

# Bizlibrary Course List

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Business & Professional Development (SS-BP)

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Page 1 of 1

Course Groups	Course Title	Course Code	Dur (Mins)
<b>1 Hour Courseware</b>			
<b>Administrative Support Curriculum</b>			
<b>Essential Skills for Administrative Support Professionals</b>			
	Administrative Professionals: Common Administrative Support Tasks	ad_01_a02_bs_enus	60
	Administrative Professionals: Interacting with Others	ad_01_a04_bs_enus	60
	Administrative Professionals: Maximizing Your Relationship with Your Boss	ad_01_a03_bs_enus	60
	Administrative Professionals: Putting Your Best Foot Forward	ad_01_a05_bs_enus	60
<b>Communication Curriculum</b>			
<b>Anger Management Essentials</b>			
	Anger Management Essentials: Managing and Controlling Anger	comm_30_a02_bs_enus	60
	Anger Management Essentials: Understanding Anger	comm_30_a01_bs_enus	60
<b>Basic Presentation Skills</b>			
	Basic Presentation Skills: Creating a Presentation	comm_33_a02_bs_enus	60
	Basic Presentation Skills: Delivering a Presentation	comm_33_a03_bs_enus	60
	Basic Presentation Skills: Planning a Presentation	comm_33_a01_bs_enus	60
<b>Business Grammar Basics</b>			
	Business Grammar: Common Usage Errors	comm_20_a06_bs_enus	60
	Business Grammar: Parts of Speech	comm_20_a01_bs_enus	60
	Business Grammar: Punctuation	comm_20_a04_bs_enus	60
	Business Grammar: Sentence Construction	comm_20_a05_bs_enus	60
	Business Grammar: The Mechanics of Writing	comm_20_a03_bs_enus	60
	Business Grammar: Working with Words	comm_20_a02_bs_enus	60
<b>Business Writing Basics</b>			
	Business Writing: Editing and Proofreading	comm_19_a03_bs_enus	60
	Business Writing: How to Write Clearly and Concisely	comm_19_a02_bs_enus	60
	Business Writing: Know Your Readers and Your Purpose	comm_19_a01_bs_enus	60
<b>Communicate with Diplomacy and Tact</b>			
	Delivering a Difficult Message with Diplomacy and Tact	comm_34_a03_bs_enus	60
	Strategies for Communicating with Tact and Diplomacy	comm_34_a02_bs_enus	60
	The Impact of Situation and Style when Communicating with Diplomacy and Tact	comm_34_a01_bs_enus	60
<b>Communicating Effectively with the 'C' Level</b>			
	Preparing to Communicate Effectively at the 'C' Level	comm_31_a01_bs_enus	60
	Techniques for Communicating Effectively with Senior Executives	comm_31_a02_bs_enus	60
<b>Constructive Feedback and Criticism</b>			
	Giving Constructive Criticism	comm_29_a02_bs_enus	60
	Giving Feedback	comm_29_a01_bs_enus	60
	Receiving Feedback and Criticism	comm_29_a03_bs_enus	60
<b>E-mail Essentials for Business</b>			

		Addressing and Redistributing E-mail	comm_17_a02_bs_enus	60
		Managing Your E-mail	comm_17_a03_bs_enus	60
		Using E-mail and Instant Messaging Effectively	comm_17_a01_bs_enus	60
		<b>Emotional Intelligence Essentials</b>		
		Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm_25_a02_bs_enus	60
		Using Emotional Intelligence on the Job	comm_25_a03_bs_enus	60
		What is Emotional Intelligence?	comm_25_a01_bs_enus	60
		<b>Fundamentals of Cross Cultural Communication</b>		
		Communicating Across Cultures	comm_26_a02_bs_enus	60
		Culture and Its Effect on Communication	comm_26_a01_bs_enus	60
		Improving Communication in Cross-cultural Relationships	comm_26_a03_bs_enus	60
		<b>Fundamentals of Working with Difficult People</b>		
		Working with Difficult People: Dealing with Micromanagers	comm_23_a07_bs_enus	60
		Working with Difficult People: How to Work with Aggressive People	comm_23_a02_bs_enus	60
		Working with Difficult People: How to Work with Manipulative People	comm_23_a05_bs_enus	60
		Working with Difficult People: How to Work with Negative People	comm_23_a03_bs_enus	60
		Working with Difficult People: How to Work with Procrastinators	comm_23_a04_bs_enus	60
		Working with Difficult People: How to Work with Self-serving People	comm_23_a06_bs_enus	60
		Working with Difficult People: Identifying Difficult People	comm_23_a01_bs_enus	60
		<b>Getting Results Without Direct Authority</b>		
		Getting Results without Direct Authority: Building Relationships and Credibility	comm_27_a01_bs_enus	60
		Getting Results without Direct Authority: Influencing Your Boss	comm_27_a04_bs_enus	60
		Getting Results without Direct Authority: Persuasive Communication	comm_27_a02_bs_enus	60
		Getting Results without Direct Authority: Reciprocity	comm_27_a03_bs_enus	60
		<b>Interpersonal Communication</b>		
		Interpersonal Communication: Being Approachable	comm_21_a05_bs_enus	60
		Interpersonal Communication: Communicating Assertively	comm_21_a04_bs_enus	60
		Interpersonal Communication: Communicating with Confidence	comm_21_a01_bs_enus	60
		Interpersonal Communication: Listening Essentials	comm_21_a03_bs_enus	60
		Interpersonal Communication: Targeting Your Message	comm_21_a02_bs_enus	60
		<b>Listening Essentials</b>		
		Listening Essentials: Improving Your Listening Skills	comm_28_a02_bs_enus	60
		Listening Essentials: The Basics of Listening	comm_28_a01_bs_enus	60
		<b>Negotiation Essentials</b>		
		Negotiation Essentials: Avoiding Pitfalls in Negotiations	comm_24_a05_bs_enus	60
		Negotiation Essentials: Communicating	comm_24_a03_bs_enus	60
		Negotiation Essentials: Persuading	comm_24_a04_bs_enus	60
		Negotiation Essentials: Planning for Negotiation	comm_24_a02_bs_enus	60
		Negotiation Essentials: What Is Negotiation?	comm_24_a01_bs_enus	60
		<b>Professional Networking Essentials</b>		
		Professional Networking Essentials: Developing Confidence	comm_38_a02_bs_enus	60
		Professional Networking Essentials: Finding Opportunities To Make Connections	comm_38_a01_bs_enus	60
		<b>Public speaking strategies</b>		
		Public Speaking Strategies: Confident Public Speaking	pd_23_a02_bs_enus	60
		Public Speaking Strategies: Preparing Effective Speeches	pd_23_a01_bs_enus	60
		<b>Running Effective Business Meetings</b>		
		Dealing with Common Meeting Problems	comm_32_a03_bs_enus	60
		Managing Effective Business Meetings	comm_32_a02_bs_enus	60

