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Financial Analysis for Credit Risk Determination
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Nonfinancial Credit and Asset Analysis
Course........................................fini_10_a03_bs_enus
Problem Loans and Risk Analysis for Common Loans
Course........................................fini_10_a04_bs_enus
Risk Analysis for Specialized Loans
Course........................................fini_10_a05_bs_enus

Credit Derivative Instruments
Credit Derivatives and Credit Risk
Course........................................fini_11_a01_bs_enus
Classical Credit Derivatives and Total Return Swaps
Course........................................fini_11_a02_bs_enus
Securitization and Asset-backed Securities
Course........................................fini_11_a03_bs_enus
Credit-linked and Repackaged Notes
Course........................................fini_11_a04_bs_enus
Credit Default Swaps and Credit Spread Options
Course........................................fini_11_a05_bs_enus
Credit Derivatives Applications
Course........................................fini_11_a06_bs_enus
Credit Derivatives: Pricing and Operational Issues
Course........................................fini_11_a07_bs_enus
Credit Derivatives: Regulatory, Legal, and Taxation Issues
Course........................................fini_11_a08_bs_enus

Finance, Human Resources and Administration

Human Resources Curriculum

Essentials of Interviewing and Hiring
Guarding Against Interviewing Biases
Business Impact Series........................pc_bi_hrbio03
Hiring Strategic Thinkers
Challenge Series.............................pc_ch_lach011
Essentials of Interviewing and Hiring: Screening Applicants for Interviewing
Course........................................hr_06_a01_bs_enus
Essentials of Interviewing and Hiring: Preparing to Interview
Course........................................hr_06_a02_bs_enus
Essentials of Interviewing and Hiring: Conducting an Effective Interview
Course........................................hr_06_a03_bs_enus
Essentials of Interviewing and Hiring: Behavioral Interview Techniques
Course........................................hr_06_a04_bs_enus
Essentials of Interviewing and Hiring: Selecting the Right Candidate
Course........................................hr_06_a05_bs_enus
Creating a Compelling Job Description
Business Impact Series........................pc_bi_hrbio15
Conducting Interviews: Asking the Right Questions
Business Impact Series........................pc_bi_hrbio14
Hiring a New Employee
Challenge Series.............................pc_ch_lach028
Final Exam: Essentials of Interviewing and Hiring
Final Exams.................................hr_06_a01_fe_enus

Organizational Behavior
Fundamentals of Organizational Behavior for the Individual
Course........................................hr_08_a01_bs_enus
Fundamentals of Organizations – Groups
Course........................................hr_08_a02_bs_enus
Understanding Organizational Power and Politics
Course........................................hr_08_a03_bs_enus

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BUSINESS SKILLS COURSEWARE

Organizational Structure and Employee Behavior
Course.......................................................... hr_08_a04_bs_enus
Organizational Behavior: Dynamics of a Positive
Organizational Culture
Course.......................................................... hr_08_a05_bs_enus
Final Exam: Organizational Behavior
Final Exams ....................................................... hr_08_a01_fe_enus

Recruiting and Retention Strategies

Aligning Recruitment to Job Requirements
Business Impact Series.............................._pc_bi_hrbi001
Preventing High Turnover Rates: How to Keep The Best
Business Impact Series.............................._pc_bi_mgbi008
Fringe Benefits: Maintaining a Competitive Hiring
Advantage
Business Impact Series.............................._pc_bi_hrbi004
Disciplines of Organizational Learning: Personal Mastery
Business Impact Series.............................._pc_bi_ptbi011
Recruiting Talent
Course.......................................................... hr_05_a01_bs_enus
Retaining Your Talent Pool
Course.......................................................... hr_05_a02_bs_enus
Surviving the Talent Crunch
Challenge Series............................................_pc_ch_isch007
Final Exam: Recruiting and Retention Strategies
Final Exams ....................................................... hr_05_a01_fe_enus

The role of HR as a Business Partner

HR as Business Partner: From Cost Center to Strategic
Partner
Course.......................................................... hr_07_a01_bs_enus
HR as Business Partner: Linking HR Functions with
Organizational Goals
Course.......................................................... hr_07_a02_bs_enus
HR as Business Partner: Managing Talent for
Organizational Success
Course.......................................................... hr_07_a03_bs_enus
HR as Business Partner: Using Metrics and Designing
Strategic Initiatives
Course.......................................................... hr_07_a04_bs_enus
Final Exam: The role of HR as a Business Partner
Final Exams ....................................................... hr_07_a01_fe_enus

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

Human Resources Core Knowledge: Skills, Concepts, and
Tools
Course.......................................................... hr_09_a01_bs_enus
Human Resources Core Knowledge: Functions and
Activities
Course.......................................................... hr_09_a02_bs_enus
Final Exam: Human Resources Core Knowledge (HRCI:
PHR/SPHR-aligned)
Final Exams ....................................................... hr_09_a01_fe_enus

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

Business Management and Strategy: The HR Function
and Business Environment
Course .......................................................... hr_10_a01_bs_enus
Business Management and Strategy: HR Functions and
Roles
Course .......................................................... hr_10_a03_bs_enus
Business Management and Strategy: HR and the Strategic
Planning Process
Course .......................................................... hr_10_a02_bs_enus
Final Exam: Business Management and Strategy (HRCI:
PHR/SPHR-aligned)
Final Exams ....................................................... hr_10_a01_fe_enus

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

Workforce Planning and Employment: Employment
Legislation
Course .......................................................... hr_11_a01_bs_enus
Workforce Planning and Employment: Recruitment
Strategies
Course .......................................................... hr_11_a02_bs_enus
Workforce Planning and Employment: Sourcing and
Selecting Candidates
Course .......................................................... hr_11_a03_bs_enus
Workforce Planning and Employment: Orientation,
Onboarding, and Exit Strategies
Course .......................................................... hr_11_a04_bs_enus
Final Exam: Workforce Planning and Employment (HRCI:
PHR/SPHR-aligned)
Final Exams ....................................................... hr_11_a01_fe_enus

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

Human Resource Development: Regulations and
Organizational Development
Course .......................................................... hr_12_a01_bs_enus
Human Resource Development: Employee Training
Course .......................................................... hr_12_a02_bs_enus
Human Resource Development: Performance Appraisal
and Talent Management
Course .......................................................... hr_12_a03_bs_enus
Final Exam: Human Resource Development (HRCI:
PHR/SPHR-aligned)
Final Exams ....................................................... hr_12_a01_fe_enus
BUSINESS SKILLS COURSEWARE

- Compensation and Benefits (HRCI: PHR/SPHR-aligned)
  Compensation and Benefits: Regulations, Strategies, and Needs Assessment
  Course .................................................. hr_13_a01_bs_enus
  Compensation and Benefits: Managing Policies, Programs, and Activities
  Course .................................................. hr_13_a02_bs_enus
  Compensation and Benefits: Organizational Responsibilities
  Course .................................................. hr_13_a03_bs_enus
  Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
  Final Exams ......................................... hr_13_a01_fe_enus

- Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
  Employee and Labor Relations: Employment Regulations and Organizational Programs
  Course .................................................. hr_14_a01_bs_enus
  Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
  Course .................................................. hr_14_a02_bs_enus
  Employee and Labor Relations: Unions and Collective Bargaining
  Course .................................................. hr_14_a03_bs_enus
  Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
  Final Exams ......................................... hr_14_a01_fe_enus

- Risk Management (HRCI: PHR/SPHR-aligned)
  Risk Management: Organizational Risk and Safety and Health Legislation
  Course .................................................. hr_15_a01_bs_enus
  Risk Management: Workplace Safety, Security, and Privacy
  Course .................................................. hr_15_a02_bs_enus
  Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
  Final Exams ......................................... hr_15_a01_fe_enus

- Strategic Human Resource Management (HRCI: SPHR-aligned)
  Strategic HR for SPHR Exam Candidates Part I
  Course .................................................. hr_16_a01_bs_enus
  Strategic HR for SPHR Exam Candidates Part II
  Course .................................................. hr_16_a02_bs_enus
  Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
  Final Exams ......................................... hr_16_a01_fe_enus

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

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

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

- SHRM-CP/SCP: Workplace Management and HR
  Workplace Management: Global HR, Diversity, and Inclusion
  Course .................................................. hr_20_a01_bs_enus
  Workplace Management: Risk Management
  Course .................................................. hr_20_a02_bs_enus
  Workplace Management: Corporate Social Responsibility
  Course .................................................. hr_20_a03_bs_enus
  Workplace Management: Employment Laws and Regulations
  Course .................................................. hr_20_a04_bs_enus
BUSINESS SKILLS COURSEWARE

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

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

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

- **Essential Skills for Administrative Support Professionals**
  - Administrative Professionals: Common Administrative Support Tasks Course.......................... ad_01_a02_bs_enus
  - Administrative Professionals: Maximizing Your Relationship with Your Boss Course.......................... ad_01_a03_bs_enus
  - Administrative Professionals: Interacting with Others Course.......................... ad_01_a04_bs_enus
  - Administrative Professionals: Putting Your Best Foot Forward Course.......................... ad_01_a05_bs_enus

