Skillsoft Course Catalog
Business Collection

We improve the performance of organizations by improving the performance of their people.
BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

- The Foundations of Six Sigma
  Are You Listening to Your Customers?  
  Quick Wins in Six Sigma Implementation
  Six Sigma Versus TQM
  Lean Inbound Transportation
  A Critical-to-quality Tree - What's That?

- Six Sigma Green Belt: Six Sigma and the Organization
  Six Sigma and Organizational Goals
  Lean Principles and Six Sigma Projects
  Design for Six Sigma and FMEA

- Six Sigma Green Belt: Define
  Six Sigma Project Identification
  Voice of the Customer in Six Sigma
  Basics of Six Sigma Project Management
  Six Sigma Management and Planning Tools
  Performance Metrics for Six Sigma
  Six Sigma Project Team Dynamics and Performance

- Six Sigma Green Belt: Measure
  Process Documentation and Analysis in Six Sigma
  Basic Probability and Statistical Distributions in Six Sigma
  Data Classification, Sampling, and Collection in Six Sigma
  Statistics and Graphical Presentation in Six Sigma
  Measurement System Analysis in Six Sigma
  Process and Performance Capability Measurement in Six Sigma

- Six Sigma Green Belt: Analyze
  Multi-vari Studies, Correlation, and Linear Regression in Six Sigma
  Introduction to Hypothesis Testing and Tests for Means in Six Sigma
  Hypothesis Tests for Variances and Proportions in Six Sigma

- Six Sigma Green Belt: Improve
  Design of Experiments in Six Sigma
  Root Cause Analysis and Waste Elimination in Six Sigma
  Cycle Time Reduction and Kaizen in Six Sigma

- Six Sigma Green Belt: Control
  Statistical Process Control and Control Plans in Six Sigma
  Creating and Using Control Charts in Six Sigma
  Lean Tools for Process Control in Six Sigma

- Six Sigma Yellow Belt: Six Sigma Fundamentals
  Six Sigma and Lean Foundations and Principles
BUSINESS SKILLS COURSEWARE

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

- Six Sigma Yellow Belt: Define
  Identifying Six Sigma Projects ................................................................................................. Course
  Six Sigma Project Management Basics ...................................................................................... Course

- Six Sigma Yellow Belt: Measure
  Basic Statistics for Six Sigma ..................................................................................................... Course
  Data Types and Data Collection in Six Sigma .............................................................................. Course
  Six Sigma and Measurement System Analysis ........................................................................... Course

- Six Sigma Yellow Belt: Analyze
  Lean Tools and FMEA in Six Sigma ........................................................................................... Course
  Six Sigma Data Analysis and Root Cause Analysis ..................................................................... Course
  Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma .................................. Course

- Six Sigma Yellow Belt: Improve and Control
  Six Sigma Improvement Techniques .......................................................................................... Course
  Control Tools and Documentation in Six Sigma .......................................................................... Course

- Leading Sustainable Process Improvement
  Spearheading a Process Improvement ....................................................................................... Challenge Series

- Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment
  Fundamentals of Lean and Six Sigma and their Applications ......................................................... Course

Six Sigma Project Selection, Roles, and Responsibilities ............................................................. Course
Six Sigma Strategic Planning and Deployment ............................................................................. Course

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

- Six Sigma Black Belt (2015 BOK): Team Management
  Six Sigma Team Dynamics, Roles, and Success Factors ............................................................. Course
  Six Sigma Team Facilitation and Leadership .................................................................................. Course
  Six Sigma Team Dynamics and Training ....................................................................................... Course

- Six Sigma Black Belt (2015 BOK): Define
  Determining Requirements by Listening to the Voice of the Customer in Six Sigma ..................... Course
  Six Sigma Business Case, Project Charter, and Tools ................................................................. Course

- Six Sigma Black Belt (2015 BOK): Measure
  Process Flow Metrics and Analysis Tools for Six Sigma ........................................................... Course
  Data Types, Sampling, Collection, and Measurement in Six Sigma ............................................. Course
  Six Sigma Measurement Systems and Metrology ......................................................................... Course
  Using Basic Statistics and Graphical Methods in Six Sigma ......................................................... Course
  Probability and Probability Distributions in Six Sigma ............................................................... Course
  Determining Process Performance and Capability in Six Sigma .................................................. Course

