

Skillsoft Course Catalog

Business Collection

BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

- **Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment**

Fundamentals of Lean and Six Sigma and their Applications
Skillsoft Course oper_36_a01_bs_enus

Six Sigma Project Selection, Roles, and Responsibilities
Skillsoft Course oper_36_a02_bs_enus

Six Sigma Strategic Planning and Deployment
Skillsoft Course oper_36_a03_bs_enus

- **Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures**

Impact on Stakeholders and Benchmarking for Six Sigma
Skillsoft Course oper_37_a01_bs_enus

Using Business and Financial Measures in Six Sigma
Skillsoft Course oper_37_a02_bs_enus

- **Six Sigma Black Belt (2015 BOK): Team Management**

Six Sigma Team Dynamics, Roles, and Success Factors
Skillsoft Course oper_38_a01_bs_enus

Six Sigma Team Facilitation and Leadership
Skillsoft Course oper_38_a02_bs_enus

Six Sigma Team Dynamics and Training
Skillsoft Course oper_38_a03_bs_enus

- **Six Sigma Black Belt (2015 BOK): Define**

Determining Requirements by Listening to the Voice of the Customer in Six Sigma
Skillsoft Course oper_39_a01_bs_enus

Six Sigma Business Case, Project Charter, and Tools
Skillsoft Course oper_39_a02_bs_enus

- **Six Sigma Black Belt (2015 BOK): Measure**

Process Flow Metrics and Analysis Tools for Six Sigma
Skillsoft Course oper_40_a01_bs_enus

Data Types, Sampling, Collection, and Measurement in Six Sigma
Skillsoft Course oper_40_a02_bs_enus

Six Sigma Measurement Systems and Metrology
Skillsoft Course oper_40_a03_bs_enus

Using Basic Statistics and Graphical Methods in Six Sigma
Skillsoft Course oper_40_a04_bs_enus

Probability and Probability Distributions in Six Sigma
Skillsoft Course oper_40_a05_bs_enus

Determining Process Performance and Capability in Six Sigma
Skillsoft Course oper_40_a06_bs_enus

- **Six Sigma Black Belt (2015 BOK): Analyze**

Measuring and Modeling Relationships between Variables in Six Sigma
Skillsoft Course oper_41_a01_bs_enus

Basics of Hypothesis Testing and Tests for Means in Six Sigma
Skillsoft Course oper_41_a02_bs_enus

Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma
Skillsoft Course oper_41_a03_bs_enus

Multivariate Tools and Nonparametric Tests in Six Sigma
Skillsoft Course oper_41_a04_bs_enus

FMEA and Other Nonstatistical Analysis Methods in Six Sigma
Skillsoft Course oper_41_a05_bs_enus

- **Six Sigma Black Belt (2015 BOK): Improve**

Understanding DOE and Planning Experiments in Six Sigma
Skillsoft Course oper_42_a01_bs_enus

Designing, Conducting, and Analyzing Experiments in Six Sigma
Skillsoft Course oper_42_a02_bs_enus

Lean Improvement Methods and Implementation Planning in Six Sigma
Skillsoft Course oper_42_a03_bs_enus

- **Six Sigma Black Belt (2015 BOK): Control**

Statistical Process Control (SPC) and Control Charts in Six Sigma
Skillsoft Course oper_43_a01_bs_enus

Using Lean Control Tools and Maintaining Controls in Six Sigma
Skillsoft Course oper_43_a02_bs_enus

Sustaining Six Sigma Improvements
Skillsoft Course oper_43_a03_bs_enus

BUSINESS SKILLS COURSEWARE

- **Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)**

Common DFSS Methodologies, Design for X, and Robust Designs
Skillsoft Course oper_44_a01_bs_enus

- **Operations Management: Efficiency of Production**

Operations Management Functions and Strategies
Skillsoft Course oper_45_a01_bs_enus
Strategic Product and Service Management
Skillsoft Course oper_45_a02_bs_enus
Supply Chain Management Basics: Cutting Costs and Optimizing Delivery
Skillsoft Course oper_45_a03_bs_enus
Inventory Management: Aligning Inventory with Production and Demand
Skillsoft Course oper_45_a04_bs_enus
Optimizing Operations Using Demand Forecasting and Capacity Management
Skillsoft Course oper_45_a05_bs_enus

- **Understanding Lean Production**

Using Lean to Perfect Organizational Processes
Skillsoft Course oper_46_a01_bs_enus
Using Lean to Improve Flow and Pull
Skillsoft Course oper_46_a02_bs_enus
Using Lean to Reduce Waste and Streamline Value Flow
Skillsoft Course oper_46_a03_bs_enus
Applying Value Stream Mapping in Lean Business
Skillsoft Course oper_46_a04_bs_enus

- **Six Sigma Yellow Belt - Six Sigma Fundamentals**

Six Sigma and Lean: Foundations and Principles
Skillsoft Course apr_07_a01_bs_enus
Six Sigma: Team Basics, Roles, and Responsibilities
Skillsoft Course apr_07_a02_bs_enus
Six Sigma: Quality Tools
Skillsoft Course apr_07_a03_bs_enus
Six Sigma: Metrics
Skillsoft Course apr_07_a04_bs_enus

- **Six Sigma Yellow Belt - Define**

Six Sigma: Identifying Projects
Skillsoft Course apr_08_a01_bs_enus
Six Sigma: Project Management Basics
Skillsoft Course apr_08_a02_bs_enus

- **Six Sigma Yellow Belt - Measure**

Basic Six Sigma Statistics
Skillsoft Course apr_09_a01_bs_enus
Classifying and Collecting Data
Skillsoft Course apr_09_a02_bs_enus
Six Sigma Measurement System Analysis
Skillsoft Course apr_09_a03_bs_enus

- **Six Sigma Yellow Belt - Analyze**

Lean Tools and FMEA
Skillsoft Course apr_10_a01_bs_enus
Data Analysis and Root Cause Analysis in Six Sigma
Skillsoft Course apr_10_a02_bs_enus
Six Sigma Correlation, Regression, and Hypothesis Testing
Skillsoft Course apr_10_a03_bs_enus

- **Six Sigma Yellow Belt - Improve and Control**

Six Sigma Techniques for Improvement
Skillsoft Course apr_11_a01_bs_enus
Six Sigma Control Tools and Documentation
Skillsoft Course apr_11_a02_bs_enus

- **Six Sigma Green Belt - Six Sigma and Organizational Strategy**

Organizational Goals and Six Sigma
Skillsoft Course apr_01_a01_bs_enus
Lean Principles in Six Sigma Projects
Skillsoft Course apr_01_a02_bs_enus
FMEA and Design for Six Sigma
Skillsoft Course apr_01_a03_bs_enus

- **Six Sigma Green Belt - Define**

Identifying Six Sigma Projects
Skillsoft Course apr_02_a01_bs_enus
Six Sigma Voice of the Customer
Skillsoft Course apr_02_a02_bs_enus
Six Sigma Project Management Essentials
Skillsoft Course apr_02_a03_bs_enus
Management and Planning Tools for Six Sigma
Skillsoft Course apr_02_a04_bs_enus
Six Sigma Performance Metrics
Skillsoft Course apr_02_a05_bs_enus
Team Dynamics and Performance for Six Sigma Projects
Skillsoft Course apr_02_a06_bs_enus

BUSINESS SKILLS COURSEWARE

- **Six Sigma Green Belt - Measure**

Six Sigma Process Documentation and Analysis
Skillsoft Courseapr_03_a01_bs_enus

Six Sigma Probability and Statistical Distributions
Skillsoft Courseapr_03_a02_bs_enus

Six Sigma Data Classification, Sampling, and Collection
Skillsoft Courseapr_03_a03_bs_enus

Six Sigma Statistics and Graphical Presentation
Skillsoft Courseapr_03_a04_bs_enus

Six Sigma Measurement Systems Analysis
Skillsoft Courseapr_03_a05_bs_enus

Six Sigma Process and Performance Capability
Measurement
Skillsoft Courseapr_03_a06_bs_enus

- **Six Sigma Green Belt - Analyze**

Six Sigma Exploratory Data Analysis
Skillsoft Courseapr_04_a01_bs_enus

Six Sigma Hypothesis Testing Fundamentals
Skillsoft Courseapr_04_a02_bs_enus

Six Sigma Hypothesis Tests for Variances and
Proportions
Skillsoft Courseapr_04_a03_bs_enus

- **Six Sigma Green Belt - Improve**

Six Sigma Design of Experiments
Skillsoft Courseapr_05_a01_bs_enus

Six Sigma Root Cause Analysis and Waste Elimination
Skillsoft Courseapr_05_a02_bs_enus

Six Sigma Cycle-time Reduction and Kaizen Blitz
Skillsoft Courseapr_05_a03_bs_enus

- **Six Sigma Green Belt - Control**

Six Sigma Statistical Process Control Basics
Skillsoft Courseapr_06_a01_bs_enus

Six Sigma Control Charts
Skillsoft Courseapr_06_a02_bs_enus

Six Sigma Process Control Tools
Skillsoft Courseapr_06_a03_bs_enus

- **Business Process Improvement**

Enabling Business Process Improvement
Skillsoft Coursebs_aop48_a01_enus

- **Mentoring Asset**

Mentoring Six Sigma Green Belt (SSGB)
Skillsoft Mentoring Assetsmntcssgb

Mentoring Six Sigma Yellow Belt (SSYB)
Skillsoft Mentoring Assetsmntcssyb

- **Test Preps**

TestPrep Six Sigma Green Belt (SSGB)
Skillsoft Testprep Exams..... oper_ssgb_a02_tp_enus

TestPrep Six Sigma Yellow Belt (SSYB)
Skillsoft Testprep Exams.....oper_30_a01_tp_enus

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

- **Fundamentals of Business Planning**

Preparing and Implementing a Business Plan
Skillsoft Course ast_02_a01_bs_enus

- **Thinking Strategically and Managing Risk**

Thinking Strategically as a Manager
Skillsoft Course ast_01_a01_bs_enus

Using Strategic Thinking to Consider the Big Picture
Skillsoft Course ast_01_a02_bs_enus

Identifying Risks in Your Organization
Skillsoft Course ast_01_a03_bs_enus

Assessing Your Organization's Risks
Skillsoft Course ast_01_a04_bs_enus

Responding Effectively to Risks
Skillsoft Course ast_01_a05_bs_enus

- **Strategic Risk-taking**

Knowing When to Take Strategic Risks
Skillsoft Course bs_arm01_a01_enus

- **The Quality Management of Data**

Finding the Quality in Your Data
Skillsoft Coursebs_apd25_a01_enus

- **Big Data Basics**

Big Data Fundamentals
Skillsoft Course aba_01_a01_bs_enus

Big Data Interpretation
Skillsoft Course aba_01_a02_bs_enus

BUSINESS STRATEGY AND OPERATIONS

BUSINESS SKILLS COURSEWARE

MARKETING CURRICULUM

- **Essential Marketing Strategies**

The Basics of Marketing
Skillsoft Coursemkt_05_a01_bs_enus

The People and Planning in Marketing
Skillsoft Coursemkt_05_a02_bs_enus

Product, Pricing, and Promotion in the Marketing Mix
Skillsoft Coursemkt_05_a03_bs_enus

Distribution and E-Marketing Ethics in the Marketing Mix
Skillsoft Coursemkt_05_a04_bs_enus