		Preparing for Effective Business Meetings	comm_32_a01_bs_enus	60
<b>Telephone Essentials for Business</b>				
		Essential Skills for Professional Telephone Calls	comm_18_a01_bs_enus	60
<b>Workplace Conflict</b>				
		Workplace Conflict: Recognizing and Responding to Conflict	comm_22_a01_bs_enus	60
		Workplace Conflict: Strategies for Resolving Conflicts	comm_22_a02_bs_enus	60
<b>Customer Service Curriculum</b>				
<b>Customer Advocacy</b>				
		Customer Advocacy: Communicating to Build Trusting Customer Relationships	cust_11_a01_bs_enus	60
		Customer Advocacy: Enhancing the Customer Experience	cust_11_a02_bs_enus	60
		Customer Advocacy: Supporting Customer Advocacy	cust_11_a03_bs_enus	60
<b>Customer Focus</b>				
		Creating and Sustaining a Customer-focused Organization	cust_10_a02_bs_enus	60
		Customer-focused Interaction	cust_10_a03_bs_enus	60
		Identifying and Managing Customer Expectations	cust_10_a01_bs_enus	60
<b>Customer Service Fundamentals</b>				
		Customer Service Confrontation and Conflict	cust_09_a05_bs_enus	60
		Customer Service Fundamentals: Building Rapport in Customer Relationships	cust_09_a01_bs_enus	60
		Customer Service in the Field	cust_09_a02_bs_enus	60
		Customer Service over the Phone	cust_09_a03_bs_enus	60
		Internal Customer Service	cust_09_a04_bs_enus	60
		Shaping the Direction of Customer Service in Your Organization	cust_09_a06_bs_enus	60
<b>Finance and Accounting Curriculum</b>				
<b>Accounting Fundamentals</b>				
		Accounting for Companies' Stock Transactions and Dividends	fin_03_a09_bs_enus	60
		Accounting Transactions and Books of Account	fin_03_a04_bs_enus	60
		Basic Accounting Principles and Framework	fin_03_a01_bs_enus	60
		The Accounting Cycle and Accrual Accounting	fin_03_a03_bs_enus	60
		The Accounting Equation and Financial Statements	fin_03_a02_bs_enus	60
		The Balance Sheet	fin_03_a07_bs_enus	60
		The Cash Flow Statement	fin_03_a08_bs_enus	60
		The Income Statement	fin_03_a06_bs_enus	60
		Trial Balance & Adjusting Entries	fin_03_a05_bs_enus	60
<b>Auditing Essentials</b>				
		Auditing for Cash and Inventories	fin_06_a04_bs_enus	60
		Auditing for Internal Control and Risk Assessment	fin_06_a02_bs_enus	60
		Auditing the Revenue Cycle	fin_06_a03_bs_enus	60
		Introduction to Auditing	fin_06_a01_bs_enus	60
<b>Budgeting Essentials</b>				
		Organizational Budgeting Activities and the Master Budget	fin_05_a01_bs_enus	60
		Planning and Preparing an Operating Budget	fin_05_a02_bs_enus	60
		Preparing Operating Budgets and the Cash Budget	fin_05_a03_bs_enus	60
		Using Budgets for Management and Control	fin_05_a04_bs_enus	60
<b>Capital Budgeting Essentials</b>				
		Capital Budgeting: Capital Allocation	fin_07_a04_bs_enus	60
		Capital Budgeting: Discounted Payback Period and Profitability Index	fin_07_a03_bs_enus	60
		Capital Budgeting: Net Present Value and Internal Rate of Return	fin_07_a02_bs_enus	60
		Capital Budgeting: The Capital Budgeting Process	fin_07_a01_bs_enus	60

<b>Finance and Accounting Essentials for Non-financial Professionals</b>			
	Analyzing Financial Statements for Non-financial Professionals	fin_02_a06_bs_enus	60
	Cash Flow Management Essentials for Non-financial Professionals	fin_02_a02_bs_enus	60
	Financial Statements for Non-financial Professionals	fin_02_a05_bs_enus	60
	Principles of Accounting and Finance for Non-financial Professionals	fin_02_a01_bs_enus	60
	The Essentials of Budgeting for Non-financial Professionals	fin_02_a04_bs_enus	60
	The Time Value of Money and Investment Decisions for Non-financial Professionals	fin_02_a03_bs_enus	60
<b>Foundation Skills</b>			
<b>Basic Business Math</b>			
	Basic Business Math: Averages and Equations	fnd_01_a03_bs_enus	60
	Basic Business Math: Charts and Graphs	fnd_01_a04_bs_enus	60
	Basic Business Math: Percentages and Ratios	fnd_01_a02_bs_enus	60
	Basic Business Math: Using Whole Numbers and Decimals	fnd_01_a01_bs_enus	60
<b>Human Resources Curriculum</b>			
<b>Organizational Behavior</b>			
	Organizational Behavior: Dynamics of a Positive Organizational Culture	hr_08_a05_bs_enus	60
	Organizational Structure and Employee Behavior	hr_08_a04_bs_enus	60
<b>The role of HR as a Business Partner</b>			
	HR as Business Partner: From Cost Center to Strategic Partner	hr_07_a01_bs_enus	60
	HR as Business Partner: Linking HR Functions with Organizational Goals	hr_07_a02_bs_enus	60
	HR as Business Partner: Managing Talent for Organizational Success	hr_07_a03_bs_enus	60
	HR as Business Partner: Using Metrics and Designing Strategic Initiatives	hr_07_a04_bs_enus	60
<b>Industry Foundations Curriculum</b>			
<b>Industry Overviews</b>			
	The Aerospace & Defense Industry Overview: Version 1	indo_01_a27_bs_enus	60
	The Agriculture Industry Overview	indo_01_a31_bs_enus	90
	The Automotive Industry Overview: Version 3	indo_01_a29_bs_enus	60
	The Banking Industry Overview: Version 3	indo_01_a14_bs_enus	60
	The Biotechnology Industry Overview: Version 1	indo_01_a28_bs_enus	60
	The Broadcasting & Entertainment Industry Overview: Version 1	indo_01_a24_bs_enus	60
	The Capital Markets Industry Overview: Version 1	indo_01_a25_bs_enus	60
	The Chemicals Industry Overview: Version 1	indo_01_a23_bs_enus	60
	The Consumer Electronics Industry Overview: Version 1	indo_01_a26_bs_enus	60
	The Education Industry Overview: Version 1	indo_01_a21_bs_enus	60
	The Federal Government Industry Overview: Version 3	indo_01_a20_bs_enus	60
	The Food and Beverage Industry Overview: Version 3	indo_01_a30_bs_enus	60
	The Health Care Industry Overview: Version 3	indo_01_a12_bs_enus	60
	The Information Technology Industry Overview: Version 3	indo_01_a19_bs_enus	60
	The Insurance Industry Overview: Version 3	indo_01_a13_bs_enus	60
	The Manufacturing Industry Overview: Version 3	indo_01_a17_bs_enus	60
	The Oil and Gas Industry Overview: Version 3	indo_01_a15_bs_enus	60
	The Pharmaceutical Industry Overview: Version 4	indo_01_a18_bs_enus	60
	The Retail Industry Overview: Version 3	indo_01_a16_bs_enus	60
	The Telecommunications Industry Overview: Version 3	indo_01_a11_bs_enus	60
	The Utilities Industry Overview: Version 1	indo_01_a22_bs_enus	60
<b>Leadership Curriculum</b>			
<b>Developing a Culture of Learning</b>			
	Developing Learning Practices	lead_08_a03_bs_enus	60

