



Course 2 – Becoming a Successful Business Person

- Introduction
- LPQ 201 – A Professional Approach
 - A. Introduction
 - B. Positive Attitude & Behavior
 - C. Appearance Counts
 - D. Successful Communication
 - E. A Proactive Approach
 - F. The Value of Perception
 - G. Expectations On & Off the Job
 - H. Liability Exposure On the Job
 - I. Work Ethic Strategies
 - J. Crs 2 Sec 1 – Review Questions
- LPQ 202 – Ethics & Conduct
 - A. Introduction
 - B. High Standards For Ethics & Integrity
 - C. Objective For Acceptable Behavior
 - D. Benchmark For Self-Evaluation
 - E. Recourse For Behavior & Decision Making
 - F. Vendor Relations
 - G. Anonymous Method Of Reporting A Violation
 - H. Laws To Know
 - I. Confidentiality & Credibility
 - J. Crs 2 Sec 2 – Review Questions



- LPQ 203 – What You Should Expect
 - A. Introduction
 - B. What Are You Getting Yourself Into?
 - C. Goal Setting
 - D. Performance Reviews
 - E. Career Opportunities
 - F. Basic Benefits
 - G. Accepting Constructive Assessment
 - H. Effective Preparation
 - I. Crs 2 Sec 3 – Review Questions
- LPQ 204 – Career Growth
 - A. Introduction
 - B. Environment for Professional Growth
 - C. Continuing Education
 - D. Industry Interaction
 - E. Support Structure For Guidance
 - F. Networking
 - G. Mentoring
 - H. Work & Life Balance
 - I. Opportunities In The Field
 - J. Crs 2 Sec 4 – Review Questions
- LPQ 205 – Communications Skills
 - A. Introduction
 - B. The Art of Listening



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- C. Effectively Convey your Message
- D. Nonverbal Skills
- E. Building Rapport
- F. Sensitivity in Communication
- G. Communication Sensitivity for Loss Prevention
- H. Written Communication
- I. Using Email
- J. Speaking In Front Of Groups
- K. Crs 2 Sec 5 – Review Questions
- LPQ 206 – Building Relationships
 - A. Introduction
 - B. Influencing Skills
 - C. Internal Customers
 - D. External Business
 - E. Relationships Communication Expectations & Frequency
 - F. Developing a Mutual Understanding
 - G. Effective Collaboration
 - H. Achieve Results
 - I. Wearing Different Hats
 - J. Dealing with Difficult People
 - K. Crs 2 Sec 6 – Review Questions
- LPQ 207 – Diversity
 - A. Introduction
 - B. Acceptance In The Workplace



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- C. Cultural Sensitivity
- D. Perception and Biases
- E. Professionalism – A Skilled Approach
- F. Crs 2 Sec 7 – Review Questions
- LPQ 208 – Harassment Awareness
 - A. Introduction
 - B. Why The Rules Exist
 - C. Your Rights & Responsibilities
 - D. Defining Harassment
 - E. Common Myths About Sexual Harassment
 - F. Behaviors In The Workplace
 - G. What To Do About Harassment
 - H. Crs 2 Sec 8 – Review Questions
- LPQ 209 – Conflict Resolution
 - A. Introduction
 - B. The Positive Dynamics of Conflict
 - C. Understanding Conflicts
 - D. Constructively Managing Conflicts
 - E. The Value of Effective Compromise
 - F. An Appropriate Resolution
 - G. Mediation
 - H. Crs 2 Sec 9 – Review Questions