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Green Business: Planning Sustainability Strategies .................. stgy_04_a02_bs_enus
Green Business: Implementing Sustainability Strategies .................. stgy_04_a03_bs_enus

■ Strategic IT Planning

Setting the Stage for IT Success .................. STGY0221
Strategic Decision Making .................. STGY0222
IT Challenges: Present and Future .................. STGY0223
Strategic IT Planning Simulation .................. STGY0220

■ The Fundamentals of Globalization

Globalization and Our Changing World .................. STGY0351
Globalization and Your Company .................. STGY0352
The Process of Globalizing a Product or Service .................. STGY0353
Managing from a Global Viewpoint .................. STGY0354
Managing Expatriates' Career Development ........ pc_bi_mgbio11
The Fundamentals of Globalization Simulation .................. STGY0350
The Etiquette of Cross-cultural Gift Giving ........ pc_bi_spbi015

■ Systems Thinking in the 21st Century

What is Systems Thinking? .................. STGY0401
Building a Healthy System .................. STGY0402
Systems-thinking Models and Thinking Skills ........ STGY0403
System Archetypes .................. STGY0404
Redesigning Your Organization: Part I .................. STGY0405
Redesigning Your Organization: Part II .................. STGY0406
Taking Systems Thinking into Your Personal Life .................. STGY0407

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ Strategic Marketing in Action

Elements of Marketing Strategy .................. MKT0201
Analyzing the Market .................. MKT0202
Competitive Factors in Strategic Marketing .................. MKT0203
Writing a Marketing Plan: Phase 1 .................. MKT0204
Writing the Marketing Plan: Creative Strategy .................. MKT0205
Creating a Marketing Campaign .................. MKT0206
Marketing Management .................. MKT0207
Financial Analysis for Successful Marketing .................. MKT0208
Advertising Costs, PR Pays .................. pc_bi_spbi008
BUSINESS SKILLS COURSEWARE

Sales and Marketing: Two Sides of the Same Coin? .............................................. pc_bi_spbi011
Trade Show Marketing - Planning Ahead .................................. pc_bi_spbi013
Increasing Competitiveness through Collaboration........................................ pc_ch_lsch006

- Strategic Brand Management

Introduction to Brand Management ................................... MKT0211
Building Brand Equity ........................................ MKT0212
Managing the Creative Elements of Brand .......................... MKT0213
Promoting Your Brand to Consumers ............................... MKT0214
Evaluating Brand Effectiveness .................................. MKT0215
Managing and Maintaining Brand Equity ........................ MKT0216

- Online Branding Strategy

Introduction to Online Branding ................................... MKT0221
The Online Branding Environment ................................ MKT0222
Strategies for Building an Online Brand ........................... MKT0223
Using Online Strategies to Accelerate Sales Performance ................................... pc_ch_spch001
Using Blogs to Attract Consumers ................................ pc_bi_spbi010
Using Web Analytics to Increase Sales ................................ pc_bi_spbi012

- Competitive Marketing Strategies

Competitive Strategies for a New Marketplace ................ MKT0231
Surpassing the Competition ........................................ MKT0232

- Product Management Essentials

Introduction to Product Management ................................ MKT0241
Developing a New-product Strategy ................................. MKT0242
Pricing and Profitability for Product Managers ......................... MKT0243
Designing Products to Fit the Channel ................................ pc_bi_spbi005

- Developing Marketing Strategy

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE & ACCOUNTING CURRICULUM

- Fundamental Finance for non-Finance Professionals

The Principles of Financial Management ................................ fin_01_a01_bs_enus
The Basics of Budgeting .................................................. fin_01_a02_bs_enus
Management of Cash Flows ........................................ fin_01_a03_bs_enus
Financial Statements .................................................. fin_01_a04_bs_enus
Increasing Cash Flow in Times of Need .......................... pc.bi_fabi003
Depreciation Methods .................................................... pc.ch_fach002
What's Your Gross Profit Margin Really Saying? .................. pc.bi_fabi006
Recognizing the Value of Intangible Assets ...................... pc.bi_fabi007
Recession: How it Affects Business ................................. pc.bi_fabi008
Using Financial Analysis for Credit Decisions ..................... pc.ch_lach012

- Accounting 101

Accounting Fundamentals ............................................. FIN0121
Accrual Accounting Procedures .................................... FIN0122
Accounting Systems and Closing Activities ...................... FIN0123
Accounting for Cash Control .......................................... FIN0124
Accounting for Merchandising Businesses ...................... FIN0125
Final Exam: Accounting 101 ......................................... FE0004_eng
Accounting for Sales Returns ......................................... pc.bi_fabi005

- Practical Budgeting Skills for Business

Creating and Analyzing an Operating Budget .................. FIN0161
The Ins and Outs of Capital Budgeting .......................... FIN0162
Effective Budget Management ....................................... FIN0163

- Advanced Business Finance

Introduction to Advanced Finance ................................. FIN0211
Investment Project Analysis and Selection ...................... FIN0212
Raising Capital and Financing Decisions ......................... FIN0213
Managing Working Capital ........................................ FIN0214
Corporate Restructuring ............................................ FIN0215
Financial Risk Management ........................................ FIN0216
International Finance .............................................. FIN0217
Final Exam: Advanced Business Finance ......................... FE0005_eng
Outsourcing Financial Activities ..................................... pc.bi_fabi001

- Accounting 102

Accounting for Partnerships ........................................ FIN0221
Accounting for Corporations ....................................... FIN0222
Analyzing Cash Flow Statements .................................. FIN0223
Master Budgets .......................................................... FIN0224
Final Exam: Accounting 102 ......................................... FE0006_eng
BUSINESS SKILLS COURSEWARE

- Auditing: A Practical Approach
  - Introduction to Auditing .................................. FIN0231
  - Introduction to Internal Auditing ....................... FIN0232
  - Principles of Internal Auditing .......................... FIN0233
  - Introduction to External Auditing ....................... FIN0234
  - Principles of External Auditing .......................... FIN0235
  - Using Audits to Help Prevent Business Fraud ....... FIN0236
  - Establishing the Role of the Audit Department ........ FIN0237

- Managerial Accounting
  - Overview of Managerial Accounting .................... FIN0241
  - Managerial Decisions and Capital Budgeting .......... FIN0242
  - Managing for Asset Control ............................. FIN0243
  - Cost Accounting Decisions ............................... FIN0244

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

- Essential Skills for Administrative Support Professionals
  - Administrative Professionals: Representing Your Boss .................................. ad_01_a01_bs_enus
  - Administrative Professionals: Common Administrative Support Tasks ................... ad_01_a02_bs_enus
  - Administrative Professionals: Maximizing Your Relationship with Your Boss .......... ad_01_a03_bs_enus
  - Administrative Professionals: Interacting with Others ...................................... ad_01_a04_bs_enus
  - Administrative Professionals: Putting Your Best Foot Forward ....................... ad_01_a05_bs_enus

- The Effective Administrative Support Professional
  - Getting Started–The Administrative Support Professional ........................................ ADM0100
  - Overview to Effective Business Communication ........ ADM0101
  - Using Effective Business Communication .......................... ADM0102
  - Administrative Functions ...................................... ADM0103
  - Advancing Your Administrative Career .................... ADM0104
  - Effective Administrative Support Professional Simulation .............................. ADM0105