		Establishing the Conditions for a Learning Culture	lead_08_a02_bs_enus	60
		Evaluating and Sustaining Organizational Learning	lead_08_a04_bs_enus	60
		Fundamentals of Organizational Learning	lead_08_a01_bs_enus	60
		<b>Effective Succession Planning</b>		
		Effective Succession Planning: Determining a Talent Pool for Key Positions	lead_09_a02_bs_enus	60
		Implementing and Assessing a Succession Planning Program	lead_09_a03_bs_enus	60
		Initiating Succession Planning	lead_09_a01_bs_enus	60
		<b>Employee Engagement</b>		
		Maintaining an Engaging Organization	lead_06_a02_bs_enus	60
		The Benefits and Challenges of Engaging Employees	lead_06_a01_bs_enus	60
		<b>Leadership Essentials</b>		
		Leadership Essentials: Building Your Influence as a Leader	lead_05_a03_bs_enus	60
		Leadership Essentials: Communicating Vision	lead_05_a02_bs_enus	60
		Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus	60
		Leadership Essentials: Leading Business Execution	lead_05_a05_bs_enus	60
		Leadership Essentials: Leading Change	lead_05_a07_bs_enus	60
		Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus	60
		Leadership Essentials: Leading with Emotional Intelligence	lead_05_a04_bs_enus	60
		Leadership Essentials: Motivating Employees	lead_05_a01_bs_enus	60
		<b>Making Cross-Functional Teams Work</b>		
		Cross-functional Team Fundamentals	lead_10_a01_bs_enus	60
		Managing Internal Dynamics in a Cross-functional Team	lead_10_a03_bs_enus	60
		<b>Risk Management</b>		
		Risk Management: Assessing Risk	stgy_09_a02_bs_enus	60
		Risk Management: Dealing with Risk	stgy_09_a03_bs_enus	60
		Risk Management: Identifying Risk	stgy_09_a01_bs_enus	60
		<b>Setting and Managing Organizational Priorities</b>		
		Setting and Managing Priorities within the Organization: Communication	lead_11_a04_bs_enus	60
		Setting and Managing Priorities within the Organization: Deciphering Priorities	lead_11_a02_bs_enus	60
		Setting and Managing Priorities within the Organization: Mission and Goals	lead_11_a01_bs_enus	60
		Setting and Managing Priorities within the Organization: Motivation	lead_11_a03_bs_enus	60
		<b>The Voice of Leadership</b>		
		The Voice of Leadership: Effective Leadership Communication Strategies	lead_13_a03_bs_enus	60
		The Voice of Leadership: Inspirational Leadership	lead_13_a01_bs_enus	60
		The Voice of Leadership: Self-assessment and Motivation	lead_13_a02_bs_enus	60
		The Voice of Leadership: The Power of Leadership Messaging	lead_13_a04_bs_enus	60
		<b>Management Curriculum</b>		
		<b>Advanced Management Skills</b>		
		Managing for Rapid Change and Uncertainty	mgmt_23_a03_bs_enus	60
		Cross-functional Strategic Management	mgmt_23_a02_bs_enus	60
		Developing a High-performance Organization	mgmt_23_a01_bs_enus	60
		Managing Experienced Managers	mgmt_23_a06_bs_enus	60
		Managing High Performers	mgmt_23_a04_bs_enus	60
		Managing New Managers	mgmt_23_a05_bs_enus	60
		<b>Business Coaching Essentials</b>		
		Business Coaching: Building the Coaching Relationship	mgmt_14_a03_bs_enus	60
		Business Coaching: Conducting Coaching Sessions	mgmt_14_a02_bs_enus	60
		Business Coaching: Getting Ready to Coach	mgmt_14_a01_bs_enus	60

