



## Skillsoft Course Directory

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June 2016

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## BUSINESS SKILLS COURSEWARE

### BUSINESS STRATEGY AND OPERATIONS

#### OPERATIONS CURRICULUM

##### ■ The Foundations of Six Sigma

- Are You Listening to Your Customers?  
Business Impact Series.....\_pc\_bi\_ssbi001
- Quick Wins in Six Sigma Implementation  
Business Impact Series.....\_pc\_bi\_ssbi002
- Does Your Business Really Need Six Sigma?  
Challenge Series.....\_pc\_ch\_sschi001
- Six Sigma Versus TQM  
Business Impact Series.....\_pc\_bi\_ssbi003
- Lean Inbound Transportation  
Business Impact Series.....\_pc\_bi\_ssbi004
- Identifying Candidates for Key Six Sigma Roles  
Challenge Series.....\_pc\_ch\_sschi002
- A Critical-to-quality Tree - What's That?  
Business Impact Series.....\_pc\_bi\_ssbi006
- Basic Measurement Concepts in Six Sigma  
Business Impact Series.....\_pc\_bi\_ssbi007

##### ■ Operations Management

- Operations Management and the Organization  
Course..... oper\_21\_a01\_bs\_enus
- Operations Management: Product and Service  
Management  
Course..... oper\_21\_a02\_bs\_enus
- Operations and Supply Chain Management  
Course..... oper\_21\_a03\_bs\_enus
- Operations Management: Inventory Management  
Course..... oper\_21\_a04\_bs\_enus
- Operations Management: Forecasting and Capacity  
Planning  
Course..... oper\_21\_a05\_bs\_enus
- Operations Management: Operations Scheduling  
Course..... oper\_21\_a06\_bs\_enus
- Operations Management: Management of Quality  
Course..... oper\_21\_a07\_bs\_enus
- Operations Management: Facilities Planning and  
Management  
Course..... oper\_21\_a08\_bs\_enus

##### ■ Six Sigma Green Belt: Six Sigma and the Organization

- Lean Principles and Six Sigma Projects  
Course..... oper\_24\_a02\_bs\_enus

- Six Sigma and Organizational Goals  
Course .....oper\_24\_a01\_bs\_enus
- Design for Six Sigma and FMEA  
Course .....oper\_24\_a03\_bs\_enus

##### ■ Six Sigma Green Belt: Define

- Six Sigma Project Identification  
Course .....oper\_25\_a01\_bs\_enus
- Voice of the Customer in Six Sigma  
Course .....oper\_25\_a02\_bs\_enus
- Basics of Six Sigma Project Management  
Course .....oper\_25\_a03\_bs\_enus
- Six Sigma Management and Planning Tools  
Course .....oper\_25\_a04\_bs\_enus
- Performance Metrics for Six Sigma  
Course .....oper\_25\_a05\_bs\_enus
- Six Sigma Project Team Dynamics and Performance  
Course .....oper\_25\_a06\_bs\_enus

##### ■ Six Sigma Green Belt: Measure

- Measurement System Analysis in Six Sigma  
Course .....oper\_26\_a05\_bs\_enus
- Process and Performance Capability Measurement in Six  
Sigma  
Course .....oper\_26\_a06\_bs\_enus
- Process Documentation and Analysis in Six Sigma  
Course .....oper\_26\_a01\_bs\_enus
- Basic Probability and Statistical Distributions in Six Sigma  
Course .....oper\_26\_a02\_bs\_enus
- Data Classification, Sampling, and Collection in Six Sigma  
Course .....oper\_26\_a03\_bs\_enus
- Statistics and Graphical Presentation in Six Sigma  
Course .....oper\_26\_a04\_bs\_enus

##### ■ Six Sigma Green Belt: Analyze

- Multi-vari Studies, Correlation, and Linear Regression in  
Six Sigma  
Course .....oper\_27\_a01\_bs\_enus
- Introduction to Hypothesis Testing and Tests for Means in  
Six Sigma  
Course .....oper\_27\_a02\_bs\_enus
- Hypothesis Tests for Variances and Proportions in Six  
Sigma  
Course .....oper\_27\_a03\_bs\_enus

##### ■ Six Sigma Green Belt: Improve

- Design of Experiments in Six Sigma  
Course .....oper\_28\_a01\_bs\_enus
- Root Cause Analysis and Waste Elimination in Six Sigma  
Course .....oper\_28\_a02\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Cycle Time Reduction and Kaizen in Six Sigma  
Course..... oper\_28\_a03\_bs\_enus

### ■ Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma  
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Creating and Using Control Charts in Six Sigma  
Course..... oper\_29\_a02\_bs\_enus

Lean Tools for Process Control in Six Sigma  
Course..... oper\_29\_a03\_bs\_enus

### ■ Manager of Quality/Organizational Excellence

Leadership  
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Team Dynamics  
Course..... oper\_04\_a02\_bs\_enus

Developing and Deploying Strategic Plans  
Course..... oper\_04\_a03\_bs\_enus

Managerial Skills and Abilities  
Course..... oper\_04\_a04\_bs\_enus

Communication Skills and Project Management  
Course..... oper\_04\_a05\_bs\_enus