Advanced Skills for Administrative Support Professionals
  - Behavior: Putting Your Best Foot Forward ............... ADM0111
  - Managing Yourself and Those Around You ............... ADM0112
  - Partnering with Your Boss ................................... ADM0113
  - Communicating with Power and Confidence ............... ADM0114
  - Advanced Administrative Support Simulation ........... ADM0110

KNOWLEDGE MANAGEMENT

- Knowledge Management Fundamentals
  - The Art of Knowledge Management ....................... KNOW0101
  - Knowledge as Capital ....................................... KNOW0102
  - Putting Knowledge to Work ................................. KNOW0103
  - Managing Knowledge Workers .............................. KNOW0104
  - Being a Knowledge Activist ............................... KNOW0105
  - Final Exam: Knowledge Management Fundamentals .................................. FE0008_eng

The 21st Century Learning Curve
  - Disciplines of Organizational Learning: Personal Mastery .................................. pc_bi_pfbi011

Achieving Measurable Performance Impact from Training
  - Training for Business Results .............................. KNOW0301

HUMAN RESOURCES CURRICULUM

- Managing Diversity in the Workplace
  - The Reasons Why Diversity Matters ..................... hr_02_a01_bs_enus
  - Changing Corporate Culture ............................... hr_02_a02_bs_enus
  - Planning a Diversity Initiative ........................... hr_02_a03_bs_enus
  - Diversity: the Future ........................................ hr_02_a04_bs_enus
  - Managing Diversity in the Workplace Simulation ................... HR002A
  - Instituting a Dress Code .................................... pc_bi_hrbi011
  - Managing Diversity .......................................... pc_ch_lach015
  - Understanding Workplace Diversity ........................ pc_bi_hrbi002
Business Skills Courseware

- **Effective Hiring and Interviewing**
  - What to Consider When Hiring ................................................................. HR0221
  - Interviewing Effectively ........................................................................ HR0222
  - Choosing the Best Applicant .................................................................... HR0223
  - Effective Hiring and Interviewing Simulation ........................................ HR0224
  - Screening Applicants for Emotional Intelligence ..................................... pc_bi_hrbi0012
  - Hiring Strategic Thinkers ........................................................................ pc_ch_lach011
  - Guarding against Interviewing Biases .................................................. pc_bi_hrbi003

- **HRCI Senior Professional in Human Resources (SPHR)**
  - HR's Strategic Role in the Organization (HRCI/SPHR - 2007-aligned) ........ hr_04_a01_bs_enus
  - Management of the HR Process (HRCI/SPHR - 2007-aligned) ..................... hr_04_a02_bs_enus
  - Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR - 2007-aligned) hr_04_a03_bs_enus
  - Strategic Approaches to Human Resource Development (HRCI/SPHR - 2007-aligned). hr_04_a04_bs_enus
  - Strategic Approaches to Total Rewards (HRCI/SPHR - 2007-aligned) .......... hr_04_a05_bs_enus
  - Strategic Approaches to Labor Relations (HRCI/SPHR - 2007-aligned) ........ hr_04_a06_bs_enus
  - Strategic Approaches to Risk Management (HRCI/SPHR - 2007-aligned) .... hr_04_a07_bs_enus
  - Final Exam: HRCI/SPHR (Senior Professional Human Resource) ............ FE0028_eng

- **HRCI Professional in Human Resources (PHR)**
  - Human Resources Fundamentals (HRCI/PHR - 2007-aligned) .................... HR0261
  - Strategic Management (HRCI/PHR - 2007-aligned) .................................... HR0262
  - Affirmative Action and the EEO (HRCI/PHR - 2007-aligned) ..................... HR0263
  - Employment Management (HRCI/PHR - 2007-aligned) ............................ HR0264
  - Recruiting and Selecting Candidates (HRCI/PHR - 2007-aligned) ............... HR0265
  - Offers, Contracts, and Exit from the Organization (HRCI/PHR - 2007-aligned) ........ HR0266
  - Developing Employees (HRCI/PHR - 2007-aligned) ................................. HR0267
  - Developing Human Resources (HRCI/PHR - 2007-aligned) ..................... HR0268
  - Compensating Employees (HRCI/PHR - 2007-aligned) ........................... HR0269
  - Programs to Benefit Employees (HRCI/PHR - 2007-aligned) ..................... HR0271
  - Employment Relations (HRCI/PHR - 2007-aligned) .................................... HR0272
  - Sexual Harassment at Work (HRCI/PHR - 2007-aligned) ......................... HR0273
  - Non-Unionized Workplaces (HRCI/PHR - 2007-aligned) .......................... HR0274
  - Unionized Workplaces (HRCI/PHR - 2007-aligned) .................................... HR0275
  - Health and Safety in the Workplace (HRCI/PHR - 2007-aligned) ............... HR0276
  - Risk Assessment and Prevention (HRCI/PHR - 2007-aligned) .................... HR0277

- **Recruiting and Retention Strategies**
  - Recruiting Talent .................................................................................... hr_05_a01_bs_enus
  - Retaining Your Talent Pool ...................................................................... hr_05_a02_bs_enus
  - Surviving the Talent Crunch .................................................................... pc_ch_lsch007
  - Aligning Recruitment to Job Requirements ........................................... pc_bi_hrbi001
  - Understanding Employment Attrition in High Performing Teams ............ pc_ch_hrch001
  - Preventing High Turnover Rates: How to Keep the Best ......................... pc_bi_mgbi008
  - Fringe Benefits: Maintaining a Competitive Hiring Advantage .................... pc_bi_hrbi004
  - Employer Branding .................................................................................. pc_bi_hrbi007
  - Devising an Effective Corporate Wellness Program .............................. pc_bi_hrbi009

- **Behavioral Interviewing**
  - Building a Firm Foundation ................................................................. HR0211
  - Screening Applicants ............................................................................ HR0212
  - Preparing for the Behavioral Interview .................................................. HR0213
  - Conducting the Behavioral-based Interview ........................................... HR0214
  - Preparing as the Interviewee .................................................................. HR0215
  - Experiencing the Behavioral-based Interview ........................................ HR0216
  - Behavioral Interviewing Simulation ...................................................... HR0210

- **Recruiting & Retention Strategies for the Tight Labor Market**
  - Recruiting for the 21st Century: The Market ......................................... HR0221
  - Recruiting for the 21st Century: Strategies ............................................ HR0222
  - Recruiting Successfully .......................................................................... HR0223
  - Online Recruiting .................................................................................... HR0224
  - Facilitating Effective Hiring .................................................................... HR0225
  - Retention .................................................................................................. HR0226
Test Preps

TestPrep Professional in Human Resources (PHR) 2007-aligned..........................TPPHR05ED_ENG

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

MENTORING ASSETS

Mentoring Assets
Mentoring Professional in Human Resources (PHR)..........................mmtphr05ed

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

Effectively Managing Top Performers
Managing and Rewarding Top Performers mgmt_01_a01_bs_enus Recognizing Natural Leaders ..................pc_ch_lsch001 Managing Top Performers Is Always Easy...Right?.................................. pc_bi_hrbi013

