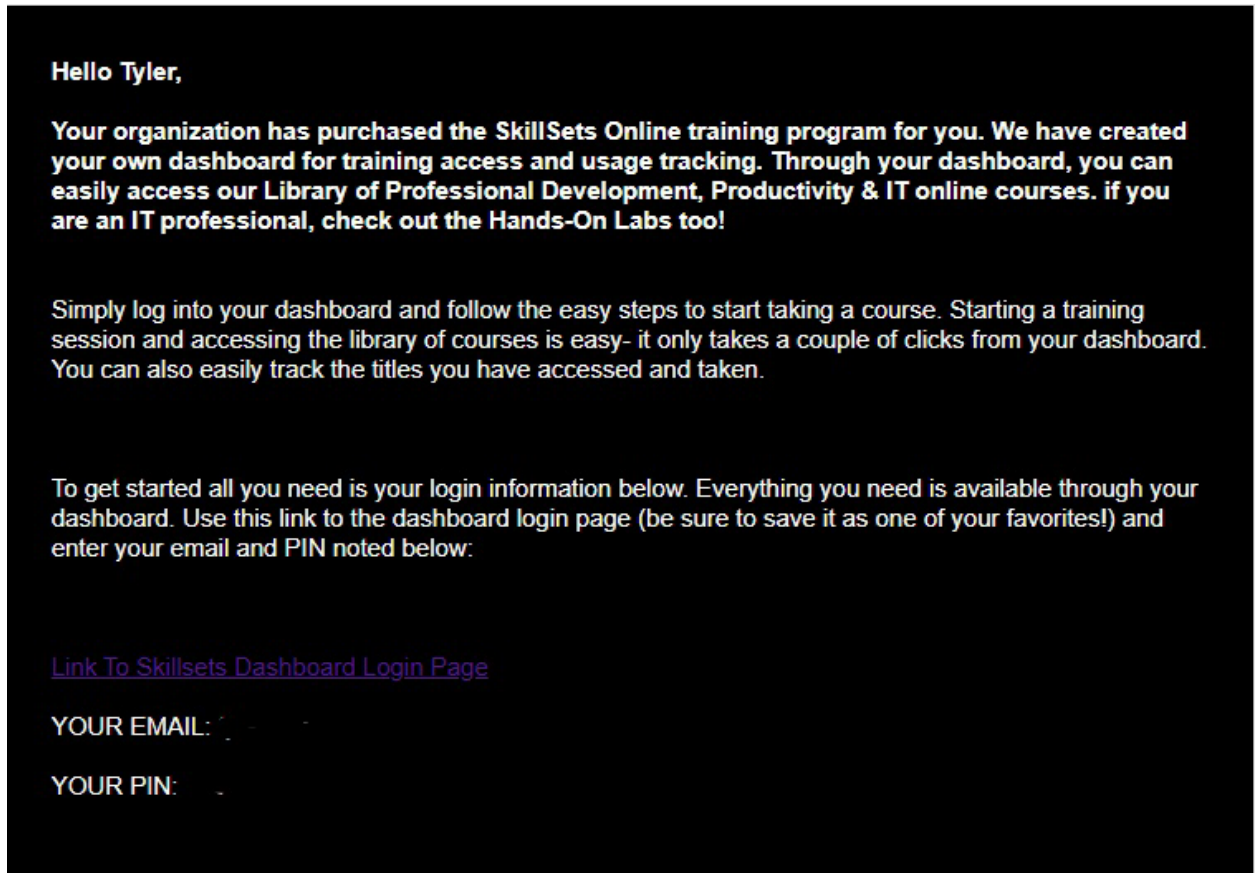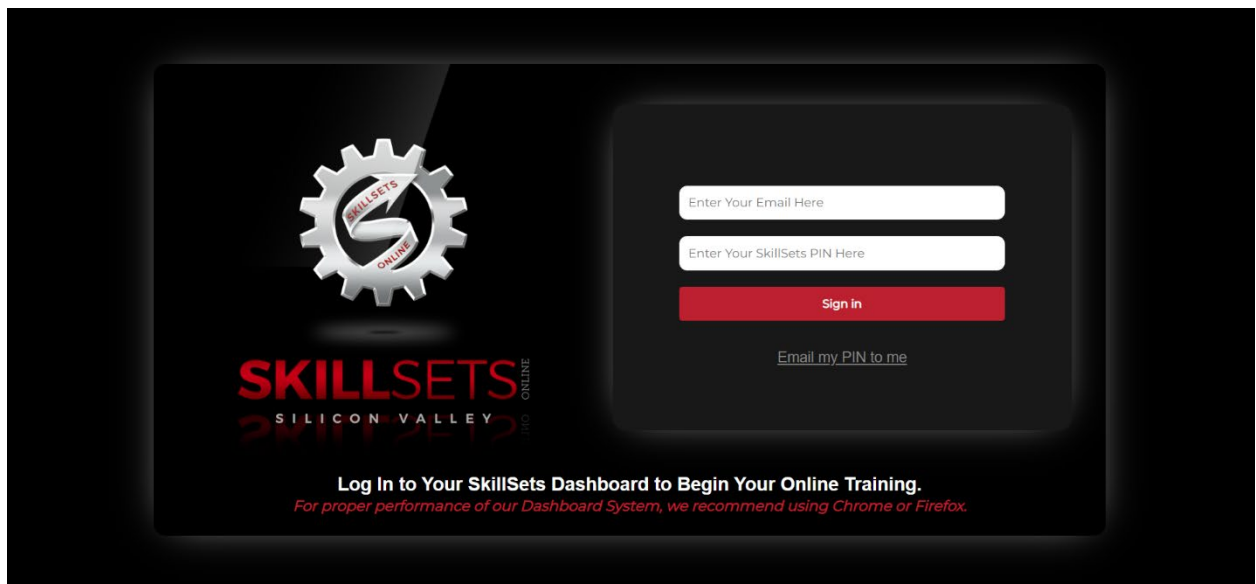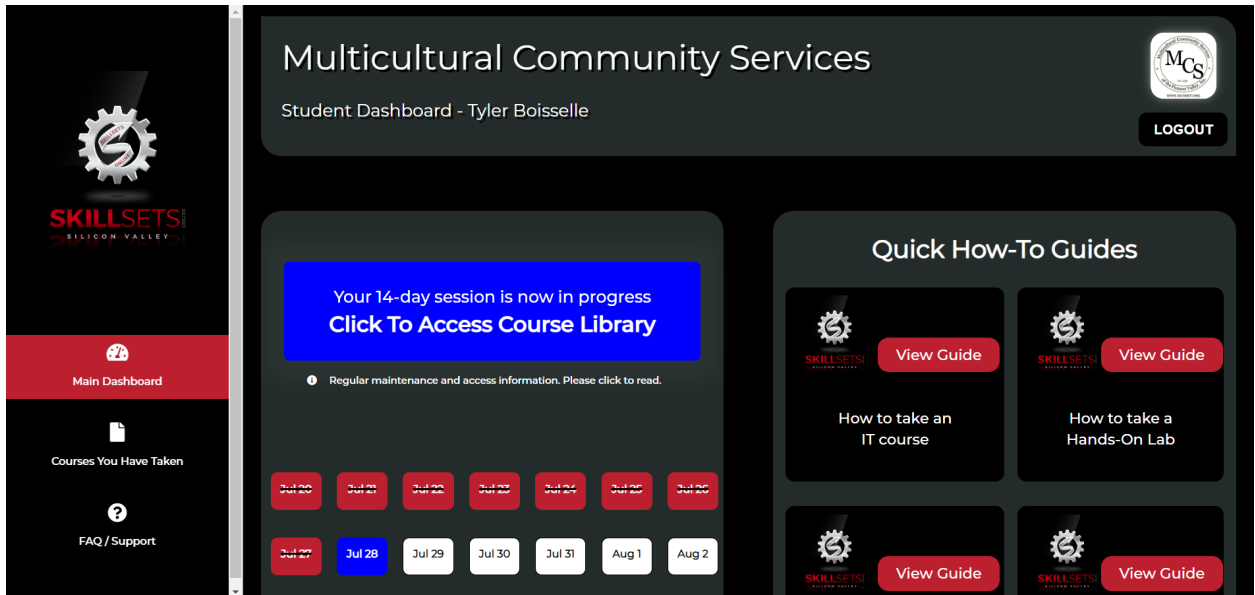1. You