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BUSINESS SKILLS COURSEWARE

Six Sigma Black Belt (2015 BOK): Analyze
Measuring and Modeling Relationships between Variables in Six Sigma

Basics of Hypothesis Testing and Tests for Means in Six Sigma

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

Multivariate Tools and Nonparametric Tests in Six Sigma

FMEA and Other Nonstatistical Analysis Methods in Six Sigma

Six Sigma Black Belt (2015 BOK): Improve
Understanding DOE and Planning Experiments in Six Sigma

Designing, Conducting, and Analyzing Experiments in Six Sigma

Lean Improvement Methods and Implementation Planning in Six Sigma

Six Sigma Black Belt (2015 BOK): Control
Statistical Process Control (SPC) and Control Charts in Six Sigma

Using Lean Control Tools and Maintaining Controls in Six Sigma

Sustaining Six Sigma Improvements

Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)
Common DFSS Methodologies, Design for X, and Robust Designs

Operations Management: Efficiency of Production
Operations Management Functions and Strategies

Strategic Product and Service Management

Supply Chain Management Basics: Cutting Costs and Optimizing Delivery

Inventory Management: Aligning Inventory with Production and Demand

Optimizing Operations Using Demand Forecasting and Capacity Management

Understanding Lean Production
Using Lean to Perfect Organizational Processes

Using Lean to Improve Flow and Pull

Using Lean to Reduce Waste and Streamline Value Flow

Applying Value Stream Mapping in Lean Business

Five Steps to Perfection: Implementing Lean

Value Stream Maps for Non-manufacturing Processes

Mentoring Asset
Mentoring Six Sigma Green Belt (SSGB)

Mentoring Six Sigma Yellow Belt (SSYB)

Test Preps
TestPrep Six Sigma Green Belt (SSGB)

TestPrep Six Sigma Yellow Belt (SSYB)

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

Moving From an Operational Manager to a Strategic Thinker
Effective Critical Analysis of Business Reports

Leading Outside the Organization

Returning to Core Competencies
BUSINESS SKILLS COURSEWARE

- Competitive Awareness and Strategy
- The Fundamentals of Globalization
  - Managing Expatriates’ Career Development
  - The Etiquette of Cross-cultural Gift Giving
  - Evaluating Globalization Opportunities
- Fundamentals of Business Planning
  - Preparing and Implementing a Business Plan
- Thinking Strategically and Managing Risk
  - Thinking Strategically as a Manager
  - Using Strategic Thinking to Consider the Big Picture
  - Identifying Risks in Your Organization
  - Assessing Your Organization's Risks
  - Responding Effectively to Risks
- Big Data Basics
  - Big Data Fundamentals
  - Big Data Interpretation

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

- Digital Marketing
  - Digital Marketing: Getting to the Customer
  - Search Engine Marketing: Getting Discovered by the Customer
  - Managing Your Reputation Through Content Marketing and Online PR
- Essential Marketing Strategies
  - The Basics of Marketing
  - The People and Planning in Marketing
  - Product, Pricing, and Promotion in the Marketing Mix
  - Distribution and E-Marketing Ethics in the Marketing Mix
  - Competitive Marketing Strategies: Analyzing Your Organization
  - Designing Products to Fit the Channel
  - Increasing Competitiveness through Collaboration
  - Using Web Analytics to Increase Sales
  - Trade Show Marketing - Planning Ahead
- Essentials of Public Relations
  - Strategies for the Modern Public Relations Professional
  - Writing Skills for Public Relations
- Marketing in the Digital Age
  - Reaching Customers Digitally
  - Helping Customers Find You
  - Managing Your Corporate Reputation Online

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE AND ACCOUNTING CURRICULUM
BUSINESS SKILLS COURSEWARE

- **Finance and Accounting Essentials for Non-financial Professionals**
  - Recognizing The Value of Intangible Assets

