

Skillsoft Course Catalog

Business Collection

We improve the performance of organizations by improving the performance of their people.

February 2018

BUSINESS SKILLS COURSEWARE

BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ The Foundations of Six Sigma

Are You Listening to Your Customers?	 Skillsoft Business Impact Series
Quick Wins in Six Sigma Implementation	 Skillsoft Business Impact Series
Six Sigma Versus TQM	 Skillsoft Business Impact Series
Lean Inbound Transportation	 Skillsoft Business Impact Series
A Critical-to-quality Tree - What's That?	 Skillsoft Business Impact Series
Basic Measurement Concepts in Six Sigma	 Skillsoft Business Impact Series
Does Your Business Really Need Six Sigma?	 Skillsoft Challenge Series
Identifying Candidates for Key Six Sigma Roles	 Skillsoft Challenge Series

■ Six Sigma Green Belt: Six Sigma and the Organization

Six Sigma and Organizational Goals	 Skillsoft Course
Lean Principles and Six Sigma Projects	 Skillsoft Course
Design for Six Sigma and FMEA	 Skillsoft Course

■ Six Sigma Green Belt: Define

Six Sigma Project Identification	 Skillsoft Course
Voice of the Customer in Six Sigma	 Skillsoft Course
Basics of Six Sigma Project Management	 Skillsoft Course
Six Sigma Management and Planning Tools	 Skillsoft Course
Performance Metrics for Six Sigma	 Skillsoft Course
Six Sigma Project Team Dynamics and Performance	 Skillsoft Course

■ Six Sigma Green Belt: Measure

Process Documentation and Analysis in Six Sigma	 Skillsoft Course
Basic Probability and Statistical Distributions in Six Sigma	 Skillsoft Course
Data Classification, Sampling, and Collection in Six Sigma	 Skillsoft Course
Statistics and Graphical Presentation in Six Sigma	 Skillsoft Course
Measurement System Analysis in Six Sigma	 Skillsoft Course
Process and Performance Capability Measurement in Six Sigma	 Skillsoft Course

■ Six Sigma Green Belt: Analyze

Multi-vari Studies, Correlation, and Linear Regression in Six Sigma	 Skillsoft Course
Introduction to Hypothesis Testing and Tests for Means in Six Sigma	 Skillsoft Course
Hypothesis Tests for Variances and Proportions in Six Sigma	 Skillsoft Course

■ Six Sigma Green Belt: Improve

Design of Experiments in Six Sigma	 Skillsoft Course
Root Cause Analysis and Waste Elimination in Six Sigma	 Skillsoft Course
Cycle Time Reduction and Kaizen in Six Sigma	 Skillsoft Course

■ Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma	 Skillsoft Course
Creating and Using Control Charts in Six Sigma	 Skillsoft Course
Lean Tools for Process Control in Six Sigma	 Skillsoft Course

■ Six Sigma Yellow Belt: Six Sigma Fundamentals

Six Sigma and Lean Foundations and Principles	 Skillsoft Course
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BUSINESS SKILLS COURSEWARE

Six Sigma Team Basics, Roles, and Responsibilities	Skillsoft Course
Six Sigma Quality Tools	Skillsoft Course
Six Sigma Metrics	Skillsoft Course

■ Six Sigma Yellow Belt: Define

Identifying Six Sigma Projects	Skillsoft Course
Six Sigma Project Management Basics	Skillsoft Course

■ Six Sigma Yellow Belt: Measure

Basic Statistics for Six Sigma	Skillsoft Course
Data Types and Data Collection in Six Sigma	Skillsoft Course
Six Sigma and Measurement System Analysis	Skillsoft Course

■ Six Sigma Yellow Belt: Analyze

Lean Tools and FMEA in Six Sigma	Skillsoft Course
Six Sigma Data Analysis and Root Cause Analysis	Skillsoft Course
Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma	Skillsoft Course

■ Six Sigma Yellow Belt: Improve and Control

Six Sigma Improvement Techniques	Skillsoft Course
Control Tools and Documentation in Six Sigma	Skillsoft Course

■ Leading Sustainable Process Improvement

Spearheading a Process Improvement	 Skillsoft Challenge Series
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■ Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment

Fundamentals of Lean and Six Sigma and their Applications	Skillsoft Course
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Six Sigma Project Selection, Roles, and Responsibilities	Skillsoft Course
Six Sigma Strategic Planning and Deployment	Skillsoft Course

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

Impact on Stakeholders and Benchmarking for Six Sigma	Skillsoft Course
Using Business and Financial Measures in Six Sigma	Skillsoft Course

■ Six Sigma Black Belt (2015 BOK): Team Management

Six Sigma Team Dynamics, Roles, and Success Factors	Skillsoft Course
Six Sigma Team Facilitation and Leadership	Skillsoft Course
Six Sigma Team Dynamics and Training	Skillsoft Course

■ Six Sigma Black Belt (2015 BOK): Define

Determining Requirements by Listening to the Voice of the Customer in Six Sigma	Skillsoft Course
Six Sigma Business Case, Project Charter, and Tools	Skillsoft Course

■ Six Sigma Black Belt (2015 BOK): Measure

Process Flow Metrics and Analysis Tools for Six Sigma	Skillsoft Course
Data Types, Sampling, Collection, and Measurement in Six Sigma	Skillsoft Course
Six Sigma Measurement Systems and Metrology	Skillsoft Course
Using Basic Statistics and Graphical Methods in Six Sigma	Skillsoft Course
Probability and Probability Distributions in Six Sigma	Skillsoft Course
Determining Process Performance and Capability in Six Sigma	Skillsoft Course

BUSINESS SKILLS COURSEWARE

■ Six Sigma Black Belt (2015 BOK): Analyze

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

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

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

Multivariate Tools and Nonparametric Tests in Six Sigma
.....Skillsoft Course

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

■ Six Sigma Black Belt (2015 BOK): Improve

Understanding DOE and Planning Experiments in Six Sigma
.....Skillsoft Course

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

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

■ Six Sigma Black Belt (2015 BOK): Control

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

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

Sustaining Six Sigma Improvements
.....Skillsoft Course

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

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

■ Operations Management: Efficiency of Production

Operations Management Functions and Strategies
.....Skillsoft Course

Strategic Product and Service Management
.....Skillsoft Course

Supply Chain Management Basics: Cutting Costs and Optimizing Delivery
.....Skillsoft Course

Inventory Management: Aligning Inventory with Production and Demand
.....Skillsoft Course

Optimizing Operations Using Demand Forecasting and Capacity Management
.....Skillsoft Course

■ Understanding Lean Production

Using Lean to Perfect Organizational Processes
.....Skillsoft Course

Using Lean to Improve Flow and Pull
.....Skillsoft Course

Using Lean to Reduce Waste and Streamline Value Flow
.....Skillsoft Course

Applying Value Stream Mapping in Lean Business
.....Skillsoft Course

Five Steps to Perfection: Implementing Lean
.....Skillsoft Business Impact Series

Value Stream Maps for Non-manufacturing Processes
.....Skillsoft Business Impact Series

■ Six Sigma Yellow Belt - Six Sigma Fundamentals

Six Sigma and Lean: Foundations and Principles
.....Skillsoft Course

Six Sigma: Team Basics, Roles, and Responsibilities
.....Skillsoft Course

Six Sigma: Metrics
.....Skillsoft Course

■ Six Sigma Yellow Belt - Define

Six Sigma: Identifying Projects
.....Skillsoft Course

Six Sigma: Project Management Basics
.....Skillsoft Course

■ Six Sigma Yellow Belt - Measure

Basic Six Sigma Statistics
.....Skillsoft Course

Classifying and Collecting Data
.....Skillsoft Course

Six Sigma Measurement System Analysis
.....Skillsoft Course

BUSINESS SKILLS COURSEWARE

■ Mentoring Asset

Mentoring Six Sigma Green Belt (SSGB)
..... Skillsoft Mentoring Assets
Mentoring Six Sigma Yellow Belt (SSYB)
..... Skillsoft Mentoring Assets

