



# The Embold Solution

## Professional Skills Training



To understand the skills required for success in the 21<sup>st</sup> century, the OhioMeansJobs-Readiness Seal team surveyed the business community. According to Ohio businesses, individuals must demonstrate proficiency in specific “professional skills” to ensure success in a work environment or higher education. The Embold Solution provides detailed online training designed to reinforce the skills identified by this initiative.



OhioMeansJobs Professional Skills / Aligned Assets	Duration (hours)
<b>Reliability</b> - The individual has integrity and responsibility in professional settings.	<b>2.00</b>
<b>Expert Insight Videos:</b>	
The High Cost of Low Trust	0.05
Individual Accountability	0.05
<b>Courses:</b>	
<a href="#">The Building Blocks of Building Trust</a>	0.50
<a href="#">Trust Building through Effective Communication</a>	0.40
<a href="#">Becoming an Accountable Professional</a>	0.50
<a href="#">Becoming Your Own Best Boss</a>	0.50
<b>Work Ethic</b> - The individual has effective work habits, personal accountability and determination to succeed.	<b>2.00</b>
<b>Expert Insight Videos:</b>	
Persevere through Desire	0.05
Effective Goal Setting	0.05
<b>Courses:</b>	
<a href="#">Forging Ahead with Perseverance and Resilience</a>	0.50
<a href="#">Procrastination: Admitting it is the First Step</a>	0.30
<a href="#">Reaching Goals Using Perseverance and Resilience</a>	0.40
<a href="#">Avoid Procrastination by Getting Organized Instead</a>	0.40
<a href="#">Beating Procrastination by Boosting Your Creativity and Drive</a>	0.30
<b>Punctuality</b> - The individual arrives to commitments on time and ready to contribute.	<b>1.25</b>
<b>Expert Insight Video:</b> The Secret to Ultra Productivity	0.05
<b>Courses:</b>	
<a href="#">Aligning Goals and Priorities to Manage Time</a>	0.40
<a href="#">Make the Time You Need: Get Organized</a>	0.50
<a href="#">Maximize Your Productivity by Managing Time and Tasks</a>	0.30
<b>Discipline</b> - The individual abides by guidelines, demonstrates self-control and stays on task.	<b>2.70</b>
<b>Expert Insight Videos:</b>	
Choosing What Not to Do	0.05
Emotional Intelligence	0.05
<b>Courses:</b>	
<a href="#">The Art of Staying Focused</a>	0.50
<a href="#">Managing Pressure and Stress to Optimize Your Performance</a>	0.40
<a href="#">Developing a Personal Accountability Framework</a>	0.40
<a href="#">Navigating Your Own Emotions</a>	0.50
<a href="#">Navigating Other People's Emotions</a>	0.40
<a href="#">The Essentials for Anger Management</a>	0.40
<b>Teamwork/Collaboration</b> - The individual builds collaborative relationships with others and can work as part of a team.	<b>2.40</b>
<b>Expert Insight Videos:</b>	
The Cohort Effect	0.05
Mindsets to Bring to Conflicts	0.05
<b>Courses:</b>	
<a href="#">Cultivating Relationships with Your Peers</a>	0.30
<a href="#">Effective Team Communication</a>	0.50
<a href="#">Being an Effective Team Member</a>	0.50
<a href="#">Difficult People: Why They Act That Way and How to Deal with Them</a>	0.50
<a href="#">Difficult People: Can't Change Them, so Change Yourself</a>	0.50

OhioMeansJobs Professional Skills / Aligned Assets	Duration (hours)
<b>Professionalism</b> - The individual demonstrates honesty. He or she dresses and acts appropriately and responsibly. He or she learns from mistakes.	<b>3.15</b>
<b>Expert Insight Videos:</b>	
The Ethics of Business Decisions	0.05
Treat Feedback As Data	0.05
Every Interaction Leaves a Mark	0.05
<b>Courses:</b>	
<a href="#">Developing Your Business Ethics</a>	0.40
<a href="#">Becoming More Professional through Business Etiquette</a>	0.30
<a href="#">Gaining a Positive Perspective on Feedback</a>	0.50
<a href="#">Learning from Failure</a>	0.30
<a href="#">Acting with Diplomacy and Tact</a>	0.60
<a href="#">Navigating Challenging Situations with Diplomacy and Tact</a>	0.50
<a href="#">Keeping Business Calls Professional</a>	0.40
<b>Learning Agility</b> - The individual desires to continuously learn new information and skills.	<b>2.35</b>
<b>Expert Insight Video:</b> Lifelong Learning	0.05
<b>Courses:</b>	
<a href="#">Developing a Growth Mind-set</a>	0.30
<a href="#">Uncovering and Utilizing Your Talents and Skills</a>	0.30
<a href="#">Cultivating a Passion for Learning</a>	0.30
<a href="#">Establishing Self-confidence for Life</a>	0.40
<a href="#">Improving Your Reading Speed and Comprehension</a>	0.30
<a href="#">Improving Your Memory Skills</a>	0.30
<a href="#">Self-improvement for Lifelong Success</a>	0.40
<b>Critical Thinking/Problem-Solving</b> - The individual exercises strong decision-making skills, analyzes issues effectively and thinks creatively to overcome problems.	<b>2.00</b>
<b>Expert Insight Videos:</b>	
How to Make Better Decisions	0.05
Four Steps to Solving a Problem	0.05
<b>Courses:</b>	
<a href="#">Confronting Your Assumptions</a>	0.40
<a href="#">Choosing and Using the Best Solution</a>	0.40
<a href="#">Getting to the Root of a Problem</a>	0.40
<a href="#">Defining Alternative Solutions to a Problem</a>	0.40
<a href="#">Reaching Sound Conclusions</a>	0.30
<b>Leadership</b> - The individual leverages the strengths of others to achieve common goals. He or she coaches and motivates peers and can prioritize and delegate work.	<b>4.20</b>
<b>Expert Insight Videos:</b>	
Leadership is a Mindset	0.05
How To Be Persuasive	0.05
Better Delegation	0.05
How to Energize Others	0.05
<b>Courses:</b>	
<a href="#">Building Personal Power through Influence</a>	0.50
<a href="#">Leveraging Emotional Intelligence</a>	0.50
<a href="#">Building a Leadership Development Plan</a>	0.50
<a href="#">Assessing Your Own Leadership Performance</a>	0.40
<a href="#">Leading through Positive Influence</a>	0.50
<a href="#">Influence Others with Political Savvy</a>	0.40
<a href="#">Taking Your Team to the Next Level with Delegation</a>	0.30
<a href="#">Getting What You Expect from Your Delegate</a>	0.40
<a href="#">Becoming an Inspirational Leader</a>	0.50



