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 Course ........................................apr_03_a01_bs_enus
  Six Sigma Probability and Statistical Distributions
  Skillsoft Course ........................................apr_03_a02_bs_enus
  Six Sigma Data Classification, Sampling, and Collection
  Skillsoft Course ........................................apr_03_a03_bs_enus
  Six Sigma Statistics and Graphical Presentation
  Skillsoft Course ........................................apr_03_a04_bs_enus
  Six Sigma Measurement Systems Analysis
  Skillsoft Course ........................................apr_03_a05_bs_enus
  Six Sigma Process and Performance Capability Measurement
  Skillsoft Course ........................................apr_03_a06_bs_enus

- **Six Sigma Green Belt - Analyze**
  Six Sigma Exploratory Data Analysis
  Skillsoft Course ........................................apr_04_a01_bs_enus
  Six Sigma Hypothesis Testing Fundamentals
  Skillsoft Course ........................................apr_04_a02_bs_enus
  Six Sigma Hypothesis Tests for Variances and Proportions
  Skillsoft Course ........................................apr_04_a03_bs_enus

- **Six Sigma Green Belt - Improve**
  Six Sigma Design of Experiments
  Skillsoft Course ........................................apr_05_a01_bs_enus
  Six Sigma Root Cause Analysis and Waste Elimination
  Skillsoft Course ........................................apr_05_a02_bs_enus
  Six Sigma Cycle-time Reduction and Kaizen Blitz
  Skillsoft Course ........................................apr_05_a03_bs_enus

- **Six Sigma Green Belt - Control**
  Six Sigma Statistical Process Control Basics
  Skillsoft Course ........................................apr_06_a01_bs_enus
  Six Sigma Control Charts
  Skillsoft Course ........................................apr_06_a02_bs_enus
  Six Sigma Process Control Tools
  Skillsoft Course ........................................apr_06_a03_bs_enus

- **Business Process Improvement**
  Enabling Business Process Improvement
  Skillsoft Course ........................................bs_aop48_a01_enus

- **Mentoring Asset**
  Mentoring Six Sigma Green Belt (SSGB)
  Skillsoft Mentoring Assets ................................mntcssgb

Mentoring Six Sigma Yellow Belt (SSYB)
Skillsoft Mentoring Assets ................................mntcssyb

- **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 Course ........................................bs_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 SKILLS COURSEWARE

MARKETING CURRICULUM

- **Essential Marketing Strategies**
  The Basics of Marketing
  Skillsoft Course .................................. mkt_05_a01_bs_enus
  The People and Planning in Marketing
  Skillsoft Course .................................. mkt_05_a02_bs_enus
  Product, Pricing, and Promotion in the Marketing Mix
  Skillsoft Course .................................. mkt_05_a03_bs_enus
  Distribution and E-Marketing Ethics in the Marketing Mix
  Skillsoft Course .................................. mkt_05_a04_bs_enus
  Competitive Marketing Strategies: Analyzing Your Organization
  Skillsoft Course .................................. mkt_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

- **Accounting Basics**
  Key Accounting Concepts and Principles
  Skillsoft Course .................................. fin_08_a01_bs_enus
  Recording, Posting, and Balancing the Books
  Skillsoft Course .................................. fin_08_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 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

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- **SHRM-CP/SCP: HR Competencies**
  HR Competencies: Leadership and Ethical Practice
  Skillsoft Course .................................. hr_17_a01_bs_enus
  HR Competencies: Business Acumen and Relationship Management
  Skillsoft Course .................................. hr_17_a02_bs_enus
  HR Competencies: Consultation and Critical Evaluation
  Skillsoft Course .................................. hr_17_a03_bs_enus
  HR Competencies: Global and Cultural Effectiveness and Communication
  Skillsoft Course .................................. hr_17_a04_bs_enus

- **SHRM-CP/SCP: Management of People**
  Management of People: Talent Acquisition and Retention
  Skillsoft Course .................................. hr_18_a01_bs_enus
  Management of People: Employee Engagement
  Skillsoft Course .................................. hr_18_a02_bs_enus
  Management of People: Learning and Development
  Skillsoft Course .................................. hr_18_a03_bs_enus
  Management of People: Total Rewards
  Skillsoft Course .................................. hr_18_a04_bs_enus
BUSINESS SKILLS COURSEWARE

