

Bizlibrary Course List

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Business & Professional Development (SS-BP)

Course Groups	Course Title	Course Code	Dur (Mins)
1 Hour Courseware			
Administrative Support Curriculum			
Essential Skills for Administrative Support Professionals			
	Administrative Professionals: Common Administrative Support Tasks	ad_01_a02_bs_enus	60
	Administrative Professionals: Interacting with Others	ad_01_a04_bs_enus	60
	Administrative Professionals: Maximizing Your Relationship with Your Boss	ad_01_a03_bs_enus	60
	Administrative Professionals: Putting Your Best Foot Forward	ad_01_a05_bs_enus	60
	Administrative Professionals: Representing Your Boss	ad_01_a01_bs_enus	60
Communication Curriculum			
Anger Management Essentials			
	Anger Management Essentials: Managing and Controlling Anger	comm_30_a02_bs_enus	60
	Anger Management Essentials: Understanding Anger	comm_30_a01_bs_enus	60
Basic Presentation Skills			
	Basic Presentation Skills: Creating a Presentation	comm_33_a02_bs_enus	60
	Basic Presentation Skills: Delivering a Presentation	comm_33_a03_bs_enus	60
	Basic Presentation Skills: Planning a Presentation	comm_33_a01_bs_enus	60
Business Grammar Basics			
	Business Grammar: Common Usage Errors	comm_20_a06_bs_enus	60
	Business Grammar: Parts of Speech	comm_20_a01_bs_enus	60
	Business Grammar: Punctuation	comm_20_a04_bs_enus	60
	Business Grammar: Sentence Construction	comm_20_a05_bs_enus	60
	Business Grammar: The Mechanics of Writing	comm_20_a03_bs_enus	60
	Business Grammar: Working with Words	comm_20_a02_bs_enus	60
Business Writing Basics			
	Business Writing: Editing and Proofreading	comm_19_a03_bs_enus	60
	Business Writing: How to Write Clearly and Concisely	comm_19_a02_bs_enus	60
	Business Writing: Know Your Readers and Your Purpose	comm_19_a01_bs_enus	60
Communicate with Diplomacy and Tact			
	Delivering a Difficult Message with Diplomacy and Tact	comm_34_a03_bs_enus	60
Communicating Effectively with the "C" Level			
	Preparing to Communicate Effectively at the "C" Level	comm_31_a01_bs_enus	60
	Techniques for Communicating Effectively with Senior Executives	comm_31_a02_bs_enus	60

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	Constructive Feedback and Criticism		
	Giving Constructive Criticism	comm_29_a02_bs_enus	60
	Giving Feedback	comm_29_a01_bs_enus	60
	Receiving Feedback and Criticism	comm_29_a03_bs_enus	60
	E-mail Essentials for Business		
	Addressing and Redistributing E-mail	comm_17_a02_bs_enus	60
	Managing Your E-mail	comm_17_a03_bs_enus	60
	Using E-mail and Instant Messaging Effectively	comm_17_a01_bs_enus	60
	Emotional Intelligence Essentials		
	Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm_25_a02_bs_enus	60
	Using Emotional Intelligence on the Job	comm_25_a03_bs_enus	60
	What is Emotional Intelligence?	comm_25_a01_bs_enus	60
	Fundamentals of Cross Cultural Communication		
	Communicating Across Cultures	comm_26_a02_bs_enus	60
	Culture and Its Effect on Communication	comm_26_a01_bs_enus	60
	Improving Communication in Cross-cultural Relationships	comm_26_a03_bs_enus	60
	Fundamentals of Working with Difficult People		
	Working with Difficult People: Dealing with Micromanagers	comm_23_a07_bs_enus	60
	Working with Difficult People: How to Work with Aggressive People	comm_23_a02_bs_enus	60
	Working with Difficult People: How to Work with Manipulative People	comm_23_a05_bs_enus	60
	Working with Difficult People: How to Work with Negative People	comm_23_a03_bs_enus	60
	Working with Difficult People: How to Work with Procrastinators	comm_23_a04_bs_enus	60
	Working with Difficult People: How to Work with Self-serving People	comm_23_a06_bs_enus	60
	Working with Difficult People: Identifying Difficult People	comm_23_a01_bs_enus	60
	Getting Results Without Direct Authority		
	Getting Results without Authority: Building Relationships and Credibility	comm_27_a01_bs_enus	60
	Getting Results without Authority: Persuasive Communication	comm_27_a02_bs_enus	60
	Getting Results without Direct Authority: Influencing Your Boss	comm_27_a04_bs_enus	60
	Getting Results without Direct Authority: Reciprocity	comm_27_a03_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
	Interpersonal Communication		
	Interpersonal Communication: Being Approachable	comm_21_a05_bs_enus	60
	Interpersonal Communication: Communicating Assertively	comm_21_a04_bs_enus	60
	Interpersonal Communication: Communicating with Confidence	comm_21_a01_bs_enus	60
	Interpersonal Communication: Listening Essentials	comm_21_a03_bs_enus	60
	Interpersonal Communication: Targeting Your Message	comm_21_a02_bs_enus	60
	Listening Essentials		
	Listening Essentials: Improving Your Listening Skills	comm_28_a02_bs_enus	60
	Listening Essentials: The Basics of Listening	comm_28_a01_bs_enus	60
	Negotiation Essentials		
	Negotiation Essentials: Avoiding Pitfalls in Negotiations	comm_24_a05_bs_enus	60
	Negotiation Essentials: Communicating	comm_24_a03_bs_enus	60
	Negotiation Essentials: Persuading	comm_24_a04_bs_enus	60
	Negotiation Essentials: Planning for Negotiation	comm_24_a02_bs_enus	60
	Negotiation Essentials: What Is Negotiation?	comm_24_a01_bs_enus	60
	Professional Networking Essentials		
	Professional Networking Essentials: Finding Opportunities To Make Connections	comm_38_a01_bs_enus	60
	Telephone Essentials for Business		
	Essential Skills for Professional Telephone Calls	comm_18_a01_bs_enus	60
	Workplace Conflict		
	Workplace Conflict: Recognizing and Responding to Conflict	comm_22_a01_bs_enus	60
	Workplace Conflict: Strategies for Resolving Conflicts	comm_22_a02_bs_enus	60
	Customer Service Curriculum		
	Customer Focus		
	Creating and Sustaining a Customer-focused Organization	cust_10_a02_bs_enus	60
	Customer-focused Interaction	cust_10_a03_bs_enus	60
	Identifying and Managing Customer Expectations	cust_10_a01_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
	Customer Service Fundamentals		
	Customer Service Confrontation and Conflict	cust_09_a05_bs_enus	60
	Customer Service Fundamentals: Building Rapport in Customer Relationships	cust_09_a01_bs_enus	60
	Customer Service in the Field	cust_09_a02_bs_enus	60
	Customer Service over the Phone	cust_09_a03_bs_enus	60
	Internal Customer Service	cust_09_a04_bs_enus	60
	Shaping the Direction of Customer Service in Your Organization	cust_09_a06_bs_enus	60
	Finance and Accounting Curriculum		
	Accounting Fundamentals		
	Accounting for Companies' Stock Transactions and Dividends	fin_03_a09_bs_enus	60
	Accounting Transactions and Books of Account	fin_03_a04_bs_enus	60
	Basic Accounting Principles and Framework	fin_03_a01_bs_enus	60
	The Accounting Cycle and Accrual Accounting	fin_03_a03_bs_enus	60
	The Accounting Equation and Financial Statements	fin_03_a02_bs_enus	60
	The Balance Sheet	fin_03_a07_bs_enus	60
	The Cash Flow Statement	fin_03_a08_bs_enus	60
	The Income Statement	fin_03_a06_bs_enus	60
	Trial Balance & Adjusting Entries	fin_03_a05_bs_enus	60
	Finance and Accounting Essentials for Non-financial Professionals		
	Analyzing Financial Statements for Non-financial Professionals	fin_02_a06_bs_enus	60
	Cash Flow Management Essentials for Non-financial Professionals	fin_02_a02_bs_enus	60
	Financial Statements for Non-financial Professionals	fin_02_a05_bs_enus	60
	Principles of Accounting and Finance for Non-financial Professionals	fin_02_a01_bs_enus	60
	The Essentials of Budgeting for Non-financial Professionals	fin_02_a04_bs_enus	60
	The Time Value of Money and Investment Decisions for Non-financial Professionals	fin_02_a03_bs_enus	60
	IFRS Primer		
	IFRS: Introduction and Conceptual Framework	fin_04_a01_bs_enus	60
	IFRS: Key Standards for Financial and Accounting Activities	fin_04_a03_bs_enus	60
	IFRS: Standards for Financial Statements and Their Items	fin_04_a02_bs_enus	60
	IFRS: Transitioning to IFRS	fin_04_a04_bs_enus	60
	Human Resources Curriculum		

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Course Groups	Course Title	Course Code	Dur (Mins)
	Essentials of Interviewing and Hiring		
	Essentials of Interviewing and Hiring: Behavioral Interview Techniques	hr_06_a04_bs_enus	60
	Essentials of Interviewing and Hiring: Conducting an Effective Interview	hr_06_a03_bs_enus	60
	Essentials of Interviewing and Hiring: Preparing to Interview	hr_06_a02_bs_enus	60
	Essentials of Interviewing and Hiring: Screening Applicants for Interviewing	hr_06_a01_bs_enus	60
	Essentials of Interviewing and Hiring: Selecting the Right Candidate	hr_06_a05_bs_enus	60
	Organizational Behavior		
	Organizational Behavior: Dynamics of a Positive Organizational Culture	hr_08_a05_bs_enus	60
	Organizational Structure and Employee Behavior	hr_08_a04_bs_enus	60
	The role of HR as a Business Partner		
	HR as Business Partner: From Cost Center to Strategic Partner	hr_07_a01_bs_enus	60
	HR as Business Partner: Linking HR Functions with Organizational Goals	hr_07_a02_bs_enus	60
	HR as Business Partner: Managing Talent for Organizational Success	hr_07_a03_bs_enus	60
	HR as Business Partner: Using Metrics and Designing Strategic Initiatives	hr_07_a04_bs_enus	60
	Industry Foundations Curriculum		

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Course Groups	Course Title	Course Code	Dur (Mins)
	Industry Overviews		
	The Aerospace & Defense Industry Overview: Version 1	indo_01_a27_bs_enus	60
	The Automotive Industry Overview: Version 3	indo_01_a29_bs_enus	60
	The Banking Industry Overview: Version 3	indo_01_a14_bs_enus	60
	The Biotechnology Industry Overview: Version 1	indo_01_a28_bs_enus	60
	The Broadcasting & Entertainment Industry Overview: Version 1	indo_01_a24_bs_enus	60
	The Capital Markets Industry Overview: Version 1	indo_01_a25_bs_enus	60
	The Chemicals Industry Overview: Version 1	indo_01_a23_bs_enus	60
	The Consumer Electronics Industry Overview: Version 1	indo_01_a26_bs_enus	60
	The Education Industry Overview: Version 1	indo_01_a21_bs_enus	60
	The Federal Government Industry Overview: Version 3	indo_01_a20_bs_enus	60
	The Food and Beverage Industry Overview: Version 3	indo_01_a30_bs_enus	60
	The Health Care Industry Overview: Version 3	indo_01_a12_bs_enus	60
	The Information Technology Industry Overview: Version 3	indo_01_a19_bs_enus	60
	The Insurance Industry Overview: Version 3	indo_01_a13_bs_enus	60
	The Manufacturing Industry Overview: Version 3	indo_01_a17_bs_enus	60
	The Oil and Gas Industry Overview: Version 3	indo_01_a15_bs_enus	60
	The Pharmaceutical Industry Overview: Version 3	indo_01_a18_bs_enus	60
	The Retail Industry Overview: Version 3	indo_01_a16_bs_enus	60
	The Telecommunications Industry Overview: Version 3	indo_01_a11_bs_enus	60
	The Utilities Industry Overview: Version 1	indo_01_a22_bs_enus	60
	Leadership Curriculum		
	Employee Engagement		
	Maintaining an Engaging Organization	lead_06_a02_bs_enus	60
	The Benefits and Challenges of Engaging Employees	lead_06_a01_bs_enus	60
	Leadership Essentials		
	Leadership Essentials: Building Your Influence as a Leader	lead_05_a03_bs_enus	60
	Leadership Essentials: Communicating Vision	lead_05_a02_bs_enus	60
	Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus	60
	Leadership Essentials: Leading Business Execution	lead_05_a05_bs_enus	60
	Leadership Essentials: Leading Change	lead_05_a07_bs_enus	60
	Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus	60
	Leadership Essentials: Leading with Emotional Intelligence	lead_05_a04_bs_enus	60
	Leadership Essentials: Motivating Employees	lead_05_a01_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
	Making Cross-Functional Teams Work		
	Cross-functional Team Fundamentals	lead_10_a01_bs_enus	60
	Managing Internal Dynamics in a Cross-functional Team	lead_10_a03_bs_enus	60
	Management Curriculum		
	Business Coaching Essentials		
	Business Coaching: Building the Coaching Relationship	mgmt_14_a03_bs_enus	60
	Business Coaching: Conducting Coaching Sessions	mgmt_14_a02_bs_enus	60
	Business Coaching: Getting Ready to Coach	mgmt_14_a01_bs_enus	60
	Business Coaching: Using Different Coaching Styles	mgmt_14_a04_bs_enus	60
	First Time Manager Essentials		
	First Time Manager: Challenges	mgmt_16_a02_bs_enus	60
	First Time Manager: Meeting Expectations	mgmt_16_a03_bs_enus	60
	First Time Manager: Understanding a Manager's Role	mgmt_16_a01_bs_enus	60
	Management Essentials		
	Management Essentials: Caring about Your Direct Reports	mgmt_15_a07_bs_enus	60
	Management Essentials: Confronting Difficult Employee Behavior	mgmt_15_a04_bs_enus	60
	Management Essentials: Delegating	mgmt_15_a02_bs_enus	60
	Management Essentials: Developing Your Direct Reports	mgmt_15_a03_bs_enus	60
	Management Essentials: Directing Others	mgmt_15_a01_bs_enus	60
	Management Essentials: Managing a Diverse Team	mgmt_15_a05_bs_enus	60
	Management Essentials: Treating Your Direct Reports Fairly	mgmt_15_a06_bs_enus	60
	Managing Experts		
	Meeting the Needs of Your Experts	mgmt_21_a01_bs_enus	60
	Overcoming Challenges When Managing Experts	mgmt_21_a02_bs_enus	60
	Managing Organizational Change		
	Managing Change: Building Positive Support for Change	mgmt_13_a02_bs_enus	60
	Managing Change: Dealing with Resistance to Change	mgmt_13_a03_bs_enus	60
	Managing Change: Sustaining Organizational Change	mgmt_13_a04_bs_enus	60
	Managing Change: Understanding Change	mgmt_13_a01_bs_enus	60
	Performance Appraisal Essentials		
	Performance Appraisal Essentials: 360-degree Appraisals	mgmt_17_a03_bs_enus	60
	Performance Appraisal Essentials: Conducting Traditional Appraisals	mgmt_17_a02_bs_enus	60
	Performance Appraisal Essentials: Planning for Appraisals	mgmt_17_a01_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
	Talent Management Essentials		
	Talent Management: Acquiring Talent	mgmt_18_a03_bs_enus	60
	Talent Management: Basics	mgmt_18_a01_bs_enus	60
	Talent Management: Developing and Engaging Talent	mgmt_18_a04_bs_enus	60
	Talent Management: Planning	mgmt_18_a02_bs_enus	60
	Talent Management: Retaining Talent	mgmt_18_a05_bs_enus	60
	Technical Management Essentials		
	Managing Technical Professionals	mgmt_19_a03_bs_enus	60
	Strategies for Transitioning to Technical Management	mgmt_19_a02_bs_enus	60
	Transitioning from Technical Professional to Management	mgmt_19_a01_bs_enus	60
	Workforce Generations		
	Managing Workforce Generations: Introduction to Cross-generational Employees	mgmt_20_a01_bs_enus	60
	Managing Workforce Generations: Working with a Multigenerational Team	mgmt_20_a02_bs_enus	60
	Managing Workforce Generations: Working with the 21st-century Generation Mix	mgmt_20_a03_bs_enus	60
	Marketing Curriculum		
	Competitive Marketing Strategies		
	Competitive Marketing Strategies: Analyzing Competitors	mkt_02_a02_bs_enus	60
	Competitive Marketing Strategies: Conducting an Internal Analysis	mkt_02_a01_bs_enus	60
	Marketing Essentials		
	Marketing Essentials: Introduction to Marketing	mkt_01_a01_bs_enus	60
	Marketing Essentials: Marketing and Ethics	mkt_01_a06_bs_enus	60
	Marketing Essentials: Place	mkt_01_a04_bs_enus	60
	Marketing Essentials: Planning and People	mkt_01_a02_bs_enus	60
	Marketing Essentials: Product and Price	mkt_01_a03_bs_enus	60
	Marketing Essentials: Promotion	mkt_01_a05_bs_enus	60
	Operations Curriculum		
	Fundamentals of Lean for Business Organizations		
	Applying Lean in Service and Manufacturing Organizations	oper_20_a06_bs_enus	60
	Introduction to Lean for Service and Manufacturing Organizations	oper_20_a01_bs_enus	60
	Lean Tools and Techniques for Flow and Pull	oper_20_a03_bs_enus	60
	Reducing Waste and Streamlining Value Flow Using Lean	oper_20_a04_bs_enus	60
	Using Lean for Perfection and Quality	oper_20_a02_bs_enus	60
	Value Stream Mapping in Lean Business	oper_20_a05_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
	Operations Management		
	Operations and Supply Chain Management	oper_21_a03_bs_enus	60
	Operations Management and the Organization	oper_21_a01_bs_enus	60
	Operations Management: Facilities Planning and Management	oper_21_a08_bs_enus	60
	Operations Management: Forecasting and Capacity Planning	oper_21_a05_bs_enus	60
	Operations Management: Inventory Management	oper_21_a04_bs_enus	60
	Operations Management: Management of Quality	oper_21_a07_bs_enus	60
	Operations Management: Operations Scheduling	oper_21_a06_bs_enus	60
	Operations Management: Product and Service Management	oper_21_a02_bs_enus	60
	Personal Development Curriculum		
	Building and Maintaining Trust		
	Building Trust	pd_15_a01_bs_enus	60
	Rebuilding Trust	pd_15_a02_bs_enus	60
	Business Ethics		
	Developing a Code of Ethical Conduct	pd_18_a02_bs_enus	60
	Ethical Decision-making in the Workplace	pd_18_a03_bs_enus	60
	Introduction to Workplace Ethics	pd_18_a01_bs_enus	60
	Campus to Corporate		
	Campus to Corporate: Developing a Professional Image	pd_22_a02_bs_enus	60
	Campus to Corporate: Meeting New Expectations	pd_22_a01_bs_enus	60
	Critical Thinking Essentials		
	Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus	60
	Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus	60
	Dealing with Organizational Change		
	Embracing Organizational Change	pd_13_a03_bs_enus	60
	Preparing for Organizational Change	pd_13_a02_bs_enus	60
	Understanding Organizational Change	pd_13_a01_bs_enus	60
	Diversity on the Job		
	Diversity on the Job: Diversity and You	pd_07_a02_bs_enus	60
	Diversity on the Job: The Importance of Diversity and the Changing Workplace	pd_07_a01_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
	Effective Time Management		
	Time Management: Analyzing Your Use of Time	pd_11_a01_bs_enus	60
	Time Management: Avoiding Time Stealers	pd_11_a03_bs_enus	60
	Time Management: Planning and Prioritizing Your Time	pd_11_a02_bs_enus	60
	Generating Creative & Innovative Ideas		
	Generating Creative and Innovative Ideas: Enhancing Your Creativity	pd_09_a01_bs_enus	60
	Generating Creative and Innovative Ideas: Maximizing Team Creativity	pd_09_a02_bs_enus	60
	Generating Creative and Innovative Ideas: Verifying and Building on Ideas	pd_09_a03_bs_enus	60
	Living and Working Abroad in the United States		
	American Work Culture and Values	pd_19_a01_bs_enus	60
	Communicating Successfully in the American Workplace	pd_19_a03_bs_enus	60
	Key Aspects of the American Work Environment	pd_19_a02_bs_enus	60
	Succeeding in the American Workplace	pd_19_a04_bs_enus	60
	Managing Your Career		
	Managing Your Career: Creating a Plan	pd_10_a01_bs_enus	60
	Managing Your Career: Getting on the Right Track	pd_10_a02_bs_enus	60
	Managing Your Career: Leveraging the Performance Appraisal	pd_10_a05_bs_enus	60
	Managing Your Career: Professional Networking Essentials	pd_10_a03_bs_enus	60
	Managing Your Career: You and Your Boss	pd_10_a04_bs_enus	60
	Optimizing Your Work/Life Balance		
	Optimizing Your Work/Life Balance: Analyzing Your Life Balance	pd_06_a01_bs_enus	60
	Optimizing Your Work/Life Balance: Maintaining Your Life Balance	pd_06_a02_bs_enus	60
	Optimizing Your Work/Life Balance: Taking Control of Your Stress	pd_06_a03_bs_enus	60
	Peer Relationships		
	Developing Strategic Peer Relationships in Your Organization	pd_17_a02_bs_enus	60
	Forming Peer Relationships and Alliances at Work	pd_17_a03_bs_enus	60
	The Value of Peer Relationships	pd_17_a01_bs_enus	60
	Problem Solving and Decision-Making Strategies		
	Decision Making: Making Tough Decisions	pd_12_a06_bs_enus	60
	Decision Making: The Fundamentals	pd_12_a04_bs_enus	60
	Decision Making: Tools and Techniques	pd_12_a05_bs_enus	60
	Problem Solving: Determining and Building Your Strengths	pd_12_a02_bs_enus	60
	Problem Solving: Digging Deeper	pd_12_a03_bs_enus	60
	Problem Solving: The Fundamentals	pd_12_a01_bs_enus	60