- **Accounting for Non-Financial Professionals**
  - Basic Accounting Concepts for Non-financial Professionals
  - Basic Budgeting for Non-financial Professionals
  - Comprehending Financials: A Guide to Financial Statements
  - Financial Statement Analysis for Non-financial Professionals
  - Increasing Cash Flow in Times of Need
  - Attracting New Investors - Keeping Presentations Focused
  - What's Your Gross Profit Margin Really Saying?
  - Recession: How it Affects Business
  - Assessing Nonrecurring Items in Income Statements
  - The Time Value of Money: Possible Pitfalls
  - Using Financial Analysis for Credit Decisions

- **Accounting Basics**
  - Key Accounting Concepts and Principles
  - Recording, Posting, and Balancing the Books
  - Preparing Financial Statements and Closing Accounts
  - Accounting for Stock Transactions
  - Outsourcing Financial Activities
  - Deconstructing the Balance Sheet

- **Cost Consciousness in the Workplace**
  - Focusing on the Bottom Line as an Employee
  - Managing with a Cost-control Mindset

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

- **Bank Branch Operations Management**
  - Bank Branch Management: Mortgage and Auto Loans
  - Bank Branch Management: Payment and Settlement Systems
  - Bank Branch Management: Teller Roles and Credit Card Operations
  - Bank Branch Management: Dealing with Operational and Credit Risks
  - Bank Branch Management: Internal Controls and Banking Technology
  - Bank Branch Management: Branch Security and Fraud

- **Commodity and Energy Markets, Futures, and Forwards**
  - Commodity and Energy Markets and Derivatives
  - Futures Fundamentals: Commodity, Equity, and Currency Futures
  - Interest Rate Futures and Forward Rate Agreements

- **Insurance Concepts, Types, and Annuities**
  - Insurance Basics, Underwriting, and Actuarial Practices
  - Life, Health, and General Insurance
  - Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities
BUSINESS SKILLS COURSEWARE

- **Mutual Fund Concepts, Portfolio Management, and Regulations**
  - Mutual Funds: Basic Concepts, Structure, and Types .............................................. Course
  - Mutual Funds: Portfolio Management and Accounting ............................................ Course
  - Mutual Funds: Performance Evaluation and Regulations ........................................... Course

- **Global Banking Supervision and Anti-Money Laundering Regulations**
  - Banking Supervision and Corporate Governance .................................................. Course
  - Internal Control and Audits in Banks ........................................................................ Course
  - Special Banking Risks and their Management .......................................................... Course
  - Anti-money Laundering and Global Initiatives ............................................................ Course
  - Anti-money Laundering and Regulatory Framework .................................................. Course

- **Bank Risks and Capital Adequacy Planning**
  - Basel Regulations and Capital Adequacy Requirements ........................................... Course
  - Capital Adequacy Planning Approaches .................................................................... Course

- **Basel Regulations and Bank Risk Management**
  - Basel II and Basel III: An Overview ......................................................................... Course
  - IRB Framework and Risk-rating System .................................................................... Course
  - IRB Approach for Corporate and Retail Exposures ................................................. Course
  - Quantification of IRB Systems .................................................................................. Course
  - Data Maintenance and Oversight for IRB Systems ................................................... Course
  - Basel Regulations and Operational Risk Management .............................................. Course
  - Operational Risk and Advanced Measurement Approach ....................................... Course
  - Operational Risk Identification, Assessment, and Quantification ............................. Course
  - Operational Risk Management Framework, Process, and Applications .................... Course

- **Basel III and Liquidity Risk Management**
  - Management and Supervision of Liquidity Risk ....................................................... Course
  - Liquidity Risk Measurement, Monitoring, and Application of Standards .................. Course

- **Counterparty Credit Risk and Credit Rating**
  - Derivative Contracts: Futures, Forwards, Swaps, and Options ............................... Course
  - Measuring Credit Risk of Derivative Contracts ......................................................... Course
  - Mitigating Credit Risk ............................................................................................... Course
  - Credit Rating Systems and Capital Reserves ............................................................ Course

- **Credit Risk Analysis**
  - Credit Analysis and Loan Pricing and Regulations .................................................. Course
  - Financial Analysis for Credit Risk Determination .................................................... Course
  - Nonfinancial Credit and Asset Analysis ................................................................... Course
  - Problem Loans and Risk Analysis for Common Loans ............................................ Course
  - Risk Analysis for Specialized Loans ......................................................................... Course