- **SHRM-SCP: Organization and the HR Function**
  Organization and HR: Structure of the HR Function  
  Skillsoft Course .......................................................... hr_19_a01_bs_enus  
  Organization and HR: Organizational Effectiveness and Development  
  Skillsoft Course .......................................................... hr_19_a02_bs_enus  
  Organization and HR: Workforce Management and Using Technology and Data  
  Skillsoft Course .......................................................... hr_19_a03_bs_enus  
  Organization and HR: Employee Relations  
  Skillsoft Course .......................................................... hr_19_a04_bs_enus

- **SHRM-SCP: Workplace Management and HR**
  Workplace Management: Global HR, Diversity, and Inclusion  
  Skillsoft Course .......................................................... hr_20_a01_bs_enus  
  Workplace Management: Risk Management  
  Skillsoft Course .......................................................... hr_20_a02_bs_enus  
  Workplace Management: Corporate Social Responsibility  
  Skillsoft Course .......................................................... hr_20_a03_bs_enus  
  Workplace Management: Employment Laws and Regulations  
  Skillsoft Course .......................................................... hr_20_a04_bs_enus

- **SHRM-SCP: HR Strategy Management**
  Human Resource Strategy Management: Strategic Planning  
  Skillsoft Course .......................................................... hr_21_a01_bs_enus  
  Human Resource Strategy Management: Business and HR Strategy  
  Skillsoft Course .......................................................... hr_21_a02_bs_enus

- **SHRM- SCP: HRM for Senior HR Professionals**
  Advanced HR Management: Competencies for Senior HR Professionals Part I  
  Skillsoft Course .......................................................... hr_22_a01_bs_enus  
  Advanced HR Management: Competencies for Senior HR Professionals Part II  
  Skillsoft Course .......................................................... hr_22_a02_bs_enus  
  Advanced Human Resources Management: People and Organization  
  Skillsoft Course .......................................................... hr_22_a03_bs_enus  
  Advanced Human Resources Management: Workplace and HR Strategy  
  Skillsoft Course .......................................................... hr_22_a04_bs_enus

- **Recruiting, Screening, and Onboarding Effectively**
  Ensuring Onboarding Success  
  Skillsoft Course .......................................................... ahr_01_a03_bs_enus  
  Hitting the Recruitment Bull’s-eye  
  Skillsoft Course .......................................................... ahr_01_a01_bs_enus  
  Applicant Screening: The First Step in Hiring the Best  
  Skillsoft Course .......................................................... ahr_01_a02_bs_enus

- **Transformational HR and Talent Management**
  Planning for Skills Needs and Managing Performance  
  Skillsoft Course .......................................................... ahr_02_a01_bs_enus  
  Building Career Development Programs and Succession Planning  
  Skillsoft Course .......................................................... ahr_02_a02_bs_enus  
  Implementing Transformational HR  
  Skillsoft Course .......................................................... ahr_02_a03_bs_enus  
  Individual Behavior in Organizations  
  Skillsoft Course .......................................................... ahr_02_a04_bs_enus

- **Effective Hiring Practices**
  Conducting an Effective Hiring Interview  
  Skillsoft Course .......................................................... bs_ald11_a01_enus

- **Crisis Management**
  Managing in a Crisis  
  Skillsoft Course .......................................................... bs_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_alld12_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 Course .................................. comm_46_a01_bs_enus
  Difficult People: Can't Change Them, so Change Yourself
  Skillsoft Course .................................. comm_46_a02_bs_enus
  Difficult People: Strategies to Keep Everyone Working Together
  Skillsoft Course .................................. comm_46_a03_bs_enus

- **Managing and Controlling Anger**
  The Essentials for Anger Management
  Skillsoft Course .................................. comm_47_a01_bs_enus

- **Cross-Cultural Communication**
  How Culture Impacts Communication
  Skillsoft Course .................................. comm_48_a01_bs_enus
  Using Communication Strategies to Bridge Cultural Divides
  Skillsoft Course .................................. comm_48_a02_bs_enus

- **Communicating with Senior Executives**
  Capturing the Attention of Senior Executives
  Skillsoft Course .................................. comm_49_a01_bs_enus

- **Effective Business Meetings**
  Planning Meetings Fit for Purpose
  Skillsoft Course .................................. comm_50_a01_bs_enus
  Running Meetings in Better Directions
  Skillsoft Course .................................. comm_50_a02_bs_enus