■ Test Preps

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

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

■ Moving From an Operational Manager to a Strategic Thinker

Effective Critical Analysis of Business Reports
..... Skillsoft Business Impact Series
Leading Outside the Organization
..... Skillsoft Business Impact Series
Returning to Core Competencies
..... Skillsoft Business Impact Series
Competitive Awareness and Strategy
..... Skillsoft Challenge Series

■ The Fundamentals of Globalization

Managing Expatriates' Career Development
..... Skillsoft Business Impact Series
The Etiquette of Cross-cultural Gift Giving
..... Skillsoft Business Impact Series
Evaluating Globalization Opportunities
..... Skillsoft Challenge Series

■ Fundamentals of Business Planning

Preparing and Implementing a Business Plan
..... Skillsoft Course

■ Thinking Strategically and Managing Risk

Thinking Strategically as a Manager
..... Skillsoft Course
Using Strategic Thinking to Consider the Big Picture
..... Skillsoft Course
Identifying Risks in Your Organization
..... Skillsoft Course

Assessing Your Organization's Risks
..... Skillsoft Course
Responding Effectively to Risks
..... Skillsoft Course

■ Big Data Basics

Big Data Fundamentals
..... Skillsoft Course
Big Data Interpretation
..... Skillsoft Course

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ Essential Marketing Strategies

The Basics of Marketing
..... Skillsoft Course
The People and Planning in Marketing
..... Skillsoft Course
Product, Pricing, and Promotion in the Marketing Mix
..... Skillsoft Course
Distribution and E-Marketing Ethics in the Marketing Mix
..... Skillsoft Course
Competitive Marketing Strategies: Analyzing Your Organization
..... Skillsoft Course
Designing Products to Fit the Channel
..... Skillsoft Business Impact Series
Increasing Competitiveness through Collaboration
..... Skillsoft Challenge Series
Using Web Analytics to Increase Sales
..... Skillsoft Business Impact Series
Trade Show Marketing - Planning Ahead
..... Skillsoft Business Impact Series

■ Essentials of Public Relations

Strategies for the Modern Public Relations Professional
..... Skillsoft Course
Writing Skills for Public Relations
..... Skillsoft Course

■ Marketing in the Digital Age

Reaching Customers Digitally
..... Skillsoft Course
Helping Customers Find You
..... Skillsoft Course

BUSINESS SKILLS COURSEWARE

Managing Your Corporate Reputation Online
.....Skillsoft Course

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE AND ACCOUNTING CURRICULUM

■ Finance and Accounting Essentials for Non-financial Professionals

Recognizing The Value of Intangible Assets
..... Skillsoft Business Impact Series

■ Accounting for Non-Financial Professionals

Basic Accounting Concepts for Non-financial
Professionals
.....Skillsoft Course

Basic Budgeting for Non-financial Professionals
.....Skillsoft Course

Comprehending Financials: A Guide to Financial
Statements
.....Skillsoft Course

Financial Statement Analysis for Non-financial
Professionals
.....Skillsoft Course

Increasing Cash Flow in Times of Need
..... Skillsoft Business Impact Series

Attracting New Investors - Keeping Presentations
Focused
..... Skillsoft Business Impact Series

What's Your Gross Profit Margin Really Saying?
..... Skillsoft Business Impact Series

Recognizing The Value of Intangible Assets
..... Skillsoft Business Impact Series

Recession: How it Affects Business
..... Skillsoft Business Impact Series

Assessing Nonrecurring Items in Income Statements
..... Skillsoft Business Impact Series

The Time Value of Money: Possible Pitfalls
..... Skillsoft Business Impact Series

Using Financial Analysis for Credit Decisions
..... Skillsoft Challenge Series

■ Accounting Basics

Key Accounting Concepts and Principles
.....Skillsoft Course

Recording, Posting, and Balancing the Books
.....Skillsoft Course

Preparing Financial Statements and Closing Accounts
.....Skillsoft Course

Accounting for Stock Transactions
.....Skillsoft Course

Outsourcing Financial Activities
..... Skillsoft Business Impact Series

Deconstructing the Balance Sheet
..... Skillsoft Business Impact Series

■ Cost Consciousness in the Workplace

Focusing on the Bottom Line as an Employee
.....Skillsoft Course

Managing with a Cost-control Mindset
.....Skillsoft Course

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

■ Bank Branch Operations Management

Bank Branch Management: Mortgage and Auto Loans
.....Skillsoft Course

Bank Branch Management: Payment and Settlement
Systems
.....Skillsoft Course

Bank Branch Management: Teller Roles and Credit Card
Operations
.....Skillsoft Course

Bank Branch Management: Dealing with Operational
and Credit Risks
.....Skillsoft Course

Bank Branch Management: Internal Controls and
Banking Technology
.....Skillsoft Course

Bank Branch Management: Branch Security and Fraud
.....Skillsoft Course

■ Commodity and Energy Markets, Futures, and Forwards

Commodity and Energy Markets and Derivatives
.....Skillsoft Course

Futures Fundamentals: Commodity, Equity, and
Currency Futures
.....Skillsoft Course

BUSINESS SKILLS COURSEWARE

Interest Rate Futures and Forward Rate Agreements
.....Skillsoft Course

■ Insurance Concepts, Types, and Annuities

Insurance Basics, Underwriting, and Actuarial Practices
.....Skillsoft Course

Life, Health, and General Insurance
.....Skillsoft Course

Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities
.....Skillsoft Course

■ Mutual Fund Concepts, Portfolio Management, and Regulations

Mutual Funds: Basic Concepts, Structure, and Types
.....Skillsoft Course

Mutual Funds: Portfolio Management and Accounting
.....Skillsoft Course

Mutual Funds: Performance Evaluation and Regulations
.....Skillsoft Course

■ Global Banking Supervision and Anti-Money Laundering Regulations

Banking Supervision and Corporate Governance
.....Skillsoft Course

Internal Control and Audits in Banks
.....Skillsoft Course

Special Banking Risks and their Management
.....Skillsoft Course

Anti-money Laundering and Global Initiatives
.....Skillsoft Course

Anti-money Laundering and Regulatory Framework
.....Skillsoft Course

■ Bank Risks and Capital Adequacy Planning

Basel Regulations and Capital Adequacy Requirements
.....Skillsoft Course

Capital Adequacy Planning Approaches
.....Skillsoft Course

■ Basel Regulations and Bank Risk Management

Basel II and Basel III: An Overview
.....Skillsoft Course

IRB Framework and Risk-rating System
.....Skillsoft Course

IRB Approach for Corporate and Retail Exposures
.....Skillsoft Course

Quantification of IRB Systems
.....Skillsoft Course

Data Maintenance and Oversight for IRB Systems
.....Skillsoft Course

Basel Regulations and Operational Risk Management
.....Skillsoft Course

Operational Risk and Advanced Measurement Approach
.....Skillsoft Course

Operational Risk Identification, Assessment, and Quantification
.....Skillsoft Course

Operational Risk Management Framework, Process, and Applications
.....Skillsoft Course

■ Basel III and Liquidity Risk Management

Management and Supervision of Liquidity Risk
.....Skillsoft Course

Liquidity Risk Measurement, Monitoring, and Application of Standards
.....Skillsoft Course

■ Counterparty Credit Risk and Credit Rating

Derivative Contracts: Futures, Forwards, Swaps, and Options
.....Skillsoft Course