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	Telecommuting and the Remote Employee		
	Telecommuting Basics: Communication Strategies for the Remote Employee	pd_08_a02_bs_enus	60
	Telecommuting Basics: Maximizing Productivity as a Remote Employee	pd_08_a01_bs_enus	60
	Project Management Curriculum		
	IT Project Management Essentials		
	IT Project Management Essentials: Executing IT Projects	proj_17_a03_bs_enus	60
	IT Project Management Essentials: Initiating and Planning IT Projects	proj_17_a02_bs_enus	60
	IT Project Management Essentials: Introduction to IT Project Management	proj_17_a01_bs_enus	60
	IT Project Management Essentials: Managing Risks in an IT Project	proj_17_a05_bs_enus	60
	IT Project Management Essentials: Monitoring and Controlling IT Projects	proj_17_a04_bs_enus	60
	IT Project Management Essentials: Testing Deliverables and Closing IT Projects	proj_17_a06_bs_enus	60
	Sales Curriculum		
	Sales Foundations		
	Developing a Customer-focused Sales Approach	sale_01_a06_bs_enus	60
	Developing Strong Customer Relationships	sale_01_a04_bs_enus	60
	Introduction to Sales	sale_01_a01_bs_enus	60
	Preparing for Successful Sales	sale_01_a03_bs_enus	60
	Strategic Sales Planning	sale_01_a02_bs_enus	60
	Working within the Sales Culture of Your Organization	sale_01_a05_bs_enus	60
	Strategic Planning Curriculum		
	The Fundamentals of Globalization		
	Fundamentals of Globalization: Analyzing the Global Environment	stgy_05_a02_bs_enus	60
	Fundamentals of Globalization: Managing in a Global Environment	stgy_05_a04_bs_enus	60
	The Fundamentals of Globalization: The Global Context	stgy_05_a01_bs_enus	60
	Team Building Curriculum		

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Leading Teams			
	Leading Teams: Building Trust and Commitment	team_03_a04_bs_enus	60
	Leading Teams: Dealing with Conflict	team_03_a07_bs_enus	60
	Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enus	60
	Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_enus	60
	Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_enus	60
	Leading Teams: Launching a Successful Team	team_03_a01_bs_enus	60
	Leading Teams: Managing Virtual Teams	team_03_a08_bs_enus	60
	Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_enus	60
Optimizing Your Performance on a Team			
	Being an Effective Team Member	team_02_a01_bs_enus	60
	Effective Team Communication	team_02_a04_bs_enus	60
	Elements of a Cohesive Team	team_02_a03_bs_enus	60
	Establishing Team Goals and Responsibilities	team_02_a02_bs_enus	60
	Using Feedback to Improve Team Performance	team_02_a05_bs_enus	60
Business Certifications			
ASQ (Six Sigma and CMQ/OE)			
Manager of Quality/Organizational Excellence (CMQ/OE) Certification			
	Communication Skills and Project Management	oper_04_a05_bs_enus	120
	Customer-Focused Management	oper_04_a09_bs_enus	150
	Developing and Deploying Strategic Plans	oper_04_a03_bs_enus	150
	Leadership	oper_04_a01_bs_enus	150
	Managerial Skills and Abilities	oper_04_a04_bs_enus	150
	Measurement: Assessment and Metrics	oper_04_a08_bs_enus	90
	Problem-Solving and Process Management Tools	oper_04_a07_bs_enus	150
	Quality Systems, Models, and Theories	oper_04_a06_bs_enus	120
	Supply Chain Management	oper_04_a10_bs_enus	90
	Team Dynamics	oper_04_a02_bs_enus	120
	Training and Development	oper_04_a11_bs_enus	120

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Course Groups	Course Title	Course Code	Dur (Mins)
	Six Sigma Black Belt Certification (SSBB)		
	Basic Statistics and Graphical Methods for Six Sigma	oper_15_a04_bs_enus	120
	Business Performance and Financial Measures in Six Sigma	oper_12_a02_bs_enus	120
	Common Design for Six Sigma Methodologies, Design for X, and Robust Design	oper_19_a01_bs_enus	120
	Conducting Experiments and Analyzing Results in Six Sigma	oper_17_a02_bs_enus	120
	Correlation and Regression Analysis in Six Sigma	oper_16_a01_bs_enus	90
	Critical Requirements and Benchmarking for Six Sigma	oper_12_a01_bs_enus	120
	Data Collection and Measurement in Six Sigma	oper_15_a02_bs_enus	120
	Designing and Planning Experiments in Six Sigma	oper_17_a01_bs_enus	120
	Developing Project Charters and Tracking Six Sigma Projects	oper_14_a02_bs_enus	90
	Forming Project Teams for Six Sigma	oper_13_a01_bs_enus	120
	Hypothesis Testing Concepts and Tests for Means in Six Sigma	oper_16_a03_bs_enus	120
	Improvement Methods and Implementation Issues in Six Sigma	oper_17_a03_bs_enus	120
	Lean and Six Sigma	oper_11_a01_bs_enus	120
	Managing Six Sigma Team Performance	oper_13_a03_bs_enus	120
	Motivation and Communication in Six Sigma Teams	oper_13_a02_bs_enus	120
	Multivariate Analysis and Attribute Data Analysis in Six Sigma	oper_16_a02_bs_enus	120
	Nonparametric Tests in Six Sigma Analysis	oper_16_a05_bs_enus	120
	Nonstatistical Analysis Methods in Six Sigma	oper_16_a06_bs_enus	120
	Nonstatistical Control Tools and Maintaining Controls in Six Sigma	oper_18_a02_bs_enus	120
	Probability for Six Sigma	oper_15_a05_bs_enus	120
	Process Capability for Six Sigma	oper_15_a06_bs_enus	120
	Process Characteristics for Six Sigma	oper_15_a01_bs_enus	120
	Six Sigma Leadership and Change Management	oper_11_a03_bs_enus	120
	Six Sigma Measurement Systems	oper_15_a03_bs_enus	120
	Six Sigma Projects and the Black Belt Role	oper_11_a02_bs_enus	120
	Special Design Tools in Design for Six Sigma	oper_19_a02_bs_enus	120
	Statistical Process Control (SPC) in Six Sigma	oper_18_a01_bs_enus	120
	Sustaining Improvements and Gains from Six Sigma Projects	oper_18_a03_bs_enus	120
	Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma	oper_16_a04_bs_enus	120
	Using Voice of the Customer in Six Sigma	oper_14_a01_bs_enus	120

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Course Groups	Course Title	Course Code	Dur (Mins)
	Six Sigma Green Belt Certification (SSGB)		
	Basics of Six Sigma Projects and Teams	oper_06_a02_bs_enus	150
	Data Classification and Collection in Six Sigma	oper_07_a03_bs_enus	90
	Design for Six Sigma in the Organization	oper_05_a02_bs_enus	120
	Design of Experiments and Validation of Solutions in Six Sigma	oper_09_a01_bs_enus	90
	Exploratory Data Analysis in Six Sigma	oper_08_a01_bs_enus	90
	Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma	oper_08_a03_bs_enus	90
	Introduction to Hypothesis Testing and Testing for Means in Six Sigma	oper_08_a02_bs_enus	120
	Measuring Process Capability and Performance in Six Sigma	oper_07_a06_bs_enus	120
	Mentoring Six Sigma Green Belt (SSGB)	mntssgb	0
	Modeling and Analyzing Processes in Six Sigma	oper_07_a01_bs_enus	120
	Probability Distributions and Measurement Systems Analysis in Six Sigma	oper_07_a05_bs_enus	120
	Processes and Customer Analysis in Six Sigma Projects	oper_06_a01_bs_enus	150
	Six Sigma and Lean in the Organization	oper_05_a01_bs_enus	150
	Statistical Process Control and Control Plans in Six Sigma	oper_09_a02_bs_enus	90
	Statistics and Probability in Six Sigma	oper_07_a02_bs_enus	120
	Summarizing and Presenting Data in Six Sigma	oper_07_a04_bs_enus	90
	TestPrep Six Sigma Green Belt Certification (SSGB)	TPSSGB_eng	0
	Tools for Planning and Managing Six Sigma Project Opportunities	oper_06_a03_bs_enus	150
	Using Basic Control Charts in Six Sigma	oper_09_a03_bs_enus	150
	Using Six Sigma Analysis Tools and Metrics for Project Decisions	oper_06_a04_bs_enus	90
	Customer Service Representative		
	Customer Service Representative (CSR) Certification		
	Communication Skills	cust_07_a02_bs_enus	210
	Conflict, Stress, and Time Management	cust_07_a03_bs_enus	210
	Customer Interactions	cust_07_a01_bs_enus	210
	Customer Service Processes and Procedures	cust_08_a01_bs_enus	180
	Dealing with Irrational Customers and Escalating Complaints	cust_08_a04_bs_enus	120
	Quality in a Support Center	cust_08_a02_bs_enus	210
	Support Center Services and Work Environment	cust_06_a02_bs_enus	180
	Support Center Tools, Technologies and Metrics	cust_08_a03_bs_enus	180
	Team and Customer Relationships	cust_06_a03_bs_enus	180
	The Customer Service Representative (CSR)	cust_06_a01_bs_enus	210
	Human Resource Certification Institute (HRCI)		

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Course Groups	Course Title	Course Code	Dur (Mins)
	Professional in Human Resources (PHR)		
	Affirmative Action and the EEO (HRCI/PHR - aligned)	HR0263	150
	Compensating Employees (HRCI/PHR - aligned)	HR0269	180
	Developing Employees (HRCI/PHR - aligned)	HR0267	90
	Developing Human Resources (HRCI/PHR - aligned)	HR0268	90
	Employment Management (HRCI/PHR - aligned)	HR0264	150
	Employment Relations (HRCI/PHR - aligned)	HR0272	90
	Health and Safety in the Workplace (HRCI/PHR - aligned)	HR0276	90
	Human Resources Fundamentals (HRCI/PHR - aligned)	HR0261	120
	Mentoring Professional in Human Resources (PHR)	mntphr05ed	0
	Non-Unionized Workplaces (HRCI/PHR - aligned)	HR0274	90
	Offers, Contracts, and Exit from the Organization (HRCI/PHR - aligned)	HR0266	180
	Programs to Benefit Employees (HRCI/PHR - aligned)	HR0271	90
	Recruiting and Selecting Candidates (HRCI/PHR - aligned)	HR0265	120
	Risk Assessment and Prevention (HRCI/PHR - aligned)	HR0277	150
	Sexual Harassment at Work (HRCI/PHR - aligned)	HR0273	90
	Strategic Management (HRCI/PHR - aligned)	HR0262	150
	TestPrep Professional in Human Resources (PHR) 2007-aligned	TPPHR05ED_eng	0
	Unionized Workplaces (HRCI/PHR - aligned)	HR0275	90
	Senior Professional in Human Resources (SPHR)		
	HR's Strategic Role in the Organization (HRCI/SPHR-aligned)	hr_04_a01_bs_enus	60
	Management of the HR Process (HRCI/SPHR-aligned)	hr_04_a02_bs_enus	120
	Strategic Approaches to Human Resource Development (HRCI/SPHR-aligned)	hr_04_a04_bs_enus	180
	Strategic Approaches to Labor Relations (HRCI/SPHR-aligned)	hr_04_a06_bs_enus	270
	Strategic Approaches to Risk Management (HRCI/SPHR-aligned)	hr_04_a07_bs_enus	120
	Strategic Approaches to Total Rewards (HRCI/SPHR-aligned)	hr_04_a05_bs_enus	150
	Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR-aligned)	hr_04_a03_bs_enus	180
	International Institute of Business Analysis (IIBA)		

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Course Groups	Course Title	Course Code	Dur (Mins)
	Certified Business Analysis Professional (CBAP) Certification		
	Business Analysis Requirements Elicitation	ib_buap_a04_it_enus	120
	Business Analysis Requirements Management and Communication	ib_buap_a05_it_enus	120
	Business Analysis: Enterprise Analysis	ib_buap_a06_it_enus	150
	Business Analysis: Introduction to Requirements Analysis	ib_buap_a07_it_enus	150
	Business Analysis: Solution Assessment and Validation	ib_buap_a09_it_enus	180
	Business Analysis: Verify and Validate Requirements	ib_buap_a08_it_enus	120
	Introduction to Business Analysis and Essential Competencies	ib_buap_a01_it_enus	120
	Introduction to Business Analysis Planning	ib_buap_a02_it_enus	150
	Planning Business Analysis Communication and Monitoring	ib_buap_a03_it_enus	150
	IT Infrastructure Library (ITIL)		
	ITIL Intermediate Level - Service Capability		
	ITIL® V3 OSA: Introduction to Event Management	ib_iosa_a02_it_enus	210
	ITIL® V3 OSA: Function Activities	ib_iosa_a13_it_enus	90
	ITIL® V3 OSA: Incident Management Interactions	ib_iosa_a04_it_enus	180
	ITIL® V3 OSA: Introduction to Access Management	ib_iosa_a09_it_enus	180
	ITIL® V3 OSA: Introduction to Functions	ib_iosa_a12_it_enus	150
	ITIL® V3 OSA: Introduction to Incident Management	ib_iosa_a03_it_enus	150
	ITIL® V3 OSA: Introduction to Operational Support and Analysis	ib_iosa_a01_it_enus	150
	ITIL® V3 OSA: Introduction to Problem Management	ib_iosa_a07_it_enus	180
	ITIL® V3 OSA: Introduction to Request Fulfillment	ib_iosa_a05_it_enus	120
	ITIL® V3 OSA: Introduction to the Service Desk	ib_iosa_a10_it_enus	120
	ITIL® V3 OSA: Problem Management Process Interfaces and Challenges	ib_iosa_a08_it_enus	150
	ITIL® V3 OSA: Request Fulfillment Process Interfaces and Challenges	ib_iosa_a06_it_enus	150
	ITIL® V3 OSA: Service Desk Metrics and Outsourcing	ib_iosa_a11_it_enus	90
	ITIL® V3 OSA: Technology and Implementation Considerations	ib_iosa_a14_it_enus	150
	Mentoring ITIL V3 Operational Support and Analysis	mntitv3osa	0
	TestPrep ITIL V3 Operational Support and Analysis	ib_iosa_a01_tp_enus	90

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Course Groups	Course Title	Course Code	Dur (Mins)
	ITIL v3 Foundation for Service Management		
	ITIL V3 Foundation Syllabus v4.2: Service Strategy Processes	ib_itlu_a03_it_enus	60
	ITIL V3 Foundation Syllabus v4.2: Continual Service Improvement Fundamentals	ib_itlu_a09_it_enus	60
	ITIL V3 Foundation Syllabus v4.2: ITIL and the Service Lifecycle	ib_itlu_a01_it_enus	90
	ITIL V3 Foundation Syllabus v4.2: Service Design Fundamentals	ib_itlu_a04_it_enus	90
	ITIL V3 Foundation Syllabus v4.2: Service Design Processes	ib_itlu_a05_it_enus	120
	ITIL V3 Foundation Syllabus v4.2: Service Operation Principles and Functions	ib_itlu_a07_it_enus	60
	ITIL V3 Foundation Syllabus v4.2: Service Operation Processes	ib_itlu_a08_it_enus	90
	ITIL V3 Foundation Syllabus v4.2: Service Strategy Fundamentals	ib_itlu_a02_it_enus	120
	ITIL V3 Foundation Syllabus v4.2: Service Transition Processes and Principles	ib_itlu_a06_it_enus	120
	Mentoring ITIL V3 Foundation (ITV3F)	mntitv3f	0
	TestPrep ITIL V3 Foundation (ITV3F)	TPITV3F_eng	0
	PRINCE2®		
	PRINCE2® Certification		
	Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)	ib_prin_a05_it_enus	120
	Mentoring PRINCE2: Foundation	mntprince2f	0
	Overview of Project Management (PRINCE2®: 2009-aligned)	ib_prin_a01_it_enus	60
	Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)	ib_prin_a02_it_enus	120
	Project Quality, Change and Progress (PRINCE2®: 2009-aligned)	ib_prin_a03_it_enus	90
	Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)	ib_prin_a04_it_enus	90
	Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)	ib_prin_a06_it_enus	90
	TestPrep PRINCE2: Foundation	ib_prin_a01_tp_enus	60
	Project Management Institute (PMI)		

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Course Groups	Course Title	Course Code	Dur (Mins)
	Certified Associate in Project Management (CAPM) - PMBOK® Guide - Fourth Edition-aligned		
	Communicating Effectively with Project Stakeholders Simulation	PROJ012A	30
	Controlling Costs	proj_09_a02_bs_enus	90
	Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	120
	Create Work Breakdown Structure	proj_07_a02_bs_enus	90
	Defining and Sequencing Project Activities	proj_08_a01_bs_enus	120
	Developing and Controlling the Project Schedule	proj_08_a03_bs_enus	120
	Estimating Activity Resources and Durations	proj_08_a02_bs_enus	120
	Estimating and Budgeting Project Costs	proj_09_a01_bs_enus	120
	Identifying Project Risks	proj_13_a04_bs_enus	120
	Integrated Initiation and Planning	proj_06_a01_bs_enus	120
	Integrated Project Change Control and Close	proj_06_a03_bs_enus	90
	Integrated Project Execution, Monitoring, and Control	proj_06_a02_bs_enus	90
	Managing Procurements	proj_14_a02_bs_enus	120
	Managing Project Human Resources	proj_11_a02_bs_enus	120
	Managing Projects within Organizations	proj_05_a01_bs_enus	120
	Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned	mntcapm4ed	0
	Monitoring and Controlling Project Scope	proj_07_a03_bs_enus	90
	Performing Risk Analysis	proj_13_a02_bs_enus	120
	Planning and Managing Project Human Resources Simulation	PROJ011A	30
	Planning Project Human Resources	proj_11_a01_bs_enus	120
	Planning Project Procurement	proj_14_a01_bs_enus	120
	Processes for Managing Project Communications	proj_12_a02_bs_enus	120
	Project Management Overview	proj_05_a02_bs_enus	90
	Project Management Process Groups	proj_05_a03_bs_enus	120
	Project Quality Planning	proj_10_a01_bs_enus	120
	Project Requirements and Defining Scope	proj_07_a01_bs_enus	120
	Quality Assurance and Quality Control	proj_10_a02_bs_enus	120
	Risk Management Planning	proj_13_a01_bs_enus	90
	Risk Response, Monitor, and Control	proj_13_a03_bs_enus	120
	Stakeholders and the Communications Management Plan	proj_12_a01_bs_enus	120
	TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned	pm_capm_a01_tp_enus	180
	The Role of Ethics in Project Management	proj_15_a01_bs_enus	90