		Business Coaching: Using Different Coaching Styles	mgmt_14_a04_bs_enus	60
		<b>Business Execution</b>		
		Business Execution: Crafting a Business Strategy that Executes	mgmt_28_a02_bs_enus	60
		Business Execution: Linking Strategy to People and Operations	mgmt_28_a03_bs_enus	60
		Business Execution: Monitoring and Evaluating Initiatives	mgmt_28_a04_bs_enus	60
		Business Execution: Understanding the Fundamentals	mgmt_28_a01_bs_enus	60
		<b>Business Planning Essentials</b>		
		Business Planning Essentials: Performing Key Analyses	stgy_10_a02_bs_enus	60
		Business Planning Essentials: Preparing a Business Plan	stgy_10_a01_bs_enus	60
		Business Planning Essentials: Preparing for Implementation	stgy_10_a03_bs_enus	60
		<b>Delegation Essentials</b>		
		Delegation Essentials: An Introduction to Delegating	mgmt_27_a01_bs_enus	60
		Delegation Essentials: Overcoming Delegation Problems	mgmt_27_a03_bs_enus	60
		Delegation Essentials: The Delegation Process	mgmt_27_a02_bs_enus	60
		<b>Difficult Conversations</b>		
		Handling Difficult Conversations Effectively	mgmt_36_a03_bs_enus	60
		Having a Difficult Conversation	mgmt_36_a02_bs_enus	60
		Preparing for a Difficult Conversation	mgmt_36_a01_bs_enus	60
		<b>Effectively Managing Top Performers</b>		
		Engaging Top Performers	mgmt_33_a01_bs_enus	60
		Overcoming Challenges of Managing Top Performers	mgmt_33_a03_bs_enus	60
		Retaining Top Performers	mgmt_33_a02_bs_enus	60
		<b>Essential Mentoring Techniques</b>		
		Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships	mgmt_29_a03_bs_enus	60
		Essential Mentoring Techniques: Designing and Initiating Mentoring Programs	mgmt_29_a02_bs_enus	60
		Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program	mgmt_29_a04_bs_enus	60
		Essential Mentoring Techniques: Mentoring Fundamentals	mgmt_29_a01_bs_enus	60
		<b>Facilitating Essentials</b>		
		Challenges of Facilitating	mgmt_31_a03_bs_enus	60
		Facilitating Collaborative Processes	mgmt_31_a02_bs_enus	60
		Using Facilitation Skills as a Manager	mgmt_31_a01_bs_enus	60
		<b>First Time Manager Essentials</b>		
		First Time Manager: Challenges	mgmt_16_a02_bs_enus	60
		First Time Manager: Meeting Expectations	mgmt_16_a03_bs_enus	60
		First Time Manager: Understanding a Manager's Role	mgmt_16_a01_bs_enus	60
		<b>Management Essentials</b>		
		Management Essentials: Caring about Your Direct Reports	mgmt_15_a07_bs_enus	60
		Management Essentials: Confronting Difficult Employee Behavior	mgmt_15_a04_bs_enus	60
		Management Essentials: Delegating	mgmt_15_a02_bs_enus	60
		Management Essentials: Developing Your Direct Reports	mgmt_15_a03_bs_enus	60
		Management Essentials: Directing Others	mgmt_15_a01_bs_enus	60
		Management Essentials: Managing a Diverse Team	mgmt_15_a05_bs_enus	60
		Management Essentials: Treating Your Direct Reports Fairly	mgmt_15_a06_bs_enus	60
		<b>Managing during Difficult Times</b>		
		Communicating during Difficult Times	mgmt_25_a01_bs_enus	60
		Managing Attitudes during Difficult Times	mgmt_25_a03_bs_enus	60
		Managing Resources during Difficult Times	mgmt_25_a02_bs_enus	60

<b>Managing Experts</b>			
	Meeting the Needs of Your Experts	mgmt_21_a01_bs_enus	60
	Overcoming Challenges When Managing Experts	mgmt_21_a02_bs_enus	60
<b>Managing Organizational Change</b>			
	Managing Change: Building Positive Support for Change	mgmt_13_a02_bs_enus	60
	Managing Change: Dealing with Resistance to Change	mgmt_13_a03_bs_enus	60
	Managing Change: Sustaining Organizational Change	mgmt_13_a04_bs_enus	60
	Managing Change: Understanding Change	mgmt_13_a01_bs_enus	60
<b>Strategies for Successful Employee On-boarding</b>			
	Strategies for Successful Employee Onboarding: An Introduction	mgmt_24_a01_bs_enus	60
	Strategies for Successful Employee Onboarding: Assessing Program Success	mgmt_24_a03_bs_enus	60
	Strategies for Successful Employee Onboarding: Getting Started	mgmt_24_a02_bs_enus	60
<b>Talent Management Essentials</b>			
	Talent Management: Acquiring Talent	mgmt_18_a03_bs_enus	60
	Talent Management: Basics	mgmt_18_a01_bs_enus	60
	Talent Management: Developing and Engaging Talent	mgmt_18_a04_bs_enus	60
	Talent Management: Planning	mgmt_18_a02_bs_enus	60
	Talent Management: Retaining Talent	mgmt_18_a05_bs_enus	60
<b>Technical Management Essentials</b>			
	Managing Technical Professionals	mgmt_19_a03_bs_enus	60
	Strategies for Transitioning to Technical Management	mgmt_19_a02_bs_enus	60
	Transitioning from Technical Professional to Management	mgmt_19_a01_bs_enus	60
<b>Thinking like a CFO</b>			
	Thinking Like a CFO: Making Financial Decisions	mgmt_30_a02_bs_enus	60
	Thinking Like a CFO: Managing Risk	mgmt_30_a04_bs_enus	60
	Thinking Like a CFO: Mind-set and Financial Priorities	mgmt_30_a01_bs_enus	60
	Thinking Like a CFO: Preparing and Presenting a Business Case	mgmt_30_a03_bs_enus	60
<b>Workforce Generations</b>			
	Managing workforce generations: Introduction to Cross-generational Employees	mgmt_20_a01_bs_enus	60
	Managing Workforce Generations: Working with a Multigenerational Team	mgmt_20_a02_bs_enus	60
	Managing workforce generations: working with the 21st-century Generation Mix	mgmt_20_a03_bs_enus	60
<b>Marketing Curriculum</b>			
<b>Competitive Marketing Strategies</b>			
	Competitive Marketing Strategies: Analyzing Competitors	mkt_02_a02_bs_enus	60
	Competitive Marketing Strategies: Conducting an Internal Analysis	mkt_02_a01_bs_enus	60
	Competitive Marketing Strategies: Selecting and Implementing Strategies	mkt_02_a03_bs_enus	60
<b>Marketing Essentials</b>			
	Marketing Essentials: Introduction to Marketing	mkt_01_a01_bs_enus	60
	Marketing Essentials: Marketing and Ethics	mkt_01_a06_bs_enus	60
	Marketing Essentials: Place	mkt_01_a04_bs_enus	60
	Marketing Essentials: Planning and People	mkt_01_a02_bs_enus	60
	Marketing Essentials: Product and Price	mkt_01_a03_bs_enus	60
	Marketing Essentials: Promotion	mkt_01_a05_bs_enus	60
<b>Strategic Brand Management</b>			
	Brand Management for Social Media and Wireless Technologies	mkt_03_a04_bs_enus	60
	Building Lasting Customer-brand Relationships	mkt_03_a01_bs_enus	60
	Developing a Brand Internally	mkt_03_a02_bs_enus	60
	Global Brand Management	mkt_03_a03_bs_enus	60

