Series	Course Title
The Foundations of Six Sigma	
	Are You Listening to Your Customers?
	Quick Wins in Six Sigma Implementation
	Six Sigma Versus TQM
	Lean Inbound Transportation
	A Critical-to-quality Tree - What's That?
	Basic Measurement Concepts in Six Sigma
	Does Your Business Really Need Six Sigma?
	Identifying Candidates for Key Six Sigma Roles
Operations Management	
	Operations Management and the Organization
	Operations Management: Product and Service Management
	Operations and Supply Chain Management
	Operations Management: Inventory Management
	Operations Management: Forecasting and Capacity Planning
	Operations Management: Operations Scheduling
	Operations Management: Management of Quality
	Operations Management: Facilities Planning and Management
Six Sigma Green Belt: Six Sigma and the Organization	
	Six Sigma and Organizational Goals
	Lean Principles and Six Sigma Projects
	Design for Six Sigma and FMEA
Six Sigma Green Belt: Define	
	Six Sigma Project Identification
	Voice of the Customer in Six Sigma
	Basics of Six Sigma Project Management
	Six Sigma Management and Planning Tools
	Performance Metrics for Six Sigma
	Six Sigma Project Team Dynamics and Performance
Six Sigma Green Belt: Measure	
	Process Documentation and Analysis in Six Sigma
	Basic Probability and Statistical Distributions in Six Sigma
	Data Classification, Sampling, and Collection in Six Sigma
	Statistics and Graphical Presentation in Six Sigma
	Measurement System Analysis in Six Sigma
	Process and Performance Capability Measurement in Six Sigma
Six Sigma Green Belt: Analyze	
	Multi-vari Studies, Correlation, and Linear Regression in Six Sigma
	Introduction to Hypothesis Testing and Tests for Means in Six Sigma
	Hypothesis Tests for Variances and Proportions in Six Sigma
Six Sigma Green Belt: Improve	
	Design of Experiments in Six Sigma
	Root Cause Analysis and Waste Elimination in Six Sigma

Series	Course Title
	Cycle Time Reduction and Kaizen in Six Sigma
Six Sigma Green Belt: Control	
	Statistical Process Control and Control Plans in Six Sigma
	Creating and Using Control Charts in Six Sigma
	Lean Tools for Process Control in Six Sigma
Manager of Quality/Organizational Excellence	
	Leadership
	Team Dynamics
	Developing and Deploying Strategic Plans
	Managerial Skills and Abilities
	Communication Skills and Project Management
	Quality Systems, Models, and Theories
	Problem-Solving and Process Management Tools
	Measurement: Assessment and Metrics
	Customer-Focused Management
	Supply Chain Management
	Training and Development
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	
	Identifying Six Sigma Projects
	Six Sigma Project Management Basics
Six Sigma Yellow Belt: Measure	
	Basic Statistics for Six Sigma
	Data Types and Data Collection in Six Sigma
	Six Sigma and Measurement System Analysis
Six Sigma Yellow Belt: Analyze	
	Lean Tools and FMEA in Six Sigma
	Six Sigma Data Analysis and Root Cause Analysis
	Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma
Six Sigma Yellow Belt: Improve and Control	
	Six Sigma Improvement Techniques
	Control Tools and Documentation in Six Sigma
Leading Sustainable Process Improvement	
	Stakeholder-driven Process Improvement
	Mapping and Measuring to Support Sustainable Process Improvement
	Implementing and Sustaining Process Improvement
	Spearheading a Process Improvement
Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment	
	Fundamentals of Lean and Six Sigma and their Applications
	Six Sigma Project Selection, Roles, and Responsibilities

Series	Course Title
	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
Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)	
	Common DFSS Methodologies, Design for X, and Robust Designs
Six Sigma: Champion Training	
	Introduction to Six Sigma for Champions
	Six Sigma Process Improvement
	Six Sigma Projects and Project Teams
	Managing and Deploying Six Sigma
Fundamentals of Lean for Business Organizations	
	Introduction to Lean for Service and Manufacturing Organizations
	Using Lean for Perfection and Quality
	Lean Tools and Techniques for Flow and Pull
	Reducing Waste and Streamlining Value Flow Using Lean

Series	Course Title
	Value Stream Mapping in Lean Business
	Applying Lean in Service and Manufacturing Organizations
	Five Steps to Perfection: Implementing Lean
	Value Stream Maps for Non-manufacturing Processes
Purchasing and Vendor Management Essentials	
	Fundamentals of Purchasing and Vendor Management
	Purchasing: Finding Sources of Supply
	Selecting Suppliers and Administering Contracts
	Evaluating Supplier Performance and Managing Supplier Relationships
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
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)
Moving From an Operational Manager to a Strategic Thinker	
	Effective Critical Analysis of Business Reports
	Leading Outside the Organization
	Returning to Core Competencies
	Competitive Awareness and Strategy
The Fundamentals of Globalization	
	The Fundamentals of Globalization: The Global Context
	Fundamentals of Globalization: Analyzing the Global Environment
	The Fundamentals of Globalization: Strategies for Globalization
	Fundamentals of Globalization: Managing in a Global Environment
	Managing Expatriates' Career Development
	The Etiquette of Cross-cultural Gift Giving
	Evaluating Globalization Opportunities
	Final Exam: The Fundamentals of Globalization
IT Strategy Essentials	
	IT Strategy Essentials: Business and IT Strategy Alignment
	IT Strategy Essentials: Creating an IT Strategy Plan
	IT Strategy Essentials: Implementing an IT Strategy
	Final Exam: IT Strategy Essentials
Business Planning Essentials	
	Business Planning Essentials: Preparing a Business Plan
	Business Planning Essentials: Performing Key Analyses