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

- **Management Essentials**
  - Management Essentials: Directing Others Course.......................... mgmt_15_a01_bs_enus
  - Management Essentials: Delegating Course.......................... mgmt_15_a02_bs_enus
  - Management Essentials: Developing Your Direct Reports Course.......................... mgmt_15_a03_bs_enus
  - Management Essentials: Confronting Difficult Employee Behavior Course.......................... mgmt_15_a04_bs_enus
  - Management Essentials: Managing a Diverse Team Course.......................... mgmt_15_a05_bs_enus
  - Management Essentials: Treating Your Direct Reports Fairly Course.......................... mgmt_15_a06_bs_enus
  - Management Essentials: Caring about Your Direct Reports Course.......................... mgmt_15_a07_bs_enus
  - Managing Fairly Business Impact Series.......................... pc_bi_mgbi016
  - Employee Dismissal Challenge Series.......................... pc_ch_lach038
  - Acting Decisively Challenge Series.......................... pc_ch_lach034

- **Talent Management Essentials**
  - Talent Management: Basics Course.......................... mgmt_18_a01_bs_enus
  - Talent Management: Planning Course.......................... mgmt_18_a02_bs_enus
  - Talent Management: Acquiring Talent Course.......................... mgmt_18_a03_bs_enus
  - Talent Management: Developing and Engaging Talent Course.......................... mgmt_18_a04_bs_enus
  - Talent Management: Retaining Talent Course.......................... mgmt_18_a05_bs_enus
  - Attracting and Retaining Talent Challenge Series.......................... pc_ch_lach021

- **Performance Appraisal Essentials**
  - Preparing for Your Performance Appraisal Business Impact Series.......................... pc_bi_pfbi017
  - Performance Appraisal Essentials: Planning for Appraisals Course.......................... mgmt_17_a01_bs_enus
  - Performance Appraisal Essentials: Conducting Traditional Appraisals Course.......................... mgmt_17_a02_bs_enus
  - Performance Appraisal Essentials: 360-degree Appraisals Course.......................... mgmt_17_a03_bs_enus

- **Managing Experts**
  - Recognizing Natural Leaders Challenge Series.......................... pc_ch_lsch001
  - Managing Top Performers Is Always Easy...Right? Business Impact Series.......................... pc_bi_hrbi013

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Meeting the Needs of Your Experts
Course.................................................. mgmt_21_a01_bs_enus
Overcoming Challenges When Managing Experts
Course.................................................. mgmt_21_a02_bs_enus

Managing Problem Performance
Underperforming Employee – Now What?
Business Impact Series................................. _pc_bi_hrbi010
Managing Performance
Challenge Series............................................. _pc_ch_lach002
Recognizing and Diagnosing Problem Performance
Course.................................................. mgmt_34_a01_bs_enus
First Steps for Turning Around a Performance Problem
Course.................................................. mgmt_34_a02_bs_enus
Using Progressive Discipline to Correct Problem Performance
Course.................................................. mgmt_34_a03_bs_enus
Preventing Problem Performance
Course.................................................. mgmt_34_a04_bs_enus

Advanced Management Skills
Developing Adaptable Managers
Business Impact Series................................. _pc_bi_mgbi013
Employee Engagement
Challenge Series.......................................... _pc_ch_mgch006
Delivering Bad News Effectively
Challenge Series.......................................... _pc_ch_lach033
Building Upward Relationships
Challenge Series.......................................... _pc_ch_lach039
Developing a High-performance Organization
Course.................................................. mgmt_23_a01_bs_enus
Cross-functional Strategic Management
Course.................................................. mgmt_23_a02_bs_enus
Managing for Rapid Change and Uncertainty
Course.................................................. mgmt_23_a03_bs_enus
Managing High Performers
Course.................................................. mgmt_23_a04_bs_enus
Managing New Managers
Course.................................................. mgmt_23_a05_bs_enus
Managing Experienced Managers
Course.................................................. mgmt_23_a06_bs_enus

Dismissing an Employee
Preparing to Dismiss an Employee
Course.................................................. mgmt_26_a01_bs_enus
Managing the Dismissal of an Employee
Course.................................................. mgmt_26_a02_bs_enus

The Fundamentals of Business Crises Management
Demonstrating Accountability in a Crisis Situation
Challenge Series............................................. _pc_ch_lach007
Perseverance and Flexibility in Times of Crisis
Challenge Series............................................. _pc_ch_lach026

First Time Manager Essentials
First Time Manager: Understanding a Manager's Role
Course.................................................. mgmt_16_a01_bs_enus
First Time Manager: Challenges
Course.................................................. mgmt_16_a02_bs_enus
First Time Manager: Meeting Expectations
Course.................................................. mgmt_16_a03_bs_enus
Making the Move Into Management
Challenge Series............................................. _pc_ch_lach029

Essentials of Managing Technical Professionals
Transitioning from Technical Professional to Management
Course.................................................. mgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management
Course.................................................. mgmt_19_a02_bs_enus
Managing Technical Professionals
Course.................................................. mgmt_19_a03_bs_enus

Workforce Generations
Managing an Aging Workforce
Business Impact Series................................. _pc_bi_mgbi005
Developing the Next Generation
Business Impact Series................................. _pc_bi_lsb007
Understanding the Motives of Millennials
Business Impact Series................................. _pc_bi_mgbi014
Managing Workforce Generations: Introduction to Cross-generational Employees
Course.................................................. mgmt_20_a01_bs_enus
Managing Workforce Generations: Working with a Multigenerational Team
Course.................................................. mgmt_20_a02_bs_enus
Managing Workforce Generations: Working with the 21st-century Generation Mix
Course.................................................. mgmt_20_a03_bs_enus

Strategies for Successful Employee On-boarding
Strategies for Successful Employee Onboarding: An Introduction
Course.................................................. mgmt_24_a01_bs_enus
Strategies for Successful Employee Onboarding: Getting Started
Course.................................................. mgmt_24_a02_bs_enus
BUSINESS SKILLS COURSEWARE

Strategies for Successful Employee Onboarding:
Assessing Program Success
Course...........................................mgmt_24_a03_bs_enus

Managing during Difficult Times

Communicating during Difficult Times
Course...........................................mgmt_25_a01_bs_enus
Managing Resources during Difficult Times
Course...........................................mgmt_25_a02_bs_enus
Managing Attitudes during Difficult Times
Course...........................................mgmt_25_a03_bs_enus

Business Execution

Fostering a Business Execution Culture
Business Impact Series........................._pc_bi_lsbi008
Performance Dashboard or Scorecard?
Business Impact Series........................._pc_bi_mgbi012
Business Execution: Understanding the Fundamentals
Course...........................................mgmt_28_a01_bs_enus
Business Execution: Crafting a Business Strategy that Executes
Course...........................................mgmt_28_a02_bs_enus
Business Execution: Monitoring and Evaluating Initiatives
Course...........................................mgmt_28_a04_bs_enus
Business Execution: Linking Strategy to People and Operations
Course...........................................mgmt_28_a03_bs_enus

Essential Mentoring Techniques

Essential Mentoring Techniques: Mentoring Fundamentals
Course...........................................mgmt_29_a01_bs_enus
Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
Course...........................................mgmt_29_a02_bs_enus
Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships
Course...........................................mgmt_29_a03_bs_enus
Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
Course...........................................mgmt_29_a04_bs_enus

Thinking Like a CFO

Thinking Like a CFO: Mind-set and Financial Priorities
Course...........................................mgmt_30_a01_bs_enus
Thinking Like a CFO: Making Financial Decisions
Course...........................................mgmt_30_a02_bs_enus
Thinking Like a CFO: Preparing and Presenting a Business Case
Course...........................................mgmt_30_a03_bs_enus

Thinking Like a CFO: Managing Risk
Course...........................................mgmt_30_a04_bs_enus

Essentials of Facilitating

Using Facilitation Skills as a Manager
Course...........................................mgmt_31_a01_bs_enus
Facilitating Collaborative Processes
Course...........................................mgmt_31_a02_bs_enus
Challenges of Facilitating
Course...........................................mgmt_31_a03_bs_enus

Effectively Managing Top Performers

Engaging Top Performers
Course...........................................mgmt_33_a01_bs_enus
Retaining Top Performers
Course...........................................mgmt_33_a02_bs_enus
Overcoming Challenges of Managing Top Performers
Course...........................................mgmt_33_a03_bs_enus

Difficult Conversations

Preparing for a Difficult Conversation
Course...........................................mgmt_36_a01_bs_enus
Having a Difficult Conversation
Course...........................................mgmt_36_a02_bs_enus
Handling Difficult Conversations Effectively
Course...........................................mgmt_36_a03_bs_enus

Performance Management

Planning for Performance
Course...........................................mgmt_37_a01_bs_enus
Monitoring and Improving Performance
Course...........................................mgmt_37_a02_bs_enus
Reviewing and Rewarding Performance
Course...........................................mgmt_37_a03_bs_enus

