

# Demonstrating Professionalism

Learn to communicate respectfully with this soft skills training. IT employees and end users can use this Demonstrating Professionalism course to learn the fundamentals of behaving and communicating in a professional manner. Employees will gain an understanding of good communication skills, workplace behavior, and how to navigate coworker relationships in the office.

[CBT Nuggets course material](#) →

## WEEK 1

### Respect in the Workplace

81 min.

The Small Print	2
Diversity & Inclusion (D&I) Overview	2
Caring About D&I	4
Harassment in the Workplace	5
Understanding Bias	4
Cultural Differences	5
What is Appropriate?	5
Handling Harassment	3
Being Inclusive	4
Creating a Respectful Workplace is Everyone's Job	5

### Interacting Professionally with Customers

Overview	1
Introduction: Why Does it Matter?	5
Connecting with the Customer	6
Listening to Customers	5
Speaking to Customers on the Phone	7
Being Professional with Email and Chat	6
Handling Difficult Situations	6
Review	4