



Skillsoft Course Directory

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August 2019

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SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

PRODUCTIVITY & COLLABORATION TOOLS

ADOBE

- **Adobe Dreamweaver CC**

Adobe Dreamweaver CC - Essentials

- **Adobe Flash Professional CC**

Adobe Flash Professional CC - Introduction and Basic Tools

Adobe Flash Professional CC - Working with ActionScript

Adobe Flash Professional CC - Additional Tools and Features

- **Adobe CC Overview New Features**

Adobe CC Overview of New Features

- **Adobe ColdFusion 10**

Adobe ColdFusion 10 Fundamentals

- **Adobe Captivate 8 Fundamentals**

Adobe Captivate 8: Getting Started

Adobe Captivate 8: Media and Interactivity

- **Adobe Acrobat DC**

Adobe Acrobat DC Fundamentals

Working with Adobe Acrobat DC

- **Adobe Dreamweaver CC**

Adobe Dreamweaver CC 2015 Fundamentals

Basic Coding with Adobe Dreamweaver CC 2015

The Adobe Dreamweaver CC 2015 Interface

Adobe Dreamweaver CC 2015 Browsers and HTML

Adobe Dreamweaver CC 2015 Web Design

- **Adobe Flash Professional CC**

Adobe Flash Professional CC 2015 Fundamentals

Drawing with Adobe Flash Professional CC 2015

Adobe Flash Professional CC 2015 Tools

Adobe Flash Professional CC 2015 Animations

Adobe Flash Professional CC 2015 Programming

- **Adobe Illustrator CC**

Adobe Illustrator CC 2015 Introduction and New Features

Adobe Illustrator CC 2015 Fundamentals

Drawing in Adobe Illustrator CC 2015

Working with Text in Adobe Illustrator CC 2015

Adobe Illustrator CC 2015 Tools

Adobe Illustrator CC 2015 Working with the Pen Tools and Objects

Adobe Illustrator CC 2015 Gradients and Bitmap Images

Adobe Illustrator CC 2015 Advanced Tools and Effects

- **Adobe InDesign CC**

Adobe InDesign CC 2015 Fundamentals

Adobe InDesign CC 2015 Basic Navigation and Tools

Working with Images and Exporting Files in Adobe InDesign CC 2015

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Working with Objects and Editing Tools in Adobe InDesign CC 2015

Working with Text in Adobe InDesign CC 2015

Working with Pages in Adobe InDesign CC 2015

- **Adobe Photoshop CC**

Adobe Photoshop CC 2015 Basics

Adobe Photoshop CC 2015: File Types and Color Editing

Adobe Photoshop CC 2015: Selection Tools and Techniques

Adobe Photoshop CC 2015: Layers and Type

Adobe Photoshop CC 2015 Enhancement Tools and Techniques

Adobe Photoshop CC 2015 Cloning and Editing

Adobe Photoshop CC 2015 Paths and Techniques

- **Adobe Premiere Elements 13**

Adobe Premiere Elements 13 Essentials

Adobe Premiere Elements 13: Getting Started

Adobe Premiere Elements 13: Importing Files & Setting Up a Project

Adobe Premiere Elements 13: Trimming & Editing a Video

Adobe Premiere Elements 13: Adding Video Effects

Adobe Premiere Elements 13: Project Audio Settings

Adobe Premiere Elements 13: Exporting & Sharing Videos

- **Adobe Premiere Pro CC**

Adobe Premiere Pro CC 2015 Fundamentals

Adobe Premiere Pro CC 2015 Panels and Effects

Adobe Premiere Pro CC 2015 Movies and Application Extensibility

- **Adobe Captivate 9 Fundamentals**

Adobe Captivate 9: Getting Started

Adobe Captivate 9: Media and Recording

Adobe Captivate 9: Questions and Pools

Adobe Captivate 9: Publishing and Actions

- **Adobe Edge Animate CC**

Adobe Edge Animate CC: Exploring the Interface

Adobe Edge Animate CC: Creating and Animating Artwork

Adobe Edge Animate CC: Importing Artwork, Text Animation and Typeface Properties

Adobe Edge Animate CC: Transitions, Symbols, and Synchronizing Motion

Adobe Edge Animate CC: Interactive Compositions

Adobe Edge Animate CC: Publishing Compositions

Adobe Edge Animate CC: Working with Video and Audio

- **Adobe Connect Meetings (No Assessments)**

Adobe Connect Meetings: Sign-in & Setup

Adobe Connect Meetings: Organizing & Hosting Meetings

Adobe Connect Meetings: Meeting Tools

- **Adobe Photoshop Elements 13 (No Assessments)**

Adobe Photoshop Elements 13: View Tools

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Adobe Photoshop Elements 13: Importing Photos & Preparing the Workspace

Adobe Photoshop Elements 13: Organizing, Finding & Sorting Photos

Adobe Photoshop Elements 13: Organizing, Finding & Sorting Photos

Adobe Photoshop Elements 13: Creating Slideshows & Collages

Adobe Photoshop Elements 13: Photo Editing

Adobe Photoshop Elements 13: Advanced Photo Editing

Adobe Photoshop Elements 13: Adding Shapes & Text to Photos

PRODUCTIVITY & COLLABORATION TOOLS

APPLE MAC OS X

- **Mac OS Sierra for End Users**

Mac OS Sierra: Navigating the Environment

Mac OS Sierra: Using Finder Windows

Mac OS Sierra: Installing & Using Apps

Mac OS Sierra: Setting & Managing Reminders

Mac OS Sierra: Accessing & Managing Files

Mac OS Sierra: Using Siri & Search

Mac OS Sierra: Managing User Accounts

Mac OS Sierra: Protecting User Data

Mac OS Sierra: Customizing Appearance

Mac OS Sierra: Monitoring, Configuring, & Optimizing

Mac OS Sierra: Configuring Network & Share Settings

PRODUCTIVITY & COLLABORATION TOOLS

APPLE SAFARI X

- **Safari 10 for End Users**

Safari 10: Browsing the Web

Safari 10: Saving, Bookmarking & Sharing Websites

Safari 10: Browsing Securely & Safely

Safari 10: Customizing the Browser

PRODUCTIVITY & COLLABORATION TOOLS

BEST PRACTICES FOR DESKTOP USERS

- **IT Security for End Users**

IT Security for End Users: IT Security Fundamentals

IT Security for End Users: Using Corporate Devices Securely

IT Security for End Users: Secure Corporate Communications and Networking

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT OFFICE 2019

- **Excel 2019 for Windows**

Excel 2019 for Windows: Illustrating Documents

Excel 2019 for Windows: Using Basic Formulas

Excel 2019 for Windows: Getting Started

Excel 2019 for Windows: Creating & Saving Workbooks

Excel 2019 for Windows: Inserting & Manipulating Data

Excel 2019 for Windows: Formatting Data

Excel 2019 for Windows: Sharing & Collaborating on a Document

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Excel 2019: Custom & Conditional Formatting
Excel 2019: Finding & Grouping Data
Excel 2019: Sorting & Filtering Data
Excel 2019: Referencing Data
Excel 2019: Working with Excel Tables
Excel 2019: Forecasting & Solving Problems
Excel 2019: Creating Charts & Graphics
Excel 2019: Working with Different Chart Styles
Excel 2019: Inserting PivotTables
Excel 2019: Working with Data in PivotTables
Excel 2019: Using Conditional Formulas
Excel 2019: Configuring Options & Settings

- **Outlook 2019 for Windows**

Outlook 2019 (Windows): Setting Up
Outlook 2019 (Windows): Sending & Receiving Email
Outlook 2019 (Windows): Illustrating Email
Outlook 2019 (Windows): Contact Tools
Outlook 2019 (Windows): Calendar Tools
Outlook 2019 (Windows): Formatting Email Text
Outlook 2019 (Windows): Designing & Shaping Email
Outlook 2019 (Windows): Proofing Email
Outlook 2019 (Windows): Tagging, Sorting & Filtering Email
Outlook 2019 (Windows): Organizing Emails
Outlook 2019 (Windows): Optimizing Workflows
Outlook 2019: Configuring the Client

- **PowerPoint 2019**

PowerPoint 2019 (Windows): Getting Started
PowerPoint 2019 (Windows): Creating Presentations
PowerPoint 2019 (Windows): Saving Presentations
PowerPoint 2019 (Windows): Inserting & Manipulating Text
PowerPoint 2019 (Windows): Formatting Presentations
PowerPoint 2019 (Windows): Enhancing Presentation Designs
PowerPoint 2019: Using Multimedia in Presentations
PowerPoint 2019: Organizing Presentations Assets
PowerPoint 2019: Adding Data to Presentations
PowerPoint 2019: Creating Graphics & Diagrams
PowerPoint 2019: Sharing & Collaborating on a Presentation
PowerPoint 2019: Adding animations
PowerPoint 2019: Preparing & Delivering Slideshows
PowerPoint 2019: Configuring PowerPoint

- **Word 2019**

Word 2019 (Windows): Opening & Setting Up
Word 2019 (Windows): Creating, Opening & Saving Documents
Word 2019 (Windows): Editing documents
Word 2019 (Windows): Formatting Documents
Word 2019 (Windows): Using Find & Replace Tools
Word 2019: Sharing & Collaborating on a Document
Word 2019: Structuring Documents
Word 2019: Shaping Documents

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Word 2019: Illustrating Documents
Word 2019: Creating Graphics & Diagrams
Word 2019: Adding Data & Calculations
Word 2019: Using Table Tools
Word 2019: Using Research Tools
Word 2019: Creating Forms
Word 2019: Creating Bulk Mailings
Word 2019: Configuring the Application

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT OFFICE 2016

- **Office 2016 First Look**

Microsoft Office 2016: First Look Modern Productivity
Microsoft Office 2016: First Look Functionality and Collaboration

- **Microsoft Office 2016: Beginning PowerPoint**

Introduction to the PowerPoint 2016 Interface and Basic Tasks
Modifying and Formatting Slides in PowerPoint 2016
Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016
Working with Graphic, Audio, and Video Content in PowerPoint 2016
Constructing and Modifying Tables and Charts in PowerPoint 2016

- **Microsoft Office 2016: Beginning Word**

Working with the Interface and Performing Basic Tasks in Word 2016

Formatting Text in Word 2016
Customizing Options and Using Document Views in Word 2016
Creating and Formatting Tables in Word 2016
Headers, Footers, Page Numbering, and Layout in Word 2016
Using the Navigation Pane and Creating Lists in Word 2016

- **Microsoft Office 2016: Intermediate PowerPoint**

Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016
Using Hyperlinks, Actions, and Comments in PowerPoint 2016
Using Slide Show Presentation Tools in PowerPoint 2016
Customizing Proofing and Default Options in PowerPoint 2016
Sharing and Protecting Presentations in PowerPoint 2016
Exporting Presentations and Compressing Media in PowerPoint 2016
PowerPoint 2016: Getting Started
PowerPoint 2016: Creating Presentations
PowerPoint 2016: Saving & Sharing Presentations
PowerPoint 2016: Inserting & Manipulating Text
PowerPoint 2016: Formatting Presentations
PowerPoint 2016: Illustrating Presentations
PowerPoint 2016: Creating Graphics & Diagrams
PowerPoint 2016: Organizing Presentations Assets
PowerPoint 2016: Adding Animations

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

PowerPoint 2016: Preparing & Delivering Slideshows
PowerPoint 2016: Using the Office Mix Add-in
PowerPoint 2016: Configuring PowerPoint
PowerPoint 2016: Using PowerPoint 2016 with Office 365

- **Microsoft Office 2016: Intermediate Word**

Using Illustrations, Styles, and Themes in Word 2016
Designing and Formatting Illustrations in Word 2016
Advanced Table Customization in Word 2016
Maintaining, Protecting, and Reviewing Documents in Word 2016
References, Proofing, Mail Merges, and Forms in Word 2016
Sharing and Collaborating on Documents in Word 2016