Competitive Marketing Strategies: Analyzing Your Organization
Skillsoft Coursemkt_05_a05_bs_enus

- **Essentials of Public Relations**

Strategies for the Modern Public Relations Professional
Skillsoft Course amk_01_a01_bs_enus

Writing Skills for Public Relations
Skillsoft Course amk_01_a02_bs_enus

- **Marketing in the Digital Age**

Reaching Customers Digitally
Skillsoft Course amk_02_a01_bs_enus

Helping Customers Find You
Skillsoft Course amk_02_a02_bs_enus

Managing Your Corporate Reputation Online
Skillsoft Course amk_02_a03_bs_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE AND ACCOUNTING CURRICULUM

- **Accounting for Non-Financial Professionals**

Basic Accounting Concepts for Non-financial Professionals
Skillsoft Course fin_08_a01_bs_enus

Basic Budgeting for Non-financial Professionals
Skillsoft Course fin_08_a02_bs_enus

Comprehending Financials: A Guide to Financial Statements
Skillsoft Course fin_08_a03_bs_enus

Financial Statement Analysis for Non-financial Professionals
Skillsoft Course fin_08_a04_bs_enus

- **Accounting Basics**

Key Accounting Concepts and Principles
Skillsoft Course fin_09_a01_bs_enus

Recording, Posting, and Balancing the Books
Skillsoft Course fin_09_a02_bs_enus

Preparing Financial Statements and Closing Accounts
Skillsoft Course fin_09_a03_bs_enus

Accounting for Stock Transactions
Skillsoft Course fin_09_a04_bs_enus

- **Cost Consciousness in the Workplace**

Focusing on the Bottom Line as an Employee
Skillsoft Course afn_01_a01_bs_enus

Managing with a Cost-control Mindset
Skillsoft Course afn_01_a02_bs_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

- **SHRM-CP/SCP: HR Competencies**

HR Competencies: Leadership and Ethical Practice
Skillsoft Coursehr_17_a01_bs_enus

HR Competencies: Business Acumen and Relationship Management
Skillsoft Coursehr_17_a02_bs_enus

HR Competencies: Consultation and Critical Evaluation
Skillsoft Coursehr_17_a03_bs_enus

HR Competencies: Global and Cultural Effectiveness and Communication
Skillsoft Coursehr_17_a04_bs_enus

- **SHRM-CP/SCP: Management of People**

Management of People: Talent Acquisition and Retention
Skillsoft Coursehr_18_a01_bs_enus

Management of People: Employee Engagement
Skillsoft Coursehr_18_a02_bs_enus

Management of People: Learning and Development
Skillsoft Coursehr_18_a03_bs_enus

Management of People: Total Rewards
Skillsoft Coursehr_18_a04_bs_enus

BUSINESS SKILLS COURSEWARE

- **SHRM-CP/SCP: Organization and the HR Function**

Organization and HR: Structure of the HR Function
Skillsoft Coursehr_19_a01_bs_enus

Organization and HR: Organizational Effectiveness and Development
Skillsoft Coursehr_19_a02_bs_enus

Organization and HR: Workforce Management and Using Technology and Data
Skillsoft Coursehr_19_a03_bs_enus

Organization and HR: Employee Relations
Skillsoft Coursehr_19_a04_bs_enus

- **SHRM-CP/SCP: Workplace Management and HR**

Workplace Management: Global HR, Diversity, and Inclusion
Skillsoft Coursehr_20_a01_bs_enus

Workplace Management: Risk Management
Skillsoft Coursehr_20_a02_bs_enus

Workplace Management: Corporate Social Responsibility
Skillsoft Coursehr_20_a03_bs_enus

Workplace Management: Employment Laws and Regulations
Skillsoft Coursehr_20_a04_bs_enus

- **SHRM-CP/SCP: HR Strategy Management**

Human Resource Strategy Management: Strategic Planning
Skillsoft Coursehr_21_a01_bs_enus

Human Resource Strategy Management: Business and HR Strategy
Skillsoft Coursehr_21_a02_bs_enus

- **SHRM- SCP: HRM for Senior HR Professionals**

Advanced HR Management: Competencies for Senior HR Professionals Part I
Skillsoft Coursehr_22_a01_bs_enus

Advanced HR Management: Competencies for Senior HR Professionals Part II
Skillsoft Coursehr_22_a02_bs_enus

Advanced Human Resources Management: People and Organization
Skillsoft Coursehr_22_a03_bs_enus

Advanced Human Resources Management: Workplace and HR Strategy
Skillsoft Coursehr_22_a04_bs_enus

- **Recruiting, Screening, and Onboarding Effectively**

Ensuring Onboarding Success
Skillsoft Courseahr_01_a03_bs_enus

Hitting the Recruitment Bull's-eye
Skillsoft Courseahr_01_a01_bs_enus

Applicant Screening: The First Step in Hiring the Best
Skillsoft Courseahr_01_a02_bs_enus

- **Transformational HR and Talent Management**

Planning for Skills Needs and Managing Performance
Skillsoft Courseahr_02_a01_bs_enus

Building Career Development Programs and Succession Planning
Skillsoft Courseahr_02_a02_bs_enus

Implementing Transformational HR
Skillsoft Courseahr_02_a03_bs_enus

Individual Behavior in Organizations
Skillsoft Courseahr_02_a04_bs_enus

- **Effective Hiring Practices**

Conducting an Effective Hiring Interview
Skillsoft Coursebs_ald11_a01_enus

- **Crisis Management**

Managing in a Crisis
Skillsoft Coursebs_ald09_a01_enus

- **Professional in Human Resources Exam Prep**

TestPrep Professional in Human Resources (PHR)
Skillsoft Testprep Exams..... bs_phr_a01_tp_enus

- **Test Preps**

TestPrep Senior Professional in Human Resources (SPHR)
Skillsoft Testprep Exams..... bs_sphr_a01_tp_enus

- **Mentoring Assets**

Mentoring Senior Professional in Human Resources (SPHR)
Skillsoft Mentoring Assets mntsphr

BUSINESS SKILLS COURSEWARE

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

- **Administrative Support: Secrets to Success**

Administrative Support: Developing Your Essential Skills
Skillsoft Course aad_01_a01_bs_enus

Administrative Support: Working in Partnership with Your Boss
Skillsoft Course aad_01_a02_bs_enus

Administrative Support: Interacting Effectively with Colleagues
Skillsoft Course aad_01_a03_bs_enus

Administrative Support: Projecting a Positive Professional Image
Skillsoft Course aad_01_a04_bs_enus

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

- **First Time Manager Essentials**

The Reality of Being a First-time Manager
Skillsoft Course amg_01_a01_bs_enus

Facing Challenges as a First-time Manager
Skillsoft Course amg_01_a02_bs_enus

- **Managing Employee Performance**

Keeping Top Performers Challenged
Skillsoft Course amg_03_a01_bs_enus

Planning an Effective Performance Appraisal
Skillsoft Course amg_03_a02_bs_enus

Creating a Plan for Performance Management
Skillsoft Course amg_03_a03_bs_enus

Detecting and Dealing with Performance Problems
Skillsoft Course amg_03_a04_bs_enus

- **Advanced Management Techniques**

Gauging Your Organization's High-performing Potential
Skillsoft Course amg_04_a01_bs_enus

Managing for Cross-functionality
Skillsoft Course amg_04_a02_bs_enus

Managing Your Company's Talent
Skillsoft Course amg_04_a03_bs_enus

Managing the Unique Needs of Experts
Skillsoft Course amg_04_a04_bs_enus

Fostering Mentoring Relationships
Skillsoft Course amg_04_a05_bs_enus

- **Leveraging Key Management Techniques**

Effectively Directing and Delegating as a Manager
Skillsoft Course amg_02_a01_bs_enus

Managing Employee Development
Skillsoft Course amg_02_a02_bs_enus

Facing the Management Challenges of Difficult Behavior and Diverse Teams
Skillsoft Course amg_02_a03_bs_enus

Being a Fair and Caring Manager
Skillsoft Course amg_02_a04_bs_enus

- **Managing a Multigenerational Workforce**

Maintaining a Cohesive Multigenerational Workforce
Skillsoft Course amg_05_a01_bs_enus

Managing Multigenerational Employees
Skillsoft Course amg_05_a02_bs_enus

- **Managing in Difficult Times**

Being an Effective Manager When Times Are Tough
Skillsoft Course amg_06_a01_bs_enus

Managing Motivation during Organizational Change
Skillsoft Course amg_06_a02_bs_enus

How to Manage Difficult Conversations
Skillsoft Course amg_06_a03_bs_enus

- **Achieving Success through Delegation**

Choosing and Preparing Your Delegate
Skillsoft Course amg_08_a01_bs_enus

Getting What You Expect from Your Delegate
Skillsoft Course amg_08_a02_bs_enus

Taking Your Team to the Next Level with Delegation
Skillsoft Course amg_08_a03_bs_enus

- **Final Exams**

Management & Leadership Essentials
Skillsoft Final Exams ast_02_a01_fe_enus

- **Empowering Employees**

Taking Action to Empower Employees
Skillsoft Course bs_ald12_a01_enus

BUSINESS SKILLS COURSEWARE

- **Managing Technical Teams**

Strategies for Managing Technical Teams
Skillsoft Course bs_ald08_a01_enus

- **Coaching to Drive Success**

Coaching Techniques That Inspire Coachees to Action
Skillsoft Course bs_amg09_a01_enus
Keeping Your Coachee Committed and Accountable
Skillsoft Course bs_amg09_a02_enus

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

- **Developing Leadership Skills**

Motivating Your Employees
Skillsoft Course ald_01_a01_bs_enus
Communicating Vision to Your Employees
Skillsoft Course ald_01_a02_bs_enus
Leading through Positive Influence
Skillsoft Course ald_01_a03_bs_enus
Leveraging Emotional Intelligence
Skillsoft Course ald_01_a04_bs_enus

- **Leveraging Leadership Techniques**

Key Elements of Business Execution
Skillsoft Course ald_02_a01_bs_enus
Building Innovation Cultures and Leaders
Skillsoft Course ald_02_a02_bs_enus
Leading Your Team through Change
Skillsoft Course ald_02_a03_bs_enus
Building a Leadership Development Plan
Skillsoft Course ald_02_a04_bs_enus
Aligning Unit Goals and Imperatives
Skillsoft Course ald_02_a05_bs_enus

- **Creating a Positive Atmosphere**

Positive Atmosphere: Establishing an Engaged Workforce
Skillsoft Course ald_03_a01_bs_enus
Positive Atmosphere: Establishing a Positive Work Environment
Skillsoft Course ald_03_a02_bs_enus
Positive Atmosphere: How Organizational Learning Drives Positive Change
Skillsoft Course ald_03_a03_bs_enus

- **Improving Leadership Skills**

Becoming an Inspirational Leader
Skillsoft Course ald_04_a01_bs_enus
Assessing Your Own Leadership Performance
Skillsoft Course ald_04_a02_bs_enus

- **Women In Leadership**

Gender and Leadership
Skillsoft Course ald_05_a01_bs_enus
Choosing to Lead as a Woman
Skillsoft Course ald_05_a02_bs_enus
Career and Family Challenges for Women Leaders
Skillsoft Course ald_05_a03_bs_enus