Advanced Management Skills
Managing in a Global Business Environment mgmt_02_a01_bs_enus Managing Cross-Functions ..................mgmt_02_a02_bs_enus Managing for High Performance ..................mgmt_02_a03_bs_enus Managing Managers..........................mgmt_02_a04_bs_enus Managing Upward Relationships ........ mgmt_02_a05_bs_enus Advanced Management Skills Simulation .............MGMT002A Assessing Employees for Cultural Adaptability........................................pc_ch_pfc001 Considering Key Features of a Policy and Procedure Manual ..................pc_ch_hrch003 Developing Adaptable Managers .................pc_bi_mgb013 Employee Engagement ..................pc_ch_mgch006

Moving into Management
Taking on a Management Role ................mgmt_03_a01_bs_enus Becoming a Manager: Responsibilities and Fears............................................mgmt_03_a02_bs_enus Becoming a Manager: Leading and Communicating..........................mgmt_03_a03_bs_enus A New Manager and the Company's Future mgmt_03_a04_bs_enus Moving into a Management Role Simulation ...........MGMT003A Leadership and Management Simulation ...............MGMT003B

Adopting the Appropriate Management Style ........pc_ch_mgch005

Crucial Skills for Tomorrow's Managers
Tomorrow's Managers' Competencies ........mgmt_04_a01_bs_enus Tomorrow's Managers' Development Tools mgmt_04_a02_bs_enus Managing as Coach and Counselor ..........mgmt_04_a03_bs_enus Managing as Project Champion ..............mgmt_04_a04_bs_enus A Primer for Ensuring Accountability ........mgmt_04_a05_bs_enus Crucial Skills for Tomorrow's Managers Simulation........................................MGMT004A

Problem Performance Management
Problem Performance Prevention ........mgmt_05_a01_bs_enus Problem Performance Identification ........mgmt_05_a02_bs_enus Problem Performance Improvement ........mgmt_05_a03_bs_enus Addressing Problem Performance ........mgmt_05_a04_bs_enus Avoiding Problem Performance Simulation ................MGMT005A Dealing with Problem Performance Simulation ..........MGMT005B Underperforming Employee - Now What? ........pc_bi_hrbi010 Managing Performance ..................pc_ch_lach002

Using Change Process to Support Employees
Starting the Change Process ..............mgmt_06_a01_bs_enus Managing the Change Process ..............mgmt_06_a02_bs_enus Integrating Change in Your Organization mgmt_06_a03_bs_enus Using Change Process to Support Employees Simulation........................................MGMT006A Using Change Process to Support Teams Simulation........................................ MGMT006B Involving Employees in Corporate Change ........pc_bi_lsch011 Developing People ..................pc_ch_lach013

Effective Delegation
The Basics of Delegation ..................mgmt_07_a01_bs_enus Delegation: the Personal Approach ........mgmt_07_a02_bs_enus Managing Delegation ..................mgmt_07_a03_bs_enus Delegating Effectively Simulation ....................MGMT007A Delegating Appropriate Tasks ..................pc_bi_mgb007

Facilitating Successfully
The Facilitator Role ..................mgmt_08_a01_bs_enus Facilitative Fundamentals: Tools and Techniques ..................mgmt_08_a02_bs_enus Facilitating Meetings and Work Groups mgmt_08_a03_bs_enus Facilitating Difficult Situations ........mgmt_08_a04_bs_enus
Facilitative Tools and Formats: Offering Options
Facilitative Leadership
Facilitating Successfully

Coaching with Confidence

Business Coaching
Successfully Coaching Relationships
The Key Stages of Coaching
The Coaching Skillset
Emotions, Mindsets and Coaching
Trends in Coaching
Coaching with Confidence
Coaching Teams and Personalities Simulation

The Essentials of Mentoring

Mentoring Effectively
Mentoring as a Manager
Implementing a Mentoring Program for the Organization
Mentoring Strategies for the 21st Century
Achieving Success: the Help of a Mentor
Mentoring On-line
The Essentials of Mentoring Simulation

Appraising Performance

Assessing Performance Continuously
Performance Reviews
Appraising Performance Simulation
Preparing for Your Performance Appraisal
Selecting the Appropriate Performance-appraisal Method

Moving from Technical Professional to Management

Management Development for Technical Professionals
Communication Skills for Successful Management
Process Management Skills
Leadership Development for Technical Professionals
Strategies for Transitioning into Management
Transitioning From Technical Professional to Management
From Technical Professional to Leadership Simulation

360-Degree Performance Appraisal

About 360-Degree Performance Feedback
Elements of a 360-degree Performance Review
Delivering 360-Degree Performance Feedback
360-Degree Performance Appraisal Simulation

The Fundamentals of Business Crises Management

Preparing for Business Crises
Responding to Business Crises
Recovering from Business Crises
Business Crisis Management Simulation
Is Your Company Prepared for a Crisis?
Demonstrating Accountability in a Crisis Situation

Managing Technical Professionals

Understanding Technical Professionals
Attracting, Motivating, and Retaining Technical Professionals
Models for Managing Technical Professionals
Developing Career Plans for Your Technical Professionals
Managing Technical Professionals Simulation

Managing Contractors and Temporary Employees

Doing Business with Independent Contractors
Hiring Temporary (Contingent) Employees
Managing Contingent Employees
Legal Pitfalls Regarding Independent Contractors
Working with Temporary Agencies
Hiring and Managing Contractors Simulation
Final Exam: Managing Contractors and Temporary Employees

MANAGEMENT AND LEADERSHIP
LEADERSHIP CURRICULUM

Moving from Management to Leadership

Recognizing a Leader
BUSINESS SKILLS COURSEWARE

The Communication of a Shared Vision ..........lead_01_a02_bs_enus
Leading by Enabling .....................................lead_01_a03_bs_enus
Communication and Leadership ...............lead_01_a05_bs_enus
Coaching Performance .............................lead_01_a06_bs_enus
Leadership and Change ..............................lead_01_a07_bs_enus
The Model Leader .................................lead_01_a08_bs_enus
Moving from Management to Leadership Simulation…………………………..........LEAD005A
Growing from Management into Leadership Simulation……………………………….. LEAD001B

Leadership Essentials
Leadership Essentials: Motivating Employees lead_05_a01_bs_enus
Leadership Essentials: Communicating Vision lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a Leader ..........................lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional Intelligence ..........................lead_05_a04_bs_enus
Leadership Essentials: Leading Business Execution ............................................ lead_05_a05_bs_enus
Leadership Essentials: Leading Innovation lead_05_a06_bs_enus
Leadership Essentials: Leading Change ...............................................................lead_05_a07_bs_enus
Leadership Essentials: Creating Your Own Leadership Development Plan ............lead_05_a08_bs_enus
Developing a Business Execution Culture ......................................................... pc_ch_lach001
Leading Change ......................................................pc_ch_lach004
Leader as Motivator ..................................................pc_ch_lach008
Leading Innovation ...................................................pc_ch_lach010
Motivating Employees and Leading Change Simulation ............................................ LEAD005A
Communicating a Shared Vision ..................pc_bi_lsb001
Leading Teams through Change ......................pc_bi_lsb003
Taking Calculated Risks in Leadership ..........pc_bi_lsb006
Motivating Human Behavior ......................pc_ch_lsch002
Wanted-Innovation Leaders ..........................pc_bi_lsb013