Quality Systems, Models, and Theories  
Course..... oper\_04\_a06\_bs\_enus

Problem-Solving and Process Management Tools  
Course..... oper\_04\_a07\_bs\_enus

Measurement: Assessment and Metrics  
Course..... oper\_04\_a08\_bs\_enus

Customer-Focused Management  
Course..... oper\_04\_a09\_bs\_enus

Supply Chain Management  
Course..... oper\_04\_a10\_bs\_enus

Training and Development  
Course..... oper\_04\_a11\_bs\_enus

### ■ Six Sigma Yellow Belt: Six Sigma Fundamentals

Six Sigma and Lean Foundations and Principles  
Course..... oper\_30\_a01\_bs\_enus

Six Sigma Team Basics, Roles, and Responsibilities  
Course..... oper\_30\_a02\_bs\_enus

Six Sigma Quality Tools  
Course..... oper\_30\_a03\_bs\_enus

Six Sigma Metrics  
Course..... oper\_30\_a04\_bs\_enus

### ■ Six Sigma Yellow Belt: Define

Identifying Six Sigma Projects  
Course..... oper\_31\_a01\_bs\_enus

Six Sigma Project Management Basics  
Course..... oper\_31\_a02\_bs\_enus

### ■ Six Sigma Yellow Belt: Measure

Basic Statistics for Six Sigma  
Course .....oper\_32\_a01\_bs\_enus

Data Types and Data Collection in Six Sigma  
Course .....oper\_32\_a02\_bs\_enus

Six Sigma and Measurement System Analysis  
Course .....oper\_32\_a03\_bs\_enus

### ■ Six Sigma Yellow Belt: Analyze

Lean Tools and FMEA in Six Sigma  
Course .....oper\_33\_a01\_bs\_enus

Six Sigma Data Analysis and Root Cause Analysis  
Course .....oper\_33\_a02\_bs\_enus

Basics of Correlation, Regression, and Hypothesis Testing  
for Six Sigma  
Course .....oper\_33\_a03\_bs\_enus

### ■ Six Sigma Yellow Belt: Improve and Control

Six Sigma Improvement Techniques  
Course .....oper\_34\_a01\_bs\_enus

Control Tools and Documentation in Six Sigma  
Course .....oper\_34\_a02\_bs\_enus

### ■ Leading Sustainable Process Improvement

Spearheading a Process Improvement  
Challenge Series.....\_pc\_ch\_opch001

Stakeholder-driven Process Improvement  
Course .....oper\_35\_a01\_bs\_enus

Mapping and Measuring to Support Sustainable Process  
Improvement  
Course .....oper\_35\_a02\_bs\_enus

Implementing and Sustaining Process Improvement  
Course .....oper\_35\_a03\_bs\_enus

### ■ Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment

Fundamentals of Lean and Six Sigma and their  
Applications  
Course .....oper\_36\_a01\_bs\_enus

Six Sigma Project Selection, Roles, and Responsibilities  
Course .....oper\_36\_a02\_bs\_enus

Six Sigma Strategic Planning and Deployment  
Course .....oper\_36\_a03\_bs\_enus

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

Impact on Stakeholders and Benchmarking for Six Sigma  
Course .....oper\_37\_a01\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Using Business and Financial Measures in Six Sigma  
Course..... oper\_37\_a02\_bs\_enus

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

Six Sigma Team Dynamics, Roles, and Success Factors  
Course..... oper\_38\_a01\_bs\_enus

Six Sigma Team Facilitation and Leadership  
Course..... oper\_38\_a02\_bs\_enus

Six Sigma Team Dynamics and Training  
Course..... oper\_38\_a03\_bs\_enus

### ■ Six Sigma Black Belt (2015 BOK): Define

Six Sigma Business Case, Project Charter, and Tools  
Course..... oper\_39\_a02\_bs\_enus

Determining Requirements by Listening to the Voice of the Customer in Six Sigma  
Course..... oper\_39\_a01\_bs\_enus

### ■ Six Sigma Black Belt (2015 BOK): Measure

Process Flow Metrics and Analysis Tools for Six Sigma  
Course..... oper\_40\_a01\_bs\_enus

Data Types, Sampling, Collection, and Measurement in Six Sigma  
Course..... oper\_40\_a02\_bs\_enus

Six Sigma Measurement Systems and Metrology  
Course..... oper\_40\_a03\_bs\_enus

Using Basic Statistics and Graphical Methods in Six Sigma  
Course..... oper\_40\_a04\_bs\_enus

Probability and Probability Distributions in Six Sigma  
Course..... oper\_40\_a05\_bs\_enus

Determining Process Performance and Capability in Six Sigma  
Course..... oper\_40\_a06\_bs\_enus

### ■ Six Sigma Black Belt (2015 BOK): Analyze

Measuring and Modeling Relationships between Variables in Six Sigma  
Course..... oper\_41\_a01\_bs\_enus

Basics of Hypothesis Testing and Tests for Means in Six Sigma  
Course..... oper\_41\_a02\_bs\_enus

Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma  
Course..... oper\_41\_a03\_bs\_enus