- **Leading Virtual Teams**

Establishing Effective Virtual Teams
Skillsoft Course ald_06_a01_bs_enus
Facing Virtual Team Challenges
Skillsoft Course ald_06_a02_bs_enus

- **Business Acumen Essentials**

Developing Your Business Acumen
Skillsoft Course bs_apd20_a01_enus

- **Organizational Awareness**

Gaining Insight through Organizational Awareness
Skillsoft Course bs_apd21_a01_enus

- **Performance Measurement**

Measuring Outcomes and Using KPIs
Skillsoft Course bs_ald10_a01_enus

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

- **Getting Results through Personal Power**

Personal Power and Credibility
Skillsoft Course comm_42_a01_bs_enus
Building Personal Power through Influence
Skillsoft Course comm_42_a02_bs_enus
Influence Others with Political Savvy
Skillsoft Course comm_42_a03_bs_enus

BUSINESS SKILLS COURSEWARE

- **Working with Difficult People**

Difficult People: Why They Act That Way and How to Deal with Them
Skillsoft Coursecomm_46_a01_bs_enus

Difficult People: Can't Change Them, so Change Yourself
Skillsoft Coursecomm_46_a02_bs_enus

Difficult People: Strategies to Keep Everyone Working Together
Skillsoft Coursecomm_46_a03_bs_enus

- **Managing and Controlling Anger**

The Essentials for Anger Management
Skillsoft Coursecomm_47_a01_bs_enus

- **Cross-Cultural Communication**

How Culture Impacts Communication
Skillsoft Coursecomm_48_a01_bs_enus

Using Communication Strategies to Bridge Cultural Divides
Skillsoft Coursecomm_48_a02_bs_enus

- **Communicating with Senior Executives**

Capturing the Attention of Senior Executives
Skillsoft Coursecomm_49_a01_bs_enus

- **Effective Business Meetings**

Planning Meetings Fit for Purpose
Skillsoft Coursecomm_50_a01_bs_enus

Running Meetings in Better Directions
Skillsoft Coursecomm_50_a02_bs_enus

- **Effective Business Writing**

Audience and Purpose in Business Writing
Skillsoft Coursecomm_51_a01_bs_enus

Clarity and Conciseness in Business Writing
Skillsoft Coursecomm_51_a02_bs_enus

Editing and Proofreading Business Documents
Skillsoft Coursecomm_51_a03_bs_enus

- **Writing a Business Case**

Developing an Effective Business Case
Skillsoft Courseacm_01_a01_bs_enus

- **Using E-mail Effectively in the Workplace**

Writing Effective E-mails and Instant Messages
Skillsoft Courseacm_02_a01_bs_enus

Sending E-mails to the Right People
Skillsoft Courseacm_02_a02_bs_enus

Organizing Your E-mail
Skillsoft Courseacm_02_a03_bs_enus

- **Essential Skills for Professional Telephone Calls**

Keeping Business Calls Professional
Skillsoft Courseacm_03_a01_bs_enus

- **Practical Grammar for Business Writing**

Using the Parts of Speech
Skillsoft Courseacm_04_a01_bs_enus

Getting the Details Right: Spelling Basics
Skillsoft Courseacm_04_a02_bs_enus

Abbreviating, Capitalizing, and Using Numbers
Skillsoft Courseacm_04_a03_bs_enus

Using Punctuation Marks
Skillsoft Courseacm_04_a04_bs_enus

Creating Well-constructed Sentences
Skillsoft Courseacm_04_a05_bs_enus

Troublesome Words and Phrases: Common Usage Mistakes in Writing
Skillsoft Courseacm_04_a06_bs_enus

- **Making the Most of Your Presentations**

Planning an Effective Presentation
Skillsoft Courseacm_05_a01_bs_enus

Building Your Presentation
Skillsoft Courseacm_05_a02_bs_enus

Ensuring Successful Presentation Delivery
Skillsoft Courseacm_05_a03_bs_enus

- **Skills for Communication Success**

The Art and Science of Communication
Skillsoft Courseacm_07_a01_bs_enus

Making an Impact with Non-verbal Communication
Skillsoft Courseacm_07_a02_bs_enus

Trust Building through Effective Communication
Skillsoft Courseacm_07_a03_bs_enus

Choosing the Right Interpersonal Communication Method to Make Your Point
Skillsoft Courseacm_07_a04_bs_enus

Become a Great Listener
Skillsoft Courseacm_07_a05_bs_enus

BUSINESS SKILLS COURSEWARE

Do We Have a Failure to Communicate?
Skillsoft Course acm_07_a06_bs_enus

- **Developing Your Listening Skills**

Listening Even When it's Difficult to Listen
Skillsoft Course acm_14_a01_bs_enus

Using Active Listening in Workplace Situations
Skillsoft Course acm_14_a02_bs_enus

- **Dealing with Workplace Conflict**

The Many Approaches to Facing Workplace Conflict
Skillsoft Course acm_11_a01_bs_enus

Facing and Resolving Conflict in the Workplace
Skillsoft Course acm_11_a02_bs_enus

- **Developing Effective Negotiation Skills**

The First Steps in Negotiating
Skillsoft Course acm_12_a01_bs_enus

Negotiating the Best Solution
Skillsoft Course acm_12_a02_bs_enus

- **Achieving Emotional Intelligence**

Navigating Your Own Emotions
Skillsoft Course acm_13_a01_bs_enus

Navigating Other People's Emotions
Skillsoft Course acm_13_a02_bs_enus

Navigating the Workplace with Emotional Intelligence
Skillsoft Course acm_13_a03_bs_enus

- **The Art of Feedback**

Polishing Your Feedback Skills
Skillsoft Course acm_15_a01_bs_enus

Gaining a Positive Perspective on Feedback
Skillsoft Course acm_15_a02_bs_enus

- **Communicating Tactfully and Diplomatically**

Acting with Diplomacy and Tact
Skillsoft Course acm_16_a01_bs_enus

Navigating Challenging Situations with Diplomacy and Tact
Skillsoft Course acm_16_a02_bs_enus

- **Storytelling Basics**

Fundamentals of Business Storytelling
Skillsoft Course acm_17_a01_bs_enus

- **Writing Skills for Technical Professionals**

Improving Your Technical Writing Skills
Skillsoft Course acm_06_a01_it_enus

- **Effective Communication**

Communicating with Confidence
Skillsoft Course bs_acm18_a01_enus

- **Note-taking Skills**

Taking Effective and Professional Notes
Skillsoft Course bs_acm19_a01_enus

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

- **Perseverance at Work**

Forging Ahead with Perseverance and Resilience
Skillsoft Course pe_03_a01_bs_enus

Reaching Goals Using Perseverance and Resilience
Skillsoft Course pe_03_a02_bs_enus

- **Building, Rebuilding and Sustaining Trust**

The Building Blocks of Building Trust
Skillsoft Course pe_04_a01_bs_enus

- **Improving Your Work/Life Balance**

Taking Stock of Your Work/Life Balance
Skillsoft Course pd_30_a01_bs_enus

Staying Balanced in a Shifting World
Skillsoft Course pd_30_a02_bs_enus

Take a Deep Breath and Manage Your Stress
Skillsoft Course pd_30_a03_bs_enus

- **Navigating through Organizational Change**

Organizations Change So Get Ready
Skillsoft Course pd_31_a01_bs_enus

Redefining Yourself after Organizational Change
Skillsoft Course pd_31_a02_bs_enus

BUSINESS SKILLS COURSEWARE

• Improving Your Personal Productivity

- Organize Your Physical and Digital Workspace
Skillsoft Course pd_32_a01_bs_enus
- Avoid Procrastination by Getting Organized Instead
Skillsoft Course pd_32_a02_bs_enus
- Maximize Your Productivity by Managing Time and Tasks
Skillsoft Course pd_32_a03_bs_enus
- Achieve Productivity in Your Personal Life
Skillsoft Course pd_32_a04_bs_enus

• Polishing Your Professional Edge

- Becoming an Accountable Professional
Skillsoft Course pe_05_a01_bs_enus
- Becoming Your Own Best Boss
Skillsoft Course pe_05_a02_bs_enus
- Becoming More Professional through Business Etiquette
Skillsoft Course pe_05_a03_bs_enus
- Developing a Personal Accountability Framework
Skillsoft Course pe_05_a04_bs_enus

• 360 Degree Relationships

- Cultivating Relationships with Your Peers
Skillsoft Course apd_04_a01_bs_enus
- Building Your Professional Network
Skillsoft Course apd_04_a02_bs_enus
- Building Rapport with Your Boss
Skillsoft Course apd_04_a03_bs_enus

• Diversity on the Job

- Bridging the Diversity Gap
Skillsoft Course apd_01_a01_bs_enus
- Your Role in Workplace Diversity
Skillsoft Course apd_01_a02_bs_enus

• Performing Under Pressure

- Managing Pressure and Stress to Optimize Your Performance
Skillsoft Course apd_07_a01_bs_enus

• Managing Your Career

- Developing a Plan to Further Your Career
Skillsoft Course apd_03_a01_bs_enus
- Getting Your Career on the Right Track
Skillsoft Course apd_03_a02_bs_enus
- Using Performance Appraisals to Advance Your Career
Skillsoft Course apd_03_a03_bs_enus

• Business Ethics Essentials

- Developing Your Business Ethics
Skillsoft Course apd_05_a01_bs_enus

• Public Speaking Strategies

- Writing and Preparing an Effective Speech
Skillsoft Course apd_06_a01_bs_enus
- Conquering the Challenges of Public Speaking
Skillsoft Course apd_06_a02_bs_enus

• Creativity in the Workplace

- Unleashing Personal and Team Creativity
Skillsoft Course apd_02_a01_bs_enus
- Verifying and Building on Creative Ideas
Skillsoft Course apd_02_a02_bs_enus

• Time Management

- Aligning Goals and Priorities to Manage Time
Skillsoft Course apd_08_a01_bs_enus
- Make the Time You Need: Get Organized
Skillsoft Course apd_08_a02_bs_enus
- The Art of Staying Focused
Skillsoft Course apd_08_a03_bs_enus

• Discovering Your Strengths

- Uncovering and Utilizing Your Talents and Skills
Skillsoft Course apd_10_a01_bs_enus
- Self-improvement for Lifelong Success
Skillsoft Course apd_10_a02_bs_enus
- Establishing Self-confidence for Life
Skillsoft Course apd_10_a03_bs_enus

• Overcoming Procrastination

- Procrastination: Admitting it is the First Step
Skillsoft Course apd_11_a01_bs_enus
- Beating Procrastination by Boosting Your Creativity and Drive
Skillsoft Course apd_11_a02_bs_enus

• Improving Your Memory

- Improving Your Memory Skills
Skillsoft Course apd_12_a01_bs_enus

• Improving Your Reading Speed

- Improving Your Reading Speed and Comprehension
Skillsoft Course apd_13_a01_bs_enus