Measuring Credit Risk of Derivative Contracts
.....Skillsoft Course

Mitigating Credit Risk
.....Skillsoft Course

Credit Rating Systems and Capital Reserves
.....Skillsoft Course

■ Credit Risk Analysis

Credit Analysis and Loan Pricing and Regulations
.....Skillsoft Course

Financial Analysis for Credit Risk Determination
.....Skillsoft Course

Nonfinancial Credit and Asset Analysis
.....Skillsoft Course

Problem Loans and Risk Analysis for Common Loans
.....Skillsoft Course

Risk Analysis for Specialized Loans
.....Skillsoft Course

■ Credit Derivative Instruments

Credit Derivatives and Credit Risk
.....Skillsoft Course

BUSINESS SKILLS COURSEWARE

Classical Credit Derivatives and Total Return Swaps	Skillsoft Course
Securitization and Asset-backed Securities	Skillsoft Course
Credit-linked and Repackaged Notes	Skillsoft Course
Credit Default Swaps and Credit Spread Options	Skillsoft Course
Credit Derivatives Applications	Skillsoft Course
Credit Derivatives: Pricing and Operational Issues	Skillsoft Course
Credit Derivatives: Regulatory, Legal, and Taxation Issues	Skillsoft Course

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)

Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)	 Skillsoft Final Exams
Human Resources Core Knowledge: Skills, Concepts, and Tools	Skillsoft Course
Human Resources Core Knowledge: Functions and Activities	Skillsoft Course

■ Business Management and Strategy (HRCI: PHR/SPHR-aligned)

Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)	 Skillsoft Final Exams
Business Management and Strategy: The HR Function and Business Environment	Skillsoft Course
Business Management and Strategy: HR and the Strategic Planning Process	Skillsoft Course
Business Management and Strategy: HR Functions and Roles	Skillsoft Course

■ Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)

Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)	 Skillsoft Final Exams
Workforce Planning and Employment: Employment Legislation	Skillsoft Course
Workforce Planning and Employment: Recruitment Strategies	Skillsoft Course
Workforce Planning and Employment: Sourcing and Selecting Candidates	Skillsoft Course
Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies	Skillsoft Course

■ Human Resource Development (HRCI: PHR/SPHR-aligned)

Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)	 Skillsoft Final Exams
Human Resource Development: Regulations and Organizational Development	Skillsoft Course
Human Resource Development: Employee Training	Skillsoft Course
Human Resource Development: Performance Appraisal and Talent Management	Skillsoft Course

■ Compensation and Benefits (HRCI: PHR/SPHR-aligned)

Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)	 Skillsoft Final Exams
Compensation and Benefits: Regulations, Strategies, and Needs Assessment	Skillsoft Course
Compensation and Benefits: Managing Policies, Programs, and Activities	Skillsoft Course
Compensation and Benefits: Organizational Responsibilities	Skillsoft Course

BUSINESS SKILLS COURSEWARE

■ Employee and Labor Relations (HRCI: PHR/SPHR-aligned)

Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
 Skillsoft Final Exams

Employee and Labor Relations: Employment Regulations and Organizational Programs
 Skillsoft Course

Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
 Skillsoft Course

Employee and Labor Relations: Unions and Collective Bargaining
 Skillsoft Course

■ Risk Management (HRCI: PHR/SPHR-aligned)

Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
 Skillsoft Final Exams

Risk Management: Organizational Risk and Safety and Health Legislation
 Skillsoft Course

Risk Management: Workplace Safety, Security, and Privacy
 Skillsoft Course

■ Strategic Human Resource Management (HRCI: SPHR-aligned)

Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
 Skillsoft Final Exams

Strategic HR for SPHR Exam Candidates Part I
 Skillsoft Course

Strategic HR for SPHR Exam Candidates Part II
 Skillsoft Course

■ SHRM-CP/SCP: HR Competencies

HR Competencies: Leadership and Ethical Practice
 Skillsoft Course

HR Competencies: Business Acumen and Relationship Management
 Skillsoft Course

HR Competencies: Consultation and Critical Evaluation
 Skillsoft Course

HR Competencies: Global and Cultural Effectiveness and Communication
 Skillsoft Course

■ SHRM-CP/SCP: Management of People

Management of People: Talent Acquisition and Retention
 Skillsoft Course

Management of People: Employee Engagement
 Skillsoft Course

Management of People: Learning and Development
 Skillsoft Course

Management of People: Total Rewards
 Skillsoft Course

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

Organization and HR: Structure of the HR Function
 Skillsoft Course

Organization and HR: Organizational Effectiveness and Development
 Skillsoft Course

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

Organization and HR: Employee Relations
 Skillsoft Course

■ SHRM-CP/SCP: Workplace Management and HR

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

Workplace Management: Risk Management
 Skillsoft Course

Workplace Management: Corporate Social Responsibility
 Skillsoft Course

Workplace Management: Employment Laws and Regulations
 Skillsoft Course

■ SHRM-CP/SCP: HR Strategy Management

Human Resource Strategy Management: Strategic Planning
 Skillsoft Course

Human Resource Strategy Management: Business and HR Strategy
 Skillsoft Course

BUSINESS SKILLS COURSEWARE

■ SHRM- SCP: HRM for Senior HR Professionals

Advanced HR Management: Competencies for Senior HR Professionals Part I	Skillsoft Course
Advanced HR Management: Competencies for Senior HR Professionals Part II	Skillsoft Course
Advanced Human Resources Management: People and Organization	Skillsoft Course
Advanced Human Resources Management: Workplace and HR Strategy	Skillsoft Course

■ Recruiting, Screening, and Onboarding Effectively

Ensuring Onboarding Success	Skillsoft Course
Hitting the Recruitment Bull's-eye	Skillsoft Course
Applicant Screening: The First Step in Hiring the Best	Skillsoft Course
Guarding Against Interviewing Biases	 Skillsoft Business Impact Series
Conducting Interviews: Asking the Right Questions	 Skillsoft Business Impact Series
Creating a Compelling Job Description	 Skillsoft Business Impact Series
Hiring Strategic Thinkers	 Skillsoft Challenge Series
Hiring a New Employee	 Skillsoft Challenge Series
Fringe Benefits: Maintaining a Competitive Hiring Advantage	 Skillsoft Business Impact Series
Aligning Recruitment to Job Requirements	 Skillsoft Business Impact Series
Preventing High Turnover Rates: How to Keep The Best	 Skillsoft Business Impact Series
Disciplines of Organizational Learning: Personal Mastery	 Skillsoft Business Impact Series
Surviving the Talent Crunch	 Skillsoft Challenge Series

■ Transformational HR and Talent Management

Planning for Skills Needs and Managing Performance	Skillsoft Course
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Building Career Development Programs and Succession Planning	Skillsoft Course
Implementing Transformational HR	Skillsoft Course
Individual Behavior in Organizations	Skillsoft Course

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

■ Administrative Support: Secrets to Success

Administrative Support: Developing Your Essential Skills	Skillsoft Course
Administrative Support: Working in Partnership with Your Boss	Skillsoft Course
Administrative Support: Interacting Effectively with Colleagues	Skillsoft Course
Administrative Support: Projecting a Positive Professional Image	Skillsoft Course

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ Business Execution

Fostering a Business Execution Culture	 Skillsoft Business Impact Series
Performance Dashboard or Scorecard?	 Skillsoft Business Impact Series

■ First Time Manager Essentials

The Reality of Being a First-time Manager	Skillsoft Course
Facing Challenges as a First-time Manager	Skillsoft Course
Managing Fairly	 Skillsoft Business Impact Series
Acting Decisively	 Skillsoft Challenge Series