- **Microsoft Office 2016: Beginning Excel**

Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks
Microsoft Excel 2016 Essentials: Formatting Data
Microsoft Excel 2016 Essentials: Data Presentation Strategies
Microsoft Excel 2016 Essentials: Formulas and Functions
Microsoft Excel 2016 Essentials: Charts, Tables, and Images

- **Microsoft Office 2016: Intermediate Excel**

Microsoft Excel 2016 Intermediate: Customizing Views, Styles, and Templates

Microsoft Office 2016 Intermediate Excel: Creating Custom Visual Effects

Microsoft Office 2016 Intermediate Excel: Working with Data

Microsoft Office 2016 Intermediate Excel: Macros and Advanced Queries

Microsoft Office 2016 Intermediate Excel: PivotTables and Advanced Charts

Microsoft Office 2016 Intermediate Excel: Share, Review, and Collaborate

Excel 2016: Finding, Sorting & Filtering Data

Excel 2016: Basic Formulas

Excel 2016: Custom & Conditional Formatting

Excel 2016: Referencing Data

Excel 2016: Inserting & Manipulating Data

- **Microsoft Office 2016: Beginning Outlook**

Getting to Know Outlook 2016

Managing Conversations and E-mail in Outlook 2016

Managing Attachments, and Inserting Items and Signatures in Outlook 2016

Organizing Contacts in Outlook 2016

Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016

Configuring and Managing Meetings and Notes in Outlook 2016

- **Microsoft Office 2016: Intermediate Outlook**

Formatting E-mail in Outlook 2016

Configuring Message Options in Outlook 2016

Customizing and Managing Outlook 2016

Managing Automation, Storage, and Tidying Up in Outlook 2016

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Managing Contacts, Tasks, and the Calendar in Outlook 2016
Viewing and Configuring Outlook 2016 Backstage Options
Outlook 2016: Setting Up
Outlook 2016: Sending & Receiving Email
Outlook 2016: Formatting Email
Outlook 2016: Illustrating Email
Outlook 2016: Organizing Email
Outlook 2016: Contact Tools
Outlook 2016: Calendar Tools
Outlook 2016: Configuring the Client
Outlook 2016: Using Outlook 2016 with Office 365

- **Microsoft Office 2016: Advanced Excel**

Microsoft Excel 2016 Advanced: Apps and What-if Analysis
Microsoft Excel 2016 Advanced: Power Pivot, Custom Formatting, Fills, and Forms
Microsoft Excel 2016 Advanced: Accessibility, Transforming Data, and Errors

- **Microsoft Office 2016: Beginning Access**

Introduction to the Access 2016 Interface, Database Management, and Tables
Creating Relationships, Queries, Forms and Reports in Access 2016
Access 2016: Working with Databases
Access 2016: Saving, Printing & Exporting Databases
Access 2016: Tables, Fields, & Entries
Access 2016: Inserting, Importing, & Formatting Data

Access 2016: Finding & Organizing Data
Access 2016: Creating Forms & Queries
Access 2016: Using the Report & Analysis Tools

- **Microsoft Office 2016: Beginning OneNote**

Getting to Know Microsoft OneNote 2016
Working with Microsoft OneNote 2016
OneNote 2016: Creating & Opening Notebooks
OneNote 2016: Working with Notebooks
OneNote 2016: Creating Notes
OneNote 2016: Illustrating Notes
OneNote 2016: Using Collaboration Tools
OneNote 2016: Configuring OneNote

- **Microsoft Office 2016: Beginning Project**

Getting Started with Project 2016
Working with Tasks, Relationships, Constraints, and Milestones in Project 2016
Managing Resources and Views in Project 2016
Tracking, Managing, and Sharing Projects in Project 2016
Project 2016: Opening & Navigating
Project 2016: Setting Up Projects
Project 2016: Saving & Exporting
Project 2016: Managing Tasks
Project 2016: Using & Formatting Gantt Charts
Project 2016: Tracking Projects
Project 2016: Managing Project Resources

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Project 2016: Using Report Tools
Project 2016: Illustrating Projects
Project 2016: Visualizing Data in Charts & Tables
Project 2016: Configuring Project

- **Microsoft Office 2016: Beginning Visio**

Getting Started with Visio 2016
Creating and Managing Diagrams In Visio 2016
Designing and Enhancing Diagrams in Visio 2016
Collaborating, Evaluating, and Saving Diagrams in Visio 2016
Visio 2016: Creating, Saving, & Sharing Documents
Visio 2016: Formatting & Structuring Documents
Visio 2016: Inserting & Formatting Text
Visio 2016: Inserting Shapes & Images
Visio 2016: Formatting & Organizing Shapes
Visio 2016: Adding Data to Diagrams
Visio 2016: Visualizing Data in Charts & Tables
Visio 2016: Creating Data Graphics & Reports

- **Microsoft Office 2016: SharePoint for End Users**

Navigating, Customizing, Lists and Libraries in SharePoint 2016
Managing Libraries and Lists in SharePoint 2016
Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016
Social Networking and Collaboration in SharePoint 2016
Tags, Notes, Community Sites, and Search in SharePoint 2016

Content Types, Workflows, Calendar, and Office Applications in SharePoint 2016

- **Microsoft Office 2016: New Features**

New and Improved Features in Office 2016, Word and Outlook

Features in Office 2016, PowerPoint, Excel, Visio, Project and Access, OneNote

- **Microsoft Office 2016: PowerPoint Best Practices**

Designing Effective PowerPoint Presentations

Using Slide Masters and Slide Elements to Optimize Impact

- **Microsoft Office 2016: Word for iPad (No Assessments)**

Microsoft Word 2016 for iPad: Creating, Opening, and Saving Documents

Microsoft Word 2016 for iPad: Editing Documents

Microsoft Word 2016 for iPad: Formatting Documents

Microsoft Word 2016 for iPad: Shaping and Structuring Documents

Microsoft Word 2016 for iPad: Adding Graphics to Documents

Microsoft Word 2016 for iPad: Using Collaboration Tools

- **Microsoft Office 2016: PowerPoint for iPad (No Assessments)**

Creating & Opening Presentations

Microsoft PowerPoint 2016 for iPad: Building Presentations

Microsoft PowerPoint 2016 for iPad: Formatting Presentations

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Microsoft PowerPoint 2016 for iPad: Illustrating Presentations

Microsoft PowerPoint 2016 for iPad: Preparing and Delivering Slideshows

- **Microsoft Office 2016: OneNote for iPad (No Assessments)**

Microsoft OneNote 2016 for iPad: Creating Notebooks

Microsoft OneNote 2016 for iPad: Creating Notes

Microsoft OneNote 2016 for iPad: Formatting Notes

Microsoft OneNote 2016 for iPad: Illustrating Notes

Microsoft OneNote 2016 for iPad: Using Collaboration Tools

- **Microsoft Office 2016: Sharepoint for iOS (No Assessments)**

Microsoft Sharepoint 2016 for iOS: Signing in and Navigating

Microsoft Sharepoint 2016 for iOS: Collaborating

Microsoft Sharepoint 2016 for iOS: Blogging

- **Microsoft Office 2016: Excel for iPad (No Assessments)**

Microsoft Excel 2016 for iPad: Using Workbooks

Microsoft Excel 2016 for iPad: Inserting and Manipulating Data

Microsoft Excel 2016 for iPad: Formatting Data

Microsoft Excel 2016 for iPad: Visualizing Data in Tables and Charts

Microsoft Excel 2016 for iPad: Using Formula Tools

Microsoft Excel 2016 for iPad: Using Collaboration Tools

- **Microsoft Office 2016: Excel for iPhone (No Assessments)**

Microsoft Excel 2016 for iPhone: Using Workbooks

Microsoft Excel 2016 for iPhone: Inserting and Manipulating Data

Microsoft Excel 2016 for iPhone: Inserting Tables and Illustrations

Microsoft Excel 2016 for iPhone: Using Collaboration Tools

- **Microsoft Office OneDrive**

Microsoft Office Online OneDrive: Sign-in and Setup

Microsoft Office Online OneDrive: Storage Services

Microsoft Office Online OneDrive: File Organization

Microsoft Office Online OneDrive: OneDrive for iOS

- **Outlook Mail for Web (No Assessments)**

Microsoft Outlook Mail for Web: Getting Started

Microsoft Outlook Mail for Web: Sending and Receiving Email

Microsoft Outlook Mail for Web: Formatting Email

Microsoft Outlook Mail for Web: Organizing Email

Microsoft Outlook Mail for Web: Contact Tools

Microsoft Outlook Mail for Web: Contact Tools

Microsoft Outlook Mail for Web: Configuring the App

- **Skype for Business 2016 (No Assessments)**

Skype for Business 2016: Getting Started

Skype for Business 2016: Chatting and Calling

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Skype for Business 2016: Organizing and Hosting Meetings

Skype for Business 2016: Meeting Tools

- **Microsoft Office 2016: PowerPoint for iPhone (No Assessments)**

Microsoft PowerPoint 2016 for iPhone: Creating & Opening Presentations

Microsoft PowerPoint 2016 for iPhone: Building Presentations

Microsoft PowerPoint 2016 for iPhone: Formatting Presentations

Microsoft PowerPoint 2016 for iPhone: Illustrating Presentations

Microsoft PowerPoint 2016 for iPhone: Preparing & Delivering Slideshows

- **Microsoft Office 2016: Word for iPhone (No Assessments)**

Microsoft Word 2016 for iPhone: Creating, Opening & Saving Documents

Microsoft Word 2016 for iPhone: Editing Documents

Microsoft Word 2016 for iPhone: Shaping & Formatting Documents

Microsoft Word 2016 for iPhone: Adding Graphics to Documents

Microsoft Word 2016 for iPhone: Using Collaboration Tools

Microsoft Excel 2016 for Mac: Creating, Saving, and Sharing Workbooks

Microsoft Excel 2016 for Mac: Formatting Data

Microsoft Excel 2016 for Mac: Custom and Conditional Formatting

Microsoft Excel 2016 for Mac: Illustrating Documents

Microsoft Excel 2016 for Mac: Finding, Sorting, and Filtering Data

Microsoft Excel 2016 for Mac: Referencing Data

Microsoft Excel 2016 for Mac: Basic Formulas

Microsoft Excel 2016 for Mac: Working with Formulas

Microsoft Excel 2016 for Mac: Charts and Graphs

Microsoft Excel 2016 for Mac: PivotTables

Microsoft Excel 2016 for Mac: Extracting Information with Formulas

Microsoft Excel 2016 for Mac: Configuring Excel

Microsoft Excel 2016 for Windows: Creating Tours with 3D Maps

Microsoft Excel 2016 for Windows: Working with Data in 3D Maps

Microsoft Excel 2016 for Mac: Manipulating Data

Excel 2016: Getting Started

Excel 2016: Creating, Saving & Sharing Workbooks

Excel 2016: Inserting & Manipulating Data

Excel 2016: Formatting Data

Excel 2016: Custom & Conditional Formatting

Excel 2016: Illustrating Documents

Excel 2016: Finding, Sorting & Filtering Data

Excel 2016: Referencing Data

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT OFFICE FOR MAC 2016

- **Microsoft Office for Mac 2016 - Excel (No Assessments)**

Microsoft Excel 2016 for Mac: Opening and Setting Up Excel

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Excel 2016: Basic Formulas
Excel 2016: Working with Formulas
Excel 2016: Creating Charts & Graphics
Excel 2016: Creating PivotTables & PivotCharts
Excel 2016: Using the Power View Add-in
Excel 2016: Using Conditional Formulas
Excel 2016: Configuring Options & Settings
Excel 2016: Using the Power Pivot Add-in
Excel 2016: Extracting Information with Formulas
Excel 2016: Using Excel 2016 with Office 365