BUSINESS SKILLS COURSEWARE

- **Unconscious Bias**

Understanding Unconscious Bias
Skillsoft Course apd_14_a01_bs_enus

Overcoming Your Own Unconscious Biases
Skillsoft Course apd_14_a02_bs_enus

Overcoming Unconscious Bias in the Workplace
Skillsoft Course apd_14_a03_bs_enus

- **Facing Problems and Making Decisions**

Getting to the Root of a Problem
Skillsoft Course apd_15_a01_bs_enus

Defining Alternative Solutions to a Problem
Skillsoft Course apd_15_a02_bs_enus

Choosing and Using the Best Solution
Skillsoft Course apd_15_a03_bs_enus

- **Developing Your Critical Thinking Skills**

Confronting Your Assumptions
Skillsoft Course apd_17_a01_bs_enus

Investigating Arguments
Skillsoft Course apd_17_a02_bs_enus

Reaching Sound Conclusions
Skillsoft Course apd_17_a03_bs_enus

- **Creating Lasting Organizational Change**

Facilitating Sustainable Change
Skillsoft Course apd_18_a01_bs_enus

Moving Forward with Change Planning
Skillsoft Course apd_18_a02_bs_enus

Making Change Stick
Skillsoft Course apd_18_a03_bs_enus

- **Growth Mindset**

Developing a Growth Mind-set
Skillsoft Course bs_ast03_a01_enus

- **Mentor Relationships**

Finding and Nurturing a Mentor Relationship
Skillsoft Course bs_apd22_a01_enus

- **Dealing with Setbacks**

Learning from Failure
Skillsoft Course bs_apd19_a01_enus

- **Digital Economy Skills**

Keeping Your Skillset Current in the Digital Economy
Skillsoft Course bs_apd23_a01_enus

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

- **Project Management Ethics and Values**

Ethics and Project Management
Skillsoft Course apj_12_a01_bs_enus

Ethical Standards and PMI® Core Values
Skillsoft Course apj_12_a02_bs_enus

- **PMI Agile Certified Practitioner (PMI-ACP)®**

Agile Principles and Methodologies
Skillsoft Course apj_13_a01_it_enus

Agile Project Planning
Skillsoft Course apj_13_a02_it_enus

Agile Project Scheduling and Monitoring
Skillsoft Course apj_13_a03_it_enus

Agile Stakeholder Engagement and Team Development
Skillsoft Course apj_13_a04_it_enus

Agile Key Exam Concepts
Skillsoft Course apj_13_a05_it_enus

- **CompTIA Project+ PK0-004**

Project Selection and Initiation
Skillsoft Course ib_prop_a01_it_enus

Scope, Schedule and Cost Planning
Skillsoft Course ib_prop_a02_it_enus

Resource and Risk Planning
Skillsoft Course ib_prop_a03_it_enus

Communication, Changes, and Documentation
Skillsoft Course ib_prop_a04_it_enus

Controlling Project Work and Closing
Skillsoft Course ib_prop_a05_it_enus

Planning and Controlling the Project Schedule
Skillsoft Course ib_prop_a06_it_enus

Project Management Practical Exercises
Skillsoft Course ib_prop_a07_it_enus

Quality and Procurement Planning
Skillsoft Course ib_prop_a08_it_enus

Project Planning Documents
Skillsoft Course ib_prop_a09_it_enus

Project Documents and Terminology
Skillsoft Course ib_prop_a10_it_enus

BUSINESS SKILLS COURSEWARE

- **Project Management for All**

Finding Your Bearings as a Project Manager
Skillsoft Course apj_15_a01_bs_enus

Getting the Big Picture by Defining the Project's Scope and Team
Skillsoft Course apj_15_a02_bs_enus

Mastering the Details of a Project's Schedule and Budget
Skillsoft Course apj_15_a03_bs_enus

Managing a Project to Minimize Risk and Maximize Quality
Skillsoft Course apj_15_a04_bs_enus

Navigating through Changes and Conflicts in Projects
Skillsoft Course apj_15_a05_bs_enus

Taking Final Steps to Bring a Project to its Close
Skillsoft Course apj_15_a06_bs_enus

- **Project Integration (PMBOK® Guide Sixth Edition)**

Project Initiation and Planning (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_17_a01_bs_enus

Managing Project Work (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_17_a02_bs_enus

Project Changes and Closing (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_17_a03_bs_enus

Capturing, Analyzing, and Using Project Lessons Learned
Skillsoft Course apj_17_a04_bs_enus

Strategically Focused Project Management
Skillsoft Course apj_17_a05_bs_enus

- **Project Scope (PMBOK® Guide Sixth Edition)**

Plan and Define Project Scope (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_18_a01_bs_enus

Create Work Breakdown Structure (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_18_a02_bs_enus

Validate and Control Scope (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_18_a03_bs_enus

- **Project Schedule (PMBOK® Guide Sixth Edition)**

Define and Sequence Activities (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_19_a01_bs_enus

Develop the Project Schedule (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_19_a02_bs_enus

Control the Project Schedule (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_19_a03_bs_enus

- **Project Cost (PMBOK® Guide Sixth Edition)**

Creating a Project Budget (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_20_a01_bs_enus

Keeping Your Project on Budget (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_20_a02_bs_enus

- **Project Quality (PMBOK® Guide Sixth Edition)**

Planning Quality Management (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_21_a01_bs_enus

Manage and Control Quality (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_21_a02_bs_enus

Quality Methodologies and Standards for Project Management
Skillsoft Course apj_21_a03_bs_enus

- **Resource Management (PMBOK® Guide Sixth Edition)**

Plan and Acquire Resources (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_22_a01_bs_enus

Develop and Manage Resources (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_22_a02_bs_enus

- **Communications (PMBOK® Guide Sixth Edition)**

Plan and Manage Communications (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_23_a01_bs_enus

Monitor Project Communications (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_23_a02_bs_enus

BUSINESS SKILLS COURSEWARE

- **Project Risk (PMBOK® Guide Sixth Edition)**

Planning Risk Management (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_24_a01_bs_enus

Identifying Risk (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_24_a02_bs_enus

Analyzing Risk (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_24_a03_bs_enus

Responding to Risk (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_24_a04_bs_enus

- **Project Procurement (PMBOK® Guide Sixth Edition)**

Procurement Planning (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_25_a01_bs_enus

Procurement Management (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_25_a02_bs_enus

- **Project Stakeholders (PMBOK® Guide Sixth Edition)**

Planning Stakeholder Engagement (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_26_a01_bs_enus

Managing Stakeholder Engagement (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_26_a02_bs_enus

- **Project Management (PMBOK® Guide Sixth Edition)**

Project Management Introduction (PMBOK® Sixth Edition)
Skillsoft Course apj_28_a01_bs_enus

Project Fundamentals (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_28_a02_bs_enus

The Process Groups (PMBOK® Guide Sixth Edition)
Skillsoft Course apj_28_a03_bs_enus

- **PRINCE2® - Foundation (2017 Update)**

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PRINCE2® Project Management Overview (2017 Update)
Skillsoft Course apj_29_a01_bs_enus

PRINCE2® Project Planning and Risk Management (2017 Update)
Skillsoft Course apj_29_a02_bs_enus

PRINCE2® Project Quality and Control (2017 Update)
Skillsoft Course apj_29_a03_bs_enus

PRINCE2® Start, Direct, and Initiate Projects (2017 Update)
Skillsoft Course apj_29_a04_bs_enus

PRINCE2® Control, Manage, and Close Projects (2017 Update)
Skillsoft Course apj_29_a05_bs_enus

Adopting PRINCE2® for your Project Environment (2017 Update)
Skillsoft Course apj_29_a06_bs_enus

- **Mentoring Assets**

Mentoring PK0-004 CompTIA Project+
Skillsoft Mentoring Assetsmntpk0004

Mentoring Project Management Professional (PMP) PMBOK Guide 6th Edition Aligned
Skillsoft Mentoring Assetsmntpmp6ed

Mentoring PRINCE2 Foundation 2017
Skillsoft Mentoring Assetsmntp2f2017

Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.
Skillsoft Mentoring Assetsmntcapm6ed

- **Test Preps**

TestPrep Project Management Professional PMBOK 6th Ed
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TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.
Skillsoft Testprep Exams.....pm_capm_a03_tp_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

- **Optimizing Performance on a Team**

Being an Effective Team Member
Skillsoft Courseatm_02_a01_bs_enus

Strategies for Building a Cohesive Team
Skillsoft Courseatm_02_a02_bs_enus

Effective Team Communication
Skillsoft Courseatm_02_a03_bs_enus

Establishing Team Goals and Responsibilities, and Using Feedback Effectively
Skillsoft Courseatm_02_a04_bs_enus

- **Leveraging Team Leadership Skills**

Building the Foundation for an Effective Team
Skillsoft Courseatm_01_a01_bs_enus

BUSINESS SKILLS COURSEWARE

Developing a Successful Team
Skillsoft Courseatm_01_a02_bs_enus

Encouraging Team Communication and Collaboration
Skillsoft Courseatm_01_a03_bs_enus

Handling Team Conflict
Skillsoft Courseatm_01_a04_bs_enus

Leading a Cross-functional Team
Skillsoft Courseatm_01_a05_bs_enus

- **Making a Pitch**

Getting Your Pitch Heard
Skillsoft Course bs_atm03_a01_enus

- **Virtual Teams**

Contributing as a Virtual Team Member
Skillsoft Course bs_atm04_a01_enus

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

- **Key Business Analysis Concepts (BABOK® v3)**

Business Analysis Overview
Skillsoft Course aba_02_a01_bs_enus

The BA Planning and Monitoring Knowledge Area
Skillsoft Course aba_02_a02_bs_enus

The BA Elicitation and Collaboration Knowledge Area
Skillsoft Course aba_02_a03_bs_enus

The Requirements Life Cycle Management Knowledge Area
Skillsoft Course aba_02_a04_bs_enus

The Strategy Analysis Knowledge Area
Skillsoft Course aba_02_a05_bs_enus

RADD Knowledge Area: Part 1
Skillsoft Course aba_02_a06_bs_enus

RADD Knowledge Area: Part 2
Skillsoft Course aba_02_a07_bs_enus

The Solution Evaluation Knowledge Area
Skillsoft Course aba_02_a08_bs_enus

Certified Business Analysis Professional
Skillsoft Final Examsaba_02_a01_fe_enus

- **Effective Business Analysis Techniques (BABOK®v3)**

Business Analysis Analytical Techniques
Skillsoft Course aba_03_a01_bs_enus

Business Analysis Activities and Tools
Skillsoft Course aba_03_a02_bs_enus

Business Analysis Documentation and Criteria
Skillsoft Course aba_03_a03_bs_enus

- **Key Business Analysis Competencies (BABOK®v3)**

Personal Skills for Effective Business Analysis
Skillsoft Course aba_04_a01_bs_enus

Business Analysis Professional Effectiveness Competencies
Skillsoft Course aba_04_a02_bs_enus

Perspectives for Effective Business Analysis
Skillsoft Course aba_04_a03_bs_enus

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

- **Sales Foundations**

Prospecting: Panning for Sales Gold
Skillsoft Courseasl_01_a01_bs_enus

The Discovery Meeting: Starting Off on the Right Foot
Skillsoft Courseasl_01_a02_bs_enus

The Value Proposition: Getting Your Pitch Right
Skillsoft Courseasl_01_a03_bs_enus

Turning Objection into Opportunity during a Sales Call
Skillsoft Courseasl_01_a04_bs_enus

Negotiating Well and Going for the Close
Skillsoft Courseasl_01_a05_bs_enus

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

- **ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)**

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ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
Skillsoft Course ib_iosb_a01_it_enus