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Course Groups	Course Title	Course Code	Dur (Mins)
	Project Management Professional (PMP) - PMBOK® Guide - Fourth Edition-aligned		
	Communicating Effectively with Project Stakeholders Simulation	PROJ012A	30
	Controlling Costs	proj_09_a02_bs_enus	90
	Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	120
	Create Work Breakdown Structure	proj_07_a02_bs_enus	90
	Defining and Sequencing Project Activities	proj_08_a01_bs_enus	120
	Developing and Controlling the Project Schedule	proj_08_a03_bs_enus	120
	Estimating Activity Resources and Durations	proj_08_a02_bs_enus	120
	Estimating and Budgeting Project Costs	proj_09_a01_bs_enus	120
	Identifying Project Risks	proj_13_a04_bs_enus	120
	Integrated Initiation and Planning	proj_06_a01_bs_enus	120
	Integrated Project Change Control and Close	proj_06_a03_bs_enus	90
	Integrated Project Execution, Monitoring, and Control	proj_06_a02_bs_enus	90
	Managing Procurements	proj_14_a02_bs_enus	120
	Managing Project Human Resources	proj_11_a02_bs_enus	120
	Managing Projects within Organizations	proj_05_a01_bs_enus	120
	Mentoring Project Management Professional (PMP) PMBOK Guide Fourth Edition Aligned	mntpmp4ed	0
	Monitoring and Controlling Project Scope	proj_07_a03_bs_enus	90
	Performing Risk Analysis	proj_13_a02_bs_enus	120
	Planning and Managing Project Human Resources Simulation	PROJ011A	30
	Planning Project Human Resources	proj_11_a01_bs_enus	120
	Planning Project Procurement	proj_14_a01_bs_enus	120
	Processes for Managing Project Communications	proj_12_a02_bs_enus	120
	Project Management Overview	proj_05_a02_bs_enus	90
	Project Management Process Groups	proj_05_a03_bs_enus	120
	Project Quality Planning	proj_10_a01_bs_enus	120
	Project Requirements and Defining Scope	proj_07_a01_bs_enus	120
	Quality Assurance and Quality Control	proj_10_a02_bs_enus	120
	Risk Management Planning	proj_13_a01_bs_enus	90
	Risk Response, Monitor, and Control	proj_13_a03_bs_enus	120
	Stakeholders and the Communications Management Plan	proj_12_a01_bs_enus	120
	TestPrep Project Management Professional (PMP) PMBOK Guide Fourth Edition Aligned	pm_proj_a01_tp_enus	240
	The Role of Ethics in Project Management	proj_15_a01_bs_enus	90

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Course Groups	Course Title	Course Code	Dur (Mins)
Business Exploration Series			
Business Impact Series			
Call Center			
	Aligning Agent Behaviors with Caller Types	_pc_bi_ctbi010	7
	Aligning Performance to Key Indicators	_pc_bi_ctbi007	4
	Converting a Call Center to a Profit Center	_pc_bi_ctbi001	7
	Creating an Effective On-hold Message	_pc_bi_ctbi008	4
	Customer Service Training - The Interview and Beyond	_pc_bi_ctbi004	5
	Disaster Recovery - Keeping the Lines Open	_pc_bi_ctbi005	7
	Managing Your Call Center More Efficiently	_pc_bi_ctbi002	7
	Preventing Agent Absenteeism through Better Working Conditions	_pc_bi_ctbi006	4
	Prioritizing Rewards and Recognition in Call Centers	_pc_bi_ctbi011	5
	The Importance of Call Tracking and Ticketing	_pc_bi_ctbi003	5
	Workforce Management Software - Is It Worth It?	_pc_bi_ctbi009	4
Finance and Accounting			
	Accounting for Sales Returns	_pc_bi_fabi005	4
	Assessing Nonrecurring Items in Income Statements	_pc_bi_fabi009	8
	Attracting New Investors - Keeping Presentations Focused	_pc_bi_fabi004	4
	Deconstructing the Balance Sheet	_pc_bi_fabi010	5
	Increasing Cash Flow in Times of Need	_pc_bi_fabi003	6
	Outsourcing Financial Activities	_pc_bi_fabi001	7
	Recession: How it Affects Business	_pc_bi_fabi008	4
	Recognizing The Value of Intangible Assets	_pc_bi_fabi007	6
	The Time Value of Money: Possible Pitfalls	_pc_bi_fabi011	7
	Using Audits to Help Prevent Business Fraud	_pc_bi_fabi002	7
	What's Your Gross Profit Margin Really Saying?	_pc_bi_fabi006	3

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Course Groups	Course Title	Course Code	Dur (Mins)
	Human Resources		
	Aligning Recruitment to Job Requirements	_pc_bi_hrbi001	7
	Communicating Properly during Layoffs	_pc_bi_hrbi005	7
	Conducting Interviews: Asking the Right Questions	_pc_bi_hrbi014	7
	Creating a Compelling Job Description	_pc_bi_hrbi015	5
	Devising an Effective Corporate Wellness Program	_pc_bi_hrbi009	5
	Employer Branding	_pc_bi_hrbi007	4
	Fringe Benefits: Maintaining a Competitive Hiring Advantage	_pc_bi_hrbi004	5
	Guarding Against Interviewing Biases	_pc_bi_hrbi003	7
	Instituting a Dress Code	_pc_bi_hrbi011	5
	Managing Top Performers Is Always Easy...Right?	_pc_bi_hrbi013	6
	Managing Workplace Stress	_pc_bi_hrbi006	7
	Reframing Negative Situations	_pc_bi_hrbi008	4
	Screening Applicants for Emotional Intelligence	_pc_bi_hrbi012	5
	Underperforming Employee – Now What?	_pc_bi_hrbi010	5
	Understanding Workplace Diversity	_pc_bi_hrbi002	5
	Leadership		
	Building Trust Incrementally	_pc_bi_lsbi004	7
	Communicating a Shared Vision	_pc_bi_lsbi001	7
	Developing the Next Generation	_pc_bi_lsbi007	7
	Executing Innovation	_pc_bi_lsbi016	5
	Fostering a Business Execution Culture	_pc_bi_lsbi008	5
	Influencing Key Decision Makers	_pc_bi_lsbi015	6
	Inspiring Your Team	_pc_bi_lsbi010	5
	Involving Employees in Corporate Change	_pc_bi_lsbi011	4
	Knowing When to Take Leadership Risks	_pc_bi_lsbi006	5
	Leading Outside the Organization	_pc_bi_lsbi005	7
	Leading Teams through Change	_pc_bi_lsbi003	6
	Making Meetings Work	_pc_bi_pfb018	6
	Pave Your Own Path	_pc_bi_lsbi009	7
	Succession Planning	_pc_bi_lsbi002	7
	The Art of Effective Coaching	_pc_bi_lsbi018	6
	Turning Problems Around with Reverse Brainstorming	_pc_bi_lsbi017	6
	Wanted - Innovation Leaders	_pc_bi_lsbi013	5
	Workplace Diversity: Assessing Your Organization	_pc_bi_lsbi012	6

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	Management		
	Communicating Organizational Change	_pc_bi_mgbi015	7
	Communicating with a Cross-cultural Audience	_pc_bi_pfb020	5
	Confrontation: What's the Best Approach	_pc_bi_mgbi009	4
	Delegating Appropriate Tasks	_pc_bi_mgbi007	4
	Developing Adaptable Managers	_pc_bi_mgbi013	5
	Employee Exhaustion: Managing a Well-balanced Workload	_pc_bi_mgbi010	7
	Is Your Company Prepared for a Crisis?	_pc_bi_mgbi006	5
	Making Meetings Work	_pc_bi_pfb018	6
	Managing an Aging Workforce	_pc_bi_mgbi005	7
	Managing Communications in a Virtual Team	_pc_bi_mgbi001	6
	Managing Expatriates' Career Development	_pc_bi_mgbi011	7
	Managing Fairly	_pc_bi_mgbi016	6
	Managing the Stress of Organizational Change	_pc_bi_mgbi004	7
	Managing Top Performers Is Always Easy...Right?	_pc_bi_hrb013	6
	Performance Dashboard or Scorecard?	_pc_bi_mgbi012	4
	Preventing High Turnover Rates: How to Keep The Best	_pc_bi_mgbi008	5
	Prioritizing Personal and Professional Responsibilities	_pc_bi_mgbi003	7
	The Art of Effective Coaching	_pc_bi_lsbi018	6
	Understanding the Motives of Millennials	_pc_bi_mgbi014	5
	Using Conflict to an Organisation's Advantage	_pc_bi_mgbi002	7

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Course Groups	Course Title	Course Code	Dur (Mins)
	Professional Foundations		
	Anticipating and Solving Problems as a Project Champion	_pc_bi_pmbi007	5
	Are You Listening to Your Customers?	_pc_bi_ssbi001	7
	Blame Backfires--Conquer Negative Thinking	_pc_bi_pfb003	7
	Building Trust Incrementally	_pc_bi_lsbi004	7
	Business Etiquette in Introductions	_pc_bi_pfb001	5
	Communicating with a Cross-cultural Audience	_pc_bi_pfb020	5
	Conquering Career Stagnation	_pc_bi_pfb019	6
	Coping with Information Overload	_pc_bi_pfb002	5
	Criticism in Context	_pc_bi_pfb016	5
	Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfb011	5
	Effective Body Language in Negotiations	_pc_bi_pfb013	5
	Effective Critical Analysis of Business Reports	_pc_bi_pfb004	7
	Facilitating Work-related Conflict Discussions	_pc_bi_pfb015	5
	How High Is Your EQ?	_pc_bi_pfb009	4
	Listening to Your Customers	_pc_bi_spb002	7
	Making Meetings Work	_pc_bi_pfb018	6
	Managing Projects without Direct Authority	_pc_bi_pmb001	7
	Managing Scope on a Project	_pc_bi_pmb004	7
	Managing the Stress of Organizational Change	_pc_bi_mgb004	7
	Mediating Project Team Conflict	_pc_bi_pfb006	7
	Planning for Interruptions Helps with Procrastination	_pc_bi_pfb014	3
	Playing the Devil's Advocate in Decision Making	_pc_bi_pfb005	7
	Preparing for Your Performance Appraisal	_pc_bi_pfb017	5
	Prioritizing Personal and Professional Responsibilities	_pc_bi_mgb003	7
	Safe Small Talk	_pc_bi_pfb012	5
	Selling to Key Players	_pc_bi_spb001	7
	Support Your Leader	_pc_bi_pfb010	5
	The Importance of Call Tracking and Ticketing	_pc_bi_ctbi003	5
	The Importance of Flexibility in the Workplace	_pc_bi_pfb007	5
	Turning Problems Around with Reverse Brainstorming	_pc_bi_lsbi017	6
	When Too Many Meetings Are Just Too Much	_pc_bi_pfb008	4

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Course Groups	Course Title	Course Code	Dur (Mins)
	Project Management		
	Addressing Stakeholder Conflicts	_pc_bi_pmbi008	7
	Anticipating and Solving Problems as a Project Champion	_pc_bi_pmbi007	5
	Controlling Project Cost	_pc_bi_pmbi010	3
	Ensuring Management Buy-in on a Project	_pc_bi_pmbi002	7
	Managing Conflict in Project Teams	_pc_bi_pmbi003	7
	Managing Projects without Direct Authority	_pc_bi_pmbi001	7
	Managing Scope on a Project	_pc_bi_pmbi004	7
	Managing Vendor Relationships	_pc_bi_pmbi006	7
	Mitigating Risks when Improving Processes	_pc_bi_pmbi011	5
	Portfolios, Programs, and Projects: What's the Difference?	_pc_bi_pmbi009	5
	Weighing the Costs of Project Change	_pc_bi_pmbi005	4
	Sales		
	Advertising Costs, PR Pays	_pc_bi_spbi008	4
	Building Profitable Customer Relationships	_pc_bi_spbi017	6
	Designing Products to Fit the Channel	_pc_bi_spbi005	5
	Don't Only Go for the Big Fish	_pc_bi_spbi009	5
	Listening to Your Customers	_pc_bi_spbi002	7
	Planning Direct Mail to Generate Leads for Complex Sales	_pc_bi_spbi006	7
	Planning for Effective Selling	_pc_bi_spbi004	3
	Sales and Marketing: Two Sides of the Same Coin?	_pc_bi_spbi011	4
	Sales Support Roles for Better Customer Interaction	_pc_bi_spbi007	7
	Selling to Key Players	_pc_bi_spbi001	7
	Storming: Developing and Leading Your Sales Team	_pc_bi_spbi003	5
	The Angry Caller: What's Your Plan?	_pc_bi_spbi016	7
	The Ethics of Gift Giving	_pc_bi_spbi014	6
	The Etiquette of Cross-cultural Gift Giving	_pc_bi_spbi015	5
	Trade Show Marketing - Planning Ahead	_pc_bi_spbi013	4
	Using Blogs to Attract Consumers	_pc_bi_spbi010	5
	Using Persuasion Techniques to Boost Sales	_pc_bi_spbi018	9
	Using Web Analytics to Increase Sales	_pc_bi_spbi012	5

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Course Groups	Course Title	Course Code	Dur (Mins)
Six Sigma			
	A Critical-to-quality Tree - What's That?	_pc_bi_ssbi006	4
	Are You Listening to Your Customers?	_pc_bi_ssbi001	7
	Basic Measurement Concepts in Six Sigma	_pc_bi_ssbi007	5
	Five Steps to Perfection: Implementing Lean	_pc_bi_ssbi009	6
	Kaizen Events	_pc_bi_ssbi008	5
	Lean Inbound Transportation	_pc_bi_ssbi004	4
	Promoting Six Sigma in the Workplace	_pc_bi_ssbi005	4
	Quick Wins in Six Sigma Implementation	_pc_bi_ssbi002	7
	Six Sigma Versus TQM	_pc_bi_ssbi003	7
	Value Stream Maps for Non-manufacturing Processes	_pc_bi_ssbi010	6
Challenge Series			
Call Center			
	Creating a Customer-focused Organization	_pc_ch_lach020	15
	Determining Proper Expectation-management Techniques	_pc_ch_ctch001	15
	Training Methods for CSRs in the Customer Contact Industry	_pc_ch_ctch002	15
Finance and Accounting			
	Depreciation Methods	_pc_ch_fach002	15
	Establishing the Role of the Audit Department	_pc_ch_fach001	15
	Using Financial Analysis for Credit Decisions	_pc_ch_lach012	15
Human Resources			
	Addressing Attrition in High Performance Teams	_pc_ch_hrch001	15
	Attracting and Retaining Talent	_pc_ch_lach021	38
	Considering Key Features of a Policy and Procedure Manual	_pc_ch_hrch003	15
	Hiring a New Employee	_pc_ch_lach028	15
	Making the Move Into Management	_pc_ch_lach029	15
	Selecting the Appropriate Performance-appraisal Method	_pc_ch_hrch002	15

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Course Groups	Course Title	Course Code	Dur (Mins)
	Leadership		
	Attracting and Retaining Talent	_pc_ch_lach021	38
	Building and Leading Teams	_pc_ch_lach023	32
	Coaching	_pc_ch_lach024	34
	Competitive Awareness and Strategy	_pc_ch_lach022	39
	Coping with Accusations in the Workplace	_pc_ch_lsch003	15
	Critical Thinking	_pc_ch_lach025	15
	Delivering Bad News Effectively	_pc_ch_lach033	15
	Developing a Business Execution Culture	_pc_ch_lach001	30
	Dispute Resolution in International Contracts	_pc_ch_lsch005	15
	Ethics, Integrity, and Trust	_pc_ch_lach005	15
	Evaluating Globalization Opportunities	_pc_ch_lach019	15
	Hiring Strategic Thinkers	_pc_ch_lach011	15
	Increasing Competitiveness through Collaboration	_pc_ch_lsch006	15
	Influence and Persuasion	_pc_ch_lach016	15
	Leader as Motivator	_pc_ch_lach008	30
	Leading Change	_pc_ch_lach004	15
	Leading Innovation	_pc_ch_lach010	15
	Motivating Human Behavior	_pc_ch_lsch002	15
	Perseverance and Flexibility in Times of Crisis	_pc_ch_lach026	15
	Promoting Creative Thinking	_pc_ch_lach035	15
	Recognizing Natural Leaders	_pc_ch_lsch001	15
	Succession Planning and Management Programs	_pc_ch_lsch004	15
	Surviving the Talent Crunch	_pc_ch_lsch007	15
	The Emotionally Intelligent Leader	_pc_ch_lach014	15

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	Management		
	Adopting the Appropriate Management Style	_pc_ch_mgch005	15
	Attracting and Retaining Talent	_pc_ch_lach021	38
	Coaching	_pc_ch_lach024	34
	Competitive Awareness and Strategy	_pc_ch_lach022	39
	Delivering Bad News Effectively	_pc_ch_lach033	15
	Developing Employees through Delegation	_pc_ch_lach017	15
	Developing People	_pc_ch_lach013	15
	Developing Self-sufficient Teams	_pc_ch_mgch001	15
	Employee Dismissal	_pc_ch_lach038	15
	Employee Engagement	_pc_ch_mgch006	15
	External Consultants Can Help	_pc_ch_mgch004	15
	Giving Appropriate Feedback	_pc_ch_lach006	15
	Hiring a New Employee	_pc_ch_lach028	15
	Making the Move Into Management	_pc_ch_lach029	15
	Manager to Manager Conflict	_pc_ch_mgch003	15
	Managing Diversity	_pc_ch_lach015	15
	Managing Goals	_pc_ch_lach027	15
	Managing Meetings for Productivity and Effectiveness	_pc_ch_lach031	15
	Managing Performance	_pc_ch_lach002	15
	Perseverance and Flexibility in Times of Crisis	_pc_ch_lach026	15
	Power and Politics in Matrixed Teams	_pc_ch_mgch002	15

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Course Groups	Course Title	Course Code	Dur (Mins)
	Professional Foundations		
	Acting Decisively	_pc_ch_lach034	15
	Assessing Employees for Cultural Adaptability	_pc_ch_pfch001	15
	Choosing the Right Team Culture	_pc_ch_pfch006	15
	Creating Work/Life Balance	_pc_ch_lach036	15
	Critical Thinking	_pc_ch_lach025	15
	Demonstrating Accountability in a Crisis Situation	_pc_ch_lach007	15
	Developing Your Career	_pc_ch_lach037	15
	Effective Listening	_pc_ch_lach030	15
	Ethical Self-promotion	_pc_ch_pfch005	15
	Handling a Change Request	_pc_ch_pmch001	15
	Location Does Matter	_pc_ch_pfch002	15
	Managing Goals	_pc_ch_lach027	15
	Office Politics - What Will You Do?	_pc_ch_pfch004	15
	Reacting to Co-workers Who Try Taking Advantage	_pc_ch_pfch003	15
	Scope Definition Tools and Techniques	_pc_ch_pmch002	15
	Setting and Managing Priorities	_pc_ch_lach018	15
	Project Management		
	Ethics and Risks: Why They Matter in Project Success	_pc_ch_pmch003	15
	Handling a Change Request	_pc_ch_pmch001	15
	Project Management Essentials	_pc_ch_lach041	36
	Scope Definition Tools and Techniques	_pc_ch_pmch002	15
	Uncovering the Root Problem	_pc_ch_lach003	15
	Sales		
	Competitive Awareness and Strategy	_pc_ch_lach022	39
	Crafting Sales Strategies	_pc_ch_spch002	15
	Performance Payout Plans	_pc_ch_spch004	15
	Pricing Strategy	_pc_ch_spch003	15
	Using Online Strategies to Accelerate Sales Performance	_pc_ch_spch001	15
	Vendor Negotiations: Choosing the Best Approach	_pc_ch_lach032	15
	Six Sigma		
	Does Your Business Really Need Six Sigma?	_pc_ch_ssach001	15
	Identifying Candidates for Key Six Sigma Roles	_pc_ch_ssach002	15

