What is Skillsoft?
Skillsoft is SLU’s online learning platform. Skillsoft provides users with access to:
- 6,000+ courses
- 30,000+ books
- 3,000+ videos

How to Access Skillsoft:
1. myslu.slu.edu
2. “Tools” tab
3. Skillsoft

MONTHLY FOCUS: CUSTOMER SERVICE

Customer service is vital to every business, regardless of field. It costs a business much more to acquire a new customer than it does to retain an existing one. Therefore, it makes sense to support and satisfy existing customers. Additionally, an employee’s knowledge goes a long way toward the delivery of exceptional customer service. Skillsoft offers a variety of resources to improve a business’ customer service practices.

Click on the titles below to learn how to improve your company’s customer service:

- **Course:** The Customer Service Representative (CSR) (3 hr. 30 min.)
- **Course:** Customer Service over the Phone (1 hr.)
- **Course:** Shaping the Direction of Customer Service in Your Organization (1 hr.)
- **Course:** Customer Service Fundamentals: Building Rapport in Customer Relationships (1 hr.)
- **Book:** Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About It, Toister
- **Book:** Customer Service Training 101, Second Edition, Evenson
- **Video:** Customer Service is an Ongoing Relationship (4 min.)
- **Video:** Six Steps to Greatness: Customer Service Agenda (16 min.)
TECHNOLOGY: SOCIAL MEDIA

E-mail has become the most used communications medium in corporate networks today, with this high usage, comes an ever increasing need to understand the security considerations involved and how the end user can help in making sure E-mail security is maintained. Social networking, and the use of social media websites has added another level of complexity to network security as users are able to open security holes if the wrong type of information is made public.

For more information on social media, check out these resources:

- **Course:** Using E-mail, the Internet, and Social Media Safely in a Corporate Environment (1 hr.)
- **Course:** The Internet, Social Media, and Electronic Communication (1 hr.)
- **Book:** Perspectives on Social Media Marketing, Bough and Agresta
- **Video:** Building a Corporate Social Media Function (4 min.)
- **Video:** Social Media Versus Google (3 min.)

PERSONAL WELL-BEING: LIVING GREEN

While the concepts of green business and sustainable enterprise are not new, they are becoming increasingly vital in today’s business climate. Natural resources are being depleted at previously unheard of levels, organizations are faced with new challenges in resource and waste management, and consumers are becoming more curious about the origins and environmental footprint left by the products they consume.

To learn more about being green, consult these Skillsoft resources:

- **Course:** Introduction to Green Business and Sustainability (2 hr.)
- **Course:** Green Business: Implementing Sustainability Strategy (2 hr.)
- **Book:** Harnessing Green IT: Principles and Practices, Murugesan and Gangadharan
- **Video:** Pursuing the Green Leap (3 min.)
- **Video:** Going Green at Work: How Can I Be Green at Work? (3 min.)