- **Effective Business Writing**
  Audience and Purpose in Business Writing
  Skillsoft Course .................................. comm_51_a01_bs_enus
  Clarity and Conciseness in Business Writing
  Skillsoft Course .................................. comm_51_a02_bs_enus
  Editing and Proofreading Business Documents
  Skillsoft Course .................................. comm_51_a03_bs_enus

- **Writing a Business Case**
  Developing an Effective Business Case
  Skillsoft Course .................................. acm_01_a01_bs_enus

- **Using E-mail Effectively in the Workplace**
  Writing Effective E-mails and Instant Messages
  Skillsoft Course .................................. acm_02_a01_bs_enus
  Sending E-mails to the Right People
  Skillsoft Course .................................. acm_02_a02_bs_enus
  Organizing Your E-mail
  Skillsoft Course .................................. acm_02_a03_bs_enus

- **Essential Skills for Professional Telephone Calls**
  Keeping Business Calls Professional
  Skillsoft Course .................................. acm_03_a01_bs_enus

- **Practical Grammar for Business Writing**
  Using the Parts of Speech
  Skillsoft Course .................................. acm_04_a01_bs_enus
  Getting the Details Right: Spelling Basics
  Skillsoft Course .................................. acm_04_a02_bs_enus
  Abbreviating, Capitalizing, and Using Numbers
  Skillsoft Course .................................. acm_04_a03_bs_enus
  Using Punctuation Marks
  Skillsoft Course .................................. acm_04_a04_bs_enus
  Creating Well-constructed Sentences
  Skillsoft Course .................................. acm_04_a05_bs_enus
  Troublesome Words and Phrases: Common Usage Mistakes in Writing
  Skillsoft Course .................................. acm_04_a06_bs_enus

- **Making the Most of Your Presentations**
  Planning an Effective Presentation
  Skillsoft Course .................................. acm_05_a01_bs_enus
  Building Your Presentation
  Skillsoft Course .................................. acm_05_a02_bs_enus
  Ensuring Successful Presentation Delivery
  Skillsoft Course .................................. acm_05_a03_bs_enus

- **Skills for Communication Success**
  The Art and Science of Communication
  Skillsoft Course .................................. acm_07_a01_bs_enus
  Making an Impact with Non-verbal Communication
  Skillsoft Course .................................. acm_07_a02_bs_enus
  Trust Building through Effective Communication
  Skillsoft Course .................................. acm_07_a03_bs_enus
  Choosing the Right Interpersonal Communication Method to Make Your Point
  Skillsoft Course .................................. acm_07_a04_bs_enus
  Become a Great Listener
  Skillsoft Course .................................. acm_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
  - 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
  - Skillsoft Course.......................... apj_28_a03_bs_enus

- **PRINCE2® - Foundation (2017 Update)**
  - PRINCE2® is a Registered Trade Mark of AXELOS Limited
  - 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

- **Mentoring Assets**
  - Mentoring PK0-004 CompTIA Project+
  - Skillsoft Mentoring Assets........................ mntpk0004
  - Mentoring Project Management Professional (PMP)
  - Skillsoft Mentoring Assets........................ mntpmp6ed
  - Mentoring PRINCE2 Foundation 2017
  - Skillsoft Mentoring Assets........................ mntp2f2017
  - Mentoring Certified Associate in Project Management (CAPM)
  - PMBOK Guide 6th Ed.
  - Skillsoft Mentoring Assets........................ mntcapm6ed

- **Test Preps**
  - TestPrep Project Management Professional PMBOK 6th Ed
  - Skillsoft Testprep Exams.................. pm_proj_a06_tp_enus
  - 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 Course.......................... atm_02_a01_bs_enus
  - Strategies for Building a Cohesive Team
  - Skillsoft Course.......................... atm_02_a02_bs_enus
  - Effective Team Communication
  - Skillsoft Course.......................... atm_02_a03_bs_enus
  - Establishing Team Goals and Responsibilities, and Using Feedback Effectively
  - Skillsoft Course.......................... atm_02_a04_bs_enus

- **Leveraging Team Leadership Skills**
  - Building the Foundation for an Effective Team
  - Skillsoft Course.......................... atm_01_a01_bs_enus
BUSINESS SKILLS COURSEWARE