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Course Groups	Course Title	Course Code	Dur (Mins)
Business Skills Curricula			
Administrative Support Curriculum			
Essential Skills for Administrative Support Professionals			
	Administrative Professionals: Common Administrative Support Tasks	ad_01_a02_bs_enus	60
	Administrative Professionals: Interacting with Others	ad_01_a04_bs_enus	60
	Administrative Professionals: Maximizing Your Relationship with Your Boss	ad_01_a03_bs_enus	60
	Administrative Professionals: Putting Your Best Foot Forward	ad_01_a05_bs_enus	60
	Administrative Professionals: Representing Your Boss	ad_01_a01_bs_enus	60
	Essential Skills for Administrative Support Professionals Simulation	AD001A	30
Business Analysis Curriculum			
Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned			
	Business Analysis Requirements Elicitation	ib_buap_a04_it_enus	120
	Business Analysis Requirements Management and Communication	ib_buap_a05_it_enus	120
	Business Analysis: Enterprise Analysis	ib_buap_a06_it_enus	150
	Business Analysis: Introduction to Requirements Analysis	ib_buap_a07_it_enus	150
	Business Analysis: Solution Assessment and Validation	ib_buap_a09_it_enus	180
	Business Analysis: Verify and Validate Requirements	ib_buap_a08_it_enus	120
	Introduction to Business Analysis and Essential Competencies	ib_buap_a01_it_enus	120
	Introduction to Business Analysis Planning	ib_buap_a02_it_enus	150
	Planning Business Analysis Communication and Monitoring	ib_buap_a03_it_enus	150
Communication Curriculum			
Anger Management Essentials			
	Anger Management Essentials: Managing and Controlling Anger	comm_30_a02_bs_enus	60
	Anger Management Essentials: Understanding Anger	comm_30_a01_bs_enus	60
Anger Management in the Workplace			
	Experiencing Anger	COMM0701	300
	Managing Anger in the Workplace Simulation	COMM0700	30
	Managing Your Anger	COMM0702	330
Basic Presentation Skills			
	Basic Presentation Skills: Creating a Presentation	comm_33_a02_bs_enus	60
	Basic Presentation Skills: Delivering a Presentation	comm_33_a03_bs_enus	60
	Basic Presentation Skills: Planning a Presentation	comm_33_a01_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
	Building Improved Work Relationships		
	Building Improved Work Relationships Simulation	COMM012A	30
	Effective Intercultural Relationships	comm_12_a02_bs_enus	120
	Effective Interfunctional Relationships	comm_12_a01_bs_enus	150
	Effective Intergender Relationships	comm_12_a03_bs_enus	120
	Effective Relationships with Business Partners	comm_12_a05_bs_enus	180
	Effective Relationships with Customers	comm_12_a04_bs_enus	120
	Business Grammar Basics		
	Business Grammar: Common Usage Errors	comm_20_a06_bs_enus	60
	Business Grammar: Parts of Speech	comm_20_a01_bs_enus	60
	Business Grammar: Punctuation	comm_20_a04_bs_enus	60
	Business Grammar: Sentence Construction	comm_20_a05_bs_enus	60
	Business Grammar: The Mechanics of Writing	comm_20_a03_bs_enus	60
	Business Grammar: Working with Words	comm_20_a02_bs_enus	60
	Business Interpersonal Communication Skills		
	Leadership Communication Skills	comm_02_a05_bs_enus	210
	Business Writing Basics		
	Business Writing: Editing and Proofreading	comm_19_a03_bs_enus	60
	Business Writing: How to Write Clearly and Concisely	comm_19_a02_bs_enus	60
	Business Writing: Know Your Readers and Your Purpose	comm_19_a01_bs_enus	60
	Communicate with Diplomacy and Tact		
	Delivering a Difficult Message with Diplomacy and Tact	comm_34_a03_bs_enus	60
	Strategies for Communicating with Tact and Diplomacy	comm_34_a02_bs_enus	60
	The Impact of Situation and Style When Communicating with Diplomacy and Tact	comm_34_a01_bs_enus	60
	Communicating Effectively with the "C" Level		
	Preparing to Communicate Effectively at the "C" Level	comm_31_a01_bs_enus	60
	Techniques for Communicating Effectively with Senior Executives	comm_31_a02_bs_enus	60
	Conflict in the Workplace		
	Confrontation: What's the Best Approach	_pc_bi_mgbi009	4
	Coping with Accusations in the Workplace	_pc_ch_lsch003	15
	Manager to Manager Conflict	_pc_ch_mgch003	15
	Managing Conflict	_pc_ch_lach009	15

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Course Groups	Course Title	Course Code	Dur (Mins)
	Constructive Feedback and Criticism		
	Criticism in Context	_pc_bi_pfb016	5
	Giving Appropriate Feedback	_pc_ch_lach006	15
	Giving Constructive Criticism	comm_29_a02_bs_enus	60
	Giving Feedback	comm_29_a01_bs_enus	60
	Receiving Feedback and Criticism	comm_29_a03_bs_enus	60
	Effective Use of Feedback for Business		
	Effective Feedback for Employees and Colleagues Simulation	COMM0520	30
	Giving Feedback: A Manager's Guide	COMM0525	240
	Email Essentials		
	E-mail as a Marketing Tool	COMM0234	120
	E-mail Essentials for Business		
	Addressing and Redistributing E-mail	comm_17_a02_bs_enus	60
	Managing Your E-mail	comm_17_a03_bs_enus	60
	Using E-mail and Instant Messaging Effectively	comm_17_a01_bs_enus	60
	Emotional Intelligence at Work		
	How High Is Your EQ?	_pc_bi_pfb009	4
	Emotional Intelligence Essentials		
	Emotional Intelligence at Work Simulation	COMM025A	30
	How High Is Your EQ?	_pc_bi_pfb009	4
	Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm_25_a02_bs_enus	60
	Using Emotional Intelligence on the Job	comm_25_a03_bs_enus	60
	What is Emotional Intelligence?	comm_25_a01_bs_enus	60
	Fundamentals of Cross Cultural Communication		
	Communicating Across Cultures	comm_26_a02_bs_enus	60
	Communicating with a Cross-cultural Audience	_pc_bi_pfb020	5
	Culture and Its Effect on Communication	comm_26_a01_bs_enus	60
	Dispute Resolution in International Contracts	_pc_ch_lsch005	15
	Improving Communication in Cross-cultural Relationships	comm_26_a03_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
	Fundamentals of Working with Difficult People		
	Blame Backfires--Conquer Negative Thinking	_pc_bi_pfb003	7
	Reacting to Co-workers Who Try Taking Advantage	_pc_ch_pfch003	15
	Working with Difficult People: Dealing with Micromanagers	comm_23_a07_bs_enus	60
	Working with Difficult People: How to Work with Aggressive People	comm_23_a02_bs_enus	60
	Working with Difficult People: How to Work with Manipulative People	comm_23_a05_bs_enus	60
	Working with Difficult People: How to Work with Negative People	comm_23_a03_bs_enus	60
	Working with Difficult People: How to Work with Procrastinators	comm_23_a04_bs_enus	60
	Working with Difficult People: How to Work with Self-serving People	comm_23_a06_bs_enus	60
	Working with Difficult People: Identifying Difficult People	comm_23_a01_bs_enus	60
	Getting Results without Direct Authority		
	Getting Results without Authority: Building Relationships and Credibility	comm_27_a01_bs_enus	60
	Getting Results without Authority: Persuasive Communication	comm_27_a02_bs_enus	60
	Getting Results without Direct Authority: Influencing Your Boss	comm_27_a04_bs_enus	60
	Getting Results without Direct Authority: Reciprocity	comm_27_a03_bs_enus	60
	Influence and Persuasion	_pc_ch_lach016	15
	Influencing Key Decision Makers	_pc_bi_lsbi015	6
	Getting the Results You Want: Negotiating to Win		
	Effective Body Language in Negotiations	_pc_bi_pfb013	5
	Location Does Matter	_pc_ch_pfch002	15
	Giving Successful Presentations		
	Attracting New Investors - Keeping Presentations Focused	_pc_bi_fabi004	4
	Available Presentation Resources	comm_05_a03_bs_enus	210
	Delivering the Message	comm_05_a02_bs_enus	180
	Giving Successful Presentations Simulation	COMM005A	30
	Presenting Successfully	comm_05_a01_bs_enus	180
	How to Write an Effective Internal Business Case		
	Preparing a Business Case	comm_01_a01_bs_enus	150
	Presenting Your Case	comm_01_a03_bs_enus	150
	Writing a Business Case	comm_01_a02_bs_enus	150

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	Interpersonal Communication		
	Effective Interpersonal Communications Simulation	COMM021A	30
	Interpersonal Communication: Being Approachable	comm_21_a05_bs_enus	60
	Interpersonal Communication: Communicating Assertively	comm_21_a04_bs_enus	60
	Interpersonal Communication: Communicating with Confidence	comm_21_a01_bs_enus	60
	Interpersonal Communication: Listening Essentials	comm_21_a03_bs_enus	60
	Interpersonal Communication: Targeting Your Message	comm_21_a02_bs_enus	60
	Listening Essentials		
	Effective Listening	_pc_ch_lach030	15
	Listening Essentials: Improving Your Listening Skills	comm_28_a02_bs_enus	60
	Listening Essentials: The Basics of Listening	comm_28_a01_bs_enus	60
	Negotiation Essentials		
	Conducting a Successful Negotiation Simulation	COMM024A	30
	Effective Body Language in Negotiations	_pc_bi_pfb013	5
	Location Does Matter	_pc_ch_pfch002	15
	Negotiation Essentials: Avoiding Pitfalls in Negotiations	comm_24_a05_bs_enus	60
	Negotiation Essentials: Communicating	comm_24_a03_bs_enus	60
	Negotiation Essentials: Persuading	comm_24_a04_bs_enus	60
	Negotiation Essentials: Planning for Negotiation	comm_24_a02_bs_enus	60
	Negotiation Essentials: What Is Negotiation?	comm_24_a01_bs_enus	60
	Vendor Negotiations: Choosing the Best Approach	_pc_ch_lach032	15
	Professional Networking Essentials		
	Professional Networking Essentials: Developing Confidence	comm_38_a02_bs_enus	60
	Professional Networking Essentials: Finding Opportunities To Make Connections	comm_38_a01_bs_enus	60
	Professionalism and Business Etiquette		
	Business Etiquette for Supervisors	comm_11_a04_bs_enus	150
	Business Etiquette in Introductions	_pc_bi_pfb001	5
	Communication Business Etiquette	comm_11_a02_bs_enus	150
	Etiquette at the Business Meeting	comm_11_a03_bs_enus	180
	Professionalism and Business Etiquette Simulation	COMM011A	30
	Standard Business Etiquette	comm_11_a01_bs_enus	150
	Running Effective Business Meetings		
	Managing Meetings for Productivity and Effectiveness	_pc_ch_lach031	15

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	Telephone Essentials for Business		
	Essential Skills for Professional Telephone Calls	comm_18_a01_bs_enus	60
	The Effective Business Meeting		
	Leading an Effective Business Meeting	comm_06_a02_bs_enus	150
	Making Meetings Work	_pc_bi_pfb018	6
	Participating Effectively in a Business Meeting	comm_06_a03_bs_enus	150
	Planning an Effective Business Meeting	comm_06_a01_bs_enus	150
	The Effective Business Meeting Simulation	COMM006A	30
	When Too Many Meetings Are Just Too Much	_pc_bi_pfb008	4
	Working with and Managing Difficult People		
	Blame Backfires--Conquer Negative Thinking	_pc_bi_pfb003	7
	Difficult People in the Workplace Environment	comm_04_a01_bs_enus	180
	Reacting to Co-workers Who Try Taking Advantage	_pc_ch_pfb003	15
	Working with and Managing Difficult People Simulation	COMM004A	30
	Workplace Conflict		
	Confrontation: What's the Best Approach	_pc_bi_mgb009	4
	Coping with Accusations in the Workplace	_pc_ch_lsch003	15
	Manager to Manager Conflict	_pc_ch_mgch003	15
	Managing Conflict	_pc_ch_lach009	15
	Workplace Conflict: Recognizing and Responding to Conflict	comm_22_a01_bs_enus	60
	Workplace Conflict: Strategies for Resolving Conflicts	comm_22_a02_bs_enus	60
	Customer Service Curriculum		
	Customer Focus		
	Creating and Sustaining a Customer-focused Organization	cust_10_a02_bs_enus	60
	Customer-focused Interaction	cust_10_a03_bs_enus	60
	Identifying and Managing Customer Expectations	cust_10_a01_bs_enus	60

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	Customer Service Fundamentals		
	Aligning Performance to Key Indicators	_pc_bi_ctbi007	4
	Customer Service Confrontation and Conflict	cust_09_a05_bs_enus	60
	Customer Service Fundamentals: Building Rapport in Customer Relationships	cust_09_a01_bs_enus	60
	Customer Service in the Field	cust_09_a02_bs_enus	60
	Customer Service over the Phone	cust_09_a03_bs_enus	60
	Internal Customer Service	cust_09_a04_bs_enus	60
	Shaping the Direction of Customer Service in Your Organization	cust_09_a06_bs_enus	60
	The Angry Caller: What's Your Plan?	_pc_bi_spbi016	7
	Customer Service Representative, Process		
	Customer Service Processes and Procedures	cust_08_a01_bs_enus	180
	Dealing with Irrational Customers and Escalating Complaints	cust_08_a04_bs_enus	120
	Quality in a Support Center	cust_08_a02_bs_enus	210
	Support Center Tools, Technologies and Metrics	cust_08_a03_bs_enus	180
	Customer Service Representative, Professionalism		
	Support Center Services and Work Environment	cust_06_a02_bs_enus	180
	Team and Customer Relationships	cust_06_a03_bs_enus	180
	The Customer Service Representative (CSR)	cust_06_a01_bs_enus	210
	Customer Service Representative, Skills		
	Communication Skills	cust_07_a02_bs_enus	210
	Conflict, Stress, and Time Management	cust_07_a03_bs_enus	210
	Customer Interactions	cust_07_a01_bs_enus	210
	Excelling at Customer Service		
	Advancing Service Expertise	cust_05_a04_bs_enus	210
	Aligning Performance to Key Indicators	_pc_bi_ctbi007	4
	Corporate Culture: Building the Service Foundation	cust_05_a01_bs_enus	180
	Customers, Confrontation and Conflict	cust_05_a05_bs_enus	300
	Overcoming Difficult Service Situations	cust_05_a06_bs_enus	270
	Providing Customer Service Simulation	CUST005B	30
	Service Teams and Service Stars	cust_05_a08_bs_enus	300
	The Customer's Voice	cust_05_a03_bs_enus	300
	The EXCEL Acronym: Instilling Service Excellence	cust_05_a07_bs_enus	300
	The Fundamentals of Exceptional Customer Service	cust_05_a02_bs_enus	180

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Course Groups	Course Title	Course Code	Dur (Mins)
	Frontline Call Center Skills		
	Aligning Agent Behaviors with Caller Types	_pc_bi_ctbi010	7
	Creating an Effective On-hold Message	_pc_bi_ctbi008	4
	Determining Proper Expectation-management Techniques	_pc_ch_ctch001	15
	The Importance of Call Tracking and Ticketing	_pc_bi_ctbi003	5
	Training Methods for CSRs in the Customer Contact Industry	_pc_ch_ctch002	15
	Inbound Call Center Management		
	Converting a Call Center to a Profit Center	_pc_bi_ctbi001	7
	Customer Service Training - The Interview and Beyond	_pc_bi_ctbi004	5
	Disaster Recovery - Keeping the Lines Open	_pc_bi_ctbi005	7
	Inbound Call Center Management: Leadership	CUST0212	180
	Inbound Call Center Technology	CUST0214	240
	Inbound Call Centers: People Management	CUST0213	180
	Managing Your Call Center More Efficiently	_pc_bi_ctbi002	7
	Performance Metrics for an Inbound Call Center	CUST0215	150
	Preventing Agent Absenteeism through Better Working Conditions	_pc_bi_ctbi006	4
	Prioritizing Rewards and Recognition in Call Centers	_pc_bi_ctbi011	5
	The Inbound Call Center	CUST0211	150
	Workforce Management Software - Is It Worth It?	_pc_bi_ctbi009	4
	Internal Customer Service		
	Excellence in Internal Customer Service	CUST0141	300
	Internal Customer Service: Conflict and Complaints Simulation	CUST0140	30
	Overcoming Internal Customer Service Problems	CUST0143	210
	Working with Internal Customers	CUST0142	240
	Internal Customer Service Agent Skills		
	Cross-selling in a Customer Service Call	CUST0154	330
	Customer Service Agent Skills Simulation	CUST0150	30
	Managing Challenges in Customer Service	CUST0153	300
	Professional Skills for Customer Service Agents	CUST0152	270
	The Customer Service Agent in Action	CUST0151	270

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Course Groups	Course Title	Course Code	Dur (Mins)
	IT Infrastructure Library (ITIL) V3 Foundation Syllabus v4.2		
	ITIL V3 Foundation Syllabus v4.2: Service Strategy Processes	ib_itlu_a03_it_enus	60
	ITIL V3 Foundation Syllabus v4.2: Continual Service Improvement Fundamentals	ib_itlu_a09_it_enus	60
	ITIL V3 Foundation Syllabus v4.2: ITIL and the Service Lifecycle	ib_itlu_a01_it_enus	90
	ITIL V3 Foundation Syllabus v4.2: Service Design Fundamentals	ib_itlu_a04_it_enus	90
	ITIL V3 Foundation Syllabus v4.2: Service Design Processes	ib_itlu_a05_it_enus	120
	ITIL V3 Foundation Syllabus v4.2: Service Operation Principles and Functions	ib_itlu_a07_it_enus	60
	ITIL V3 Foundation Syllabus v4.2: Service Operation Processes	ib_itlu_a08_it_enus	90
	ITIL V3 Foundation Syllabus v4.2: Service Strategy Fundamentals	ib_itlu_a02_it_enus	120
	ITIL V3 Foundation Syllabus v4.2: Service Transition Processes and Principles	ib_itlu_a06_it_enus	120
	ITIL® V3 Intermediate: Operational Support & Analysis		
	ITIL® V3 OSA: Introduction to Event Management	ib_iosa_a02_it_enus	210
	ITIL® V3 OSA: Function Activities	ib_iosa_a13_it_enus	90
	ITIL® V3 OSA: Incident Management Interactions	ib_iosa_a04_it_enus	180
	ITIL® V3 OSA: Introduction to Access Management	ib_iosa_a09_it_enus	180
	ITIL® V3 OSA: Introduction to Functions	ib_iosa_a12_it_enus	150
	ITIL® V3 OSA: Introduction to Incident Management	ib_iosa_a03_it_enus	150
	ITIL® V3 OSA: Introduction to Operational Support and Analysis	ib_iosa_a01_it_enus	150
	ITIL® V3 OSA: Introduction to Problem Management	ib_iosa_a07_it_enus	180
	ITIL® V3 OSA: Introduction to Request Fulfillment	ib_iosa_a05_it_enus	120
	ITIL® V3 OSA: Introduction to the Service Desk	ib_iosa_a10_it_enus	120
	ITIL® V3 OSA: Problem Management Process Interfaces and Challenges	ib_iosa_a08_it_enus	150
	ITIL® V3 OSA: Request Fulfillment Process Interfaces and Challenges	ib_iosa_a06_it_enus	150
	ITIL® V3 OSA: Service Desk Metrics and Outsourcing	ib_iosa_a11_it_enus	90
	ITIL® V3 OSA: Technology and Implementation Considerations	ib_iosa_a14_it_enus	150
	ITIL® V3 Overview		
	ITIL® V3 Overview: Certification and Benefits	ib_ovvw_a03_it_enus	120
	ITIL® V3 Overview: Creating a Service Culture	ib_ovvw_a01_it_enus	120
	ITIL® V3 Overview: Introduction to the ITIL® V3 Framework	ib_ovvw_a02_it_enus	120

