Business Writing Principles (1 hour, 31 minutes)
- Grammar Foundations (2 hours, 11 minutes)
- Writing in Plain English (1 hour, 51 minutes)

Courses for Supervisors

- Change Management Foundations (1 hour, 40 minutes)
- Coaching Employees through Difficult Situations (47 minutes)
- Coaching for Results (59 minutes)
- Coaching Skills for Leaders and Managers (34 minutes)
- Having Difficult Conversations (1 hour, 7 minutes)
- Ken Blanchard on Service Leadership (27 minutes)
- Leadership: Practical Skills (2 hours, 30 minutes)
- Leading with Emotional Intelligence (1 hour, 2 minutes)
- Management Foundations: Advanced Applications (1 hour, 21 minutes)
- Management: Top Tips (2 hours, 4 minutes)
- Managing Diversity (36 minutes)
- Managing High Potentials (18 minutes)
- Managing Multiple Generations (42 minutes)
- Managing Teams (1 hour, 11 minutes)
- Managing Up, Down, and Across the Organization (58 minutes)
- Motivating and Engaging Employees (46 minutes)
- Negotiating Your Leadership Success (1 hour, 20 minutes)
- Setting Team and Employee Goals (1 hour, 9 minutes)
- Transitioning from Manager to Leader (1 hour)