- **Credit Derivative Instruments**
  - Credit Derivatives and Credit Risk .......................................................................... Course
  - Classical Credit Derivatives and Total Return Swaps ............................................... Course
  - Securitization and Asset-backed Securities ................................................................ Course
  - Credit-linked and Repackaged Notes ....................................................................... Course
  - Credit Default Swaps and Credit Spread Options .................................................... Course
  - Credit Derivatives Applications ................................................................................ Course
  - Credit Derivatives: Pricing and Operational Issues ................................................... Course
BUSINESS SKILLS COURSEWARE

Credit Derivatives: Regulatory, Legal, and Taxation Issues
.............................................................................................................. 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)
  .............................................................................................................. Final Exams
  Human Resources Core Knowledge: Skills, Concepts, and Tools
  .............................................................................................................. Course
  Human Resources Core Knowledge: Functions and Activities
  .............................................................................................................. Course

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

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

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

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

- Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
  Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
  .............................................................................................................. Final Exams
  Employee and Labor Relations: Employment Regulations and Organizational Programs
  .............................................................................................................. Course
  Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
  .............................................................................................................. Course
  Employee and Labor Relations: Unions and Collective Bargaining
  .............................................................................................................. Course
BUSINESS SKILLS COURSEWARE

- **Risk Management (HRCI: PHR/SPHR-aligned)**
  
  Final Exam: Risk Management (HRCI: PHR/SPHR-aligned) ................................................................. Course

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

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

- **Strategic Human Resource Management (HRCI: SPHR-aligned)**
  
  Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned) ................................................................. Course

  Strategic HR for SPHR Exam Candidates Part I ................................................................................................. Course

  Strategic HR for SPHR Exam Candidates Part II ................................................................................................. Course

- **SHRM-CP/SCP: HR Competencies**
  
  HR Competencies: Leadership and Ethical Practice ................................................................................................. Course

  HR Competencies: Business Acumen and Relationship Management ................................................................................................. Course

  HR Competencies: Consultation and Critical Evaluation ................................................................................................. Course

  HR Competencies: Global and Cultural Effectiveness and Communication ................................................................. Course

- **SHRM-CP/SCP: Management of People**
  
  Management of People: Talent Acquisition and Retention ................................................................................................. Course

  Management of People: Employee Engagement ................................................................................................. Course

  Management of People: Learning and Development ................................................................................................. Course

  Management of People: Total Rewards ................................................................................................. Course

- **SHRM-CP/SCP: Organization and the HR Function**
  
  Organization and HR: Structure of the HR Function ................................................................................................. Course

  Organization and HR: Organizational Effectiveness and Development ................................................................................................. Course

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

  Organization and HR: Employee Relations ................................................................................................. Course

- **SHRM-CP/SCP: Workplace Management and HR**
  
  Workplace Management: Global HR, Diversity, and Inclusion ................................................................................................. Course

  Workplace Management: Risk Management ................................................................................................. Course

  Workplace Management: Corporate Social Responsibility ................................................................................................. Course

  Workplace Management: Employment Laws and Regulations ................................................................................................. Course

- **SHRM-SCP: HRM for Senior HR Professionals**
  
  Advanced HR Management: Competencies for Senior HR Professionals Part I ................................................................. Course

  Advanced HR Management: Competencies for Senior HR Professionals Part II ................................................................. Course

  Advanced Human Resources Management: People and Organization ................................................................................................. Course

  Advanced Human Resources Management: Workplace and HR Strategy ................................................................................................. Course

- **Recruiting, Screening, and Onboarding Effectively**
  
  Ensuring Onboarding Success ................................................................................................. Course
BUSINESS SKILLS COURSEWARE

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

Transformational HR and Talent Management

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

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

Administrative Support: Secrets to Success

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

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

Business Execution

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

Coaching for Results

Beginning Your Coaching Engagement ................................................................ Course
Coaching Techniques that Drive Change ............................................................. Course
Coaching to Drive Performance ......................................................................... Course
The Art of Effective Coaching ........................................................................... Business Impact Series
Coaching ........................................................................................................ Challenge Series
Coaching to Shift Perceptions ........................................................................... Challenge Series