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	Managing a Customer-focused Department		
	Bridge the Expectations Gap	CUST0173	270
	Creating a Customer-focused Organization	_pc_ch_lach020	15
	Identifying Your Customers' Expectations	CUST0171	270
	Leading a Customer-focused Team	CUST0174	240
	Managing a Customer-focused Department Simulation	CUST0170	30
	Using Surveys to Measure Customer Satisfaction	CUST0172	180
	Measuring Customer Satisfaction		
	Customer Satisfaction: Analysis and Implementation	CUST0133	150
	Developing Customer Satisfaction Surveys	CUST0132	180
	Discovering What Your Customers Want	CUST0131	150
	Measuring Customer Satisfaction Simulation	CUST0130	30
	Technical Support Agent Survival Skills		
	Assessing Customer Behavior	CUST0163	270
	Technical Support Agent Skills Simulation	CUST0160	30
	Technical Support Agent Survival Skills	CUST0164	210
	Technical Support Essentials	CUST0162	300
	The Contact Center and the Technical Support Agent	CUST0161	270
	Finance and Accounting Curriculum		
	Accounting 101		
	Accounting for Cash Control	FIN0124	180
	Accounting for Merchandising Businesses	FIN0125	150
	Accounting for Sales Returns	_pc_bi_fabi005	4
	Accounting Fundamentals	FIN0121	210
	Accounting Systems and Closing Activities	FIN0123	150
	Accrual Accounting Procedures	FIN0122	120
	TestPrep Final Exam: Accounting 101	FE0004_eng	0
	Accounting 102		
	Accounting for Corporations	FIN0222	150
	Accounting for Partnerships	FIN0221	210
	Analyzing Cash Flow Statements	FIN0223	120
	Master Budgets	FIN0224	240
	TestPrep Final Exam: Accounting 102	FE0006_eng	0

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	Accounting Fundamentals		
	Accounting for Companies' Stock Transactions and Dividends	fin_03_a09_bs_enus	60
	Accounting Transactions and Books of Account	fin_03_a04_bs_enus	60
	Basic Accounting Principles and Framework	fin_03_a01_bs_enus	60
	The Accounting Cycle and Accrual Accounting	fin_03_a03_bs_enus	60
	The Accounting Equation and Financial Statements	fin_03_a02_bs_enus	60
	The Balance Sheet	fin_03_a07_bs_enus	60
	The Cash Flow Statement	fin_03_a08_bs_enus	60
	The Income Statement	fin_03_a06_bs_enus	60
	Trial Balance & Adjusting Entries	fin_03_a05_bs_enus	60
	Advanced Business Finance		
	Corporate Restructuring	FIN0215	150
	Financial Risk Management	FIN0216	90
	International Finance	FIN0217	120
	Introduction to Advanced Finance	FIN0211	180
	Investment Project Analysis and Selection	FIN0212	120
	Managing Working Capital	FIN0214	240
	Outsourcing Financial Activities	_pc_bi_fabi001	7
	Raising Capital and Financing Decisions	FIN0213	180
	TestPrep Final Exam: Advanced Business Finance	FE0005_eng	0
	Auditing: A Practical Approach		
	Establishing the Role of the Audit Department	_pc_ch_fach001	15
	Introduction to Auditing	FIN0231	180
	Introduction to External Auditing	FIN0234	210
	Introduction to Internal Auditing	FIN0232	270
	Principles of External Auditing	FIN0235	240
	Principles of Internal Auditing	FIN0233	180
	Using Audits to Help Prevent Business Fraud	_pc_bi_fabi002	7

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	Finance and Accounting Essentials for Non-financial Professionals		
	Analyzing Financial Statements for Non-financial Professionals	fin_02_a06_bs_enus	60
	Assessing Nonrecurring Items in Income Statements	_pc_bi_fabi009	8
	Cash Flow Management Essentials for Non-financial Professionals	fin_02_a02_bs_enus	60
	Deconstructing the Balance Sheet	_pc_bi_fabi010	5
	Depreciation Methods	_pc_ch_fach002	15
	Financial Statements for Non-financial Professionals	fin_02_a05_bs_enus	60
	Increasing Cash Flow in Times of Need	_pc_bi_fabi003	6
	Principles of Accounting and Finance for Non-financial Professionals	fin_02_a01_bs_enus	60
	Recession: How it Affects Business	_pc_bi_fabi008	4
	Recognizing The Value of Intangible Assets	_pc_bi_fabi007	6
	The Essentials of Budgeting for Non-financial Professionals	fin_02_a04_bs_enus	60
	The Time Value of Money and Investment Decisions for Non-financial Professionals	fin_02_a03_bs_enus	60
	The Time Value of Money: Possible Pitfalls	_pc_bi_fabi011	7
	Using Financial Analysis for Credit Decisions	_pc_ch_lach012	15
	What's Your Gross Profit Margin Really Saying?	_pc_bi_fabi006	3
	IFRS Primer		
	IFRS: Introduction and Conceptual Framework	fin_04_a01_bs_enus	60
	IFRS: Key Standards for Financial and Accounting Activities	fin_04_a03_bs_enus	60
	IFRS: Standards for Financial Statements and Their Items	fin_04_a02_bs_enus	60
	IFRS: Transitioning to IFRS	fin_04_a04_bs_enus	60
	Managerial Accounting		
	Cost Accounting Decisions	FIN0244	240
	Managerial Decisions and Capital Budgeting	FIN0242	300
	Managing for Asset Control	FIN0243	330
	Overview of Managerial Accounting	FIN0241	300
	Practical Budgeting Skills for Business		
	Creating and Analyzing an Operating Budget	FIN0161	210
	Effective Budget Management	FIN0163	180
	The Ins and Outs of Capital Budgeting	FIN0162	210
	Foundation Skills Curriculum		

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	Basic Business Math Skills		
	Decimals and Percents	FNDT0102	120
	Ratios and Averages	FNDT0103	120
	Whole Numbers, Fractions, and Equations	FNDT0101	240
	Human Resources Curriculum		
	Effective Hiring and Interviewing		
	Choosing the Best Applicant	hr_03_a03_bs_enus	90
	Effective Hiring and Interviewing Simulation	HR003A	30
	Guarding Against Interviewing Biases	_pc_bi_hrbi003	7
	Hiring Strategic Thinkers	_pc_ch_lach011	15
	Interviewing Effectively	hr_03_a02_bs_enus	150
	Screening Applicants for Emotional Intelligence	_pc_bi_hrbi012	5
	What to Consider When Hiring	hr_03_a01_bs_enus	120
	Essentials of Interviewing and Hiring		
	Conducting Interviews: Asking the Right Questions	_pc_bi_hrbi014	7
	Creating a Compelling Job Description	_pc_bi_hrbi015	5
	Essentials of Interviewing and Hiring: Behavioral Interview Techniques	hr_06_a04_bs_enus	60
	Essentials of Interviewing and Hiring: Conducting an Effective Interview	hr_06_a03_bs_enus	60
	Essentials of Interviewing and Hiring: Preparing to Interview	hr_06_a02_bs_enus	60
	Essentials of Interviewing and Hiring: Screening Applicants for Interviewing	hr_06_a01_bs_enus	60
	Essentials of Interviewing and Hiring: Selecting the Right Candidate	hr_06_a05_bs_enus	60
	Hiring a New Employee	_pc_ch_lach028	15

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Course Groups	Course Title	Course Code	Dur (Mins)
	HRCI Professional in Human Resources (PHR)		
	Affirmative Action and the EEO (HRCI/PHR - aligned)	HR0263	150
	Compensating Employees (HRCI/PHR - aligned)	HR0269	180
	Developing Employees (HRCI/PHR - aligned)	HR0267	90
	Developing Human Resources (HRCI/PHR - aligned)	HR0268	90
	Employment Management (HRCI/PHR - aligned)	HR0264	150
	Employment Relations (HRCI/PHR - aligned)	HR0272	90
	Health and Safety in the Workplace (HRCI/PHR - aligned)	HR0276	90
	Human Resources Fundamentals (HRCI/PHR - aligned)	HR0261	120
	Non-Unionized Workplaces (HRCI/PHR - aligned)	HR0274	90
	Offers, Contracts, and Exit from the Organization (HRCI/PHR - aligned)	HR0266	180
	Programs to Benefit Employees (HRCI/PHR - aligned)	HR0271	90
	Recruiting and Selecting Candidates (HRCI/PHR - aligned)	HR0265	120
	Risk Assessment and Prevention (HRCI/PHR - aligned)	HR0277	150
	Sexual Harassment at Work (HRCI/PHR - aligned)	HR0273	90
	Strategic Management (HRCI/PHR - aligned)	HR0262	150
	Unionized Workplaces (HRCI/PHR - aligned)	HR0275	90
	HRCI Senior Professional in Human Resources (SPHR)		
	HR's Strategic Role in the Organization (HRCI/SPHR-aligned)	hr_04_a01_bs_enus	60
	Management of the HR Process (HRCI/SPHR-aligned)	hr_04_a02_bs_enus	120
	Strategic Approaches to Human Resource Development (HRCI/SPHR-aligned)	hr_04_a04_bs_enus	180
	Strategic Approaches to Labor Relations (HRCI/SPHR-aligned)	hr_04_a06_bs_enus	270
	Strategic Approaches to Risk Management (HRCI/SPHR-aligned)	hr_04_a07_bs_enus	120
	Strategic Approaches to Total Rewards (HRCI/SPHR-aligned)	hr_04_a05_bs_enus	150
	Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR-aligned)	hr_04_a03_bs_enus	180
	TestPrep Final Exam: HRCI/SPHR (Senior Professional Human Resource)	FE0028_eng	0
	Managing Diversity in the Workplace		
	Instituting a Dress Code	_pc_bi_hrbi011	5
	Managing Diversity	_pc_ch_lach015	15
	Understanding Workplace Diversity	_pc_bi_hrbi002	5
	Workplace Diversity: Assessing Your Organization	_pc_bi_lsbi012	6

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	Organizational Behavior		
	Fundamentals of Organizational Behavior for the Individual	hr_08_a01_bs_enus	60
	Fundamentals of Organizations – Groups	hr_08_a02_bs_enus	60
	Organizational Behavior: Dynamics of a Positive Organizational Culture	hr_08_a05_bs_enus	60
	Organizational Structure and Employee Behavior	hr_08_a04_bs_enus	60
	Understanding Organizational Power and Politics	hr_08_a03_bs_enus	60
	Recruiting and Retention Strategies		
	Addressing Attrition in High Performance Teams	_pc_ch_hrch001	15
	Aligning Recruitment to Job Requirements	_pc_bi_hrbi001	7
	Creating a High-Retention Organizational Culture Simulation	HR005A	30
	Devising an Effective Corporate Wellness Program	_pc_bi_hrbi009	5
	Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfb011	5
	Employer Branding	_pc_bi_hrbi007	4
	Fringe Benefits: Maintaining a Competitive Hiring Advantage	_pc_bi_hrbi004	5
	Preventing High Turnover Rates: How to Keep The Best	_pc_bi_mgb008	5
	Recruiting Talent	hr_05_a01_bs_enus	120
	Retaining Your Talent Pool	hr_05_a02_bs_enus	120
	Surviving the Talent Crunch	_pc_ch_lsch007	15
	The role of HR as a Business Partner		
	HR as Business Partner: From Cost Center to Strategic Partner	hr_07_a01_bs_enus	60
	HR as Business Partner: Linking HR Functions with Organizational Goals	hr_07_a02_bs_enus	60
	HR as Business Partner: Managing Talent for Organizational Success	hr_07_a03_bs_enus	60
	HR as Business Partner: Using Metrics and Designing Strategic Initiatives	hr_07_a04_bs_enus	60
	Industry Foundations Curriculum		

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Course Groups	Course Title	Course Code	Dur (Mins)
	Industry Overviews		
	Industry Overview: Federal Government	indo_02_a12_bs_enus	90
	Industry Overview: Information Technology	indo_02_a11_bs_enus	120
	The Aerospace & Defense Industry Overview: Version 1	indo_01_a27_bs_enus	60
	The Automotive Industry Overview: Version 2	indo_01_a01_bs_enus	180
	The Automotive Industry Overview: Version 3	indo_01_a29_bs_enus	60
	The Banking Industry Overview: Version 2	indo_01_a06_bs_enus	150
	The Banking Industry Overview: Version 3	indo_01_a14_bs_enus	60
	The Biotechnology Industry Overview: Version 1	indo_01_a28_bs_enus	60
	The Broadcasting & Entertainment Industry Overview: Version 1	indo_01_a24_bs_enus	60
	The Capital Markets Industry Overview: Version 1	indo_01_a25_bs_enus	60
	The Chemicals Industry Overview: Version 1	indo_01_a23_bs_enus	60
	The Consumer Electronics Industry Overview: Version 1	indo_01_a26_bs_enus	60
	The Education Industry Overview: Version 1	indo_01_a21_bs_enus	60
	The Federal Government Industry Overview: Version 3	indo_01_a20_bs_enus	60
	The Food and Beverage Industry Overview: Version 2	indo_01_a04_bs_enus	150
	The Food and Beverage Industry Overview: Version 3	indo_01_a30_bs_enus	60
	The Health Care Industry Overview: Version 2	indo_01_a05_bs_enus	90
	The Health Care Industry Overview: Version 3	indo_01_a12_bs_enus	60
	The Information Technology Industry Overview: Version 3	indo_01_a19_bs_enus	60
	The Insurance Industry Overview: Version 2	indo_01_a10_bs_enus	180
	The Insurance Industry Overview: Version 3	indo_01_a13_bs_enus	60
	The Manufacturing Industry Overview: Version 2	indo_01_a07_bs_enus	150
	The Manufacturing Industry Overview: Version 3	indo_01_a17_bs_enus	60
	The Oil and Gas Industry Overview: Version 2	indo_01_a02_bs_enus	150
	The Oil and Gas Industry Overview: Version 3	indo_01_a15_bs_enus	60
	The Pharmaceutical Industry Overview: Version 2	indo_01_a03_bs_enus	150
	The Pharmaceutical Industry Overview: Version 3	indo_01_a18_bs_enus	60
	The Retail Industry Overview: Version 2	indo_01_a08_bs_enus	150
	The Retail Industry Overview: Version 3	indo_01_a16_bs_enus	60
	The Telecommunications Industry Overview: Version 3	indo_01_a11_bs_enus	60
	The Utilities Industry Overview: Version 1	indo_01_a22_bs_enus	60
Leadership Curriculum			

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	Business Execution		
	Business Execution in Action	LEAD0153	180
	Business Execution Simulation	LEAD0150	30
	Creating a Business Execution Culture	LEAD0152	270
	Fostering a Business Execution Culture	_pc_bi_lsbi008	5
	Foundations for Business Execution	LEAD0151	240
	Pave Your Own Path	_pc_bi_lsbi009	7
	Performance Dashboard or Scorecard?	_pc_bi_mgb012	4
	Creating a positive work environment		
	Creating and Maintaining a Positive Work Environment	lead_07_a01_bs_enus	60
	Employee Engagement		
	Maintaining an Engaging Organization	lead_06_a02_bs_enus	60
	The Benefits and Challenges of Engaging Employees	lead_06_a01_bs_enus	60
	Leadership Essentials		
	Communicating a Shared Vision	_pc_bi_lsbi001	7
	Developing a Business Execution Culture	_pc_ch_lach001	30
	Knowing When to Take Leadership Risks	_pc_bi_lsbi006	5
	Leader as Motivator	_pc_ch_lach008	30
	Leadership Essentials: Building Your Influence as a Leader	lead_05_a03_bs_enus	60
	Leadership Essentials: Communicating Vision	lead_05_a02_bs_enus	60
	Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus	60
	Leadership Essentials: Leading Business Execution	lead_05_a05_bs_enus	60
	Leadership Essentials: Leading Change	lead_05_a07_bs_enus	60
	Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus	60
	Leadership Essentials: Leading with Emotional Intelligence	lead_05_a04_bs_enus	60
	Leadership Essentials: Motivating Employees	lead_05_a01_bs_enus	60
	Leading Change	_pc_ch_lach004	15
	Leading Innovation	_pc_ch_lach010	15
	Leading Teams through Change	_pc_bi_lsbi003	6
	Motivating Employees and Leading Change Simulation	LEAD005A	30
	Motivating Human Behavior	_pc_ch_lsch002	15
	The Emotionally Intelligent Leader	_pc_ch_lach014	15
	Wanted - Innovation Leaders	_pc_bi_lsbi013	5

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	Leading the Workforce Generations		
	Attracting, Developing, and Retaining Generations	LEAD0232	180
	Cross-generational Workers in the 21st Century	LEAD0236	180
	Developing the Next Generation	_pc_bi_lsbi007	7
	Introduction to Work Force Generations	LEAD0231	150
	Leading Generations X and Next	LEAD0234	210
	Leading Silent Generation and Baby Boom Workers	LEAD0233	180
	Leading the Workforce Generations Simulation	LEAD0230	30
	Making Cross-generational Teams Work	LEAD0235	180
	Managing an Aging Workforce	_pc_bi_mgb005	7
	Understanding the Motives of Millennials	_pc_bi_mgb014	5
	Making Cross-Functional Teams Work		
	Cross-functional Team Fundamentals	lead_10_a01_bs_enus	60
	Key Strategies for Managing Cross-functional Teams	lead_10_a02_bs_enus	60
	Managing Internal Dynamics in a Cross-functional Team	lead_10_a03_bs_enus	60
	Moving from Management to Leadership		
	Coaching Performance	lead_01_a06_bs_enus	120
	Communication and Leadership	lead_01_a05_bs_enus	240
	Growing from Management into Leadership Simulation	LEAD001B	30
	Leadership and Change	lead_01_a07_bs_enus	90
	Leading by Enabling	lead_01_a03_bs_enus	240
	Moving from Management to Leadership Simulation	LEAD001A	30
	Recognizing a Leader	lead_01_a01_bs_enus	300
	The Communication of a Shared Vision	lead_01_a02_bs_enus	300
	The Model Leader	lead_01_a08_bs_enus	120
	Succession Planning for the Business Environment		
	Implementing a Succession Plan Simulation	LEAD030S	30
	Initiating a Succession Plan Simulation	LEAD0300	30
	Succession Planning	_pc_bi_lsbi002	7
	Succession Planning and Human Resources	LEAD0303	300
	Succession Planning and Management Programs	_pc_ch_ls004	15
	Succession Planning Management	LEAD0304	150
	Succession Planning Overview	LEAD0301	120
	Succession Planning Strategies	LEAD0302	270