BUSINESS SKILLS COURSEWARE

Employee Dismissal Skillsoft Challenge Series
Making the Move Into Management Skillsoft Challenge Series

■ Managing Employee Performance

Keeping Top Performers Challenged Skillsoft Course
Planning an Effective Performance Appraisal Skillsoft Course
Creating a Plan for Performance Management Skillsoft Course
Detecting and Dealing with Performance Problems Skillsoft Course
Preparing for Your Performance Appraisal Skillsoft Business Impact Series
Underperforming Employee – Now What? Skillsoft Business Impact Series
Managing Performance Skillsoft Challenge Series
Attracting and Retaining Talent Skillsoft Challenge Series

■ Advanced Management Techniques

Gauging Your Organization's High-performing Potential Skillsoft Course
Managing for Cross-functionality Skillsoft Course
Managing Your Company's Talent Skillsoft Course
Managing the Unique Needs of Experts Skillsoft Course
Fostering Mentoring Relationships Skillsoft Course
Managing Top Performers Is Always Easy...Right? Skillsoft Business Impact Series
Recognizing Natural Leaders Skillsoft Challenge Series
Developing Adaptable Managers Skillsoft Business Impact Series
Employee Engagement Skillsoft Challenge Series
Delivering Bad News Effectively Skillsoft Challenge Series
Building Upward Relationships Skillsoft Challenge Series

■ Leveraging Key Management Techniques

Effectively Directing and Delegating as a Manager Skillsoft Course

Managing Employee Development Skillsoft Course
Facing the Management Challenges of Difficult Behavior and Diverse Teams Skillsoft Course
Being a Fair and Caring Manager Skillsoft Course

■ Managing a Multigenerational Workforce

Maintaining a Cohesive Multigenerational Workforce Skillsoft Course
Managing Multigenerational Employees Skillsoft Course
Managing an Aging Workforce Skillsoft Business Impact Series
Developing the Next Generation Skillsoft Business Impact Series
Understanding the Motives of Millennials Skillsoft Business Impact Series

■ Managing in Difficult Times

Being an Effective Manager When Times Are Tough Skillsoft Course
Managing Motivation during Organizational Change Skillsoft Course
How to Manage Difficult Conversations Skillsoft Course
Demonstrating Accountability in a Crisis Situation Skillsoft Challenge Series
Perseverance and Flexibility in Times of Crisis Skillsoft Challenge Series

■ Fostering Success through Coaching

Driving Change with Coaching Skillsoft Course
Measuring and Sustaining a Coachee's Performance Skillsoft Course
The Art of Effective Coaching Skillsoft Business Impact Series
Coaching Skillsoft Challenge Series
Coaching to Shift Perceptions Skillsoft Challenge Series

■ Achieving Success through Delegation

Choosing and Preparing Your Delegate Skillsoft Course
Getting What You Expect from Your Delegate Skillsoft Course

BUSINESS SKILLS COURSEWARE

Taking Your Team to the Next Level with Delegation	Skillsoft Course
Delegating Appropriate Tasks	 Skillsoft Business Impact Series
Developing Employees through Delegation	 Skillsoft Challenge Series

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

■ Effective Succession Planning

Succession Planning	 Skillsoft Business Impact Series
Succession Planning and Management Programs	 Skillsoft Challenge Series

■ Setting and Managing Organizational Priorities

Do You Share Your Organization's Values?	 Skillsoft Business Impact Series
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■ Developing Leadership Skills

Motivating Your Employees	Skillsoft Course
Communicating Vision to Your Employees	Skillsoft Course
Leading through Positive Influence	Skillsoft Course
Leveraging Emotional Intelligence	Skillsoft Course
Communicating a Shared Vision	 Skillsoft Business Impact Series
Motivating Human Behavior	 Skillsoft Challenge Series
The Emotionally Intelligent Leader	 Skillsoft Challenge Series
Crafting an Organizational Vision	 Skillsoft Challenge Series
Leader as Motivator	 Skillsoft Challenge Series

■ Leveraging Leadership Techniques

Key Elements of Business Execution	Skillsoft Course
Building Innovation Cultures and Leaders	Skillsoft Course

Leading Your Team through Change	Skillsoft Course
Building a Leadership Development Plan	Skillsoft Course
Aligning Unit Goals and Imperatives	Skillsoft Course
Leading Teams through Change	 Skillsoft Business Impact Series
Knowing When to Take Leadership Risks	 Skillsoft Business Impact Series
Wanted - Innovation Leaders	 Skillsoft Business Impact Series
Developing a Business Execution Culture	 Skillsoft Challenge Series
Leading Change	 Skillsoft Challenge Series
Leading Innovation	 Skillsoft Challenge Series

■ Creating a Positive Atmosphere

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

■ Improving Leadership Skills

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

■ Women In Leadership

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

■ Leading Virtual Teams

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

BUSINESS SKILLS COURSEWARE

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ Getting Results without Direct Authority

Influencing Key Decision Makers
..... Skillsoft Business Impact Series
Influence and Persuasion
..... Skillsoft Challenge Series

■ Getting Results through Personal Power

Personal Power and Credibility
..... Skillsoft Course
Building Personal Power through Influence
..... Skillsoft Course
Influence Others with Political Savvy
..... Skillsoft Course

■ Working with Difficult People

Difficult People: Why They Act That Way and How to Deal with Them
..... Skillsoft Course
Difficult People: Can't Change Them, so Change Yourself
..... Skillsoft Course
Difficult People: Strategies to Keep Everyone Working Together
..... Skillsoft Course
Coping with Aggressive Behavior in the Workplace
..... Skillsoft Business Impact Series
Blame Backfires--Conquer Negative Thinking
..... Skillsoft Business Impact Series
Reacting to Co-workers Who Try Taking Advantage
..... Skillsoft Challenge Series

■ Managing and Controlling Anger

The Essentials for Anger Management
..... Skillsoft Course

■ Cross-Cultural Communication

How Culture Impacts Communication
..... Skillsoft Course
Using Communication Strategies to Bridge Cultural Divides
..... Skillsoft Course
Communicating with a Cross-cultural Audience
..... Skillsoft Business Impact Series

Dispute Resolution in International Contracts
..... Skillsoft Challenge Series

■ Communicating with Senior Executives

Capturing the Attention of Senior Executives
..... Skillsoft Course

■ Effective Business Meetings

Planning Meetings Fit for Purpose
..... Skillsoft Course
Running Meetings in Better Directions
..... Skillsoft Course
When Too Many Meetings Are Just Too Much
..... Skillsoft Business Impact Series
Making Meetings Work
..... Skillsoft Business Impact Series
Managing Meetings for Productivity and Effectiveness
..... Skillsoft Challenge Series

■ Effective Business Writing

Audience and Purpose in Business Writing
..... Skillsoft Course
Clarity and Conciseness in Business Writing
..... Skillsoft Course
Editing and Proofreading Business Documents
..... Skillsoft Course
Writing for Business
..... Skillsoft Business Impact Series
Written Communication
..... Skillsoft Challenge Series

■ Writing a Business Case

Developing an Effective Business Case
..... Skillsoft Course

■ Using E-mail Effectively in the Workplace

Writing Effective E-mails and Instant Messages
..... Skillsoft Course
Sending E-mails to the Right People
..... Skillsoft Course
Organizing Your E-mail
..... Skillsoft Course

■ Essential Skills for Professional Telephone Calls

Keeping Business Calls Professional
..... Skillsoft Course

BUSINESS SKILLS COURSEWARE

■ Practical Grammar for Business Writing

Using the Parts of Speech	Skillsoft Course
Getting the Details Right: Spelling Basics	Skillsoft Course
Abbreviating, Capitalizing, and Using Numbers	Skillsoft Course
Using Punctuation Marks	Skillsoft Course
Creating Well-constructed Sentences	Skillsoft Course
Troublesome Words and Phrases: Common Usage Mistakes in Writing	Skillsoft Course