Series	Course Title
	Business Planning Essentials: Preparing for Implementation
	Final Exam: Business Planning Essentials
Risk Management	
	Risk Management: Identifying Risk
	Risk Management: Assessing Risk
	Risk Management: Dealing with Risk
	Final Exam: Risk Management
Leading and Implementing Sustainable Green Business Strategies	
	Introduction to Green Business and Sustainability
	Green Business: Planning Sustainability Strategies
	Green Business: Implementing Sustainability Strategies
	Final Exam: Leading and Implementing Sustainable Green Business Strategies
Business Law Essentials	
	Business Law Basic Concepts
	Business Law and Ethics
	Business Law and the Manager's Responsibilities
	Final Exam: Business Law Essentials
Developing Strategic Thinking Acumen	
	Developing the Capacity to Think Strategically
	Developing the Strategic Thinking Skill of Seeing the Big Picture
	Using Strategic Thinking Skills
	Effective Critical Analysis of Business Reports
	Returning to Core Competencies
	Competitive Awareness and Strategy
	Final Exam: Developing Strategic Thinking Acumen
Fundamentals of Business Planning	
	Preparing and Implementing a Business Plan
Strategic Marketing in Action	
	Sales and Marketing: Two Sides of the Same Coin?
	Trade Show Marketing - Planning Ahead
	Increasing Competitiveness through Collaboration
Digital Marketing	
	Digital Marketing: Getting to the Customer
	Search Engine Marketing: Getting Discovered by the Customer
	Managing Your Reputation Through Content Marketing and Online PR
	Digital Marketing Partnerships, Sales, and After-sales Processes
Marketing Essentials	
	Marketing Essentials: Introduction to Marketing
	Marketing Essentials: Planning and People
	Marketing Essentials: Product and Price
	Marketing Essentials: Place
	Marketing Essentials: Promotion
	Marketing Essentials: Marketing and Ethics

Series	Course Title
	Designing Products to Fit the Channel
	Using Web Analytics to Increase Sales
Competitive Marketing Strategies	
	Competitive Marketing Strategies: Conducting an Internal Analysis
	Competitive Marketing Strategies: Analyzing Competitors
	Competitive Marketing Strategies: Selecting and Implementing Strategies
Strategic Brand Management	
	Building Lasting Customer-brand Relationships
	Developing a Brand Internally
	Global Brand Management
	Brand Management for Social Media and Wireless Technologies
Finance and Accounting Essentials for Non-financial Professionals	
	Principles of Accounting and Finance for Non-financial Professionals
	Cash Flow Management Essentials for Non-financial Professionals
	The Time Value of Money and Investment Decisions for Non-financial Professionals
	The Essentials of Budgeting for Non–financial Professionals
	Financial Statements for Non-financial Professionals
	Analyzing Financial Statements for Non-financial Professionals
	Increasing Cash Flow in Times of Need
	Attracting New Investors - Keeping Presentations Focused
	What's Your Gross Profit Margin Really Saying?
	Recognizing The Value of Intangible Assets
	Recession: How it Affects Business
	Assessing Nonrecurring Items in Income Statements
	The Time Value of Money: Possible Pitfalls
	Using Financial Analysis for Credit Decisions
Accounting Fundamentals	
	Basic Accounting Principles and Framework
	The Accounting Equation and Financial Statements
	The Accounting Cycle and Accrual Accounting
	Accounting Transactions and Books of Account
	Trial Balance & Adjusting Entries
	The Income Statement
	The Balance Sheet
	The Cash Flow Statement
	Accounting for Companies' Stock Transactions and Dividends
	Outsourcing Financial Activities
	Deconstructing the Balance Sheet
	Final Exam: Accounting Fundamentals
Budgeting Essentials	
	Organizational Budgeting Activities and the Master Budget
	Planning and Preparing an Operating Budget

Series	Course Title
	Preparing Operating Budgets and the Cash Budget
	Using Budgets for Management and Control
	Final Exam: Budgeting Essentials
Auditing Essentials	
	Introduction to Auditing
	Auditing for Internal Control and Risk Assessment
	Auditing the Revenue Cycle
	Auditing for Cash and Inventories
	Using Audits to Help Prevent Business Fraud
	Final Exam: Auditing Essentials
Capital Budgeting Essentials	
	Capital Budgeting: The Capital Budgeting Process
	Capital Budgeting: Net Present Value and Internal Rate of Return
	Capital Budgeting: Discounted Payback Period and Profitability Index
	Capital Budgeting: Capital Allocation
	Final Exam: Capital Budgeting Essentials
Bank Branch Operations Management	
	Bank Branch Management: Mortgage and Auto Loans
	Bank Branch Management: Payment and Settlement Systems
	Bank Branch Management: Teller Roles and Credit Card Operations
	Bank Branch Management: Dealing with Operational and Credit Risks
	Bank Branch Management: Internal Controls and Banking Technology
	Bank Branch Management: Branch Security and Fraud
Commodity and Energy Markets, Futures, and Forwards	
	Commodity and Energy Markets and Derivatives
	Futures Fundamentals: Commodity, Equity, and Currency Futures
	Interest Rate Futures and Forward Rate Agreements
Insurance Concepts, Types, and Annuities	
	Insurance Basics, Underwriting, and Actuarial Practices
	Life, Health, and General Insurance
	Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities
Mutual Fund Concepts, Portfolio Management, and Regulations	
	Mutual Funds: Basic Concepts, Structure, and Types
	Mutual Funds: Portfolio Management and Accounting
	Mutual Funds: Performance Evaluation and Regulations
Global Banking Supervision and Anti-Money Laundering Regulations	
	Banking Supervision and Corporate Governance
	Internal Control and Audits in Banks
	Special Banking Risks and their Management
	Anti-money Laundering and Global Initiatives
	Anti-money Laundering and Regulatory Framework
Bank Risks and Capital Adequacy Planning	
	Basel Regulations and Capital Adequacy Requirements

