Online Learning Supporting IT Core Values and Behaviors (March 2020)

IT Core Value or Behavior	Employees	Team Leads, Supervisors, Managers
Quality, Excellence	Quality Standards in Customer Service	Motivating your Team
Productivity	Efficient Time Management Time Management Fundamentals with Microsoft Office Five Ways to Control Your Time Getting Things Done	Leading Productive Meetings Managing Multiple Generations
Diversity, Equity and Inclusion	Cultural Awareness Building Blocks Unconscious Bias	ODEI EO Policy Introduction for Managers Inclusive Leadership Managing a Diverse Team
Change/Innovation	Service Innovation Take a More Creative Approach to Problem Solving Managing Stress for Positive Change	Creating a Culture of Change Enhancing Team Innovation
Accountability	Holding Yourself Accountable	Holding Your Team Accountable Building Accountability Into Your Culture
Service	Customer Service Foundations Developing a Service Mindset	Creating a Culture of Service
Communication	Communicating with Confidence Communicating Nonverbally Communication Foundations Effective Listening	Communicating with Diplomacy and Tact Communicating to Drive People to Take Action
Collaboration	Being an Effective Team Member Working Remotely Microsoft Teams Essential Training Microsoft Teams Quick Tips Teamwork Foundations	Leading Virtual Meetings Managing Virtual Teams Creating a Culture of Collaboration Building High Performance Teams Collaborative Leadership
Trust	Building Trust Why Trust Matters	Developing Credibility as a Leader Ways to Build a Winning Team
Gratitude	Behavioral Science Insights on How to Have a Great Day Every Day Facing Challenges with Gratitude and Forgiveness	Developing Your Emotional Intelligence
Growth	The Practices of High Performing Employees	Developing Your Team Members Coaching and Developing Employees

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