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  Microsoft Word for Mac 2011: Formatting and Working with Text

  Microsoft Word for Mac 2011: Structuring and Organizing Documents

  Microsoft Word for Mac 2011: Moving Around a Document

  Microsoft Word for Mac 2011: Adding and Formatting Images

  Microsoft Word for Mac 2011: Creating and Formatting Tables

  Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking

- **Microsoft Office: Beginning Excel for Mac 2011**

  Microsoft Excel for Mac 2011: Getting Started

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Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks

Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets

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- **Microsoft Office: Beginning Outlook for Mac 2011**

  Microsoft Outlook for Mac 2011: Getting Started

  Microsoft Outlook for Mac 2011: Managing Conversations and E-mail

  Microsoft Outlook for Mac 2011: Mastering E-mail

  Microsoft Outlook for Mac 2011: Scheduling with the Calendar

  Microsoft Outlook for Mac 2011: Managing Contacts

  Moving Beyond E-mail to Maximize Microsoft Outlook's Potential

- **Microsoft Office: Beginning PowerPoint for Mac 2011**

  Microsoft PowerPoint for Mac 2011: Getting Started

  Microsoft PowerPoint for Mac 2011: Adding Simple Presentation Enhancements

  Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation

  Microsoft PowerPoint for Mac 2011: Animations and Presentation Tools

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- **Microsoft Office 2007: Beginning Word**

  Getting Started with Word 2007

  Working with Text and Paragraphs in Word 2007

  Structuring, Editing, Saving, and Opening Documents in Word 2007

  Printing, Help, and Automated Formatting in Word 2007

  Working with Documents in Word 2007

- **Microsoft Office 2007: Beginning Outlook**

  Getting Started with Outlook 2007

  Formatting and Managing E-mail in Outlook 2007

  Using the Calendar in Outlook 2007

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  Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007

- **Microsoft Office 2007: Advanced Word**

  Advanced Formatting in Word 2007

  Advanced Document Navigation and Document Reviews in Word 2007

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- **Microsoft Office 2007: Advanced Outlook**

  Customizing Outlook 2007 and Using the Journal

  Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007

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- **Microsoft Office 2007: Beginning Excel**

  Getting Started with Excel 2007

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  Reviewing and Printing in Excel 2007

  Excel 2007 Formulas and Functions

  Excel 2007 Charts, Pictures, Themes, and Styles

- **Microsoft Office 2007: Advanced Excel**

  Advanced Formatting in Excel 2007

  Advanced Data Management in Excel 2007

  Advanced Customization in Excel 2007

- **Microsoft Office 2007: Word for the Power User**

  Advanced Data Manipulation Features in Word 2007

  Advanced Document Features in Word 2007

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- **Microsoft Office 2007: Beginning PowerPoint**

  Getting Started with PowerPoint 2007

  Adding Graphics to Presentations in PowerPoint 2007

  Adding Multimedia and Animations to Presentations in PowerPoint 2007

- **Microsoft Office 2007: Excel for the Power User**

  Analyzing Data in Excel 2007

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- **Microsoft Office 2007: Advanced PowerPoint**

  Creating Custom Slide Shows in PowerPoint 2007

  Distributing Presentations in PowerPoint 2007

- **Microsoft Office 2007: Beginning Access**

  Getting Started with Access 2007

  Basic Access 2007 Tables

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  Queries and Reports in Access 2007

- **Microsoft Office 2007: Beginning Project**

  Creating and Designing a Project with Project 2007

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- **Microsoft Office 2007: Advanced Project**

  Advanced Customization with MS Project 2007

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- **Microsoft Office 2007: Collaborating, Communicating, and Sharing Information**

  Microsoft Office 2007: Collaborating with Groove and Communicator

  Microsoft Office 2007: Sharing Information with OneNote 2007

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- **Microsoft Office 2007: Advanced Access**

  Importing and Exporting Data and Data Presentation in Access 2007

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- **Microsoft Office 2007: Publisher**

  Creating Customized Publications with Publisher 2007

  Extending Publisher 2007 Beyond Publications

- **Microsoft Office 2007: Outlook for the Power User**

  Data Security, Archiving, and Working Offline in Outlook 2007

  Instant, Text, and Unified Messaging in Outlook 2007

  Business Contact Manager with Outlook 2007

- **Microsoft Office 2007: Access for the Power User**

  Programmability and Administration in Access 2007

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- **Microsoft Office 2007: Beginning Visio**

  Creating Visio 2007 Diagrams

  Enhancing and Customizing Diagrams in Visio 2007

  Collaborating and Using Visio 2007 With Other Programs

- **Microsoft Office 2007: Outlook Web Access**

  Using Outlook Web Access 2007

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- **Microsoft Office Live Meeting 2007 for End Users**

  Attending a Microsoft Office 2007 Live Meeting

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- **Microsoft Office Online and Office 365**

  Introducing Microsoft Office Online for Personal Use

  Introducing Microsoft Office 365 Applications

- **Microsoft Office 365**

  Microsoft Office 365: Applications

  Microsoft Office 365: Document Management

- **Microsoft Office 365 for Advanced Business Users**

  Microsoft Office 365 for Advanced Business Users: Portal Enhancements

  Microsoft Office 365 for Advanced Business Users: Clutter and Compliance

  Microsoft Office 365 for Advanced Business Users: IT Management Controls

  Microsoft Office 365 for Advanced Business Users: New Presentation Features

- **Office 365: Delve**

  Microsoft Office 365 Delve: Using Boards to Organize Documents

- **Office 365: Teams**

  Microsoft Office 365 Teams: Sign-in and Setup

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Microsoft Office 365 Teams: Conversation Tools

Microsoft Office 365 Teams: Creating, Finding, and Sharing Information

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- **Office 365: Groups**

    Microsoft Office 365 Groups: Creating, Joining & Managing Groups

    Microsoft Office 365 Groups: Group Communication

    Microsoft Office 365 Groups: Group File Sharing

    Microsoft Office 365 Groups: Group Calendar Management

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- **Office 365: Stream**

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- **Office 365: Yammer**

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    Office 365 Yammer: Using Groups

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- **Office 365: Planner**

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    Microsoft Office 365 Planner: Planning Projects

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- **Office 365: SharePoint Online**

    Sharepoint Online: Signing In & Setting Up

    Sharepoint Online: Working with the Newsfeed

    Sharepoint Online: Working with SharePoint Apps

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    Sharepoint Online: Working with Team Sites

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- **Office 365: Excel Online**

    Excel Online: Navigating the Interface

    Excel Online: Managing Workbooks

    Excel Online: Inserting & Manipulating Data

    Excel Online: Formatting Data

    Excel Online: Visualizing Data in Tables & Charts

    Excel Online: Using Collaboration Tools

- **Office 365: Forms**

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    Microsoft Office 365 Forms: Sharing & Completing Forms

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- **Office 365: OneNote Online**

    OneNote Online: Formatting Notebooks

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- **Office 365: Outlook Online**

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Outlook Online: Sending & Receiving Email

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- **Office 365: PowerPoint Online**

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- **Office 365: OneDrive for Business 2017**

OneDrive for Business 2017: Signing in & Setting Up

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- **Office 365: Word Online**

Word Online: Formatting Text & Paragraphs

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- **Microsoft Windows 10 End User**

Microsoft Windows 10 End User: Signing In and First View

Microsoft Windows 10 End User: Hardware, Software, and Security Settings

Microsoft Windows 10 End User: Customizing Windows 10

Microsoft Windows 10 End User: New Features

Microsoft Windows 10 End User: Browsing with Edge

Microsoft Windows 10 End User: Cortana

- **Microsoft Windows 10 Fall Creators Update**

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Windows 10 Fall Creators Update: Using Windows

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Windows 10 Fall Creators Update: Installing & Using Windows Universal Apps

Windows 10 Fall Creators Update: Using Screenshot Tools

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Windows 10 Fall Creators Update: Protecting & Backing up Data

Windows 10 Fall Creators Update: Customizing System Appearance

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Windows 10 Fall Creators Update: Configuring & Using Peripheral Devices

Windows 10 Fall Creators Update: Ease of Access and Accessibility Tools

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- **Microsoft Windows 8: End User**

  Windows 8: New Features and Common Tasks

  Files and Connectivity in Windows 8

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  Internet Explorer 10, File Sharing, and Recovery in Windows 8

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- **Microsoft Windows 8.1: End User**

  New Features and Common Tasks in Windows 8.1

  Organizing Files and Searching for Items in Windows 8.1

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- **Microsoft Windows 8.1 Update 1: End User**

  Windows 8.1 Update 1: Navigating the UI

  Windows 8.1 Update 1: Working with Files and Apps

  Windows 8.1 Update 1: Windows Management and Customization Features

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- **Microsoft Windows 7: First Look for End Users**

  Microsoft Windows 7: First Look for End Users

- **Microsoft Windows 7: End User**

  Getting Started with Windows 7

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- **Using Internet Explorer 11**

  Using Internet Explorer 11: Exploring the Interface

  Using Internet Explorer 11: Efficient Browsing

  Using Internet Explorer 11: Working with Web Content, RSS Feeds, and Downloads

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- **Google Apps Fundamentals**

  Google Apps: Google Drive

  Google Apps: Gmail and Calendar

  Google Apps: Docs and Sheets

  Google Apps: Slides, Sites, and Google+

- **Google Analytics**

  Google Analytics Fundamentals and Data Collection

  Google Analytics Reports

  Google Conversions and Tags

  Analytics APIs and Tools

- **Google Drawings**

  Google Drawings: Creating & Sharing Drawings

  Google Drawings: Using Drawing Tools

  Google Drawings: Adding Text to Drawings

- **Google Keep**

  Google Keep: Google Keep on the Web

  Google Keep for Android

- **Google Photos**

  Google Photos: Sign-in & Navigation

  Google Photos: Uploading & Editing Photos

  Google Photos: Creating Albums & Slideshows

  Google Photos for Android

  Google Photos for iOS

- **Google Hangouts**

  Google Hangouts for Web: Hangouts in Gmail

  Google Hangouts on the Web

  Google Hangouts for Android: Hangouts on Android

  Google Hangouts on iOS

- **Google Hangouts Meet**

  Google Hangouts Meet: Using Hangouts Meet on the Web

  Google Hangouts Meet: Using Hangouts Meet for iOS

- **Google Sites**

  Google Sites for Web: Creating Sites

  Google Sites for Web: Creating Site Content

  Google Sites for Web: Integrating & Embedding Web Content in Sites

  Google Sites for Web: Sharing & Publishing Sites

- **Google Team Drives**

  Google Team Drives: Using the Storage Tools

  Google Team Drives: Organizing Documents

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- **Google Docs**

  Google Docs: Getting Started

  Google Docs: Creating, Opening & Saving Documents

  Google Docs: Editing Documents

  Google Docs: Formatting Documents

  Google Docs: Shaping & Formatting Documents

  Google Docs: Using Table Tools

  Google Docs: Creating Graphics & Diagrams

  Google Docs: Illustrating Documents

  Google Docs: Sharing & Collaboration Tools

- **Google Forms**

  Google Forms: Creating Forms

  Google Forms: Sharing & Completing Forms

  Google Forms: Viewing & Analyzing Results

- **Google AdWords**

  Google AdWords: Setting up Ad Campaigns

  Google AdWords: Creating Ads & Ad Groups

  Google AdWords: Using Audience, Placements & Keywords

  Google AdWords: Analyzing Ads & Campaigns

  Google AdWords: Managing Accounts & Settings

- **Google Analytics for Web**

  Google Analytics for Web: Creating & Managing Properties

  Google Analytics for Web: Analyzing Audiences & User Behavior

  Google Analytics for Web: Using Dashboards & Reports

- **Google Drive**

  Google Drive: Getting Started

  Google Drive: Organizing Documents

- **Gmail**

  Gmail for Web: Signing In & Setting Up

  Gmail for Web: Sending & Receiving Emails

  Gmail for Web: Formatting Emails

  Gmail for Web: Organizing Emails

  Gmail for Web: Using the Contact Tools

  Gmail for Web: Using the Calendar Tools

  Google Gmail for Web: Customizing Gmail

- **Google Slides**

  Google Slides: Getting Started

  Google Slides: Creating & Managing Presentations

  Google Slides: Building & Structuring Presentations

  Google Slides: Saving & Exporting Presentations

  Google Slides: Inserting & Formatting Text

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  Google Slides: Illustrating Presentations