■ Making the Most of Your Presentations

Planning an Effective Presentation	Skillsoft Course
Building Your Presentation	Skillsoft Course
Ensuring Successful Presentation Delivery	Skillsoft Course
Handling Difficult Questions as a Presenter	Skillsoft Business Impact Series

■ Skills for Communication Success

The Art and Science of Communication	Skillsoft Course
Making an Impact with Non-verbal Communication	Skillsoft Course
Trust Building through Effective Communication	Skillsoft Course
Choosing the Right Interpersonal Communication Method to Make Your Point	Skillsoft Course
Become a Great Listener	Skillsoft Course
Do We Have a Failure to Communicate?	Skillsoft Course
Making Yourself Approachable	Skillsoft Business Impact Series
Asserting Yourself in the Workplace	Skillsoft Challenge Series

■ Developing Your Listening Skills

Listening Even When it's Difficult to Listen	Skillsoft Course
Using Active Listening in Workplace Situations	Skillsoft Course

Listening to Improve Conversation	Skillsoft Business Impact Series
Effective Listening	Skillsoft Challenge Series
Listening with Skill	Skillsoft Challenge Series

■ Dealing with Workplace Conflict

The Many Approaches to Facing Workplace Conflict	Skillsoft Course
Facing and Resolving Conflict in the Workplace	Skillsoft Course
Confrontation: What's the Best Approach	Skillsoft Business Impact Series
Personal Conflict Styles	Skillsoft Business Impact Series
Coping with Accusations in the Workplace	Skillsoft Challenge Series
Managing Conflict	Skillsoft Challenge Series
Conflict: Avoid, Confront, or Delay?	Skillsoft Challenge Series
Meeting the Challenge of Workplace Conflict	Skillsoft Challenge Series

■ Developing Effective Negotiation Skills

The First Steps in Negotiating	Skillsoft Course
Negotiating the Best Solution	Skillsoft Course
Effective Body Language in Negotiations	Skillsoft Business Impact Series
Vendor Negotiations: Choosing the Best Approach	Skillsoft Challenge Series
Tailoring Your Negotiating Approach	Skillsoft Challenge Series

■ Achieving Emotional Intelligence

Navigating Your Own Emotions	Skillsoft Course
Navigating Other People's Emotions	Skillsoft Course
Navigating the Workplace with Emotional Intelligence	Skillsoft Course
How High Is Your EQ?	Skillsoft Business Impact Series
Emotional Intelligence at Work	Skillsoft Challenge Series

BUSINESS SKILLS COURSEWARE

■ The Art of Feedback

Polishing Your Feedback Skills	Skillsoft Course
Gaining a Positive Perspective on Feedback	Skillsoft Course
Criticism in Context	 Skillsoft Business Impact Series
Giving Appropriate Feedback	 Skillsoft Challenge Series
Giving Feedback to Coworkers	 Skillsoft Challenge Series

■ Communicating Tactfully and Diplomatically

Acting with Diplomacy and Tact	Skillsoft Course
Navigating Challenging Situations with Diplomacy and Tact	Skillsoft Course

■ Storytelling Basics

Fundamentals of Business Storytelling	Skillsoft Course
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■ Writing Skills for Technical Professionals

Improving Your Technical Writing Skills	Skillsoft Course
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PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

■ Doing Business Professionally

Reframing Negative Situations	 Skillsoft Business Impact Series
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■ Optimizing Your Work/Life Balance

Employee Exhaustion: Managing a Well-balanced Workload	 Skillsoft Business Impact Series
Creating Work/Life Balance	 Skillsoft Challenge Series

■ Building and Maintaining Trust

Rebuilding Trust	 Skillsoft Business Impact Series
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■ Perseverance and Resilience

Persevering through Setbacks	 Skillsoft Challenge Series
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■ Perseverance at Work

Forging Ahead with Perseverance and Resilience	Skillsoft Course
Reaching Goals Using Perseverance and Resilience	Skillsoft Course
Perseverance: Flexibility in Action	 Skillsoft Business Impact Series

■ Building, Rebuilding and Sustaining Trust

The Building Blocks of Building Trust	Skillsoft Course
The Fruits of Integrity: Building Trust at Work	 Skillsoft Challenge Series

■ Improving Your Work/Life Balance

Taking Stock of Your Work/Life Balance	Skillsoft Course
Staying Balanced in a Shifting World	Skillsoft Course
Take a Deep Breath and Manage Your Stress	Skillsoft Course
Managing Workplace Stress	 Skillsoft Business Impact Series

■ Navigating through Organizational Change

Organizations Change So Get Ready	Skillsoft Course
Redefining Yourself after Organizational Change	Skillsoft Course
Managing the Stress of Organizational Change	 Skillsoft Business Impact Series
The Importance of Flexibility in the Workplace	 Skillsoft Business Impact Series
Developing Organizational Agility	 Skillsoft Challenge Series

BUSINESS SKILLS COURSEWARE

■ Improving Your Personal Productivity

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

■ Polishing Your Professional Edge

Becoming an Accountable Professional	Skillsoft Course
Becoming Your Own Best Boss	Skillsoft Course
Becoming More Professional through Business Etiquette	Skillsoft Course
Developing a Personal Accountability Framework	Skillsoft Course
Safe Small Talk	 Skillsoft Business Impact Series
Broadening Your Learning Horizons	 Skillsoft Business Impact Series
Reframing Negative Situations	 Skillsoft Business Impact Series
Managing Goals	 Skillsoft Challenge Series
Targeting Personal Learning	 Skillsoft Challenge Series

■ 360 Degree Relationships

Cultivating Relationships with Your Peers	Skillsoft Course
Building Your Professional Network	Skillsoft Course
Building Rapport with Your Boss	Skillsoft Course
Peer Political Styles	 Skillsoft Business Impact Series
Building Better Relationships through Understanding	 Skillsoft Challenge Series
Building Peer Relationships	 Skillsoft Challenge Series

■ Diversity on the Job

Bridging the Diversity Gap	Skillsoft Course
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Your Role in Workplace Diversity	Skillsoft Course
Understanding Workplace Diversity	 Skillsoft Business Impact Series
Managing Diversity	 Skillsoft Challenge Series

■ Performing Under Pressure

Managing Pressure and Stress to Optimize Your Performance	Skillsoft Course
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■ Managing Your Career

Developing Your Career	 Skillsoft Challenge Series
Developing a Plan to Further Your Career	Skillsoft Course
Getting Your Career on the Right Track	Skillsoft Course
Using Performance Appraisals to Advance Your Career	Skillsoft Course
Conquering Career Stagnation	 Skillsoft Business Impact Series
Building and Managing Upward Relationships	 Skillsoft Challenge Series
Planning Your Career	 Skillsoft Challenge Series
Exploring Self-development	 Skillsoft Challenge Series

■ Business Ethics Essentials

Developing Your Business Ethics	Skillsoft Course
Office Politics – What Will You Do?	 Skillsoft Challenge Series
Ethics, Integrity, and Trust	 Skillsoft Challenge Series
The Ethics Enigma	 Skillsoft Challenge Series

■ Public Speaking Strategies

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

■ Creativity in the Workplace

Unleashing Personal and Team Creativity	Skillsoft Course
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BUSINESS SKILLS COURSEWARE

Verifying and Building on Creative Ideas
.....Skillsoft Course
Getting Ready to Present
..... Skillsoft Challenge Series