Effective Delegation

Achieve Your Objectives through Effective Delegation ......................................... Course
The Delegation Process ..................................................................................... Course
Successful Delegation: Supervise and Encourage ............................................... Course
Use Delegation to Develop Your Team ................................................................ Course
Delegating Appropriate Tasks ........................................................................ Business Impact Series
Developing Employees through Delegation ....................................................... Challenge Series
BUSINESS SKILLS COURSEWARE

First Time Manager Essentials
The Reality of Being a First-time Manager .................................................. Course
Facing Challenges as a First-time Manager ................................................. Course
Managing Fairly ......................................................................................... Business Impact Series
Acting Decisively ..................................................................................... Challenge Series
Employee Dismissal .................................................................................. Challenge Series
Making the Move Into Management .......................................................... Challenge Series

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

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

Leveraging Key Management Techniques
Effectively Directing and Delegating as a Manager ..................................... Course
Managing Employee Development ........................................................... Course
Facing the Management Challenges of Difficult Behavior and Diverse Teams ............................................................... Challenge Series
Being a Fair and Caring Manager .............................................................. Course

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

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

Fostering Success through Coaching
Driving Change with Coaching .................................................................. Course
Measuring and Sustaining a Coachee's Performance .................................. Course

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**BUSINESS SKILLS COURSEWARE**

- **Achieving Success through Delegation**
  - Choosing and Preparing Your Delegate
  - Getting What You Expect from Your Delegate
  - Taking Your Team to the Next Level with Delegation
  - Delegating Appropriate Tasks
  - Developing Employees through Delegation

- **Developing Leadership Skills**
  - Motivating Your Employees
  - Communicating Vision to Your Employees
  - Leading through Positive Influence
  - Leveraging Emotional Intelligence
  - Communicating a Shared Vision
  - Motivating Human Behavior
  - The Emotionally Intelligent Leader
  - Crafting an Organizational Vision
  - Leader as Motivator

- **Involving Employees in Corporate Change**
  - Communicating Organizational Change
  - Beyond Change: Working with Agility
  - Developing People
  - Instituting a Quality Improvement Program

- **Management and Leadership**

- **Leadership Curriculum**

- **Effective Succession Planning**
  - Succession Planning
  - Succession Planning and Management Programs

- **Setting and Managing Organizational Priorities**
  - Do You Share Your Organization's Values?

- **Leading Organizational Change**
  - The Keys to Sustainable Change
  - Planning for Change
  - Implementing and Sustaining Change
  - Communicating Properly during Layoffs
  - Involving Employees in Corporate Change
  - Communicating Organizational Change
  - Beyond Change: Working with Agility
  - Developing People

- **Leading Teams through Change**
  - Aligning Unit Goals and Imperatives
  - Leading Teams through Change
  - Knowing When to Take Leadership Risks
  - Wanted - Innovation Leaders
  - Developing a Business Execution Culture

- **Leveraging Leadership Techniques**
  - Key Elements of Business Execution
  - Building Innovation Cultures and Leaders
  - Leading Your Team through Change
  - Building a Leadership Development Plan
  - Aligning Unit Goals and Imperatives
  - Leading Teams through Change
  - Knowing When to Take Leadership Risks
  - Wanted - Innovation Leaders
  - Developing a Business Execution Culture

- **Creating a Positive Atmosphere**
  - Positive Atmosphere: Establishing an Engaged Workforce
BUSINESS SKILLS COURSEWARE

Positive Atmosphere: Establishing a Positive Work Environment .................................................. Course
Positive Atmosphere: How Organizational Learning Drives Positive Change .................................. Course

Improving Leadership Skills
Becoming an Inspirational Leader ................................................................................................. Course
Assessing Your Own Leadership Performance ................................................................................... Course

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

Leading Virtual Teams
Establishing Effective Virtual Teams .............................................................................................. Course
Facing Virtual Team Challenges ...................................................................................................... Course

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

Getting Results without Direct Authority
Influencing Key Decision Makers ..................................................................................................... Business Impact Series
Influence and Persuasion .................................................................................................................... Challenge Series

