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**

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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
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