Multivariate Tools and Nonparametric Tests in Six Sigma  
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FMEA and Other Nonstatistical Analysis Methods in Six Sigma  
Course..... oper\_41\_a05\_bs\_enus

### ■ Six Sigma Black Belt (2015 BOK): Improve

Understanding DOE and Planning Experiments in Six Sigma  
Course .....oper\_42\_a01\_bs\_enus

Designing, Conducting, and Analyzing Experiments in Six Sigma  
Course .....oper\_42\_a02\_bs\_enus

Lean Improvement Methods and Implementation Planning in Six Sigma  
Course .....oper\_42\_a03\_bs\_enus

### ■ Six Sigma Black Belt (2015 BOK): Control

Sustaining Six Sigma Improvements  
Course .....oper\_43\_a03\_bs\_enus

Using Lean Control Tools and Maintaining Controls in Six Sigma  
Course .....oper\_43\_a02\_bs\_enus

Statistical Process Control (SPC) and Control Charts in Six Sigma  
Course .....oper\_43\_a01\_bs\_enus

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

Common DFSS Methodologies, Design for X, and Robust Designs  
Course .....oper\_44\_a01\_bs\_enus

### ■ Six Sigma: Champion Training

Introduction to Six Sigma for Champions  
Course .....oper\_03\_a01\_bs\_enus

Six Sigma Process Improvement  
Course .....oper\_03\_a02\_bs\_enus

Six Sigma Projects and Project Teams  
Course .....oper\_03\_a03\_bs\_enus

Managing and Deploying Six Sigma  
Course .....oper\_03\_a04\_bs\_enus

### ■ Fundamentals of Lean for Business Organizations

Introduction to Lean for Service and Manufacturing Organizations  
Course .....oper\_20\_a01\_bs\_enus

Using Lean for Perfection and Quality  
Course .....oper\_20\_a02\_bs\_enus

Lean Tools and Techniques for Flow and Pull  
Course .....oper\_20\_a03\_bs\_enus

Reducing Waste and Streamlining Value Flow Using Lean  
Course .....oper\_20\_a04\_bs\_enus

Value Stream Mapping in Lean Business  
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## BUSINESS SKILLS COURSEWARE

Applying Lean in Service and Manufacturing Organizations  
Course..... oper\_20\_a06\_bs\_enus  
Five Steps to Perfection: Implementing Lean Business Impact Series..... \_pc\_bi\_ssbi009  
Value Stream Maps for Non-manufacturing Processes Business Impact Series..... \_pc\_bi\_ssbi010

### ■ Purchasing and Vendor Management Essentials

Fundamentals of Purchasing and Vendor Management Course..... oper\_23\_a01\_bs\_enus  
Purchasing: Finding Sources of Supply Course..... oper\_23\_a02\_bs\_enus  
Selecting Suppliers and Administering Contracts Course..... oper\_23\_a03\_bs\_enus  
Evaluating Supplier Performance and Managing Supplier Relationships Course..... oper\_23\_a04\_bs\_enus

### ■ Mentoring Asset

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

### ■ Test Preps

TestPrep Six Sigma Green Belt (SSGB)  
Testprep Exams..... oper\_ssgb\_a02\_tp\_enus

## BUSINESS STRATEGY AND OPERATIONS

### STRATEGIC PLANNING CURRICULUM

### ■ Moving From an Operational Manager to a Strategic Thinker

Leading Outside the Organization  
Business Impact Series..... \_pc\_bi\_lsbi005  
Effective Critical Analysis of Business Reports  
Business Impact Series..... \_pc\_bi\_pfb004  
Returning to Core Competencies  
Business Impact Series..... \_pc\_bi\_lsbi014  
Competitive Awareness and Strategy  
Challenge Series..... \_pc\_ch\_lach022

### ■ The Fundamentals of Globalization

Managing Expatriates' Career Development  
Business Impact Series..... \_pc\_bi\_mgbi011  
The Etiquette of Cross-cultural Gift Giving  
Business Impact Series..... \_pc\_bi\_spbi015

Evaluating Globalization Opportunities  
Challenge Series..... \_pc\_ch\_lach019  
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Fundamentals of Globalization: Analyzing the Global Environment  
Course ..... stgy\_05\_a02\_bs\_enus  
The Fundamentals of Globalization: Strategies for Globalization  
Course ..... stgy\_05\_a03\_bs\_enus  
Fundamentals of Globalization: Managing in a Global Environment  
Course ..... stgy\_05\_a04\_bs\_enus  
Final Exam: The Fundamentals of Globalization  
Final Exams ..... stgy\_05\_a01\_fe\_enus

### ■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment  
Course ..... stgy\_06\_a01\_bs\_enus  
IT Strategy Essentials: Creating an IT Strategy Plan  
Course ..... stgy\_06\_a02\_bs\_enus  
IT Strategy Essentials: Implementing an IT Strategy  
Course ..... stgy\_06\_a03\_bs\_enus  
Final Exam: IT Strategy Essentials  
Final Exams ..... stgy\_06\_a01\_fe\_enus

