

*professional development demos  
experience the quality of EasyLearning!*



## EasyLearning Demo Courses

### *Business Essentials Professional Development*

EasyLearning's Business and Professional Development curriculum improves the skill level of individuals within organizations as well as total business performance. The curriculum is designed to improve knowledge, skills, and performance in areas such as: Communication, Team Building, Project Management, Customer Service, Management and many more.

**DEMO THE COURSES AT  
[www.easylearning.org](http://www.easylearning.org)**



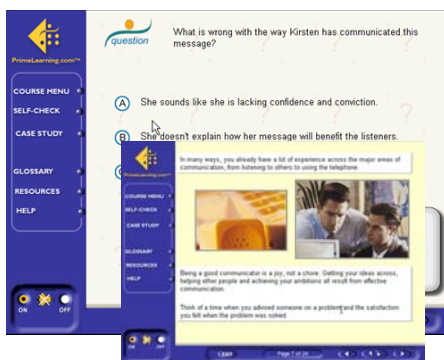
### **Contact Center Essentials**

Customer care is an integral part of any organization. Users will learn the basic functions of customer contact centers and their role in providing exemplary service by effectively using telephone, fax and Internet technologies. These courses feature helpful dialog examples.



### **Speak to be Heard**

Communicating clearly is a very important part of business and every day life interactions. This series of courses teaches the learner the steps in the communication process, how to match the situation and recipient with the more appropriate solution or service and to identify ways of delivering a message clearly.



### **The Financial Statements**

Anyone who has budgetary considerations, from project managers to department heads, will need financial training to make the responsible input into their business decisions.