- **Microsoft Office for Mac 2016 - OneNote (No Assessments)**

Microsoft OneNote 2016 for Mac: Creating and Opening Notebooks
Microsoft OneNote 2016 for Mac: Working with Notebooks
Microsoft OneNote 2016 for Mac: Creating Notes
Microsoft OneNote 2016 for Mac: Illustrating Notes
Microsoft OneNote 2016 for Mac: Protecting and Sharing Notebooks
Microsoft OneNote 2016 for Mac: Configuring the Application

- **Microsoft Office for Mac 2016 - Outlook (No Assessments)**

Microsoft Outlook 2016 for Mac: Opening and Setting Up the Client
Microsoft Outlook 2016 for Mac: Sending and Receiving Email
Microsoft Outlook 2016 for Mac: Formatting Email

Microsoft Outlook 2016 for Mac: Organizing Email
Microsoft Outlook 2016 for Mac: Using the Contact Tools
Microsoft Outlook 2016 for Mac: Using the Calendar Tools
Microsoft Outlook 2016 for Mac: Configuring the Client

- **Microsoft Office for Mac 2016 - PowerPoint (No Assessments)**

Microsoft PowerPoint 2016 for Mac: Configuring PowerPoint
Microsoft PowerPoint 2016 for Mac: Building and Structuring a Presentation
Microsoft PowerPoint 2016 for Mac: Saving, Exporting, and Sharing Presentations
Microsoft PowerPoint 2016 for Mac: Inserting and Manipulating Text
Microsoft PowerPoint 2016 for Mac: Formatting your Presentation
Microsoft PowerPoint 2016 for Mac: Illustrating your Presentation
Microsoft PowerPoint 2016 for Mac: Creating Graphics & Diagrams in Your Presentation
Microsoft PowerPoint 2016 for Mac: Organizing your Presentation Assets
Microsoft PowerPoint 2016 for Mac: Adding Animation to your Presentation
Microsoft PowerPoint 2016 for Mac: Preparing and Delivering your Slideshow
Microsoft PowerPoint 2016 for Mac: Using Office 365

- **Microsoft Office for Mac 2016 - Word (No Assessments)**

Microsoft Word 2016 for Mac: Opening and Setting Up

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Microsoft Word 2016 for Mac: Creating, Opening, and Saving Documents

Microsoft Word 2016 for Mac: Editing Documents

Microsoft Word 2016 for Mac: Formatting Documents

Microsoft Word 2016 for Mac: Shaping and Structuring Documents

Microsoft Word 2016 for Mac: Using the Find and Replace Tool

Microsoft Word 2016 for Mac: Illustrating Documents

Microsoft Word 2016 for Mac: Using Table Tools

Microsoft Word 2016 for Mac: Creating Graphics and Diagrams

Microsoft Word 2016 for Mac: Creating Forms and Bulk Mailings

Microsoft Word 2016 for Mac: Using Research Tools

Microsoft Word 2016 for Mac: Using Sharing and Collaboration Tools

Microsoft Word 2016 for Mac: Configuring the Application

Word 2016 pour Windows: Utilisation de Word 2016 avec Office 365

Word 2016: Opening & Setting Up

Word 2016: Creating, Opening & Saving Documents

Microsoft Word 2016 for Mac: Editing Documents

Word 2016: Formatting Documents

Microsoft Word 2016 for Mac: Shaping & Structuring Documents

Microsoft Word 2016 for Mac: Using the Find & Replace Tools

Illustrating Documents

Word 2016: Using Table Tools

Word 2016: Creating Graphics & Diagrams

Word 2016: Using Research Tools

Word 2016: Creating Forms & Bulk Mailings

Word 2016: Using Sharing & Collaboration Tools

Word 2016: Configuring the Application

Microsoft Word 2016 for Mac: Using Office 365

- **Microsoft Office 2016: Outlook Web App for iPad (No Assessments)**

Microsoft Outlook Web App for iPad: Sign-in and Setup

Microsoft Outlook Web App for iPad: Working with Email

Microsoft Outlook Web App for iPad: Organizing Email

Microsoft Outlook Web App for iPad: Calendar Tools

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT OFFICE SWAY

- **Microsoft Office Sway Web App**

Microsoft Office Sway Web App: Signing in and Creating Presentations

Microsoft Office Sway Web App: Building Presentations

Microsoft Office Sway Web App: Delivering and Publishing Presentations

- **Sway for Windows**

Sway for Windows

Sway for Windows: Building Presentations

Sway for Windows: Delivering & Publishing Presentations

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- **Sway for iOS**

Microsoft Office Sway for iOS

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT OFFICE 2013

- **Microsoft Office 2013: Beginning Word**

Performing Basic Tasks in Word 2013
Editing and Formatting in Word 2013
Structuring a Document in Word 2013
Adding Lists and Objects in Word 2013 (Update Avail.)
Adding Lists and Objects in Word 2013
Using Tables in Word 2013
Word 2013: Getting Started
Word 2013: Creating, Opening, & Saving Documents
Word 2013: Editing Documents
Word 2013: Formatting Documents
Word 2013: Research Tools
Word 2013: Modifying Document Format
Word 2013: Find & Replace Tools
Word 2013: TableTools
Word 2013: Graphics & Diagrams
Word 2013: Illustrating Documents
Word 2013: Forms & Bulk Mailings
Word 2013: Sharing & Collaboration Tools
Word 2013: Configuring Word

- **Microsoft Office 2013: Beginning Access**

Creating and Populating a Database in Access 2013
Modifying Tables in Access 2013
Creating and Modifying Queries in Access 2013
Creating and Modifying Forms in Access 2013
Creating and Modifying Reports in Access 2013
Access 2013: Working with Databases
Access 2013: Saving, Printing, & Exporting Databases
Access 2013 (Windows): Understanding Tables, Fields, & Entries
Access 2013: Inserting, Importing, & Formatting Data
Access 2013: Finding & Organizing Data
Access 2013: Creating Forms & Queries
Access 2013: Report & Analysis Tools

- **Microsoft Project 2013**

Setting up a Project in Project 2013
Task-based Scheduling in Project 2013
Resource Management in Project 2013
Tools for Tracking Project Performance in Project 2013
Communicate and Finalize Project Information Using Project 2013
Project 2013: Setting Up Projects
Project 2013: Saving & Exporting Projects
Project 2013: Managing Project Tasks
Project 2013: Tracking Projects
Project 2013: Gantt Charts
Project 2013: Managing Project Resources

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Project 2013: Report Tools

Project 2013: Illustrating Projects

Project 2013: Visualizing Data in Charts & Tables

Project 2013: Configuring Project

Managing Web Parts, Users, and Groups in SharePoint 2013

Using and Configuring Search in SharePoint 2013

Workflows, Collaboration, and Analysis in SharePoint 2013

- **Microsoft Office 2013: Advanced Outlook**

Formatting E-mail and Configuring Message Options in Outlook 2013

Management and Customization in Outlook 2013

Mail Automation, Cleanup, and Storage in Outlook 2013

Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013

- **Microsoft Office 2013: Power User Excel**

Sharing and Linking Data, and Adding Office Apps to Excel 2013

Reviewing and Protecting Content in Excel 2013

Advanced Formats and Layouts in Excel 2013

Advanced Formulas and Functions in Excel 2013

Using Financial Functions and What-If Analysis in Excel 2013

Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013

- **Microsoft Office 2013: SharePoint for Power Users**

Configuring Pages, Sites, and Content in SharePoint 2013

Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013

Managing Templates, Views, and Versioning in SharePoint 2013

- **Microsoft Office 2013: Advanced Excel**

Creating and Customizing Visual Elements in Excel 2013

Customizing Options and Views in Excel 2013

Manipulating Data in Excel 2013

Data Search, Data Validation, and Macros in Excel 2013

- **Microsoft Office 2013: Advanced PowerPoint**

Advanced Slide Shows Tools in PowerPoint 2013

Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013

- **Microsoft Office 2013: Advanced Word**

Advanced Formatting in Word 2013

Customizing Document Layout in Word 2013

Advanced Table Customization in Word 2013 (Update Avail.)

Advanced Table Customization in Word 2013

Inserting and Formatting Graphics in Word 2013 (Update Avail.)

Inserting and Formatting Graphics in Word 2013

Navigating and Reviewing Documents in Word 2013

Reference Tools and Mail Merge in Word 2013

Adjusting Document Views and Customizing the Appearance of Word 2013

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Sharing and Collaboration in Word 2013

Excel 2013: Configuring Excel

- **Microsoft Office 2013: Beginning Excel**

Creating Workbooks, Worksheets, and Data in Excel 2013
Saving and Printing Data in Excel 2013
Formatting Cells and Worksheets in Excel 2013
Formatting Data in Excel 2013
Presenting Data using Conditional Formatting and Sparklines in Excel 2013
Performing Calculations Using Functions in Excel 2013
Presenting Data in Tables and Charts in Excel 2013
Excel 2013: Getting Started
Excel 2013: Creating, Saving, & Exporting Workbooks
Excel 2013: Sharing & Exporting Workbooks
Excel 2013: Manipulating Data
Excel 2013: Formatting Data
Excel 2013: Custom & Conditional Formatting
Excel 2013: Illustrating Documents
Excel 2013: Finding, Sorting, & Filtering Data
Excel 2013: Referencing Data
Excel 2013: Basic Formulas
Excel 2013: Working with Formulas
Excel 2013: Charts & Graphics
Excel 2013: PivotTables & PivotCharts
Excel 2013: The Power View Add-in
Excel 2013: The Power Pivot Add-in
Excel 2013: Extracting Information with Formulas

- **Microsoft Office 2013: Beginning Outlook**

Working with E-mail in Outlook 2013
Managing E-mail in Outlook 2013
Working with Contacts in Outlook 2013
Scheduling with Appointments, Events, and Tasks in Outlook 2013
Working with Meetings in Outlook 2013
Outlook 2013: Getting Started
Outlook 2013: Sending & Receiving Email
Outlook 2013: Formatting Email
Outlook 2013: Illustrating Email
Outlook 2013: Organizing Email
Outlook 2013: Contact Tools

- **Microsoft Office 2013: Beginning PowerPoint**

Creating Presentations in PowerPoint 2013
Enhancing PowerPoint 2013 Presentations
Animations and Media in PowerPoint 2013
Finalizing a PowerPoint 2013 Presentation
PowerPoint 2013: Getting Started
PowerPoint 2013: Creating Presentations
PowerPoint 2013: Saving, Exporting, & Sharing Presentations
PowerPoint 2013: Inserting & Manipulating Text
PowerPoint 2013: Formatting Presentations
PowerPoint 2013: Illustrating Presentations

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

PowerPoint 2013: Organizing Presentation Assets
PowerPoint 2013: Creating Graphics & Diagrams
PowerPoint 2013: Adding Animation
PowerPoint 2013: Preparing & Delivering Slideshows
PowerPoint 2013: Sharing Presentations
PowerPoint 2013: Configuring PowerPoint

OneNote 2013: Creating & Opening Notebooks
OneNote 2013: Creating Notes
OneNote 2013: Organizing, Protecting, & Saving Notebooks
OneNote 2013: Formatting & Illustrating Notes
OneNote 2013: Using Collaboration Tools
OneNote 2013: Configuring the Application
OneNote 2013: Using the Mobile App

- **Microsoft Office 2013: SharePoint for End Users**

Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013
My Site and Social Features in SharePoint 2013
Community Sites, Search, and Office Integration in SharePoint 2013
SharePoint 2013: Signing in & Setting Up
SharePoint 2013: Working with the Newsfeed
SharePoint 2013: Working with SharePoint Apps
SharePoint 2013: Working with Document Libraries
SharePoint 2013: Working with Team Sites
SharePoint 2013: Building Web Pages
SharePoint 2013: Working with Blogs
SharePoint 2013: Creating Public Sites

- **Microsoft OneNote 2013**

The Microsoft OneNote 2013 Interface
Getting Started with Microsoft OneNote 2013
Working With and Sharing Content in Microsoft OneNote 2013
OneNote 2013 Integration with Other Microsoft Applications