### ■ Business Planning Essentials

Business Planning Essentials: Preparing a Business Plan  
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Business Planning Essentials: Performing Key Analyses  
Course ..... stgy\_10\_a02\_bs\_enus  
Business Planning Essentials: Preparing for Implementation  
Course ..... stgy\_10\_a03\_bs\_enus  
Final Exam: Business Planning Essentials  
Final Exams ..... stgy\_10\_a01\_fe\_enus

### ■ Risk Management

Risk Management: Identifying Risk  
Course ..... stgy\_09\_a01\_bs\_enus  
Risk Management: Assessing Risk  
Course ..... stgy\_09\_a02\_bs\_enus  
Risk Management: Dealing with Risk  
Course ..... stgy\_09\_a03\_bs\_enus  
Final Exam: Risk Management  
Final Exams ..... stgy\_09\_a01\_fe\_enus

## BUSINESS SKILLS COURSEWARE

### ■ Leading and Implementing Sustainable Green Business Strategies

Introduction to Green Business and Sustainability  
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Green Business: Planning Sustainability Strategies  
Course.....stgy\_04\_a02\_bs\_enus  
Green Business: Implementing Sustainability Strategies  
Course.....stgy\_04\_a03\_bs\_enus  
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Business Strategies  
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### ■ Business Law Essentials

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Business Law and the Manager's Responsibilities  
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### ■ Developing Strategic Thinking Acumen

Effective Critical Analysis of Business Reports  
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Returning to Core Competencies  
Business Impact Series.....\_pc\_bi\_lsbi014  
Competitive Awareness and Strategy  
Challenge Series.....\_pc\_ch\_lach022  
Developing the Capacity to Think Strategically  
Course.....stgy\_08\_a01\_bs\_enus  
Developing the Strategic Thinking Skill of Seeing the Big  
Picture  
Course.....stgy\_08\_a02\_bs\_enus  
Using Strategic Thinking Skills  
Course.....stgy\_08\_a03\_bs\_enus  
Final Exam: Developing Strategic Thinking Acumen  
Final Exams .....stgy\_08\_a01\_fe\_enus

## BUSINESS STRATEGY AND OPERATIONS

### MARKETING CURRICULUM

### ■ Strategic Marketing in Action

Sales and Marketing: Two Sides of the Same Coin?  
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Trade Show Marketing - Planning Ahead  
Business Impact Series.....\_pc\_bi\_spbi013  
Increasing Competitiveness through Collaboration  
Challenge Series.....\_pc\_ch\_lsch006

### ■ Digital Marketing

Digital Marketing: Getting to the Customer  
Course .....mkt\_04\_a01\_bs\_enus  
Managing Your Reputation Through Content Marketing  
and Online PR  
Course .....mkt\_04\_a03\_bs\_enus  
Digital Marketing Partnerships, Sales, and After-sales  
Processes  
Course .....mkt\_04\_a04\_bs\_enus  
Search Engine Marketing: Getting Discovered by the  
Customer  
Course .....mkt\_04\_a02\_bs\_enus

### ■ Marketing Essentials

Designing Products to Fit the Channel  
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Using Web Analytics to Increase Sales  
Business Impact Series .....\_pc\_bi\_spbi012  
Marketing Essentials: Introduction to Marketing  
Course .....mkt\_01\_a01\_bs\_enus  
Marketing Essentials: Planning and People  
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Marketing Essentials: Product and Price  
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Marketing Essentials: Place  
Course .....mkt\_01\_a04\_bs\_enus  
Marketing Essentials: Promotion  
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Marketing Essentials: Marketing and Ethics  
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### ■ Competitive Marketing Strategies

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Analysis  
Course .....mkt\_02\_a01\_bs\_enus  
Competitive Marketing Strategies: Analyzing Competitors  
Course .....mkt\_02\_a02\_bs\_enus  
Competitive Marketing Strategies: Selecting and  
Implementing Strategies  
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### ■ Strategic Brand Management

Building Lasting Customer-brand Relationships  
Course .....mkt\_03\_a01\_bs\_enus  
Developing a Brand Internally  
Course .....mkt\_03\_a02\_bs\_enus  
Global Brand Management  
Course .....mkt\_03\_a03\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Brand Management for Social Media and Wireless Technologies  
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### FINANCE, HUMAN RESOURCES AND ADMINISTRATION

#### FINANCE AND ACCOUNTING CURRICULUM

##### ■ Finance and Accounting Essentials for Non-financial Professionals

Increasing Cash Flow in Times of Need  
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Attracting New Investors - Keeping Presentations Focused  
Business Impact Series.....\_pc\_bi\_fabi004

What's Your Gross Profit Margin Really Saying?  
Business Impact Series.....\_pc\_bi\_fabi006

Recognizing The Value of Intangible Assets  
Business Impact Series.....\_pc\_bi\_fabi007

Recession: How it Affects Business  
Business Impact Series.....\_pc\_bi\_fabi008

Using Financial Analysis for Credit Decisions  
Challenge Series.....\_pc\_ch\_lach012

Principles of Accounting and Finance for Non-financial Professionals  
Course.....fin\_02\_a01\_bs\_enus