<b>Operations Curriculum</b>			
<b>Fundamentals of Lean for Business Organizations</b>			
	Applying Lean in Service and Manufacturing Organizations	oper_20_a06_bs_enus	60
	Introduction to Lean for Service and Manufacturing Organizations	oper_20_a01_bs_enus	60
	Lean Tools and Techniques for Flow and Pull	oper_20_a03_bs_enus	60
	Reducing Waste and Streamlining Value Flow Using Lean	oper_20_a04_bs_enus	60
	Using Lean for Perfection and Quality	oper_20_a02_bs_enus	60
	Value Stream Mapping in Lean Business	oper_20_a05_bs_enus	60
<b>Managing Customer-Driven Process Improvement</b>			
	Customer-driven Process Improvement: Analyzing Process Problems	oper_22_a05_bs_enus	60
	Customer-driven Process Improvement: Basic Framework	oper_22_a01_bs_enus	60
	Customer-driven Process Improvement: From Customer Needs to Process Requirements	oper_22_a03_bs_enus	60
	Customer-driven Process Improvement: Identifying Customer Needs	oper_22_a02_bs_enus	60
	Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions	oper_22_a06_bs_enus	60
	Customer-driven Process Improvement: Implementing and Maintaining Improvements	oper_22_a07_bs_enus	60
	Customer-Driven Process Improvement: Mapping and Measuring Processes	oper_22_a04_bs_enus	60
<b>Operations Management</b>			
	Operations and Supply Chain Management	oper_21_a03_bs_enus	60
	Operations Management and the Organization	oper_21_a01_bs_enus	60
	Operations Management: Facilities Planning and Management	oper_21_a08_bs_enus	60
	Operations Management: Forecasting and Capacity Planning	oper_21_a05_bs_enus	60
	Operations Management: Inventory Management	oper_21_a04_bs_enus	60
	Operations Management: Management of Quality	oper_21_a07_bs_enus	60
	Operations Management: Operations Scheduling	oper_21_a06_bs_enus	60
	Operations Management: Product and Service Management	oper_21_a02_bs_enus	60
<b>Personal Development Curriculum</b>			
<b>Building and Maintaining Trust</b>			
	Building Trust	pd_15_a01_bs_enus	60
	Rebuilding Trust	pd_15_a02_bs_enus	60
<b>Business Ethics</b>			
	Developing a Code of Ethical Conduct	pd_18_a02_bs_enus	60
	Ethical Decision-making in the Workplace	pd_18_a03_bs_enus	60
	Introduction to Workplace Ethics	pd_18_a01_bs_enus	60
<b>Campus to Corporate</b>			
	Campus to Corporate: Developing a Professional Image	pd_22_a02_bs_enus	60
	Campus to Corporate: Meeting New Expectations	pd_22_a01_bs_enus	60
<b>Critical Thinking Essentials</b>			
	Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus	60
	Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus	60
<b>Dealing with Organizational Change</b>			
	Embracing Organizational Change	pd_13_a03_bs_enus	60
	Preparing for Organizational Change	pd_13_a02_bs_enus	60
	Understanding Organizational Change	pd_13_a01_bs_enus	60
<b>Decisiveness</b>			
	Developing Character for Decisiveness	pd_27_a01_bs_enus	60
	Overcoming the Barriers to Decisiveness	pd_27_a02_bs_enus	60
<b>Effective Time Management</b>			
	Time Management: Analyzing Your Use of Time	pd_11_a01_bs_enus	60

		Time Management: Avoiding Time Stealers	pd_11_a03_bs_enus	60
		Time Management: Planning and Prioritizing Your Time	pd_11_a02_bs_enus	60
		<b>Generating Creative &amp; Innovative Ideas</b>		
		Generating Creative and Innovative Ideas: Enhancing Your Creativity	pd_09_a01_bs_enus	60
		Generating Creative and Innovative Ideas: Maximizing Team Creativity	pd_09_a02_bs_enus	60
		Generating Creative and Innovative Ideas: Verifying and Building on Ideas	pd_09_a03_bs_enus	60
		<b>Interviewing Strategies for the Interviewee</b>		
		Making a Positive Impression in an Internal Interview	pd_21_a02_bs_enus	60
		Preparing for an Internal Interview	pd_21_a01_bs_enus	60
		<b>Living and Working Abroad in the United States</b>		
		American Work Culture and Values	pd_19_a01_bs_enus	60
		Communicating Successfully in the American Workplace	pd_19_a03_bs_enus	60
		Key Aspects of the American Work Environment	pd_19_a02_bs_enus	60
		Succeeding in the American Workplace	pd_19_a04_bs_enus	60
		<b>Managing Your Career</b>		
		Managing Your Career: Creating a Plan	pd_10_a01_bs_enus	60
		Managing Your Career: Getting on the Right Track	pd_10_a02_bs_enus	60
		Managing Your Career: Leveraging the Performance Appraisal	pd_10_a05_bs_enus	60
		Managing Your Career: Professional Networking Essentials	pd_10_a03_bs_enus	60
		Managing Your Career: You and Your Boss	pd_10_a04_bs_enus	60
		<b>Optimizing Your Work/Life Balance</b>		
		Optimizing Your Work/Life Balance: Analyzing Your Life Balance	pd_06_a01_bs_enus	60
		Optimizing Your Work/Life Balance: Maintaining Your Life Balance	pd_06_a02_bs_enus	60
		Optimizing Your Work/Life Balance: Taking Control of Your Stress	pd_06_a03_bs_enus	60
		<b>Peer Relationships</b>		
		Developing Strategic Peer Relationships in Your Organization	pd_17_a02_bs_enus	60
		Forming Peer Relationships and Alliances at Work	pd_17_a03_bs_enus	60
		The Value of Peer Relationships	pd_17_a01_bs_enus	60
		<b>Performance under Pressure</b>		
		Developing the Right Attitude for Performing under Pressure	pd_24_a01_bs_enus	60
		Performing with Others under Pressure	pd_24_a03_bs_enus	60
		Taking Action for Performing under Pressure	pd_24_a02_bs_enus	60
		<b>Perseverance and Resilience</b>		
		Achieving Goals through Perseverance and Resilience	pd_26_a02_bs_enus	60
		Bouncing Back with Perseverance and Resilience	pd_26_a03_bs_enus	60
		Developing Character for Perseverance and Resilience	pd_26_a01_bs_enus	60
		<b>Personal Productivity Improvement</b>		
		Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	pd_16_a03_bs_enus	60
		Personal Productivity Improvement: Managing Your Workspace	pd_16_a01_bs_enus	60
		Personal Productivity: Self-organization and Overcoming Procrastination	pd_16_a02_bs_enus	60
		<b>Problem Solving and Decision-Making Strategies</b>		
		Decision Making: Making Tough Decisions	pd_12_a06_bs_enus	60
		Decision Making: The Fundamentals	pd_12_a04_bs_enus	60
		Decision Making: Tools and Techniques	pd_12_a05_bs_enus	60
		Problem Solving: Determining and Building Your Strengths	pd_12_a02_bs_enus	60
		Problem Solving: Digging Deeper	pd_12_a03_bs_enus	60
		Problem Solving: The Fundamentals	pd_12_a01_bs_enus	60
		<b>Professionalism and Business Etiquette</b>		