  Google Slides: Preparing & Delivering Slideshows

  Google Slides: Sharing & Collaboration

- **Google Sheets**

  Google Sheets: Getting Started

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Google Sheets: Finding, Sorting & Filtering Data

Google Sheets: Referencing Data

Google Sheets: Basic Formulas

Google Sheets: Charts & Graphs

Google Sheets: Pivot Tables

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Google Sheets: Sharing & Collaboration Tools

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- **Yammer for Business Users**

  Yammer for Business Users: Using Yammer

- **Getting the Most from Social Networking**

  Social Networking Fundamentals

  Social Networking Services, Strategy, and Management

- **Buffer for Business Users**

  Buffer: Sign-in & Account Creation

  Buffer: Managing Social Media Activity

- **Flickr for End Users**

  Flickr: Sign-in & Setup

  Flickr: Photo Storage Tools

  Flickr: Organizing Photos & Creating Albums

  Flickr: Editing Photos

  Flickr: Interacting with the Community

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- **Getting Started with iOS 8 for iPad**

  Introducing iOS 8 for iPad

- **Getting Started with iOS 8 for iPhone**

  Introducing iOS 8 for iPhone

- **Windows 10 Mobile for End Users**

  Microsoft Windows 10 Mobile: Windows Mobile Devices

  Microsoft Windows 10 Mobile: Managing Windows Mobile Apps

  Microsoft Windows 10 Mobile: Email and Communication Tools

  Microsoft Windows 10 Mobile: Calendar Tools

  Microsoft Windows 10 Mobile: Microsoft Edge on Mobile Devices

  Microsoft Windows 10 Mobile: Camera and Photo Tools

  Microsoft Windows 10 Mobile: Listening to Music

  Microsoft Windows 10 Mobile: Getting and Sharing Information

  Microsoft Windows 10 Mobile: The Maps Application

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Microsoft Windows 10 Mobile: Customizing Windows Mobile Devices

- **Android 6.0 for End Users**

    Android 6.0: Navigation & Setup

    Android 6.0: Installing & Managing Apps

    Android 6.0: Using Email

    Android 6.0: Managing Contacts

    Android 6.0: Managing Events & Alarms

    Android 6.0: Using Chrome

    Android 6.0: Using the Camera & Photo Tools

    Android 6.0: Retrieving & Sharing Information

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    Android 6.0: Configuring Devices

- **Android 7.0 for End Users**

    Android 7.0: Navigation & Setup

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- **iOS 10 for End Users**

    iOS 10: Setting Up & Using your iPad

    iOS 10: Installing & Managing your iPad Apps

    iOS 10: Using your iPad Communication Tools

    iOS 10: Using the iPad Notes & Calendar Tools

    iOS 10: Using Safari for iPad

    iOS 10: Using the iPad Camera & Photo Tools

    iOS 10: Listening to Music & Podcasts on your iPad

    iOS 10: Getting & Sharing Information With Your iPad

    iOS 10: Using the Maps Application

    iOS 10: Customizing your iPad Settings

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    iOS 10: Using iOS for iPhone

- **iOS 7 for End Users**

    iOS 7: Setup & Navigation

    iOS 7: Installing & Working with iPad Apps

    iOS 7: Communication Tools

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    iOS 7: iPads as Multimedia Devices

    iOS 7: Searching & Sharing

    iOS 7: Customizing Settings

    iOS 7: Protecting & Managing Data

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- **iOS 9 for End Users**

  iOS 9: Setup & Navigation

  iOS 9: Installing & Working with iPad Apps

  iOS 9: Communication Tools

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  iOS 9: Safari for iPad

  iOS 9: Camera & Photo Tools

  iOS 9: Music & Podcasts

  iOS 9: Searching & Sharing

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  iOS 9: iOS for iPhone

- **Windows Phones 8.1 for End Users**

  Windows 8.1: Navigating & Setting Up a Windows Mobile Device

  Windows 8.1: Installing & Managing Windows Mobile Apps

  Windows 8.1: Email Tools

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  Windows 8.1: Internet Explorer on a Mobile Device

  Windows 8.1: Camera & Photo Tools

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  Windows 8.1: The Maps Application

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- **iOS 11 for End Users**

  iOS 11: Setting Up & Using your iPad

  iOS 11: Installing & Managing your iPad Apps

  iOS 11: Using your iPad Communication Tools

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  iOS 11: Using Safari for iPad

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  iOS 11: Listening to Music & Podcasts on your iPad

  iOS 11: Finding and Sharing Information with your iPad

  iOS 11: Using the Maps Application

  iOS 11: Customizing your iPad Settings

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  iOS 11: Using iOS for iPhone

  iOS 11: Using iOS for iPad Pro

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- **SAP Business Suite 7 for End Users**

  SAP Enterprise Resource Planning (ERP)

  SAP Customer Relationship Management (CRM)

  SAP Product Lifecycle Management

  SAP Supply Chain Management

  SAP Supplier Relationship Management

- **SAP Business One for End Users**

  SAP Business One - Introduction for End Users

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- **SAP Business Objects Business Intelligence**

  SAP BusinessObjects: Overview

  SAP BusinessObjects: Crystal Reports

  SAP BusinessObjects: Web Intelligence

  SAP BusinessObjects: Dashboards and Analytics

  SAP BusinessObjects: InfoView

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SEAGATE CRYSTAL REPORTS

- **Fundamentals of Crystal Reports 2011**

  Getting Started with Crystal Reports 2011

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- **YouTube for Web**

  YouTube for Web: Searching & Viewing Videos

  YouTube for Web: Publishing Videos & Managing Channels

  YouTube for Web: Creating & Editing Videos

- **LinkedIn for Web**

  LinkedIn for Web: Setting Up A Profile

  LinkedIn for Web: Managing Contacts & Connections

  LinkedIn for Web: Posting Updates & Messages

  LinkedIn for Web: Using Networking Tools

  LinkedIn for Web: Using Groups

  LinkedIn for Web: Configuring an Account

- **Tumblr for Web**

  Tumblr for Web: Getting Started with Blogs

  Tumblr for Web: Blog Authoring Tools

  Tumblr for Web: Finding Blogs

- **Instagram for iOS**

  Instagram for iOS: Sign-in & Setup

  Instagram for iOS: Sharing Photos & Posts

  Instagram for iOS: Editing & Tagging Photos

- **Pinterest for Web**

  Pinterest for Web: Finding Pins & Sharing Boards

  Pinterest for Web: Adding & Sharing Pins

- **Pinterest for iOS**

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- **Twitter for iOS**

  Twitter for iOS: Signing In & Setting Up

  Twitter for iOS: Following Users

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- **Twitter for Web**

  Twitter for Web: Signing In & Setting Up

  Twitter for Web: Following Users

Twitter for Web: Sending Tweets

Twitter for Web: Finding Content

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- **Twitter for Professionals**

  Twitter for Professionals: Promoting a Business & Engaging with Users

  Twitter for Professionals: Analyzing Audiences & User Behavior

  Twitter for Professionals: Using Twitter Media Studio

- **Tumblr for Android**

  Tumblr for Android

- **Tumblr for iOS**

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- **JIRA Fundamentals**

  Leveraging the JIRA Platform for Development Projects

- **Evernote 6**

  Evernote 6.0: Sign-in & Setup

  Evernote 6.0: Creating & Opening Notes

  Evernote 6.0: Structuring & Saving Notes

  Evernote 6.0: Formatting Notes

  Evernote 6.0: Illustrating Notes

  Evernote 6.0: Organizing Notes

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- **Freemind 1.0.1**

  FreeMind 1.0.1: Using & Customizing the Interface

  FreeMind 1.0.1: Creating, Saving, & Exporting Documents

  FreeMind 1.0.1: Building a Mind Map

  FreeMind 1.0.1: Formatting a Mind Map

- **MindManager 2016**

  MindManager 2016: Working with the Interface

  MindManager 2016: Creating, Saving & Exporting Documents

  MindManager 2016: Adding Text to Mind Maps

  MindManager 2016: Illustrating Mind Maps

  MindManager 2016: Adding Tables, Charts, & Data to Mind Maps

  MindManager 2016: Adding Markers & Tags to Mind Maps

  MindManager 2016: Using the Project Management Tools

  MindManager 2016: Using Topics in Mind Maps

  MindManager 2016: Formatting Mind Maps

  MindManager 2016: Presenting Mind Maps

- **Pocket for Web**

  Pocket for Web: Storing & Sharing Articles

- **Salesforce Lightning**

  Salesforce Lightning: Sign-in & Setup

  Salesforce Lightning: Leads, Opportunities, & Accounts

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Salesforce Lightning: Managing Sales Data

- **Salesforce Chatter**

  Salesforce Chatter: Sign-in & Profile Tools

  Salesforce Chatter: Status Updates

  Salesforce Chatter: Sharing Information

  Salesforce Chatter: Communicating with Other Users

- **Salesforce Chatter for Lightning**

  Salesforce Chatter for Lightning: Sign-in & Profile Tools

  Salesforce Chatter for Lightning: Status Updates

  Salesforce Chatter for Lightning: Sharing Information

- **Slack 2016**

  Slack 2016: Signing in & Setting Up

  Slack 2016: Using Channels

  Slack 2016: Private Messaging & Communication Tools

  Slack 2016: Creating, Finding, & Sharing Information

  Slack 2016: Configuring Slack

  Slack 2016: Using the iOS App

- **Prezi Classic**

  Prezi Classic: Sign-in & Setup

  Prezi Classic: Building Presentations

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- **Scoop.it for Web**

  Scoop.it for Web: Sign-in & Setup

  Scoop.it for Web: Finding & Curating Topics

  Scoop.it for Web: Creating & Using Scoops

- **Trello**

  Trello: Sign-in & Setup

  Trello: Creating Teams & Boards

  Trello: Managing Cards

  Trello: Finding & Sharing Information

- **Box**

  Box for Web: Signing In & Setting Up

  Box for Web: Using the Storage Tools

  Box for Web: Organizing Files

  Box for Web: Sharing Files

  Box for Web: Managing Users & Group Permissions

- **Dropbox for Web**

  Dropbox for Web: Signing In & Setting Up

  Dropbox for Web: Using the Storage Tools

  Dropbox for Web: Organizing Files

  Dropbox for Web: Managing Dropbox Teams

  Dropbox for Web: Using the Collaboration Tools

- **Microsoft Power BI**

  Data Analytics using Power BI: Concepts

Data Analytics Using Power BI: Data Sourcing and Preparation

Data Analytics Using Power BI: Data Modeling and Visualization

- **Data Visualization with Tableau for Beginners**

    Tableau Visualization

    Tableau Charts, Maps, and Dashboards

- **Data Visualization and Analytics for Intermediate**

    Tableau Interface and Sharing

    Tableau Visualization Design

    Tableau Charts

    Tableau Data Connections

    Tableau Dashboards and Data Organization

    Tableau Time Dimensions

    Tableau Maps

    Tableau Advanced Visualizations

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- **Balsamiq Mockups 3**

    Introduction to Balsamiq Mockups

    Working with Balsamiq Versions and Plugins

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- **Mac Contacts for Sierra**