Cash Flow Management Essentials for Non-financial Professionals  
Course.....fin\_02\_a02\_bs\_enus

The Time Value of Money and Investment Decisions for Non-financial Professionals  
Course.....fin\_02\_a03\_bs\_enus

The Essentials of Budgeting for Non-financial Professionals  
Course.....fin\_02\_a04\_bs\_enus

Financial Statements for Non-financial Professionals  
Course.....fin\_02\_a05\_bs\_enus

Analyzing Financial Statements for Non-financial Professionals  
Course.....fin\_02\_a06\_bs\_enus

Assessing Nonrecurring Items in Income Statements  
Business Impact Series.....\_pc\_bi\_fabi009

The Time Value of Money: Possible Pitfalls  
Business Impact Series.....\_pc\_bi\_fabi011

##### ■ Accounting Fundamentals

Outsourcing Financial Activities  
Business Impact Series.....\_pc\_bi\_fabi001

Basic Accounting Principles and Framework  
Course.....fin\_03\_a01\_bs\_enus

The Accounting Equation and Financial Statements  
Course.....fin\_03\_a02\_bs\_enus

The Accounting Cycle and Accrual Accounting  
Course.....fin\_03\_a03\_bs\_enus

Accounting Transactions and Books of Account  
Course.....fin\_03\_a04\_bs\_enus

Trial Balance & Adjusting Entries  
Course.....fin\_03\_a05\_bs\_enus

The Income Statement  
Course.....fin\_03\_a06\_bs\_enus

The Balance Sheet  
Course.....fin\_03\_a07\_bs\_enus

The Cash Flow Statement  
Course.....fin\_03\_a08\_bs\_enus

Accounting for Companies' Stock Transactions and Dividends  
Course.....fin\_03\_a09\_bs\_enus

Deconstructing the Balance Sheet  
Business Impact Series.....\_pc\_bi\_fabi010

Final Exam: Accounting Fundamentals  
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##### ■ Budgeting Essentials

Organizational Budgeting Activities and the Master Budget  
Course.....fin\_05\_a01\_bs\_enus

Planning and Preparing an Operating Budget  
Course.....fin\_05\_a02\_bs\_enus

Preparing Operating Budgets and the Cash Budget  
Course.....fin\_05\_a03\_bs\_enus

Using Budgets for Management and Control  
Course.....fin\_05\_a04\_bs\_enus

Final Exam: Budgeting Essentials  
Final Exams.....fin\_05\_a01\_fe\_enus

##### ■ Auditing Essentials

Using Audits to Help Prevent Business Fraud  
Business Impact Series.....\_pc\_bi\_fabi002

Introduction to Auditing  
Course.....fin\_06\_a01\_bs\_enus

Auditing for Internal Control and Risk Assessment  
Course.....fin\_06\_a02\_bs\_enus

Auditing the Revenue Cycle  
Course.....fin\_06\_a03\_bs\_enus

Auditing for Cash and Inventories  
Course.....fin\_06\_a04\_bs\_enus

Final Exam: Auditing Essentials  
Final Exams.....fin\_06\_a01\_fe\_enus



## BUSINESS SKILLS COURSEWARE

### ■ Capital Budgeting Essentials

Capital Budgeting: The Capital Budgeting Process Course.....	fin_07_a01_bs_enus
Capital Budgeting: Net Present Value and Internal Rate of Return Course.....	fin_07_a02_bs_enus
Capital Budgeting: Discounted Payback Period and Profitability Index Course.....	fin_07_a03_bs_enus
Capital Budgeting: Capital Allocation Course.....	fin_07_a04_bs_enus
Final Exam: Capital Budgeting Essentials Final Exams .....	fin_07_a01_fe_enus

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

## GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

### ■ Bank Branch Operations Management

Bank Branch Management: Payment and Settlement Systems Course.....	fini_01_a02_bs_enus
Bank Branch Management: Mortgage and Auto Loans Course.....	fini_01_a01_bs_enus
Bank Branch Management: Dealing with Operational and Credit Risks Course.....	fini_01_a04_bs_enus
Bank Branch Management: Teller Roles and Credit Card Operations Course.....	fini_01_a03_bs_enus
Bank Branch Management: Internal Controls and Banking Technology Course.....	fini_01_a05_bs_enus
Bank Branch Management: Branch Security and Fraud Course.....	fini_01_a06_bs_enus

### ■ Commodity and Energy Markets, Futures, and Forwards

Futures Fundamentals: Commodity, Equity, and Currency Futures Course.....	fini_02_a02_bs_enus
Interest Rate Futures and Forward Rate Agreements Course.....	fini_02_a03_bs_enus
Commodity and Energy Markets and Derivatives Course.....	fini_02_a01_bs_enus

### ■ Insurance Concepts, Types, and Annuities

Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities Course .....	fini_03_a03_bs_enus
Insurance Basics, Underwriting, and Actuarial Practices Course .....	fini_03_a01_bs_enus
Life, Health, and General Insurance Course .....	fini_03_a02_bs_enus