Coaching for Results

The Art of Effective Coaching
Business Impact Series........................._pc_bi_lsbi018
Coaching Challenge Series...................._pc_ch_lach024
Coaching to Shift Perceptions
Challenge Series................................._pc_ch_mgch007
Beginning Your Coaching Engagement
Course...........................................mgmt_38_a01_bs_enus
Coaching Techniques that Drive Change
Course...........................................mgmt_38_a02_bs_enus
Coaching to Drive Performance
Course...........................................mgmt_38_a03_bs_enus
**BUSINESS SKILLS COURSEWARE**

**Effective Delegation**
- Delegating Appropriate Tasks  
  Business Impact Series.........................._pc_bi_mgbi007
- Developing Employees through Delegation  
  Challenge Series.................................._pc_ch_lach017
- Achieve Your Objectives through Effective Delegation  
  Course............................................_mgmt_39_a01_bs_enus
- The Delegation Process  
  Course............................................_mgmt_39_a02_bs_enus
- Successful Delegation: Supervise and Encourage  
  Course............................................_mgmt_39_a03_bs_enus
- Use Delegation to Develop Your Team  
  Course............................................_mgmt_39_a04_bs_enus

**Making Cross-Functional Teams Work**
- Using Conflict to an Organization's Advantage  
  Business Impact Series.........................._pc_bi_mgbi002
- Mediating Project Team Conflict  
  Business Impact Series.........................._pc_bi_pfbi006
- Facilitating Work-related Conflict Discussions  
  Business Impact Series.........................._pc_bi_pfbi015
- Cross-functional Team Fundamentals  
  Course............................................_lead_10_a01_bs_enus
- Key Strategies for Managing Cross-functional Teams  
  Course............................................_lead_10_a02_bs_enus
- Managing Internal Dynamics in a Cross-functional Team  
  Course............................................_lead_10_a03_bs_enus

**The Voice of Leadership**
- The Voice of Leadership: Inspirational Leadership  
  Course............................................_lead_13_a01_bs_enus
- The Voice of Leadership: Self-assessment and Motivation  
  Course............................................_lead_13_a02_bs_enus
- The Voice of Leadership: Effective Leadership Communication Strategies  
  Course............................................_lead_13_a03_bs_enus
- The Voice of Leadership: The Power of Leadership Messaging  
  Course............................................_lead_13_a04_bs_enus

**Creating a Positive Work Environment**
- Creating and Maintaining a Positive Work Environment  
  Course............................................_lead_07_a01_bs_enus

**Employee Engagement**
- The Benefits and Challenges of Engaging Employees  
  Course............................................_lead_06_a01_bs_enus
- Maintaining an Engaging Organization  
  Course............................................_lead_06_a02 Bs_enus

**LEADERSHIP CURRICULUM**

**Leadership Essentials**
- Communicating a Shared Vision  
  Business Impact Series.........................._pc_bi_lsbio01
- Leading Teams through Change  
  Business Impact Series.........................._pc_bi_lsbio03
- Leading Outside the Organization  
  Business Impact Series.........................._pc_bi_lsbio05
- Knowing When to Take Leadership Risks  
  Business Impact Series.........................._pc_bi_lsbio06
- Motivating Human Behavior  
  Challenge Series................................._pc_ch_lsch002
- Wanted - Innovation Leaders  
  Business Impact Series.........................._pc_bi_lsbio13
- Leadership Essentials: Motivating Employees  
  Course............................................_lead_05_a01_bs_enus
- Leadership Essentials: Communicating Vision  
  Course............................................_lead_05_a02_bs_enus
- Leadership Essentials: Building Your Influence as a Leader  
  Course............................................_lead_05_a03_bs_enus
- Leadership Essentials: Leading with Emotional Intelligence  
  Course............................................_lead_05_a04_bs_enus
- Leadership Essentials: Leading Business Execution  
  Course............................................_lead_05_a05_bs_enus
- Leadership Essentials: Leading Innovation  
  Course............................................_lead_05_a06_bs_enus
- Leadership Essentials: Leading Change  
  Course............................................_lead_05_a07 Bs_enus
- Leadership Essentials: Creating Your Own Leadership Development Plan  
  Course............................................_lead_05_a08 Bs_enus

**Maintaining an Engaging Organization**
- Developing a Business Execution Culture  
  Challenge Series................................._pc_ch_lach001
- Leading Change  
  Challenge Series................................._pc_ch_lach004
- Leader as Motivator  
  Challenge Series................................._pc_ch_lach008
- Leading Innovation  
  Challenge Series................................._pc_ch_lach010
- The Emotionally Intelligent Leader  
  Challenge Series................................._pc_ch_lach014
- Crafting an Organizational Vision  
  Challenge Series................................._pc_ch_lach040

**Managing an Engaging Organization**
- The Voice of Leadership: Inspirational Leadership  
  Course............................................_lead_13_a01_bs_enus
- The Voice of Leadership: Self-assessment and Motivation  
  Course............................................_lead_13_a02 Bs_enus
- The Voice of Leadership: Effective Leadership Communication Strategies  
  Course............................................_lead_13_a03 Bs_enus
- The Voice of Leadership: The Power of Leadership Messaging  
  Course............................................_lead_13_a04 Bs_enus

**Creating a Positive Work Environment**
- Creating and Maintaining a Positive Work Environment  
  Course............................................_lead_07_a01 Bs_enus

**Employee Engagement**
- The Benefits and Challenges of Engaging Employees  
  Course............................................_lead_06_a01 Bs_enus
- Maintaining an Engaging Organization  
  Course............................................_lead_06_a02 Bs_enus
BUSINESS SKILLS COURSEWARE

- **Developing a Culture of Learning**
  Fundamentals of Organizational Learning
  Course........................................lead_08_a01_bs_enus
  Establishing the Conditions for a Learning Culture
  Course........................................lead_08_a02_bs_enus
  Developing Learning Practices
  Course........................................lead_08_a03_bs_enus
  Evaluating and Sustaining Organizational Learning
  Course........................................lead_08_a04_bs_enus

- **Effective Succession Planning**
  Succession Planning
  Business Impact Series...............................pc_bi_isbi002
  Succession Planning and Management Programs
  Challenge Series.................................pc_ch_lsbi004
  Initiating Succession Planning
  Course.............................................lead_09_a01_bs_enus
  Effective Succession Planning: Determining a Talent Pool for Key Positions
  Course.............................................lead_09_a02_bs_enus
  Implementing and Assessing a Succession Planning Program
  Course.............................................lead_09_a03_bs_enus

- **Setting and Managing Organizational Priorities**
  Setting and Managing Priorities within the Organization: Mission and Goals
  Course.............................................lead_11_a01_bs_enus
  Setting and Managing Priorities within the Organization: Deciphering Priorities
  Course.............................................lead_11_a02_bs_enus
  Setting and Managing Priorities within the Organization: Motivation
  Course.............................................lead_11_a03_bs_enus
  Do You Share Your Organization’s Values?
  Business Impact Series..........................pc_bi_pabi006

- **Leading Organizational Change**
  Communicating Properly during Layoffs
  Business Impact Series..........................pc_bi_hri005
  Involving Employees in Corporate Change
  Business Impact Series..........................pc_bi_isbi011
  Developing People
  Challenge Series.................................pc_ch_lach013
  Communicating Organizational Change
  Business Impact Series..........................pc_bi_mgb015
  Beyond Change: Working with Agility
  Business Impact Series..........................pc_bi_pabi009
  Instituting a Quality Improvement Program
  Challenge Series.................................pc_ch_pech002
  The Keys to Sustainable Change
  Course.............................................pe_02_a01_bs_enus
  Planning for Change
  Course.............................................pe_02_a02_bs_enus
  Implementing and Sustaining Change
  Course.............................................pe_02_a03_bs_enus

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

- **How to Write an Effective Internal Business Case**
  Preparing a Business Case
  Course.............................................comm_01_a01_bs_enus
  Writing a Business Case
  Course.............................................comm_01_a02_bs_enus
  Presenting Your Case
  Course.............................................comm_01_a03_bs_enus

- **E-mail Essentials for Business**
  Using E-mail and Instant Messaging Effectively
  Course.............................................comm_17_a01_bs_enus
  Addressing and Redistributing E-mail
  Course.............................................comm_17_a02_bs_enus
  Managing Your E-mail
  Course.............................................comm_17_a03_bs_enus
  Final Exam: E-mail Essentials for Business
  Final Exams......................................comm_17_a01_fe_enus

- **Telephone Essentials for Business**
  Essential Skills for Professional Telephone Calls
  Course.............................................comm_18_a01_bs_enus

- **Business Writing Basics**
  Business Writing: Know Your Readers and Your Purpose
  Course.............................................comm_19_a01_bs_enus
  Business Writing: How to Write Clearly and Concisely
  Course.............................................comm_19_a02_bs_enus
  Business Writing: Editing and Proofreading
  Course.............................................comm_19_a03_bs_enus
  Written Communication
  Challenge Series.................................pc_ch_pach015
  Writing for Business
  Business Impact Series..........................pc_bi_pabi012
BUSINESS SKILLS COURSEWARE

Final Exam: Business Writing Basics  
Final Exams .................................. comm_19_a01_fe_enus