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Course Groups	Course Title	Course Code	Dur (Mins)
Management Curriculum			
	360-degree Performance Appraisal		
	360-Degree Performance Appraisal Simulation	MGMT0150	30
	About 360-Degree Performance Feedback	MGMT0151	150
	Delivering 360-Degree Performance Feedback	MGMT0153	300
	Elements of a 360-Degree Performance Review	MGMT0152	120
Advanced Management Skills			
	Advanced Management Skills Simulation	MGMT002A	30
	Assessing Employees for Cultural Adaptability	_pc_ch_pfch001	15
	Communicating Organizational Change	_pc_bi_mgbi015	7
	Considering Key Features of a Policy and Procedure Manual	_pc_ch_hrch003	15
	Delivering Bad News Effectively	_pc_ch_lach033	15
	Developing Adaptable Managers	_pc_bi_mgbi013	5
	Employee Engagement	_pc_ch_mgch006	15
	Managing Cross-Functions	mgmt_02_a02_bs_enus	180
	Managing for High Performance	mgmt_02_a03_bs_enus	240
	Managing in a Global Business Environment	mgmt_02_a01_bs_enus	180
	Managing Managers	mgmt_02_a04_bs_enus	210
	Managing Upward Relationships	mgmt_02_a05_bs_enus	180
Appraising Performance			
	Appraising Performance Simulation	MGMT011A	30
	Assessing Performance Continuously	mgmt_11_a01_bs_enus	180
	Performance Reviews	mgmt_11_a02_bs_enus	210
	Preparing for Your Performance Appraisal	_pc_bi_pfb017	5
	Selecting the Appropriate Performance-appraisal Method	_pc_ch_hrch002	15
Business Coaching Essentials			
	Business Coaching: Building the Coaching Relationship	mgmt_14_a03_bs_enus	60
	Business Coaching: Conducting Coaching Sessions	mgmt_14_a02_bs_enus	60
	Business Coaching: Getting Ready to Coach	mgmt_14_a01_bs_enus	60
	Business Coaching: Using Different Coaching Styles	mgmt_14_a04_bs_enus	60
	Coaching	_pc_ch_lach024	34
	The Art of Effective Coaching	_pc_bi_lsbi018	6

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	Crucial Skills for Tomorrow's Managers		
	A Primer for Ensuring Accountability	mgmt_04_a05_bs_enus	270
	Crucial Skills for Tomorrow's Managers Simulation	MGMT004A	30
	Managing as Coach and Counselor	mgmt_04_a03_bs_enus	210
	Managing as Project Champion	mgmt_04_a04_bs_enus	210
	Tomorrow's Managers' Competencies	mgmt_04_a01_bs_enus	180
	Tomorrow's Managers' Development Tools	mgmt_04_a02_bs_enus	210
	Effective Delegation		
	Delegating Appropriate Tasks	_pc_bi_mgbi007	4
	Delegating Effectively Simulation	MGMT007A	30
	Delegation: the Personal Approach	mgmt_07_a02_bs_enus	150
	Developing Employees through Delegation	_pc_ch_lach017	15
	Managing Delegation	mgmt_07_a03_bs_enus	180
	The Basics of Delegation	mgmt_07_a01_bs_enus	90
	Effectively Managing Top Performers		
	Managing and Rewarding Top Performers	mgmt_01_a01_bs_enus	120
	Managing Top Performers Is Always Easy...Right?	_pc_bi_hrbi013	6
	Recognizing Natural Leaders	_pc_ch_lsch001	15
	Essentials of Managing Technical Professionals		
	Managing Technical Professionals	mgmt_19_a03_bs_enus	60
	Strategies for Transitioning to Technical Management	mgmt_19_a02_bs_enus	60
	Transitioning from Technical Professional to Management	mgmt_19_a01_bs_enus	60
	Facilitating Successfully		
	Facilitating Difficult Situations	mgmt_08_a04_bs_enus	300
	Facilitating Meetings and Work Groups	mgmt_08_a03_bs_enus	270
	Facilitating Successfully Simulation	MGMT008A	30
	Facilitative Fundamentals: Tools and Techniques	mgmt_08_a02_bs_enus	270
	Facilitative Leadership	mgmt_08_a06_bs_enus	270
	Facilitative Tools and Formats: Offering Options	mgmt_08_a05_bs_enus	270
	The Facilitator Role	mgmt_08_a01_bs_enus	240

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	First Time Manager Essentials		
	First Time Manager: Challenges	mgmt_16_a02_bs_enus	60
	First Time Manager: Meeting Expectations	mgmt_16_a03_bs_enus	60
	First Time Manager: Understanding a Manager's Role	mgmt_16_a01_bs_enus	60
	Making the Move Into Management	_pc_ch_lach029	15
	Management Essentials		
	Employee Dismissal	_pc_ch_lach038	15
	Management Essentials: Caring about Your Direct Reports	mgmt_15_a07_bs_enus	60
	Management Essentials: Confronting Difficult Employee Behavior	mgmt_15_a04_bs_enus	60
	Management Essentials: Delegating	mgmt_15_a02_bs_enus	60
	Management Essentials: Developing Your Direct Reports	mgmt_15_a03_bs_enus	60
	Management Essentials: Directing Others	mgmt_15_a01_bs_enus	60
	Management Essentials: Managing a Diverse Team	mgmt_15_a05_bs_enus	60
	Management Essentials: Treating Your Direct Reports Fairly	mgmt_15_a06_bs_enus	60
	Managing Fairly	_pc_bi_mgbi016	6
	Managing Experts		
	Meeting the Needs of Your Experts	mgmt_21_a01_bs_enus	60
	Overcoming Challenges When Managing Experts	mgmt_21_a02_bs_enus	60
	Managing Organizational Change		
	Communicating Organizational Change	_pc_bi_mgbi015	7
	Developing People	_pc_ch_lach013	15
	Involving Employees in Corporate Change	_pc_bi_lsbi011	4
	Managing Change: Building Positive Support for Change	mgmt_13_a02_bs_enus	60
	Managing Change: Dealing with Resistance to Change	mgmt_13_a03_bs_enus	60
	Managing Change: Sustaining Organizational Change	mgmt_13_a04_bs_enus	60
	Managing Change: Understanding Change	mgmt_13_a01_bs_enus	60
	Managing Technical Professionals		
	Attracting, Motivating, and Retaining Technical Professionals	MGMT0292	210
	Developing Career Plans for Your Technical Professionals	MGMT0294	210
	Managing Technical Professionals Simulation	MGMT0290	30
	Models for Managing Technical Professionals	MGMT0293	270
	Understanding Technical Professionals	MGMT0291	150

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	Moving from Technical Professional to Management		
	Communication Skills for Successful Management	MGMT0122	180
	From Technical Professional to Leadership Simulation	MGMT012S	30
	Leadership Development for Technical Professionals	MGMT0124	180
	Management Development for Technical Professionals	MGMT0121	210
	Process Management Skills	MGMT0123	270
	Strategies for Transitioning into Management	MGMT0125	390
	Transitioning from Technical Professional to Management Simulation	MGMT0120	30
	Moving into Management		
	A New Manager and the Company's Future	mgmt_03_a04_bs_enus	210
	Adopting the Appropriate Management Style	_pc_ch_mgch005	15
	Becoming a Manager: Leading and Communicating	mgmt_03_a03_bs_enus	240
	Becoming a Manager: Responsibilities and Fears	mgmt_03_a02_bs_enus	210
	Leadership and Management Simulation	MGMT003B	30
	Moving into a Management Role Simulation	MGMT003A	30
	Taking on a Management Role	mgmt_03_a01_bs_enus	210
	Performance Appraisal Essentials		
	Performance Appraisal Essentials: 360-degree Appraisals	mgmt_17_a03_bs_enus	60
	Performance Appraisal Essentials: Conducting Traditional Appraisals	mgmt_17_a02_bs_enus	60
	Performance Appraisal Essentials: Planning for Appraisals	mgmt_17_a01_bs_enus	60
	Problem Performance Management		
	Addressing Problem Performance	mgmt_05_a04_bs_enus	150
	Avoiding Problem Performance Simulation	MGMT005A	30
	Dealing with Problem Performance Simulation	MGMT005B	30
	Managing Performance	_pc_ch_lach002	15
	Problem Performance Identification	mgmt_05_a02_bs_enus	150
	Problem Performance Improvement	mgmt_05_a03_bs_enus	210
	Problem Performance Prevention	mgmt_05_a01_bs_enus	180
	Underperforming Employee – Now What?	_pc_bi_hrbi010	5

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Course Groups	Course Title	Course Code	Dur (Mins)
	Talent Management Essentials		
	Attracting and Retaining Talent	_pc_ch_lach021	38
	Talent Management: Acquiring Talent	mgmt_18_a03_bs_enus	60
	Talent Management: Basics	mgmt_18_a01_bs_enus	60
	Talent Management: Developing and Engaging Talent	mgmt_18_a04_bs_enus	60
	Talent Management: Planning	mgmt_18_a02_bs_enus	60
	Talent Management: Retaining Talent	mgmt_18_a05_bs_enus	60
	The Essentials of Mentoring		
	Achieving Success: the Help of a Mentor	mgmt_10_a05_bs_enus	180
	Implementing a Mentoring Program for the Organization	mgmt_10_a03_bs_enus	150
	Mentoring as a Manager	mgmt_10_a02_bs_enus	120
	Mentoring Effectively	mgmt_10_a01_bs_enus	120
	Mentoring On-line	mgmt_10_a06_bs_enus	150
	Mentoring Strategies for the 21st Century	mgmt_10_a04_bs_enus	150
	The Essentials of Mentoring Simulation	MGMT010A	30
	The Fundamentals of Business Crises Management		
	Business Crisis Management Simulation	MGMT0170	30
	Demonstrating Accountability in a Crisis Situation	_pc_ch_lach007	15
	Is Your Company Prepared for a Crisis?	_pc_bi_mgb006	5
	Perseverance and Flexibility in Times of Crisis	_pc_ch_lach026	15
	Preparing for Business Crises	MGMT0171	120
	Recovering from Business Crises	MGMT0173	120
	Responding to Business Crises	MGMT0172	180
	Using Change Process to Support Employees		
	Involving Employees in Corporate Change	_pc_bi_lsbi011	4
	Workforce Generations		
	Managing Workforce Generations: Introduction to Cross-generational Employees	mgmt_20_a01_bs_enus	60
	Managing Workforce Generations: Working with a Multigenerational Team	mgmt_20_a02_bs_enus	60
	Managing Workforce Generations: Working with the 21st-century Generation Mix	mgmt_20_a03_bs_enus	60
	Marketing Curriculum		

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Course Groups	Course Title	Course Code	Dur (Mins)
	Competitive Marketing Strategies		
	Competitive Marketing Strategies: Analyzing Competitors	mkt_02_a02_bs_enus	60
	Competitive Marketing Strategies: Conducting an Internal Analysis	mkt_02_a01_bs_enus	60
	Competitive Strategies for a Global Marketplace	MKT0231	150
	Surpassing the Competition	MKT0232	180
	Marketing Essentials		
	Marketing Essentials: Introduction to Marketing	mkt_01_a01_bs_enus	60
	Marketing Essentials: Marketing and Ethics	mkt_01_a06_bs_enus	60
	Marketing Essentials: Place	mkt_01_a04_bs_enus	60
	Marketing Essentials: Planning and People	mkt_01_a02_bs_enus	60
	Marketing Essentials: Product and Price	mkt_01_a03_bs_enus	60
	Marketing Essentials: Promotion	mkt_01_a05_bs_enus	60
	Online Branding Strategy		
	Introduction to Online Branding	MKT0221	210
	Strategies for Building an Online Brand	MKT0223	420
	The Online Branding Environment	MKT0222	180
	Using Blogs to Attract Consumers	_pc_bi_spb010	5
	Using Online Strategies to Accelerate Sales Performance	_pc_ch_spch001	15
	Using Web Analytics to Increase Sales	_pc_bi_spb012	5
	Product Management Essentials		
	Designing Products to Fit the Channel	_pc_bi_spb005	5
	Developing a New-product Strategy	MKT0242	120
	Introduction to Product Management	MKT0241	120
	Pricing and Profitability for Product Managers	MKT0243	180
	Strategic Brand Management		
	Building Brand Equity	MKT0212	210
	Evaluating Brand Effectiveness	MKT0215	360
	Introduction to Brand Management	MKT0211	210
	Managing and Maintaining Brand Equity	MKT0216	270
	Managing the Creative Elements of Brands	MKT0213	210
	Promoting Your Brand to Consumers	MKT0214	180

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	Strategic Marketing in Action		
	Advertising Costs, PR Pays	_pc_bi_spbi008	4
	Analyzing the Market	MKT0202	150
	Competitive Factors in Strategic Marketing	MKT0203	150
	Creating a Marketing Campaign	MKT0206	240
	Elements of Marketing Strategy	MKT0201	180
	Financial Analysis for Successful Marketing	MKT0208	270
	Increasing Competitiveness through Collaboration	_pc_ch_1sch006	15
	Marketing Management	MKT0207	240
	Sales and Marketing: Two Sides of the Same Coin?	_pc_bi_spbi011	4
	Trade Show Marketing - Planning Ahead	_pc_bi_spbi013	4
	Writing a Marketing Plan: Phase 1	MKT0204	180
	Writing the Marketing Plan: Creative Strategy	MKT0205	150
	Operations Curriculum		
	Certified Manager of Quality/Organizational Excellence		
	Communication Skills and Project Management	oper_04_a05_bs_enus	120
	Customer-Focused Management	oper_04_a09_bs_enus	150
	Developing and Deploying Strategic Plans	oper_04_a03_bs_enus	150
	Leadership	oper_04_a01_bs_enus	150
	Managerial Skills and Abilities	oper_04_a04_bs_enus	150
	Measurement: Assessment and Metrics	oper_04_a08_bs_enus	90
	Problem-Solving and Process Management Tools	oper_04_a07_bs_enus	150
	Quality Systems, Models, and Theories	oper_04_a06_bs_enus	120
	Supply Chain Management	oper_04_a10_bs_enus	90
	Team Dynamics	oper_04_a02_bs_enus	120
	Training and Development	oper_04_a11_bs_enus	120

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Course Groups	Course Title	Course Code	Dur (Mins)
	Fundamentals of Lean for Business Organizations		
	Applying Lean in Service and Manufacturing Organizations	oper_20_a06_bs_enus	60
	Five Steps to Perfection: Implementing Lean	_pc_bi_ssb009	6
	Introduction to Lean for Service and Manufacturing Organizations	oper_20_a01_bs_enus	60
	Lean Tools and Techniques for Flow and Pull	oper_20_a03_bs_enus	60
	Reducing Waste and Streamlining Value Flow Using Lean	oper_20_a04_bs_enus	60
	Using Lean for Perfection and Quality	oper_20_a02_bs_enus	60
	Value Stream Mapping in Lean Business	oper_20_a05_bs_enus	60
	Value Stream Maps for Non-manufacturing Processes	_pc_bi_ssb010	6
	Logistics Management		
	Inventory Management	OPER0322	180
	Overview of Logistics Management	OPER0321	210
	Supply Chain Logistics Management	OPER0323	180
	Managing Customer-Driven Process Improvement		
	Identifying What the Customer Wants	OPER0122	180
	Implementing Improvements	OPER0125	150
	Managing Customer-driven Process Improvement Simulation	OPER0120	30
	Managing Process Improvements	OPER0126	180
	Translating Requirements into Process Goals	OPER0123	210
	Understanding Processes	OPER0124	150
	Why Customer Driven?	OPER0121	150
	Operations Management		
	Operations and Supply Chain Management	oper_21_a03_bs_enus	60
	Operations Management and the Organization	oper_21_a01_bs_enus	60
	Operations Management: Facilities Planning and Management	oper_21_a08_bs_enus	60
	Operations Management: Forecasting and Capacity Planning	oper_21_a05_bs_enus	60
	Operations Management: Inventory Management	oper_21_a04_bs_enus	60
	Operations Management: Management of Quality	oper_21_a07_bs_enus	60
	Operations Management: Operations Scheduling	oper_21_a06_bs_enus	60
	Operations Management: Product and Service Management	oper_21_a02_bs_enus	60

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	Six Sigma Black Belt (2007 BOK): Analyze		
	Correlation and Regression Analysis in Six Sigma	oper_16_a01_bs_enus	90
	Hypothesis Testing Concepts and Tests for Means in Six Sigma	oper_16_a03_bs_enus	120
	Multivariate Analysis and Attribute Data Analysis in Six Sigma	oper_16_a02_bs_enus	120
	Nonparametric Tests in Six Sigma Analysis	oper_16_a05_bs_enus	120
	Nonstatistical Analysis Methods in Six Sigma	oper_16_a06_bs_enus	120
	Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma	oper_16_a04_bs_enus	120
	Six Sigma Black Belt (2007 BOK): Control		
	Nonstatistical Control Tools and Maintaining Controls in Six Sigma	oper_18_a02_bs_enus	120
	Statistical Process Control (SPC) in Six Sigma	oper_18_a01_bs_enus	120
	Sustaining Improvements and Gains from Six Sigma Projects	oper_18_a03_bs_enus	120
	Six Sigma Black Belt (2007 BOK): Define		
	Developing Project Charters and Tracking Six Sigma Projects	oper_14_a02_bs_enus	90
	Using Voice of the Customer in Six Sigma	oper_14_a01_bs_enus	120
	Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies		
	Common Design for Six Sigma Methodologies, Design for X, and Robust Design	oper_19_a01_bs_enus	120
	Special Design Tools in Design for Six Sigma	oper_19_a02_bs_enus	120
	Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment		
	Lean and Six Sigma	oper_11_a01_bs_enus	120
	Six Sigma Leadership and Change Management	oper_11_a03_bs_enus	120
	Six Sigma Projects and the Black Belt Role	oper_11_a02_bs_enus	120
	Six Sigma Black Belt (2007 BOK): Improve		
	Conducting Experiments and Analyzing Results in Six Sigma	oper_17_a02_bs_enus	120
	Designing and Planning Experiments in Six Sigma	oper_17_a01_bs_enus	120
	Improvement Methods and Implementation Issues in Six Sigma	oper_17_a03_bs_enus	120
	Six Sigma Black Belt (2007 BOK): Measure		
	Basic Statistics and Graphical Methods for Six Sigma	oper_15_a04_bs_enus	120
	Data Collection and Measurement in Six Sigma	oper_15_a02_bs_enus	120
	Probability for Six Sigma	oper_15_a05_bs_enus	120
	Process Capability for Six Sigma	oper_15_a06_bs_enus	120
	Process Characteristics for Six Sigma	oper_15_a01_bs_enus	120
	Six Sigma Measurement Systems	oper_15_a03_bs_enus	120

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	Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures		
	Business Performance and Financial Measures in Six Sigma	oper_12_a02_bs_enus	120
	Critical Requirements and Benchmarking for Six Sigma	oper_12_a01_bs_enus	120
	Six Sigma Black Belt (2007 BOK): Team Management		
	Forming Project Teams for Six Sigma	oper_13_a01_bs_enus	120
	Managing Six Sigma Team Performance	oper_13_a03_bs_enus	120
	Motivation and Communication in Six Sigma Teams	oper_13_a02_bs_enus	120
	Six Sigma Green Belt: Analyze		
	Exploratory Data Analysis in Six Sigma	oper_08_a01_bs_enus	90
	Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma	oper_08_a03_bs_enus	90
	Introduction to Hypothesis Testing and Testing for Means in Six Sigma	oper_08_a02_bs_enus	120
	Six Sigma Green Belt: Define		
	Basics of Six Sigma Projects and Teams	oper_06_a02_bs_enus	150
	Processes and Customer Analysis in Six Sigma Projects	oper_06_a01_bs_enus	150
	Tools for Planning and Managing Six Sigma Project Opportunities	oper_06_a03_bs_enus	150
	Using Six Sigma Analysis Tools and Metrics for Project Decisions	oper_06_a04_bs_enus	90
	Six Sigma Green Belt: Improve and Control		
	Design of Experiments and Validation of Solutions in Six Sigma	oper_09_a01_bs_enus	90
	Statistical Process Control and Control Plans in Six Sigma	oper_09_a02_bs_enus	90
	Using Basic Control Charts in Six Sigma	oper_09_a03_bs_enus	150
	Six Sigma Green Belt: Measure		
	Data Classification and Collection in Six Sigma	oper_07_a03_bs_enus	90
	Measuring Process Capability and Performance in Six Sigma	oper_07_a06_bs_enus	120
	Modeling and Analyzing Processes in Six Sigma	oper_07_a01_bs_enus	120
	Probability Distributions and Measurement Systems Analysis in Six Sigma	oper_07_a05_bs_enus	120
	Statistics and Probability in Six Sigma	oper_07_a02_bs_enus	120
	Summarizing and Presenting Data in Six Sigma	oper_07_a04_bs_enus	90
	Six Sigma Green Belt: Six Sigma and the Organization		
	Design for Six Sigma in the Organization	oper_05_a02_bs_enus	120
	Six Sigma and Lean in the Organization	oper_05_a01_bs_enus	150