ITIL® 2011 Edition OSA: Introduction to Event Management
Skillsoft Course ib_iosb_a02_it_enus

ITIL® 2011 Edition OSA: Introduction to Incident Management
Skillsoft Course ib_iosb_a03_it_enus

ITIL® 2011 Edition OSA: Incident Management Interactions
Skillsoft Course ib_iosb_a04_it_enus

BUSINESS SKILLS COURSEWARE

ITIL® 2011 Edition OSA: Introduction to Request Fulfillment Skillsoft Course	ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges Skillsoft Course	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management Skillsoft Course	ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges Skillsoft Course	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management Skillsoft Course	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk Skillsoft Course	ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing Skillsoft Course	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions Skillsoft Course	ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities Skillsoft Course	ib_iosb_a13_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations Skillsoft Course	ib_iosb_a14_it_enus
ITIL® Operational Support & Analysis Skillsoft Final Exams	ib_iosb_a01_fe_enus

- **Customer Service Skills**

Interacting with Customers Skillsoft Course	acs_02_a01_bs_enus
Communicating Effectively with Customers Skillsoft Course	acs_02_a02_bs_enus
Controlling Conflict, Stress, and Time in a Customer Service Environment Skillsoft Course	acs_02_a03_bs_enus
Dealing with Customer Service Incidents and Complaints Skillsoft Course	acs_02_a04_bs_enus
Polishing Your Skills for Excellent Customer Service Skillsoft Course	acs_02_a05_bs_enus

- **Essentials of Customer Service**

Rapport Building in Customer Service Skillsoft Course	acs_03_a01_bs_enus
Providing On-site Customer Service Skillsoft Course	acs_03_a02_bs_enus
Providing Telephone Customer Service Skillsoft Course	acs_03_a03_bs_enus

Providing Effective Internal Customer Service Skillsoft Course	acs_03_a04_bs_enus
Facing Confrontation in Customer Service Skillsoft Course	acs_03_a05_bs_enus
Designing a Customer Service Strategy Skillsoft Course	acs_03_a06_bs_enus

- **ITIL® 2011 Foundation**

Overview of the ITIL® Service Lifecycle Skillsoft Course	acs_01_a01_it_enus
ITIL® Service Strategy Concepts Skillsoft Course	acs_01_a02_it_enus
ITIL® Service Strategy Processes Skillsoft Course	acs_01_a03_it_enus
ITIL® Service Design Concepts Skillsoft Course	acs_01_a04_it_enus
ITIL® Service Design Processes Skillsoft Course	acs_01_a05_it_enus
ITIL® Service Transition Concepts and Processes Skillsoft Course	acs_01_a06_it_enus
ITIL® Service Operation Concepts Skillsoft Course	acs_01_a07_it_enus
ITIL® Service Operation Processes Skillsoft Course	acs_01_a08_it_enus
ITIL® Continual Service Improvement Skillsoft Course	acs_01_a09_it_enus

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

- **Industry Overviews**

The Telecommunications Industry Overview: Version 4 Skillsoft Course	indo_01_a11_bs_enus
The Health Care Industry Overview: Version 4 Skillsoft Course	indo_01_a12_bs_enus
The Insurance Industry Overview: Version 4 Skillsoft Course	indo_01_a13_bs_enus
The Banking Industry Overview: Version 4 Skillsoft Course	indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 4 Skillsoft Course	indo_01_a15_bs_enus
The Retail Industry Overview: Version 4 Skillsoft Course	indo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 4 Skillsoft Course	indo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 5 Skillsoft Course	indo_01_a18_bs_enus

BUSINESS SKILLS COURSEWARE

The Information Technology Industry Overview: Version 4
Skillsoft Courseindo_01_a19_bs_enus

The Federal Government Industry Overview: Version 4
Skillsoft Courseindo_01_a20_bs_enus

The Education Industry Overview: Version 2
Skillsoft Courseindo_01_a21_bs_enus

The Utilities Industry Overview: Version 2
Skillsoft Courseindo_01_a22_bs_enus

The Chemicals Industry Overview: Version 2
Skillsoft Courseindo_01_a23_bs_enus

The Broadcasting & Entertainment Industry Overview:
Version 2
Skillsoft Courseindo_01_a24_bs_enus

The Capital Markets Industry Overview: Version 2
Skillsoft Courseindo_01_a25_bs_enus

The Consumer Electronics Industry Overview: Version 2
Skillsoft Courseindo_01_a26_bs_enus

The Aerospace & Defense Industry Overview: Version 2
Skillsoft Courseindo_01_a27_bs_enus

The Biotechnology Industry Overview: Version 2
Skillsoft Courseindo_01_a28_bs_enus

The Automotive Industry Overview: Version 4
Skillsoft Courseindo_01_a29_bs_enus

The Food and Beverage Industry Overview: Version 4
Skillsoft Courseindo_01_a30_bs_enus

The Agriculture Industry Overview: Version 4
Skillsoft Courseindo_01_a31_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

- **Test Preps**

TestPrep ITIL Foundation
Skillsoft Testprep Exams.....ib_itlv_a01_tp_enus

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

- **Mentoring Assets**

Mentoring ITIL Foundation
Skillsoft Mentoring Assetsmntitv3f

Click on course code for course description.

Series	Course Title	Course Code
Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment		
	Fundamentals of Lean and Six Sigma and their Applications	oper 36 a01 bs enus
	Six Sigma Project Selection, Roles, and Responsibilities	oper 36 a02 bs enus
	Six Sigma Strategic Planning and Deployment	oper 36 a03 bs enus
Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures		
	Impact on Stakeholders and Benchmarking for Six Sigma	oper 37 a01 bs enus
	Using Business and Financial Measures in Six Sigma	oper 37 a02 bs enus
Six Sigma Black Belt (2015 BOK): Team Management		
	Six Sigma Team Dynamics, Roles, and Success Factors	oper 38 a01 bs enus
	Six Sigma Team Facilitation and Leadership	oper 38 a02 bs enus
	Six Sigma Team Dynamics and Training	oper 38 a03 bs enus
Six Sigma Black Belt (2015 BOK): Define		
	Determining Requirements by Listening to the Voice of the Customer in Six Sigma	oper 39 a01 bs enus
	Six Sigma Business Case, Project Charter, and Tools	oper 39 a02 bs enus
Six Sigma Black Belt (2015 BOK): Measure		
	Process Flow Metrics and Analysis Tools for Six Sigma	oper 40 a01 bs enus
	Data Types, Sampling, Collection, and Measurement in Six Sigma	oper 40 a02 bs enus
	Six Sigma Measurement Systems and Metrology	oper 40 a03 bs enus
	Using Basic Statistics and Graphical Methods in Six Sigma	oper 40 a04 bs enus
	Probability and Probability Distributions in Six Sigma	oper 40 a05 bs enus
	Determining Process Performance and Capability in Six Sigma	oper 40 a06 bs enus
Six Sigma Black Belt (2015 BOK): Analyze		
	Measuring and Modeling Relationships between Variables in Six Sigma	oper 41 a01 bs enus
	Basics of Hypothesis Testing and Tests for Means in Six Sigma	oper 41 a02 bs enus
	Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma	oper 41 a03 bs enus
	Multivariate Tools and Nonparametric Tests in Six Sigma	oper 41 a04 bs enus
	FMEA and Other Nonstatistical Analysis Methods in Six Sigma	oper 41 a05 bs enus
Six Sigma Black Belt (2015 BOK): Improve		
	Understanding DOE and Planning Experiments in Six Sigma	oper 42 a01 bs enus
	Designing, Conducting, and Analyzing Experiments in Six Sigma	oper 42 a02 bs enus
	Lean Improvement Methods and Implementation Planning in Six Sigma	oper 42 a03 bs enus
Six Sigma Black Belt (2015 BOK): Control		
	Statistical Process Control (SPC) and Control Charts in Six Sigma	oper 43 a01 bs enus
	Using Lean Control Tools and Maintaining Controls in Six Sigma	oper 43 a02 bs enus
	Sustaining Six Sigma Improvements	oper 43 a03 bs enus
Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)		
	Common DFSS Methodologies, Design for X, and Robust Designs	oper 44 a01 bs enus
Operations Management: Efficiency of Production		
	Operations Management Functions and Strategies	oper 45 a01 bs enus
	Strategic Product and Service Management	oper 45 a02 bs enus
	Supply Chain Management Basics: Cutting Costs and Optimizing Delivery	oper 45 a03 bs enus
	Inventory Management: Aligning Inventory with Production and Demand	oper 45 a04 bs enus
	Optimizing Operations Using Demand Forecasting and Capacity Management	oper 45 a05 bs enus
Understanding Lean Production		
	Using Lean to Perfect Organizational Processes	oper 46 a01 bs enus
	Using Lean to Improve Flow and Pull	oper 46 a02 bs enus
	Using Lean to Reduce Waste and Streamline Value Flow	oper 46 a03 bs enus
	Applying Value Stream Mapping in Lean Business	oper 46 a04 bs enus
Six Sigma Yellow Belt - Six Sigma Fundamentals		
	Six Sigma and Lean: Foundations and Principles	apr 07 a01 bs enus
	Six Sigma: Team Basics, Roles, and Responsibilities	apr 07 a02 bs enus
	Six Sigma: Quality Tools	apr 07 a03 bs enus
	Six Sigma: Metrics	apr 07 a04 bs enus
Six Sigma Yellow Belt - Define		
	Six Sigma: Identifying Projects	apr 08 a01 bs enus