    Mac Contacts for Sierra: Using the Contacts App

    Mac Contacts for Sierra: Adding & Organizing Contacts

    Mac Contacts for Sierra: Sharing & Using Contact Details

- **Mac Mail for Sierra**

    Mac Mail for Sierra: Opening & Setting Up the Client

    Mac Mail for Sierra: Sending & Receiving Emails

    Mac Mail for Sierra: Formatting Emails

    Mac Mail for Sierra: Organizing your Emails

    Mac Mail for Sierra: Configuring the Account & Client Settings

- **Mac Photos for Sierra**

    Mac Photos for Sierra: Getting Started

    Mac Photos for Sierra: Organizing Photos

    Mac Photos for Sierra: Tagging & Editing Photos

    Mac Photos for Sierra: Sharing & Exporting Photos

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- **Basecamp 2**

    Basecamp 2: Sign-in & Setup

    Basecamp 2: Setting Up Projects

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Basecamp 2: Tracking Projects

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Basecamp 2: Discussion & Collaboration Tools

- **Basecamp 3**

  Basecamp 3: Signing In & Setting Up

  Basecamp 3: Using the Team Communication Tools

  Basecamp 3: Setting Up & Tracking Projects

  Basecamp 3: Managing your Project Tasks & Assets

  Basecamp 3: Using the Calendar Tools

  Basecamp 3: Using Basecamp 3 for iOS

- **Cisco Jabber 11.1 for Windows**

  Cisco Jabber 11.1 for Windows: Setting up the Client

  Cisco Jabber 11.1 for Windows: Adding & Organizing Contacts

  Cisco Jabber 11.1 for Windows: Chat Tools

  Cisco Jabber 11.1 for Windows: Meeting Tools

- **Cisco Jabber 11.8 for Windows**

  Cisco Jabber 11.8 for Windows: Setting Up the Client

  Cisco Jabber 11.8 for Windows: Adding & Organizing Contacts

  Cisco Jabber 11.8 for Windows: Using the Chat & Voice Tools

  Cisco Jabber 11.8 for Windows: Using the Meeting Tools

- **Cisco WebEx for Windows**

  Cisco WebEx for Windows: Sign-in & Setup

Cisco WebEx for Windows: Organizing & Hosting Meetings

Cisco WebEx for Windows: Using Meeting Tools

- **Convo**

  Convo: Sign-in & Setup

  Convo: Communication Tools

  Convo: Working with Groups

  Convo: Creating, Finding, & Sharing Information

  Convo: Configuring Convo

  Convo: The Convo iOS App

- **LogMeIn GoToMeeting**

  LogMeIn GoToMeeting: Sign-in & Setup

  LogMeIn GoToMeeting: Organizing & Hosting Meetings

- **LogMeIn GoToWebinar**

  LogMeIn GoToWebinar: Planning & Participating in Webinars

  LogMeIn GoToWebinar: Managing Webinars

- **Join.me for Windows**

  Join.me for Windows: Signing In & Setting Up an Account

  Join.me for Windows: Organizing, Hosting & Joining Meetings

  Join.me for Windows: Using the Meeting Tools

PRODUCTIVITY & COLLABORATION TOOLS

FACEBOOK

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Facebook for Web**

  Facebook for Web: Sign-in & Setup

  Facebook for Web: Finding & Interacting with Friends

  Facebook for Web:Using the News Feed

  Facebook for Web: Posting Updates

  Facebook for Web: Photo Tools

  Facebook for Web: Group Tools

  Facebook for Web: Creating & Managing Pages

  Facebook for Web: Creating & Organizing Events

  Facebook for Web: Private Communication Tools

  Facebook for Web: Privacy & Security Settings

- **Facebook for iOS**

  Facebook for iPad: Sign-in & Setup

  Facebook for iPad: Finding & Interacting with Friends

  Facebook for iPad: Using the News Feed

  Facebook for iPad: Posting Updates

  Facebook for iPad: Photo Tools

  Facebook for iPad: Group Tools

  Facebook for iPad: Creating & Managing Pages

  Facebook for iPad: Creating & Organizing Events

  Facebook for iPad: Privacy & Security Settings

- **Facebook Messenger**

  Facebook Messenger: Sign-in & Setup

  Facebook Messenger: Communication & Connections

  Facebook Messenger: Using Messenger on the Web

- **Facebook Business: Facebook Pages**

  Pages for Facebook Business: Setting Up a Page

  Pages for Facebook Business: Creating Page Posts

  Pages for Facebook Business: Building your Page Reach

- **Facebook Workplace**

  Facebook Workplace: Signing In & Setting Up

  Facebook Workplace: Posting Updates

  Facebook Workplace: Using Groups

  Facebook Workplace: Using the Photo Tools

  Facebook Workplace: Using the Private Communication Tools

  Facebook Workplace: Creating & Organizing Events

  Facebook Workplace: Administering a Workplace Network

PRODUCTIVITY & COLLABORATION TOOLS

QUICKBOOKS

- **QuickBooks Pro 2017 Fundamentals**

  Getting Started with QuickBooks Pro 2017

  Interface and Company Settings

  Vendors, Bills, Customers, and Income

  Employees, Banking, and Reports

PRODUCTIVITY & COLLABORATION TOOLS

IBM FOR END USERS

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **IBM Connections Cloud**

  IBM Connections Cloud: Signing in & Managing Accounts

  IBM Connections Cloud: Adding & Organizing Contacts

  IBM Connections Cloud: Posting & Reacting to Status Updates

  IBM Connections Cloud: Using Meeting Tools

  IBM Connections Cloud: Creating, Importing, & Organizing Files

  IBM Connections Cloud: Using Communities

- **IBM Notes 8.5**

  IBM Notes 8.5: Opening & Setting Up the Client

  IBM Notes 8.5: Sending & Receiving Emails

  IBM Notes 8.5: Formatting Emails

  IBM Notes 8.5: Organizing Emails

  IBM Notes 8.5: Contact Tools

  IBM Notes 8.5: Calendar Tools

  IBM Notes 8.5: Configuring the Client

- **IBM Sametime Connect 9**

  IBM Sametime Connect 9: The Sametime Interface

  IBM Sametime Connect 9: Using the Chat Tools

  IBM Sametime Connect 9: Using the Contact Tools

  IBM Sametime Connect 9: Organizing & Hosting Meetings

  IBM Sametime Connect 9: Configuring Sametime Connect

- **IBM Sametime Web Chat 9**

  IBM Sametime Web Chat 9: Sametime Configuration

  IBM Sametime Web Chat 9: Chatting & Calling

  IBM Sametime Web Chat 9: Organizing & Hosting Meetings

- **IBM Verse 2016**

  IBM Verse 2016: Sending & Receiving Emails

  IBM Verse 2016: Formatting Emails

  IBM Verse 2016: Organizing Emails

  IBM Verse 2016: Contact & Chat Tools

  IBM Verse 2016: Calendar Tools

- **IBM Notes 9**

  IBM Notes 9: Formatting Emails

  IBM Notes 9: Organizing Emails

  IBM Notes 9: Setting Up IBM Notes

  IBM Notes 9:Sending & Receiving Emails

  IBM Notes 9: Contact Tools

  IBM Notes 9: Calendar Tools

  IBM Notes 9: Configuration

PRODUCTIVITY & COLLABORATION TOOLS

PUBLISHER 2016

- **Publisher 2016 for Windows**

  Publisher 2016 for Windows: Creating, Opening & Saving Publications

  Publisher 2016 for Windows: Editing Publications

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Publisher 2016 for Windows: Designing & Structuring Publications

Publisher 2016 for Windows: Illustrating Publications

Publisher 2016 for Windows: Using the Merge Tools

Publisher 2016 for Windows: Configuring the Application

Mentoring 77-725 Word 2016: Core Document Creation, Collaboration, and Communication

Mentoring 77-727 Excel 2016: Core Data Analysis, Manipulation, and Presentation

PRODUCTIVITY & COLLABORATION TOOLS

FIREFOX

- **Firefox 50 for End Users**

    Firefox 50: Browsing the Web

    Firefox 50: Searching the Web

    Firefox 50: Saving & Bookmarking Websites

    Firefox 50: Browsing Securely & Safely

    Firefox 50: Customizing the Browser

PRODUCTIVITY & COLLABORATION TOOLS

MENTORING ASSETS

- **Mentoring Assets**

    Mentoring 77-881 Word 2010

    Mentoring 77-882 Excel 2010

    Mentoring 77-888 Excel 2010 Expert

    Mentoring 77-418 Word 2013

    Mentoring 77-420 Excel 2013

    Mentoring 77-427 Excel 2013 Expert Part One

    Mentoring 77-428 Excel 2013 Expert Part Two

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

- **The Foundations of Six Sigma**

  Are You Listening to Your Customers?

  Quick Wins in Six Sigma Implementation

  Six Sigma Versus TQM

  Lean Inbound Transportation

  A Critical-to-quality Tree - What's That?

  Basic Measurement Concepts in Six Sigma

  Does Your Business Really Need Six Sigma?

  Identifying Candidates for Key Six Sigma Roles

- **Leading Sustainable Process Improvement**

  Spearheading a Process Improvement

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

  Fundamentals of Lean and Six Sigma and their Applications

  Six Sigma Project Selection, Roles, and Responsibilities

  Six Sigma Strategic Planning and Deployment

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

  Impact on Stakeholders and Benchmarking for Six Sigma

Using Business and Financial Measures in Six Sigma

- **Six Sigma Black Belt (2015 BOK): Team Management**

  Six Sigma Team Dynamics, Roles, and Success Factors

  Six Sigma Team Facilitation and Leadership

  Six Sigma Team Dynamics and Training

- **Six Sigma Black Belt (2015 BOK): Define**

  Determining Requirements by Listening to the Voice of the Customer in Six Sigma

  Six Sigma Business Case, Project Charter, and Tools

- **Six Sigma Black Belt (2015 BOK): Measure**

  Process Flow Metrics and Analysis Tools for Six Sigma

  Data Types, Sampling, Collection, and Measurement in Six Sigma

  Six Sigma Measurement Systems and Metrology

  Using Basic Statistics and Graphical Methods in Six Sigma

  Probability and Probability Distributions in Six Sigma

  Determining Process Performance and Capability in Six Sigma

- **Six Sigma Black Belt (2015 BOK): Analyze**

  Measuring and Modeling Relationships between Variables in Six Sigma

  Basics of Hypothesis Testing and Tests for Means in Six Sigma

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

IT SKILLS COURSEWARE

Multivariate Tools and Nonparametric Tests in Six Sigma

FMEA and Other Nonstatistical Analysis Methods in Six Sigma

- **Six Sigma Black Belt (2015 BOK): Improve**

  Understanding DOE and Planning Experiments in Six Sigma

  Designing, Conducting, and Analyzing Experiments in Six Sigma

  Lean Improvement Methods and Implementation Planning in Six Sigma

- **Six Sigma Black Belt (2015 BOK): Control**

  Statistical Process Control (SPC) and Control Charts in Six Sigma

  Using Lean Control Tools and Maintaining Controls in Six Sigma

  Sustaining Six Sigma Improvements

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

  Common DFSS Methodologies, Design for X, and Robust Designs

- **Operations Management: Efficiency of Production**

  Operations Management Functions and Strategies

  Strategic Product and Service Management

  Supply Chain Management Basics: Cutting Costs and Optimizing Delivery

  Inventory Management: Aligning Inventory with Production and Demand

  Optimizing Operations Using Demand Forecasting and Capacity Management

- **Understanding Lean Production**

  Using Lean to Perfect Organizational Processes

  Using Lean to Improve Flow and Pull

  Using Lean to Reduce Waste and Streamline Value Flow

  Applying Value Stream Mapping in Lean Business

  Five Steps to Perfection: Implementing Lean

  Value Stream Maps for Non-manufacturing Processes

  Do You Share Your Organization's Values?