Series	Course Title
	Capital Adequacy Planning Approaches
Basel Regulations and Bank Risk Management	
	Basel II and Basel III: An Overview
	IRB Framework and Risk-rating System
	IRB Approach for Corporate and Retail Exposures
	Quantification of IRB Systems
	Data Maintenance and Oversight for IRB Systems
	Basel Regulations and Operational Risk Management
	Operational Risk and Advanced Measurement Approach
	Operational Risk Identification, Assessment, and Quantification
	Operational Risk Management Framework, Process, and Applications
Basel III and Liquidity Risk Management	
	Management and Supervision of Liquidity Risk
	Liquidity Risk Measurement, Monitoring, and Application of Standards
Counterparty Credit Risk and Credit Rating	
	Derivative Contracts: Futures, Forwards, Swaps, and Options
	Measuring Credit Risk of Derivative Contracts
	Mitigating Credit Risk
	Credit Rating Systems and Capital Reserves
Credit Risk Analysis	
	Credit Analysis and Loan Pricing and Regulations
	Financial Analysis for Credit Risk Determination
	Nonfinancial Credit and Asset Analysis
	Problem Loans and Risk Analysis for Common Loans
	Risk Analysis for Specialized Loans
Credit Derivative Instruments	
	Credit Derivatives and Credit Risk
	Classical Credit Derivatives and Total Return Swaps
	Securitization and Asset-backed Securities
	Credit-linked and Repackaged Notes
	Credit Default Swaps and Credit Spread Options
	Credit Derivatives Applications
	Credit Derivatives: Pricing and Operational Issues
	Credit Derivatives: Regulatory, Legal, and Taxation Issues
Essentials of Interviewing and Hiring	
	Essentials of Interviewing and Hiring: Screening Applicants for Interviewing
	Essentials of Interviewing and Hiring: Preparing to Interview
	Essentials of Interviewing and Hiring: Conducting an Effective Interview
	Essentials of Interviewing and Hiring: Behavioral Interview Techniques
	Essentials of Interviewing and Hiring: Selecting the Right Candidate
	Guarding Against Interviewing Biases
	Conducting Interviews: Asking the Right Questions
	Creating a Compelling Job Description

Series	Course Title
	Hiring Strategic Thinkers
	Hiring a New Employee
	Final Exam: Essentials of Interviewing and Hiring
Organizational Behavior	
	Fundamentals of Organizational Behavior for the Individual
	Fundamentals of Organizations – Groups
	Understanding Organizational Power and Politics
	Organizational Structure and Employee Behavior
	Organizational Behavior: Dynamics of a Positive Organizational Culture
	Final Exam: Organizational Behavior
Recruiting and Retention Strategies	
	Recruiting Talent
	Retaining Your Talent Pool
	Fringe Benefits: Maintaining a Competitive Hiring Advantage
	Aligning Recruitment to Job Requirements
	Preventing High Turnover Rates: How to Keep The Best
	Disciplines of Organizational Learning: Personal Mastery
	Surviving the Talent Crunch
	Final Exam: Recruiting and Retention Strategies
The role of HR as a Business Partner	
	HR as Business Partner: From Cost Center to Strategic Partner
	HR as Business Partner: Linking HR Functions with Organizational Goals
	HR as Business Partner: Managing Talent for Organizational Success
	HR as Business Partner: Using Metrics and Designing Strategic Initiatives
	Final Exam: The role of HR as a Business Partner
Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)	
	Human Resources Core Knowledge: Skills, Concepts, and Tools
	Human Resources Core Knowledge: Functions and Activities
	Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
Business Management and Strategy (HRCI: PHR/SPHR-aligned)	
	Business Management and Strategy: The HR Function and Business Environment
	Business Management and Strategy: HR and the Strategic Planning Process
	Business Management and Strategy: HR Functions and Roles
	Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)	
	Workforce Planning and Employment: Employment Legislation
	Workforce Planning and Employment: Recruitment Strategies
	Workforce Planning and Employment: Sourcing and Selecting Candidates
	Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies
	Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
Human Resource Development (HRCI: PHR/SPHR-aligned)	
	Human Resource Development: Regulations and Organizational Development
	Human Resource Development: Employee Training
	Human Resource Development: Performance Appraisal and Talent Management

Series	Course Title
	Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)
Compensation and Benefits (HRCI: PHR/SPHR-aligned)	
	Compensation and Benefits: Regulations, Strategies, and Needs Assessment
	Compensation and Benefits: Managing Policies, Programs, and Activities
	Compensation and Benefits: Organizational Responsibilities
	Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
Employee and Labor Relations (HRCI: PHR/SPHR-aligned)	
	Employee and Labor Relations: Employment Regulations and Organizational Programs
	Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
	Employee and Labor Relations: Unions and Collective Bargaining
	Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
Risk Management (HRCI: PHR/SPHR-aligned)	
	Risk Management: Organizational Risk and Safety and Health Legislation
	Risk Management: Workplace Safety, Security, and Privacy
	Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
Strategic Human Resource Management (HRCI: SPHR-aligned)	
	Strategic HR for SPHR Exam Candidates Part I
	Strategic HR for SPHR Exam Candidates Part II
	Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
SHRM-CP/SCP: HR Competencies	
	HR Competencies: Leadership and Ethical Practice
	HR Competencies: Business Acumen and Relationship Management
	HR Competencies: Consultation and Critical Evaluation
	HR Competencies: Global and Cultural Effectiveness and Communication
SHRM-CP/SCP: Management of People	
	Management of People: Talent Acquisition and Retention
	Management of People: Employee Engagement
	Management of People: Learning and Development
	Management of People: Total Rewards
SHRM-CP/SCP: Organization and the HR Function	
	Organization and HR: Structure of the HR Function
	Organization and HR: Organizational Effectiveness and Development
	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

Series	Course Title
	Advanced HR Management: Competencies for Senior HR Professionals Part II
	Advanced Human Resources Management: People and Organization
	Advanced Human Resources Management: Workplace and HR Strategy
Essential Skills for Administrative Support Professionals	
	Administrative Professionals: Common Administrative Support Tasks
	Administrative Professionals: Maximizing Your Relationship with Your Boss
	Administrative Professionals: Interacting with Others
	Administrative Professionals: Putting Your Best Foot Forward
Management Essentials	
	Management Essentials: Directing Others
	Management Essentials: Delegating
	Management Essentials: Developing Your Direct Reports
	Management Essentials: Confronting Difficult Employee Behavior
	Management Essentials: Managing a Diverse Team
	Management Essentials: Treating Your Direct Reports Fairly
	Management Essentials: Caring about Your Direct Reports
	Managing Fairly
	Acting Decisively
	Employee Dismissal
Talent Management Essentials	
	Talent Management: Basics
	Talent Management: Planning
	Talent Management: Acquiring Talent
	Talent Management: Developing and Engaging Talent
	Talent Management: Retaining Talent
	Attracting and Retaining Talent
Performance Appraisal Essentials	
	Performance Appraisal Essentials: Planning for Appraisals
	Performance Appraisal Essentials: Conducting Traditional Appraisals
	Performance Appraisal Essentials: 360-degree Appraisals
	Preparing for Your Performance Appraisal
Managing Experts	
	Meeting the Needs of Your Experts
	Overcoming Challenges When Managing Experts
	Managing Top Performers Is Always Easy...Right?
	Recognizing Natural Leaders
Managing Problem Performance	
	Recognizing and Diagnosing Problem Performance
	First Steps for Turning Around a Performance Problem
	Using Progressive Discipline to Correct Problem Performance
	Preventing Problem Performance