Developing a Successful Team
Skillsoft Course ................................ atm_01_a02_bs_enus
Encouraging Team Communication and Collaboration
Skillsoft Course ................................ atm_01_a03_bs_enus
Handling Team Conflict
Skillsoft Course ................................ atm_01_a04_bs_enus
Leading a Cross-functional Team
Skillsoft Course ................................ atm_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 Exams ...................... aba_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 Course ............................ asl_01_a01_bs_enus
The Discovery Meeting: Starting Off on the Right Foot
Skillsoft Course ............................ asl_01_a02_bs_enus
The Value Proposition: Getting Your Pitch Right
Skillsoft Course ............................ asl_01_a03_bs_enus
Turning Objection into Opportunity during a Sales Call
Skillsoft Course ............................ asl_01_a04_bs_enus
Negotiating Well and Going for the Close
Skillsoft Course ............................ asl_01_a05_bs_enus

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM


ITIL® is a Registered Trade Mark of AXELOS Limited
ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
Skillsoft Course ............................ ib_iosb_a01_it_enus
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
Skillsoft Course ........................................ ib_iosb_a08_it_enus
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

Providing Effective Internal Customer Service
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Facing Confrontation in Customer Service
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Designing a Customer Service Strategy
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• ITIL® 2011 Foundation

Overview of the ITIL® Service Lifecycle
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ITIL® Service Strategy Concepts
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ITIL® Service Design Concepts
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ITIL® Service Operation Concepts
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SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

• Industry Overviews

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The Health Care Industry Overview: Version 4
Skillsoft Course ........................................ indo_01_a12_bs_enus
The Insurance Industry Overview: Version 4
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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
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The Manufacturing Industry Overview: Version 4
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The Pharmaceutical Industry Overview: Version 5
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• Customer Service Skills

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Communicating Effectively with Customers
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Controlling Conflict, Stress, and Time in a Customer Service Environment
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Dealing with Customer Service Incidents and Complaints
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Polishing Your Skills for Excellent Customer Service
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• Essentials of Customer Service

Rapport Building in Customer Service
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Providing On-site Customer Service
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Providing Telephone Customer Service
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BUSINESS SKILLS COURSEWARE

The Information Technology Industry Overview: Version 4
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The Federal Government Industry Overview: Version 4
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The Education Industry Overview: Version 2
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The Utilities Industry Overview: Version 2
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The Chemicals Industry Overview: Version 2
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The Broadcasting & Entertainment Industry Overview:
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The Consumer Electronics Industry Overview: Version 2
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The Biotechnology Industry Overview: Version 2
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The Automotive Industry Overview: Version 4
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The Food and Beverage Industry Overview: Version 4
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MENTORING ASSETS

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

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Mentoring Assets

- Mentoring PK0-004 CompTIA Project+  
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mntpmp6ed
- Mentoring PRINCE2 Foundation 2017  
mntprf2017
- Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.  
mntcapm6ed

Test Preps

- TestPrep Project Management Professional PMBOK 6th Ed  
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- TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.  
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Optimizing Performance on a Team

- Being an Effective Team Member  
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- Strategies for Building a Cohesive Team  
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- Effective Team Communication  
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- Establishing Team Goals and Responsibilities, and Using Feedback Effectively  
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Leveraging Team Leadership Skills

- Building the Foundation for an Effective Team  
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- Developing a Successful Team  
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- Encouraging Team Communication and Collaboration  
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Making a Pitch

- Getting Your Pitch Heard  
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Virtual Teams

- Contributing as a Virtual Team Member  
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Key Business Analysis Concepts (BABOK® v3)

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- The BA Planning and Monitoring Knowledge Area  
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- The Requirements Life Cycle Management Knowledge Area  
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- The Strategy Analysis Knowledge Area  
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- RADD Knowledge Area: Part 1  
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- The Solution Evaluation Knowledge Area  
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Effective Business Analysis Techniques (BABOK®v3)

- Business Analysis Analytical Techniques  
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- Business Analysis Activities and Tools  
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- Business Analysis Documentation and Criteria  
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Key Business Analysis Competencies (BABOK®v3)

- Personal Skills for Effective Business Analysis  
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- Business Analysis Professional Effectiveness Competencies  
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- Perspectives for Effective Business Analysis  
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Sales Foundations

- Prospecting: Panning for Sales Gold  
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- The Discovery Meeting: Starting Off on the Right Foot  
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- The Value Proposition: Getting Your Pitch Right  
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