### ■ Mutual Fund Concepts, Portfolio Management, and Regulations

Mutual Funds: Basic Concepts, Structure, and Types Course .....	fini_04_a01_bs_enus
Mutual Funds: Portfolio Management and Accounting Course .....	fini_04_a02_bs_enus
Mutual Funds: Performance Evaluation and Regulations Course .....	fini_04_a03_bs_enus

### ■ Global Banking Supervision and Anti-Money Laundering Regulations

Banking Supervision and Corporate Governance Course .....	fini_05_a01_bs_enus
Special Banking Risks and their Management Course .....	fini_05_a03_bs_enus
Internal Control and Audits in Banks Course .....	fini_05_a02_bs_enus
Anti-money Laundering and Global Initiatives Course .....	fini_05_a04_bs_enus
Anti-money Laundering and Regulatory Framework Course .....	fini_05_a05_bs_enus

### ■ Bank Risks and Capital Adequacy Planning

Capital Adequacy Planning Approaches Course .....	fini_06_a02_bs_enus
Basel Regulations and Capital Adequacy Requirements Course .....	fini_06_a01_bs_enus

### ■ Basel Regulations and Bank Risk Management

IRB Framework and Risk-rating System Course .....	fini_07_a02_bs_enus
Data Maintenance and Oversight for IRB Systems Course .....	fini_07_a05_bs_enus
Basel Regulations and Operational Risk Management Course .....	fini_07_a06_bs_enus
Operational Risk and Advanced Measurement Approach Course .....	fini_07_a07_bs_enus
Operational Risk Identification, Assessment, and Quantification Course .....	fini_07_a08_bs_enus

## BUSINESS SKILLS COURSEWARE

Operational Risk Management Framework, Process, and Applications Course.....	fini_07_a09_bs_enu
Basel II and Basel III: An Overview Course.....	fini_07_a01_bs_enu
IRB Approach for Corporate and Retail Exposures Course.....	fini_07_a03_bs_enu
Quantification of IRB Systems Course.....	fini_07_a04_bs_enu

### ■ Basel III and Liquidity Risk Management

Management and Supervision of Liquidity Risk Course.....	fini_08_a01_bs_enu
Liquidity Risk Measurement, Monitoring, and Application of Standards Course.....	fini_08_a02_bs_enu

### ■ Counterparty Credit Risk and Credit Rating

Derivative Contracts: Futures, Forwards, Swaps, and Options Course.....	fini_09_a01_bs_enu
Measuring Credit Risk of Derivative Contracts Course.....	fini_09_a02_bs_enu
Mitigating Credit Risk Course.....	fini_09_a03_bs_enu
Credit Rating Systems and Capital Reserves Course.....	fini_09_a04_bs_enu

### ■ Credit Risk Analysis

Credit Analysis and Loan Pricing and Regulations Course.....	fini_10_a01_bs_enu
Financial Analysis for Credit Risk Determination Course.....	fini_10_a02_bs_enu
Nonfinancial Credit and Asset Analysis Course.....	fini_10_a03_bs_enu
Problem Loans and Risk Analysis for Common Loans Course.....	fini_10_a04_bs_enu
Risk Analysis for Specialized Loans Course.....	fini_10_a05_bs_enu

### ■ Credit Derivative Instruments

Credit Derivatives and Credit Risk Course.....	fini_11_a01_bs_enu
Classical Credit Derivatives and Total Return Swaps Course.....	fini_11_a02_bs_enu
Securitization and Asset-backed Securities Course.....	fini_11_a03_bs_enu
Credit-linked and Repackaged Notes Course.....	fini_11_a04_bs_enu

Credit Default Swaps and Credit Spread Options Course.....	fini_11_a05_bs_enu
Credit Derivatives Applications Course.....	fini_11_a06_bs_enu
Credit Derivatives: Pricing and Operational Issues Course.....	fini_11_a07_bs_enu
Credit Derivatives: Regulatory, Legal, and Taxation Issues Course.....	fini_11_a08_bs_enu

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### HUMAN RESOURCES CURRICULUM

#### ■ Essentials of Interviewing and Hiring

Guarding Against Interviewing Biases Business Impact Series .....	_pc_bi_hrbi003
Hiring Strategic Thinkers Challenge Series.....	_pc_ch_lach011
Essentials of Interviewing and Hiring: Screening Applicants for Interviewing Course .....	hr_06_a01_bs_enu
Essentials of Interviewing and Hiring: Preparing to Interview Course .....	hr_06_a02_bs_enu
Essentials of Interviewing and Hiring: Conducting an Effective Interview Course .....	hr_06_a03_bs_enu
Essentials of Interviewing and Hiring: Behavioral Interview Techniques Course .....	hr_06_a04_bs_enu
Essentials of Interviewing and Hiring: Selecting the Right Candidate Course .....	hr_06_a05_bs_enu
Creating a Compelling Job Description Business Impact Series .....	_pc_bi_hrbi015
Conducting Interviews: Asking the Right Questions Business Impact Series .....	_pc_bi_hrbi014
Hiring a New Employee Challenge Series.....	_pc_ch_lach028
Final Exam: Essentials of Interviewing and Hiring Final Exams .....	hr_06_a01_fe_enu