will receive an email from SkillSets Online with a Dashboard Email and Dashboard Pin alongside a link to their website. I recommend saving this email or bookmarking the website.
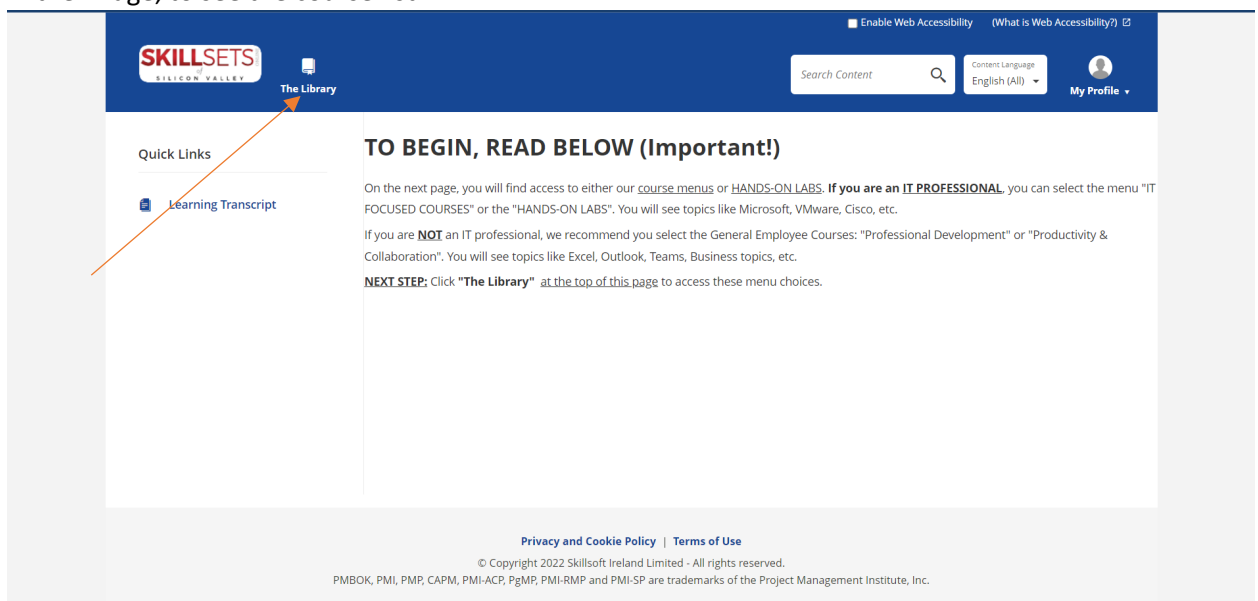