Series	Course Title
	Underperforming Employee – Now What?
	Managing Performance
Advanced Management Skills	
	Developing a High-performance Organization
	Cross-functional Strategic Management
	Managing for Rapid Change and Uncertainty
	Managing High Performers
	Managing New Managers
	Managing Experienced Managers
	Developing Adaptable Managers
	Employee Engagement
	Delivering Bad News Effectively
	Building Upward Relationships
Dismissing an Employee	
	Preparing to Dismiss an Employee
	Managing the Dismissal of an Employee
The Fundamentals of Business Crises Management	
	Demonstrating Accountability in a Crisis Situation
	Perseverance and Flexibility in Times of Crisis
First Time Manager Essentials	
	First Time Manager: Understanding a Manager's Role
	First Time Manager: Challenges
	First Time Manager: Meeting Expectations
	Making the Move Into Management
Essentials of Managing Technical Professionals	
	Transitioning from Technical Professional to Management
	Strategies for Transitioning to Technical Management
	Managing Technical Professionals
Workforce Generations	
	Managing Workforce Generations: Introduction to Cross-generational Employees
	Managing Workforce Generations: Working with a Multigenerational Team
	Managing Workforce Generations: Working with the 21st-century Generation Mix
	Managing an Aging Workforce
	Developing the Next Generation
	Understanding the Motives of Millennials
Strategies for Successful Employee On-boarding	
	Strategies for Successful Employee Onboarding: An Introduction
	Strategies for Successful Employee Onboarding: Getting Started
	Strategies for Successful Employee Onboarding: Assessing Program Success
Managing during Difficult Times	
	Communicating during Difficult Times
	Managing Resources during Difficult Times
	Managing Attitudes during Difficult Times
Business Execution	

Series	Course Title
	Business Execution: Understanding the Fundamentals
	Business Execution: Crafting a Business Strategy that Executes
	Business Execution: Linking Strategy to People and Operations
	Business Execution: Monitoring and Evaluating Initiatives
	Fostering a Business Execution Culture
	Performance Dashboard or Scorecard?
Essential Mentoring Techniques	
	Essential Mentoring Techniques: Mentoring Fundamentals
	Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
	Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships
	Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
Thinking Like a CFO	
	Thinking Like a CFO: Mind-set and Financial Priorities
	Thinking Like a CFO: Making Financial Decisions
	Thinking Like a CFO: Preparing and Presenting a Business Case
	Thinking Like a CFO: Managing Risk
Essentials of Facilitating	
	Using Facilitation Skills as a Manager
	Facilitating Collaborative Processes
	Challenges of Facilitating
Effectively Managing Top Performers	
	Engaging Top Performers
	Retaining Top Performers
	Overcoming Challenges of Managing Top Performers
Difficult Conversations	
	Preparing for a Difficult Conversation
	Having a Difficult Conversation
	Handling Difficult Conversations Effectively
Performance Management	
	Planning for Performance
	Monitoring and Improving Performance
	Reviewing and Rewarding Performance
Coaching for Results	
	Beginning Your Coaching Engagement
	Coaching Techniques that Drive Change
	Coaching to Drive Performance
	The Art of Effective Coaching
	Coaching
	Coaching to Shift Perceptions
Effective Delegation	
	Achieve Your Objectives through Effective Delegation
	The Delegation Process
	Successful Delegation: Supervise and Encourage
	Use Delegation to Develop Your Team

Series	Course Title
	Delegating Appropriate Tasks
	Developing Employees through Delegation
Leadership Essentials	
	Leadership Essentials: Motivating Employees
	Leadership Essentials: Communicating Vision
	Leadership Essentials: Building Your Influence as a Leader
	Leadership Essentials: Leading with Emotional Intelligence
	Leadership Essentials: Leading Business Execution
	Leadership Essentials: Leading Innovation
	Leadership Essentials: Leading Change
	Leadership Essentials: Creating Your Own Leadership Development Plan
	Communicating a Shared Vision
	Leading Teams through Change
	Leading Outside the Organization
	Knowing When to Take Leadership Risks
	Wanted - Innovation Leaders
	Developing a Business Execution Culture
	Leading Change
	Leader as Motivator
	Leading Innovation
	The Emotionally Intelligent Leader
	Crafting an Organizational Vision
	Motivating Human Behavior
Making Cross-Functional Teams Work	
	Cross-functional Team Fundamentals
	Key Strategies for Managing Cross-functional Teams
	Managing Internal Dynamics in a Cross-functional Team
	Using Conflict to an Organization's Advantage
	Mediating Project Team Conflict
	Facilitating Work-related Conflict Discussions
The Voice of Leadership	
	The Voice of Leadership: Inspirational Leadership
	The Voice of Leadership: Self-assessment and Motivation
	The Voice of Leadership: Effective Leadership Communication Strategies
	The Voice of Leadership: The Power of Leadership Messaging
Creating a Positive Work Environment	
	Creating and Maintaining a Positive Work Environment
Employee Engagement	
	The Benefits and Challenges of Engaging Employees
	Maintaining an Engaging Organization
Developing a Culture of Learning	
	Fundamentals of Organizational Learning
	Establishing the Conditions for a Learning Culture