Business Execution
Foundations for Business Execution ......................................................... LEAD0151
Creating a Business Execution Culture ..................LEAD0152
Business Execution in Action ..................................LEAD0153
Business Execution Simulation ..........................LEAD0150
Business Execution Blended Learning Toolkit ............BLTLE015
Fostering a Business Execution Culture ............pc_bi_lsb008
Pave Your Own Path ..............................................pc_bi_lsb009
Performance Dashboard or Scorecard? ..............................pc_bi_mgb012

Leading the Workforce Generations
Introduction to Work Force Generations ..............LEAD0231
Attracting, Developing, and Retaining Generations ............................................. LEAD0232
Leading Silent Generation and Baby Boom Workers ............................................. LEAD0233
Leading Generations X and Next .............................................LEAD0234
Making Cross-generational Teams Work ..............LEAD0235
Cross-generational Workers in the 21st Century .............................................. LEAD0236
Leading the Workforce Generations Simulation ...... LEAD0230
Managing an Aging Workforce .................................pc_bi_mgb005
Developing the Next Generation ........................ pc_bi_lsb007
Understanding the Motives of Millennials ..............pc_bi_lsb014

Succession Planning for Business Environment
Succession Planning Overview .........................LEAD0301
Succession Planning Strategies ..............................LEAD0302
Succession Planning and Human Resources ..........LEAD0303
Succession Planning Management ..........................LEAD0304
Initiating a Succession Plan Simulation ....................LEAD0300
Implementing a Succession Plan Simulation ...............LEAD030S
Succession Planning .............................................. pc_bi_lsb002
Succession Planning and Management Programs _pc_ch_lsch004

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

E-mail Essentials for Business
Using E-mail and Instant Messaging Effectively ..............................................comm_17_a01_bs_enus
Addressing and Redistributing E-mail ................................................................. comm_17_a02_bs_enus
Managing Your E-mail .................................................................comm_17_a03_bs_enus

Telephone Essentials for Business
Essential Skills for Professional Telephone Calls ..............................................comm_18_a01_bs_enus

Business Writing Basics
Business Writing: Know Your Readers and Your Purpose .............................................. comm_19_a01_bs_enus
Business Writing: How to Write Clearly and Concisely ............................................. comm_19_a02_bs_enus
Business Writing: Editing and Proofreading ......................................................... comm_19_a03_bs_enus
**Business Grammar Basics**

Business Grammar: Parts of Speech  comm_20_a01_bs_enus  
Business Grammar: Working with Words comm_20_a02_bs_enus  
Business Grammar: The Mechanics of Writing comm_20_a03_bs_enus  
Business Grammar: Punctuation comm_20_a04_bs_enus  
Business Grammar: Sentence Construction comm_20_a05_bs_enus  
Business Grammar: Common Usage Errors comm_20_a06_bs_enus

**How to Write an Effective Internal Business Case**

Preparing a Business Case comm_01_a01_bs_enus  
Writing a Business Case comm_01_a02_bs_enus  
Presenting Your Case comm_01_a03_bs_enus

**Business Interpersonal Communication Skills**

Interpersonal Communications: The Process comm_02_a01_bs_enus  
The Mechanics of Communicating Effectively comm_02_a02_bs_enus  
Workplace Communication Skills comm_02_a03_bs_enus  
Communicating for Results comm_02_a04_bs_enus  
Leadership Communication Skills comm_02_a05_bs_enus  
Resolving Conflict with Communication Skills comm_02_a06_bs_enus  
Communicating for Contacts comm_02_a07_bs_enus  
Business Interpersonal Communication Skills Simulation COMM002A  
Team Interpersonal Communication Skills Simulation COMM002B

**Effective Listening**

Listening Basics comm_03_a01_bs_enus  
Listening to Comprehend comm_03_a02_bs_enus  
Higher Purpose Listening comm_03_a03_bs_enus  
Enhancing Listening Skills comm_03_a04_bs_enus  
Effective Listening Simulation COMM003A

**Working with and Managing Difficult People**

Difficult People in the Workplace Environment comm_04_a01_bs_enus  
How to Work with Aggressive People comm_04_a02_bs_enus  
How to Work with Negative People and Procrastinators comm_04_a03_bs_enus  
How to Work with Arrogant and Duplicitous People comm_04_a04_bs_enus  
Working with and Managing Difficult People Simulation COMM004A  
Effective Communication with Difficult Coworkers Simulation COMM004B

**Giving Successful Presentations**

Presenting Successfully comm_05_a01_bs_enus  
Delivering the Message comm_05_a02_bs_enus  
Available Presentation Resources comm_05_a03_bs_enus  
Giving Successful Presentations Simulation COMM005A  
Attracting New Investors - Keeping Presentations Focused comm_05_a04_bs_enus

**The Effective Business Meeting**

Planning an Effective Business Meeting comm_06_a01_bs_enus  
Leading an Effective Business Meeting comm_06_a02_bs_enus  
Participating Effectively in a Business Meeting comm_06_a03_bs_enus  
The Effective Business Meeting Simulation COMM006A  
When Too Many Meetings Are Just Too Much comm_06_a04_bs_enus  
Making Meetings Work comm_06_a05_bs_enus

**Conflict in the Workplace**

Perspectives on Conflict in the Workplace comm_07_a01_bs_enus  
Handling Conflict comm_07_a02_bs_enus  
Managing Organization Conflict comm_07_a03_bs_enus  
Conflict in the Workplace Simulation COMM007A  
Managing Workplace Conflict Simulation COMM007B  
Coping with Accusations in the Workplace comm_07_a04_bs_enus  
Managing Conflict comm_07_a05_bs_enus  
Confrontation: What's the Best Approach comm_07_a06_bs_enus  
Manager to Manager Conflict comm_07_a07_bs_enus

**Getting the Results You Want: Negotiating to Win**

Crafting Deals comm_08_a01_bs_enus  
Connecting and Communicating comm_08_a02_bs_enus  
The Process of Negotiation comm_08_a03_bs_enus  
The Dynamics of Interacting comm_08_a04_bs_enus  
Negotiating Inclusively comm_08_a05_bs_enus  
What to Do When the Going Gets Tough comm_08_a06_bs_enus  
Mastering Negotiation comm_08_a07_bs_enus  
Winning Negotiation Simulation COMM008A  
Location Does Matter comm_08_a08_bs_enus  
Effective Body Language in Negotiations comm_08_a09_bs_enus
BUSINESS SKILLS COURSEWARE

- **Emotional Intelligence at Work**
  - Defining Emotional Intelligence .......... comm_09_a01_bs_enus
  - Emotional Intelligence in the Workplace comm_09_a02_bs_enus
  - Emotional Intelligence and Teamwork .. comm_09_a03_bs_enus
  - Increasing Emotional Intelligence ........ comm_09_a04_bs_enus
  - Emotionally Intelligent Leadership ...... comm_09_a05_bs_enus
  - Emotional Intelligence at Work Simulation .......... COMM009A
  - What is Emotional Intelligence? ......................... pe_bi_pfbi009