		Communicating with Professionalism and Etiquette	pd_25_a03_bs_enus	60
		Developing Your Reputation of Professionalism with Business Etiquette	pd_25_a01_bs_enus	60
		Professionalism, Business Etiquette, and Personal Accountability	pd_25_a02_bs_enus	60
		Using Business Etiquette to Build Professional Relationships	pd_25_a04_bs_enus	60
<b>Writing Under Pressure</b>				
		Writing under Pressure: Preparing for Success	pd_28_a01_bs_enus	60
		Writing under Pressure: The Writing Process	pd_28_a02_bs_enus	60
<b>Project Management Curriculum</b>				
<b>IT Project Management Essentials</b>				
		IT Project Management Essentials: Executing IT Projects	proj_17_a03_bs_enus	60
		IT Project Management Essentials: Initiating and Planning IT Projects	proj_17_a02_bs_enus	60
		IT Project Management Essentials: Introduction to IT Project Management	proj_17_a01_bs_enus	60
		IT Project Management Essentials: Managing Risks in an IT Project	proj_17_a05_bs_enus	60
		IT Project Management Essentials: Monitoring and Controlling IT Projects	proj_17_a04_bs_enus	60
		IT Project Management Essentials: Testing Deliverables and Closing IT Projects	proj_17_a06_bs_enus	60
<b>Managing Software Project Outsourcing</b>				
		Managing Software Project Outsourcing: Dealing with Risks	proj_18_a04_bs_enus	60
		Managing Software Project Outsourcing: Developing a Vendor Contract	proj_18_a02_bs_enus	60
		Managing Software Project Outsourcing: Preparing to manage an Outsourced Project	proj_18_a01_bs_enus	60
		Managing Software Project Outsourcing: Working with the Outsourced Team	proj_18_a03_bs_enus	60
<b>Sales Curriculum</b>				
<b>Essential Selling Skills</b>				
		Essential Selling Skills: Closing the Sale	sale_05_a03_bs_enus	60
		Essential Selling Skills: Mastering Cold Calling	sale_05_a01_bs_enus	60
		Essential Selling Skills: Qualifying Sales Prospects	sale_05_a02_bs_enus	60
<b>Negotiation Skills for Sales Professionals</b>				
		Negotiation Skills for Sales Professionals: Preparing to Negotiate	sale_02_a01_bs_enus	60
		Negotiation Skills for Sales Professionals: Reaching Agreement	sale_02_a03_bs_enus	60
		Negotiation Skills for Sales Professionals: Value Exchange	sale_02_a02_bs_enus	60
<b>Sales Foundations</b>				
		Developing a Customer-focused Sales Approach	sale_01_a06_bs_enus	60
		Developing Strong Customer Relationships	sale_01_a04_bs_enus	60
		Introduction to Sales	sale_01_a01_bs_enus	60
		Preparing for Successful Sales	sale_01_a03_bs_enus	60
		Strategic Sales Planning	sale_01_a02_bs_enus	60
		Working within the Sales Culture of Your Organization	sale_01_a05_bs_enus	60
<b>Solution Selling</b>				
		Solution Selling: Creating New Opportunities	sale_03_a03_bs_enus	60
		Solution Selling: Mastering the Essentials	sale_03_a01_bs_enus	60
		Solution Selling: Meeting an Active Need	sale_03_a02_bs_enus	60
<b>Strategic Planning Curriculum</b>				
<b>Business Law Essentials</b>				
		Business Law and Ethics	stgy_07_a02_bs_enus	60
		Business Law and the Manager's Responsibilities	stgy_07_a03_bs_enus	60
		Business Law Basic Concepts	stgy_07_a01_bs_enus	60
<b>Developing Strategic Thinking Acumen</b>				
		Developing the Capacity to Think Strategically	stgy_08_a01_bs_enus	60
		Developing the Strategic Thinking Skill of Seeing the Big Picture	stgy_08_a02_bs_enus	60