- Business Grammar Basics
  Business Grammar: Parts of Speech  
  Course ...................................... comm_20_a01_bs_enus  
  Business Grammar: Working with Words  
  Course ...................................... comm_20_a02_bs_enus  
  Business Grammar: The Mechanics of Writing  
  Course ...................................... comm_20_a03_bs_enus  
  Business Grammar: Punctuation  
  Course ...................................... comm_20_a04_bs_enus  
  Business Grammar: Sentence Construction  
  Course ...................................... comm_20_a05_bs_enus  
  Business Grammar: Common Usage Errors  
  Course ...................................... comm_20_a06_bs_enus  
  Final Exam: Business Grammar Basics  
  Final Exams .................................. comm_20_a01_fe_enus

- Fundamentals of Working with Difficult People
  Blame Backfires—Conquer Negative Thinking  
  Business Impact Series ..................... pc_bi_pfbi003  
  Reacting to Co-workers Who Try Taking Advantage  
  Challenge Series ............................. pc_ch_pfch003  
  Working with Difficult People: Identifying Difficult People  
  Course ...................................... comm_23_a01_bs_enus  
  Working with Difficult People: How to Work with Aggressive People  
  Course ...................................... comm_23_a02_bs_enus  
  Working with Difficult People: How to Work with Negative People  
  Course ...................................... comm_23_a03_bs_enus  
  Working with Difficult People: How to Work with Procrastinators  
  Course ...................................... comm_23_a04_bs_enus  
  Working with Difficult People: How to Work with Manipulative People  
  Course ...................................... comm_23_a05_bs_enus  
  Working with Difficult People: How to Work with Self-serving People  
  Course ...................................... comm_23_a06_bs_enus  
  Working with Difficult People: Dealing with Micromanagers  
  Course ...................................... comm_23_a07_bs_enus  
  Coping with Aggressive Behavior in the Workplace  
  Business Impact Series ..................... pc_bi_pabi008

- Fundamentals of Cross Cultural Communication
  Dispute Resolution in International Contracts  
  Challenge Series ............................. pc_ch_Lsch005  
  Culture and Its Effect on Communication  
  Course ...................................... comm_26_a01_bs_enus  
  Communicating Across Cultures  
  Course ...................................... comm_26_a02_bs_enus  
  Improving Communication in Cross-cultural Relationships  
  Course ...................................... comm_26_a03_bs_enus  
  Communicating with a Cross-cultural Audience  
  Business Impact Series ..................... pc_bi_pfbi020

- Listening Essentials
  Listening to Improve Conversation  
  Business Impact Series ..................... pc_bi_pabi001

- Getting Results without Direct Authority
  Influencing Key Decision Makers  
  Business Impact Series ..................... pc_bi_lsbi015  
  Influence and Persuasion  
  Challenge Series ............................. pc_ch_lach016  
  Getting Results without Direct Authority: Building Relationships and Credibility  
  Course ...................................... comm_27_a01_bs_enus  
  Getting Results without Direct Authority: Reciprocity  
  Course ...................................... comm_27_a03_bs_enus  
  Getting Results without Direct Authority: Persuasive Communication  
  Course ...................................... comm_27_a02_bs_enus  
  Getting Results without Direct Authority: Influencing Your Boss  
  Course ...................................... comm_27_a04_bs_enus

- Anger Management Essentials
  Anger Management Essentials: Understanding Anger  
  Course ...................................... comm_30_a01_bs_enus  
  Anger Management Essentials: Managing and Controlling Anger  
  Course ...................................... comm_30_a02_bs_enus

- Basic Presentation Skills
  Basic Presentation Skills: Planning a Presentation  
  Course ...................................... comm_33_a01_bs_enus  
  Basic Presentation Skills: Creating a Presentation  
  Course ...................................... comm_33_a02_bs_enus  
  Basic Presentation Skills: Delivering a Presentation  
  Course ...................................... comm_33_a03_bs_enus  
  Handling Difficult Questions as a Presenter  
  Business Impact Series ..................... pc_bi_pabi007

- Communicating Effectively with the 'C' Level
  Preparing to Communicate Effectively at the 'C' Level  
  Course ...................................... comm_31_a01_bs_enus
BUSINESS SKILLS COURSEWARE

Techniques for Communicating Effectively with Senior Executives
Course...........................................comm_31_a02_bs_enus

■ Communicate with Diplomacy and Tact
The Impact of Situation and Style When Communicating with Diplomacy and Tact
Course...........................................comm_34_a01_bs_enus
Strategies for Communicating with Tact and Diplomacy
Course...........................................comm_34_a02_bs_enus
Delivering a Difficult Message with Diplomacy and Tact
Course...........................................comm_34_a03_bs_enus

■ Running Effective Business Meetings
When Too Many Meetings Are Just Too Much
Business Impact Series............................_pc_bi_pfbi008
Making Meetings Work
Business Impact Series............................_pc_bi_pfbi018
Managing Meetings for Productivity and Effectiveness
Challenge Series................................._pc_ch_lach031
Preparing for Effective Business Meetings
Course...........................................comm_32_a01_bs_enus
Managing Effective Business Meetings
Course...........................................comm_32_a02_bs_enus
Dealing with Common Meeting Problems
Course...........................................comm_32_a03_bs_enus

■ Professional Networking Essentials
Professional Networking Essentials: Finding Opportunities
To Make Connections
Course...........................................comm_38_a01_bs_enus
Professional Networking Essentials: Developing Confidence
Course...........................................comm_38_a02_bs_enus

■ Writing Skills for Technical Professionals
Writing for Technical Professionals: Preparation and Planning
Course...........................................ib_wstp_a01_it_enus
Writing for Technical Professionals: Effective Writing Techniques
Course...........................................ib_wstp_a02_it_enus

■ Communicating with Impact
Asserting Yourself in the Workplace
Challenge Series.................................pc_ch_pach016
Making Yourself Approachable
Business Impact Series........................pc_bi_pabi011
Interpersonal Communication that Builds Trust
Course...........................................comm_35_a01_bs_enus
Communication Methods that Make Sense – and Make Your Point
Course...........................................comm_35_a02_bs_enus
Being a Receptive Communication Partner
Course...........................................comm_35_a03_bs_enus
Communication Challenges: Navigating Choppy Waters
Course...........................................comm_35_a04_bs_enus

■ Workplace Conflict
Confrontation: What's the Best Approach
Business Impact Series............................pc_bi_mgbi009
Coping with Accusations in the Workplace
Challenge Series.................................pc_ch_lsch003
Managing Conflict
Challenge Series.................................pc_ch_lach009
Personal Conflict Styles
Business Impact Series............................pc_bi_pabi002
Conflict: Avoid, Confront, or Delay?
Challenge Series.................................pc_ch_pach004
Meeting the Challenge of Workplace Conflict
Challenge Series.................................pc_ch_lach001
Preventing Unhealthy Workplace Conflict
Course...........................................comm_39_a01_bs_enus
Working Out and Through Conflict
Course...........................................comm_39_a02_bs_enus
Adapting Your Conflict Style
Course...........................................comm_39_a03_bs_enus

■ Issue-focused Negotiation
Effective Body Language in Negotiations
Business Impact Series............................pc_bi_pfbi013
Vendor Negotiations: Choosing the Best Approach
Challenge Series.................................pc_ch_lach032
Tailoring Your Negotiating Approach
Challenge Series.................................pc_ch_coch002
Issue-focused Negotiation: Are You Ready?
Course...........................................comm_40_a01_bs_enus
You and Your Negotiating Counterpart
Course...........................................comm_40_a02_bs_enus
Reaching a Negotiated Agreement
Course...........................................comm_40_a03_bs_enus

■ Developing Your Emotional Intelligence
How High Is Your EQ?
Business Impact Series............................pc_bi_pabi009
Emotional Intelligence at Work
Challenge Series.................................pc_ch_pach014
Emotional Intelligence: Owning Your Emotions
Course...........................................comm_41_a01_bs_enus
BUSINESS SKILLS COURSEWARE

Emotional Intelligence: Building Self-Management Skills
Course.............................................comm_41_a02_bs_enus

Emotional Intelligence: Applying EI at Work
Course.............................................comm_41_a04_bs_enus

Emotional Intelligence: Being Aware of the Emotions of Others
Course.............................................comm_41_a03_bs_enus

How to Succeed in Listening

Effective Listening
Challenge Series..............................._pc_ch_lach030
Listening with Skill
Challenge Series..............................._pc_ch_pach002
Listening to Improve Conversation
Business Impact Series......................._pc_bi_pabi001

Be a Better Listener
Course.............................................comm_43_a01_bs_enus
Roadblocks to Excellent Listening
Course.............................................comm_43_a02_bs_enus
Active Listening Skills for Professionals
Course.............................................comm_43_a03_bs_enus
Mastering Active Listening in the Workplace
Course.............................................comm_43_a04_bs_enus

Constructive Feedback

Criticism in Context
Business Impact Series......................._pc_bi_pfbi016
Giving Appropriate Feedback
Challenge Series..............................._pc_ch_lach006
Giving Feedback to Coworkers
Challenge Series..............................._pc_ch_pach006
Delivering Feedback
Course.............................................comm_44_a02_bs_enus
Making Feedback a Regular Occurrence
Course.............................................comm_44_a04_bs_enus
Feedback and Its Vital Role in the Workplace
Course.............................................comm_44_a01_bs_enus
Receiving Feedback
Course.............................................comm_44_a03_bs_enus