- **Communicating Assertively**
  - Asserting Yourself Professionally ............... comm_10_a01_bs_enus
  - Assertiveness from Inside to Outside ........ comm_10_a02_bs_enus
  - Communicating Assertively Simulation ................. COMM010A

- **Professionalism and Business Etiquette**
  - Standard Business Etiquette ....................... comm_11_a01_bs_enus
  - Communication Business Etiquette ............... comm_11_a02_bs_enus
  - Etiquette at the Business Meeting ............... comm_11_a03_bs_enus
  - Business Etiquette for Supervisors ............... comm_11_a04_bs_enus
  - Professionalism and Business Etiquette Simulation .............................................. COMM011A
  - Business Etiquette in Introductions ......................... pe_bi_pfbi001

- **Building Improved Work Relationships**
  - Effective Interfunctional Relationships .. comm_12_a01_bs_enus
  - Effective Intercultural Relationships .... comm_12_a02_bs_enus
  - Effective Intergender Relationships ...... comm_12_a03_bs_enus
  - Effective Relationships with Customers comm_12_a04_bs_enus
  - Effective Relationships with Business Partners .............................................. comm_12_a05_bs_enus
  - Building Improved Work Relationships Simulation .............................................. COMM012A

- **Obtaining Results without Authority**
  - Getting Results by Building Relationships comm_13_a01_bs_enus
  - Results and Teamwork without Authority comm_13_a02_bs_enus
  - Leading without Authority ....................... comm_13_a03_bs_enus
  - Creating Change, Gaining Allies ............... comm_13_a04_bs_enus
  - Communicating to Get Results ...................... comm_13_a05_bs_enus
  - Obtaining Results from the Boss ............... comm_13_a06_bs_enus
  - Getting Results with No Authority Simulation ..... COMM013A
  - Influencing Key Decision Makers ......................... pe_bi_lsb1015

- **International Communications**
  - The Impact of Culture on Communication .......... COMM021
  - The Art of Global Communication ...................... COMM022
  - Improving Your Cross-cultural Communications ... COMM023
  - International Communications Simulation .......... COMM020
  - Cross-cultural Communications Simulation .......... COMM02S
  - Dispute Resolution in International Contracts .............................................. pc_ch_lsch005

- **Effective Use of Feedback for Business**
  - An Essential Guide to Giving Feedback ................ COMM0521
  - Coping with Criticism and Feedback ...................... COMM0522
  - Giving Feedback to Colleagues ...................... COMM0523
  - Team Feedback: A guide ................................. COMM0524
  - Giving Feedback: A Manager's Guide ................ COMM0525
  - Effective Feedback for Employees and Colleagues Simulation ........................................ COMM0520
  - Effective Use of Feedback for Teams Simulation .............................................. COMM052S
  - Criticism in Context ................................. pe_bi_pfbi016
  - Giving Appropriate Feedback ......................... pc_ch_lach006

- **Anger Management in The Workplace**
  - Experiencing Anger ................................. COMM0701
  - Managing Your Anger ................................. COMM0702
  - Managing Anger in the Workplace Simulation ..... COMM0700

PROFESSIONAL EFFECTIVENESS

FOUNDATION SKILLS CURRICULUM

- **Basic Business Math Skills**
  - Whole Numbers, Fractions, and Equations .......... FNDT0101
  - Decimals and Percents ................................. FNDT0102
  - Ratios, Averages and Graphs .............................. FNDT0103

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

- **Telecommuting and the Remote Employee**
  - Telecommuting Basics: Maximizing Productivity as a Remote Employee .......... pd_08_a01_bs_enus
  - Telecommuting Basics: Communication Strategies for the Remote Employee .......... pd_08_a02_bs_enus
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- **Generating Creative & Innovative Ideas**

  Generating Creative and Innovative Ideas:
  - Enhancing Your Creativity.......................... pd_09_a01_bs_enus
  - Generating Creative and Innovative Ideas:
  - Maximizing Team Creativity .................... pd_09_a02_bs_enus
  - Generating Creative and Innovative Ideas:
  - Verifying and Building on Ideas ............. pd_09_a03_bs_enus
  - Executing Innovation ............................ pc_bi_lsbi016

- **Managing Your Career**

  Managing Your Career: Creating a Plan .... pd_10_a01_bs_enus
  Managing Your Career: Getting on the Right Track.............................................. pd_10_a02_bs_enus
  Managing Your Career: Professional Networking Essentials.......................... pd_10_a03_bs_enus
  Managing Your Career: You and Your Boss pd_10_a04_bs_enus
  Managing Your Career: Leveraging the Performance Appraisal...................... pd_10_a05_bs_enus

- **Take Control of Your Time by Working More Effectively**

  Your Time and You .................................. pd_01_a01_bs_enus
  Techniques for Improved Time Management pd_01_a02_bs_enus
  Developing Excellent Time Management Habits pd_01_a03_bs_enus
  Taking Control of Your Time Simulation .......................... PD001A
  Planning for Interruptions Helps with Procrastination ..................................... pc_bi_pfbi014
  Prioritizing Personal and Professional Responsibilities............................... pc_bi_mgbi003
  Coping with Information Overload ................................ pc_bi_pfbi002

- **Business Ethics**

  Making Decisions Ethically ...................... pd_02_a01_bs_enus
  Business Ethics for Managers .................. pd_02_a02_bs_enus
  Understanding Organizational Ethics ........ pd_02_a03_bs_enus
  Social Responsibility in Corporations .... pd_02_a04_bs_enus
  Business Ethics Simulation ...................... PD002A
  Office Politics - What Will You Do? ........ pc_ch_pch004
  Ethical Self-promotion ........................... pc_ch_pch005
  Ethics, Integrity, and Trust ..................... pc_ch_lach005
  Ethics and Risks: Why They Matter in Project Success .................................. pc_ch_pmch003

- **Handling Organizational Change**

  Views on Organizational Change .............. pd_03_a01_bs_enus
  Preparing for Change ............................. pd_03_a02_bs_enus
  Communication during Organizational Change pd_03_a03_bs_enus
  Handling Organizational Change Simulation ............... PD003A
  Managing the Stress of Organizational Change _pc_bi_mgbi004
  The Importance of Flexibility in the Workplace .............................................. pc_bi_pfbi007

- **Decision-making and Problem-solving for Business**

  The Fundamentals of Effective Thinking .... pd_04_a01_bs_enus
  Problem Framing ................................. pd_04_a02_bs_enus
  Problem Solving: Generating Alternatives .... pd_04_a03_bs_enus
  Making Decisions Dynamically ................. pd_04_a04_bs_enus
  Decision Making: Implementation and Evaluation .................................... pd_04_a05_bs_enus
  Group Problem Solving and Decision Making pd_04_a06_bs_enus
  Effective Thinking and Creative Problem Solving Simulation ......................... PD004A
  Rational Decision-making and Problem Solving Simulation ............................ PD004B
  Turning Problems Around with Reverse Brainstorming .................................. pc_bi_lsbi017
  Uncovering the Root Problem ................. pc_ch_lach003
  Playing the Devil's Advocate in Decision Making ......................................... pc_bi_pfbi005