		Using Strategic Thinking Skills	stgy_08_a03_bs_enu	60
<b>IT Strategy Essentials</b>				
		IT Strategy Essentials: Business and IT Strategy Alignment	stgy_06_a01_bs_enu	60
		IT Strategy Essentials: Creating an IT Strategy Plan	stgy_06_a02_bs_enu	60
		IT Strategy Essentials: Implementing an IT Strategy	stgy_06_a03_bs_enu	60
<b>The Fundamentals of Globalization</b>				
		Fundamentals of Globalization: Analyzing the Global Environment	stgy_05_a02_bs_enu	60
		Fundamentals of Globalization: Managing in a Global Environment	stgy_05_a04_bs_enu	60
		The Fundamentals of Globalization: Strategies for Globalization	stgy_05_a03_bs_enu	60
		The Fundamentals of Globalization: The Global Context	stgy_05_a01_bs_enu	60
<b>Team Building Curriculum</b>				
<b>Leading Teams</b>				
		Leading Teams: Building Trust and Commitment	team_03_a04_bs_enu	60
		Leading Teams: Dealing with Conflict	team_03_a07_bs_enu	60
		Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enu	60
		Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_enu	60
		Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_enu	60
		Leading Teams: Launching a Successful Team	team_03_a01_bs_enu	60
		Leading Teams: Managing Virtual Teams	team_03_a08_bs_enu	60
		Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_enu	60
<b>Optimizing Your Performance on a Team</b>				
		Being an Effective Team Member	team_02_a01_bs_enu	60
		Effective Team Communication	team_02_a04_bs_enu	60
		Elements of a Cohesive Team	team_02_a03_bs_enu	60
		Establishing Team Goals and Responsibilities	team_02_a02_bs_enu	60
		Using Feedback to Improve Team Performance	team_02_a05_bs_enu	60
<b>Business Certifications</b>				
<b>ASQ (Six Sigma and CMQ/OE)</b>				
<b>Manager of Quality/Organizational Excellence (CMQ/OE) Certification</b>				
		Communication Skills and Project Management	oper_04_a05_bs_enu	120
		Customer-Focused Management	oper_04_a09_bs_enu	150
		Developing and Deploying Strategic Plans	oper_04_a03_bs_enu	150
		Leadership	oper_04_a01_bs_enu	150
		Managerial Skills and Abilities	oper_04_a04_bs_enu	150
		Measurement: Assessment and Metrics	oper_04_a08_bs_enu	90
		Problem-Solving and Process Management Tools	oper_04_a07_bs_enu	150
		Quality Systems, Models, and Theories	oper_04_a06_bs_enu	120
		Supply Chain Management	oper_04_a10_bs_enu	90
		Team Dynamics	oper_04_a02_bs_enu	120
		Training and Development	oper_04_a11_bs_enu	120
<b>Six Sigma Black Belt Certification (SSBB)</b>				
		Basic Statistics and Graphical Methods for Six Sigma	oper_15_a04_bs_enu	120
		Business Performance and Financial Measures in Six Sigma	oper_12_a02_bs_enu	120
		Common Design for Six Sigma Methodologies, Design for X, and Robust Design	oper_19_a01_bs_enu	120
		Conducting Experiments and Analyzing Results in Six Sigma	oper_17_a02_bs_enu	120
		Correlation and Regression Analysis in Six Sigma	oper_16_a01_bs_enu	90
		Critical Requirements and Benchmarking for Six Sigma	oper_12_a01_bs_enu	120
		Data Collection and Measurement in Six Sigma	oper_15_a02_bs_enu	120

		Designing and Planning Experiments in Six Sigma	oper_17_a01_bs_enus	120
		Developing Project Charters and Tracking Six Sigma Projects	oper_14_a02_bs_enus	90
		Forming Project Teams for Six Sigma	oper_13_a01_bs_enus	120
		Hypothesis Testing Concepts and Tests for Means in Six Sigma	oper_16_a03_bs_enus	120
		Improvement Methods and Implementation Issues in Six Sigma	oper_17_a03_bs_enus	120
		Lean and Six Sigma	oper_11_a01_bs_enus	120
		Managing Six Sigma Team Performance	oper_13_a03_bs_enus	120
		Motivation and Communication in Six Sigma Teams	oper_13_a02_bs_enus	120
		Multivariate Analysis and Attribute Data Analysis in Six Sigma	oper_16_a02_bs_enus	120
		Nonparametric Tests in Six Sigma Analysis	oper_16_a05_bs_enus	120
		Nonstatistical Analysis Methods in Six Sigma	oper_16_a06_bs_enus	120
		Nonstatistical Control Tools and Maintaining Controls in Six Sigma	oper_18_a02_bs_enus	120
		Probability for Six Sigma	oper_15_a05_bs_enus	120
		Process Capability for Six Sigma	oper_15_a06_bs_enus	120
		Process Characteristics for Six Sigma	oper_15_a01_bs_enus	120
		Six Sigma Leadership and Change Management	oper_11_a03_bs_enus	120
		Six Sigma Measurement Systems	oper_15_a03_bs_enus	120
		Six Sigma Projects and the Black Belt Role	oper_11_a02_bs_enus	120
		Special Design Tools in Design for Six Sigma	oper_19_a02_bs_enus	120
		Statistical Process Control (SPC) in Six Sigma	oper_18_a01_bs_enus	120
		Sustaining Improvements and Gains from Six Sigma Projects	oper_18_a03_bs_enus	120
		Tests for Variances and Proportions, ANOVA, and Chi-Square Tests in Six Sigma	oper_16_a04_bs_enus	120
		Using Voice of the Customer in Six Sigma	oper_14_a01_bs_enus	120
<b>Six Sigma Green Belt Certification (SSGB)</b>				
		Basics of Six Sigma Projects and Teams	oper_06_a02_bs_enus	150
		Data Classification and Collection in Six Sigma	oper_07_a03_bs_enus	90
		Design for Six Sigma in the Organization	oper_05_a02_bs_enus	120
		Design of Experiments and Validation of Solutions in Six Sigma	oper_09_a01_bs_enus	90
		Exploratory Data Analysis in Six Sigma	oper_08_a01_bs_enus	90
		Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma	oper_08_a03_bs_enus	90
		Introduction to Hypothesis Testing and Testing for Means in Six Sigma	oper_08_a02_bs_enus	120
		Measuring Process Capability and Performance in Six Sigma	oper_07_a06_bs_enus	120
		Mentoring Six Sigma Green Belt (SSGB)	mntssgb	0
		Modeling and Analyzing Processes in Six Sigma	oper_07_a01_bs_enus	120
		Probability Distributions and Measurement Systems Analysis in Six Sigma	oper_07_a05_bs_enus	120
		Processes and Customer Analysis in Six Sigma Projects	oper_06_a01_bs_enus	150
		Six Sigma and Lean in the Organization	oper_05_a01_bs_enus	150
		Statistical Process Control and Control Plans in Six Sigma	oper_09_a02_bs_enus	90
		Statistics and Probability in Six Sigma	oper_07_a02_bs_enus	120
		Summarizing and Presenting Data in Six Sigma	oper_07_a04_bs_enus	90
		TestPrep Six Sigma Green Belt (SSGB)	oper_ssgb_a01_tp_enus	240
		Tools for Planning and Managing Six Sigma Project Opportunities	oper_06_a03_bs_enus	150
		Using Basic Control Charts in Six Sigma	oper_09_a03_bs_enus	150
		Using Six Sigma Analysis Tools and Metrics for Project Decisions	oper_06_a04_bs_enus	90
<b>International Institute of Business Analysis (IIBA)</b>				
<b>Certified Business Analysis Professional (CBAP) Certification</b>				
		Business Analysis Requirements Elicitation	ib_buap_a04_it_enus	120
		Business Analysis Requirements Management and Communication	ib_buap_a05_it_enus	120
		Business Analysis: Enterprise Analysis	ib_buap_a06_it_enus	150
		Business Analysis: Introduction to Requirements Analysis	ib_buap_a07_it_enus	150
		Business Analysis: Solution Assessment and Validation	ib_buap_a09_it_enus	180