2. Clicking the link in the email will bring you to the Skillsets log-in page. Use your email and the PIN they sent you to log in.
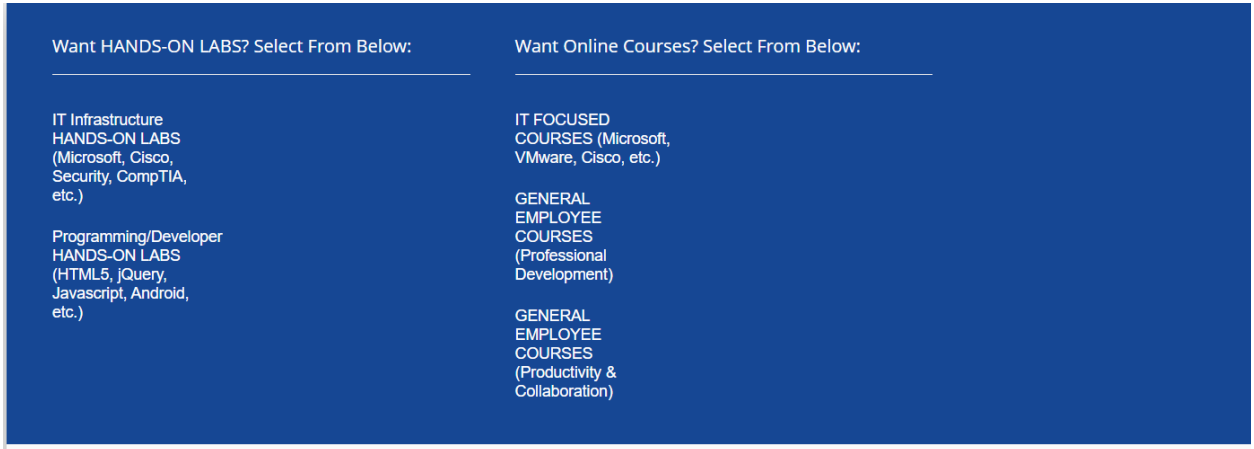
3. This will bring you to your dashboard, where you can your two-week session. I have already started my session, which is shown by the large blue button in the center of the screen. You should be able to click where this button is to begin your 2-week session
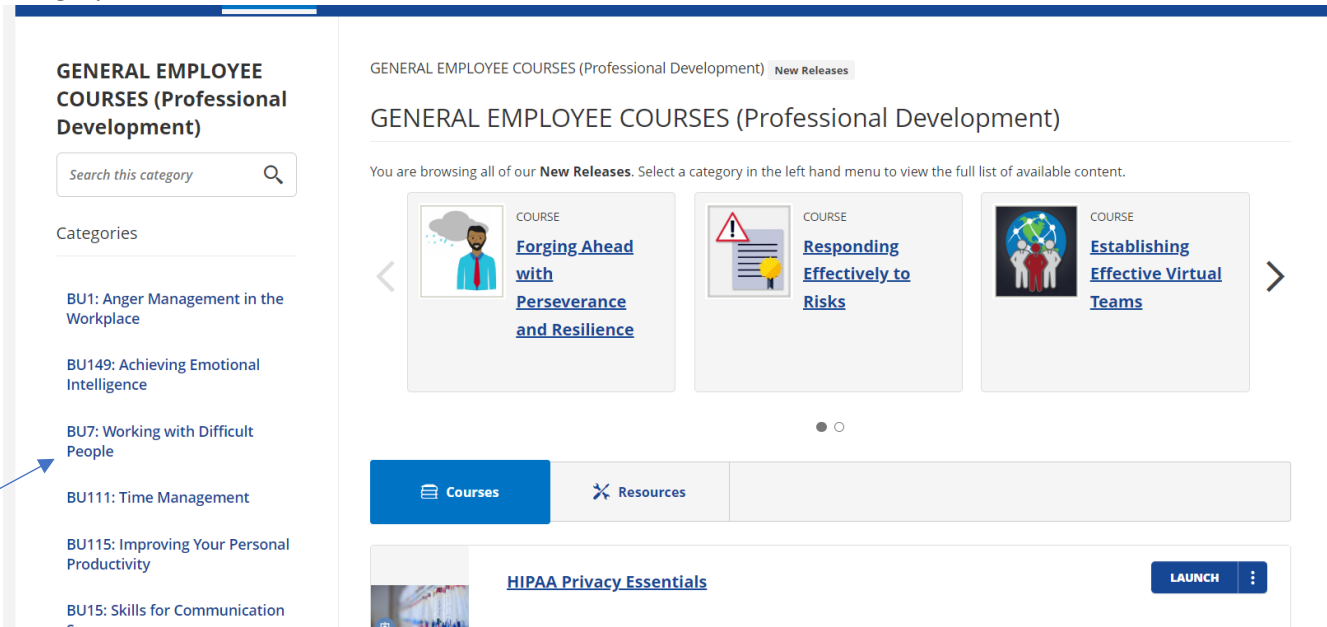