Workplace Conflict
Preventing Unhealthy Workplace Conflict ........................................................................................... Course
Working Out and Through Conflict ..................................................................................................... Course
Adapting Your Conflict Style ............................................................................................................ Course
Confrontation: What's the Best Approach ............................................................................................. Business Impact Series
Personal Conflict Styles .................................................................................................................... Business Impact Series
Coping with Accusations in the Workplace .......................................................................................... Challenge Series
Managing Conflict ............................................................................................................................... Challenge Series
Conflict: Avoid, Confront, or Delay? ..................................................................................................... Challenge Series
Meeting the Challenge of Workplace Conflict ..................................................................................... Challenge Series

Issue-focused Negotiation
Issue-focused Negotiation: Are You Ready? ....................................................................................... Course
You and Your Negotiating Counterpart ................................................................................................. Course
Reaching a Negotiated Agreement ....................................................................................................... Course
Effective Body Language in Negotiations ............................................................................................. Business Impact Series
Vendor Negotiations: Choosing the Best Approach .............................................................................. Challenge Series
Tailoring Your Negotiating Approach .................................................................................................. Challenge Series

Developing Your Emotional Intelligence
Emotional Intelligence: Owning Your Emotions .................................................................................. Course
Emotional Intelligence: Building Self-Management Skills ...................................................................... Course
Emotional Intelligence: Being Aware of the Emotions of Others ............................................................ Course
Emotional Intelligence: Applying EI at Work ......................................................................................... Course
How High Is Your EQ? .......................................................................................................................... Business Impact Series
Emotional Intelligence at Work ............................................................................................................ Challenge Series

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

How to Succeed in Listening
Be a Better Listener .............................................................................................................................. Course

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BUSINESS SKILLS COURSEWARE

Roadblocks to Excellent Listening ................................................................. Course
Active Listening Skills for Professionals ......................................................... Course
Mastering Active Listening in the Workplace ................................................. Course
Listening to Improve Conversation ................................................................. Business Impact Series
Effective Listening ......................................................................................... Challenge Series
Listening with Skill ......................................................................................... Challenge Series

Constructive Feedback

Feedback and Its Vital Role in the Workplace ..................................................... Course
Delivering Feedback ......................................................................................... Course
Receiving Feedback ......................................................................................... Course
Making Feedback a Regular Occurrence .......................................................... Course
Criticism in Context .......................................................................................... Business Impact Series
Giving Appropriate Feedback ........................................................................ Challenge Series
Giving Feedback to Coworkers ........................................................................ Challenge Series

Engaging Others with Tact and Diplomacy

Diplomacy and Tact for Every Day ..................................................................... Course
Diplomacy and Tact in Challenging Situations ................................................... Course
Connecting with Others through Diplomacy and Tact ....................................... Course
Using Humor with Diplomacy and Tact ............................................................. Course

Working with Difficult People

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

Managing and Controlling Anger

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- Abbreviating, Capitalizing, and Using Numbers ............................................. Course
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- Trust Building through Effective Communication ....................................... Course
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Solving Problems: Generating and Evaluating Alternatives
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Improving Your Work/Life Balance
Taking Stock of Your Work/Life Balance
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**Unconscious Bias**
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**Facing Problems and Making Decisions**
Getting to the Root of a Problem
Defining Alternative Solutions to a Problem
Choosing and Using the Best Solution
Managing Projects with No Direct Authority
Ensuring Management Buy-in on a Project
Managing Conflict in Project Teams
Managing Scope on a Project
Weighing the Costs of Project Change

**Discovering Your Strengths**
Uncovering and Utilizing Your Talents and Skills
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Establishing Self-confidence for Life

**Overcoming Procrastination**
Procrastination: Admitting it is the First Step
Beating Procrastination by Boosting Your Creativity and Drive

**Creativity in the Workplace**
Unleashing Personal and Team Creativity
Verifying and Building on Creative Ideas

**Time Management**
Aligning Goals and Priorities to Manage Time
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Coping with Information Overload
Prioritizing Personal and Professional Responsibilities
Planning for Interruptions Helps with Procrastination
Setting and Managing Priorities
Coping with Conflicting Priorities
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**Conquering the Challenges of Public Speaking**
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- Creating Lasting Organizational Change
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PROJECT EFFECTIVENESS