Six Sigma: Project Management Basics	apr_08_a02_bs_enus
Six Sigma Yellow Belt - Measure	
Basic Six Sigma Statistics	apr_09_a01_bs_enus
Classifying and Collecting Data	apr_09_a02_bs_enus
Six Sigma Measurement System Analysis	apr_09_a03_bs_enus
Six Sigma Yellow Belt - Analyze	
Lean Tools and FMEA	apr_10_a01_bs_enus
Data Analysis and Root Cause Analysis in Six Sigma	apr_10_a02_bs_enus
Six Sigma Correlation, Regression, and Hypothesis Testing	apr_10_a03_bs_enus
Six Sigma Yellow Belt - Improve and Control	
Six Sigma Techniques for Improvement	apr_11_a01_bs_enus
Six Sigma Control Tools and Documentation	apr_11_a02_bs_enus
Six Sigma Green Belt - Six Sigma and Organizational Strategy	
Organizational Goals and Six Sigma	apr_01_a01_bs_enus
Lean Principles in Six Sigma Projects	apr_01_a02_bs_enus
FMEA and Design for Six Sigma	apr_01_a03_bs_enus
Six Sigma Green Belt - Define	
Identifying Six Sigma Projects	apr_02_a01_bs_enus
Six Sigma Voice of the Customer	apr_02_a02_bs_enus
Six Sigma Project Management Essentials	apr_02_a03_bs_enus
Management and Planning Tools for Six Sigma	apr_02_a04_bs_enus
Six Sigma Performance Metrics	apr_02_a05_bs_enus
Team Dynamics and Performance for Six Sigma Projects	apr_02_a06_bs_enus
Six Sigma Green Belt - Measure	
Six Sigma Process Documentation and Analysis	apr_03_a01_bs_enus
Six Sigma Probability and Statistical Distributions	apr_03_a02_bs_enus
Six Sigma Data Classification, Sampling, and Collection	apr_03_a03_bs_enus
Six Sigma Statistics and Graphical Presentation	apr_03_a04_bs_enus
Six Sigma Measurement Systems Analysis	apr_03_a05_bs_enus
Six Sigma Process and Performance Capability Measurement	apr_03_a06_bs_enus
Six Sigma Green Belt - Analyze	
Six Sigma Exploratory Data Analysis	apr_04_a01_bs_enus
Six Sigma Hypothesis Testing Fundamentals	apr_04_a02_bs_enus
Six Sigma Hypothesis Tests for Variances and Proportions	apr_04_a03_bs_enus
Six Sigma Green Belt - Improve	
Six Sigma Design of Experiments	apr_05_a01_bs_enus
Six Sigma Root Cause Analysis and Waste Elimination	apr_05_a02_bs_enus
Six Sigma Cycle-time Reduction and Kaizen Blitz	apr_05_a03_bs_enus
Six Sigma Green Belt - Control	
Six Sigma Statistical Process Control Basics	apr_06_a01_bs_enus
Six Sigma Control Charts	apr_06_a02_bs_enus
Six Sigma Process Control Tools	apr_06_a03_bs_enus
Business Process Improvement	
Enabling Business Process Improvement	bs_aop48_a01_enus
Mentoring Asset	
Mentoring Six Sigma Green Belt (SSGB)	mntcssgb
Mentoring Six Sigma Yellow Belt (SSYB)	mntcssyb
Test Preps	
TestPrep Six Sigma Green Belt (SSGB)	oper_ssgb_a02_tp_enus
TestPrep Six Sigma Yellow Belt (SSYB)	oper_30_a01_tp_enus
Fundamentals of Business Planning	
Preparing and Implementing a Business Plan	ast_02_a01_bs_enus
Thinking Strategically and Managing Risk	
Thinking Strategically as a Manager	ast_01_a01_bs_enus
Using Strategic Thinking to Consider the Big Picture	ast_01_a02_bs_enus
Identifying Risks in Your Organization	ast_01_a03_bs_enus

Assessing Your Organization's Risks	ast_01_a04_bs_enus
Responding Effectively to Risks	ast_01_a05_bs_enus
Strategic Risk-taking	
Knowing When to Take Strategic Risks	bs_arm01_a01_enus
The Quality Management of Data	
Finding the Quality in Your Data	bs_apd25_a01_enus
Big Data Basics	
Big Data Fundamentals	aba_01_a01_bs_enus
Big Data Interpretation	aba_01_a02_bs_enus
Essential Marketing Strategies	
The Basics of Marketing	mkt_05_a01_bs_enus
The People and Planning in Marketing	mkt_05_a02_bs_enus
Product, Pricing, and Promotion in the Marketing Mix	mkt_05_a03_bs_enus
Distribution and E-Marketing Ethics in the Marketing Mix	mkt_05_a04_bs_enus
Competitive Marketing Strategies: Analyzing Your Organization	mkt_05_a05_bs_enus
Essentials of Public Relations	
Strategies for the Modern Public Relations Professional	amk_01_a01_bs_enus
Writing Skills for Public Relations	amk_01_a02_bs_enus
Marketing in the Digital Age	
Reaching Customers Digitally	amk_02_a01_bs_enus
Helping Customers Find You	amk_02_a02_bs_enus
Managing Your Corporate Reputation Online	amk_02_a03_bs_enus
Accounting for Non-Financial Professionals	
Basic Accounting Concepts for Non-financial Professionals	fin_08_a01_bs_enus
Basic Budgeting for Non-financial Professionals	fin_08_a02_bs_enus
Comprehending Financials: A Guide to Financial Statements	fin_08_a03_bs_enus
Financial Statement Analysis for Non-financial Professionals	fin_08_a04_bs_enus
Accounting Basics	
Key Accounting Concepts and Principles	fin_09_a01_bs_enus
Recording, Posting, and Balancing the Books	fin_09_a02_bs_enus
Preparing Financial Statements and Closing Accounts	fin_09_a03_bs_enus
Accounting for Stock Transactions	fin_09_a04_bs_enus
Cost Consciousness in the Workplace	
Focusing on the Bottom Line as an Employee	afn_01_a01_bs_enus
Managing with a Cost-control Mindset	afn_01_a02_bs_enus
SHRM-CP/SCP: HR Competencies	
HR Competencies: Leadership and Ethical Practice	hr_17_a01_bs_enus
HR Competencies: Business Acumen and Relationship Management	hr_17_a02_bs_enus
HR Competencies: Consultation and Critical Evaluation	hr_17_a03_bs_enus
HR Competencies: Global and Cultural Effectiveness and Communication	hr_17_a04_bs_enus
SHRM-CP/SCP: Management of People	
Management of People: Talent Acquisition and Retention	hr_18_a01_bs_enus
Management of People: Employee Engagement	hr_18_a02_bs_enus
Management of People: Learning and Development	hr_18_a03_bs_enus
Management of People: Total Rewards	hr_18_a04_bs_enus
SHRM-CP/SCP: Organization and the HR Function	
Organization and HR: Structure of the HR Function	hr_19_a01_bs_enus
Organization and HR: Organizational Effectiveness and Development	hr_19_a02_bs_enus
Organization and HR: Workforce Management and Using Technology and Data	hr_19_a03_bs_enus
Organization and HR: Employee Relations	hr_19_a04_bs_enus
SHRM-CP/SCP: Workplace Management and HR	
Workplace Management: Global HR, Diversity, and Inclusion	hr_20_a01_bs_enus
Workplace Management: Risk Management	hr_20_a02_bs_enus

Workplace Management: Corporate Social Responsibility	hr_20_a03_bs_enus
Workplace Management: Employment Laws and Regulations	hr_20_a04_bs_enus
SHRM-CP/SCP: HR Strategy Management	
Human Resource Strategy Management: Strategic Planning	hr_21_a01_bs_enus
Human Resource Strategy Management: Business and HR Strategy	hr_21_a02_bs_enus
SHRM- SCP: HRM for Senior HR Professionals	
Advanced HR Management: Competencies for Senior HR Professionals Part I	hr_22_a01_bs_enus
Advanced HR Management: Competencies for Senior HR Professionals Part II	hr_22_a02_bs_enus
Advanced Human Resources Management: People and Organization	hr_22_a03_bs_enus
Advanced Human Resources Management: Workplace and HR Strategy	hr_22_a04_bs_enus
Recruiting, Screening, and Onboarding Effectively	
Ensuring Onboarding Success	ahr_01_a03_bs_enus
Hitting the Recruitment Bull's-eye	ahr_01_a01_bs_enus
Applicant Screening: The First Step in Hiring the Best	ahr_01_a02_bs_enus
Transformational HR and Talent Management	
Planning for Skills Needs and Managing Performance	ahr_02_a01_bs_enus
Building Career Development Programs and Succession Planning	ahr_02_a02_bs_enus
Implementing Transformational HR	ahr_02_a03_bs_enus
Individual Behavior in Organizations	ahr_02_a04_bs_enus
Effective Hiring Practices	
Conducting an Effective Hiring Interview	bs_ald11_a01_enus
Crisis Management	
Managing in a Crisis	bs_ald09_a01_enus
Professional in Human Resources Exam Prep	
TestPrep Professional in Human Resources (PHR)	bs_phr_a01_tp_enus
Test Preps	
TestPrep Senior Professional in Human Resources (SPHR)	bs_sphr_a01_tp_enus
Mentoring Assets	
Mentoring Senior Professional in Human Resources (SPHR)	mntsphr
Administrative Support: Secrets to Success	
Administrative Support: Developing Your Essential Skills	aad_01_a01_bs_enus
Administrative Support: Working in Partnership with Your Boss	aad_01_a02_bs_enus
Administrative Support: Interacting Effectively with Colleagues	aad_01_a03_bs_enus
Administrative Support: Projecting a Positive Professional Image	aad_01_a04_bs_enus
First Time Manager Essentials	
The Reality of Being a First-time Manager	amg_01_a01_bs_enus
Facing Challenges as a First-time Manager	amg_01_a02_bs_enus
Managing Employee Performance	
Keeping Top Performers Challenged	amg_03_a01_bs_enus
Planning an Effective Performance Appraisal	amg_03_a02_bs_enus
Creating a Plan for Performance Management	amg_03_a03_bs_enus
Detecting and Dealing with Performance Problems	amg_03_a04_bs_enus
Advanced Management Techniques	
Gauging Your Organization's High-performing Potential	amg_04_a01_bs_enus
Managing for Cross-functionality	amg_04_a02_bs_enus
Managing Your Company's Talent	amg_04_a03_bs_enus
Managing the Unique Needs of Experts	amg_04_a04_bs_enus
Fostering Mentoring Relationships	amg_04_a05_bs_enus
Leveraging Key Management Techniques	
Effectively Directing and Delegating as a Manager	amg_02_a01_bs_enus
Managing Employee Development	amg_02_a02_bs_enus
Facing the Management Challenges of Difficult Behavior and Diverse Teams	amg_02_a03_bs_enus
Being a Fair and Caring Manager	amg_02_a04_bs_enus
Managing a Multigenerational Workforce	

Maintaining a Cohesive Multigenerational Workforce	amg_05_a01_bs_enus
Managing Multigenerational Employees	amg_05_a02_bs_enus
Managing in Difficult Times	
Being an Effective Manager When Times Are Tough	amg_06_a01_bs_enus
Managing Motivation during Organizational Change	amg_06_a02_bs_enus
How to Manage Difficult Conversations	amg_06_a03_bs_enus
Achieving Success through Delegation	
Choosing and Preparing Your Delegate	amg_08_a01_bs_enus
Getting What You Expect from Your Delegate	amg_08_a02_bs_enus
Taking Your Team to the Next Level with Delegation	amg_08_a03_bs_enus
Final Exams	
Management & Leadership Essentials	ast_02_a01_fe_enus
Empowering Employees	
Taking Action to Empower Employees	bs_ald12_a01_enus
Managing Technical Teams	
Strategies for Managing Technical Teams	bs_ald08_a01_enus
Coaching to Drive Success	
Coaching Techniques That Inspire Coachees to Action	bs_amg09_a01_enus
Keeping Your Coachee Committed and Accountable	bs_amg09_a02_enus
Developing Leadership Skills	
Motivating Your Employees	ald_01_a01_bs_enus
Communicating Vision to Your Employees	ald_01_a02_bs_enus
Leading through Positive Influence	ald_01_a03_bs_enus
Leveraging Emotional Intelligence	ald_01_a04_bs_enus
Leveraging Leadership Techniques	
Key Elements of Business Execution	ald_02_a01_bs_enus
Building Innovation Cultures and Leaders	ald_02_a02_bs_enus
Leading Your Team through Change	ald_02_a03_bs_enus
Building a Leadership Development Plan	ald_02_a04_bs_enus
Aligning Unit Goals and Imperatives	ald_02_a05_bs_enus
Creating a Positive Atmosphere	
Positive Atmosphere: Establishing an Engaged Workforce	ald_03_a01_bs_enus
Positive Atmosphere: Establishing a Positive Work Environment	ald_03_a02_bs_enus
Positive Atmosphere: How Organizational Learning Drives Positive Change	ald_03_a03_bs_enus
Improving Leadership Skills	
Becoming an Inspirational Leader	ald_04_a01_bs_enus
Assessing Your Own Leadership Performance	ald_04_a02_bs_enus
Women In Leadership	
Gender and Leadership	ald_05_a01_bs_enus
Choosing to Lead as a Woman	ald_05_a02_bs_enus
Career and Family Challenges for Women Leaders	ald_05_a03_bs_enus
Leading Virtual Teams	
Establishing Effective Virtual Teams	ald_06_a01_bs_enus
Facing Virtual Team Challenges	ald_06_a02_bs_enus
Business Acumen Essentials	
Developing Your Business Acumen	bs_apd20_a01_enus
Organizational Awareness	
Gaining Insight through Organizational Awareness	bs_apd21_a01_enus
Performance Measurement	
Measuring Outcomes and Using KPIs	bs_ald10_a01_enus
Getting Results through Personal Power	
Personal Power and Credibility	comm_42_a01_bs_enus
Building Personal Power through Influence	comm_42_a02_bs_enus
Influence Others with Political Savvy	comm_42_a03_bs_enus