- **Managing Projects with Microsoft Project 2013**

Setting Up a Project in Microsoft Project 2013
Creating a Task-Based Schedule in Microsoft Project 2013
Managing Resources and Assignments in Microsoft Project 2013
Tracking and Analyzing Projects Using Microsoft Project 2013
Communicating Project Information Using Microsoft Project 2013

- **Visio 2013**

Visio 2013: Exploring the Interface
Visio 2013: Creating, Saving, & Sharing Documents
Visio 2013: Formatting & Structuring a Document
Visio 2013: Inserting Shapes & Images
Visio 2013: Formatting & Organizing Shapes
Visio 2013: Inserting & Formatting Text
Visio 2013: Adding Data to Diagrams
Visio 2013: Creating Data Graphics & Reports

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Lync 2013 End-user**

Lync 2013: Getting Started
Lync 2013: Messages & Calls
Lync 2013: Meeting Tools
Lync 2013: Configuring the App
Lync 2013: Using the Lync Windows Store App

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT OFFICE 2010

- **Microsoft Office 2010: New Features**

Office 2010 New Core Features
New Messaging and Collaboration Features in Office 2010
Office 2010 Web Apps and New Features in Publisher and Mobile

- **Microsoft Office 2010 New Features for Users Migrating from Office 2003**

The New Office 2010 Interface, Word 2010, and Excel 2010
Outlook 2010 and Collaboration in Office 2010
New Features for PowerPoint, Publisher, and Access in Office 2010

- **Microsoft Office 2010: Beginning Word**

Getting Started with Word 2010
Formatting and Working with Text in Word 2010
Organizing and Arranging Text in Word 2010
Moving Around in Word 2010
Structuring Word 2010 Documents

Reviewing Documents in Word 2010
Saving, Sharing, and Printing in Word 2010
Customizing the Behavior and Appearance of Word 2010
Drawing and Inserting Graphics in Word 2010
Word 2010: Graphics & Diagrams
Word 2010: Configuring Word
Word 2010: Forms & Bulk Mailings
Word 2010: Formatting Documents
Word 2010: Research Tools
Word 2010: Table Tools
Word 2010: Sharing & Collaboration Tools
Word 2010: Editing Documents
Word 2010: Modifying Document Structure
Word 2010: Getting Started
Word 2010: Creating, Opening, & Saving Documents
Word 2010: Find & Replace Tools
Word 2010: Illustrating Documents

- **Microsoft SharePoint 2010: New Features for End Users**

SharePoint 2010 New Features for End Users

- **Microsoft SharePoint 2010 for End Users**

Getting Started with SharePoint 2010
Using SharePoint 2010 with Office 2010

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Microsoft SharePoint 2010: New Features for Power Users**

Microsoft SharePoint 2010: New Features for Power Users

- **Microsoft SharePoint 2010 for Power Users**

Managing SharePoint 2010 Sites, Lists, and Libraries

Managing SharePoint 2010 Pages and Components

SharePoint 2010 Security and Business Intelligence

- **Microsoft Office 2010: Beginning Excel**

Getting Started with Excel 2010

Applying Basic Data Formatting in Excel 2010

Moving and Getting Around in Excel 2010

Moving Data and Modifying Worksheets in Excel 2010

Saving, Sending, and Printing Excel 2010 Workbooks

Using Conditional Formatting, Tables, and Sparklines in Excel 2010

Reviewing and Protecting Content in Excel 2010

Using Basic Formulas in Excel 2010

Using Basic Functions with Excel 2010

Inserting Basic Charts in Excel 2010

Adding Visuals, Themes, and Styles to Excel 2010 Workbooks

Excel 2010: Configuring Excel

Excel 2010: Referencing Data

Excel 2010: Conditional Formulas

Excel 2010: Finding, Sorting, & Filtering Data

Excel 2010: Custom & Conditional Formatting

Excel 2010: Working with Formulas

Excel 2010: Basic Formulas

Excel 2010: PivotTables & PivotCharts

Excel 2010: Manipulating Data

Excel 2010: Illustrating Documents

Excel 2010: Getting Started

Excel 2010: Saving & Sharing Workbooks

Excel 2010: Charts & Graphics

Excel 2010: Formatting Data

Excel 2010: Extracting Information with Formulas

- **Microsoft Office 2010: Beginning Outlook**

Getting Started with Outlook 2010

Managing Conversations and Organizing E-mail in Outlook 2010

Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010

Using the Calendar for Appointments, Events, and Meetings in Outlook 2010

Managing Meetings and Customizing the Calendar in Outlook 2010

Outlook 2010 Social Connector and Messaging

Working with Contacts in Outlook 2010

Using the Tasks, Notes, and Journal Features in Outlook 2010

Outlook 2010: Getting Started

Outlook 2010: Sending & Receiving Email

Outlook 2010: Formatting Email

Outlook 2010: Adding Graphics to Email

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Outlook 2010: Organizing Email
Outlook 2010: Contact Tools
Outlook 2010: Calendar Tools
Outlook 2010: Configuring the Client

- **Microsoft Office 2010: Advanced Word**

Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010
Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010
Forms, Fields, and Mail Merge in Word 2010
Managing, Inspecting, and Recovering Word 2010 Documents
Creating and Formatting Tables in Word 2010
Manipulating Tables in Word 2010
Embedding Charts and Tables into Word 2010

- **Microsoft Office 2010: Advanced Excel**

Customizing Visual Elements in Excel 2010
Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010
Organizing Data and Objects in Excel 2010
Verifying Excel 2010 Data and Formulas
Automating Excel 2010 Tasks Using Macros
Analyzing Data with What-if Analysis in Excel 2010
PivotTables and PivotCharts in Excel 2010
PivotTable Filters, Calculations, and PowerPivot

- **Microsoft Office 2010: Advanced Outlook**

Formatting E-mail and Configuring Message Options in Outlook 2010
Customizing Outlook 2010 and Managing Accounts
Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010
Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010
Data Files, Archiving, and Send/Receive Groups in Outlook 2010
Implementing Security with Outlook 2010
Accessing Exchange Remotely and Using Forms in Outlook 2010

- **Microsoft Office 2010: Beginning PowerPoint**

Getting Started with PowerPoint 2010
Visually Enhancing PowerPoint 2010 Presentations
Adding Images to Presentations in PowerPoint 2010
Using Multimedia and Animations in PowerPoint 2010
PowerPoint 2010: Getting Started
PowerPoint 2010: Creating Presentations
PowerPoint 2010: Saving & Sharing Presentations
PowerPoint 2010: Organizing Presentation Assets
PowerPoint 2010: Inserting & Manipulating Text
PowerPoint 2010: Formatting Presentations
PowerPoint 2010: Illustrating Presentations
PowerPoint 2010: Creating Graphics & Diagrams
PowerPoint 2010: Adding Animation
PowerPoint 2010: Delivering Slideshows

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

PowerPoint 2010: Configuring PowerPoint

- **Microsoft Office 2010: Advanced PowerPoint**

Using Advanced Slide Show Tools in PowerPoint 2010
Collaborating and Sharing Presentations in PowerPoint 2010

- **Microsoft Office 2010: Beginning Access**

Getting Started with Access 2010
Creating Basic Tables in Access 2010
Data Manipulation and Simple Relationships in Access 2010
Introduction to Forms in Access 2010
Modifying Basic Forms in Access 2010
Introduction to Queries in Access 2010
Introduction to Reports in Access 2010
Access 2010: Working with Databases
Access 2010: Saving, Protecting, & Exporting Databases
Access 2010: Understanding Tables, Fields, & Entries
Access 2010: Inserting, Importing, & Formatting Data
Access 2010: Finding & Organizing Data
Access 2010: Creating Forms & Queries
Access 2010: Report & Analysis Tools

- **Microsoft Office 2010: Beginning Project**

Introduction to Project Management using Project 2010
Introduction to Project 2010
Initializing a Project with Project 2010

Defining Project Properties in Project 2010

Building a Schedule with Project 2010

Creating Resources in Project 2010

Managing Resource Assignments with Project 2010

Monitoring Schedule Performance with Project 2010

Communicating Project Information with Project 2010

Project 2010 pour Windows: Configuration de projects

Project 2010: Managing Project Tasks

Project 2010: Managing Project Resources

Project 2010: Tracking Projects

- **Microsoft Office 2010: Advanced Access**

Advanced Importing and Exporting with Access 2010
PivotTables and PivotCharts in Access 2010
Retrieving, Validating, and Attaching Data in Access 2010
Subforms, Subreports, and Conditional Formatting in Access 2010
Joins, SQL, and Action Queries in Access 2010
Using Access 2010 with SharePoint and Access Services
Access 2010 Macros and VBA
Optimizing, Securing, and Sharing Access 2010 Databases

- **Microsoft Office 2010: Power User Excel**

Sharing Excel 2010 Workbooks Online and on a Network

Using Excel 2010 to Collaborate Online and with Other Office Applications

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Using Lookup, Reference, Math, and Text Functions in Excel 2010

Manipulating Formulas and Using Forms in Excel 2010

Using Excel 2010 Data Connections: Web Queries, XML, and Databases

- **Microsoft Office 2010: Advanced Project**

Advanced Customizing with Project 2010

Advanced Tools for Managing Multiple Projects with Project 2010

Advanced Resource Management with Project 2010

Advanced Scheduling Management with Project 2010

Advanced Reporting and Management Tools in Project 2010

- **Microsoft Office 2010: Beginning Visio**

Getting Started with Visio 2010

Working with Diagrams in Visio 2010

Collaboration, Evaluation and Printing in Visio 2010

- **Microsoft OneNote 2010 for End Users**

Microsoft Office 2010: Managing Information with OneNote

Microsoft Office 2010: Sharing Information with OneNote

OneNote 2010: Working with Notebooks

OneNote 2010: Formatting & Illustrating Notes

OneNote 2010: Organizing, Protecting, & Sharing Notebooks

- **Microsoft Office 2010: Lync for End Users**

Microsoft Office 2010: Getting Started with Lync

Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration

- **Microsoft Office 2010: Beginning Excel**

Getting Started with Excel 2010

Applying Basic Data Formatting in Excel 2010

Moving and Getting Around in Excel 2010

Moving Data and Modifying Worksheets in Excel 2010

Saving, Sending, and Printing Excel 2010 Workbooks

Using Conditional Formatting, Tables, and Sparklines in Excel 2010

Reviewing and Protecting Content in Excel 2010

Using Basic Formulas in Excel 2010

Using Basic Functions with Excel 2010

Inserting Basic Charts in Excel 2010

Adding Visuals, Themes, and Styles to Excel 2010 Workbooks

Excel 2010: Getting Started

Excel 2010: Saving & Sharing Workbooks

Excel 2010: Manipulating Data

Excel 2010: Formatting Data

Excel 2010: Custom & Conditional Formatting

Excel 2010: Illustrating Documents

Excel 2010: Finding, Sorting, & Filtering Data

Excel 2010: Referencing Data

Excel 2010: Basic Formulas

Excel 2010: Working with Formulas

Excel 2010: Charts & Graphics

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Excel 2010: PivotTables & PivotCharts
Excel 2010: Conditional Formulas
Excel 2010: Extracting Information with Formulas
Excel 2010: Configuring Excel

- **Microsoft Publisher 2010**

Publisher 2010: Creating & Publishing Documents

- **Visio 2010**

Visio 2010: Creating, Saving, & Sharing Documents
Visio 2010: Inserting Shapes & Images
Visio 2010: Formatting & Organizing Shapes
Visio 2010: Creating Data Graphics & Reports