■ Time Management

Aligning Goals and Priorities to Manage Time
.....Skillsoft Course
Make the Time You Need: Get Organized
.....Skillsoft Course
The Art of Staying Focused
.....Skillsoft Course
Coping with Information Overload
..... Skillsoft Business Impact Series
Prioritizing Personal and Professional Responsibilities
..... Skillsoft Business Impact Series
Planning for Interruptions Helps with Procrastination
..... Skillsoft Business Impact Series
Setting and Managing Priorities
..... Skillsoft Challenge Series
Coping with Conflicting Priorities
..... Skillsoft Challenge Series
Setting Goals
..... Skillsoft Challenge Series
Getting Time under Control
..... Skillsoft Challenge Series
The Dangers of Multitasking
..... Skillsoft Business Impact Series

■ Discovering Your Strengths

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

■ Overcoming Procrastination

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

■ Improving Your Memory

Improving Your Memory Skills
.....Skillsoft Course

■ Improving Your Reading Speed

Improving Your Reading Speed and Comprehension
.....Skillsoft Course

■ Unconscious Bias

Understanding Unconscious Bias
.....Skillsoft Course
Overcoming Your Own Unconscious Biases
.....Skillsoft Course
Overcoming Unconscious Bias in the Workplace
.....Skillsoft Course

■ Facing Problems and Making Decisions

Getting to the Root of a Problem
.....Skillsoft Course
Defining Alternative Solutions to a Problem
.....Skillsoft Course
Choosing and Using the Best Solution
.....Skillsoft Course
Playing the Devil's Advocate in Decision Making
..... Skillsoft Business Impact Series
Turning Problems Around with Reverse Brainstorming
..... Skillsoft Business Impact Series
Uncovering the Root Problem
..... Skillsoft Challenge Series
Problem Solving: Process, Tools, and Techniques
..... Skillsoft Challenge Series
Decisions: Making the Right Move
..... Skillsoft Challenge Series
Managing Projects with No Direct Authority
..... Skillsoft Business Impact Series
Ensuring Management Buy-in on a Project
..... Skillsoft Business Impact Series
Managing Conflict in Project Teams
..... Skillsoft Business Impact Series
Managing Scope on a Project
..... Skillsoft Business Impact Series
Weighing the Costs of Project Change
..... Skillsoft Business Impact Series
Managing Vendor Relationships
..... Skillsoft Business Impact Series
Anticipating and Solving Problems as a Project Champion
..... Skillsoft Business Impact Series
Addressing Stakeholder Conflicts
..... Skillsoft Business Impact Series
Portfolios, Programs, and Projects: What's the Difference?
..... Skillsoft Business Impact Series

BUSINESS SKILLS COURSEWARE

Controlling Project Cost	 Skillsoft Business Impact Series
Project Management Essentials	 Skillsoft Challenge Series
Supporting Project Managers	 Skillsoft Challenge Series

■ Developing Your Critical Thinking Skills

Confronting Your Assumptions	 Skillsoft Course
Investigating Arguments	 Skillsoft Course
Reaching Sound Conclusions	 Skillsoft Course
Critical Thinking	 Skillsoft Challenge Series
Applying Your Best Thinking	 Skillsoft Challenge Series

■ Creating Lasting Organizational Change

Facilitating Sustainable Change	 Skillsoft Course
Moving Forward with Change Planning	 Skillsoft Course
Making Change Stick	 Skillsoft Course
Communicating Properly during Layoffs	 Skillsoft Business Impact Series
Involving Employees in Corporate Change	 Skillsoft Business Impact Series
Communicating Organizational Change	 Skillsoft Business Impact Series
Beyond Change: Working with Agility	 Skillsoft Business Impact Series
Developing People	 Skillsoft Challenge Series
Instituting a Quality Improvement Program	 Skillsoft Challenge Series

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ Project Integration (PMBOK® Guide Fifth Edition)

Project Initiation and the Project Charter (PMBOK® Guide Fifth Edition)	 Skillsoft Course
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Managing Project Work (PMBOK® Guide Fifth Edition)	 Skillsoft Course
Change Control and Project Close-out (PMBOK® Guide Fifth Edition)	 Skillsoft Course
Using Lessons Learned for Continuous Improvement	 Skillsoft Course
Managing Projects for Strategic Alignment	 Skillsoft Course

■ Project Scope (PMBOK® Guide Fifth Edition)

Collect Requirements and Define Scope (PMBOK® Guide Fifth Edition)	 Skillsoft Course
Create Work Breakdown Structure (PMBOK® Guide Fifth Edition)	 Skillsoft Course
Validate and Control Scope (PMBOK® Guide Fifth Edition)	 Skillsoft Course

■ Project Time (PMBOK® Guide Fifth Edition)

Define and Sequence Activities (PMBOK® Guide Fifth Edition)	 Skillsoft Course
Estimate Resources and Durations (PMBOK® Guide Fifth Edition)	 Skillsoft Course
Develop and Control the Schedule (PMBOK® Guide Fifth Edition)	 Skillsoft Course

■ Project Management Ethics and Values

Ethics and Project Management	 Skillsoft Course
Ethical Standards and PMI® Core Values	 Skillsoft Course

■ Project Cost (PMBOK® Guide Fifth Edition)

Creating a Project Budget (PMBOK® Guide Fifth Edition)	 Skillsoft Course
Keeping Your Project on Budget (PMBOK® Guide Fifth Edition)	 Skillsoft Course

BUSINESS SKILLS COURSEWARE

■ Project Quality (PMBOK® Guide Fifth Edition)

Planning Project Quality (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Perform Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Quality Management and Continuous Improvement
.....Skillsoft Course

■ HR Management (PMBOK® Guide Fifth Edition)

Putting Together the Team (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Develop and Manage Your Team (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

■ Communications (PMBOK® Guide Fifth Edition)

Managing Project Communications (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Controlling Communications (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

■ Risk Management (PMBOK® Guide Fifth Edition)

Risk Planning (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Risk Identification (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Risk Analysis (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Risk Control (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

■ PMI Agile Certified Practitioner (PMI-ACP)®

Agile Principles and Methodologies
.....Skillsoft Course

Agile Project Planning
.....Skillsoft Course

Agile Project Scheduling and Monitoring
.....Skillsoft Course

Agile Stakeholder Engagement and Team Development
.....Skillsoft Course

Agile Key Exam Concepts
.....Skillsoft Course

■ Procurement (PMBOK® Guide Fifth Edition)

Procurement Planning (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Procurement Management (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

■ Stakeholders (PMBOK® Guide Fifth Edition)

Project Stakeholders (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Stakeholder Engagement (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

■ CompTIA Project+ PK0-004

Project Selection and Initiation
.....Skillsoft Course

Scope, Schedule and Cost Planning
.....Skillsoft Course

Resource and Risk Planning
.....Skillsoft Course

Communication, Changes and Documentation
.....Skillsoft Course

Controlling Project Work, and Closing
.....Skillsoft Course

Planning and Controlling the Project Schedule
.....Skillsoft Course

Project Management Practical Exercises
.....Skillsoft Course

Quality and Procurement Planning
.....Skillsoft Course

Project Planning Documents
.....Skillsoft Course

Project Documents and Terminology
.....Skillsoft Course

■ Project Management (PMBOK® Guide Fifth Edition)

Introduction to Project Management (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

Project Fundamentals (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

The Process Groups (PMBOK® Guide Fifth Edition)
.....Skillsoft Course

BUSINESS SKILLS COURSEWARE

■ Project Management for All

Finding Your Bearings as a Project Manager	Skillsoft Course
Getting the Big Picture by Defining the Project's Scope and Team	Skillsoft Course
Mastering the Details of a Project's Schedule and Budget	Skillsoft Course
Managing a Project to Minimize Risk and Maximize Quality	Skillsoft Course
Navigating through Changes and Conflicts in Projects	Skillsoft Course
Taking Final Steps to Bring a Project to its Close	Skillsoft Course