OhioMeansJobs Professional Skills / Aligned Assets	Duration (hours)
<b>Global/Intercultural Fluency</b> - The individual values, respects and learns from diverse groups of people.	<b>2.50</b>
<b>Expert Insight Videos:</b>	
The Importance of Diversity	0.05
Cultural Communication	0.10
Unconscious Bias	0.05
<b>Courses:</b>	
<a href="#">Your Role in Workplace Diversity</a>	0.50
<a href="#">How Culture Impacts Communication</a>	0.50
<a href="#">Using Communication Strategies to Bridge Cultural Divides</a>	0.50
<a href="#">Understanding Unconscious Bias</a>	0.40
<a href="#">Overcoming Your Own Unconscious Biases</a>	0.40
<b>Career Management</b> - The individual is a self-advocate. He or she articulates strengths, knowledge and experiences relevant to success in a job or postsecondary education.	<b>1.65</b>
<b>Expert Insight Videos:</b>	
Mapping Your Career Strategy	0.05
Five Steps to Building Your Network	0.05
Interviewing with Confidence	0.05
<b>Courses:</b>	
<a href="#">Developing a Plan to Further Your Career</a>	0.50
<a href="#">Developing Your Business Acumen</a>	0.30
<a href="#">Building Your Professional Network</a>	0.40
<a href="#">Finding and Nurturing a Mentor Relationship</a>	0.30
<b>Drug Free</b> - The individual commits to being drug free.	
Although commitment to being drug free may not qualify as a teachable “skill” - this quality is equally important to employers. This issue is currently being addressed by various high-quality initiatives/testing. Therefore, it is not a focus of The Embold Solution.	

Additional Assets included in The Embold Solution	Duration (hours)
<b>Customer Service Courses</b>	<b>5.30</b>
<b>Essential Customer Service Skills</b>	
<a href="#">Rapport Building in Customer Service</a>	0.50
<a href="#">Providing Telephone Customer Service</a>	0.50
<a href="#">Facing Confrontation in Customer Service</a>	0.40
<a href="#">Designing a Customer Service Strategy</a>	0.50
<a href="#">Providing On-site Customer Service</a>	0.50
<a href="#">Providing Effective Internal Customer Service</a>	0.50
<b>Being an Effective CSR (Customer Service Representative)</b>	
<a href="#">Interacting with Customers</a>	0.50
<a href="#">Communicating Effectively with Customers</a>	0.50
<a href="#">Controlling Conflict, Stress, and Time in a Customer Service Environment</a>	0.50
<a href="#">Dealing with Customer Service Incidents and Complaints</a>	0.50
<a href="#">Polishing Your Skills for Excellent Customer Service</a>	0.40
<b>Habits of Highly Effective People Video Series – Stephen Covey</b>	<b>0.50</b>

<h2>The Embold Solution</h2> <ul style="list-style-type: none"> <li>40+ “Expert Insight” Videos</li> <li>100+ Available Courses</li> </ul> <p>Approximately 50 Hours of Content</p>	<p>Educational Pricing = \$69/student</p> <table border="0"> <thead> <tr> <th></th> <th>IDs</th> <th>Discount</th> </tr> </thead> <tbody> <tr> <td><i>Volume Based</i></td> <td>100</td> <td>10%</td> </tr> <tr> <td><i>Discounts Available</i></td> <td>500</td> <td>15%</td> </tr> <tr> <td></td> <td>1,000</td> <td>20%</td> </tr> <tr> <td></td> <td>3,000</td> <td>25%</td> </tr> <tr> <td></td> <td>5,000+</td> <td>30%</td> </tr> </tbody> </table>		IDs	Discount	<i>Volume Based</i>	100	10%	<i>Discounts Available</i>	500	15%		1,000	20%		3,000	25%		5,000+	30%	 <p>Providing Life-Changing Opportunities</p> <p>242 Joelynn Drive Shelby, OH 44875 <a href="http://www.embold.org">www.embold.org</a></p> <p>(800) 562-9189 <a href="mailto:sales@embold.org">sales@embold.org</a></p> <p> <b>100%</b> of the profits generated by Embold are utilized to support education &amp; humanitarian efforts in Guatemala</p>
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