- **InfoPath 2010 (Windows)**

InfoPath 2010: Creating & Sharing Forms
Upgrading to Word 2010: Word 2010 Tools
Upgrading to Word 2010: Migrating from Word 2003 to Word 2010
Upgrading to Excel 2010: Excel 2010 Tools
Upgrading to Excel 2010: Migrating from Excel 2003 to Excel 2010
PowerPoint 2010 Tools
Upgrading to PowerPoint 2010: Migrating from PowerPoint 2003 to PowerPoint 2010

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

Microsoft Word for Mac 2011: Getting Started
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
Microsoft Excel for Mac 2011: Applying Basic Data Formatting
Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks
Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets
Microsoft Excel for Mac 2011: Using Basic Formulas
Microsoft Excel for Mac 2011: Using Basic Functions
Microsoft Excel for Mac 2011: Inserting Basic Charts
Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT OFFICE FOR MAC 2011

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

Microsoft Outlook for Mac 2011: Getting Started

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

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

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT OFFICE 365

- **Office 365: Delve**

Delve for Office 365: Signing in & Setting Up

Delve for Office 365: Finding & Sharing Information

Microsoft Office 365 Delve: Using Boards to Organize Documents

- **Office 365: Teams**

Microsoft Office 365 Teams: Sign-in and Setup

Microsoft Office 365 Teams: Conversation Tools

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

Microsoft Office 365 Teams: Call and Meeting Tools

Microsoft Office 365 Teams: Teams and Channels

- **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

Microsoft Office 365 Groups: Group Applications

- **Office 365: Stream**

Microsoft Office 365 Stream: Finding & Watching Videos

Microsoft Office 365 Stream: Publishing Videos & Using Channels

- **Office 365: Yammer**

Office 365 Yammer: Setting Up

Office 365 Yammer: Posting & Reacting to Status Updates

Office 365 Yammer: Using Groups

Office 365 Yammer: Collaborating & Communicating

Office 365 Yammer: Configuring Networks

- **Office 365: Planner**

Microsoft Office 365 Planner: Signing in & Setting Up

Microsoft Office 365 Planner: Sharing Information

Microsoft Office 365 Planner: Planning Projects

Microsoft Office 365 Planner: Managing Tasks

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Microsoft Office 2016: SharePoint**

SharePoint 2016: Working with the Newsfeed
SharePoint 2016: Working with SharePoint Apps
SharePoint 2016: Working with Document Libraries
SharePoint 2016: Building Web Pages
SharePoint 2016: Working with Blogs
SharePoint 2016: Working with Communication Sites
SharePoint 2016: Signing In & Setting Up
SharePoint 2016: Working with Team Sites

- **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**

Microsoft Office 365 Forms: Creating Forms
Microsoft Office 365 Forms: Sharing & Completing Forms
Microsoft Office 365 Forms: Viewing & Analyzing Results

- **Office 365: OneNote Online**

OneNote Online: Formatting Notebooks
OneNote Online: Creating & Opening Notes
OneNote Online: Formatting & Illustrating Notes

OneNote Online: Using Collaboration Tools

- **Office 365: Outlook Online**

Outlook Online: Customization
Outlook Online: Sending & Receiving Email
Outlook Online: Formatting Email
Outlook Online: Organizing Email
Outlook Online: Contact Tools
Outlook Online: Calendar Tools

- **Office 365: PowerPoint Online**

PowerPoint Online: Opening & Navigating
PowerPoint Online: Building Presentations
PowerPoint Online: Saving & Printing Presentations
PowerPoint Online: Formatting Presentations
PowerPoint Online: Illustrating Presentations
PowerPoint Online: Preparing & Delivering Slideshows

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

OneDrive for Business 2017: Signing in & Setting Up
OneDrive for Business 2017: Using the Storage Tools
OneDrive for Business 2017: Organizing Files

- **Office 365: Word Online**

Word Online: Formatting Text & Paragraphs
Word Online: Opening & Navigating in Word Online
Word Online: Editing Documents
Word Online: Saving & Printing Documents

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Word Online: Formatting Documents

- **Office 365**

Office 365: Getting to know the Office 365 web portal

- **Flow 2018**

Microsoft Flow: Creating Flows

- **Excel Office 365 for Windows**

Excel Office 365 (Windows): Getting Started
Excel Office 365 (Windows): Illustrating Documents
Excel Office 365 (Windows): Inserting & Manipulating Data
Excel Office 365 (Windows): Basic Formulas
Excel Office 365 (Windows): Formatting Data
Excel Office 365 (Windows): Creating & Saving Workbooks
Excel Office 365 (Windows): Sharing & Collaborating on a Document
Excel Office 365: Custom & Conditional Formatting
Excel Office 365: Referencing Data
Excel Office 365: Working with Excel Tables
Excel Office 365: Finding & Grouping Data
Excel Office 365: Forecasting & Solving Problems
Excel Office 365: Creating Charts & Graphics
Excel Office 365: Working with Different Chart Styles
Excel Office 365: Inserting PivotTables
Excel Office 365: Using Conditional Formulas
Excel Office 365: Working with Data in PivotTables

Excel Office 365: Configuring Options & Settings

- **Office 365: Outlook**

Outlook Office 365 (Windows): Setting Up
Outlook Office 365 (Windows): Sending & Receiving Email
Outlook Office 365 (Windows): Illustrating Email
Outlook Office 365 (Windows): Contact Tools
Outlook Office 365 (Windows): Calendar Tools
Outlook Office 365 (Windows): Formatting Email Text
Outlook Office 365 (Windows): Designing & Shaping Email
Outlook Office 365 (Windows): Proofing Email
Outlook Office 365 (Windows): Tagging, Sorting & Filtering Email
Outlook Office 365 (Windows): Organizing Emails
Outlook Office 365 (Windows): Optimizing Workflows
Outlook for Office 365: Configuring the Client

- **Office 365: PowerPoint**

PowerPoint Office 365 (Windows): Getting Started
PowerPoint Office 365 (Windows): Creating Presentations
PowerPoint Office 365 (Windows): Saving Presentations
PowerPoint Office 365 (Windows): Inserting & Manipulating Text
PowerPoint Office 365 (Windows): Formatting Presentations
PowerPoint Office 365 (Windows): Enhancing Presentation Designs
PowerPoint Office 365 (Windows): Using Multimedia in Presentations

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

PowerPoint Office 365: Organizing Presentation Assets

PowerPoint Office 365: Adding Data to Presentations

PowerPoint Office 365: Creating Graphics & Diagrams

PowerPoint Office 365: Sharing & Collaborating on a Presentation

PowerPoint Office 365: Adding Animations

PowerPoint Office 365: Preparing & Delivering Slideshows

PowerPoint Office 365: Configuring PowerPoint

Word Office 365: Configuring the Application

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT WINDOWS 10

- **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

Windows 10: Navigating in a Desktop Environment

Windows 10: Using Windows

Windows 10: Accessing & Managing Files

Windows 10: Using Cortana

Windows 10: Installing & Using Windows Universal Apps

Windows 10: Using Screenshot Tools

Windows 10: Managing Programs & File Types

Windows 10: Protecting & Backing Up Data

Windows 10: Customizing System Appearance

Windows 10: Configuring & Optimizing a System

Windows 10: Configuring & Using Peripheral Devices

Windows 10: Ease of Access & Accessibility Tools

Windows 10: Managing User Accounts

Windows 10: Configuring Network & Share Settings

- **Office 365: Word**

Word Office 365 (Windows): Opening & Setting Up

Word Office 365 (Windows): Creating, Opening & Saving Documents

Word for Office 365: Editing documents

Word Office 365 (Windows): Formatting documents

Word Office 365 (Windows): Using Find & Replace Tools

Word Office 365: Sharing & Collaborating on a Document

Word Office 365: Structuring Documents

Word Office 365: Shaping Documents

Word Office 365: Illustrating Documents

Word Office 365: Creating Graphics & Diagrams

Word Office 365: Adding Data & Calculations

Word Office 365: Using Table Tools

Word Office 365: Using Research Tools

Word Office 365: Creating Forms

Word Office 365: Creating Bulk Mailings

Word Office 365: Using the Publishing Tools

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Microsoft Windows 10 Fall Creators Update (No Assessments)**

Windows 10 Fall Creators Update: Using Windows
Windows 10 Fall Creators Update: Accessing & Managing Files
Windows 10 Fall Creators Update: Installing & Using Windows Universal Apps
Windows 10 Fall Creators Update: Managing Program & Files Types
Windows 10 Fall Creators Update: Navigating in a Desktop Environment
Windows 10 Fall Creators Update: Protecting & Backing up Data
Windows 10 Fall Creators Update: Customizing System Appearance
Windows 10 Fall Creators Update: Using Cortana
Windows 10 Fall Creators Update: Using Screenshot Tools
Windows 10 Fall Creators Update: Configuring & Optimizing a System
Windows 10 Fall Creators Update: Configuring & Using Peripheral Devices
Windows 10 Fall Creators Update: Ease of Access and Accessibility Tools
Windows 10 Fall Creators Update: Managing User Accounts
Windows 10 Fall Creators Update: Configuring Network & Share Settings

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT WINDOWS 8

- **Microsoft Windows 8: End User**

Windows 8: New Features and Common Tasks

Files and Connectivity in Windows 8
Personalizing Windows 8
Working with Apps in Windows 8
Internet Explorer 10, File Sharing, and Recovery in Windows 8
Managing Hardware and Advanced Options in Windows 8

- **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
Getting Online, Sharing, and Using SkyDrive in Windows 8.1
Personalizing Windows 8.1
Working with Apps in Windows 8.1
Managing Hardware and Advanced Options in Windows 8.1

- **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

- **Windows 8.1**

Microsoft Windows 8: Using the Desktop & Start Screen
Microsoft Windows 8: Using Windows
Microsoft Windows 8: Accessing & Managing Files
Microsoft Windows 8: Installing & Using Windows Universal Apps
Microsoft Windows 8: Using Screenshot Tools

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Microsoft Windows 8: Managing Programs & File Types
Microsoft Windows 8: Protecting & Backing Up Data
Microsoft Windows 8: Customizing System Appearance
Microsoft Windows 8: Configuring & Optimizing a System
Microsoft Windows 8: Configuring & Using Peripheral Devices
Microsoft Windows 8: Ease of Access & Accessibility Tools
Microsoft Windows 8: Managing User Accounts
Microsoft Windows 8: Configuring Network & Share Settings

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT WINDOWS 7

- **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
Setting up and Securing Windows 7
Customizing Windows 7

PRODUCTIVITY & COLLABORATION TOOLS

MICROSOFT INTERNET EXPLORER 11

- **Internet Explorer 11**

Internet Explorer 11: Browsing the Web
Internet Explorer 11: Searching the Web

Internet Explorer 11: Saving & Bookmarking Websites
Internet Explorer 11: Secure & Safe Browsing
Internet Explorer 11: Customizing the Browser

PRODUCTIVITY & COLLABORATION TOOLS

GOOGLE

- **Google Drawings (No Assessments)**

Google Drawings: Creating & Sharing Drawings
Google Drawings: Using Drawing Tools
Google Drawings: Adding Text to Drawings

- **Google Keep (No Assessments)**

Google Keep: Google Keep on the Web
Google Keep for Android

- **Google Photos (No Assessments)**

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 (No Assessments)**

Google Hangouts for Web: Hangouts in Gmail
Google Hangouts on the Web
Google Hangouts for Android: Hangouts on Android
Google Hangouts on iOS

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Google Hangouts Meet (No Assessments)**

Google Hangouts Meet: Using Hangouts Meet on the Web
Google Hangouts Meet: Using Hangouts Meet for iOS
Google Hangouts Meet: Using Hangouts Meet for Android

- **Google Sites (No Assessments)**

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 (No Assessments)**

Google Team Drives: Organizing Documents
Google Team Drives: Using the Storage Tools

- **Google Docs (No Assessments)**

Google Docs: Getting Started
Google Docs: Editing Documents
Google Docs: Using Table Tools
Google Docs: Creating Graphics & Diagrams
Google Docs: Shaping & Formatting Documents
Google Docs: Illustrating Documents
Google Docs: Creating, Opening & Saving Documents
Google Docs: Formatting Documents
Google Docs: Sharing & Collaboration Tools