Working with Difficult People		
	Difficult People: Why They Act That Way and How to Deal with Them	comm 46 a01 bs enus
	Difficult People: Can't Change Them, so Change Yourself	comm 46 a02 bs enus
	Difficult People: Strategies to Keep Everyone Working Together	comm 46 a03 bs enus
Managing and Controlling Anger		
	The Essentials for Anger Management	comm 47 a01 bs enus
Cross-Cultural Communication		
	How Culture Impacts Communication	comm 48 a01 bs enus
	Using Communication Strategies to Bridge Cultural Divides	comm 48 a02 bs enus
Communicating with Senior Executives		
	Capturing the Attention of Senior Executives	comm 49 a01 bs enus
Effective Business Meetings		
	Planning Meetings Fit for Purpose	comm 50 a01 bs enus
	Running Meetings in Better Directions	comm 50 a02 bs enus
Effective Business Writing		
	Audience and Purpose in Business Writing	comm 51 a01 bs enus
	Clarity and Conciseness in Business Writing	comm 51 a02 bs enus
	Editing and Proofreading Business Documents	comm 51 a03 bs enus
Writing a Business Case		
	Developing an Effective Business Case	acm 01 a01 bs enus
Using E-mail Effectively in the Workplace		
	Writing Effective E-mails and Instant Messages	acm 02 a01 bs enus
	Sending E-mails to the Right People	acm 02 a02 bs enus
	Organizing Your E-mail	acm 02 a03 bs enus
Essential Skills for Professional Telephone Calls		
	Keeping Business Calls Professional	acm 03 a01 bs enus
Practical Grammar for Business Writing		
	Using the Parts of Speech	acm 04 a01 bs enus
	Getting the Details Right: Spelling Basics	acm 04 a02 bs enus
	Abbreviating, Capitalizing, and Using Numbers	acm 04 a03 bs enus
	Using Punctuation Marks	acm 04 a04 bs enus
	Creating Well-constructed Sentences	acm 04 a05 bs enus
	Troublesome Words and Phrases: Common Usage Mistakes in Writing	acm 04 a06 bs enus
Making the Most of Your Presentations		
	Planning an Effective Presentation	acm 05 a01 bs enus
	Building Your Presentation	acm 05 a02 bs enus
	Ensuring Successful Presentation Delivery	acm 05 a03 bs enus
Skills for Communication Success		
	The Art and Science of Communication	acm 07 a01 bs enus
	Making an Impact with Non-verbal Communication	acm 07 a02 bs enus
	Trust Building through Effective Communication	acm 07 a03 bs enus
	Choosing the Right Interpersonal Communication Method to Make Your Point	acm 07 a04 bs enus
	Become a Great Listener	acm 07 a05 bs enus
	Do We Have a Failure to Communicate?	acm 07 a06 bs enus
Developing Your Listening Skills		
	Listening Even When it's Difficult to Listen	acm 14 a01 bs enus
	Using Active Listening in Workplace Situations	acm 14 a02 bs enus
Dealing with Workplace Conflict		
	The Many Approaches to Facing Workplace Conflict	acm 11 a01 bs enus
	Facing and Resolving Conflict in the Workplace	acm 11 a02 bs enus
Developing Effective Negotiation Skills		
	The First Steps in Negotiating	acm 12 a01 bs enus
	Negotiating the Best Solution	acm 12 a02 bs enus
Achieving Emotional Intelligence		
	Navigating Your Own Emotions	acm 13 a01 bs enus
	Navigating Other People's Emotions	acm 13 a02 bs enus
	Navigating the Workplace with Emotional Intelligence	acm 13 a03 bs enus

The Art of Feedback		
	Polishing Your Feedback Skills	acm 15 a01 bs enus
	Gaining a Positive Perspective on Feedback	acm 15 a02 bs enus
Communicating Tactfully and Diplomatically		
	Acting with Diplomacy and Tact	acm 16 a01 bs enus
	Navigating Challenging Situations with Diplomacy and Tact	acm 16 a02 bs enus
Storytelling Basics		
	Fundamentals of Business Storytelling	acm 17 a01 bs enus
Writing Skills for Technical Professionals		
	Improving Your Technical Writing Skills	acm 06 a01 it enus
Effective Communication		
	Communicating with Confidence	bs acm18 a01 enus
Note-taking Skills		
	Taking Effective and Professional Notes	bs acm19 a01 enus
Perseverance at Work		
	Forging Ahead with Perseverance and Resilience	pe 03 a01 bs enus
	Reaching Goals Using Perseverance and Resilience	pe 03 a02 bs enus
Building, Rebuilding and Sustaining Trust		
	The Building Blocks of Building Trust	pe 04 a01 bs enus
Improving Your Work/Life Balance		
	Taking Stock of Your Work/Life Balance	pd 30 a01 bs enus
	Staying Balanced in a Shifting World	pd 30 a02 bs enus
	Take a Deep Breath and Manage Your Stress	pd 30 a03 bs enus
Navigating through Organizational Change		
	Organizations Change So Get Ready	pd 31 a01 bs enus
	Redefining Yourself after Organizational Change	pd 31 a02 bs enus
Improving Your Personal Productivity		
	Organize Your Physical and Digital Workspace	pd 32 a01 bs enus
	Avoid Procrastination by Getting Organized Instead	pd 32 a02 bs enus
	Maximize Your Productivity by Managing Time and Tasks	pd 32 a03 bs enus
	Achieve Productivity in Your Personal Life	pd 32 a04 bs enus
Polishing Your Professional Edge		
	Becoming an Accountable Professional	pe 05 a01 bs enus
	Becoming Your Own Best Boss	pe 05 a02 bs enus
	Becoming More Professional through Business Etiquette	pe 05 a03 bs enus
	Developing a Personal Accountability Framework	pe 05 a04 bs enus
360 Degree Relationships		
	Cultivating Relationships with Your Peers	apd 04 a01 bs enus
	Building Your Professional Network	apd 04 a02 bs enus
	Building Rapport with Your Boss	apd 04 a03 bs enus
Diversity on the Job		
	Bridging the Diversity Gap	apd 01 a01 bs enus
	Your Role in Workplace Diversity	apd 01 a02 bs enus
Performing Under Pressure		
	Managing Pressure and Stress to Optimize Your Performance	apd 07 a01 bs enus
Managing Your Career		
	Developing a Plan to Further Your Career	apd 03 a01 bs enus
	Getting Your Career on the Right Track	apd 03 a02 bs enus
	Using Performance Appraisals to Advance Your Career	apd 03 a03 bs enus
Business Ethics Essentials		
	Developing Your Business Ethics	apd 05 a01 bs enus
Public Speaking Strategies		
	Writing and Preparing an Effective Speech	apd 06 a01 bs enus
	Conquering the Challenges of Public Speaking	apd 06 a02 bs enus
Creativity in the Workplace		
	Unleashing Personal and Team Creativity	apd 02 a01 bs enus

	Verifying and Building on Creative Ideas	apd_02_a02_bs_enus
Time Management		
	Aligning Goals and Priorities to Manage Time	apd_08_a01_bs_enus
	Make the Time You Need: Get Organized	apd_08_a02_bs_enus
	The Art of Staying Focused	apd_08_a03_bs_enus
Discovering Your Strengths		
	Uncovering and Utilizing Your Talents and Skills	apd_10_a01_bs_enus
	Self-improvement for Lifelong Success	apd_10_a02_bs_enus
	Establishing Self-confidence for Life	apd_10_a03_bs_enus
Overcoming Procrastination		
	Procrastination: Admitting it is the First Step	apd_11_a01_bs_enus
	Beating Procrastination by Boosting Your Creativity and Drive	apd_11_a02_bs_enus
Improving Your Memory		
	Improving Your Memory Skills	apd_12_a01_bs_enus
Improving Your Reading Speed		
	Improving Your Reading Speed and Comprehension	apd_13_a01_bs_enus
Unconscious Bias		
	Understanding Unconscious Bias	apd_14_a01_bs_enus
	Overcoming Your Own Unconscious Biases	apd_14_a02_bs_enus
	Overcoming Unconscious Bias in the Workplace	apd_14_a03_bs_enus
Facing Problems and Making Decisions		
	Getting to the Root of a Problem	apd_15_a01_bs_enus
	Defining Alternative Solutions to a Problem	apd_15_a02_bs_enus
	Choosing and Using the Best Solution	apd_15_a03_bs_enus
Developing Your Critical Thinking Skills		
	Confronting Your Assumptions	apd_17_a01_bs_enus
	Investigating Arguments	apd_17_a02_bs_enus
	Reaching Sound Conclusions	apd_17_a03_bs_enus
Creating Lasting Organizational Change		
	Facilitating Sustainable Change	apd_18_a01_bs_enus
	Moving Forward with Change Planning	apd_18_a02_bs_enus
	Making Change Stick	apd_18_a03_bs_enus
Growth Mindset		
	Developing a Growth Mind-set	bs_ast03_a01_enus
Mentor Relationships		
	Finding and Nurturing a Mentor Relationship	bs_apd22_a01_enus
Dealing with Setbacks		
	Learning from Failure	bs_apd19_a01_enus
Digital Economy Skills		
	Keeping Your Skillset Current in the Digital Economy	bs_apd23_a01_enus
Project Management Ethics and Values		
	Ethics and Project Management	apj_12_a01_bs_enus
	Ethical Standards and PMI® Core Values	apj_12_a02_bs_enus
PMI Agile Certified Practitioner (PMI-ACP)®		
	Agile Principles and Methodologies	apj_13_a01_it_enus
	Agile Project Planning	apj_13_a02_it_enus
	Agile Project Scheduling and Monitoring	apj_13_a03_it_enus
	Agile Stakeholder Engagement and Team Development	apj_13_a04_it_enus
	Agile Key Exam Concepts	apj_13_a05_it_enus
CompTIA Project+ PK0-004		
	Project Selection and Initiation	ib_prop_a01_it_enus
	Scope, Schedule and Cost Planning	ib_prop_a02_it_enus
	Resource and Risk Planning	ib_prop_a03_it_enus
	Communication, Changes, and Documentation	ib_prop_a04_it_enus
	Controlling Project Work and Closing	ib_prop_a05_it_enus