- **Doing Business Professionally**

  Working for Your Inner Boss: Personal Accountability ........................................ pd_05_a01_bs_enus
  Managing from Within: Self-empowerment pd_05_a02_bs_enus
  Goals and Setting Goals ............................ pd_05_a03_bs_enus
  Creating a Positive Attitude ...................... pd_05_a04_bs_enus
  Pursuing Successful Lifelong Learning .... pd_05_a05_bs_enus
  Doing Business Professionally Simulation ........................................ PD005A
  Reframing Negative Situations ............... pc_bi_hrbio08
  Disciplines of Organizational Learning:
  Personal Mastery .................................. pc_bi_pfbi011
  Safe Small Talk .................................... pc_bi_pfbi012

- **Optimizing Your Work/Life Balance**

  Optimizing Your Work/Life Balance: Analyzing Your Life Balance ........................ pd_06_a01_bs_enus
  Optimizing Your Work/Life Balance: Maintaining Your Life Balance ................. pd_06_a02_bs_enus

- **Creativity and Innovation in the Workplace**

  The Foundations of Creativity and Innovation .................................. PD0031
  Generating Creative and Innovative Ideas ........................................ PD0032

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BUSINESS SKILLS COURSEWARE

Evaluating Creative and Innovative Ideas .................................. PD0033
Implementing Creative and Innovative Ideas ............................ PD0034
Creativity and Innovation in the Workplace .............................. PD0030
Creativity and Innovation in the Workplace ..............................BLTPD003

■ Fast-tracking Your Career

Get Your Career on the Fast Track ......................................... PD0131
Basic Business Skills to Get You on the Fast Track ..................... PD0132
Communication Skills to Fast-track Your Career ....................... PD0133
Interpersonal Skills on the Fast Track ..................................... PD0134
The Boss Factor ..................................................................... PD0135
Improving Your Image .......................................................... PD0136
Fast-Tracking Your Career Simulation .................................... PD0130

■ Living a Balanced Life

Finding Your Life Balance ...................................................... PD0181
Success Over Stress ............................................................... PD0182
Strategies for Better Balance .................................................. PD0183
Living a Balanced Life Simulation .......................................... PD0180
Living a Balanced Life ......................................................... BLTPD018
Employee Exhaustion: Managing a Well-balanced Workload ..................... pc_bi_mgbi010
Managing Workplace Stress .................................................. pc_bi_lrbii006

■ Working without a Net - The Business of Risk

Risk Basics ............................................................................ PD0241
Approaches to Risk Management ............................................ PD0242
Decisions and Risk .................................................................. PD0243
Strategic Planning and Risk Management ................................. PD0244
Risk Strategies: The Cutting Edge .......................................... PD0245
Working without a Net: Decisions Simulation ........................... PD0240

■ Achieving Organizational Excellence Through Critical Thinking

The Role of Critical Thinking in Organizations .......................... PD0251
Developing Fundamental Critical Thinking Skills ....................... PD0252
Strategies for Facilitating Critical Thinking ............................... PD0253
Critical Thinking Skills for Managing ..................................... PD0254
Organizational Scope of Critical Thinking ............................... PD0255
Critical Thinking Strategies Simulation ................................. PD0250

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ Project Management for Non-Project Managers

Project Management Fundamentals ...................................... proj_01_a01_bs_enus
Transitioning into a Project Management Role ......................... proj_01_a02_bs_enus
Initiating and Planning a Project ............................................. proj_01_a03_bs_enus
Managing a Project .............................................................. proj_01_a04_bs_enus
Troubleshooting and Closing the Project ................................. proj_01_a05_bs_enus
Project Management for Non-Project Managers Simulation .......................... PROJ001A
Managing Vendor Relationships ............................................. pc_bi_pmbi006
Addressing Stakeholder Conflicts ......................................... pc_bi_pmbi008
Portfolios, Programs, and Projects: What's the Difference? ........ pc_bi_pmbi009
Controlling Project Cost ....................................................... pc_bi_pmbi010
Ethics and Risks: Why They Matter in Project Success ................ pc_ch_pmch003
Mitigating Risks when Improving Processes ........................ pc_bi_pmbi011
Managing Projects without Direct Authority ........................ pc_bi_pmbi001
Ensuring Management Buy-In on a Project ............................ pc_bi_pmbi002
Managing Conflict in Project Teams .................................... pc_bi_pmbi003
Handling a Change Request ................................................ pc_ch_pmch001
Scope Definition Tools and Techniques ................................. pc_ch_pmch002
Implementing a Scope Change Control System ....................... pc_bi_pmbi004
Weighing the Costs of Project Change ................................ pc_bi_pmbi005
Anticipating and Solving Problems as a Project Champion ........ pc_bi_pmbi007

■ Project Management Foundations (PRINCE2-aligned)

Overview of Project Managing a PRINCE2-aligned Project..............proj_04_a01_bs_enus
Project Planning and Controlling a PRINCE2-aligned Project ...........proj_04_a02_bs_enus
Managing Quality and Risk in a PRINCE2-aligned Project ..............proj_04_a03_bs_enus
Initial and Ongoing Processes in a PRINCE2-aligned Project ..........proj_04_a04_bs_enus
Controlling, Managing and Closing a PRINCE2-aligned Project ........proj_04_a05_bs_enus
Techniques for Managing a PRINCE2-aligned Project ................ proj_04_a06_bs_enus


Managing Projects within Organizations ............................... proj_05_a01_bs_enus
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Project Management Overview proj_05_a02_bs_enus
Project Management Process Groups proj_05_a03_bs_enus

**Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)**

Integrated Initiation and Planning proj_06_a01_bs_enus
Integrated Project Execution, Monitoring, and Control proj_06_a02_bs_enus
Integrated Project Change Control and Close proj_06_a03_bs_enus

**Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)**

Project Requirements and Defining Scope proj_07_a01_bs_enus
Create Work Breakdown Structure proj_07_a02_bs_enus
Monitoring and Controlling Project Scope proj_07_a03_bs_enus

**Project Time Management (PMBOK® Guide - Fourth Edition-aligned)**

Defining and Sequencing Project Activities proj_08_a01_bs_enus
Estimating Activity Resources and Durations proj_08_a02_bs_enus
Developing and Controlling the Project Schedule proj_08_a03_bs_enus


Estimating and Budgeting Project Costs proj_09_a01_bs_enus
Controlling Costs proj_09_a02_bs_enus

**Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)**

Project Quality Planning proj_10_a01_bs_enus
Quality Assurance and Quality Control proj_10_a02_bs_enus


Planning Project Human Resources proj_11_a01_bs_enus
Managing Project Human Resources proj_11_a02_bs_enus
Planning and Managing Project Human Resources Simulation proj_11_a03_bs_enus

**Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)**

Stakeholders and the Communication Management Plan proj_12_a01_bs_enus
Processes for Managing Project Communications proj_12_a02_bs_enus
Communicating Effectively with Project Stakeholders Simulation proj_12_a03_bs_enus

**Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)**

Risk Management Planning proj_13_a01_bs_enus
Performing Risk Analysis proj_13_a02_bs_enus
Risk Response, Monitor, and Control proj_13_a03_bs_enus
Identifying Project Risks proj_13_a04_bs_enus

**Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)**

Planning Project Procurement proj_14_a01_bs_enus
Managing Procurements proj_14_a02_bs_enus