Engaging Others with Tact and Diplomacy

Diplomacy and Tact for Every Day
Course.............................................comm_45_a01_bs_enus
Diplomacy and Tact in Challenging Situations
Course.............................................comm_45_a02_bs_enus
Connecting with Others through Diplomacy and Tact
Course.............................................comm_45_a03_bs_enus
Using Humor with Diplomacy and Tact
Course.............................................comm_45_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

FOUNDATION SKILLS CURRICULUM

Basic Business Math
Basic Business Math: Using Whole Numbers and Decimals
Course.............................................fnd_01_a01_bs_enus
Basic Business Math: Percentages and Ratios
Course.............................................fnd_01_a02_bs_enus
Basic Business Math: Averages and Equations
Course.............................................fnd_01_a03_bs_enus
Basic Business Math: Charts and Graphs
Course.............................................fnd_01_a04_bs_enus

PERSONAL DEVELOPMENT CURRICULUM

Doing Business Professionally
Working for Your Inner Boss: Personal Accountability
Course.............................................pd_05_a01_bs_enus
Managing from Within: Self-empowerment
Course.............................................pd_05_a02_bs_enus
Goals and Setting Goals
Course.............................................pd_05_a03_bs_enus
Creating a Positive Attitude
Course.............................................pd_05_a04_bs_enus
Pursuing Successful Lifelong Learning
Course.............................................pd_05_a05_bs_enus

Telecommuting and the Remote Employee
Telecommuting Basics: Maximizing Productivity as a Remote Employee
Course.............................................pd_08_a01_bs_enus
Telecommuting Basics: Communication Strategies for the Remote Employee
Course.............................................pd_08_a02_bs_enus

Generating Creative & Innovative Ideas
Executing Innovation
Business Impact Series......................._pc_bi_lsbi016
Generating Creative and Innovative Ideas: Enhancing Your Creativity
Course.............................................pd_09_a01_bs_enus
Generating Creative and Innovative Ideas: Maximizing Team Creativity
Course.............................................pd_09_a02_bs_enus
Optimizing Your Work-Life Balance

Employee Exhaustion: Managing a Well-balanced Workload
Business Impact Series........................................... pd_bi_mgb010
Managing Workplace Stress
Business Impact Series........................................... pd_bi_hrbi006
Optimizing Your Work-Life Balance: Analyzing Your Life Balance
Course................................................................. pd_06_a01_bs_enus
Optimizing Your Work-Life Balance: Maintaining Your Life Balance
Course................................................................. pd_06_a02_bs_enus
Optimizing Your Work-Life Balance: Taking Control of Your Stress
Course................................................................. pd_06_a03_bs_enus
Creating Work-Life Balance
Challenge Series.................................................... pd_ch_lach036

Managing Your Career

Managing Your Career: Creating a Plan
Course................................................................. pd_10_a01_bs_enus
Managing Your Career: Getting on the Right Track
Course................................................................. pd_10_a02_bs_enus
Managing Your Career: Professional Networking Essentials
Course................................................................. pd_10_a03_bs_enus
Managing Your Career: You and Your Boss
Course................................................................. pd_10_a04_bs_enus
Managing Your Career: Leveraging the Performance Appraisal
Course................................................................. pd_10_a05_bs_enus
Conquering Career Stagnation
Business Impact Series........................................... pd_bi_pabi019
Developing Your Career
Challenge Series.................................................... pd_ch_lach037
Building and Managing Upward Relationships
Challenge Series..................................................... pd_ch_pach008
Planning Your Career
Challenge Series..................................................... pd_ch_pach013
Exploring Self-development
Challenge Series..................................................... pd_ch_pach023

Diversity on the Job

Understanding Workplace Diversity
Business Impact Series........................................... pd_bi_hrbi002
Diversity on the Job: The Importance of Diversity and the Changing Workplace
Course................................................................. pd_07_a01_bs_enus
Diversity on the Job: Diversity and You
Course................................................................. pd_07_a02_bs_enus
Managing Diversity
Challenge Series.................................................... pd_ch_lach015

Dealing with Organizational Change

Managing the Stress of Organizational Change
Business Impact Series........................................... pd_bi_mgb004
The Importance of Flexibility in the Workplace
Business Impact Series........................................... pd_bi_pfbi007
Understanding Organizational Change
Course................................................................. pd_13_a01_bs_enus
Preparing for Organizational Change
Course................................................................. pd_13_a02_bs_enus
Embracing Organizational Change
Course................................................................. pd_13_a03_bs_enus
Developing Organizational Agility
Challenge Series.................................................... pd_ch_pach024

Living and Working Abroad in the United States

American Work Culture and Values
Course................................................................. pd_19_a01_bs_enus
Key Aspects of the American Work Environment
Course................................................................. pd_19_a02_bs_enus
Communicating Successfully in the American Workplace
Course................................................................. pd_19_a03_bs_enus
Succeeding in the American Workplace
Course................................................................. pd_19_a04_bs_enus

Campus to Corporate

Campus to Corporate: Meeting New Expectations
Course................................................................. pd_22_a01_bs_enus
Campus to Corporate: Developing a Professional Image
Course................................................................. pd_22_a02_bs_enus

Building and Maintaining Trust

Building Trust
Course................................................................. pd_15_a01_bs_enus
Rebuilding Trust
Course................................................................. pd_15_a02_bs_enus
BUSINESS SKILLS COURSEWARE

The Fruits of Integrity: Building Trust at Work
Challenge Series..............................................pd_ch_pach012

- Personal Productivity Improvement

Personal Productivity Improvement: Managing Your Workspace
Course.........................................................pd_a01_bs_enus
Personal Productivity: Self-organization and Overcoming Procrastination
Course.........................................................pd_a02_bs_enus
Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
Course.........................................................pd_a03_bs_enus

- Peer Relationships

The Value of Peer Relationships
Course.........................................................pd_a01_bs_enus
Developing Strategic Peer Relationships in Your Organization
Course.........................................................pd_a02_bs_enus
Forming Peer Relationships and Alliances at Work
Course.........................................................pd_a03_bs_enus
Building Better Relationships through Understanding Challenge Series..........................pc_ch_pach017
Building Peer Relationships Challenge Series.........................................................pc_ch_pach019
Peer Political Styles Business Impact Series..........................................................pc_bi_pabi010

- Business Impact Series

Disciplines of Organizational Learning: Personal Mastery Business Impact Series ................pc_bi_pfbi011
Safe Small Talk Business Impact Series ..................pc_bi_pfbi012
Reframing Negative Situations Business Impact Series ..................pc_bi_hrbi008
Managing Goals Challenge Series..........................pc_ch_lach027
Developing Your Reputation of Professionalism with Business Etiquette
Course .........................................................pd_a01_bs_enus
Professionalism, Business Etiquette, and Personal Accountability
Course .........................................................pd_a02_bs_enus
Communicating with Professionalism and Etiquette
Course .........................................................pd_a03_bs_enus
Using Business Etiquette to Build Professional Relationships
Course .........................................................pd_a04_bs_enus
Targeting Personal Learning Challenge Series............................................pc_ch_pach022
Broadening Your Learning Horizons Business Impact Series .....................pc_bi_pabi013

- Performance under Pressure

Developing the Right Attitude for Performing under Pressure
Course .........................................................pd_a01_bs_enus
Taking Action for Performing under Pressure
Course .........................................................pd_a02_bs_enus
Performing with Others under Pressure
Course .........................................................pd_a03_bs_enus

- Business Ethics

Office Politics – What Will You Do?
Challenge Series..............................................pc_ch_lach004
Ethics, Integrity, and Trust Challenge Series.........................................................pc_ch_lach005
Introduction to Workplace Ethics Course.........................................................pd_a01_bs_enus
Developing a Code of Ethical Conduct Course.........................................................pd_a02_bs_enus
Ethical Decision-making in the Workplace Course.........................................................pd_a03_bs_enus
The Ethics Enigma Challenge Series..............................................pc_ch_pach020
Do You Share Your Organization’s Values?
Business Impact Series........................................pc_bi_pabi006

- Interviewing Strategies for the Interviewee

Preparing for an Internal Interview
Course.........................................................pd_a01_bs_enus
Making a Positive Impression in an Internal Interview
Course.........................................................pd_a02_bs_enus

- Public Speaking Strategies

Public Speaking Strategies: Preparing Effective Speeches Course .........................................pd_a01_bs_enus
Public Speaking Strategies: Confident Public Speaking Course .........................................pd_a02_bs_enus

- Perseverance and Resilience

Developing Character for Perseverance and Resilience
Course .........................................................pd_a01_bs_enus
Achieving Goals through Perseverance and Resilience
Course .........................................................pd_a02_bs_enus
Bouncing Back with Perseverance and Resilience
Course .........................................................pd_a03_bs_enus
Perseverance: Flexibility in Action Business Impact Series .....................pc_bi_pabi004
BUSINESS SKILLS COURSEWARE

Decisiveness

Developing Character for Decisiveness
Course........................................ pd_27_a01_bs_enus
Overcoming the Barriers to Decisiveness
Course........................................ pd_27_a02_bs_enus