Series	Course Title
	Developing Learning Practices
	Evaluating and Sustaining Organizational Learning
Effective Succession Planning	
	Initiating Succession Planning
	Effective Succession Planning: Determining a Talent Pool for Key Positions
	Implementing and Assessing a Succession Planning Program
	Succession Planning
	Succession Planning and Management Programs
Setting and Managing Organizational Priorities	
	Setting and Managing Priorities within the Organization: Mission and Goals
	Setting and Managing Priorities within the Organization: Deciphering Priorities
	Setting and Managing Priorities within the Organization: Motivation
	Setting and Managing Priorities within the Organization: Communication
	Do You Share Your Organization's Values?
Leading Organizational Change	
	The Keys to Sustainable Change
	Planning for Change
	Implementing and Sustaining Change
	Communicating Properly during Layoffs
	Involving Employees in Corporate Change
	Communicating Organizational Change
	Beyond Change: Working with Agility
	Developing People
	Instituting a Quality Improvement Program
Leveraging Leadership Techniques	
	Leading Your Team through Change
Creating a Positive Atmosphere	
	Positive Atmosphere: Establishing a Positive Work Environment
	Positive Atmosphere:How Organizational Learning Drives Positive Change
How to Write an Effective Internal Business Case	
	Preparing a Business Case
	Writing a Business Case
	Presenting Your Case
E-mail Essentials for Business	
	Using E-mail and Instant Messaging Effectively
	Addressing and Redistributing E-mail
	Managing Your E-mail
	Final Exam: E-mail Essentials for Business
Telephone Essentials for Business	
	Essential Skills for Professional Telephone Calls
Business Writing Basics	
	Business Writing: Know Your Readers and Your Purpose

Series	Course Title
	Business Writing: How to Write Clearly and Concisely
	Business Writing: Editing and Proofreading
	Writing for Business
	Written Communication
	Final Exam: Business Writing Basics
Business Grammar Basics	
	Business Grammar: Parts of Speech
	Business Grammar: Working with Words
	Business Grammar: The Mechanics of Writing
	Business Grammar: Punctuation
	Business Grammar: Sentence Construction
	Business Grammar: Common Usage Errors
	Final Exam: Business Grammar Basics
Fundamentals of Working with Difficult People	
	Working with Difficult People: Identifying Difficult People
	Working with Difficult People: How to Work with Aggressive People
	Working with Difficult People: How to Work with Negative People
	Working with Difficult People: How to Work with Procrastinators
	Working with Difficult People: How to Work with Manipulative People
	Working with Difficult People: How to Work with Self-serving People
	Working with Difficult People: Dealing with Micromanagers
	Coping with Aggressive Behavior in the Workplace
	Blame Backfires--Conquer Negative Thinking
	Reacting to Co-workers Who Try Taking Advantage
Fundamentals of Cross Cultural Communication	
	Culture and Its Effect on Communication
	Communicating Across Cultures
	Improving Communication in Cross-cultural Relationships
	Communicating with a Cross-cultural Audience
	Dispute Resolution in International Contracts
Listening Essentials	
	Listening to Improve Conversation
Getting Results without Direct Authority	
	Getting Results without Direct Authority: Building Relationships and Credibility
	Getting Results without Direct Authority: Persuasive Communication
	Getting Results without Direct Authority: Reciprocity
	Getting Results without Direct Authority: Influencing Your Boss
	Influencing Key Decision Makers
	Influence and Persuasion
Anger Management Essentials	
	Anger Management Essentials: Understanding Anger
	Anger Management Essentials: Managing and Controlling Anger
Basic Presentation Skills	
	Basic Presentation Skills: Planning a Presentation

Series	Course Title
	Basic Presentation Skills: Creating a Presentation
	Basic Presentation Skills: Delivering a Presentation
	Handling Difficult Questions as a Presenter
Communicating Effectively with the 'C' Level	
	Preparing to Communicate Effectively at the 'C' Level
	Techniques for Communicating Effectively with Senior Executives
Communicate with Diplomacy and Tact	
	The Impact of Situation and Style When Communicating with Diplomacy and Tact
	Strategies for Communicating with Tact and Diplomacy
	Delivering a Difficult Message with Diplomacy and Tact
Running Effective Business Meetings	
	Preparing for Effective Business Meetings
	Managing Effective Business Meetings
	Dealing with Common Meeting Problems
	When Too Many Meetings Are Just Too Much
	Making Meetings Work
	Managing Meetings for Productivity and Effectiveness
Professional Networking Essentials	
	Professional Networking Essentials: Finding Opportunities To Make Connections
	Professional Networking Essentials: Developing Confidence
Writing Skills for Technical Professionals	
	Writing for Technical Professionals: Preparation and Planning
	Writing for Technical Professionals: Effective Writing Techniques
Communicating with Impact	
	Interpersonal Communication that Builds Trust
	Communication Methods that Make Sense – and Make Your Point
	Being a Receptive Communication Partner
	Communication Challenges: Navigating Choppy Waters
	Making Yourself Approachable
	Asserting Yourself in the Workplace
Workplace Conflict	
	Preventing Unhealthy Workplace Conflict
	Working Out and Through Conflict
	Adapting Your Conflict Style
	Confrontation: What's the Best Approach
	Personal Conflict Styles
	Coping with Accusations in the Workplace
	Managing Conflict
	Conflict: Avoid, Confront, or Delay?
	Meeting the Challenge of Workplace Conflict
Issue-focused Negotiation	
	Issue-focused Negotiation: Are You Ready?
	You and Your Negotiating Counterpart
	Reaching a Negotiated Agreement

Series	Course Title
	Effective Body Language in Negotiations
	Vendor Negotiations: Choosing the Best Approach
	Tailoring Your Negotiating Approach
Developing Your Emotional Intelligence	
	Emotional Intelligence: Owning Your Emotions
	Emotional Intelligence: Building Self-Management Skills
	Emotional Intelligence: Being Aware of the Emotions of Others
	Emotional Intelligence: Applying EI at Work
	How High Is Your EQ?
	Emotional Intelligence at Work
Getting Results through Personal Power	
	Personal Power and Credibility
	Influence Others with Political Savvy
How to Succeed in Listening	
	Be a Better Listener
	Roadblocks to Excellent Listening
	Active Listening Skills for Professionals
	Mastering Active Listening in the Workplace
	Listening to Improve Conversation
	Effective Listening
	Listening with Skill
Constructive Feedback	
	Feedback and Its Vital Role in the Workplace
	Delivering Feedback
	Receiving Feedback
	Making Feedback a Regular Occurrence
	Criticism in Context
	Giving Appropriate Feedback
	Giving Feedback to Coworkers
Engaging Others with Tact and Diplomacy	
	Diplomacy and Tact for Every Day
	Diplomacy and Tact in Challenging Situations
	Connecting with Others through Diplomacy and Tact
	Using Humor with Diplomacy and Tact
Working with Difficult People	
	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
Effective Business Meetings	
	Planning Meetings Fit for Purpose
Basic Business Math	
	Basic Business Math: Using Whole Numbers and Decimals