- **Google Forms (No Assessments)**

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 (No Assessments)**

Google Analytics for Web: Creating & Managing Properties
Google Analytics for Web: Analyzing Audiences & User Behavior
Google Analytics for Web: Using Dashboards & Reports

- **Google Drive (No Assessments)**

Google Drive: Getting Started
Google Drive: Organizing Documents
Google Drive: Working More Efficiently

- **Gmail (No Assessments)**

Gmail for Web: Signing In & Setting Up
Gmail for Web: Sending & Receiving Emails
Gmail for Web: Formatting Emails

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

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 (No Assessments)**

Google Slides: Getting Started
Google Slides: Creating & Managing Presentations
Google Slides: Building & Structuring Presentations
Google Slides: Saving & Exporting Presentations
Google Slides: Inserting & Formatting Text
Google Slides: Inserting & Formatting Tables
Google Slides: Preparing & Delivering Slideshows
Google Slides: Sharing & Collaboration
Google Slides: Illustrating Presentations

- **Google Sheets (No Assessments)**

Google Sheets: Getting Started
Google Sheets: Formatting Data
Google Sheets: Illustrating Documents
Google Sheets: Finding, Sorting & Filtering Data
Google Sheets: Referencing Data
Google Sheets: Pivot Tables
Google Sheets: Conditional Formulas
Google Sheets: Solving Complex Problems with Formulas
Google Sheets: Sharing & Collaboration Tools
Google Sheets: Creating, Opening & Saving Documents

Google Sheets: Inserting & Manipulating Data
Google Sheets: Basic Formulas
Google Sheets: Charts & Graphs
Google Sheets: Extracting Information with Formulas

- **Inbox by Gmail**

Inbox by Gmail: Working with Email
Inbox by Gmail: Sending Emails
Inbox by Gmail: Managing Inboxes
Inbox by Gmail: Managing Contacts

PRODUCTIVITY & COLLABORATION TOOLS

SOCIAL NETWORKING

- **Buffer for Business Users (No Assessments)**

Buffer: Sign-in & Account Creation
Buffer: Managing Social Media Activity

- **Flickr for End Users (No Assessments)**

Flickr: Sign-in & Setup
Flickr: Photo Storage Tools
Flickr: Organizing Photos & Creating Albums
Flickr: Editing Photos
Flickr: Interacting with the Community

PRODUCTIVITY & COLLABORATION TOOLS

MOBILE DEVICES

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **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 (No Assessments)**

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

Microsoft Windows 10 Mobile: Customizing Windows Mobile Devices

- **Android 6.0 for End Users (No Assessments)**

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

Android 6.0: Listening To Music

Android 6.0: Configuring Devices

- **Android 7.0 for End Users (No Assessments)**

Android 7.0: Navigation & Setup

Android 7.0: Installing & Managing Apps

Android 7.0: Using Email

Android 7.0: Managing Contacts

Android 7.0: Managing Events & Alarms

Android 7.0: Using Chrome

Android 7.0: Retrieving & Sharing Information

Android 7.0: Using The Camera & Photo Tools

Android 7.0: Listening to Music

Android 7.0: Configuring Devices

- **iOS 10 for End Users (No Assessments)**

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

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

iOS 10: Getting & Sharing Information With Your iPad

iOS 10: Using the Maps Application

iOS 10: Customizing your iPad Settings

iOS 10: Protecting & Backing Up your Data

iOS 10: Using iOS for iPhone

iOS 9: Customizing Settings

iOS 9: Protecting & Managing Data

iOS 9: iOS for iPhone

- **iOS 7 for End Users (No Assessments)**

iOS 7: Setup & Navigation

iOS 7: Installing & Working with iPad Apps

iOS 7: Communication Tools

iOS 7: Notes & Calendar Tools

iOS 7: Safari for iPad

iOS 7: iPads as Multimedia Devices

iOS 7: Searching & Sharing

iOS 7: Customizing Settings

iOS 7: Protecting & Managing Data

iOS 7: iOS for iPhone

- **iOS 9 for End Users (No Assessments)**

iOS 9: Setup & Navigation

iOS 9: Installing & Working with iPad Apps

iOS 9: Communication Tools

iOS 9: Notes & Calendar Tools

iOS 9: Safari for iPad

iOS 9: Camera & Photo Tools

iOS 9: Music & Podcasts

iOS 9: Searching & Sharing

- **iOS 11 for End Users (No Assessments)**

iOS 11: Setting Up & Using your iPad

iOS 11: Installing & Managing your iPad Apps

iOS 11: Using your iPad Communication Tools

iOS 11: Using the iPad Notes & Calendar Tools

iOS 11: Using Safari for iPad

iOS 11: Using the iPad Camera & Photo Tools

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

iOS 11: Protecting & Backing Up your Data

iOS 11: Using iOS for iPhone

iOS 11: Using iOS for iPad Pro

- **Android 8.0 for End Users (No Assessments)**

Android 8.0: Navigating & Setting Up

Android 8.0: Installing & Managing Apps

Android 8.0: Using Email

Android 8.0: Managing Contacts

Android 8.0: Managing Events & Alarms

Android 8.0: Using Chrome on an Android Device

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Android 8.0: Using The Camera & Photo Tools
Android 8.0: Listening To Music
Android 8.0: Retrieving & Sharing Information
Android 8.0: Using Google Maps on an Android Device
Android 8.0: Configuring Devices
Android 8.0: Using Android 8 for Phones

- **iOS 12 for End-users (No Assessments)**

iOS 12: Setting Up & Using your iPad
iOS 12: Using the iPad Notes & Calendar Tools
iOS 12: Using Safari for iPad
iOS 12: Finding & Sharing Information With Your iPad
iOS 12: Protecting & Backing Up your Data
iOS 12: Using iOS for iPad Pro
iOS 12: Creating Shortcuts & Flows
iOS 12: Customizing your iPad Settings
iOS 12: Installing & Managing your iPad Apps
iOS 12: Using your iPad Communication Tools
iOS 12: Using iOS for iPhone
iOS 12: Using the Maps Application
iOS 12: Listening to Music & Podcasts on your iPad
iOS 12: Using the iPad Camera & Photo Tools

- **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

- **SAP Business Objects Business Intelligence**

SAP BusinessObjects: Overview
SAP BusinessObjects: Crystal Reports
SAP BusinessObjects: Web Intelligence
SAP BusinessObjects: Dashboards and Analytics
SAP BusinessObjects: InfoView
SAP BusinessObjects: Business Intelligence

PRODUCTIVITY & COLLABORATION TOOLS

SEAGATE CRYSTAL REPORTS

- **Fundamentals of Crystal Reports 2011**

Getting Started with Crystal Reports 2011

PRODUCTIVITY & COLLABORATION TOOLS

SAP

PRODUCTIVITY & COLLABORATION TOOLS

SOCIAL NETWORKING TOOLS

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Buffer for Business Users (No Assessments)**

Buffer: Sign-in & Account Creation
Buffer: Managing Social Media Activity

- **Flickr for End Users (No Assessments)**

Flickr: Sign-in & Setup
Flickr: Photo Storage Tools
Flickr: Organizing Photos & Creating Albums
Flickr: Editing Photos
Flickr: Interacting with the Community

- **YouTube for Web (No Assessments)**

YouTube for Web: Searching & Viewing Videos
YouTube for Web: Publishing Videos & Managing Channels
YouTube for Web: Creating & Editing Videos

- **LinkedIn for Web (No Assessments)**

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 (No Assessments)**

Tumblr for Web: Getting Started with Blogs
Tumblr for Web: Blog Authoring Tools

Tumblr for Web: Finding Blogs

- **Instagram for iOS (No Assessments)**

Instagram for iOS: Sign-in & Setup
Instagram for iOS: Sharing Photos & Posts
Instagram for iOS: Editing & Tagging Photos

- **Pinterest for Web (No Assessments)**

Pinterest for Web: Finding Pins & Sharing Boards
Pinterest for Web: Adding & Sharing Pins

- **Pinterest for iOS (No Assessments)**

Pinterest for iOS: Using Pinterest for iOS

- **Twitter for iOS (No Assessments)**

Twitter for iOS: Following Users
Twitter for iOS: Signing In & Setting Up
Twitter for iOS: Sending Tweets
Twitter for iOS: Sharing Photos & Videos

- **Twitter for Web (No Assessments)**

Twitter for Web: Signing In & Setting Up
Twitter for Web: Following Users
Twitter for Web: Configuring the Service
Twitter for Web: Finding Content
Twitter for Web: Sending Tweets

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Twitter for Professionals (No Assessments)**

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 (No Assessments)**

Tumblr for Android

- **Tumblr for iOS (No Assessments)**

Tumblr for iOS

PRODUCTIVITY & COLLABORATION TOOLS

PRODUCTIVITY TOOLS

- **JIRA Fundamentals**

Leveraging the JIRA Platform for Development Projects

- **Evernote 6 (No Assessments)**

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

Evernote 6.0: Collaboration Tools

- **Freemind 1.0.1 (No Assessments)**

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 (No Assessments)**

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 (No Assessments)**

Pocket for Web: Storing & Sharing Articles

- **Salesforce Lightning (No Assessments)**

Salesforce Lightning: Sign-in & Setup

Salesforce Lightning: Leads, Opportunities, & Accounts

Salesforce Lightning: Keeping Track of Activities

Salesforce Lightning: Contact Management & Communication

Salesforce Lightning: Managing Sales Data

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Salesforce Chatter (No Assessments)**

Salesforce Chatter: Sign-in & Profile Tools
Salesforce Chatter: Status Updates
Salesforce Chatter: Sharing Information
Salesforce Chatter: Communicating with Other Users

- **Salesforce Chatter for Lightning (No Assessments)**

Salesforce Chatter for Lightning: Sign-in & Profile Tools
Salesforce Chatter for Lightning: Status Updates
Salesforce Chatter for Lightning: Sharing Information

- **Slack 2016 (No Assessments)**

Slack Web: Signing in and Setting Up
Slack Web: Using Channels
Slack iOS: Using the iOS App

- **Prezi Classic (No Assessments)**

Prezi Classic: Sign-in & Setup
Prezi Classic: Building Presentations
Prezi Classic: Saving & Managing Presentations
Prezi Classic: Formatting Presentations
Prezi Classic: Preparing & Delivering Slideshows

- **Scoop.it for Web (No Assessments)**

Scoop.it for Web: Sign-in & Setup
Scoop.it for Web: Finding & Curating Topics
Scoop.it for Web: Creating & Using Scoops

- **Trello (No Assessments)**

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 (No Assessments)**

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

- **Tableau Data Visualization and Analytics**

Tableau Interface and Sharing

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Tableau Visualization Design
Tableau Charts
Tableau Data Connections
Tableau Dashboards and Data Organization
Tableau Time Dimensions
Tableau Maps
Tableau Advanced Visualizations
Tableau Calculations
Tableau Scripting

- **Asana for Web (No Assessments)**

Asana Web: Signing in & Setting up a Team
Asana Web: Using the Conversation Tools
Asana Web: Creating & Managing Projects
Asana Web: Finding & Sharing Items
Asana Web: Running Reports & Configuring Projects

- **Salesforce Lightning 2018 (No Assessments)**

Salesforce Lightning 2018: Sign-in & Setup
Salesforce Lightning 2018: Leads, Opportunities & Accounts
Salesforce Lightning 2018: Keeping Track of Activities
Salesforce Lightning 2018: Contact Management & Communication
Salesforce Lightning 2018: Managing Sales Data

