

INDIVIDUAL CONTRIBUTORS

Competency Learning Bundles

The following learning bundles have been curated by the People Experience team and are focused on enhancing your knowledge, skills, and abilities in a specific competency area.

Competency: Ensures Accountability

Developing Personal Accountability (19m 25s)

If your manager's approval isn't quite enough to motivate you to put in that extra effort you need to get ahead, then maybe you're ready to work on your personal accountability. Everyone must answer to an inner manager – an internal voice that tells you whether the job is done as well as you can do it. Choosing personal accountability means earning the approval of that inner manager. In this course, you'll learn the behaviors of accountable professionals, including stating commitments clearly and following through. You'll also learn how some very common behaviors, like making excuses and blaming others, work against accountability. The elements of an action plan for developing personal accountability are provided. Finally, you'll learn how the members of a team can improve their accountability together.

Becoming an Accountable Professional (22m 32s)

Unless you're the sole owner and proprietor, everyone in a business answers to someone else. From the CEO to the temp in accounting, every employee has someone they're accountable to. But the judgment and approval of the boss isn't enough, by itself, to make a job rewarding. Everyone must also answer to an inner boss, a personal, internal voice that provides guidance on whether the job is done as well as you can do it. Accepting personal accountability means your setting demanding standards and committing to meeting them. Further, personal accountability is also key to successful business networking. It's a necessary part of building trust and relationships.

In this course, you'll learn how to listen to your inner boss, focus on meeting your internal standards, and apply them to your work, your goals, and your future.

Developing a Personal Accountability Framework (20m 57s)

You are juggling a lot of competing tasks. Meeting deadlines, production targets, and business objectives are serious responsibilities. It's tempting, at times, to find easy ways out of fulfilling them, or to use excuses as to why you can't. But to be accountable is part of being a professional. Demonstrating your personal and professional accountability is key to your ongoing success.

Building accountability is a process of showing that you're a reliable, organized, and dedicated person, and further, ensuring accountability means taking ownership of your responsibilities. In this course you'll learn how to show leadership accountability, implementing strategies for setting goals, developing an action plan, and seeing all those competing tasks through to completion.

Competency: Self-Development

Developing Emotional Intelligence (23m 16s)

Developing emotional intelligence is a key to successful leadership. Leaders with a strong mixture of emotional awareness, self-management, and social skills are able to relate better to those around them. Emotionally intelligent leaders navigate relationships more effectively and are more likely to be successful in their personal and professional lives. This course provides an understanding of why emotionally intelligent leadership is important. It also provides practical, positive techniques for promoting and improving emotional intelligence as a leader within your business environment.

Learning from Failure (18m 51s)

From the minor slip up to a full-blown catastrophe, failure is a part of life and business. It's part of your self-development, and it's part of developing talent. It should be embraced as an opportunity for continuous learning and growth. If you encourage organizational learning, you can start developing employees. And then those who embrace failure are more likely to achieve their goals.

In this course, you'll learn how to embrace failure by developing an attitude of learning from setbacks. You'll learn about the cycle of success when developing people, and you'll also explore failure in greater detail, its potential benefits, as well as key strategies for embracing it.

Becoming a Continuous Learner (12m 34s)

Continuous learning is a response to the modern workplace: technology, staff and company direction change constantly. Continuous learners are able to adapt and obtain necessary skills and knowledge in a constantly changing workplace. Continuously learning provides you with a competitive edge in your job and in your career.

In this course, you'll learn the behaviors that define continuous learning and their benefits. You'll also learn habits to practice to aid becoming a continuous learner, along with reading and learning agility strategies for encouraging life-long learning.

Making the Most of Mistakes (21m 10s)

Everyone makes mistakes, but knowing how to handle them well can turn potential failure into a success. The secret is to learn to view errors and opportunities to learn, developing a growth mindset, and applying what you've learned in order to mitigate against future mistakes.

In this course, you'll learn to identify when mistakes can be opportunities for personal improvement and how mistakes can be avoided. You'll also learn how mistakes can drive improvements, as well as techniques to mitigate and learn from mistakes.

Competency: Decision Quality

[Getting to the Root of a Problem \(17m 31s\)](#)

Solving problems requires strategic thinking. You need to ask the right people the right questions to get to the source of the issue and find the solution. In this course, you'll learn about identifying stakeholders, gaining their input and trust, and using analysis techniques to get to the root cause of a problem.

[Experts Insights on Decision Making \(1hr 9m\)](#)

What to do, what to do...? Decisions are tough, but they don't have to be. Understanding what makes for a good decision and what tools you can use in the decision-making process makes it possible to address issues quickly and comprehensively.

Competency: Demonstrates Self-Awareness

[The Power of Insight: How Self Awareness Helps Us Succeed at Work and Life \(56m 45s\)](#)

Featuring a keynote from Tasha Eurich, organizational psychologist and author of *Insight: Why We're Not as Self-Aware as We Think, and How Seeing Ourselves Clearly Helps Us Succeed at Work and in Life*.

[Navigating Your Own Emotions \(19m 43s\)](#)

In the workplace, emotions can often run high; sometimes, they can cause you to say or do things that you may later regret. But the only person responsible for your emotions is you; you own them. That's why developing emotional intelligence is so crucial in protecting your professional reputation. In this course, you'll learn how to manage your emotional IQ, or EQ, in order to handle difficult situations more effectively. You'll explore the science behind emotion, self-management techniques, as well as methods for recovering from emotional hijackings. You'll also learn different strategies for building emotional intelligence, such as taking ownership of your emotions, becoming emotionally self-aware, and identifying emotions.

Competency: Values Differences

[Being an Effective Team Member \(20m 54s\)](#)

Making a real, positive difference on a team is not necessarily about showing team leadership. Even if your role doesn't involve managing teams, you can still make an important contribution by being a strong team member. This course covers strategies and techniques to help you become a more effective and valued team member. You'll explore ways to adopt a positive mindset toward teamwork, so that you can make a significant contribution. Because your success when working on a team depends on pulling together with other people, you'll also learn constructive ways to acknowledge differences and show respect for teams, and specific strategies for team collaboration.

Navigating the Workplace with Emotional Intelligence (16m 43s)

Any organization, regardless of its size, industry or location, is made up of people - people who interact on a daily basis, and not always without incident. Developing emotional intelligence within the organization is a key factor in ensuring that these relationships run smoothly. This is especially true of leaders, who must provide an example of how to behave in group settings. In this course, you'll learn how building emotional intelligence, or EQ, can improve team or group interactions. You'll also explore the role of emotional IQ in workplace activities, conflict and stress management, as well as employee influence and engagement.