■ PMP Exam Prep (PMBOK® Guide Fifth Edition)

PMP Key Exam Concepts (PMBOK® Guide Fifth Edition)	Skillsoft Course
PMP Practical Exercises (PMBOK® Guide Fifth Edition)	Skillsoft Course

■ Project Integration (PMBOK® Guide Sixth Edition)

Project Initiation and Planning (PMBOK® Guide Sixth Edition)	Skillsoft Course
Managing Project Work (PMBOK® Guide Sixth Edition)	Skillsoft Course
Project Changes and Closing (PMBOK® Guide Sixth Edition)	Skillsoft Course
Capturing, Analyzing, and Using Project Lessons Learned	Skillsoft Course
Strategically Focused Project Management	Skillsoft Course

■ Project Scope (PMBOK® Guide Sixth Edition)

Plan and Define Project Scope (PMBOK® Guide Sixth Edition)	Skillsoft Course
Create Work Breakdown Structure (PMBOK® Guide Sixth Edition)	Skillsoft Course
Validate and Control Scope (PMBOK® Guide Sixth Edition)	Skillsoft Course

■ Project Schedule (PMBOK® Guide Sixth Edition)

Define and Sequence Activities (PMBOK® Guide Sixth Edition)	Skillsoft Course
Develop the Project Schedule (PMBOK® Guide Sixth Edition)	Skillsoft Course
Control the Project Schedule (PMBOK® Guide Sixth Edition)	Skillsoft Course

■ Project Cost (PMBOK® Guide Sixth Edition)

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

■ Project Quality (PMBOK® Guide Sixth Edition)

Planning Quality Management (PMBOK® Guide Sixth Edition)	Skillsoft Course
Manage and Control Quality (PMBOK® Guide Sixth Edition)	Skillsoft Course
Quality Methodologies and Standards for Project Management	Skillsoft Course

■ Resource Management (PMBOK® Guide Sixth Edition)

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

■ Communications (PMBOK® Guide Sixth Edition)

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

BUSINESS SKILLS COURSEWARE

■ Project Risk (PMBOK® Guide Sixth Edition)

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

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

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

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

■ Project Procurement (PMBOK® Guide Sixth Edition)

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

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

■ Project Stakeholders (PMBOK® Guide Sixth Edition)

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

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

■ Project Management (PMBOK® Guide Sixth Edition)

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

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

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

■ PRINCE2® - Foundation (2017 Update)

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

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

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

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

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

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

■ Mentoring Assets

Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
.....Skillsoft Mentoring Assets

Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
.....Skillsoft Mentoring Assets

Mentoring PK0-004 CompTIA Project+
.....Skillsoft Mentoring Assets

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

Mentoring PRINCE2 Foundation 2017
.....Skillsoft Mentoring Assets

■ Test Preps

TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
..... Skillsoft Testprep Exams

TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)
..... Skillsoft Testprep Exams

TestPrep Project Management Professional PMBOK 6th Ed
..... Skillsoft Testprep Exams

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Optimizing Performance on a Team

Being an Effective Team Member
.....Skillsoft Course

Strategies for Building a Cohesive Team
.....Skillsoft Course

Effective Team Communication
.....Skillsoft Course

Establishing Team Goals and Responsibilities, and Using Feedback Effectively
.....Skillsoft Course

BUSINESS SKILLS COURSEWARE

Power and Politics in Matrixed Teams
..... Skillsoft Challenge Series

■ Leveraging Team Leadership Skills

Building the Foundation for an Effective Team
..... Skillsoft Course

Developing a Successful Team
..... Skillsoft Course

Encouraging Team Communication and Collaboration
..... Skillsoft Course

Handling Team Conflict
..... Skillsoft Course

Leading a Cross-functional Team
..... Skillsoft Course

Using Conflict to an Organization's Advantage
..... Skillsoft Business Impact Series

Mediating Project Team Conflict
..... Skillsoft Business Impact Series

Facilitating Work-related Conflict Discussions
..... Skillsoft Business Impact Series

Building Trust Incrementally
..... Skillsoft Business Impact Series

Inspiring Your Team
..... Skillsoft Business Impact Series

Support Your Leader
..... Skillsoft Business Impact Series

Managing Communications in a Virtual Team
..... Skillsoft Business Impact Series

Choosing the Right Team Culture
..... Skillsoft Challenge Series

Building and Leading Teams
..... Skillsoft Challenge Series

Meeting Team Performance Challenges
..... Skillsoft Challenge Series

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

■ Key Business Analysis Concepts (BABOK® v3)

Business Analysis Overview
..... Skillsoft Course

The BA Planning and Monitoring Knowledge Area
..... Skillsoft Course

The BA Elicitation and Collaboration Knowledge Area
..... Skillsoft Course

The Requirements Life Cycle Management Knowledge Area
..... Skillsoft Course

The Strategy Analysis Knowledge Area
..... Skillsoft Course

RADD Knowledge Area: Part 1
..... Skillsoft Course

RADD Knowledge Area: Part 2
..... Skillsoft Course

The Solution Evaluation Knowledge Area
..... Skillsoft Course

■ Effective Business Analysis Techniques (BABOK®v3)

Business Analysis Analytical Techniques
..... Skillsoft Course

Business Analysis Activities and Tools
..... Skillsoft Course

Business Analysis Documentation and Criteria
..... Skillsoft Course

■ Key Business Analysis Competencies (BABOK®v3)

Personal Skills for Effective Business Analysis
..... Skillsoft Course

Business Analysis Professional Effectiveness Competencies
..... Skillsoft Course

Perspectives for Effective Business Analysis
..... Skillsoft Course

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

■ Sales Foundations

Educating and Collaborating with Customers
..... Skillsoft Business Impact Series

■ Solution Selling

Turning Potential Customers into Allies
..... Skillsoft Challenge Series

Preparing to Implement Solutions
..... Skillsoft Challenge Series

Managing Implementation Problems
..... Skillsoft Business Impact Series

Connecting Customers and Solutions
..... Skillsoft Business Impact Series

BUSINESS SKILLS COURSEWARE

■ Strategic Account Sales Skills

Selling to Key Players	 Skillsoft Business Impact Series
Planning for Effective Selling	 Skillsoft Business Impact Series
Building Profitable Customer Relationships	 Skillsoft Business Impact Series
Crafting Sales Strategies	 Skillsoft Challenge Series
Performance Payout Plans	 Skillsoft Challenge Series
Sales and Marketing: Two Sides of the Same Coin?	 Skillsoft Business Impact Series
Connecting the Dots: Insightful Account Management	 Skillsoft Business Impact Series
Succeeding in Account Management	 Skillsoft Challenge Series

■ Sales Management

Storming: Developing and Leading Your Sales Team	 Skillsoft Business Impact Series
Sales Support Roles for Better Customer Interaction	 Skillsoft Business Impact Series
Succeeding in Account Management	 Skillsoft Challenge Series
Gaining Access through Cold Calls	 Skillsoft Challenge Series
Overcoming Resistance to Coaching	 Skillsoft Business Impact Series

■ Sales Foundations

Prospecting: Panning for Sales Gold	 Skillsoft Course
The Discovery Meeting: Starting Off on the Right Foot	 Skillsoft Course
The Value Proposition: Getting Your Pitch Right	 Skillsoft Course
Turning Objection into Opportunity during a Sales Call	 Skillsoft Course
Negotiating Well and Going for the Close	 Skillsoft Course
Don't Only Go for the Big Fish	 Skillsoft Business Impact Series
The Ethics of Gift Giving	 Skillsoft Business Impact Series
Using Persuasion Techniques to Boost Sales	 Skillsoft Business Impact Series
Get it Together: Organizing Your Sales Approach	 Skillsoft Business Impact Series