- **Six Sigma Yellow Belt - Six Sigma Fundamentals**

  Six Sigma and Lean: Foundations and Principles

  Six Sigma: Team Basics, Roles, and Responsibilities

  Six Sigma: Quality Tools

  Six Sigma: Metrics

- **Six Sigma Yellow Belt - Define**

  Six Sigma: Identifying Projects

  Six Sigma: Project Management Basics

- **Six Sigma Yellow Belt - Measure**

  Basic Six Sigma Statistics

  Classifying and Collecting Data

  Six Sigma Measurement System Analysis

- **Six Sigma Yellow Belt - Analyze**

  Lean Tools and FMEA

  Data Analysis and Root Cause Analysis in Six Sigma

Six Sigma Correlation, Regression, and Hypothesis Testing

- **Six Sigma Yellow Belt - Improve and Control**

  Six Sigma Techniques for Improvement

  Six Sigma Control Tools and Documentation

- **Six Sigma Green Belt - Six Sigma and Organizational Strategy**

  Organizational Goals and Six Sigma

  Lean Principles in Six Sigma Projects

  FMEA and Design for Six Sigma

- **Six Sigma Green Belt - Define**

  Identifying Six Sigma Projects

  Six Sigma Voice of the Customer

  Six Sigma Project Management Essentials

  Management and Planning Tools for Six Sigma

  Six Sigma Performance Metrics

  Team Dynamics and Performance for Six Sigma Projects

- **Six Sigma Green Belt - Measure**

  Six Sigma Process Documentation and Analysis

  Six Sigma Probability and Statistical Distributions

  Six Sigma Data Classification, Sampling, and Collection

  Six Sigma Statistics and Graphical Presentation

  Six Sigma Measurement Systems Analysis

  Six Sigma Process and Performance Capability Measurement

- **Six Sigma Green Belt - Analyze**

  Six Sigma Exploratory Data Analysis

  Six Sigma Hypothesis Testing Fundamentals

  Six Sigma Hypothesis Tests for Variances and Proportions

- **Six Sigma Green Belt - Improve**

  Six Sigma Design of Experiments

  Six Sigma Root Cause Analysis and Waste Elimination

  Six Sigma Cycle-time Reduction and Kaizen Blitz

- **Six Sigma Green Belt - Control**

  Six Sigma Statistical Process Control Basics

  Six Sigma Control Charts

  Six Sigma Process Control Tools

- **Business Process Improvement**

  Enabling Business Process Improvement

- **Mentoring Asset**

  Mentoring Six Sigma Green Belt (SSGB)

  Mentoring Six Sigma Yellow Belt (SSYB)

- **Test Preps**

  TestPrep Six Sigma Green Belt (SSGB)

  TestPrep Six Sigma Yellow Belt (SSYB)

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

IT SKILLS COURSEWARE

- **Moving From an Operational Manager to a Strategic Thinker**

  Effective Critical Analysis of Business Reports

  Leading Outside the Organization

  Returning to Core Competencies

  Competitive Awareness and Strategy

- **The Fundamentals of Globalization**

  Managing Expatriates' Career Development

  The Etiquette of Cross-cultural Gift Giving

  Evaluating Globalization Opportunities

- **Fundamentals of Business Planning**

  Preparing and Implementing a Business Plan

  Effective Critical Analysis of Business Reports

  Leading Outside the Organization

  Returning to Core Competencies

  Competitive Awareness and Strategy

- **Thinking Strategically and Managing Risk**

  Thinking Strategically as a Manager

  Using Strategic Thinking to Consider the Big Picture

  Identifying Risks in Your Organization

  Assessing Your Organization's Risks

  Responding Effectively to Risks

- **Strategic Risk-taking**

  Knowing When to Take Strategic Risks

- **Big Data Basics**

  Big Data Fundamentals

  Big Data Interpretation

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

- **Essential Marketing Strategies**

  The Basics of Marketing

  The People and Planning in Marketing

  Product, Pricing, and Promotion in the Marketing Mix

  Distribution and E-Marketing Ethics in the Marketing Mix

  Competitive Marketing Strategies: Analyzing Your Organization

  Designing Products to Fit the Channel

  Increasing Competitiveness through Collaboration

  Using Web Analytics to Increase Sales

  Trade Show Marketing - Planning Ahead

- **Essentials of Public Relations**

  Strategies for the Modern Public Relations Professional

  Writing Skills for Public Relations

- **Marketing in the Digital Age**

  Reaching Customers Digitally

  Helping Customers Find You

  Managing Your Corporate Reputation Online

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE AND ACCOUNTING CURRICULUM

- **Finance and Accounting Essentials for Non-financial Professionals**

  Recognizing The Value of Intangible Assets

- **Accounting for Non-Financial Professionals**

  Basic Accounting Concepts for Non-financial Professionals

  Basic Budgeting for Non-financial Professionals

  Comprehending Financials: A Guide to Financial Statements

  Financial Statement Analysis for Non-financial Professionals

  Increasing Cash Flow in Times of Need

  Attracting New Investors - Keeping Presentations Focused

  What's Your Gross Profit Margin Really Saying?

  Recognizing The Value of Intangible Assets

  Recession: How it Affects Business

  Assessing Nonrecurring Items in Income Statements

  The Time Value of Money: Possible Pitfalls

  Using Financial Analysis for Credit Decisions

- **Accounting Basics**

  Key Accounting Concepts and Principles

  Recording, Posting, and Balancing the Books

  Preparing Financial Statements and Closing Accounts

Accounting for Stock Transactions

Outsourcing Financial Activities

Deconstructing the Balance Sheet
Skillsoft Business Impact Series ...._pc_bi_fabi010

- **Cost Consciousness in the Workplace**

  Focusing on the Bottom Line as an Employee

  Managing with a Cost-control Mindset

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

- **SHRM-CP/SCP: HR Competencies**

  HR Competencies: Leadership and Ethical Practice

  HR Competencies: Business Acumen and Relationship Management

  HR Competencies: Consultation and Critical Evaluation

  HR Competencies: Global and Cultural Effectiveness and Communication

- **SHRM-CP/SCP: Management of People**

  Management of People: Talent Acquisition and Retention

  Management of People: Employee Engagement

  Management of People: Learning and Development

  Management of People: Total Rewards

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

  Organization and HR: Structure of the HR Function

  Organization and HR: Organizational Effectiveness and Development

IT SKILLS COURSEWARE

Organization and HR: Workforce Management and Using Technology and Data

Organization and HR: Employee Relations

- **SHRM-CP/SCP: Workplace Management and HR**

  Workplace Management: Global HR, Diversity, and Inclusion

  Workplace Management: Risk Management

  Workplace Management: Corporate Social Responsibility

  Workplace Management: Employment Laws and Regulations

- **SHRM-CP/SCP: HR Strategy Management**

  Human Resource Strategy Management: Strategic Planning

  Human Resource Strategy Management: Business and HR Strategy

- **SHRM- SCP: HRM for Senior HR Professionals**

  Advanced HR Management: Competencies for Senior HR Professionals Part I

  Advanced HR Management: Competencies for Senior HR Professionals Part II

  Advanced Human Resources Management: People and Organization

  Advanced Human Resources Management: Workplace and HR Strategy

- **Recruiting, Screening, and Onboarding Effectively**

  Ensuring Onboarding Success

  Hitting the Recruitment Bull's-eye

Applicant Screening: The First Step in Hiring the Best

Guarding Against Interviewing Biases

Conducting Interviews: Asking the Right Questions

Creating a Compelling Job Description

Hiring Strategic Thinkers

Hiring a New Employee

Fringe Benefits: Maintaining a Competitive Hiring Advantage

Aligning Recruitment to Job Requirements

Preventing High Turnover Rates: How to Keep The Best

Disciplines of Organizational Learning: Personal Mastery

Surviving the Talent Crunch

- **Transformational HR and Talent Management**

  Planning for Skills Needs and Managing Performance

  Building Career Development Programs and Succession Planning

  Implementing Transformational HR

  Individual Behavior in Organizations

- **Effective Hiring Practices**

  Conducting an Effective Hiring Interview

- **Crisis Management**

  Managing in a Crisis

- **Professional in Human Resources Exam Prep**

  TestPrep Professional in Human Resources (PHR)

IT SKILLS COURSEWARE

- **Test Preps**

  TestPrep Senior Professional in Human Resources (SPHR)

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

- **Administrative Support: Secrets to Success**

  Administrative Support: Developing Your Essential Skills

  Administrative Support: Working in Partnership with Your Boss

  Administrative Support: Interacting Effectively with Colleagues

  Administrative Support: Projecting a Positive Professional Image

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

- **First Time Manager Essentials**

  The Reality of Being a First-time Manager

  Facing Challenges as a First-time Manager

  Managing Fairly

  Acting Decisively

  Employee Dismissal

  Making the Move Into Management

- **Managing Employee Performance**

  Keeping Top Performers Challenged

  Planning an Effective Performance Appraisal

  Creating a Plan for Performance Management

  Detecting and Dealing with Performance Problems

  Preparing for Your Performance Appraisal

  Underperforming Employee – Now What?

  Managing Performance

  Attracting and Retaining Talent

- **Advanced Management Techniques**

  Gauging Your Organization's High-performing Potential

  Managing for Cross-functionality

  Managing Your Company's Talent

  Managing the Unique Needs of Experts

  Fostering Mentoring Relationships

  Managing Top Performers Is Always Easy...Right?