#### ■ Organizational Behavior

Fundamentals of Organizational Behavior for the Individual Course .....	hr_08_a01_bs_enu
Fundamentals of Organizations – Groups Course .....	hr_08_a02_bs_enu
Understanding Organizational Power and Politics Course .....	hr_08_a03_bs_enu

## 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\_pfb011  
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\_ls007  
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

## ■ 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\_pfb017

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

## BUSINESS SKILLS COURSEWARE

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\_lsbi007  
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

## 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

## MANAGEMENT AND LEADERSHIP

### LEADERSHIP CURRICULUM

## Leadership Essentials

Communicating a Shared Vision Business Impact Series.....	_pc_bi_lsbi001
Leading Teams through Change Business Impact Series.....	_pc_bi_lsbi003
Leading Outside the Organization Business Impact Series.....	_pc_bi_lsbi005
Knowing When to Take Leadership Risks Business Impact Series.....	_pc_bi_lsbi006
Motivating Human Behavior Challenge Series.....	_pc_ch_lsch002
Wanted - Innovation Leaders Business Impact Series.....	_pc_bi_lsbi013
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

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

## 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_pfb006
Facilitating Work-related Conflict Discussions Business Impact Series .....	_pc_bi_pfb015
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
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## 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\_lsbi002

Succession Planning and Management Programs  
Challenge Series.....\_pc\_ch\_lsch004

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

Setting and Managing Priorities within the Organization:  
Communication  
Course.....lead\_11\_a04\_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\_hrbi005

Involving Employees in Corporate Change  
Business Impact Series.....\_pc\_bi\_lsbi011

Developing People  
Challenge Series.....\_pc\_ch\_lach013

Communicating Organizational Change  
Business Impact Series.....\_pc\_bi\_mgbi015

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\_pfb003  
Reacting to Co-workers Who Try Taking Advantage  
Challenge Series.....\_pc\_ch\_pfb003  
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\_pfb020

### ■ 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\_lsb015  
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\_pfb008

Making Meetings Work  
Business Impact Series.....\_pc\_bi\_pfb018

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\_coch001

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\_pfb013

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\_pfb009

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\_pfb016

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

## PROFESSIONAL EFFECTIVENESS

### 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

## BUSINESS SKILLS COURSEWARE

Generating Creative and Innovative Ideas: Verifying and Building on Ideas  
Course..... pd\_09\_a03\_bs\_enus  
Promoting Creative Thinking  
Challenge Series.....\_pc\_ch\_lach035  
Getting Ready to Present  
Challenge Series.....\_pc\_ch\_pach018  
Creativity: Developing and Communicating Ideas  
Challenge Series.....\_pc\_ch\_pach025

### ■ Optimizing Your Work/Life Balance

Employee Exhaustion: Managing a Well-balanced Workload  
Business Impact Series.....\_pc\_bi\_mgbi010  
Managing Workplace Stress  
Business Impact Series.....\_pc\_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.....\_pc\_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.....\_pc\_bi\_pfb019  
Developing Your Career  
Challenge Series.....\_pc\_ch\_lach037  
Building and Managing Upward Relationships  
Challenge Series.....\_pc\_ch\_pach008  
Planning Your Career  
Challenge Series.....\_pc\_ch\_pach013  
Exploring Self-development  
Challenge Series.....\_pc\_ch\_pach023

### ■ Diversity on the Job

Understanding Workplace Diversity  
Business Impact Series.....\_pc\_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.....\_pc\_ch\_lach015

### ■ Dealing with Organizational Change

Managing the Stress of Organizational Change  
Business Impact Series.....\_pc\_bi\_mgbi004  
The Importance of Flexibility in the Workplace  
Business Impact Series.....\_pc\_bi\_pfb007  
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.....\_pc\_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  
Rebuilding Trust  
Business Impact Series.....\_pc\_bi\_pabi005

## BUSINESS SKILLS COURSEWARE

The Fruits of Integrity: Building Trust at Work  
Challenge Series .....\_pc\_ch\_pach012

### ■ Personal Productivity Improvement

Personal Productivity Improvement: Managing Your  
Workspace  
Course..... pd\_16\_a01\_bs\_enus  
Personal Productivity: Self-organization and Overcoming  
Procrastination  
Course..... pd\_16\_a02\_bs\_enus  
Personal Productivity Improvement: Managing Tasks and  
Maximizing Productivity  
Course..... pd\_16\_a03\_bs\_enus

### ■ Peer Relationships

The Value of Peer Relationships  
Course..... pd\_17\_a01\_bs\_enus  
Developing Strategic Peer Relationships in Your  
Organization  
Course..... pd\_17\_a02\_bs\_enus  
Forming Peer Relationships and Alliances at Work  
Course..... pd\_17\_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 Ethics

Office Politics – What Will You Do?  
Challenge Series .....\_pc\_ch\_pfch004  
Ethics, Integrity, and Trust  
Challenge Series .....\_pc\_ch\_lach005  
Introduction to Workplace Ethics  
Course..... pd\_18\_a01\_bs\_enus  
Developing a Code of Ethical Conduct  
Course..... pd\_18\_a02\_bs\_enus  
Ethical Decision-making in the Workplace  
Course..... pd\_18\_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\_21\_a01\_bs\_enus  
Making a Positive Impression in an Internal Interview  
Course..... pd\_21\_a02\_bs\_enus