- **Microsoft To-Do (No Assessments)**

Microsoft To-Do: Creating To-Dos

Microsoft To-Do: Organizing To-Dos
Microsoft To-Do: Using the iOS App

- **Visio 2013**

Visio 2013: Exploring the Interface
Visio 2013: Creating, Saving, & Sharing Documents
Visio 2013: Formatting & Structuring a Document
Visio 2013: Inserting Shapes & Images
Visio 2013: Formatting & Organizing Shapes
Visio 2013: Inserting & Formatting Text
Visio 2013: Adding Data to Diagrams
Visio 2013: Creating Data Graphics & Reports

- **Circuit for Web 2018 (No Assessments)**

Circuit for Web: Signing In & Setting Up
Circuit for Web: Communicating with Others
Circuit for Web: Using the Meeting Tools

- **Dynamics 365 for Sales (No Assessments)**

Microsoft Dynamics 365: Sign-in & Setup
Microsoft Dynamics 365: Managing Leads, Opportunities & Accounts
Microsoft Dynamics 365: Managing Sales Data
Microsoft Dynamics 365: Keeping Track of Activities

- **Jive-n Cloud 2018 (No Assessments)**

Jive-n Cloud: Signing In & Setting Up
Jive-n Cloud: Using Streams to Collaborate
Jive-n Cloud: Using Departments, Spaces & Projects

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Jive-n Cloud: Creating & Sharing Content
Jive-n Cloud: Finding Information
Jive-n Cloud: Creating & Organizing Events

- **Smartsheet 2018 (No Assessments)**

Smartsheet: Signing in & Setting Up
Smartsheet: Creating Projects
Smartsheet: Creating & Managing Tasks
Smartsheet: Tracking Projects
Smartsheet: Using the Collaboration Tools

- **Slack Web (No Assessments)**

Slack Web: Signing in and Setting Up
Slack Web: Using Channels
Slack Web: Private Messaging and Communication Tools
Slack Web: Creating, Finding, and Sharing Information
Slack Web: Configuring Slack

- **Hootsuite (No Assessments)**

Hootsuite: Adding & Managing Accounts
Hootsuite: Publishing & Scheduling Posts

PRODUCTIVITY & COLLABORATION TOOLS

GRAPHICS AND DESIGN

- **Balsamiq Mockups 3**

Introduction to Balsamiq Mockups
Working with Balsamiq Versions and Plugins

- **Sketch 51 (No Assessments)**

Sketch 51: Creating, Designing & Saving Documents
Sketch 51: Creating Layers, Objects & Vectors
Sketch 51: Sharing & Exporting Documents
Sketch 51: Exploring the interface

PRODUCTIVITY & COLLABORATION TOOLS

MAC OS SIERRA PRODUCTIVITY TOOLS

- **Mac Contacts for Sierra (No Assessments)**

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 (No Assessments)**

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 (No Assessments)**

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

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

PRODUCTIVITY & COLLABORATION TOOLS

COLLABORATION TOOLS

- **Basecamp 2 (No Assessments)**

Basecamp 2: Sign-in & Setup
Basecamp 2: Setting Up Projects
Basecamp 2: Tracking Projects
Basecamp 2: Managing Project Tasks & Assets
Basecamp 2: Discussion & Collaboration Tools

- **Basecamp 3 (No Assessments)**

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 (No Assessments)**

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 (No Assessments)**

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 (No Assessments)**

Cisco WebEx for Windows: Sign-in & Setup
Cisco WebEx for Windows: Organizing & Hosting Meetings
Cisco WebEx for Windows: Using Meeting Tools

- **Convo (No Assessments)**

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 (No Assessments)**

LogMeIn GoToMeeting: Sign-in & Setup
LogMeIn GoToMeeting: Organizing & Hosting Meetings

- **LogMeIn GoToWebinar (No Assessments)**

LogMeIn GoToWebinar: Planning & Participating in Webinars
LogMeIn GoToWebinar: Managing Webinars

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

- **Join.me for Windows (No Assessments)**

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

- **Cisco WebEx for Web (No Assessments)**

Cisco Webex Meetings: Signing in & Setting Up

Cisco Webex Meetings: Organizing & Hosting Meetings

Cisco Webex Meetings: Using Meeting Tools

- **Cisco WebEx Teams (No Assessments)**

Cisco Webex Teams: Signing In & Managing Teams

Cisco Webex Teams: Using the Conversation Tools

Cisco Webex Teams: Using the Collaboration Tools

- **Confluence Web (No Assessments)**

Confluence: Signing in & Navigating within Spaces

Confluence: Setting Up & Managing Spaces

Confluence: Working with Team Members

Confluence: Working with Spaces

Confluence: Configuring Spaces

- **Gmail Web (No Assessments)**

The New Gmail: Signing in & Setting Up

The New Gmail: Sending & Receiving Emails

The New Gmail: Formatting Emails

The New Gmail: Organizing Emails

The New Gmail: Using the Contact Tools

The New Gmail: Using the Calendar Tools

The New Gmail: Customizing Gmail

PRODUCTIVITY & COLLABORATION TOOLS

- **Facebook for Web (No Assessments)**

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 (No Assessments)**

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

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Facebook for iPad: Creating & Organizing Events
Facebook for iPad: Privacy & Security Settings

- **Facebook Messenger (No Assessments)**

Facebook Messenger: Sign-in & Setup
Facebook Messenger: Communication & Connections
Facebook Messenger: Using Messenger on the Web

- **Facebook Business: Facebook Pages (No Assessments)**

Pages for Facebook Business: Building your Page Reach
Pages for Facebook Business: Setting Up a Page
Pages for Facebook Business: Creating Page Posts

- **Facebook Workplace (No Assessments)**

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

- **IBM Connections Cloud (No Assessments)**

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 (No Assessments)**

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 (No Assessments)**

IBM Sametime Connect 9: The Sametime Interface

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

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 (No Assessments)**

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 (No Assessments)**

IBM Verse 2016: Formatting Emails
IBM Verse 2016: Organizing Emails
IBM Verse 2016: Contact & Chat Tools
IBM Verse 2016: Calendar Tools
IBM Verse 2016: Sending & Receiving Emails

- **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 (No Assessments)**

Publisher 2016 for Windows: Creating, Opening & Saving Publications
Publisher 2016 for Windows: Editing Publications
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

PRODUCTIVITY & COLLABORATION TOOLS

FIREFOX

- **Firefox 50 for End Users (No Assessments)**

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

MICROSOFT EDGE

- **Microsoft Edge 2018 (No Assessments)**

Microsoft Edge 2018: Browsing the Web

SKILLCHOICE PRODUCTIVITY & COLLABORATION TOOLS

Microsoft Edge 2018: Searching the Web

Microsoft Edge 2018: Saving, Bookmarking & Sharing Websites

Microsoft Edge 2018: 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

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

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

BUSINESS SKILLS COURSEWARE

BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

- **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
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

BUSINESS SKILLS COURSEWARE

- **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

- **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

BUSINESS SKILLS COURSEWARE

- **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

- **Managing for Operational Excellence**

Managing for Operational Excellence

- **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 MANAGING CURRICULUM

- **Fundamentals of Business Planning**

Preparing and Implementing a Business Plan

- **Thinking Strategically and Managing Risk**

Thinking Strategically as a Manager
Using Strategic Thinking to Consider the Big Picture
Identifying Risks in Your Organization
Assessing Your Organization's Risks
Responding Effectively to Risks

- **Strategic Risk-taking**

Knowing When to Take Strategic Risks

- **The Quality Management of Data**

Finding the Quality in Your Data

- **Big Data Basics**

Big Data Fundamentals
Big Data Interpretation

BUSINESS SKILLS COURSEWARE

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

- **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

- **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

- **Accounting Basics**

Key Accounting Concepts and Principles
Recording, Posting, and Balancing the Books
Preparing Financial Statements and Closing Accounts
Accounting for Stock Transactions

- **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

BUSINESS SKILLS COURSEWARE

Management of People: Total Rewards

Advanced Human Resources Management: Workplace and HR Strategy

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

Organization and HR: Structure of the HR Function
Organization and HR: Organizational Effectiveness and Development
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

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

Ensuring Onboarding Success
Hitting the Recruitment Bull's-eye
Applicant Screening: The First Step in Hiring the Best

- **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)

- **Test Preps**

TestPrep Senior Professional in Human Resources (SPHR)

- **Mentoring Assets**

Mentoring Senior Professional in Human Resources (SPHR)

BUSINESS SKILLS COURSEWARE

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 Employee Performance**

Keeping Top Performers Challenged

Planning an Effective Performance Appraisal

Creating a Plan for Performance Management

Detecting and Dealing with Performance Problems

- **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

- **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

- **Managing a Multigenerational Workforce**

Maintaining a Cohesive Multigenerational Workforce

Managing Multigenerational Employees

- **Managing in Difficult Times**

Being an Effective Manager When Times Are Tough

Managing Motivation during Organizational Change

How to Manage Difficult Conversations

- **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

- **Final Exams**

Management & Leadership Essentials

- **Empowering Employees**

Taking Action to Empower Employees

BUSINESS SKILLS COURSEWARE

- **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

- **Developing Leadership Skills**

Motivating Your Employees
Communicating Vision to Your Employees
Leading through Positive Influence
Leveraging Emotional Intelligence

- **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

- **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

- **Generating Creative Ideas**

Developing a Team of Creative Gurus

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

- **Communicating Internationally**

Being a Responsible Corporate Digital Citizen

BUSINESS SKILLS COURSEWARE

- **Getting Results through Personal Power**

Personal Power and Credibility
Building Personal Power through Influence
Influence Others with Political Savvy

- **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

- **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 Senior Executives**

Capturing the Attention of Senior Executives

- **Effective Business Meetings**

Planning Meetings Fit for Purpose
Running Meetings in Better Directions

- **Effective Business Writing**

Audience and Purpose in Business Writing
Clarity and Conciseness in Business Writing
Editing and Proofreading Business Documents

- **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
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

- **Skills for Communication Success**

The Art and Science of Communication
Making an Impact with Non-verbal Communication
Trust Building through Effective Communication

BUSINESS SKILLS COURSEWARE

Choosing the Right Interpersonal Communication Method to Make Your Point

Become a Great Listener

Do We Have a Failure to Communicate?

- **Developing Your Listening Skills**

Listening Even When it's Difficult to Listen

Using Active Listening in Workplace Situations

- **Dealing with Workplace Conflict**

The Many Approaches to Facing Workplace Conflict

Facing and Resolving Conflict in the Workplace

- **Developing Effective Negotiation Skills**

The First Steps in Negotiating

Negotiating the Best Solution

- **Achieving Emotional Intelligence**

Navigating Your Own Emotions

Navigating Other People's Emotions

Navigating the Workplace with Emotional Intelligence

- **The Art of Feedback**

Polishing Your Feedback Skills

Gaining a Positive Perspective on Feedback

- **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

- **Perseverance at Work**

Forging Ahead with Perseverance and Resilience

Reaching Goals Using Perseverance and Resilience

- **Building, Rebuilding and Sustaining Trust**

The Building Blocks of Building 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

- **Navigating through Organizational Change**

Organizations Change So Get Ready

BUSINESS SKILLS COURSEWARE

Redefining Yourself after Organizational Change

- **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

- **360 Degree Relationships**

Cultivating Relationships with Your Peers

Building Your Professional Network

Building Rapport with Your Boss

- **Diversity on the Job**

Bridging the Diversity Gap

Your Role in Workplace Diversity

- **Performing Under Pressure**

Managing Pressure and Stress to Optimize Your Performance

- **Managing Your Career**

Developing a Plan to Further Your Career

Getting Your Career on the Right Track

Using Performance Appraisals to Advance Your Career

- **Business Ethics Essentials**

Developing Your Business Ethics

- **Public Speaking Strategies**

Writing and Preparing an Effective Speech

Conquering the Challenges of Public Speaking

- **Creativity in the Workplace**

Unleashing Personal and Team Creativity

Verifying and Building on Creative Ideas

- **Time Management**

Aligning Goals and Priorities to Manage Time

Make the Time You Need: Get Organized

The Art of Staying Focused

- **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

BUSINESS SKILLS COURSEWARE

- **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

- **Developing Your Critical Thinking Skills**

Confronting Your Assumptions

Investigating Arguments

Reaching Sound Conclusions

- **Creating Lasting Organizational Change**

Facilitating Sustainable Change

Moving Forward with Change Planning

Making Change Stick

- **Growth Mindset**

Developing a Growth Mind-set

- **Mentor Relationships**

Finding and Nurturing a Mentor Relationship

- **Dealing with Setbacks**

Learning from Failure

- **Digital Economy Skills**

Keeping Your Skillset Current in the Digital Economy

- **Staying Motivated at Work**

Taking the Lead with Workplace Motivation and Engagement

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

BUSINESS SKILLS COURSEWARE

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**

New Project Manager Essentials
Defining a Project Scope and Team
Creating a Project 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)