  Recognizing Natural Leaders

  Developing Adaptable Managers

  Employee Engagement

  Delivering Bad News Effectively

  Building Upward Relationships

- **Leveraging Key Management Techniques**

  Effectively Directing and Delegating as a Manager

  Managing Employee Development

  Facing the Management Challenges of Difficult Behavior and Diverse Teams

  Being a Fair and Caring Manager

IT SKILLS COURSEWARE

- **Managing a Multigenerational Workforce**

  Maintaining a Cohesive Multigenerational Workforce

  Managing Multigenerational Employees

  Managing an Aging Workforce

  Developing the Next Generation

  Understanding the Motives of Millennials

- **Managing in Difficult Times**

  Being an Effective Manager When Times Are Tough

  Managing Motivation during Organizational Change

  How to Manage Difficult Conversations

  Demonstrating Accountability in a Crisis Situation

  Perseverance and Flexibility in Times of Crisis

- **Fostering Success through Coaching**

  The Art of Effective Coaching

  Coaching

  Coaching to Shift Perceptions

- **Achieving Success through Delegation**

  Choosing and Preparing Your Delegate

  Getting What You Expect from Your Delegate

  Taking Your Team to the Next Level with Delegation

  Delegating Appropriate Tasks

  Developing Employees through Delegation

- **Final Exams**

  Management & Leadership Essentials

- **Empowering Employees**

  Taking Action to Empower Employees

- **Managing Technical Teams**

  Strategies for Managing Technical Teams

- **Coaching to Drive Success**

  Coaching Techniques That Inspire Coachees to Action

  Keeping Your Coachee Committed and Accountable

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

- **Effective Succession Planning**

  Succession Planning

  Succession Planning and Management Programs

- **Developing Leadership Skills**

  Motivating Your Employees

  Communicating Vision to Your Employees

  Leading through Positive Influence

  Leveraging Emotional Intelligence

  Communicating a Shared Vision

  Motivating Human Behavior

  The Emotionally Intelligent Leader

  Crafting an Organizational Vision

  Leader as Motivator

IT SKILLS COURSEWARE

- **Leveraging Leadership Techniques**

  Key Elements of Business Execution

  Building Innovation Cultures and Leaders

  Leading Your Team through Change

  Building a Leadership Development Plan

  Aligning Unit Goals and Imperatives

  Leading Teams through Change

  Knowing When to Take Leadership Risks

  Wanted - Innovation Leaders

  Developing a Business Execution Culture

  Leading Change

  Leading Innovation

  Fostering a Business Execution Culture

  Performance Dashboard or Scorecard?

  Do You Share Your Organization's Values?

- **Creating a Positive Atmosphere**

  Positive Atmosphere: Establishing an Engaged Workforce

  Positive Atmosphere: Establishing a Positive Work Environment

  Positive Atmosphere: How Organizational Learning Drives Positive Change

- **Improving Leadership Skills**

  Becoming an Inspirational Leader

  Assessing Your Own Leadership Performance

- **Women In Leadership**

  Gender and Leadership

  Choosing to Lead as a Woman

  Career and Family Challenges for Women Leaders

- **Leading Virtual Teams**

  Establishing Effective Virtual Teams

  Facing Virtual Team Challenges

- **Business Acumen Essentials**

  Developing Your Business Acumen

- **Organizational Awareness**

  Gaining Insight through Organizational Awareness

- **Performance Measurement**

  Measuring Outcomes and Using KPIs

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

- **Getting Results without Direct Authority**

  Influencing Key Decision Makers

  Influence and Persuasion

- **Getting Results through Personal Power**

  Personal Power and Credibility

  Building Personal Power through Influence

  Influence Others with Political Savvy

IT SKILLS COURSEWARE

Influencing Key Decision Makers

Influence and Persuasion

- **Working with Difficult People**

  Difficult People: Why They Act That Way and How to Deal with Them

  Difficult People: Can't Change Them, so Change Yourself

  Difficult People: Strategies to Keep Everyone Working Together

  Coping with Aggressive Behavior in the Workplace

  Blame Backfires--Conquer Negative Thinking

  Reacting to Co-workers Who Try Taking Advantage

- **Managing and Controlling Anger**

  The Essentials for Anger Management

- **Cross-Cultural Communication**

  How Culture Impacts Communication

  Using Communication Strategies to Bridge Cultural Divides

  Communicating with a Cross-cultural Audience

  Dispute Resolution in International Contracts

- **Communicating with Senior Executives**

  Capturing the Attention of Senior Executives

- **Effective Business Meetings**

  Planning Meetings Fit for Purpose

  Running Meetings in Better Directions

  When Too Many Meetings Are Just Too Much

Making Meetings Work

Managing Meetings for Productivity and Effectiveness

- **Effective Business Writing**

  Audience and Purpose in Business Writing

  Clarity and Conciseness in Business Writing

  Editing and Proofreading Business Documents

  Writing for Business

  Written Communication

- **Writing a Business Case**

  Developing an Effective Business Case

- **Using E-mail Effectively in the Workplace**

  Writing Effective E-mails and Instant Messages

  Sending E-mails to the Right People

  Organizing Your E-mail

- **Essential Skills for Professional Telephone Calls**

  Keeping Business Calls Professional

- **Practical Grammar for Business Writing**

  Using the Parts of Speech

  Getting the Details Right: Spelling Basics

  Abbreviating, Capitalizing, and Using Numbers

  Using Punctuation Marks

  Creating Well-constructed Sentences

IT SKILLS COURSEWARE

Troublesome Words and Phrases: Common Usage Mistakes in Writing

- **Making the Most of Your Presentations**

  Planning an Effective Presentation

  Building Your Presentation

  Ensuring Successful Presentation Delivery

  Handling Difficult Questions as a Presenter

- **Skills for Communication Success**

  The Art and Science of Communication

  Making an Impact with Non-verbal Communication

  Trust Building through Effective Communication

  Choosing the Right Interpersonal Communication Method to Make Your Point

  Become a Great Listener

  Do We Have a Failure to Communicate?

  Making Yourself Approachable

  Asserting Yourself in the Workplace

- **Developing Your Listening Skills**

  Listening Even When it's Difficult to Listen

  Using Active Listening in Workplace Situations

  Listening to Improve Conversation

  Effective Listening

  Listening with Skill

- **Dealing with Workplace Conflict**

  The Many Approaches to Facing Workplace Conflict

Facing and Resolving Conflict in the Workplace

Confrontation: What's the Best Approach

Personal Conflict Styles

Coping with Accusations in the Workplace

Managing Conflict

Conflict: Avoid, Confront, or Delay?

Meeting the Challenge of Workplace Conflict

- **Developing Effective Negotiation Skills**

  The First Steps in Negotiating

  Negotiating the Best Solution

  Effective Body Language in Negotiations

  Vendor Negotiations: Choosing the Best Approach

  Tailoring Your Negotiating Approach

- **Achieving Emotional Intelligence**

  Navigating Your Own Emotions

  Navigating Other People's Emotions

  Navigating the Workplace with Emotional Intelligence

  How High Is Your EQ?

  Emotional Intelligence at Work

- **The Art of Feedback**

  Polishing Your Feedback Skills

  Gaining a Positive Perspective on Feedback

  Criticism in Context

  Giving Appropriate Feedback

  Giving Feedback to Coworkers

IT SKILLS COURSEWARE

- **Communicating Tactfully and Diplomatically**

  Acting with Diplomacy and Tact

  Navigating Challenging Situations with Diplomacy and Tact

- **Storytelling Basics**

  Fundamentals of Business Storytelling

- **Writing Skills for Technical Professionals**

  Improving Your Technical Writing Skills

- **Effective Communication**

  Communicating with Confidence

- **Note-taking Skills**

  Taking Effective and Professional Notes

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

- **Doing Business Professionally**

  Reframing Negative Situations

- **Optimizing Your Work/Life Balance**

  Employee Exhaustion: Managing a Well-balanced Workload

  Creating Work/Life Balance

- **Building and Maintaining Trust**

  Rebuilding Trust

- **Perseverance and Resilience**

  Persevering through Setbacks

- **Perseverance at Work**

  Forging Ahead with Perseverance and Resilience

  Reaching Goals Using Perseverance and Resilience

  Perseverance: Flexibility in Action

  Persevering through Setbacks

- **Building, Rebuilding and Sustaining Trust**

  The Building Blocks of Building Trust

  The Fruits of Integrity: Building Trust at Work

  Rebuilding Trust

- **Improving Your Work/Life Balance**

  Taking Stock of Your Work/Life Balance

  Staying Balanced in a Shifting World

  Take a Deep Breath and Manage Your Stress

  Managing Workplace Stress

  Employee Exhaustion: Managing a Well-balanced Workload

  Creating Work/Life Balance

- **Navigating through Organizational Change**

  Organizations Change So Get Ready

  Redefining Yourself after Organizational Change

  Managing the Stress of Organizational Change

  The Importance of Flexibility in the Workplace

IT SKILLS COURSEWARE

Developing Organizational Agility

- **Improving Your Personal Productivity**

  Organize Your Physical and Digital Workspace

  Avoid Procrastination by Getting Organized Instead

  Maximize Your Productivity by Managing Time and Tasks

  Achieve Productivity in Your Personal Life

- **Polishing Your Professional Edge**

  Becoming an Accountable Professional

  Becoming Your Own Best Boss

  Becoming More Professional through Business Etiquette

  Developing a Personal Accountability Framework

  Safe Small Talk

  Broadening Your Learning Horizons

  Reframing Negative Situations

  Managing Goals

  Targeting Personal Learning

- **360 Degree Relationships**

  Cultivating Relationships with Your Peers

  Building Your Professional Network

  Building Rapport with Your Boss

  Peer Political Styles

  Building Better Relationships through Understanding

  Building Peer Relationships

- **Diversity on the Job**

  Bridging the Diversity Gap

  Your Role in Workplace Diversity

  Understanding Workplace Diversity

  Managing Diversity

- **Performing Under Pressure**

  Managing Pressure and Stress to Optimize Your Performance

- **Managing Your Career**

  Developing Your Career

  Developing a Plan to Further Your Career

  Getting Your Career on the Right Track

  Using Performance Appraisals to Advance Your Career

  Conquering Career Stagnation

  Building and Managing Upward Relationships

  Planning Your Career

  Exploring Self-development

- **Business Ethics Essentials**

  Developing Your Business Ethics

  Office Politics – What Will You Do?

  Ethics, Integrity, and Trust

  The Ethics Enigma

- **Public Speaking Strategies**

  Writing and Preparing an Effective Speech

  Conquering the Challenges of Public Speaking

IT SKILLS COURSEWARE

- **Creativity in the Workplace**

  Unleashing Personal and Team Creativity

  Verifying and Building on Creative Ideas

  Getting Ready to Present

- **Time Management**

  Aligning Goals and Priorities to Manage Time

  Make the Time You Need: Get Organized

  The Art of Staying Focused

  Coping with Information Overload

  Prioritizing Personal and Professional Responsibilities

  Planning for Interruptions Helps with Procrastination

  Setting and Managing Priorities

  Coping with Conflicting Priorities

  Setting Goals

  Getting Time under Control

  The Dangers of Multitasking

- **Discovering Your Strengths**

  Uncovering and Utilizing Your Talents and Skills

  Self-improvement for Lifelong Success

  Establishing Self-confidence for Life

- **Overcoming Procrastination**

  Procrastination: Admitting it is the First Step

  Beating Procrastination by Boosting Your Creativity and Drive

- **Improving Your Memory**

  Improving Your Memory Skills

- **Improving Your Reading Speed**

  Improving Your Reading Speed and Comprehension

- **Unconscious Bias**

  Understanding Unconscious Bias

  Overcoming Your Own Unconscious Biases

  Overcoming Unconscious Bias in the Workplace

- **Facing Problems and Making Decisions**

  Getting to the Root of a Problem

  Defining Alternative Solutions to a Problem

  Choosing and Using the Best Solution

  Playing the Devil's Advocate in Decision Making

  Turning Problems Around with Reverse Brainstorming

  Uncovering the Root Problem

  Problem Solving: Process, Tools, and Techniques

  Decisions: Making the Right Move

  Managing Projects with No Direct Authority

  Ensuring Management Buy-in on a Project

  Managing Conflict in Project Teams

  Managing Scope on a Project

  Weighing the Costs of Project Change

  Managing Vendor Relationships

  Anticipating and Solving Problems as a Project Champion

IT SKILLS COURSEWARE

Addressing Stakeholder Conflicts

Portfolios, Programs, and Projects: What's the Difference?