### ■ Public Speaking Strategies

Public Speaking Strategies: Preparing Effective Speeches  
Course .....pd\_23\_a01\_bs\_enus  
Public Speaking Strategies: Confident Public Speaking  
Course .....pd\_23\_a02\_bs\_enus

### ■ Performance under Pressure

Developing the Right Attitude for Performing under  
Pressure  
Course .....pd\_24\_a01\_bs\_enus  
Taking Action for Performing under Pressure  
Course .....pd\_24\_a02\_bs\_enus  
Performing with Others under Pressure  
Course .....pd\_24\_a03\_bs\_enus

### ■ Business Etiquette and Professionalism

Disciplines of Organizational Learning: Personal Mastery  
Business Impact Series .....\_pc\_bi\_pfb011  
Safe Small Talk  
Business Impact Series .....\_pc\_bi\_pfb012  
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\_25\_a01\_bs\_enus  
Professionalism, Business Etiquette, and Personal  
Accountability  
Course .....pd\_25\_a02\_bs\_enus  
Communicating with Professionalism and Etiquette  
Course .....pd\_25\_a03\_bs\_enus  
Using Business Etiquette to Build Professional  
Relationships  
Course .....pd\_25\_a04\_bs\_enus  
Targeting Personal Learning  
Challenge Series.....\_pc\_ch\_pach022  
Broadening Your Learning Horizons  
Business Impact Series .....\_pc\_bi\_pabi013

### ■ Perseverance and Resilience

Developing Character for Perseverance and Resilience  
Course .....pd\_26\_a01\_bs\_enus  
Achieving Goals through Perseverance and Resilience  
Course .....pd\_26\_a02\_bs\_enus  
Bouncing Back with Perseverance and Resilience  
Course .....pd\_26\_a03\_bs\_enus  
Perseverance: Flexibility in Action  
Business Impact Series .....\_pc\_bi\_pabi004

## BUSINESS SKILLS COURSEWARE

Persevering through Setbacks  
Challenge Series.....\_pc\_ch\_pach011

### ■ 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\_pfb002  
Planning for Interruptions Helps with Procrastination  
Business Impact Series.....\_pc\_bi\_pfb014  
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\_pfb005  
Turning Problems Around with Reverse Brainstorming  
Business Impact Series.....\_pc\_bi\_lsbi017  
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

## ■ 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
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	
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
Project Management Process Groups (PMBOK® Guide Fifth Edition)	
Course .....	proj_19_a03_bs_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	
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
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	
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)

Risk Management Planning (PMBOK® Guide Fifth Edition)  
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\_lsbi004  
Inspiring Your Team  
Business Impact Series.....\_pc\_bi\_lsbi010  
Support Your Leader  
Business Impact Series.....\_pc\_bi\_pfb010

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_cbcap_a01_it_enus
Activities and Tools Used for Business Analysis Course.....	ib_cbcap_a02_it_enus
Documentation and Criteria Used for Business Analysis Course.....	ib_cbcap_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 Exams .....	ib_buap_a01_fe_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_bi_sabi003
Get it Together: Organizing Your Sales Approach Business Impact Series .....	_pc_bi_sabi002
Building Momentum in Discovery Meetings Business Impact Series .....	_pc_bi_sabi011
Appealing to Prospects Business Impact Series .....	_pc_bi_sabi012
Getting Your Head around Pipeline Management Business Impact Series .....	_pc_bi_sabi013
Prospecting Strategically Challenge Series.....	_pc_ch_sach011
Responding to News of a Lost Sale Challenge Series.....	_pc_ch_sach017
Educating and Collaborating with Customers Business Impact Series .....	_pc_bi_sabi006

## ■ 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

Performance Payout Plans  
Challenge Series.....\_pc\_ch\_spch004

Sales and Marketing: Two Sides of the Same Coin?  
Business Impact Series.....\_pc\_bi\_spbi011

Connecting the Dots: Insightful Account Management  
Business Impact Series.....\_pc\_bi\_sabi016

Succeeding in Account Management  
Challenge Series.....\_pc\_ch\_sach015

## ■ 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\_ctbi010

##### ■ 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\_ctbi011

##### ■ Customer Service Fundamentals

Aligning Performance to Key Indicators  
Business Impact Series.....\_pc\_bi\_ctbi007

Customer Service Fundamentals: Building Rapport in  
Customer Relationships  
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
ITIL® 2011 Edition Foundation: Service Design Fundamentals	Course.....	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes	Course.....	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation	Course.....	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	Course.....	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes	Course.....	ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	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
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ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	Course.....	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management	Course.....	ib_iosb_a02_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
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	Course.....	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management	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_a11_bs_enus
The Health Care Industry Overview: Version 4	Course.....	indo_01_a12_bs_enus
The Insurance Industry Overview: Version 4	Course.....	indo_01_a13_bs_enus
The Banking Industry Overview: Version 4	Course.....	indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 4	Course.....	indo_01_a15_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