Presentations That Get People Talking	 Skillsoft Business Impact Series
Building Momentum in Discovery Meetings	 Skillsoft Business Impact Series
Appealing to Prospects	 Skillsoft Business Impact Series
Getting Your Head around Pipeline Management	 Skillsoft Business Impact Series
Initiating Discovery Meetings	 Skillsoft Challenge Series
The Proof Is in the Proposal	 Skillsoft Challenge Series
Using Customer Knowledge to Advance Sales	 Skillsoft Challenge Series
Prospecting Strategically	 Skillsoft Challenge Series
Responding to News of a Lost Sale	 Skillsoft Challenge Series
Talking Value with Your Customers	 Skillsoft Business Impact Series
Dealing with Questions, Objections, and Resistance	 Skillsoft Business Impact Series
Dealing with Negotiation Challenges	 Skillsoft Business Impact Series
Negotiating Contract Terms	 Skillsoft Challenge Series
Communicating Your Company's Value	 Skillsoft Challenge Series
Turning Obstacles into Opportunities	 Skillsoft Challenge Series
Negotiating with Your Customer	 Skillsoft Challenge Series
Effective Cold Calling	 Skillsoft Business Impact Series
Prompting Action through Focused Communication	 Skillsoft Business Impact Series
Regaining Your Customer's Trust	 Skillsoft Business Impact Series
Talking about the Competition	 Skillsoft Business Impact Series
Responding to Bad News	 Skillsoft Business Impact Series
Communicating a High-impact Business Case	 Skillsoft Business Impact Series
Making the Cold Call	 Skillsoft Business Impact Series
Getting Organized to Meet Your Sales Goals	 Skillsoft Challenge Series
Making Contact: Access Strategies	 Skillsoft Challenge Series
Managing a Sales Pipeline	 Skillsoft Challenge Series

BUSINESS SKILLS COURSEWARE

Demonstrating Business Acumen	 Skillsoft Challenge Series
Selling with Trust	 Skillsoft Challenge Series
Using Competitive Selling Skills	 Skillsoft Challenge Series
Aligning Your Business Case to Customer Priorities	 Skillsoft Challenge Series
Effective Sales Coaching	 Skillsoft Challenge Series

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

■ Frontline Call Center Skills

The Importance of Call Tracking and Ticketing	 Skillsoft Business Impact Series
Creating an Effective On-hold Message	 Skillsoft Business Impact Series
Aligning Agent Behaviors with Caller Types	 Skillsoft Business Impact Series

■ Inbound Call Center Management

Converting a Call Center to a Profit Center	 Skillsoft Business Impact Series
Managing Your Call Center More Efficiently	 Skillsoft Business Impact Series
Customer Service Training - The Interview and Beyond	 Skillsoft Business Impact Series
Disaster Recovery - Keeping the Lines Open	 Skillsoft Business Impact Series
Preventing Agent Absenteeism through Better Working Conditions	 Skillsoft Business Impact Series
Prioritizing Rewards and Recognition in Call Centers	 Skillsoft Business Impact Series

■ Customer Focus

Listening to Your Customers	 Skillsoft Business Impact Series
Creating a Customer-focused Organization	 Skillsoft Challenge Series
Developing Your Customer Focus	 Skillsoft Challenge Series

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

ITIL® is a Registered Trade Mark of AXELOS Limited	
ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	 Skillsoft Course
ITIL® 2011 Edition OSA: Introduction to Event Management	 Skillsoft Course
ITIL® 2011 Edition OSA: Introduction to Incident Management	 Skillsoft Course
ITIL® 2011 Edition OSA: Incident Management Interactions	 Skillsoft Course
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	 Skillsoft Course
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	 Skillsoft Course
ITIL® 2011 Edition OSA: Introduction to Problem Management	 Skillsoft Course
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	 Skillsoft Course
ITIL® 2011 Edition OSA: Introduction to Access Management	 Skillsoft Course
ITIL® 2011 Edition OSA: Introduction to the Service Desk	 Skillsoft Course
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	 Skillsoft Course
ITIL® 2011 Edition OSA: Introduction to Functions	 Skillsoft Course
ITIL® 2011 Edition OSA: Function Activities	 Skillsoft Course
ITIL® 2011 Edition OSA: Technology and Implementation Considerations	 Skillsoft Course

■ Customer Service Skills

Interacting with Customers	 Skillsoft Course
Communicating Effectively with Customers	 Skillsoft Course
Controlling Conflict, Stress, and Time in a Customer Service Environment	 Skillsoft Course

BUSINESS SKILLS COURSEWARE

Dealing with Customer Service Incidents and Complaints	Skillsoft Course
Polishing Your Skills for Excellent Customer Service	Skillsoft Course

■ Essentials of Customer Service

Rapport Building in Customer Service	Skillsoft Course
Providing On-site Customer Service	Skillsoft Course
Providing Telephone Customer Service	Skillsoft Course
Providing Effective Internal Customer Service	Skillsoft Course
Facing Confrontation in Customer Service	Skillsoft Course
Designing a Customer Service Strategy	Skillsoft Course
Aligning Performance to Key Indicators	 Skillsoft Business Impact Series
The Angry Caller: What's Your Plan?	 Skillsoft Business Impact Series

■ ITIL® 2011 Foundation

Overview of the ITIL® Service Lifecycle	Skillsoft Course
ITIL® Service Strategy Concepts	Skillsoft Course
ITIL® Service Strategy Processes	Skillsoft Course
ITIL® Service Design Concepts	Skillsoft Course
ITIL® Service Design Processes	Skillsoft Course
ITIL® Service Transition Concepts and Processes	Skillsoft Course
ITIL® Service Operation Concepts	Skillsoft Course
ITIL® Service Operation Processes	Skillsoft Course
ITIL® Continual Service Improvement	Skillsoft Course

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

■ Industry Overviews

The Telecommunications Industry Overview: Version 4	Skillsoft Course
The Health Care Industry Overview: Version 4	Skillsoft Course
The Insurance Industry Overview: Version 4	Skillsoft Course
The Banking Industry Overview: Version 4	Skillsoft Course
The Oil and Gas Industry Overview: Version 4	Skillsoft Course
The Retail Industry Overview: Version 4	Skillsoft Course
The Manufacturing Industry Overview: Version 3	Skillsoft Course
The Pharmaceutical Industry Overview: Version 5	Skillsoft Course
The Information Technology Industry Overview: Version 4	Skillsoft Course
The Federal Government Industry Overview: Version 4	Skillsoft Course
The Education Industry Overview: Version 2	Skillsoft Course
The Utilities Industry Overview: Version 2	Skillsoft Course
The Chemicals Industry Overview: Version 2	Skillsoft Course
The Broadcasting & Entertainment Industry Overview: Version 2	Skillsoft Course
The Capital Markets Industry Overview: Version 2	Skillsoft Course
The Consumer Electronics Industry Overview: Version 2	Skillsoft Course
The Aerospace & Defense Industry Overview: Version 2	Skillsoft Course
The Biotechnology Industry Overview: Version 2	Skillsoft Course
The Automotive Industry Overview: Version 3	Skillsoft Course
The Food and Beverage Industry Overview: Version 4	Skillsoft Course
The Agriculture Industry Overview: Version 4	Skillsoft Course

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TESTPREPS

BUSINESS SKILLS COURSEWARE

■ Test Preps

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MENTORING ASSETS

■ Mentoring Assets

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