Controlling Project Cost

Project Management Essentials

Supporting Project Managers

- **Developing Your Critical Thinking Skills**

  Confronting Your Assumptions

  Investigating Arguments

  Reaching Sound Conclusions

  Critical Thinking

  Applying Your Best Thinking

- **Creating Lasting Organizational Change**

  Facilitating Sustainable Change

  Moving Forward with Change Planning

  Making Change Stick

  Communicating Properly during Layoffs

  Involving Employees in Corporate Change

  Communicating Organizational Change

  Beyond Change: Working with Agility

  Developing People

  Instituting a Quality Improvement Program

- **Growth Mindset**

  Developing a Growth Mind-set

- **Mentor Relationships**

  Finding and Nurturing a Mentor Relationship

- **Dealing with Setbacks**

  Learning from Failure

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

- **Project Management Ethics and Values**

  Ethics and Project Management

  Ethical Standards and PMI® Core Values

- **PMI Agile Certified Practitioner (PMI-ACP)®**

  Agile Principles and Methodologies

  Agile Project Planning

  Agile Project Scheduling and Monitoring

  Agile Stakeholder Engagement and Team Development

  Agile Key Exam Concepts

- **CompTIA Project+ PK0-004**

  Project Selection and Initiation

  Scope, Schedule and Cost Planning

  Resource and Risk Planning

  Communication, Changes, and Documentation

  Controlling Project Work and Closing

  Planning and Controlling the Project Schedule

  Project Management Practical Exercises

Quality and Procurement Planning

Project Planning Documents

Project Documents and Terminology

- **Project Management for All**

  Finding Your Bearings as a Project Manager

  Getting the Big Picture by Defining the Project's Scope and Team

  Mastering the Details of a Project's Schedule and Budget

  Managing a Project to Minimize Risk and Maximize Quality

  Navigating through Changes and Conflicts in Projects

  Taking Final Steps to Bring a Project to its Close

- **Project Integration (PMBOK® Guide Sixth Edition)**

  Project Initiation and Planning (PMBOK® Guide Sixth Edition)

  Managing Project Work (PMBOK® Guide Sixth Edition)

  Project Changes and Closing (PMBOK® Guide Sixth Edition)

  Capturing, Analyzing, and Using Project Lessons Learned

  Strategically Focused Project Management

- **Project Scope (PMBOK® Guide Sixth Edition)**

  Plan and Define Project Scope (PMBOK® Guide Sixth Edition)

  Create Work Breakdown Structure (PMBOK® Guide Sixth Edition)

  Validate and Control Scope (PMBOK® Guide Sixth Edition)

- **Project Schedule (PMBOK® Guide Sixth Edition)**

  Define and Sequence Activities (PMBOK® Guide Sixth Edition)

  Develop the Project Schedule (PMBOK® Guide Sixth Edition)

  Control the Project Schedule (PMBOK® Guide Sixth Edition)

- **Project Cost (PMBOK® Guide Sixth Edition)**

  Creating a Project Budget (PMBOK® Guide Sixth Edition)

  Keeping Your Project on Budget (PMBOK® Guide Sixth Edition)

- **Project Quality (PMBOK® Guide Sixth Edition)**

  Planning Quality Management (PMBOK® Guide Sixth Edition)

  Manage and Control Quality (PMBOK® Guide Sixth Edition)

  Quality Methodologies and Standards for Project Management

- **Resource Management (PMBOK® Guide Sixth Edition)**

  Plan and Acquire Resources (PMBOK® Guide Sixth Edition)

  Develop and Manage Resources (PMBOK® Guide Sixth Edition)

- **Communications (PMBOK® Guide Sixth Edition)**

  Plan and Manage Communications (PMBOK® Guide Sixth Edition)

IT SKILLS COURSEWARE

Monitor Project Communications (PMBOK® Guide Sixth Edition)

- **Project Risk (PMBOK® Guide Sixth Edition)**

  Planning Risk Management (PMBOK® Guide Sixth Edition)

  Identifying Risk (PMBOK® Guide Sixth Edition)

  Analyzing Risk (PMBOK® Guide Sixth Edition)

  Responding to Risk (PMBOK® Guide Sixth Edition)

- **Project Procurement (PMBOK® Guide Sixth Edition)**

  Procurement Planning (PMBOK® Guide Sixth Edition)

  Procurement Management (PMBOK® Guide Sixth Edition)

- **Project Stakeholders (PMBOK® Guide Sixth Edition)**

  Planning Stakeholder Engagement (PMBOK® Guide Sixth Edition)

  Managing Stakeholder Engagement (PMBOK® Guide Sixth Edition)

- **Project Management (PMBOK® Guide Sixth Edition)**

  Project Management Introduction (PMBOK® Sixth Edition)

  Project Fundamentals (PMBOK® Guide Sixth Edition)

  The Process Groups (PMBOK® Guide Sixth Edition)

- **PRINCE2® - Foundation (2017 Update)**

  PRINCE2® is a Registered Trade Mark of AXELOS Limited

PRINCE2® Project Management Overview (2017 Update)

PRINCE2® Project Planning and Risk Management (2017 Update)

PRINCE2® Project Quality and Control (2017 Update)

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

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

Adopting PRINCE2® for your Project Environment (2017 Update)

- **Mentoring Assets**

  Mentoring PK0-004 CompTIA Project+

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

  Mentoring PRINCE2 Foundation 2017

  Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.

- **Test Preps**

  TestPrep Project Management Professional PMBOK 6th Ed

  TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

- **Optimizing Performance on a Team**

  Being an Effective Team Member

  Strategies for Building a Cohesive Team

  Effective Team Communication

IT SKILLS COURSEWARE

Establishing Team Goals and Responsibilities, and Using Feedback Effectively

Power and Politics in Matrixed Teams

- **Leveraging Team Leadership Skills**

  Building the Foundation for an Effective Team

  Developing a Successful Team

  Encouraging Team Communication and Collaboration

  Handling Team Conflict

  Leading a Cross-functional Team

  Using Conflict to an Organization's Advantage

  Mediating Project Team Conflict

  Facilitating Work-related Conflict Discussions

  Building Trust Incrementally

  Inspiring Your Team

  Support Your Leader

  Managing Communications in a Virtual Team

  Choosing the Right Team Culture

  Building and Leading Teams

  Meeting Team Performance Challenges

- **Making a Pitch**

  Getting Your Pitch Heard

- **Virtual Teams**

  Contributing as a Virtual Team Member

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

- **Key Business Analysis Concepts (BABOK® v3)**

  Business Analysis Overview

  The BA Planning and Monitoring Knowledge Area

  The BA Elicitation and Collaboration Knowledge Area

  The Requirements Life Cycle Management Knowledge Area

  The Strategy Analysis Knowledge Area

  RADD Knowledge Area: Part 1

  RADD Knowledge Area: Part 2

  The Solution Evaluation Knowledge Area

  Certified Business Analysis Professional

- **Effective Business Analysis Techniques (BABOK®v3)**

  Business Analysis Analytical Techniques

  Business Analysis Activities and Tools

  Business Analysis Documentation and Criteria

- **Key Business Analysis Competencies (BABOK®v3)**

  Personal Skills for Effective Business Analysis

  Business Analysis Professional Effectiveness Competencies

  Perspectives for Effective Business Analysis

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

IT SKILLS COURSEWARE

- **Sales Foundations**

  Educating and Collaborating with Customers

- **Solution Selling**

  Turning Potential Customers into Allies

  Preparing to Implement Solutions

  Managing Implementation Problems

  Connecting Customers and Solutions

- **Strategic Account Sales Skills**

  Selling to Key Players

  Planning for Effective Selling

  Building Profitable Customer Relationships

  Crafting Sales Strategies

  Performance Payout Plans

  Sales and Marketing: Two Sides of the Same Coin?

  Connecting the Dots: Insightful Account Management

  Succeeding in Account Management

- **Sales Management**

  Storming: Developing and Leading Your Sales Team

  Sales Support Roles for Better Customer Interaction

  Succeeding in Account Management

  Gaining Access through Cold Calls

  Overcoming Resistance to Coaching

- **Sales Foundations**

  Prospecting: Panning for Sales Gold

The Discovery Meeting: Starting Off on the Right Foot

The Value Proposition: Getting Your Pitch Right

Turning Objection into Opportunity during a Sales Call

Negotiating Well and Going for the Close

Don't Only Go for the Big Fish

The Ethics of Gift Giving

Using Persuasion Techniques to Boost Sales

Get it Together: Organizing Your Sales Approach

Presentations That Get People Talking

Building Momentum in Discovery Meetings

Appealing to Prospects

Getting Your Head around Pipeline Management

Initiating Discovery Meetings

The Proof Is in the Proposal

Using Customer Knowledge to Advance Sales

Prospecting Strategically

Responding to News of a Lost Sale

Talking Value with Your Customers

Dealing with Questions, Objections, and Resistance

Dealing with Negotiation Challenges

Negotiating Contract Terms

Communicating Your Company's Value

Turning Obstacles into Opportunities

Negotiating with Your Customer

Effective Cold Calling

Prompting Action through Focused Communication

IT SKILLS COURSEWARE

Regaining Your Customer's Trust

Talking about the Competition

Responding to Bad News

Communicating a High-impact Business Case

Making the Cold Call

Getting Organized to Meet Your Sales Goals

Making Contact: Access Strategies

Managing a Sales Pipeline

Demonstrating Business Acumen

Selling with Trust

Using Competitive Selling Skills

Aligning Your Business Case to Customer Priorities

Effective Sales Coaching

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

- **Frontline Call Center Skills**

    The Importance of Call Tracking and Ticketing

    Creating an Effective On-hold Message

    Aligning Agent Behaviors with Caller Types

- **Inbound Call Center Management**

    Converting a Call Center to a Profit Center

    Managing Your Call Center More Efficiently

    Customer Service Training - The Interview and Beyond

    Disaster Recovery - Keeping the Lines Open

Preventing Agent Absenteeism through Better Working Conditions

Prioritizing Rewards and Recognition in Call Centers

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

    ITIL® is a Registered Trade Mark of AXELOS Limited

    ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis

    ITIL® 2011 Edition OSA: Introduction to Event Management

    ITIL® 2011 Edition OSA: Introduction to Incident Management

    ITIL® 2011 Edition OSA: Incident Management Interactions

    ITIL® 2011 Edition OSA: Introduction to Request Fulfillment

    ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges

    ITIL® 2011 Edition OSA: Introduction to Problem Management

    ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges

    ITIL® 2011 Edition OSA: Introduction to Access Management

    ITIL® 2011 Edition OSA: Introduction to the Service Desk

    ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing

    ITIL® 2011 Edition OSA: Introduction to Functions

    ITIL® 2011 Edition OSA: Function Activities

    ITIL® 2011 Edition OSA: Technology and Implementation Considerations

    ITIL ® Operational Support & Analysis

IT SKILLS COURSEWARE

- **Customer Service Skills**

  Interacting with Customers

  Communicating Effectively with Customers

  Controlling Conflict, Stress, and Time in a Customer Service Environment

  Dealing with Customer Service Incidents and Complaints

  Polishing Your Skills for Excellent Customer Service

  Listening to Your Customers

  Creating a Customer-focused Organization

  Developing Your Customer Focus

- **Essentials of Customer Service**

  Rapport Building in Customer Service

  Providing On-site Customer Service

  Providing Telephone Customer Service

  Providing Effective Internal Customer Service

  Facing Confrontation in Customer Service

  Designing a Customer Service Strategy

  Aligning Performance to Key Indicators

  The Angry Caller: What's Your Plan?