Planning and Controlling the Project Schedule	ib_prop_a06_it_enus
Project Management Practical Exercises	ib_prop_a07_it_enus
Quality and Procurement Planning	ib_prop_a08_it_enus
Project Planning Documents	ib_prop_a09_it_enus
Project Documents and Terminology	ib_prop_a10_it_enus
Project Management for All	
Finding Your Bearings as a Project Manager	api_15_a01_bs_enus
Getting the Big Picture by Defining the Project's Scope and Team	api_15_a02_bs_enus
Mastering the Details of a Project's Schedule and Budget	api_15_a03_bs_enus
Managing a Project to Minimize Risk and Maximize Quality	api_15_a04_bs_enus
Navigating through Changes and Conflicts in Projects	api_15_a05_bs_enus
Taking Final Steps to Bring a Project to its Close	api_15_a06_bs_enus
Project Integration (PMBOK® Guide Sixth Edition)	
Project Initiation and Planning (PMBOK® Guide Sixth Edition)	api_17_a01_bs_enus
Managing Project Work (PMBOK® Guide Sixth Edition)	api_17_a02_bs_enus
Project Changes and Closing (PMBOK® Guide Sixth Edition)	api_17_a03_bs_enus
Capturing, Analyzing, and Using Project Lessons Learned	api_17_a04_bs_enus
Strategically Focused Project Management	api_17_a05_bs_enus
Project Scope (PMBOK® Guide Sixth Edition)	
Plan and Define Project Scope (PMBOK® Guide Sixth Edition)	api_18_a01_bs_enus
Create Work Breakdown Structure (PMBOK® Guide Sixth Edition)	api_18_a02_bs_enus
Validate and Control Scope (PMBOK® Guide Sixth Edition)	api_18_a03_bs_enus
Project Schedule (PMBOK® Guide Sixth Edition)	
Define and Sequence Activities (PMBOK® Guide Sixth Edition)	api_19_a01_bs_enus
Develop the Project Schedule (PMBOK® Guide Sixth Edition)	api_19_a02_bs_enus
Control the Project Schedule (PMBOK® Guide Sixth Edition)	api_19_a03_bs_enus
Project Cost (PMBOK® Guide Sixth Edition)	
Creating a Project Budget (PMBOK® Guide Sixth Edition)	api_20_a01_bs_enus
Keeping Your Project on Budget (PMBOK® Guide Sixth Edition)	api_20_a02_bs_enus
Project Quality (PMBOK® Guide Sixth Edition)	
Planning Quality Management (PMBOK® Guide Sixth Edition)	api_21_a01_bs_enus
Manage and Control Quality (PMBOK® Guide Sixth Edition)	api_21_a02_bs_enus
Quality Methodologies and Standards for Project Management	api_21_a03_bs_enus
Resource Management (PMBOK® Guide Sixth Edition)	
Plan and Acquire Resources (PMBOK® Guide Sixth Edition)	api_22_a01_bs_enus
Develop and Manage Resources (PMBOK® Guide Sixth Edition)	api_22_a02_bs_enus
Communications (PMBOK® Guide Sixth Edition)	
Plan and Manage Communications (PMBOK® Guide Sixth Edition)	api_23_a01_bs_enus
Monitor Project Communications (PMBOK® Guide Sixth Edition)	api_23_a02_bs_enus
Project Risk (PMBOK® Guide Sixth Edition)	
Planning Risk Management (PMBOK® Guide Sixth Edition)	api_24_a01_bs_enus
Identifying Risk (PMBOK® Guide Sixth Edition)	api_24_a02_bs_enus
Analyzing Risk (PMBOK® Guide Sixth Edition)	api_24_a03_bs_enus
Responding to Risk (PMBOK® Guide Sixth Edition)	api_24_a04_bs_enus
Project Procurement (PMBOK® Guide Sixth Edition)	
Procurement Planning (PMBOK® Guide Sixth Edition)	api_25_a01_bs_enus
Procurement Management (PMBOK® Guide Sixth Edition)	api_25_a02_bs_enus
Project Stakeholders (PMBOK® Guide Sixth Edition)	
Planning Stakeholder Engagement (PMBOK® Guide Sixth Edition)	api_26_a01_bs_enus
Managing Stakeholder Engagement (PMBOK® Guide Sixth Edition)	api_26_a02_bs_enus
Project Management (PMBOK® Guide Sixth Edition)	
Project Management Introduction (PMBOK® Sixth Edition)	api_28_a01_bs_enus
Project Fundamentals (PMBOK® Guide Sixth Edition)	api_28_a02_bs_enus
The Process Groups (PMBOK® Guide Sixth Edition)	api_28_a03_bs_enus
PRINCE2® - Foundation (2017 Update)	
PRINCE2® Project Management Overview (2017 Update)	api_29_a01_bs_enus
PRINCE2® Project Planning and Risk Management (2017 Update)	api_29_a02_bs_enus

	PRINCE2® Project Quality and Control (2017 Update)	api_29_a03_bs_enus
	PRINCE2® Start, Direct, and Initiate Projects (2017 Update)	api_29_a04_bs_enus
	PRINCE2® Control, Manage, and Close Projects (2017 Update)	api_29_a05_bs_enus
	Adopting PRINCE2® for your Project Environment (2017 Update)	api_29_a06_bs_enus
Mentoring Assets		
	Mentoring PK0-004 CompTIA Project+	mntpk0004
	Mentoring Project Management Professional (PMP) PMBOK Guide 6th Edition Aligned	mntpmp6ed
	Mentoring PRINCE2 Foundation 2017	mntp2f2017
	Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.	mntcapm6ed
Test Preps		
	TestPrep Project Management Professional PMBOK 6th Ed	pm_proj_a06_tp_enus
	TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.	pm_capm_a03_tp_enus
Optimizing Performance on a Team		
	Being an Effective Team Member	atm_02_a01_bs_enus
	Strategies for Building a Cohesive Team	atm_02_a02_bs_enus
	Effective Team Communication	atm_02_a03_bs_enus
	Establishing Team Goals and Responsibilities, and Using Feedback Effectively	atm_02_a04_bs_enus
Leveraging Team Leadership Skills		
	Building the Foundation for an Effective Team	atm_01_a01_bs_enus
	Developing a Successful Team	atm_01_a02_bs_enus
	Encouraging Team Communication and Collaboration	atm_01_a03_bs_enus
	Handling Team Conflict	atm_01_a04_bs_enus
	Leading a Cross-functional Team	atm_01_a05_bs_enus
Making a Pitch		
	Getting Your Pitch Heard	bs_atm03_a01_enus
Virtual Teams		
	Contributing as a Virtual Team Member	bs_atm04_a01_enus
Key Business Analysis Concepts (BABOK® v3)		
	Business Analysis Overview	aba_02_a01_bs_enus
	The BA Planning and Monitoring Knowledge Area	aba_02_a02_bs_enus
	The BA Elicitation and Collaboration Knowledge Area	aba_02_a03_bs_enus
	The Requirements Life Cycle Management Knowledge Area	aba_02_a04_bs_enus
	The Strategy Analysis Knowledge Area	aba_02_a05_bs_enus
	RADD Knowledge Area: Part 1	aba_02_a06_bs_enus
	RADD Knowledge Area: Part 2	aba_02_a07_bs_enus
	The Solution Evaluation Knowledge Area	aba_02_a08_bs_enus
	Certified Business Analysis Professional	aba_02_a01_fe_enus
Effective Business Analysis Techniques (BABOK®v3)		
	Business Analysis Analytical Techniques	aba_03_a01_bs_enus
	Business Analysis Activities and Tools	aba_03_a02_bs_enus
	Business Analysis Documentation and Criteria	aba_03_a03_bs_enus
Key Business Analysis Competencies (BABOK®v3)		
	Personal Skills for Effective Business Analysis	aba_04_a01_bs_enus
	Business Analysis Professional Effectiveness Competencies	aba_04_a02_bs_enus
	Perspectives for Effective Business Analysis	aba_04_a03_bs_enus
Sales Foundations		
	Prospecting: Panning for Sales Gold	asl_01_a01_bs_enus
	The Discovery Meeting: Starting Off on the Right Foot	asl_01_a02_bs_enus
	The Value Proposition: Getting Your Pitch Right	asl_01_a03_bs_enus
	Turning Objection into Opportunity during a Sales Call	asl_01_a04_bs_enus
	Negotiating Well and Going for the Close	asl_01_a05_bs_enus
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)		

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management	ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Introduction to Incident Management	ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions	ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management	ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk	ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions	ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities	ib_iosb_a13_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations	ib_iosb_a14_it_enus
ITIL® Operational Support & Analysis	ib_iosb_a01_fe_enus
Customer Service Skills	
Interacting with Customers	acs_02_a01_bs_enus
Communicating Effectively with Customers	acs_02_a02_bs_enus
Controlling Conflict, Stress, and Time in a Customer Service Environment	acs_02_a03_bs_enus
Dealing with Customer Service Incidents and Complaints	acs_02_a04_bs_enus
Polishing Your Skills for Excellent Customer Service	acs_02_a05_bs_enus
Essentials of Customer Service	
Rapport Building in Customer Service	acs_03_a01_bs_enus
Providing On-site Customer Service	acs_03_a02_bs_enus
Providing Telephone Customer Service	acs_03_a03_bs_enus
Providing Effective Internal Customer Service	acs_03_a04_bs_enus
Facing Confrontation in Customer Service	acs_03_a05_bs_enus
Designing a Customer Service Strategy	acs_03_a06_bs_enus
ITIL® 2011 Foundation	
Overview of the ITIL® Service Lifecycle	acs_01_a01_it_enus
ITIL® Service Strategy Concepts	acs_01_a02_it_enus
ITIL® Service Strategy Processes	acs_01_a03_it_enus
ITIL® Service Design Concepts	acs_01_a04_it_enus
ITIL® Service Design Processes	acs_01_a05_it_enus
ITIL® Service Transition Concepts and Processes	acs_01_a06_it_enus
ITIL® Service Operation Concepts	acs_01_a07_it_enus
ITIL® Service Operation Processes	acs_01_a08_it_enus
ITIL® Continual Service Improvement	acs_01_a09_it_enus
Industry Overviews	
The Telecommunications Industry Overview: Version 4	indo_01_a11_bs_enus
The Health Care Industry Overview: Version 4	indo_01_a12_bs_enus
The Insurance Industry Overview: Version 4	indo_01_a13_bs_enus
The Banking Industry Overview: Version 4	indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 4	indo_01_a15_bs_enus
The Retail Industry Overview: Version 4	indo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 4	indo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 5	indo_01_a18_bs_enus
The Information Technology Industry Overview: Version 4	indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 4	indo_01_a20_bs_enus
The Education Industry Overview: Version 2	indo_01_a21_bs_enus
The Utilities Industry Overview: Version 2	indo_01_a22_bs_enus
The Chemicals Industry Overview: Version 2	indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 2	indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 2	indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 2	indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 2	indo_01_a27_bs_enus

	The Biotechnology Industry Overview: Version 2	indo_01_a28_bs_enus
	The Automotive Industry Overview: Version 4	indo_01_a29_bs_enus
	The Food and Beverage Industry Overview: Version 4	indo_01_a30_bs_enus
	The Agriculture Industry Overview: Version 4	indo_01_a31_bs_enus
Test Preps		
	TestPrep ITIL Foundation	ib_itlv_a01_tp_enus
Mentoring Assets		
	Mentoring ITIL Foundation	mntitv3f