Case Western Reserve University's
Professional Development Center

May 2023 Training Highlight

Hard Skill Highlight: Strategic Planning

- Academic Impressions: 11 Keys to Implementing your Strategic Plan
- Academic Impressions: The Six Dimensions of Implementing Strategic Plans
- LinkedIn Learning: Strategic Planning Foundations
- LinkedIn Learning: Business Development: Strategic Planning
- LinkedIn Learning: Conducting a SWOT Analysis
- LinkedIn Learning: Strategic Planning: Case Studies

Soft Skill Highlight: Customer Service

- Academic Impressions: Tools for Better Customer Service (Downloads)
- Academic Impressions: Developing and Implementing your Customer Service Vision
- Academic Impressions: Auditing and Improving Customer Service on Your Campus
- LinkedIn Learning: Customer Service: Serving Internal Customer
- LinkedIn Learning: The 10 Pillars of Customer Experience
- LinkedIn Learning: Customer Service Foundations

Please note, you must create an account to access these resources for free. If you are not logged in, you will see a fee.
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Training Access Instructions

**Academic Impressions**

- Login to your account at www.academicimpressions.com/case
- Use your CWRU credentials (abc123 and password) to access member benefits
- Type in the name of the training you are interested in from the first page of this handout in the search bar
- Browse other Academic Impressions offerings by entering your desired area in the search box

**Impact Solutions**

- Visit case.edu/hr/worklife/employee-assistance-worklife-program for detailed information on IMPACT Solutions, CWRU's Employee Assistance Program, and to learn how to create your account
- For any questions on IMPACT Solutions, their services, or your eligibility, please contact askhr@case.edu

**LinkedIn Learning**

- Login to LinkedIn Learning by visiting linkedinlearning.com/learning-login/
- Use your CWRU credentials (abc123 and password) to access member benefits
- Type in the name of the training you are interested in from the first page in the search bar
- Browse other LinkedIn Learning offerings by entering your desired area in the search box

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