- **ITIL® 2011 Foundation**

  Overview of the ITIL® Service Lifecycle

  ITIL® Service Strategy Concepts

  ITIL® Service Strategy Processes

  ITIL® Service Design Concepts

  ITIL® Service Design Processes

ITIL® Service Transition Concepts and Processes

ITIL® Service Operation Concepts

ITIL® Service Operation Processes

ITIL® Continual Service Improvement

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

- **Industry Overviews**

  The Telecommunications Industry Overview: Version 4

  The Health Care Industry Overview: Version 4

  The Insurance Industry Overview: Version 4

  The Banking Industry Overview: Version 4

  The Oil and Gas Industry Overview: Version 4

  The Retail Industry Overview: Version 4

  The Manufacturing Industry Overview: Version 4

  The Pharmaceutical Industry Overview: Version 5

  The Information Technology Industry Overview: Version 4

  The Federal Government Industry Overview: Version 4

  The Education Industry Overview: Version 2

  The Utilities Industry Overview: Version 2

  The Chemicals Industry Overview: Version 2

  The Broadcasting & Entertainment Industry Overview: Version 2

  The Capital Markets Industry Overview: Version 2

  The Consumer Electronics Industry Overview: Version 2

  The Aerospace & Defense Industry Overview: Version 2

IT SKILLS COURSEWARE

The Biotechnology Industry Overview: Version 2

The Automotive Industry Overview: Version 4

The Food and Beverage Industry Overview: Version 4

The Agriculture Industry Overview: Version 4

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

- **Test Preps**

TestPrep ITIL Foundation

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

- **Mentoring Assets**

Mentoring ITIL Foundation

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

E, S & H, AND TRANSPORTATION 2.0

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

- **Workplace Health and Safety**

Access to Employee Medical and Exposure Records

Accident Investigation and Reporting

Aerial Work Platforms

Ammonia Safety

Asbestos

Back Safety and Injury Prevention 2.0

Back Safety and Injury Prevention

Behavior-based Safety for Supervisors

Benzene Awareness

Beryllium

Bloodborne Pathogen Awareness 2.0

Bloodborne Pathogen Awareness

Carcinogen Safety

Chemical Process Safety

Chemical Process Safety Management

Chlorine Safety

Cold Stress

Combustible Dust

Compressed Gas Safety

Computer Ergonomics

Confined Spaces

Confined Spaces in Construction

Construction Safety Orientation

Contractor Safety

Crane Signaling and Communications

Cryogenic Safety

Disaster Site Workers

Electric Pallet Jack Safety

Electrical Safety

Electrical Safety 2.0

Electrical Safety: Qualified Worker – Part 1

Electrical Safety: Qualified Worker – Part 2

Electrostatic Discharge Safety Training

Emergency and Disaster Preparedness

Emergency Response in the Workplace

Ergonomics in the Workplace

Fall Prevention

Fatigue Management

Fire Safety and Prevention

First Aid: Automated External Defibrillator

First Aid: Basic

First Aid: CPR

Fire Safety and Prevention 2.0

First Aid: CPR (Compression-only)

First Aid: Medical Emergencies

Flammable Liquids

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Food Allergen Safety

Food Safety and Handling

Foodservice Worker Safety

Forklift Operation 1: Safety Inspection and Maintenance

Forklift Operation 2: Stability and Capacity

Forklift Operation 3: Load Handling

Forklift Operation 4: Traveling and Maneuvering

Forklift Safety Awareness

Globally Harmonized System of Classification and Labeling of Chemicals (GHS)

Hand and Power Tool Safety

Hazard Communication: An Employee's Right to Know

Hazardous Material Handling and Storage

Hazardous Materials in the Workplace

Hazard Communication: An Employee's Right to Understand 2.0

Hazards to Outdoor Workers

Hearing Conservation 2.0

Hearing Conservation

Heat Stress Recognition and Prevention

Hexavalent Chromium

Hot Work Permits

Housekeeping on the Job

Hydrogen Sulfide

Indoor Hoisting and Rigging

Industrial Ergonomics

Infectious Diseases

Injury and Illness Prevention Program (I2P2)

Introduction to Industrial Hygiene

Introduction to OSHA

Isocyanates

Job Hazard Analysis

Laboratory Safety

Ladder Safety 2.0

Ladder Safety

Laser Safety Training

Lead and Cadmium

Lead Awareness in Construction

Lead Awareness in General Industry

Liquefied Petroleum Gas (LPG) Safety

Lockout/Tagout

Lockout/Tagout for Authorized Persons

Machine Guarding

Machine Guarding 2.0

Mobile Crane Operator Safety

Mold Awareness

NFPA 70E Electrical Safety in the Workplace 2018 Edition

NFPA 70E Electrical Safety in the Workplace 2015 Edition

Non-Ionizing Radiation Safety

Nuisance Dust

Office Ergonomics

Office Safety

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

OSHA 300 Recordkeeping

Pandemic Flu Awareness

Patient Handling

Portable Fire Extinguishers

Powered Industrial Truck Safety

PPE: Body Protection

PPE: Foot and Leg Protection

PPE: Eye and Face Protection

PPE: Hand Protection

PPE: Head Protection

PPE: Personal Protective Equipment

PPE: Personal Protective Equipment 2.0

Radiation Safety

Radio Frequency Safety for Communications Workers

Regulatory Information

Respiratory Protection

Retail Safety

Rigging Equipment and Inspection

Safe Work Practices

Safety at Work: A Systematic Approach

Safety Data Sheets

Scaffolding and Ladder Safety

Scissor Lifts

Signs and Tags

Silica in Construction

Silica in General Industry

Slips, Trips, and Falls

Sprains and Strains

Stop Work Authority

Trenching and Excavation Safety

Tuberculosis: Prevention and Control

Warehouse Safety

Welding, Cutting, and Brazing

Working Alone – Safety Awareness

Workplace Inspections

Workplace Safety Orientation

Workplace Security Awareness

- **Cal/OSHA Workplace Health and Safety**

  Accident Investigation and Reporting – Cal/OSHA

  Asbestos – Cal/OSHA

  Bloodborne Pathogens Awareness – Cal/OSHA

  Confined Spaces – Cal/OSHA

  Electrical Safety – Cal/OSHA

  Emergency and Disaster Preparedness – Cal/OSHA

  Ergonomics – Cal/OSHA

  Fall Protection – Cal/OSHA

  Flaggers – Cal/OSHA

  Forklift Safety Awareness - Cal/OSHA

  Hazard Communication – Cal/OSHA

  Hearing Conservation – Cal/OSHA

  Heat Illness Prevention – Cal/OSHA

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Heat Illness Prevention for Supervisors – Cal/OSHA

Injury and Illness Prevention Program (IIPP) – Cal/OSHA

Laboratory Safety – Cal/OSHA

Lockout/Tagout – Cal/OSHA

Office Safety – Cal/OSHA

PPE: Personal Protective Equipment – Cal/OSHA

Respiratory Protection – Cal/OSHA

Slips, Trips, and Falls – Cal/OSHA

Trenching and Excavation Safety – Cal/OSHA

- **Hazardous Waste Operations and Emergency Response Annual 8-hour Refresher Module**

  Decontamination (HAZWOPER)

  Emergency Response and Spill Control (HAZWOPER)

  Fire and Explosion Hazards (HAZWOPER)

  Hazard Communication (HAZWOPER)

  Heat and Cold Exposure Management (HAZWOPER)

  Personal Protective Equipment (HAZWOPER)

  Regulatory Overview (HAZWOPER)

  Site Control (HAZWOPER)

  Site Safety and Health Plan Procedures (HAZWOPER)

  Toxicology (HAZWOPER)

- **Environmental**

  Biosafety Hazardous Waste Handling and Disposal

  Environmental Management Systems (EMS)

  Environmental Regulations Overview

Hazardous Waste Generator (RCRA)

Ozone-depleting Chemicals

Spill Prevention and Control

Spill Prevention, Control, and Countermeasure Plan

Storm Water Pollution Prevention

Toxic Substances Control Act (TSCA)

Universal Waste Rule Training

Used Oil Management

Waste Minimization and Pollution Prevention for Employees

- **Transportation - Safe Driving**

  Accident Procedures Involving Large Vehicles

  Collision Avoidance

  Defensive Driving

  Defensive Driving Fundamentals

  Defensive Driving: Truck Safety

  Distracted Driving

  Emergency Situations While Driving

  Ergonomics and Injury Prevention for Commercial Vehicle Operators

  Flagging Safety

  Flatbed Cargo Securement

  Hazardous Weather Driving for Commercial Vehicle Operators

  Loading Dock Safety

  Negotiating Hazards for Commercial Vehicles

  Safe Vehicle Backing

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Trailer Coupling and Uncoupling

Urban Driving

Defensive Driving 2.0

- **Federal Motor Carrier Safety**

  DOT: Air Brakes

  DOT: Cross-border Requirements (US and Canada)

  DOT: CSA Fundamentals

  DOT: Hours of Service

  DOT: Inspections

  DOT: Reasonable Suspicion (Drug and Alcohol Awareness)

- **Hazardous Materials Transportation by Road**

  DOT: Security for Shipment of Hazardous Materials

  DOT 1: Introduction, Classification, and the Hazardous Materials Table

  DOT 2: Packaging, Labeling, Marking, and Placarding

  DOT 3: Shipping Papers

  DOT 4: Loading and Storage

  Hazardous Materials: How to Package Small Quantities

  Hazardous Materials: Infectious Materials Transportation by Ground

  Hazardous Materials: Shipping Lithium Batteries under DOT Exemptions

- **Hazardous Materials Transportation by Air**

  Hazardous Materials: Shipping Lithium Batteries by Air

  IATA 1: Hazard Class Identification/Classification

IATA 2: Marking and Labeling

IATA 3: Packaging

IATA 4: Documentation

IATA 5: Limitations and Shipment Review

- **Dangerous Goods Shipment by Sea**

  IMDG 1: Introduction, General Provisions, and Classifications

  IMDG 2: Dangerous Goods List, Special Provisions and Exceptions

  IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation

  IMDG 4: Loading, Unloading, and Offering Dangerous Goods

- **Security**

  NFPA 1600 Disaster/Emergency Management

  NFPA 1600 Business Continuity Programs

  Campus Safety

  Business Travel Safety and Security

  Active Shooter – Campus

  Security Personnel: Responding to Potential Threats

  Workplace Violence Prevention in Healthcare

  Active Shooter 2.0

- **Global Safety Principles**

  Global Safety Principles: Back Safety and Injury Prevention

  Global Safety Principles: Bloodborne Pathogen Awareness

  Global Safety Principles: Fire Safety and Prevention

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Global Safety Principles: Hazardous Substances in the Workplace