**Code of Ethics and Professional Conduct (PMI® Standard-aligned)**

The Role of Ethics in Project Management proj_15_a01_bs_enus
Core PMI® Values and Ethical Standards proj_15_a02_bs_enus

**Program Management Overview**

Introduction to Program Management proj_16_a01_bs_enus
Program Life Cycle and Benefits Management proj_16_a02_bs_enus

**Managing Software Project Outsourcing**

Making the Right Outsourcing Decision proj_232192_ENG
Planning the Outsourcing Deal proj_232202_ENG
The Outsourcing Project proj_232209_ENG
Determining Project Quality Standards and Milestones proj_232224_ENG
Measuring Project Outsourcing Success proj_232292_ENG

**Strategic Project Management for IT Projects**

Strategic Planning and Positioning for IT Projects proj_0361
Strategic Approaches to Managing IT Projects proj_0362
Estimating the IT Project Work Effort proj_0363
IT Project Leadership, Authority & Accountability proj_0364
Managing Multiple IT Projects proj_0365
Cost Management and IT Project Trade-offs proj_0366
Strategic Project Management for IT Projects Simulation proj_0360
Optimizing Your Performance on a Team

- Power and Politics in Matrixed Teams
- Being an Effective Team Member
- Establishing Team Goals and Responsibilities
- Elements of a Cohesive Team
- Effective Team Communication
- Using Feedback to Improve Team Performance

Leading Teams

- Leading Teams: Launching a Successful Team
- Leading Teams: Establishing Goals, Roles, and Guidelines
- Leading Teams: Developing the Team and its Culture
- Leading Teams: Building Trust and Commitment
- Leading Teams: Fostering Effective Communication and Collaboration
- Leading Teams: Motivating and Optimizing Performance
- Leading Teams: Dealing with Conflict
- Managing Communications in a Virtual Team
- Choosing the Right Team Culture

Mentoring Assets

- Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

High-Performance Onsite-and Virtual Teams

- Launching Successful Virtual and On-site Teams
- Leading High-performance On-site Teams
- Leading High-performance Virtual Teams
- Facilitating Virtual and On-site Teams
- Creating Virtual and High-Performance Teams Simulation
- Leading High-performance Virtual Teams Simulation

Making Teams Work: Capitalizing on Conflict

- Team Conflict: The Seeds of Dissent
- Analyzing Workplace War Zones
- Getting Past Clashes: Valuing Team Diversity
- Conquering Conflict through Communication
- The Path to Peace and Harmony
- Manager's Performance Guide - Team Conflict Skills
- Making Teams Work Simulation
Using Conflicts to an Organization's Advantage .......................................................... pc_bi_mgb002
Mediating Project Team Conflict .......................................................... pc_bi_pfb006
Facilitating Work-related Conflict Discussions .......................................................... pc_bi_pfb015

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

- Introduction to Business Analysis
- Essential Competencies
- Introduction to Business Analysis Planning
- Planning Business Analysis Communication and Monitoring
- Business Analysis Requirements Elicitation
- Business Analysis Requirements Management and Communication
- Business Analysis: Enterprise Analysis
- Business Analysis: Introduction to Requirements Analysis
- Business Analysis: Verify and Validate Requirements
- Business Analysis: Solution Assessment and Validation

Certified Business Analysis Professional (CBAP™)

- Core Concepts in Business Analysis
- Enterprise Analysis and Making a Business Case
- Introduction to Requirements Planning
- Requirements Planning and Management
- Eliciting Requirements
- Analyzing Requirements Using Models
- Refining and Documenting Requirements
- Communicating and Implementing Requirements

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

Field Sales Skills

- Field Sales Foundations
- Planning Your Field Sales Approach

Territorial Account Sales Skills

- The Territorial Account Sales Approach
- Understanding Your Target Customer's Business
- Effectively Using Customer-focused Research Meetings
- Gaining Access to Key Personnel at Your Target Accounts
- Delivering High-impact Territorial Account Sales (TAS) Presentations
- Territorial Account Sales Skills Simulation
- Listening to your Customers

Inside Sales Skills

- Preparing for Outbound Sales Calls
- Initiating Outbound Sales Calls
- Completing Outbound Sales Calls
- Preparing for Inbound Sales Calls
- Completing Inbound Sales Calls
- Inside Sales Skills Simulation
- Inside Sales Skills Blended Learning Toolkit

Strategic Account Sales Skills

- The Strategic Account Sales Approach
- Understanding Your Customer
- Conducting Effective Sales Research Meetings
- Working with Your Customer's Key Players
- Delivering High-Impact Sales Presentations
- Strategic Account Sales Skills Simulation
- Selling to Key Players
- Strategic Account Sales Skills
- Planning for Effective Selling
- Crafting Sales Strategies
- Pricing Strategy
- Performance Payout Plans

Sales Team Management

- Building a Winning Sales Team
- Using Business Tools to Manage Sales Teams
BUSINESS SKILLS COURSEWARE

Motivating a Winning Sales Team .................................. SALE0153
Communicating in Sales Teams .................................. SALE0154
Sales Team Management Simulation ............................ SALE0150
Storming: Developing and Leading Your Sales Team ...................................... pc_bi_spbi003
Planning Direct Mail to Generate Leads for Complex Sales ...................................... pc_bi_spbi006
Sales Support Roles for Better Customer Interaction ...................................... pc_bi_spbi007
The Ethics of Gift Giving .................................................. pc_bi_spbi014

Motivating a Winning Sales Team .................................. SALE0153
Communicating in Sales Teams .................................. SALE0154
Sales Team Management Simulation ............................ SALE0150
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Planning Direct Mail to Generate Leads for Complex Sales ...................................... pc_bi_spbi006
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||motivating a winning sales team|communicating in sales teams|sales team management simulation|storming: developing and leading your sales team|planning direct mail to generate leads for complex sales|sales support roles for better customer interaction|the ethics of gift giving||
|---|---|---|---|---|---|---|---|
|SALE0153|SALE0154|SALE0150|pc_bi_spbi003|pc_bi_spbi006|pc_bi_spbi007|pc_bi_spbi014|

Selling at the Executive Level

Prepare for Success .................................................. SALE0221
Strategic Planning ................................................... SALE0222
Progressing through the Complex Sale ...................................... SALE0223
Presenting Your Proposition ...................................... SALE0224
Negotiating to Mutual Benefit ...................................... SALE0225
From Executive-level Sale to Strategic Partnership ...................................... SALE0226
Preparing for the Executive-level Sale Simulation ...................................... SALE0220
Progressing through the Complex Sale Simulation ...................................... SALE022S
Closing Executive-level Sales Simulation ...................................... SALE022T
Selling at the Executive Level Blended Learning Toolkit ...................................... BLTSA022

Selling at the Executive Level

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Selling at the Executive Level Blended Learning Toolkit ...................................... BLTSA022

SalesUniversity Communication 101

Sales Communications Foundations .................................. SALE0431
Sales Communications Essentials .................................. SALE0432
Telesales Communications ............................................. SALE0433
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Sales Communication Techniques Simulation .................................. SALE0430