Writing Under Pressure

Writing under Pressure: Preparing for Success
Course........................................ pd_28_a01_bs_enus
Writing under Pressure: The Writing Process
Course........................................ pd_28_a02_bs_enus

Time Management

Prioritizing Personal and Professional Responsibilities
Business Impact Series.......................... pc_bi_mgbi003
Coping with Information Overload
Business Impact Series.......................... pc_bi_pfi002
Planning for Interruptions Helps with Procrastination
Business Impact Series.......................... pc_bi_pfi014
Setting and Managing Priorities
Challenge Series.................................. pc_ch_lach018
Coping with Conflicting Priorities
Challenge Series.................................. pc_ch_pach005
Setting Goals
Challenge Series.................................. pc_ch_pach007
Getting Time under Control
Challenge Series.................................. pc_ch_pach021
Time Management: Too Much to Do and Too Little Time
Course........................................ pd_20_a01_bs_enus
Time Management: Quit Making Excuses and Make Time Instead
Course........................................ pd_20_a02_bs_enus
Time Management: Ready, Set...FOCUS!
Course........................................ pd_20_a03_bs_enus
The Dangers of Multitasking
Business Impact Series.......................... pc_bi_pabi003

Problem Solving and Decision Making

Playing the Devil's Advocate in Decision Making
Business Impact Series.......................... pc_bi_pfi005
Turning Problems Around with Reverse Brainstorming
Business Impact Series.......................... pc_bi_lsb017
Uncovering the Root Problem
Challenge Series.................................. pc_ch_lach003
Problem Solving: Process, Tools, and Techniques
Challenge Series.................................. pc_ch_pach003

Decisions: Making the Right Move
Challenge Series.................................. pc_ch_pech001
Solving Problems: Generating and Evaluating Alternatives
Course........................................ pd_29_a02_bs_enus
Making and Carrying Out Tough Decisions
Course........................................ pd_29_a03_bs_enus
Solving Problems: Framing the Problem
Course........................................ pd_29_a01_bs_enus

Thinking Critically

Critical Thinking
Challenge Series.................................. pc_ch_lach025
Applying Your Best Thinking
Challenge Series.................................. pc_ch_pech003
Thinking Critically: Coming to Terms with Assumptions
Course........................................ pe_01_a01_bs_enus
Thinking Critically: Getting Your Arms around Arguments
Course........................................ pe_01_a02_bs_enus
Thinking Critically: Drawing Conclusions with Confidence
Course........................................ pe_01_a03_bs_enus

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

Code of Ethics and Professional Conduct (PMI® Standard-aligned)
The Role of Ethics in Project Management
Course........................................ proj_15_a01_bs_enus
Core PMI® Values and Ethical Standards
Course........................................ proj_15_a02_bs_enus

PRINCE2®: 2009 Foundation
Overview of Project Management (PRINCE2®: 2009-aligned)
Course........................................ ib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2: 2009-aligned)
Course........................................ ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2: 2009-aligned)
Course........................................ ib_prin_a03_it_enus
Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)
Course........................................ ib_prin_a04_it_enus
Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)
Course........................................ ib_prin_a05_it_enus
Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)
Course........................................ ib_prin_a06_it_enus
### BUSINESS SKILLS COURSEWARE

#### IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management
Course: proj_17_a01_bs_enus
IT Project Management Essentials: Initiating and Planning IT Projects
Course: proj_17_a02_bs_enus
IT Project Management Essentials: Executing IT Projects
Course: proj_17_a03_bs_enus
IT Project Management Essentials: Monitoring and Controlling IT Projects
Course: proj_17_a04_bs_enus
IT Project Management Essentials: Managing Risks in an IT Project
Course: proj_17_a05_bs_enus
IT Project Management Essentials: Testing Deliverables and Closing IT Projects
Course: proj_17_a06_bs_enus

#### Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
Course: proj_18_a01_bs_enus
Managing Software Project Outsourcing: Developing a Vendor Contract
Course: proj_18_a02_bs_enus
Managing Software Project Outsourcing: Working with the Outsourced Team
Course: proj_18_a03_bs_enus
Managing Software Project Outsourcing: Dealing with Risks
Course: proj_18_a04_bs_enus

#### Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
Course: proj_26_a01_bs_enus
Control Project Communications (PMBOK® Guide Fifth Edition)
Course: proj_26_a02_bs_enus

#### Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

Project Stakeholder Management (PMBOK® Guide Fifth Edition)
Course: proj_29_a01_bs_enus
Course: proj_29_a02_bs_enus

#### Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
Course: proj_19_a01_bs_enus
Project Management Overview (PMBOK® Guide Fifth Edition)
Course: proj_19_a02_bs_enus
Course: proj_19_a03_bs_enus

#### Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Course: proj_20_a01_bs_enus
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
Course: proj_20_a02_bs_enus
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
Course: proj_20_a03_bs_enus
Capturing, Analyzing, and Managing Lessons Learned
Course: proj_20_a04_bs_enus
Strategic Alignment and Benefits Realization
Course: proj_20_a05_bs_enus

#### Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
Course: proj_21_a01_bs_enus
Course: proj_21_a02_bs_enus
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
Course: proj_21_a03_bs_enus

#### Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
Course: proj_22_a01_bs_enus
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
Course: proj_22_a02_bs_enus
Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)
Course: proj_22_a03_bs_enus
BUSINESS SKILLS COURSEWARE

- Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)
  Planning Project Costs (PMBOK® Guide Fifth Edition)
  Course........................................ proj_23_a01_bs_enus
  Controlling Project Costs (PMBOK® Guide Fifth Edition)
  Course........................................ proj_23_a02_bs_enus

- Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)
  Plan Quality Management (PMBOK® Guide Fifth Edition)
  Course........................................ proj_24_a01_bs_enus
  Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
  Course........................................ proj_24_a02_bs_enus
  Quality Management for Continuous Improvement
  Course........................................ proj_24_a03_bs_enus

- Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)
  Planning Project Human Resources (PMBOK® Guide Fifth Edition)
  Course........................................ proj_25_a01_bs_enus
  Managing Project Human Resources (PMBOK® Guide Fifth Edition)
  Course........................................ proj_25_a02_bs_enus

- Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)
  Course........................................ proj_27_a01_bs_enus
  Identifying Project Risks (PMBOK® Guide Fifth Edition)
  Course........................................ proj_27_a02_bs_enus
  Performing Risk Analysis (PMBOK® Guide Fifth Edition)
  Course........................................ proj_27_a03_bs_enus
  Risk Response and Control (PMBOK® Guide Fifth Edition)
  Course........................................ proj_27_a04_bs_enus

- Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)
  Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
  Course........................................ proj_28_a01_bs_enus
  Managing Procurements (PMBOK® Guide Fifth Edition)
  Course........................................ proj_28_a02_bs_enus

- Agile Practitioner - (PMI-ACP & ScrumMaster aligned)
  Core PMI® Values and Ethical Standards
  Course ........................................ proj_15_a02_bs_enus

- PRINCE2®: Practitioner
  PRINCE2® Practitioner Exam Information
  Course ........................................ prin_prac_a01_bs_enus

- Agile Project Management Fundamentals
  (PMI_ACP Certification aligned)
  Core PMI® Values and Ethical Standards
  Course ........................................ proj_15_a02_bs_enus
  Agile Principles, Methodologies, and Mindset
  Course ........................................ ib_apmf_a01_it_enus
  Agile Planning
  Course ........................................ ib_apmf_a02_it_enus
  Planning and Monitoring Iterations in Agile Projects
  Course ........................................ ib_apmf_a03_it_enus
  Engaging Agile Stakeholders and Leading Agile Teams
  Course ........................................ ib_apmf_a04_it_enus

- Project Management for Everyone
  Managing Projects with No Direct Authority
  Business Impact Series ......................... pc_bi_pmbi001
  Ensuring Management Buy-in on a Project
  Business Impact Series ......................... pc_bi_pmbi002
  Managing Conflict in Project Teams
  Business Impact Series ......................... pc_bi_pmbi003
  Managing Scope on a Project
  Business Impact Series ......................... pc_bi_pmbi004
  Weighing the Costs of Project Change
  Business Impact Series ......................... pc_bi_pmbi005
  Anticipating and Solving Problems as a Project Champion
  Business Impact Series ......................... pc_bi_pmbi007
  Managing Vendor Relationships
  Business Impact Series ......................... pc_bi_pmbi006
  Addressing Stakeholder Conflicts
  Business Impact Series ......................... pc_bi_pmbi008
  Portfolios, Programs, and Projects: What’s the Difference?
  Business Impact Series ......................... pc_bi_pmbi009
  Controlling Project Cost
  Business Impact Series ......................... pc_bi_pmbi010
  Project Management Essentials
  Challenge Series ............................... pc_ch_lach041
  Plan a Bulletproof Project
  Course ........................................ proj_30_a02_bs_enus
  Get Your Project off the Ground
  Course ........................................ proj_30_a01_bs_enus
BUSINESS SKILLS COURSEWARE

Lead Your Project Like a Pro
Course ............................................... proj_30_a03_bs_enus
Complete Your Project On-time and On-budget
Course ............................................... proj_30_a04_bs_enus