Global Safety Principles: Hearing Conservation

Global Safety Principles: Indoor Hoisting and Rigging

Global Safety Principles: Industrial Ergonomics

Global Safety Principles: Lockout/Tagout

Global Safety Principles: Office Ergonomics

Global Safety Principles: PPE: Personal Protective Equipment

Global Safety Principles: Respiratory Protection

Global Safety Principles: Fall Prevention

Global Safety Principles: Hand and Power Tool Safety

- **Compliance Short Series**

COMPLIANCE SHORT: Chemical Safety Principles

COMPLIANCE SHORT: Fire Safety Principles

COMPLIANCE SHORT: Slips, Trips, and Falls

COMPLIANCE SHORT: Electrical Safety Principles

COMPLIANCE SHORT: Emergency and Disaster Preparedness

COMPLIANCE SHORT: Ergonomics for Safety

COMPLIANCE SHORT: Personal Protective Equipment

COMPLIANCE SHORT: Fall Protection

COMPLIANCE SHORT: Hearing Conservation

COMPLIANCE SHORT: Back Safety and Injury Prevention

COMPLIANCE SHORT: Bloodborne Pathogen Awareness

COMPLIANCE SHORT: Confined Space Hazards

COMPLIANCE SHORT: Hand and Power Tool Safety

COMPLIANCE SHORT: Lockout and Tagout Guidelines

COMPLIANCE SHORT: Machine Guarding Principles

COMPLIANCE SHORT: Manual Handling

- **Compliance Impact Series**

Bloodborne Pathogens Impact: Controls That Reduce or Eliminate Transmission

Bloodborne Pathogens Impact: Decontamination Procedures

Bloodborne Pathogens Impact: Measures to Take for Skin or Eye Exposures

Bloodborne Pathogens Impact: Modes of Transmission

Bloodborne Pathogens Impact: Procedures to Follow if an Exposure Occurs

Bloodborne Pathogens Impact: Proper Use and Handling of PPE

Cold Stress Impact: Precautions and Safe Work Practices

Cold Stress Impact: Symptoms

Cold Stress Impact: Treatment

Electrical Safety Impact: Basic Rules of Electricity

Electrical Safety Impact: Common Hazards

Electrical Safety Impact: Common Injuries

Electrical Safety Impact: Electrical Fires

Electrical Safety Impact: Methods to Reduce or Eliminate Hazards

Electrical Safety Impact: Overhead and Underground Power lines

Emergencies and Disasters Impact: Bomb Threats

Emergencies and Disasters Impact: Components of an Emergency Action Plan

Emergencies and Disasters Impact: Natural Disasters

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Emergencies and Disasters Impact: Preparing for Evacuations

Emergencies and Disasters Impact: Threats from outside the Workplace

Emergencies and Disasters Impact: Workplace Violence

Ergonomics Impact: Administrative Controls

Ergonomics Impact: Computer Ergonomics

Ergonomics Impact: Engineering Controls

Ergonomics Impact: Furniture and Equipment

Ergonomics Impact: Musculoskeletal Disorders

Ergonomics Impact: Workplace Programs

Fall Protection Impact: Common Trip Hazards

Fall Protection Impact: Equipment Guidelines

Fall Protection Impact: Fall Hazards

Fall Protection Impact: Other Aspects of Fall Protection

Fall Protection Impact: Safety Monitoring and Other Protective Systems

Fall Protection Impact: Techniques and Methods

Fire Safety Impact: Characteristics of Fire

Fire Safety Impact: Characteristics of Handheld Extinguishers

Fire Safety Impact: How to Prevent Workplace Fires

Fire Safety Impact: Responding to Fire Emergencies

Fire Safety Impact: Types of Fire Extinguishers

Fire Safety Impact: Using the Correct Extinguisher for the Material

Forklift Safety Impact: Capacity

Forklift Safety Impact: Loading and Unloading Principles

Forklift Safety Impact: Load Center

Forklift Safety Impact: Refueling and Recharging

Forklift Safety Impact: Safe Operation and Work Practices

Forklift Safety Impact: Sit-down Inspection

Forklift Safety Impact: Walk-around Inspection

Hand and Power Tool Safety Impact: Electrical Tools

Hand and Power Tool Safety Impact: Grinders

Hand and Power Tool Safety Impact: Hazards and Controls

Hand and Power Tool Safety Impact: Pneumatic Tools

Hand and Power Tool Safety Impact: Powder-actuated Tools

Hand and Power Tool Safety Impact: Specific Hazards

Hazard Communication Impact: Health Hazards

Hazard Communication Impact: Physical Hazards

Hazard Communication Impact: Reducing and Eliminating Contact with Chemicals

Hazard Communication Impact: Routes of Chemical Entry

Hazard Communication Impact: Safety Data Sheets

Hazard Communication Impact: Warning Labels

Hazardous Material Handling and Storage Impact: Drum and Container Hazards

Hazardous Material Handling and Storage Impact: Handling Drums and Containers

Hazardous Material Handling and Storage Impact: Handling Gas Cylinders

Hazardous Material Handling and Storage Impact: Lifting Techniques

Hazardous Material Handling and Storage Impact: Routine Maintenance

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Hazardous Material Handling and Storage Impact: Transporting Gas Cylinders

Hearing Conservation Impact: Effects of Noise on Hearing

Hearing Conservation Impact: Engineering and Administrative Controls

Hearing Conservation Impact: Monitoring, Testing, and Training

Hearing Conservation Impact: Precautions When Using Hearing Protection

Hearing Conservation Impact: Selection, Use, and Care

Hearing Conservation Impact: Types of Hearing Protection

Heat Stress Impact: Precautions and Safe Work Practices

Heat Stress Impact: Symptoms

Heat Stress Impact: Treatment

Indoor Hoisting and Rigging Impact: Indoor Crane Hazards

Indoor Hoisting and Rigging Impact: Crane and Hoist Inspections

Indoor Hoisting and Rigging Impact: Load Handling

Indoor Hoisting and Rigging Impact: Safe Crane Operation

Indoor Hoisting and Rigging Impact: Sling Types and Inspections

Indoor Hoisting and Rigging Impact: Standard Practices for Signalers

Infectious Disease Impact: An Overview of Infectious Diseases

Infectious Disease Impact: Ebola and Smallpox

Infectious Diseases Impact: Legionnaires' Disease and Anthrax

Infectious Disease Impact: Measles and Norovirus

Infectious Disease Impact: MRSA and Meningococcal Disease

Infectious Disease Impact: Zika Virus

Laboratory Safety Impact: Emergency Guidelines and Procedures

Laboratory Safety Impact: Hazardous Waste Accumulation and Disposal

Laboratory Safety Impact: Laboratory Safety Requirements

Laboratory Safety Impact: Preventing Fire and Burn Hazards

Laboratory Safety Impact: Safety Data Sheets and Chemical Storage

Laboratory Safety Impact: Safety Guidelines and Procedures

Ladder Safety Impact: Care and Maintenance

Ladder Safety Impact: Fixed Ladder Use, Capacity, and Safety

Ladder Safety Impact: Ladder Setup and The 4:1 Rule

Ladder Safety Impact: Ladder Selection

Ladder Safety Impact: Safe Practices

Ladder Safety Impact: Transportation and Storage

Lockout/Tagout Impact: Company Procedures

Lockout/Tagout Impact: Individual and Group Applications

Lockout/Tagout Impact: Program Overview

Lockout/Tagout Impact: Properties of Devices

Lockout/Tagout Impact: Removing Devices

Lockout/Tagout Impact: Terminology

Machine Guarding Impact: Actions That Can Result in Injury

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Machine Guarding Impact: Advantages of Guard Construction

Machine Guarding Impact: Areas Where Mechanical Hazards Exist

Machine Guarding Impact: Definitions and General Requirements

Machine Guarding Impact: Inspections

Machine Guarding Impact: Minimum Requirements of Safeguards

Machine Guarding Impact: Where Accidents are Most Likely to Occur

OSHA Recordkeeping Impact: Non-recordable Cases

OSHA Recordkeeping Impact: OSHA's Form 300

OSHA Recordkeeping Impact: OSHA's Form 300A

OSHA Recordkeeping Impact: OSHA's Form 301

OSHA Recordkeeping Impact: Privacy Cases

OSHA Recordkeeping Impact: Recordable Cases

OSHA Recordkeeping Impact: Required Reporting

Personal Protective Equipment Impact: Donning and Doffing PPE

Personal Protective Equipment Impact: Inspecting PPE

Personal Protective Equipment Impact: Limitations of PPE

Personal Protective Equipment Impact: Maintenance and Storage

Personal Protective Equipment Impact: Responsibilities

Personal Protective Equipment Impact: Types of PPE

Respiratory Protection Impact: Donning and Doffing

Respiratory Protection Impact: Respirator Selection

Respiratory Protection Impact: Limitations of Respirators

Respiratory Protection Impact: Types of Respirators

Respiratory Protection Impact: Inspections

Respiratory Protection Impact: Maintenance and Storage

Respiratory Protection Impact: Responsibilities

Safety Principles Impact: Accident Factors

Safety Principles Impact: Accident Investigation

Safety Principles Impact: Near Misses

Safety Principles Impact: Reporting an Accident

Safety Principles Impact: Safety Awareness

Safety Principles Impact: Safe Work Habits and Behaviors

Safety Principles Impact: Stop Work Authority

Slips, Trips, and Falls Impact: Fall Prevention Techniques and Methods

Slips, Trips, and Falls Impact: Identifying Fall Hazards

Slips, Trips, and Falls Impact: Minimizing Walking and Working Surface Hazards

Slips, Trips, and Falls Impact: Preventing Injuries on Ladders

Slips, Trips, and Falls Impact: Stairs

Slips, Trips, and Falls Impact: Specific Applications

Spill Response and Control Impact: Boundaries When Hazards Are Present

Spill Response and Control Impact: Defining Hazardous Materials

Spill Response and Control Impact: Hazardous Spill Sizes

Spill Response and Control Impact: Responding to a Spill

Spill Response and Control Impact: Responsibilities During a Spill

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Spill Response and Control Impact: Work Practices to
Prevent Spills

Welding Impact: Fire Prevention Techniques

Welding Impact: Handling and Storing Gas Cylinders

Welding Impact: Health Hazards

Welding Impact: Oxy-Acetylene Torch Safety

Welding Impact: PPE Requirements

Welding Impact: Safety Considerations

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COMPLIANCE

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Harassment Prevention for Managers - State and Local Government Edition

Sexual Harassment Prevention for Employees

<mark>Bullying and Violence in the Workplace (Retired)</mark>

<mark>Interviewing: Doing it Right (Retired)</mark>

<mark>EEO and Lawful Hiring (Retired)</mark>

HIPAA – Privacy Rule for Business Associates

COMPLIANCE IMPACT: Information Security – The Break-In

COMPLIANCE IMPACT: Respectful Workplace – Reuben's Story

COMPLIANCE IMPACT: Reasonable Accommodation – The Ask

COMPLIANCE IMPACT: Workplace Violence – The Warning Signs

COMPLIANCE IMPACT: Harassment - It's No Joke

COMPLIANCE IMPACT: Harassment - Handling the Complaint

COMPLIANCE IMPACT: Respectful Workplace – One Bad Apple

COMPLIANCE IMPACT: Respectful Workplace – The Bully

COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock

Promoting a Substance-free Workplace

Workplace Harassment Prevention for Frontline Supervisors

Workplace Harassment Prevention for Workers

Prevención del acoso en el lugar de trabajo para trabajadores

COMPLIANCE EXPERT: Privacy & Information Security - The Basics

COMPLIANCE EXPERT: Harassment and Retaliation for Managers

COMPLIANCE EXPERT: Harassment - A Case Study for Managers

COMPLIANCE EXPERT: Bullying - The Manager's Role

COMPLIANCE EXPERT: Bullying - Not in the Workplace

COMPLIANCE EXPERT: Harassment and Retaliation

COMPLIANCE EXPERT: Harassment - A Case Study

COMPLIANCE SHORT: Preventing Harassment and Promoting Respect

COMPLIANCE SHORT: Promoting Diversity and Avoiding Discrimination

<mark>Americans with Disabilities Act: An Overview for Managers – (Retired)</mark>