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	Six Sigma: Champion Training		
	Introduction to Six Sigma for Champions	oper_03_a01_bs_enus	180
	Managing and Deploying Six Sigma	oper_03_a04_bs_enus	210
	Six Sigma Process Improvement	oper_03_a02_bs_enus	180
	Six Sigma Projects and Project Teams	oper_03_a03_bs_enus	150
	Supply Chain Management		
	Supply Chain Management and e-Business	OPER0504	240
	Supply Chain Management Strategies	OPER0502	330
	Supply Chain Planning and Inventory Management	OPER0503	300
	Supply Chain Transportation and Facility Design	OPER0505	270
	The Fundamentals of Supply Chain Management	OPER0501	120
	The Foundations of Six Sigma		
	A Critical-to-quality Tree - What's That?	_pc_bi_ssb006	4
	Are You Listening to Your Customers?	_pc_bi_ssb001	7
	Basic Measurement Concepts in Six Sigma	_pc_bi_ssb007	5
	Does Your Business Really Need Six Sigma?	_pc_ch_ssch001	15
	Identifying Candidates for Key Six Sigma Roles	_pc_ch_ssch002	15
	Introduction to Six Sigma	oper_10_a01_bs_enus	120
	Kaizen Events	_pc_bi_ssb008	5
	Lean Inbound Transportation	_pc_bi_ssb004	4
	Promoting Six Sigma in the Workplace	_pc_bi_ssb005	4
	Quick Wins in Six Sigma Implementation	_pc_bi_ssb002	7
	Six Sigma Versus TQM	_pc_bi_ssb003	7
	Personal Development Curriculum		
	Achieving Organizational Excellence Through Critical Thinking		
	Critical Thinking Skills for Managing	PD0254	210
	Critical Thinking Strategies Simulation	PD0250	30
	Developing Fundamental Critical Thinking Skills	PD0252	180
	Organizational Scope of Critical Thinking	PD0255	210
	Strategies for Facilitating Critical Thinking	PD0253	270
	The Role of Critical Thinking in Organizations	PD0251	240
	Building and Maintaining Trust		
	Building Trust	pd_15_a01_bs_enus	60
	Rebuilding Trust	pd_15_a02_bs_enus	60

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	Business Ethics		
	Business Ethics for Managers	pd_02_a02_bs_enus	90
	Business Ethics Simulation	PD002A	30
	Developing a Code of Ethical Conduct	pd_18_a02_bs_enus	60
	Ethical Decision-making in the Workplace	pd_18_a03_bs_enus	60
	Ethical Self-promotion	_pc_ch_pfch005	15
	Ethics and Risks: Why They Matter in Project Success	_pc_ch_pmch003	15
	Ethics, Integrity, and Trust	_pc_ch_lach005	15
	Introduction to Workplace Ethics	pd_18_a01_bs_enus	60
	Making Decisions Ethically	pd_02_a01_bs_enus	150
	Office Politics - What Will You Do?	_pc_ch_pfch004	15
	Social Responsibility in Corporations	pd_02_a04_bs_enus	180
	Understanding Organizational Ethics	pd_02_a03_bs_enus	180
	Campus to Corporate		
	Campus to Corporate: Developing a Professional Image	pd_22_a02_bs_enus	60
	Campus to Corporate: Meeting New Expectations	pd_22_a01_bs_enus	60
	Critical Thinking Essentials		
	Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus	60
	Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus	60
	Dealing with Organizational Change		
	Embracing Organizational Change	pd_13_a03_bs_enus	60
	Managing the Stress of Organizational Change	_pc_bi_mgb004	7
	Preparing for Organizational Change	pd_13_a02_bs_enus	60
	The Importance of Flexibility in the Workplace	_pc_bi_pfb007	5
	Understanding Organizational Change	pd_13_a01_bs_enus	60
	Decision-making and Problem-solving for Business		
	Playing the Devil's Advocate in Decision Making	_pc_bi_pfb005	7
	Turning Problems Around with Reverse Brainstorming	_pc_bi_lsbi017	6
	Uncovering the Root Problem	_pc_ch_lach003	15

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Course Groups	Course Title	Course Code	Dur (Mins)
	Diversity on the Job		
	Developing Workplace Diversity Awareness Simulation	PD007A	30
	Diversity on the Job: Diversity and You	pd_07_a02_bs_enus	60
	Diversity on the Job: The Importance of Diversity and the Changing Workplace	pd_07_a01_bs_enus	60
	Instituting a Dress Code	_pc_bi_hrbi011	5
	Managing Diversity	_pc_ch_lach015	15
	Understanding Workplace Diversity	_pc_bi_hrbi002	5
	Doing Business Professionally		
	Creating a Positive Attitude	pd_05_a04_bs_enus	120
	Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfb011	5
	Doing Business Professionally Simulation	PD005A	30
	Goals and Setting Goals	pd_05_a03_bs_enus	120
	Managing from Within: Self-empowerment	pd_05_a02_bs_enus	120
	Managing Goals	_pc_ch_lach027	15
	Pursuing Successful Lifelong Learning	pd_05_a05_bs_enus	120
	Reframing Negative Situations	_pc_bi_hrbi008	4
	Safe Small Talk	_pc_bi_pfb012	5
	Working for Your Inner Boss: Personal Accountability	pd_05_a01_bs_enus	120
	Effective Time Management		
	Coping with Information Overload	_pc_bi_pfb002	5
	Planning for Interruptions Helps with Procrastination	_pc_bi_pfb014	3
	Prioritizing Personal and Professional Responsibilities	_pc_bi_mgb003	7
	Setting and Managing Priorities	_pc_ch_lach018	15
	Time Management: Analyzing Your Use of Time	pd_11_a01_bs_enus	60
	Time Management: Avoiding Time Stealers	pd_11_a03_bs_enus	60
	Time Management: Planning and Prioritizing Your Time	pd_11_a02_bs_enus	60
	Generating Creative & Innovative Ideas		
	Executing Innovation	_pc_bi_lsbi016	5
	Generating Creative and Innovative Ideas: Enhancing Your Creativity	pd_09_a01_bs_enus	60
	Generating Creative and Innovative Ideas: Maximizing Team Creativity	pd_09_a02_bs_enus	60
	Generating Creative and Innovative Ideas: Verifying and Building on Ideas	pd_09_a03_bs_enus	60
	Living a Balanced Life		
	Employee Exhaustion: Managing a Well-balanced Workload	_pc_bi_mgb010	7
	Managing Workplace Stress	_pc_bi_hrbi006	7

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Course Groups	Course Title	Course Code	Dur (Mins)
	Living and Working Abroad in the United States		
	American Work Culture and Values	pd_19_a01_bs_enus	60
	Communicating Successfully in the American Workplace	pd_19_a03_bs_enus	60
	Key Aspects of the American Work Environment	pd_19_a02_bs_enus	60
	Succeeding in the American Workplace	pd_19_a04_bs_enus	60
	Managing Organizational Change		
	Communicating Properly during Layoffs	_pc_bi_hrbi005	7
	Managing Your Career		
	Conquering Career Stagnation	_pc_bi_pfb019	6
	Developing Your Career	_pc_ch_lach037	15
	Managing Your Career: Creating a Plan	pd_10_a01_bs_enus	60
	Managing Your Career: Getting on the Right Track	pd_10_a02_bs_enus	60
	Managing Your Career: Leveraging the Performance Appraisal	pd_10_a05_bs_enus	60
	Managing Your Career: Professional Networking Essentials	pd_10_a03_bs_enus	60
	Managing Your Career: You and Your Boss	pd_10_a04_bs_enus	60
	Managing Your Relationship with Your Boss Simulation	PD010A	30
	Optimizing Your Work/Life Balance		
	Balancing Your Responsibilities Simulation	PD006A	30
	Creating Work/Life Balance	_pc_ch_lach036	15
	Employee Exhaustion: Managing a Well-balanced Workload	_pc_bi_mgbi010	7
	Managing Workplace Stress	_pc_bi_hrbi006	7
	Optimizing Your Work/Life Balance: Analyzing Your Life Balance	pd_06_a01_bs_enus	60
	Optimizing Your Work/Life Balance: Maintaining Your Life Balance	pd_06_a02_bs_enus	60
	Optimizing Your Work/Life Balance: Taking Control of Your Stress	pd_06_a03_bs_enus	60
	Peer Relationships		
	Developing Strategic Peer Relationships in Your Organization	pd_17_a02_bs_enus	60
	Forming Peer Relationships and Alliances at Work	pd_17_a03_bs_enus	60
	The Value of Peer Relationships	pd_17_a01_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
	Problem Solving and Decision-Making Strategies		
	Decision Making: Making Tough Decisions	pd_12_a06_bs_enus	60
	Decision Making: The Fundamentals	pd_12_a04_bs_enus	60
	Decision Making: Tools and Techniques	pd_12_a05_bs_enus	60
	Playing the Devil's Advocate in Decision Making	_pc_bi_pfb005	7
	Problem Solving: Determining and Building Your Strengths	pd_12_a02_bs_enus	60
	Problem Solving: Digging Deeper	pd_12_a03_bs_enus	60
	Problem Solving: The Fundamentals	pd_12_a01_bs_enus	60
	Turning Problems Around with Reverse Brainstorming	_pc_bi_lsbi017	6
	Uncovering the Root Problem	_pc_ch_lach003	15
	Take Control of Your Time by Working More Effectively		
	Coping with Information Overload	_pc_bi_pfb002	5
	Planning for Interruptions Helps with Procrastination	_pc_bi_pfb014	3
	Prioritizing Personal and Professional Responsibilities	_pc_bi_mgb003	7
	Setting and Managing Priorities	_pc_ch_lach018	15
	Telecommuting and the Remote Employee		
	Telecommuting Basics: Communication Strategies for the Remote Employee	pd_08_a02_bs_enus	60
	Telecommuting Basics: Maximizing Productivity as a Remote Employee	pd_08_a01_bs_enus	60
	Working without a Net - The Business of Risk		
	Approaches to Risk Management	PD0242	120
	Decisions and Risk	PD0243	120
	Risk Basics	PD0241	120
	Risk Strategies: The Cutting Edge	PD0245	150
	Strategic Planning and Risk Management	PD0244	150
	Working without a Net: Decisions Simulation	PD0240	30
	Program/Portfolio Management Curriculum		
	Program Management (PMI® Second Edition-aligned)		
	Introduction to Program Management	proj_16_a01_bs_enus	90
	Program Life Cycle and Benefits Management	proj_16_a02_bs_enus	120
	Project Management Curriculum		
	Code of Ethics and Professional Conduct (PMI® Standard-aligned)		
	Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	120
	The Role of Ethics in Project Management	proj_15_a01_bs_enus	90

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Course Groups	Course Title	Course Code	Dur (Mins)
	Instructor Series: CompTIA Project+ (2009 Edition)		
	Project+ 2009 Instructor Series: Communication, Procurement and Cost	ISCT0010EN04P	32
	Project+ 2009 Instructor Series: Executing the Project	ISCT0010EN05P	33
	Project+ 2009 Instructor Series: Initiating a Project	ISCT0010EN01P	93
	Project+ 2009 Instructor Series: Monitoring, Controlling and Closing Projects	ISCT0010EN06P	96
	Project+ 2009 Instructor Series: Project Scope and Schedule	ISCT0010EN02P	44
	Project+ 2009 Instructor Series: Resources, Risks and Quality	ISCT0010EN03P	30
	IT Project Management Essentials		
	IT Project Management Essentials: Executing IT Projects	proj_17_a03_bs_enu	60
	IT Project Management Essentials: Initiating and Planning IT Projects	proj_17_a02_bs_enu	60
	IT Project Management Essentials: Introduction to IT Project Management	proj_17_a01_bs_enu	60
	IT Project Management Essentials: Managing Risks in an IT Project	proj_17_a05_bs_enu	60
	IT Project Management Essentials: Monitoring and Controlling IT Projects	proj_17_a04_bs_enu	60
	IT Project Management Essentials: Testing Deliverables and Closing IT Projects	proj_17_a06_bs_enu	60
	Managing Software Project Outsourcing		
	Determining Project Quality Standards and Milestones	232224_eng	160
	Making the Right Outsourcing Decision	232192_eng	140
	Measuring Project Outsourcing Success	232292_eng	180
	Planning the Outsourcing Deal	232202_eng	100
	The Outsourcing Project	232209_eng	200
	PRINCE2®: 2009 Foundation		
	Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)	ib_prin_a05_it_enu	120
	Overview of Project Management (PRINCE2®: 2009-aligned)	ib_prin_a01_it_enu	60
	Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)	ib_prin_a02_it_enu	120
	Project Quality, Change and Progress (PRINCE2®: 2009-aligned)	ib_prin_a03_it_enu	90
	Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)	ib_prin_a04_it_enu	90
	Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)	ib_prin_a06_it_enu	90
	Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)		
	Communicating Effectively with Project Stakeholders Simulation	PROJ012A	30
	Processes for Managing Project Communications	proj_12_a02_bs_enu	120
	Stakeholders and the Communications Management Plan	proj_12_a01_bs_enu	120

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Course Groups	Course Title	Course Code	Dur (Mins)
	Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)		
	Controlling Costs	proj_09_a02_bs_enus	90
	Estimating and Budgeting Project Costs	proj_09_a01_bs_enus	120
	Project Cost Management (PMBOK® Guide - Third Edition-aligned)		
	Budgeting and Controlling Costs	PROJ0552	120
	Project Human Resource Management (PMBOK® Guide - Fourth Edition-aligned)		
	Managing Project Human Resources	proj_11_a02_bs_enus	120
	Planning and Managing Project Human Resources Simulation	PROJ011A	30
	Planning Project Human Resources	proj_11_a01_bs_enus	120
	Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)		
	Integrated Initiation and Planning	proj_06_a01_bs_enus	120
	Integrated Project Change Control and Close	proj_06_a03_bs_enus	90
	Integrated Project Execution, Monitoring, and Control	proj_06_a02_bs_enus	90
	Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)		
	Managing Projects within Organizations	proj_05_a01_bs_enus	120
	Project Management Overview	proj_05_a02_bs_enus	90
	Project Management Process Groups	proj_05_a03_bs_enus	120
	Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)		
	An Introduction to Project Management	PROJ0511	150
	Executing, Monitoring & Controlling, and Closing a Project	PROJ0515	90
	Introduction to Project Process Groups and Initiating a Project	PROJ0513	90
	Project Management Essentials Simulation	PROJ0510	30
	Project Planning	PROJ0514	150
	Project Management for IT Professionals		
	Functions of IT Project Managers	PROJ0352	270
	Introduction to IT Project Management	PROJ0351	240
	Managing Efficiencies of IT Projects	PROJ0355	270
	Managing the Execution and Control of IT Projects	PROJ0354	330
	Project IT Management Simulation - Design to Rollout	PROJ035S	30
	Project IT Management Simulation - The Early Stages	PROJ0350	30
	TestPrep Final Exam: Project Management for IT Professionals	FE0013_eng	0
	The Life Cycle of an IT Project	PROJ0353	300

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Course Groups	Course Title	Course Code	Dur (Mins)
	Project Management for Non-Project Managers		
	Addressing Stakeholder Conflicts	_pc_bi_pmbi008	7
	Anticipating and Solving Problems as a Project Champion	_pc_bi_pmbi007	5
	Controlling Project Cost	_pc_bi_pmbi010	3
	Ensuring Management Buy-in on a Project	_pc_bi_pmbi002	7
	Ethics and Risks: Why They Matter in Project Success	_pc_ch_pmch003	15
	Handling a Change Request	_pc_ch_pmch001	15
	Initiating and Planning a Project	proj_01_a03_bs_enus	120
	Managing a Project	proj_01_a04_bs_enus	150
	Managing Conflict in Project Teams	_pc_bi_pmbi003	7
	Managing Projects without Direct Authority	_pc_bi_pmbi001	7
	Managing Scope on a Project	_pc_bi_pmbi004	7
	Managing Vendor Relationships	_pc_bi_pmbi006	7
	Mitigating Risks when Improving Processes	_pc_bi_pmbi011	5
	Portfolios, Programs, and Projects: What's the Difference?	_pc_bi_pmbi009	5
	Project Management Essentials	_pc_ch_lach041	36
	Project Management for Non-project Managers Simulation	PROJ001A	30
	Project Management Fundamentals	proj_01_a01_bs_enus	150
	Scope Definition Tools and Techniques	_pc_ch_pmch002	15
	Transitioning into a Project Management Role	proj_01_a02_bs_enus	180
	Troubleshooting and Closing the Project	proj_01_a05_bs_enus	120
	Weighing the Costs of Project Change	_pc_bi_pmbi005	4
	Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)		
	Managing Procurements	proj_14_a02_bs_enus	120
	Planning Project Procurement	proj_14_a01_bs_enus	120
	Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)		
	Project Quality Planning	proj_10_a01_bs_enus	120
	Quality Assurance and Quality Control	proj_10_a02_bs_enus	120
	Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)		
	Identifying Project Risks	proj_13_a04_bs_enus	120
	Performing Risk Analysis	proj_13_a02_bs_enus	120
	Risk Management Planning	proj_13_a01_bs_enus	90
	Risk Response, Monitor, and Control	proj_13_a03_bs_enus	120

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	Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)		
	Create Work Breakdown Structure	proj_07_a02_bs_enus	90
	Monitoring and Controlling Project Scope	proj_07_a03_bs_enus	90
	Project Requirements and Defining Scope	proj_07_a01_bs_enus	120
	Project Time Management (PMBOK® Guide - Fourth Edition-aligned)		
	Defining and Sequencing Project Activities	proj_08_a01_bs_enus	120
	Developing and Controlling the Project Schedule	proj_08_a03_bs_enus	120
	Estimating Activity Resources and Durations	proj_08_a02_bs_enus	120
	Project Time Management (PMBOK® Guide - Third Edition-aligned)		
	Elements of Project Time Management	PROJ0541	150
	Project Scheduling	PROJ0542	180
	Strategic Project Management for IT Projects		
	Cost Management and IT Project Trade-offs	PROJ0366	270
	Estimating the IT Project Work Effort	PROJ0363	330
	IT Project Leadership, Authority & Accountability	PROJ0364	360
	Managing Multiple IT Projects	PROJ0365	330
	Planning Strategic IT Projects Simulation	PROJ0360	30
	Strategic Approaches to Managing IT Projects	PROJ0362	300
	Strategic Planning and Positioning for IT Projects	PROJ0361	300
	TestPrep Final Exam: Strategic Project Management for IT Projects	FE0014_eng	0
	Sales Curriculum		
	Field Sales Skills		
	Applying Your Field Sales Approach	SALE0103	240
	Completing Your Field Sales Approach	SALE0104	210
	Don't Only Go for the Big Fish	_pc_bi_spbi009	5
	Field Sales Foundations	SALE0101	210
	Field Sales Skills Simulation	SALE0100	30
	Planning Your Field Sales Approach	SALE0102	270
	Using Persuasion Techniques to Boost Sales	_pc_bi_spbi018	9