Series	Course Title
	Basic Business Math: Percentages and Ratios
	Basic Business Math: Averages and Equations
	Basic Business Math: Charts and Graphs
Doing Business Professionally	
	Working for Your Inner Boss: Personal Accountability
	Managing from Within: Self-empowerment
	Goals and Setting Goals
	Creating a Positive Attitude
	Pursuing Successful Lifelong Learning
Telecommuting and the Remote Employee	
	Telecommuting Basics: Maximizing Productivity as a Remote Employee
	Telecommuting Basics: Communication Strategies for the Remote Employee
Generating Creative & Innovative Ideas	
	Generating Creative and Innovative Ideas: Enhancing Your Creativity
	Generating Creative and Innovative Ideas: Maximizing Team Creativity
	Generating Creative and Innovative Ideas: Verifying and Building on Ideas
	Executing Innovation
	Getting Ready to Present
	Creativity: Developing and Communicating Ideas
	Promoting Creative Thinking
Optimizing Your Work/Life Balance	
	Optimizing Your Work/Life Balance: Analyzing Your Life Balance
	Optimizing Your Work/Life Balance: Maintaining Your Life Balance
	Optimizing Your Work/Life Balance: Taking Control of Your Stress
	Employee Exhaustion: Managing a Well-balanced Workload
	Managing Workplace Stress
	Creating Work/Life Balance
Managing Your Career	
	Managing Your Career: Creating a Plan
	Managing Your Career: Getting on the Right Track
	Managing Your Career: Professional Networking Essentials
	Managing Your Career: You and Your Boss
	Managing Your Career: Leveraging the Performance Appraisal
	Conquering Career Stagnation
	Developing Your Career
	Building and Managing Upward Relationships
	Planning Your Career
	Exploring Self-development
Diversity on the Job	
	Diversity on the Job: The Importance of Diversity and the Changing Workplace
	Diversity on the Job: Diversity and You
	Understanding Workplace Diversity
	Managing Diversity

Series	Course Title
Dealing with Organizational Change	
	Understanding Organizational Change
	Preparing for Organizational Change
	Embracing Organizational Change
	Managing the Stress of Organizational Change
	The Importance of Flexibility in the Workplace
	Developing Organizational Agility
Living and Working Abroad in the United States	
	American Work Culture and Values
	Key Aspects of the American Work Environment
	Communicating Successfully in the American Workplace
	Succeeding in the American Workplace
Campus to Corporate	
	Campus to Corporate: Meeting New Expectations
	Campus to Corporate: Developing a Professional Image
Building and Maintaining Trust	
	Building Trust
	Rebuilding Trust
	Rebuilding Trust
	The Fruits of Integrity: Building Trust at Work
Personal Productivity Improvement	
	Personal Productivity Improvement: Managing Your Workspace
	Personal Productivity: Self-organization and Overcoming Procrastination
	Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
Peer Relationships	
	The Value of Peer Relationships
	Developing Strategic Peer Relationships in Your Organization
	Forming Peer Relationships and Alliances at Work
	Peer Political Styles
	Building Better Relationships through Understanding
	Building Peer Relationships
Business Ethics	
	Introduction to Workplace Ethics
	Developing a Code of Ethical Conduct
	Ethical Decision-making in the Workplace
	Do You Share Your Organization's Values?
	Office Politics – What Will You Do?
	Ethics, Integrity, and Trust
	The Ethics Enigma
Interviewing Strategies for the Interviewee	
	Preparing for an Internal Interview
	Making a Positive Impression in an Internal Interview
Public Speaking Strategies	
	Public Speaking Strategies: Preparing Effective Speeches

Series	Course Title
	Public Speaking Strategies: Confident Public Speaking
Performance under Pressure	
	Developing the Right Attitude for Performing under Pressure
	Taking Action for Performing under Pressure
	Performing with Others under Pressure
Business Etiquette and Professionalism	
	Developing Your Reputation of Professionalism with Business Etiquette
	Professionalism, Business Etiquette, and Personal Accountability
	Communicating with Professionalism and Etiquette
	Using Business Etiquette to Build Professional Relationships
	Disciplines of Organizational Learning: Personal Mastery
	Safe Small Talk
	Broadening Your Learning Horizons
	Reframing Negative Situations
	Managing Goals
	Targeting Personal Learning
Perseverance and Resilience	
	Developing Character for Perseverance and Resilience
	Achieving Goals through Perseverance and Resilience
	Bouncing Back with Perseverance and Resilience
	Perseverance: Flexibility in Action
	Persevering through Setbacks
Decisiveness	
	Developing Character for Decisiveness
	Overcoming the Barriers to Decisiveness
Writing Under Pressure	
	Writing under Pressure: Preparing for Success
	Writing under Pressure: The Writing Process
Time Management	
	Time Management: Too Much to Do and Too Little Time
	Time Management: Quit Making Excuses and Make Time Instead
	Time Management: Ready, Set…FOCUS!
	Coping with Information Overload
	Prioritizing Personal and Professional Responsibilities
	Planning for Interruptions Helps with Procrastination
	Setting and Managing Priorities
	Coping with Conflicting Priorities
	Setting Goals
	Getting Time under Control
	The Dangers of Multitasking
Problem Solving and Decision Making	
	Solving Problems: Framing the Problem
	Solving Problems: Generating and Evaluating Alternatives
	Making and Carrying Out Tough Decisions