BUSINESS SKILLS COURSEWARE

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

Plan and Manage Communications (PMBOK® Guide Sixth Edition)
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® Guide 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.
Mentoring PMI Agile Certified Practitioner

- **Test Preps**

TestPrep Project Management Professional PMBOK 6th Ed
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.
TestPrep PRINCE2 2017 Foundation
TestPrep PMI Agile Certified Practitioner

PROJECT EFFECTIVENESS TEAM BUILDING CURRICULUM

BUSINESS SKILLS COURSEWARE

- **Optimizing Performance on a Team**

Being an Effective Team Member
Strategies for Building a Cohesive Team
Effective Team Communication
Establishing Team Goals and Responsibilities, and
Using Feedback Effectively

- **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

- **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

- **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

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

BUSINESS SKILLS COURSEWARE

- **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

- **Customer Service Skills**

Interacting with Customers

Communicating Effectively with Customers

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

Dealing with Customer Service Incidents and Complaints

Polishing Your Skills for Excellent Customer Service

- **Essentials of Customer Service**

Rapport Building in Customer Service

Providing On-site Customer Service

Providing Telephone Customer Service

Providing Effective Internal Customer Service

Facing Confrontation in Customer Service

Designing a Customer Service Strategy

- **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

- **ITIL® 4 Foundation**

ITIL® 4 Foundation: Introduction

ITIL® 4 Foundation: Key Concepts of Service Management

BUSINESS SKILLS COURSEWARE

ITIL® 4 Foundation: Key Concepts
ITIL® 4 Foundation: The Service Value System
ITIL® 4 Foundation: The Service Value Chain
ITIL® 4 Foundation: The Guiding Principles
ITIL® 4 Foundation: General Management Practices
ITIL® 4 Foundation: Service Management Practices (Part 1)
ITIL® 4 Foundation: Service Management Practices (Part 2)

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 Oil and Gas Industry Overview: Version 4
The Manufacturing Industry Overview: Version 4
The Pharmaceutical Industry Overview: Version 5
The Information Technology Industry Overview: Version 4
The Federal Government Industry Overview: Version 4
The Education Industry Overview: Version 2
The Utilities Industry Overview: Version 2
The Chemicals Industry Overview: Version 2
The Broadcasting & Entertainment Industry Overview: Version 2
The Capital Markets Industry Overview: Version 2

The Consumer Electronics Industry Overview: Version 2
The Aerospace & Defense Industry Overview: Version 2
The Biotechnology Industry Overview: Version 2
The Automotive Industry Overview: Version 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
TestPrep ITIL 4 Foundation

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

- **Mentoring Assets**

Mentoring ITIL Foundation
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
Behavior-based Safety for Supervisors
Benzene Awareness
Beryllium
Bloodborne Pathogen Awareness 2.0
Carcinogen Safety
Chemical Process Safety
Chemical Process Safety Management
Chlorine Safety
Cold Stress
Combustible Dust
Compressed Gas Safety
Computer Ergonomics
Confined Spaces 2.0
Confined Spaces in Construction

Construction Safety Orientation
Contractor Safety
Crane Signaling and Communications
Cryogenic Safety
Disaster Site Workers
Electric Pallet Jack 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 2.0
First Aid: Automated External Defibrillator
First Aid: Basic
First Aid: CPR
First Aid: CPR (Compression-only)
First Aid: Medical Emergencies
Flammable Liquids
Food Allergen Safety
Food Safety and Handling
Foodservice Worker Safety
Forklift Operation 1: Safety Inspection and Maintenance

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Forklift Operation 2: Stability and Capacity	Laboratory Safety
Forklift Operation 3: Load Handling	Ladder Safety 2.0
Forklift Operation 4: Traveling and Maneuvering	Laser Safety Training
Forklift Safety Awareness 2.0	Lead and Cadmium
Globally Harmonized System of Classification and Labeling of Chemicals (GHS)	Lead Awareness in Construction
Hand and Power Tool Safety	Lead Awareness in General Industry
Hazard Communication: An Employee's Right to Understand 2.0	Liquefied Petroleum Gas (LPG) Safety
Hazardous Material Handling and Storage	Lockout/Tagout 2.0
Hazardous Materials in the Workplace	Lockout/Tagout for Authorized Persons
Hazards to Outdoor Workers	Machine Guarding 2.0
Hearing Conservation 2.0	Mobile Crane Operator Safety
Heat Stress Recognition and Prevention	Mold Awareness
Hexavalent Chromium	Navigating OSHA's Injury Reporting Standards and Post-accident Protocols
Hot Work Permits	NFPA 70E Electrical Safety in the Workplace 2018 Edition
Housekeeping on the Job	Non-Ionizing Radiation Safety
Hydrogen Sulfide	Nuisance Dust
Indoor Hoisting and Rigging	Office Ergonomics
Industrial Ergonomics	Office Safety 2.0
Industrial Robot Safety Awareness	OSHA 300 Recordkeeping
Infectious Diseases	Pandemic Flu Awareness
Injury and Illness Prevention Program (I2P2)	Patient Handling
Introduction to Industrial Hygiene	Portable Fire Extinguishers
Introduction to OSHA	Powered Industrial Truck Safety
Isocyanates	PPE: Body Protection
Job Hazard Analysis	PPE: Eye and Face Protection

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

PPE: Foot and Leg Protection
PPE: Hand Protection
PPE: Head Protection
PPE: Personal Protective Equipment 2.0
Radiation Safety
Radio Frequency Safety for Communications Workers
Regulatory Information
Respiratory Protection 2.0
Retail Safety
Rigging Equipment and Inspection
Safe Work Practices
Safety at Work: A Systematic Approach
Safety Data Sheets
Scaffolding 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

- **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
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

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

- **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 2.0
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
Trailer Coupling and Uncoupling
Urban Driving

- **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)

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

- **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**

Active Shooter – Campus
Active Shooter 2.0
Business Travel Safety and Security
Campus Safety
NFPA 1600 Business Continuity Programs
NFPA 1600 Disaster/Emergency Management
Security Personnel: Responding to Potential Threats
Workplace Security Awareness
Workplace Violence Prevention in Healthcare

- **Global Safety Principles**

Global Safety Principles: Access to Employee Medical and Exposure Records
Global Safety Principles: Aerial Work Platforms
Global Safety Principles: Back Safety and Injury Prevention 2.0
Global Safety Principles: Bloodborne Pathogen Awareness 2.0
Global Safety Principles: Compressed Gas Safety
Global Safety Principles: Confined Spaces 2.0
Global Safety Principles: Construction Safety Orientation
Global Safety Principles: Electrical Safety 2.0
Global Safety Principles: Fire Safety and Prevention 2.0
Global Safety Principles: Fall Prevention
Global Safety Principles: Forklift Safety Awareness 2.0
Global Safety Principles: Hand and Power Tool Safety

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Global Safety Principles: Hazardous Substances in the Workplace 2.0

Global Safety Principles: Hearing Conservation 2.0

Global Safety Principles: Heat Stress Recognition and Prevention

Global Safety Principles: Housekeeping on the Job

Global Safety Principles: Indoor Hoisting and Rigging

Global Safety Principles: Industrial Ergonomics

Global Safety Principles: Industrial Robot Safety Awareness

Global Safety Principles: Job Hazard Analysis

Global Safety Principles: Laboratory Safety

Global Safety Principles: Ladder Safety 2.0

Global Safety Principles: Lockout/Tagout 2.0

Global Safety Principles: Machine Guarding 2.0

Global Safety Principles: Office Ergonomics

Global Safety Principles: PPE: Personal Protective Equipment 2.0

Global Safety Principles: Respiratory Protection 2.0

Global Safety Principles: Scaffolding Safety

Global Safety Principles: Silica in Construction

Global Safety Principles: Silica in General Industry

Global Safety Principles: Trenching and Excavation Safety

- **Compliance Short Series**

COMPLIANCE SHORT: Asbestos Awareness

COMPLIANCE SHORT: Back Safety and Injury Prevention

COMPLIANCE SHORT: Bloodborne Pathogen Awareness

COMPLIANCE SHORT: Chemical Safety Principles

COMPLIANCE SHORT: Confined Space Hazards

COMPLIANCE SHORT: Fire Safety Principles

COMPLIANCE SHORT: Electrical Safety Principles

COMPLIANCE SHORT: Emergency and Disaster Preparedness

COMPLIANCE SHORT: Ergonomics for Safety

COMPLIANCE SHORT: Fall Protection

COMPLIANCE SHORT: Forklift Trucks in the Workplace

COMPLIANCE SHORT: Hearing Conservation

COMPLIANCE SHORT: Hand and Power Tool Safety

COMPLIANCE SHORT: Ladder Safety

COMPLIANCE SHORT: Lockout and Tagout Guidelines

COMPLIANCE SHORT: Machine Guarding Principles

COMPLIANCE SHORT: Manual Handling

COMPLIANCE SHORT: Personal Protective Equipment

COMPLIANCE SHORT: Respiratory Protection Awareness

COMPLIANCE SHORT: Slips, Trips, and Falls

- **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

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

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
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

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

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

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

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

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
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

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

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
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

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

- **Ethics & Code of Conduct**

Integrity in the Workplace
Preventing Fraud and Abuse

- **Workplace Compliance Essentials**

Active Shooter 2.0
Americans with Disabilities Act: An Overview for Managers
FMLA Leave and More: An Overview of Legally Protected Leave
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens
Independent Contractors and Temporary Employees
Interviewing: Doing it Right
Privacy and Information Security
Promoting a Substance-free Workplace
Slips, Trips, and Falls
Wage & Hour for Employees
Wage & Hour for Managers

- **Harassment**

Workplace Harassment Prevention for Employees, version 2.0
Workplace Harassment Prevention for Frontline Supervisors

- **Health Insurance Portability and Accountability Act**

HIPAA Privacy Essentials
HIPAA – Privacy Rule for Business Associates

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

- **Diversity on the Job**

Bridging the Diversity Gap
Your Role in Workplace Diversity

- **Unconscious Bias**

Understanding Unconscious Bias
Overcoming Your Own Unconscious Biases
Overcoming Unconscious Bias in the Workplace

- **Compliance Short Series**

COMPLIANCE SHORT: Cybersecurity
COMPLIANCE SHORT: Preventing Harassment and Promoting Respect
COMPLIANCE SHORT: Preventing Harassment and Promoting Respect 2
COMPLIANCE SHORT: Privacy and Information Security
COMPLIANCE SHORT: Privacy and Information Security 2
COMPLIANCE SHORT: Social Media and Electronic Communications
COMPLIANCE SHORT: Social Media and Electronic Communications 2

- **Compliance Impact Series**

COMPLIANCE IMPACT: Social Media - Blogger Gone Bad
COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock
COMPLIANCE IMPACT: Workplace Violence – The Warning Signs

- **Compliance Expert Series**

COMPLIANCE EXPERT: Harassment and Retaliation
COMPLIANCE EXPERT: Privacy & Information Security - Some Examples from the Trenches