Program Management (PMI® Second Edition-aligned)

Introduction to Program Management
Course ............................................... proj_16_a01_bs_enus
Program Life Cycle and Benefits Management
Course ............................................... proj_16_a02_bs_enus

Mentoring Assets

Mentoring PRINCE2: Foundation
Mentoring Assets ..................................... mntprince2f
Mentoring Project Management Professional (PMP)
PMBOK Guide 5th Edition Aligned
Mentoring Assets ..................................... mntpmp5ed
Mentoring Certified Associate in Project Management
(CAPM) PMBOK Guide 5th Ed.
Mentoring Assets ..................................... mntcapm5ed
Mentoring PRINCE2: Practitioner
Mentoring Assets ..................................... mntprince2p

Test Preps

TestPrep PRINCE2®: Foundation
Testprep Exams ..................................... ib_prin_a01_tp_enus
TestPrep Certified Associate in Project Management
(CAPM) PMBOK Guide 5th Ed.
Testprep Exams ..................................... pm_capm_a02_tp_enus
TestPrep Project Management Professional PMBOK 5th
Ed (Jan 2016 update)
Testprep Exams ..................................... pm_proj_a05_tp_enus
TestPrep PRINCE2®: Practitioner
Testprep Exams ..................................... prin_prac_a01_tp_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

Leading Teams

Managing Communications in a Virtual Team
Business Impact Series ................................ pc_bi_mgbi001
Building Trust Incrementally
Business Impact Series ................................ pc_bi_isbi004
Inspiring Your Team
Business Impact Series ................................ pc_bi_lsbio10
Support Your Leader
Business Impact Series ................................ pc_bi_pfbi010
Leading Teams: Launching a Successful Team
Course ............................................... team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and
Guidelines
Course ............................................... team_03_a02_bs_enus
Leading Teams: Developing the Team and its Culture
Course ............................................... team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment
Course ............................................... team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and
Collaboration
Course ............................................... team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance
Course ............................................... team_03_a06_bs_enus
Leading Teams: Dealing with Conflict
Course ............................................... team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams
Course ............................................... team_03_a08_bs_enus
Choosing the Right Team Culture
Challenge Series ..................................... pc_ch_pfch006
Building and Leading Teams
Challenge Series ..................................... pc_ch_lach023
Meeting Team Performance Challenges
Challenge Series ..................................... pc_ch_pach010

Optimizing Your Performance On a Team

Power and Politics in Matrixed Teams
Challenge Series ..................................... pc_ch_mgch002
Being an Effective Team Member
Course ............................................... team_02_a01_bs_enus
Establishing Team Goals and Responsibilities
Course ............................................... team_02_a02_bs_enus
Elements of a Cohesive Team
Course ............................................... team_02_a03_bs_enus
Effective Team Communication
Course ............................................... team_02_a04_bs_enus
Using Feedback to Improve Team Performance
Course ............................................... team_02_a05_bs_enus

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

BABOK v3: Business Analysis Key Concepts

Business Analysis Planning and Monitoring
Course ............................................... ib_cbap_a02_it_enus
Business Analysis Elicitation and Collaboration
Course ............................................... ib_cbap_a03_it_enus
Introduction to Business Analysis
Course ............................................... ib_cbap_a01_it_enus
BUSINESS SKILLS COURSEWARE

Business Analysis and Requirements Life Cycle Management
Course..............................................ib_cbap_a04_it_enus

Business Analysis and Strategy Analysis
Course..............................................ib_cbap_a05_it_enus

Business Analysis and RADD: Requirements Definition
Course..............................................ib_cbap_a06_it_enus

Business Analysis and RADD: Design Definition
Course..............................................ib_cbap_a07_it_enus

Business Analysis and Solution Evaluation
Course..............................................ib_cbap_a08_it_enus

BABOK® v3: Business Analysis Techniques
Analytical Techniques Used for Business Analysis
Course..............................................ib_cbcp_a01_it_enus

Activities and Tools Used for Business Analysis
Course..............................................ib_cbcp_a02_it_enus

Documentation and Criteria Used for Business Analysis
Course..............................................ib_cbcp_a03_it_enus

BABOK® v3: Business Analysis Competencies
Business Analysis Competencies: Personal Skills
Course..............................................ib_cbbp_a01_it_enus

Business Analysis Competencies: Professional Effectiveness
Course..............................................ib_cbbp_a02_it_enus

Business Analysis Perspectives
Course..............................................ib_cbbp_a03_it_enus

Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned
Introduction to Business Analysis and Essential Competencies
Course..............................................ib_buap_a01_it_enus

Introduction to Business Analysis Planning
Course..............................................ib_buap_a02_it_enus

Planning Business Analysis Communication and Monitoring
Course..............................................ib_buap_a03_it_enus

Business Analysis Requirements Elicitation
Course..............................................ib_buap_a04_it_enus

Business Analysis Requirements Management and Communication
Course..............................................ib_buap_a05_it_enus

Business Analysis: Enterprise Analysis
Course..............................................ib_buap_a06_it_enus

Business Analysis: Introduction to Requirements Analysis
Course..............................................ib_buap_a07_it_enus

Business Analysis: Verify and Validate Requirements
Course..............................................ib_buap_a08_it_enus

Business Analysis: Solution Assessment and Validation
Course..............................................ib_buap_a09_it_enus

Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned
Final Exam........................................ib_buap_a10_it_enus

SALES AND CUSTOMER FACING SKILLS
SALES CURRICULUM

Sales Foundations
Don’t Only Go for the Big Fish
Business Impact Series...........................................pc_bi_spbi009

The Ethics of Gift Giving
Business Impact Series...........................................pc_bi_spbi014

Using Persuasion Techniques to Boost Sales
Business Impact Series...........................................pc_bi_spbi018

Introduction to Sales
Course..............................................sale_01_a01_bs_enus

Strategic Sales Planning
Course..............................................sale_01_a02_bs_enus

Preparing for Successful Sales
Course..............................................sale_01_a03_bs_enus

Developing Strong Customer Relationships
Course..............................................sale_01_a04_bs_enus

Working within the Sales Culture of Your Organization
Course..............................................sale_01_a05_bs_enus

Developing a Customer-focused Sales Approach
Course..............................................sale_01_a06_bs_enus

Initiating Discovery Meetings
Challenge Series...........................................pc_ch_sach001

The Proof Is in the Proposal
Challenge Series...........................................pc_ch_sach003

Using Customer Knowledge to Advance Sales
Challenge Series...........................................pc_ch_sach006

Presentations That Get People Talking
Business Impact Series...........................................pc_bibi_sabi003

Get it Together: Organizing Your Sales Approach
Business Impact Series...........................................pc_bibi_sabi002

Building Momentum in Discovery Meetings
Business Impact Series...........................................pc_bibi_sabi011

Appealing to Prospects
Business Impact Series...........................................pc_bibi_sabi012

Getting Your Head around Pipeline Management
Business Impact Series...........................................pc_bibi_sabi013

Prospecting Strategically
Challenge Series...........................................pc_ch_sach006

Responding to News of a Lost Sale
Challenge Series...........................................pc_ch_sach011

Educating and Collaborating with Customers
Business Impact Series...........................................pc_bibi_sabi006
BUSINESS SKILLS COURSEWARE

- **Sales Negotiations**
  - Negotiation Skills for Sales Professionals: Preparing to Negotiate
    - Course: sale_02_a01_bs_enus
  - Negotiation Skills for Sales Professionals: Value Exchange
    - Course: sale_02_a02_bs_enus
  - Negotiation Skills for Sales Professionals: Reaching Agreement
    - Course: sale_02_a03_bs_enus
  - Negotiating Contract Terms
    - Challenge Series: pc_ch_pach001
  - Communicating Your Company’s Value
    - Challenge Series: pc_ch_sach004
  - Turning Obstacles into Opportunities
    - Challenge Series: pc_ch_sach005
  - Negotiating with Your Customer
    - Challenge Series: pc_ch_sach009
  - Talking Value with Your Customers
    - Business Impact Series: pc_bi_sabi004
  - Dealing with Questions, Objections, and Resistance
    - Business Impact Series: pc_bi_sabi005
  - Dealing with Negotiation Challenges
    - Business Impact Series: pc_bi_sabi009

- **Solution Selling**
  - Solution Selling: Mastering the Essentials
    - Course: sale_03_a01_bs_enus
  - Solution Selling: Meeting an Active Need
    - Course: sale_03_a02_bs_enus
  - Solution Selling: Creating New Opportunities
    - Course: sale_03_a03_bs_enus
  - Turning Potential Customers into Allies
    - Challenge Series: pc_ch_sach008
  - Preparing to Implement Solutions
    - Challenge Series: pc_ch_sach010
  - Managing Implementation Problems
    - Business Impact Series: pc_bi_sabi010
  - Connecting Customers and Solutions
    - Business Impact Series: pc_bi_sabi008

- **Strategic Account Sales Skills**
  - Selling to Key Players
    - Business Impact Series: pc_bi_spbi001
  - Planning for Effective Selling
    - Business Impact Series: pc_bi_spbi004
  - Building Profitable Customer Relationships
    - Business Impact Series: pc_bi_spbi017
  - Crafting Sales Strategies
    - Challenge Series: pc_ch_spch002