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  PRINCE2® is a Registered Trade Mark of AXELOS Limited
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- Project Integration (PMBOK® Guide Fifth Edition)
  Project Initiation and the Project Charter (PMBOK® Guide Fifth Edition) .................................................. Course
  Managing Project Work (PMBOK® Guide Fifth Edition) .................................................. Course
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- Project Management Ethics and Values
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  PRINCE2® Project Planning and Risk Management (2017 Update)
  
  PRINCE2® Project Quality and Control (2017 Update)
  
  PRINCE2® Start, Direct, and Initiate Projects (2017 Update)
  
  PRINCE2® Control, Manage, and Close Projects (2017 Update)
  
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- **Mentoring Assets**
  
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  Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
  
  Mentoring PRINCE2: Practitioner
  
  Mentoring PK0-004 CompTIA Project+
  

- **Test Preps**
  
  TestPrep PRINCE2®: Foundation
  
  TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
  
  TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)
  
  TestPrep PRINCE2®: Practitioner

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  - Being an Effective Team Member
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  - Building Trust Incrementally
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- The Strategy Analysis Knowledge Area
- RADD Knowledge Area: Part 1
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- Solution Selling
  - Turning Potential Customers into Allies
  - Preparing to Implement Solutions
  - Managing Implementation Problems
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- Strategic Account Sales Skills
  - Selling to Key Players
  - Planning for Effective Selling
  - Building Profitable Customer Relationships
  - Crafting Sales Strategies
  - Performance Payout Plans
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  - Connecting the Dots: Insightful Account Management
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- Sales Management
  - Storming: Developing and Leading Your Sales Team
  - Sales Support Roles for Better Customer Interaction
  - Succeeding in Account Management
  - Gaining Access through Cold Calls
  - Overcoming Resistance to Coaching

- Sales Foundations
  - Prospecting: Panning for Sales Gold
  - The Discovery Meeting: Starting Off on the Right Foot
  - The Value Proposition: Getting Your Pitch Right
  - Turning Objection into Opportunity during a Sales Call
  - Negotiating Well and Going for the Close
  - Don't Only Go for the Big Fish
  - The Ethics of Gift Giving
  - Using Persuasion Techniques to Boost Sales
  - Get it Together: Organizing Your Sales Approach
  - Presentations That Get People Talking
  - Building Momentum in Discovery Meetings
  - Appealing to Prospects
  - Getting Your Head around Pipeline Management
  - Initiating Discovery Meetings
  - The Proof Is in the Proposal
  - Using Customer Knowledge to Advance Sales
  - Prospecting Strategically
  - Responding Strategically
  - Talking Value with Your Customers
  - Dealing with Questions, Objections, and Resistance
  - Dealing with Negotiation Challenges
  - Negotiating Contract Terms
  - Communicating Your Company's Value
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ITIL® 2011 Edition Intermediate Level:
Operational Support & Analysis (OSA)

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ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
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ITIL® 2011 Edition OSA: Introduction to Incident Management
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- Customer Service Skills
  - Interacting with Customers
  - Communicating Effectively with Customers
  - Controlling Conflict, Stress, and Time in a Customer Service Environment
  - Dealing with Customer Service Incidents and Complaints
  - Polishing Your Skills for Excellent Customer Service

- Essentials of Customer Service
  - Rapport Building in Customer Service
  - Providing On-site Customer Service
  - Providing Telephone Customer Service
  - Providing Effective Internal Customer Service
  - Facing Confrontation in Customer Service
  - Designing a Customer Service Strategy
  - Aligning Performance to Key Indicators
  - The Angry Caller: What’s Your Plan?

- ITIL® 2011 Foundation
  - Overview of the ITIL® Service Lifecycle
  - ITIL® Service Strategy Concepts
  - ITIL® Service Strategy Processes
  - ITIL® Service Design Concepts
  - ITIL® Service Design Processes
  - ITIL® Service Transition Concepts and Processes
  - ITIL® Service Operation Concepts
  - ITIL® Service Operation Processes

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

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

TESTPREPS

- Test Preps
  - TestPrep ITIL Foundation
  - Testprep Exams

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

- Mentoring Assets
  - Mentoring ITIL Foundation
  - Mentoring Assets