4. SkillSet Online uses a 2-week card system to deliver its courses. Requesting a library card from the dashboard will give you 2 weeks of access to the training. At the end of the 2-week period, you can request a new library card to continue training. Any completed courses are recorded on your dashboard, but any incomplete courses will not carry over from 1 library card to the next.

5. Once your session has begun, you can click the large blue button to be taken to the list of courses, which will look like the following picture. Click on The Library, shown with a red arrow in the image, to see the course list.

6. You will see the following screen, but you will not have access to the IT-specific courses. You can choose either of the General Employee Courses sections. They will each offer different courses and you can switch between them at any time. For the purposes of this tutorial, I will select the Professional Development section.

7. It will bring you to the following page, which will have a series of new courses and categories for you to choose from. You will also be able to scroll down to see even more categories to select. Choose any category you wish, for the tutorial we will use the Working with Difficult People category.

8. This will bring us to every course that is in this category. You can choose any course that you like by clicking the Launch button next to it.

BU7: Working with Difficult People

Courses | **Resources**

Difficult People: Why They Act That Way and How to Deal with Them   **LAUNCH**

Course: 31 Minutes   **Expertise Level:** Everyone

Difficult People: Can't Change Them, so Change Yourself   **LAUNCH**
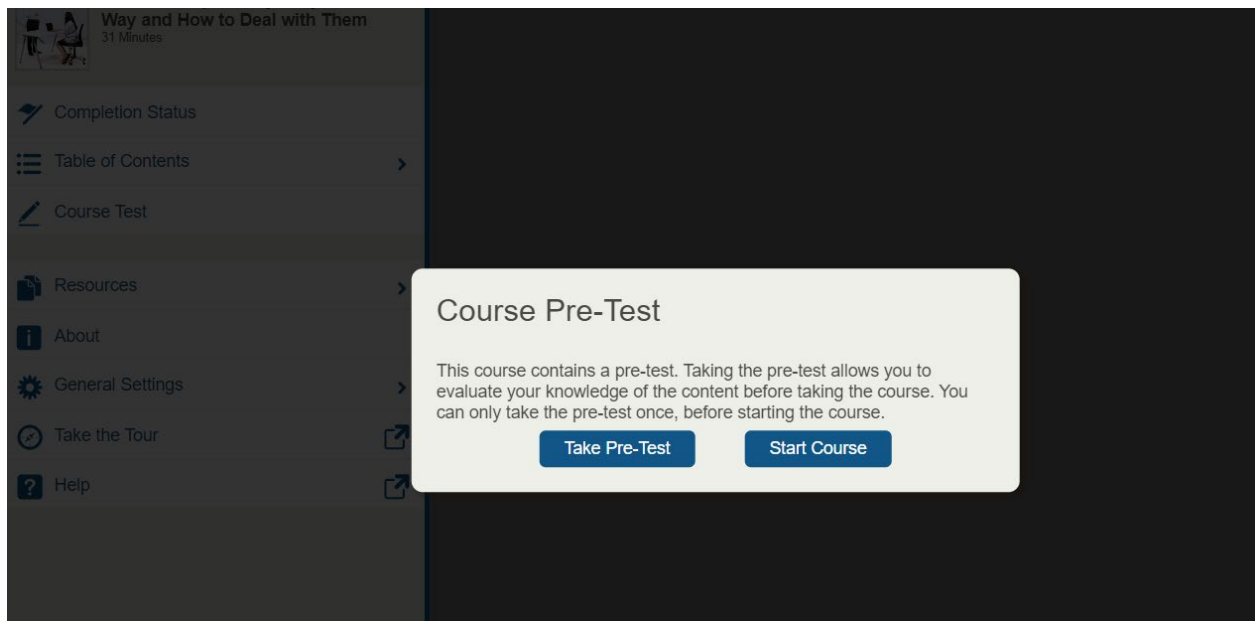
Course: 31 Minutes   **Expertise Level:** Everyone

Difficult People: Strategies to Keep Everyone Working Together   **LAUNCH**

Course: 31 Minutes

9. Clicking on Launch will begin the course, allowing you to take a pre-test if you like or simply start the course right away. The pre-test will be a series of multiple-choice questions, and they are identical to the end-of-course test questions. If you choose to take the pre-test, once you are finished you will be able to click the table of contents on the left side of the screen to begin the course.