Series	Course Title
	Playing the Devil's Advocate in Decision Making
	Turning Problems Around with Reverse Brainstorming
	Uncovering the Root Problem
	Problem Solving: Process, Tools, and Techniques
	Decisions: Making the Right Move
Thinking Critically	
	Thinking Critically: Coming to Terms with Assumptions
	Thinking Critically: Getting Your Arms around Arguments
	Thinking Critically: Drawing Conclusions with Confidence
	Critical Thinking
	Applying Your Best Thinking
Perseverance at Work	
	Forging Ahead with Perseverance and Resilience
	Reaching Goals Using Perseverance and Resilience
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
	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
Polishing Your Professional Edge	
	Becoming Your Own Best Boss
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
Code of Ethics and Professional Conduct (PMI® Standard-aligned)	
	The Role of Ethics in Project Management
	Core PMI® Values and Ethical Standards
PRINCE2®: 2009 Foundation	
	Overview of Project Management (PRINCE2®: 2009-aligned)
	Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)
	Project Quality, Change and Progress (PRINCE2®: 2009-aligned)
	Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)
	Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)
	Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)

Series	Course Title
IT Project Management Essentials	
	IT Project Management Essentials: Introduction to IT Project Management
	IT Project Management Essentials: Initiating and Planning IT Projects
	IT Project Management Essentials: Executing IT Projects
	IT Project Management Essentials: Monitoring and Controlling IT Projects
	IT Project Management Essentials: Managing Risks in an IT Project
	IT Project Management Essentials: Testing Deliverables and Closing IT Projects
Managing Software Project Outsourcing	
	Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
	Managing Software Project Outsourcing: Developing a Vendor Contract
	Managing Software Project Outsourcing: Working with the Outsourced Team
	Managing Software Project Outsourcing: Dealing with Risks
Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)	
	Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
	Control Project Communications (PMBOK® Guide Fifth Edition)
Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)	
	Project Stakeholder Management (PMBOK® Guide Fifth Edition)
	Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)	
	Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
	Project Management Overview (PMBOK® Guide Fifth Edition)
	Project Management Process Groups (PMBOK® Guide Fifth Edition)
Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)	
	Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
	Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
	Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
	Capturing, Analyzing, and Managing Lessons Learned
	Strategic Alignment and Benefits Realization
Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)	
	Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
	Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)
	Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
Project Time Management (PMBOK® Guide - Fifth Edition-aligned)	
	Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
	Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
	Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)
Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)	
	Planning Project Costs (PMBOK® Guide Fifth Edition)
	Controlling Project Costs (PMBOK® Guide Fifth Edition)
Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)	
	Plan Quality Management (PMBOK® Guide Fifth Edition)
	Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
	Quality Management for Continuous Improvement
Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)	

Series	Course Title
	Planning Project Human Resources (PMBOK® Guide Fifth Edition)
	Managing Project Human Resources (PMBOK® Guide Fifth Edition)
Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)	
	Risk Management Planning (PMBOK® Guide Fifth Edition)
	Identifying Project Risks (PMBOK® Guide Fifth Edition)
	Performing Risk Analysis (PMBOK® Guide Fifth Edition)
	Risk Response and Control (PMBOK® Guide Fifth Edition)
Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)	
	Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
	Managing Procurements (PMBOK® Guide Fifth Edition)
Agile Practitioner - (PMI-ACP & ScrumMaster aligned)	
	Core PMI® Values and Ethical Standards
PRINCE2®: Practitioner	
	PRINCE2® Practitioner Exam Information
Agile Project Management Fundamentals (PMI_ACP)® aligned	
	Agile Principles, Methodologies, and Mindset
	Agile Planning
	Planning and Monitoring Iterations in Agile Projects
	Engaging Agile Stakeholders and Leading Agile Teams
	Core PMI® Values and Ethical Standards
Project Management for Everyone	
	Get Your Project off the Ground
	Plan a Bulletproof Project
	Lead Your Project Like a Pro
	Complete Your Project On-time and On-budget
	Managing Projects with No Direct Authority
	Ensuring Management Buy-in on a Project
	Managing Conflict in Project Teams
	Managing Scope on a Project
	Weighing the Costs of Project Change
	Managing Vendor Relationships
	Anticipating and Solving Problems as a Project Champion
	Addressing Stakeholder Conflicts
	Portfolios, Programs, and Projects: What's the Difference?
	Controlling Project Cost
	Project Management Essentials
	Supporting Project Managers
Program Management (PMI Second Edition-aligned)®	
	Introduction to Program Management
	Program Life Cycle and Benefits Management
Mentoring Assets	
	Mentoring PRINCE2: Foundation
	Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
	Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.

Series	Course Title
	Mentoring PRINCE2: Practitioner
Test Preps	
	TestPrep PRINCE2®: Foundation
	TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
	TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)
	TestPrep PRINCE2®: Practitioner
Leading Teams	
	Leading Teams: Launching a Successful Team
	Leading Teams: Establishing Goals, Roles, and Guidelines
	Leading Teams: Developing the Team and its Culture
	Leading Teams: Building Trust and Commitment
	Leading Teams: Fostering Effective Communication and Collaboration
	Leading Teams: Motivating and Optimizing Performance
	Leading Teams: Dealing with Conflict
	Leading Teams: Managing Virtual Teams
	Building Trust Incrementally
	Inspiring Your Team
	Support Your Leader
	Managing Communications in a Virtual Team
	Choosing the Right Team Culture
	Building and Leading Teams
	Meeting Team Performance Challenges
Optimizing Your Performance On a Team	
	Being an Effective Team Member
	Establishing Team Goals and Responsibilities
	Elements of a Cohesive Team
	Effective Team Communication
	Using Feedback to Improve Team Performance
	Power and Politics in Matrixed Teams
BABOK® v3: Business Analysis Key Concepts	
	Introduction to Business Analysis
	Business Analysis Planning and Monitoring
	Business Analysis Elicitation and Collaboration
	Business Analysis and Requirements Life Cycle Management
	Business Analysis and Strategy Analysis
	Business Analysis and RADD: Requirements Definition
	Business Analysis and RADD: Design Definition
	Business Analysis and Solution Evaluation
BABOK® v3: Business Analysis Techniques	
	Analytical Techniques Used for Business Analysis
	Activities and Tools Used for Business Analysis
	Documentation and Criteria Used for Business Analysis