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	Inside Sales Skills		
	Completing Inbound Sales Calls	SALE0125	300
	Completing Outbound Sales Calls	SALE0123	300
	Initiating Outbound Sales Calls	SALE0122	210
	Inside Sales Skills Simulation	SALE0120	30
	Preparing for Inbound Sales Calls	SALE0124	300
	Preparing for Outbound Sales Calls	SALE0121	360
	Sales Foundations		
	Developing a Customer-focused Sales Approach	sale_01_a06_bs_enus	60
	Developing Strong Customer Relationships	sale_01_a04_bs_enus	60
	Introduction to Sales	sale_01_a01_bs_enus	60
	Preparing for Successful Sales	sale_01_a03_bs_enus	60
	Strategic Sales Planning	sale_01_a02_bs_enus	60
	Working within the Sales Culture of Your Organization	sale_01_a05_bs_enus	60
	Sales Management		
	Building a Winning Sales Team	SALE0151	330
	Communicating in Sales Teams	SALE0154	150
	Motivating a Winning Sales Team	SALE0153	270
	Planning Direct Mail to Generate Leads for Complex Sales	_pc_bi_spbi006	7
	Sales Support Roles for Better Customer Interaction	_pc_bi_spbi007	7
	Sales Team Management Simulation	SALE0150	30
	Storming: Developing and Leading Your Sales Team	_pc_bi_spbi003	5
	The Ethics of Gift Giving	_pc_bi_spbi014	6
	Using Business Tools to Manage Sales Teams	SALE0152	180
	SalesUniversity Communication 101		
	Sales Communication Techniques Simulation	SALE0430	30
	Sales Communications Essentials	SALE0432	420
	Sales Communications Foundations	SALE0431	420
	Telesales Communications	SALE0433	360
	SalesUniversity Sales Manufacturing: A Success Model		
	Sales Manufacturing(TM): Identifying Sales Opportunities	SALE0421	300
	Sales Manufacturing(TM): Sales Production	SALE0422	360
	Sales Manufacturing: Opportunity Development Simulation	SALE0420	30

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	SalesUniversity Sales Math 101: Developing a Sales Plan for Success		
	Sales Math 101: Developing a Sales Plan for Success	SALE0411	240
	SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy		
	Professional Selling in the Knowledge Economy	SALE0402	300
	Professional Selling in the Knowledge Economy Simulation	SALE0400	30
	The Profession of Selling	SALE0401	210
	Selling at the Executive Level		
	Closing Executive-level Sales Simulation	SALE022T	30
	From Executive-level Sale to Strategic Partnership	SALE0226	240
	Negotiating to Mutual Benefit	SALE0225	240
	Prepare for Success	SALE0221	180
	Preparing for the Executive-level Sale Simulation	SALE0220	30
	Presenting Your Proposition	SALE0224	240
	Progressing through the Complex Sale	SALE0223	240
	Progressing through the Complex Sale Simulation	SALE022S	30
	Strategic Planning	SALE0222	210
	Strategic Account Sales Skills		
	Building Profitable Customer Relationships	_pc_bi_spbi017	6
	Conducting Effective Sales Research Meetings	SALE0133	210
	Crafting Sales Strategies	_pc_ch_spch002	15
	Delivering High-impact Sales Presentations	SALE0135	360
	Performance Payout Plans	_pc_ch_spch004	15
	Planning for Effective Selling	_pc_bi_spbi004	3
	Pricing Strategy	_pc_ch_spch003	15
	Selling to Key Players	_pc_bi_spbi001	7
	Strategic Account Sales Skills Simulation	SALE0130	30
	The Strategic Account Sales Approach	SALE0131	180
	Understanding Your Customer	SALE0132	210
	Working with Your Customer's Key Players	SALE0134	210

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	Territorial Account Sales Skills		
	Delivering High-impact Territorial Account Sales (TAS) Presentations	SALE0115	300
	Effectively Using Customer-focused Research Meetings	SALE0113	210
	Gaining Access to Key Personnel at Your Target Accounts	SALE0114	210
	Listening to Your Customers	_pc_bi_spb002	7
	Territorial Account Sales Skills Simulation	SALE0110	30
	The Territorial Account Sales Approach	SALE0111	180
	Understanding Your Target Customer's Business	SALE0112	210
	Strategic Planning Curriculum		
	Leading and Implementing Sustainable Green Business Strategies		
	Green Business: Implementing Sustainability Strategies	stgy_04_a03_bs_enus	120
	Green Business: Planning Sustainability Strategies	stgy_04_a02_bs_enus	120
	Introduction to Green Business and Sustainability	stgy_04_a01_bs_enus	120
	Moving From an Operational Manager to a Strategic Thinker		
	Competitive Awareness and Strategy	_pc_ch_lach022	39
	Effective Critical Analysis of Business Reports	_pc_bi_pfb004	7
	External Consultants Can Help	_pc_ch_mgch004	15
	Leading Outside the Organization	_pc_bi_lsbi005	7
	Moving from an Operational Manager to a Strategic Thinker Simulation	STGY001A	30
	Planning and Implementing a Business Strategy	stgy_01_a04_bs_enus	150
	Returning to Core Competencies	_pc_bi_lsbi014	5
	Sustaining Competitive Advantage	stgy_01_a02_bs_enus	180
	The Imperatives of Innovation and Leadership in Strategy	stgy_01_a03_bs_enus	150
	Thinking Strategically	stgy_01_a01_bs_enus	120
	Strategic IT Planning		
	IT Challenges: Present and Future	STGY0223	150
	Setting the Stage for IT Success	STGY0221	150
	Strategic Decision Making	STGY0222	90
	Strategic IT Planning Simulation	STGY0220	30

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	Systems Thinking in the 21st Century		
	Building a Healthy System	STGY0402	150
	Redesigning Your Organization: Part I	STGY0405	180
	Redesigning Your Organization: Part II	STGY0406	180
	System Archetypes	STGY0404	180
	Systems-thinking Models and Thinking Skills	STGY0403	150
	Taking Systems Thinking into Your Personal Life	STGY0407	180
	What Is Systems Thinking?	STGY0401	150
	The Fundamentals of Globalization		
	Evaluating Globalization Opportunities	_pc_ch_lach019	15
	Fundamentals of Globalization: Analyzing the Global Environment	stgy_05_a02_bs_enus	60
	Fundamentals of Globalization: Managing in a Global Environment	stgy_05_a04_bs_enus	60
	Globalization and Our Changing World	STGY0351	90
	Globalization and Your Company	STGY0352	240
	Managing Expatriates' Career Development	_pc_bi_mgb011	7
	Managing from a Global Viewpoint	STGY0354	270
	The Etiquette of Cross-cultural Gift Giving	_pc_bi_spb015	5
	The Fundamentals of Globalization Simulation	STGY0350	30
	The Fundamentals of Globalization: The Global Context	stgy_05_a01_bs_enus	60
	The Process of Globalizing a Product or Service	STGY0353	210
	Team Building Curriculum		

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	Leading Teams		
	Building and Leading Teams	_pc_ch_lach023	32
	Building Trust Incrementally	_pc_bi_lsbi004	7
	Choosing the Right Team Culture	_pc_ch_pfch006	15
	Developing Self-sufficient Teams	_pc_ch_mgch001	15
	Inspiring Your Team	_pc_bi_lsbi010	5
	Leading Teams: Building Trust and Commitment	team_03_a04_bs_enus	60
	Leading Teams: Dealing with Conflict	team_03_a07_bs_enus	60
	Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enus	60
	Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_enus	60
	Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_enus	60
	Leading Teams: Launching a Successful Team	team_03_a01_bs_enus	60
	Leading Teams: Managing Virtual Teams	team_03_a08_bs_enus	60
	Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_enus	60
	Managing Communications in a Virtual Team	_pc_bi_mgbi001	6
	Support Your Leader	_pc_bi_pfb010	5
	Making Teams Work: Capitalizing on Conflict		
	Analyzing Workplace War Zones	TEAM0212	150
	Conquering Conflict through Communication	TEAM0214	180
	Facilitating Work-related Conflict Discussions	_pc_bi_pfb015	5
	Getting Past Clashes: Valuing Team Diversity	TEAM0213	150
	Making Teams Work Simulation	TEAM0210	30
	Manager's Performance Guide - Team Conflict Skills	TEAM0216	90
	Mediating Project Team Conflict	_pc_bi_pfb006	7
	Team Conflict: The Seeds of Dissent	TEAM0211	210
	The Path to Peace and Harmony	TEAM0215	150
	Using Conflict to an Organisation's Advantage	_pc_bi_mgbi002	7
	Optimizing Your Performance On a Team		
	Being an Effective Team Member	team_02_a01_bs_enus	60
	Effective Team Communication	team_02_a04_bs_enus	60
	Elements of a Cohesive Team	team_02_a03_bs_enus	60
	Establishing Team Goals and Responsibilities	team_02_a02_bs_enus	60
	Power and Politics in Matrixed Teams	_pc_ch_mgch002	15
	Using Feedback to Improve Team Performance	team_02_a05_bs_enus	60

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Course Groups	Course Title	Course Code	Dur (Mins)
Federal Government Curricula			
Federal Government			
Federal Government Legal Compliance			
	Accessibility and Section 508 Awareness	fgov_01_a05_bs_enus	60
	Federal Budgeting Process	fgov_01_a08_bs_enus	60
	Government Ethics	fgov_01_a09_bs_enus	60
	Human Resources Flexibilities	fgov_01_a11_lc_enus	90
	Information Security Awareness	fgov_01_a12_lc_enus	60
	Privacy Awareness	fgov_01_a13_lc_enus	60
	Proper Use of Government Charge Cards	fgov_01_a10_bs_enus	60
	Sexual Harassment Prevention for Federal Employees	fgov_01_a04_bs_enus	60
	The No FEAR Act	fgov_01_a01_bs_enus	60
	The US Constitution	fgov_01_a03_bs_enus	60
	Workplace Safety	fgov_01_a06_bs_enus	60
SkillSoft Leadership Advantage			
Accountability			
Accountability Business Impact Series			
	Confrontation: What's the Best Approach	_pc_bi_mgbi009	4
Accountability Challenge Series			
	Demonstrating Accountability in a Crisis Situation	_pc_ch_lach007	15
Attracting and Retaining Talent			
Attracting and Retaining Talent Business Impact Series			
	Preventing High Turnover Rates: How to Keep The Best	_pc_bi_mgbi008	5
Attracting and Retaining Talent Challenge Series			
	Attracting and Retaining Talent	_pc_ch_lach021	38
Building and Leading Teams			
Building and Leading Teams Business Impact Series			
	Building Trust Incrementally	_pc_bi_lsbi004	7
Building and Leading Teams Challenge Series			
	Building and Leading Teams	_pc_ch_lach023	32
Career Development			

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Course Groups	Course Title	Course Code	Dur (Mins)
	Career Development Business Impact Series		
	Developing Adaptable Managers	_pc_bi_mgbi013	5
	Career Development Challenge Series		
	Developing Your Career	_pc_ch_lach037	15
	Coaching		
	Coaching Challenge Series		
	Coaching	_pc_ch_lach024	34
	Communicating Bad News		
	Communicating Bad News Business Impact Series		
	Confrontation: What's the Best Approach	_pc_bi_mgbi009	4
	Communicating Bad News Challenge Series		
	Delivering Bad News Effectively	_pc_ch_lach033	15
	Competitive Awareness and Strategy		
	Competitive Awareness and Strategy Business Impact Series		
	Returning to Core Competencies	_pc_bi_lsbi014	5
	Competitive Awareness and Strategy Challenge Series		
	Competitive Awareness and Strategy	_pc_ch_lach022	39
	Creative Thinking		
	Creative Thinking Business Impact Series		
	Wanted - Innovation Leaders	_pc_bi_lsbi013	5
	Creative Thinking Challenge Series		
	Promoting Creative Thinking	_pc_ch_lach035	15
	Critical Thinking		
	Critical Thinking Business Impact Series		
	Effective Critical Analysis of Business Reports	_pc_bi_pfb004	7
	Playing the Devil's Advocate in Decision Making	_pc_bi_pfb005	7
	Critical Thinking Challenge Series		
	Critical Thinking	_pc_ch_lach025	15
	Customer Focus		
	Customer Focus Business Impact Series		
	Are You Listening to Your Customers?	_pc_bi_ssbi001	7

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	Customer Focus Challenge Series		
	Creating a Customer-focused Organization	_pc_ch_lach020	15
	Decisiveness		
	Decisiveness Business Impact Series		
	Knowing When to Take Leadership Risks	_pc_bi_lsbi006	5
	Decisiveness Challenge Series		
	Acting Decisively	_pc_ch_lach034	15
	Delegation		
	Delegation Business Impact Series		
	Delegating Appropriate Tasks	_pc_bi_mgbi007	4
	Developing Adaptable Managers	_pc_bi_mgbi013	5
	Delegation Challenge Series		
	Developing Employees through Delegation	_pc_ch_lach017	15
	Developing a Business Execution Culture		
	Developing a Business Execution Culture Business Impact Series		
	Fostering a Business Execution Culture	_pc_bi_lsbi008	5
	Inspiring Your Team	_pc_bi_lsbi010	5
	Developing a Business Execution Culture Challenge Series		
	Developing a Business Execution Culture	_pc_ch_lach001	30
	Developing People		
	Developing People Business Impact Series		
	Preventing High Turnover Rates: How to Keep The Best	_pc_bi_mgbi008	5
	Developing People Challenge Series		
	Developing People	_pc_ch_lach013	15
	Dismissing an Employee		
	Dismissing an Employee Business Impact Series		
	Communicating Properly during Layoffs	_pc_bi_hrbi005	7
	Dismissing an Employee Challenge Series		
	Employee Dismissal	_pc_ch_lach038	15
	Ethics, Integrity, and Trust		
	Ethics, Integrity, and Trust Business Impact Series		
	Building Trust Incrementally	_pc_bi_lsbi004	7

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Course Groups	Course Title	Course Code	Dur (Mins)
	Ethics, Integrity, and Trust Challenge Series		
	Ethics, Integrity, and Trust	_pc_ch_lach005	15
	Finance for non-Financial Managers		
	Finance for non-Financial Managers Business Impact Series		
	Attracting New Investors - Keeping Presentations Focused	_pc_bi_fabi004	4
	Increasing Cash Flow in Times of Need	_pc_bi_fabi003	6
	What's Your Gross Profit Margin Really Saying?	_pc_bi_fabi006	3
	Finance for non-Financial Managers Challenge Series		
	Using Financial Analysis for Credit Decisions	_pc_ch_lach012	15
	Giving and Receiving Feedback		
	Giving and Receiving Feedback Business Impact Series		
	Criticism in Context	_pc_bi_pfb016	5
	Giving and Receiving Feedback Challenge Series		
	Giving Appropriate Feedback	_pc_ch_lach006	15
	Globalization		
	Globalization Challenge Series		
	Evaluating Globalization Opportunities	_pc_ch_lach019	15
	Goal Setting		
	Goal Setting Business Impact Series		
	Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfb011	5
	Goal Setting Challenge Series		
	Managing Goals	_pc_ch_lach027	15
	Hiring New Employees		
	Hiring and Interviewing Challenge Series		
	Hiring a New Employee	_pc_ch_lach028	15
	Hiring New Employees Business Impact Series		
	Aligning Recruitment to Job Requirements	_pc_bi_hrbi001	7
	Guarding Against Interviewing Biases	_pc_bi_hrbi003	7
	Influence and Persuasion		
	Influence and Persuasion Business Impact Series		
	Influencing Key Decision Makers	_pc_bi_lsbi015	6

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Course Groups	Course Title	Course Code	Dur (Mins)
	Influence and Persuasion Challenge Series		
	Influence and Persuasion	_pc_ch_lach016	15
	Leader as Motivator		
	Leader as Motivator Business Impact Series		
	Employee Exhaustion: Managing a Well-balanced Workload	_pc_bi_mgb010	7
	Leader as Motivator Challenge Series		
	Leader as Motivator	_pc_ch_lach008	30
	Leading Change		
	Leading Change Business Impact Series		
	Involving Employees in Corporate Change	_pc_bi_lsbi011	4
	Leading Change Challenge Series		
	Leading Change	_pc_ch_lach004	15
	Leading Effective Meetings		
	Leading Effective Meetings Business Impact Series		
	Making Meetings Work	_pc_bi_pfb018	6
	When Too Many Meetings Are Just Too Much	_pc_bi_pfb008	4
	Leading Effective Meetings Challenge Series		
	Managing Meetings for Productivity and Effectiveness	_pc_ch_lach031	15
	Leading Innovation		
	Leading Innovation Business Impact Series		
	Executing Innovation	_pc_bi_lsbi016	5
	Wanted - Innovation Leaders	_pc_bi_lsbi013	5
	Leading Innovation Challenge Series		
	Leading Innovation	_pc_ch_lach010	15
	Leading Organizational Vision		
	Leading Organizational Vision Business Impact Series		
	Communicating a Shared Vision	_pc_bi_lsbi001	7
	Leading Organizational Vision Challenge Series		
	Crafting an Organizational Vision	_pc_ch_lach040	15
	Listening		
	Listening Business Impact Series		
	Listening to Your Customers	_pc_bi_spb002	7

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Course Groups	Course Title	Course Code	Dur (Mins)
	Listening Challenge Series		
	Effective Listening	_pc_ch_lach030	15
	Managing Conflict		
	Managing Conflict Business Impact Series		
	Confrontation: What's the Best Approach	_pc_bi_mgbi009	4
	Facilitating Work-related Conflict Discussions	_pc_bi_pfb015	5
	Using Conflict to an Organisation's Advantage	_pc_bi_mgbi002	7
	Managing Conflict Challenge Series		
	Managing Conflict	_pc_ch_lach009	15
	Managing Diversity		
	Managing Diversity Business Impact Series		
	Understanding Workplace Diversity	_pc_bi_hrbi002	5
	Managing Diversity Challenge Series		
	Managing Diversity	_pc_ch_lach015	15
	Managing Performance		
	Managing Performance Business Impact Series		
	Communicating a Shared Vision	_pc_bi_lsbi001	7
	Underperforming Employee – Now What?	_pc_bi_hrbi010	5
	Managing Performance Challenge Series		
	Managing Performance	_pc_ch_lach002	15
	Managing Upward Relationships		
	Managing Upward Relationships Business Impact Series		
	Criticism in Context	_pc_bi_pfb016	5
	Managing Upward Relationships Challenge Series		
	Building Upward Relationships	_pc_ch_lach039	15
	Negotiating		
	Negotiating Business Impact Series		
	Effective Body Language in Negotiations	_pc_bi_pfb013	5
	Negotiating Challenge Series		
	Vendor Negotiations: Choosing the Best Approach	_pc_ch_lach032	15
	New Manager Transitions		

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	New Manager Transitions Business Impact Series		
	Building Trust Incrementally	_pc_bi_lsbi004	7
	New Manager Transitions Challenge Series		
	Making the Move Into Management	_pc_ch_lach029	15
	Perseverance and Flexibility		
	Perseverance and Flexibility Business Impact Series		
	Developing the Next Generation	_pc_bi_lsbi007	7
	Managing the Stress of Organizational Change	_pc_bi_mgbi004	7
	Perseverance and Flexibility Challenge Series		
	Perseverance and Flexibility in Times of Crisis	_pc_ch_lach026	15
	Problem Solving and Decision Making		
	Problem Solving and Decision Making Business Impact Series		
	Playing the Devil's Advocate in Decision Making	_pc_bi_pfbi005	7
	Problem Solving and Decision Making Challenge Series		
	Uncovering the Root Problem	_pc_ch_lach003	15
	Project Management Essentials		
	Project Management Essentials Business Impact Series		
	Addressing Stakeholder Conflicts	_pc_bi_pmbi008	7
	Managing Scope on a Project	_pc_bi_pmbi004	7
	Project Management Essentials Challenge Series		
	Project Management Essentials	_pc_ch_lach041	36
	Setting and Managing Priorities		
	Setting and Managing Priorities Challenge Series		
	Setting and Managing Priorities	_pc_ch_lach018	15
	Strategic Thinking		
	Strategic Thinking Business Impact Series		
	Wanted - Innovation Leaders	_pc_bi_lsbi013	5
	Strategic Thinking Challenge Series		
	Hiring Strategic Thinkers	_pc_ch_lach011	15
	The Emotionally Intelligent Leader		
	The Emotionally Intelligent Leader Business Impact Series		
	Managing the Stress of Organizational Change	_pc_bi_mgbi004	7

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Course Groups	Course Title	Course Code	Dur (Mins)
	The Emotionally Intelligent Leader Challenge Series		
	The Emotionally Intelligent Leader	_pc_ch_lach014	15
	Work/Life Balance		
	Work/Life Balance Business Impact Series		
	Prioritizing Personal and Professional Responsibilities	_pc_bi_mgb003	7
	Work/Life Balance Challenge Series		
	Creating Work/Life Balance	_pc_ch_lach036	15