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

Excelling at Customer Service

Corporate Culture: Building the Service Foundation .................................. cust_05_a01_bs_enus
The Fundamentals of Exceptional Customer Service .................................. cust_05_a02_bs_enus
The Customer's Voice ............................................. cust_05_a03_bs_enus
Advancing Service Expertise .................................. cust_05_a04_bs_enus
Customers, Confrontation and Conflict .................................. cust_05_a05_bs_enus
Overcoming Difficult Service Situations .................................. cust_05_a06_bs_enus
The EXCEL Acronym: Instilling Service Excellence .................................. cust_05_a07_bs_enus
Service Teams and Service Stars .................................. cust_05_a08_bs_enus
Excel at Customer Service Simulation .................................. CUST005A
Providing Customer Service Simulation .................................. CUST005B
Aligning Performance to Key Indicators .................................. pc_bi_ctbi007

Excelling at Customer Service

Corporate Culture: Building the Service Foundation .................................. cust_05_a01_bs_enus
The Fundamentals of Exceptional Customer Service .................................. cust_05_a02_bs_enus
The Customer's Voice ............................................. cust_05_a03_bs_enus
Advancing Service Expertise .................................. cust_05_a04_bs_enus
Customers, Confrontation and Conflict .................................. cust_05_a05_bs_enus
Overcoming Difficult Service Situations .................................. cust_05_a06_bs_enus
The EXCEL Acronym: Instilling Service Excellence .................................. cust_05_a07_bs_enus
Service Teams and Service Stars .................................. cust_05_a08_bs_enus
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Excelling at Customer Service

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The Customer's Voice ............................................. cust_05_a03_bs_enus
Advancing Service Expertise .................................. cust_05_a04_bs_enus
Customers, Confrontation and Conflict .................................. cust_05_a05_bs_enus
Overcoming Difficult Service Situations .................................. cust_05_a06_bs_enus
The EXCEL Acronym: Instilling Service Excellence .................................. cust_05_a07_bs_enus
Service Teams and Service Stars .................................. cust_05_a08_bs_enus
Excel at Customer Service Simulation .................................. CUST005A
Providing Customer Service Simulation .................................. CUST005B
Aligning Performance to Key Indicators .................................. pc_bi_ctbi007

Customer Service Representative, Professionalism

The Customer Service Representative (CSR) .................................. cust_06_a01_bs_enus
Support Center Services and Work Environment .................................. cust_06_a02_bs_enus
Team and Customer Relationships .................................. cust_06_a03_bs_enus

Customer Service Representative, Professionalism

The Customer Service Representative (CSR) .................................. cust_06_a01_bs_enus
Support Center Services and Work Environment .................................. cust_06_a02_bs_enus
Team and Customer Relationships .................................. cust_06_a03_bs_enus

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The Customer Service Representative (CSR) .................................. cust_06_a01_bs_enus
Support Center Services and Work Environment .................................. cust_06_a02_bs_enus
Team and Customer Relationships .................................. cust_06_a03_bs_enus

Customer Service Representative, Skills

Customer Interactions ............................................. cust_07_a01_bs_enus
Communication Skills ............................................. cust_07_a02_bs_enus
Conflict, Stress, and Time Management .................................. cust_07_a03_bs_enus

Customer Service Representative, Skills

Customer Interactions ............................................. cust_07_a01_bs_enus
Communication Skills ............................................. cust_07_a02_bs_enus
Conflict, Stress, and Time Management .................................. cust_07_a03_bs_enus

Customer Service Representative, Skills

Customer Interactions ............................................. cust_07_a01_bs_enus
Communication Skills ............................................. cust_07_a02_bs_enus
Conflict, Stress, and Time Management .................................. cust_07_a03_bs_enus

Customer Service Representative, Process

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ALL ACCESS

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Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore............................................................. LLPM0004

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Expert Encore .............................................................. LLPD0005
Managing Your Time for Business Results
Expert Encore .............................................................. LLPD0005
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Encore ......................................................................... LLPD0007
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Managing, Measuring and Maximizing
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Optimizing Converged Cisco Networks (ONT) 1.0 Expert Live ........................................... LLCS0008
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Securing Networks with Cisco Routers and Switches (SNRS) 3.0 Expert Live with Encore .... LLCS0056
Securing Networks with ASA Advanced (SNAA) 1.0 Expert Encore ................................. LLCS0050

Wireless Technologies

Cisco Wireless LAN Fundamentals (CWLF) 1.0 Expert Encore ........................................... LLCS0039
Cisco Wireless LAN Advanced Topics (CWLAT) 1.0 Expert Encore .................................... LLCS0040
Implementing Cisco Unified Wireless Networking Essentials (IUWNE) 1.0 Expert Encore ........ LLCS0057

Cisco

Implementing Cisco Unified Communications Manager 7.0 (UCM70) 1.0 Expert Encore .... LLCS0058
INFORMATION TECHNOLOGY

(ISC)2

Security

Systems Security Certified Practitioner (SSCP) Expert Encore.......................... LLIS0001
Certified Information Systems Security Professional (CISSP) Expert Encore............. LLIS0002

INFORMATION TECHNOLOGY

COMPTIA

Networking


Desktop Support

CompTIA A+ Certification: Essentials Expert Encore........................................... LLCT0007
CompTIA A+ Certification: IT Technician Expert Encore....................................... LLCT0008

Project Management


Security

CompTIA Security+ Expert Encore ................................................................. LLCT0005

INFORMATION TECHNOLOGY

MICROSOFT TECHNICAL

Client Operating Systems

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Microsoft Windows XP Professional Administration and Maintenance Expert Live.... LLMS0016
Supporting and Troubleshooting Applications on Microsoft Windows XP Expert Encore.... LLMS0018
Supporting Microsoft Windows XP Client Operating Systems Expert Encore........... LLMS0019
Configuring Microsoft Windows Vista Expert Live with Encore.......................... LLMS0023
Supporting and Troubleshooting Applications on Enterprise Vista Clients Expert Encore LLMS0024

Microsoft Back Office

Microsoft Exchange Server 2003 Administration and Maintenance Expert Live........ LLMS0020
Microsoft SQL Server 2000 Installation and Administration Expert Encore............. LLMS0021
Microsoft SQL Server 2005 Implementation and Maintenance Expert Live............ LLMS0022
Configuring Microsoft Exchange Server 2007 Expert Live..................................... LLMS0026
Managing Projects with Microsoft Office Project 2007 Expert Encore..................... LLMS0028
Designing a Database Server Infrastructure with Microsoft SQL Server 2005 Expert Encore LLMS0029

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Microsoft Windows Server 2008

Configuring Microsoft Windows Server 2008 Active Directory Services Expert Live with Encore....................................................... LLMS0032
Configuring Microsoft Windows Server 2008 Network Infrastructure Services Expert Live with Encore............................................. LLMS0034
Microsoft Windows Server 2008 Administration Expert Live with Encore................ LLMS0035
Microsoft Windows Server 2008 Enterprise Administration Expert Live with Encore ............... LLMS0038
Configuring Microsoft Windows Server 2008 Application Platform Services Expert Live with Encore ........................................... LLMS0037

PROJECT MANAGEMENT

PMP Certification

Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore ........................................... LLPM0004

CAPM Certification

Certified Associate in Project Management (CAPM) Expert Encore........................................... LLPM0002

Project Management Skills

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