Series	Course Title
BABOK® v3: Business Analysis Competencies	
	Business Analysis Competencies: Personal Skills
	Business Analysis Competencies: Professional Effectiveness
	Business Analysis Perspectives
Sales Foundations	
	Introduction to Sales
	Strategic Sales Planning
	Preparing for Successful Sales
	Developing Strong Customer Relationships
	Working within the Sales Culture of Your Organization
	Developing a Customer-focused Sales Approach
	Don't Only Go for the Big Fish
	The Ethics of Gift Giving
	Using Persuasion Techniques to Boost Sales
	Get it Together: Organizing Your Sales Approach
	Presentations That Get People Talking
	Building Momentum in Discovery Meetings
	Appealing to Prospects
	Getting Your Head around Pipeline Management
	Initiating Discovery Meetings
	The Proof Is in the Proposal
	Educating and Collaborating with Customers
	Using Customer Knowledge to Advance Sales
	Prospecting Strategically
	Responding to News of a Lost Sale
Sales Negotiations	
	Negotiation Skills for Sales Professionals: Preparing to Negotiate
	Negotiation Skills for Sales Professionals: Value Exchange
	Negotiation Skills for Sales Professionals: Reaching Agreement
	Talking Value with Your Customers
	Dealing with Questions, Objections, and Resistance
	Dealing with Negotiation Challenges
	Negotiating Contract Terms
	Communicating Your Company's Value
	Turning Obstacles into Opportunities
	Negotiating with Your Customer
Solution Selling	
	Solution Selling: Mastering the Essentials
	Solution Selling: Meeting an Active Need
	Solution Selling: Creating New Opportunities
	Turning Potential Customers into Allies
	Preparing to Implement Solutions

Series	Course Title
	Managing Implementation Problems
	Connecting Customers and Solutions
Strategic Account Sales Skills	
	Selling to Key Players
	Planning for Effective Selling
	Building Profitable Customer Relationships
	Crafting Sales Strategies
	Performance Payout Plans
	Sales and Marketing: Two Sides of the Same Coin?
	Connecting the Dots: Insightful Account Management
	Succeeding in Account Management
Sales Management	
	Storming: Developing and Leading Your Sales Team
	Sales Support Roles for Better Customer Interaction
	Succeeding in Account Management
	Gaining Access through Cold Calls
	Overcoming Resistance to Coaching
Essential Selling Skills	
	Essential Selling Skills: Mastering Cold Calling
	Essential Selling Skills: Qualifying Sales Prospects
	Essential Selling Skills: Closing the Sale
	Effective Cold Calling
	Prompting Action through Focused Communication
	Regaining Your Customer's Trust
	Talking about the Competition
	Responding to Bad News
	Communicating a High-impact Business Case
	Making the Cold Call
	Getting Organized to Meet Your Sales Goals
	Making Contact: Access Strategies
	Managing a Sales Pipeline
	Demonstrating Business Acumen
	Selling with Trust
	Using Competitive Selling Skills
	Aligning Your Business Case to Customer Priorities
	Effective Sales Coaching
Frontline Call Center Skills	
	The Importance of Call Tracking and Ticketing
	Creating an Effective On-hold Message
	Aligning Agent Behaviors with Caller Types
Inbound Call Center Management	
	Converting a Call Center to a Profit Center
	Managing Your Call Center More Efficiently

Series	Course Title
	Customer Service Training - The Interview and Beyond
	Disaster Recovery - Keeping the Lines Open
	Preventing Agent Absenteeism through Better Working Conditions
	Prioritizing Rewards and Recognition in Call Centers
Customer Service Fundamentals	
	Customer Service Fundamentals: Building Rapport in Customer Relationships
	Customer Service in the Field
	Customer Service over the Phone
	Internal Customer Service
	Customer Service Confrontation and Conflict
	Shaping the Direction of Customer Service in Your Organization
	Aligning Performance to Key Indicators
	The Angry Caller: What's Your Plan?
Customer Service Representative, Professionalism	
	The Customer Service Representative (CSR)
	Support Center Services and Work Environment
	Team and Customer Relationships
Customer Service Representative, Skills	
	Customer Interactions
	Communication Skills
	Conflict, Stress, and Time Management
Customer Service Representative, Process	
	Customer Service Processes and Procedures
	Quality in a Support Center
	Support Center Tools, Technologies and Metrics
	Dealing with Irrational Customers and Escalating Complaints
Customer Focus	
	Identifying and Managing Customer Expectations
	Creating and Sustaining a Customer-focused Organization
	Customer-focused Interaction
	Listening to Your Customers
	Creating a Customer-focused Organization
	Developing Your Customer Focus
Customer Advocacy	
	Customer Advocacy: Communicating to Build Trusting Customer Relationships
	Customer Advocacy: Enhancing the Customer Experience
	Customer Advocacy: Supporting Customer Advocacy
ITIL® 2011 Edition Foundation Syllabus	
	ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
	ITIL® 2011 Edition Foundation: Service Strategy Fundamentals
	ITIL® 2011 Edition Foundation: Service Strategy Processes
	ITIL® 2011 Edition Foundation: Service Design Fundamentals
	ITIL® 2011 Edition Foundation: Service Design Processes
	ITIL® 2011 Edition Foundation: Service Transition Processes and Policies

Series	Course Title
	ITIL® 2011 Edition Foundation: Introduction to Service Operation
	ITIL® 2011 Edition Foundation: Service Operation Processes
	ITIL® 2011 Edition Foundation: Continual Service Improvement
ITIL® 2011 Edition Overview	
	ITIL® 2011 Edition Overview: Creating a Service Culture
	ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
	ITIL® 2011 Edition Overview: Certification and Benefits
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)	
	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
Industry Overviews	
	The Telecommunications Industry Overview: Version 4
	The Health Care Industry Overview: Version 4
	The Insurance Industry Overview: Version 4
	The Banking Industry Overview: Version 4
	The Oil and Gas Industry Overview: Version 4
	The Retail Industry Overview: Version 4
	The Manufacturing Industry Overview: Version 3
	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 3
	The Food and Beverage Industry Overview: Version 4

Series	Course Title
	The Agriculture Industry Overview: Version 4
Test Preps	
	TestPrep ITIL Foundation
Mentoring Assets	
	Mentoring ITIL Foundation