- **Sales Management**
  - Storming: Developing and Leading Your Sales Team
    - Business Impact Series: pc_bi_spbi003
  - Sales Support Roles for Better Customer Interaction
    - Business Impact Series: pc_bi_spbi007
  - Succeeding in Account Management
    - Challenge Series: pc_ch_sach015
  - Gaining Access through Cold Calls
    - Challenge Series: pc_ch_sach019
  - Overcoming Resistance to Coaching
    - Business Impact Series: pc_bi_sabi021

- **Essential Selling Skills**
  - Essential Selling Skills: Mastering Cold Calling
    - Course: sale_05_a01_bs_enus
  - Essential Selling Skills: Qualifying Sales Prospects
    - Course: sale_05_a02_bs_enus
  - Essential Selling Skills: Closing the Sale
    - Course: sale_05_a03_bs_enus
  - Getting Organized to Meet Your Sales Goals
    - Challenge Series: pc_ch_sach002
  - Making Contact: Access Strategies
    - Challenge Series: pc_ch_sach007
  - Effective Cold Calling
    - Business Impact Series: pc_bi_sabi007
  - Prompting Action through Focused Communication
    - Business Impact Series: pc_bi_sabi014
  - Regaining Your Customer’s Trust
    - Business Impact Series: pc_bi_sabi015
  - Managing a Sales Pipeline
    - Challenge Series: pc_ch_sach012
  - Demonstrating Business Acumen
    - Challenge Series: pc_ch_sach013
  - Talking about the Competition
    - Business Impact Series: pc_bi_sabi017
  - Selling with Trust
    - Challenge Series: pc_ch_sach014
  - Responding to Bad News
    - Business Impact Series: pc_bi_sabi018
  - Using Competitive Selling Skills
    - Challenge Series: pc_ch_sach016
BUSINESS SKILLS COURSEWARE

- Communicating a High-impact Business Case
  Business Impact Series..................._pc_bi_sabi019
- Making the Cold Call
  Business Impact Series..................._pc_bi_sabi020
- Aligning Your Business Case to Customer Priorities
  Challenge Series........................._pc_ch_sach018
- Effective Sales Coaching
  Challenge Series........................._pc_ch_sach020

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

- Frontline Call Center Skills
  The Importance of Call Tracking and Ticketing
  Business Impact Series..................._pc_bi_ctbi003
  Creating an Effective On-hold Message
  Business Impact Series..................._pc_bi_ctbi008
  Aligning Agent Behaviors with Caller Types
  Business Impact Series..................._pc_bi_ctbi100

- Inbound Call Center Management
  Converting a Call Center to a Profit Center
  Business Impact Series..................._pc_bi_ctbi001
  Managing Your Call Center More Efficiently
  Business Impact Series..................._pc_bi_ctbi002
  Customer Service Training - The Interview and Beyond
  Business Impact Series..................._pc_bi_ctbi004
  Disaster Recovery - Keeping the Lines Open
  Business Impact Series..................._pc_bi_ctbi005
  Preventing Agent Absenteeism through Better Working Conditions
  Business Impact Series..................._pc_bi_ctbi006
  Prioritizing Rewards and Recognition in Call Centers
  Business Impact Series..................._pc_bi_ctbi101

- Customer Service Fundamentals
  Aligning Performance to Key Indicators
  Business Impact Series..................._pc_bi_ctbi007
  Course.................................cust_09_a01_bs_enus
  Customer Service in the Field
  Course.................................cust_09_a02_bs_enus
  Customer Service over the Phone
  Course.................................cust_09_a03_bs_enus
  Internal Customer Service
  Course.................................cust_09_a04_bs_enus
  Customer Service Confrontation and Conflict
  Course.................................cust_09_a05_bs_enus
  Shaping the Direction of Customer Service in Your Organization
  Course.................................cust_09_a06_bs_enus
  The Angry Caller: What's Your Plan?
  Business Impact Series..................._pc_bi_spbi016

- Customer Service Representative, Professionalism
  The Customer Service Representative (CSR)
  Course.................................cust_06_a01_bs_enus
  Support Center Services and Work Environment
  Course.................................cust_06_a02_bs_enus
  Team and Customer Relationships
  Course.................................cust_06_a03_bs_enus

- Customer Service Representative, Skills
  Customer Interactions
  Course.................................cust_07_a01_bs_enus
  Conflict, Stress, and Time Management
  Course.................................cust_07_a03_bs_enus
  Communication Skills
  Course.................................cust_07_a02_bs_enus

- Customer Service Representative, Process
  Customer Service Processes and Procedures
  Course.................................cust_08_a01_bs_enus
  Quality in a Support Center
  Course.................................cust_08_a02_bs_enus
  Support Center Tools, Technologies and Metrics
  Course.................................cust_08_a03_bs_enus
  Dealing with Irrational Customers and Escalating Complaints
  Course.................................cust_08_a04_bs_enus

- Customer Focus
  Listening to Your Customers
  Business Impact Series....................._pc_bi_spbi002
  Creating a Customer-focused Organization
  Challenge Series........................._pc_ch_lach020
  Identifying and Managing Customer Expectations
  Course.................................cust_10_a01_bs_enus
  Creating and Sustaining a Customer-focused Organization
  Course.................................cust_10_a02_bs_enus
  Customer-focused Interaction
  Course.................................cust_10_a03_bs_enus
  Developing Your Customer Focus
  Challenge Series........................._pc_ch_pach009
BUSINESS SKILLS COURSEWARE

Customer Advocacy

Customer Advocacy: Communicating to Build Trusting Customer Relationships
Course........................................cust_11_a01_bs_enus
Customer Advocacy: Enhancing the Customer Experience
Course........................................cust_11_a02_bs_enus
Customer Advocacy: Supporting Customer Advocacy
Course........................................cust_11_a03_bs_enus

ITIL® 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
Course........................................ib_itlv_a01_it_enus
Course........................................ib_itlv_a04_it_enus
Course........................................ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation
Course........................................ib_itlv_a07_it_enus
Course........................................ib_itlv_a02_it_enus
Course........................................ib_itlv_a05_it_enus
Course........................................ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes
Course........................................ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement
Course........................................ib_itlv_a09_it_enus

ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture
Course........................................ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Certification and Benefits
Course........................................ib_ovvx_a03_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
Course........................................ib_ovvx_a02_it_enus

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

ITIL® 2011 Edition OSA: Introduction to Incident Management
Course........................................ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
Course........................................ib_iosb_a04_it_enus
Course........................................ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations
Course........................................ib_iosb_a14_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions
Course........................................ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
Course........................................ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
Course........................................ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management
Course........................................ib_iosb_a07_it_enus
Course........................................ib_iosb_a08_it_enus
Course........................................ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk
Course........................................ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing
Course........................................ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions
Course........................................ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities
Course........................................ib_iosb_a13_it_enus

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

Industry Overviews

The Telecommunications Industry Overview: Version 4
Course........................................indo_01_a15_bs_enus
The Health Care Industry Overview: Version 4
Course........................................indo_01_a14_bs_enus
The Insurance Industry Overview: Version 4
Course........................................indo_01_a13_bs_enus
The Banking Industry Overview: Version 4
Course........................................indo_01_a12_bs_enus
The Oil and Gas Industry Overview: Version 4
Course........................................indo_01_a11_bs_enus
BUSINESS SKILLS COURSEWARE

The Retail Industry Overview: Version 4
Course...............................................indo_01_a16_bs_enus

The Manufacturing Industry Overview: Version 3
Course...............................................indo_01_a17_bs_enus

The Pharmaceutical Industry Overview: Version 5
Course...............................................indo_01_a18_bs_enus

The Information Technology Industry Overview: Version 3
Course...............................................indo_01_a19_bs_enus

The Federal Government Industry Overview: Version 4
Course...............................................indo_01_a20_bs_enus

The Education Industry Overview: Version 2
Course...............................................indo_01_a21_bs_enus

The Utilities Industry Overview: Version 2
Course...............................................indo_01_a22_bs_enus

The Chemicals Industry Overview: Version 2
Course...............................................indo_01_a23_bs_enus

The Broadcasting & Entertainment Industry Overview: Version 2
Course...............................................indo_01_a24_bs_enus

The Capital Markets Industry Overview: Version 2
Course...............................................indo_01_a25_bs_enus

The Consumer Electronics Industry Overview: Version 2
Course...............................................indo_01_a26_bs_enus

The Aerospace & Defense Industry Overview: Version 2
Course...............................................indo_01_a27_bs_enus

The Biotechnology Industry Overview: Version 2
Course...............................................indo_01_a28_bs_enus

The Automotive Industry Overview: Version 3
Course...............................................indo_01_a29_bs_enus

The Food and Beverage Industry Overview: Version 4
Course...............................................indo_01_a30_bs_enus

The Agriculture Industry Overview: Version 4
Course...............................................indo_01_a31_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

Test Preps

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

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

Mentoring Assets

Mentoring ITIL Foundation
Mentoring Assets................................. mntitv3f