		Business Analysis: Verify and Validate Requirements	ib_buap_a08_it_enus	120
		Introduction to Business Analysis and Essential Competencies	ib_buap_a01_it_enus	120
		Introduction to Business Analysis Planning	ib_buap_a02_it_enus	150
		Planning Business Analysis Communication and Monitoring	ib_buap_a03_it_enus	150
<b>ITIL®</b>				
<b>ITIL® Foundation for Service Management</b>				
		ITIL® 2011 Edition Foundation: Continual Service Improvement	ib_itlv_a09_it_enus	90
		ITIL® 2011 Edition Foundation: Introduction to Service Operation	ib_itlv_a07_it_enus	60
		ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	ib_itlv_a01_it_enus	90
		ITIL® 2011 Edition Foundation: Service Design Fundamentals	ib_itlv_a04_it_enus	90
		ITIL® 2011 Edition Foundation: Service Design Processes	ib_itlv_a05_it_enus	150
		ITIL® 2011 Edition Foundation: Service Operation Processes	ib_itlv_a08_it_enus	120
		ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	ib_itlv_a02_it_enus	150
		ITIL® 2011 Edition Foundation: Service Strategy Processes	ib_itlv_a03_it_enus	90
		ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	ib_itlv_a06_it_enus	150
		Mentoring ITIL Foundation	mntitv3f	0
		TestPrep ITIL Foundation	ib_itlv_a01_tp_enus	60
<b>PRINCE2®</b>				
<b>PRINCE2® Certification</b>				
		Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)	ib_prin_a05_it_enus	120
		Mentoring PRINCE2: Foundation	mntprince2f	0
		Overview of Project Management (PRINCE2®: 2009-aligned)	ib_prin_a01_it_enus	60
		Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)	ib_prin_a02_it_enus	120
		Project Quality, Change and Progress (PRINCE2®: 2009-aligned)	ib_prin_a03_it_enus	90
		Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)	ib_prin_a04_it_enus	90
		Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)	ib_prin_a06_it_enus	90
		TestPrep PRINCE2: Foundation	ib_prin_a01_tp_enus	60
<b>Project Management Institute (PMI)</b>				
<b>Certified Associate in Project Management (CAPM) - PMBOK® Guide - Fifth Edition-aligned</b>				
		Control Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a02_bs_enus	60
		Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	proj_20_a03_bs_enus	60
		Controlling Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a02_bs_enus	90
		Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	proj_21_a02_bs_enus	90
		Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)	proj_22_a01_bs_enus	120
		Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	proj_22_a03_bs_enus	120
		Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	proj_20_a02_bs_enus	90
		Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	proj_22_a02_bs_enus	120
		Identifying Project Risks (PMBOK® Guide Fifth Edition)	proj_27_a02_bs_enus	90
		Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	proj_20_a01_bs_enus	120
		Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	proj_29_a02_bs_enus	90
		Managing Procurements (PMBOK® Guide Fifth Edition)	proj_28_a02_bs_enus	120
		Managing Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a02_bs_enus	120
		Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	proj_19_a01_bs_enus	120
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	mntcapm5ed	0
		Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	proj_21_a03_bs_enus	90
		Performing Risk Analysis (PMBOK® Guide Fifth Edition)	proj_27_a03_bs_enus	120
		Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a01_bs_enus	120
		Plan Quality Management (PMBOK® Guide Fifth Edition)	proj_24_a01_bs_enus	120
		Planning Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a01_bs_enus	120
		Planning Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a01_bs_enus	120

		Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	proj_28_a01_bs_enu	90
		Project Management Overview (PMBOK® Guide Fifth Edition)	proj_19_a02_bs_enu	90
		Project Management Process Groups (PMBOK® Guide Fifth Edition)	proj_19_a03_bs_enu	120
		Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	proj_21_a01_bs_enu	120
		Project Stakeholder Management (PMBOK® Guide Fifth Edition)	proj_29_a01_bs_enu	90
		Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	proj_24_a02_bs_enu	120
		Risk Management Planning (PMBOK® Guide Fifth Edition)	proj_27_a01_bs_enu	90
		Risk Response and Control (PMBOK® Guide Fifth Edition)	proj_27_a04_bs_enu	120
		Registered Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed	pm_capm_a02_tp_enu	180
		<b>Certified Associate in Project Management (CAPM) - PMBOK® Guide - Fourth Edition-aligned</b>		
		Core PMI® Values and Ethical Standards	proj_15_a02_bs_enu	120
		The Role of Ethics in Project Management	proj_15_a01_bs_enu	90
		<b>PMI-Agile Certified Practitioner (PMI-ACP)</b>		
		Adopting an Agile Approach to Project Management	ib_pmag_a02_it_enu	120
		Agile Planning: Doing Estimates and Completing the Release Plan	ib_pmag_a06_it_enu	120
		Agile Planning: Project Initiating and Requirements Gathering	ib_pmag_a05_it_enu	90
		Agile Project Management Essentials	ib_pmag_a01_it_enu	120
		An Overview of Agile Methodologies	ib_pmag_a03_it_enu	90
		Core PMI® Values and Ethical Standards	proj_15_a02_bs_enu	120
		Ensuring Delivery of Value and Quality in Agile Projects	ib_pmag_a10_it_enu	120
		Leading an Agile Team	ib_pmag_a08_it_enu	120
		Managing Stakeholder Engagement on an Agile Project	ib_pmag_a09_it_enu	120
		Overview of the Scrum Development Process	ib_pmag_a04_it_enu	120
		Planning and Monitoring Iterations on an Agile Project	ib_pmag_a07_it_enu	150
		<b>Project Management Professional (PMP) - PMBOK® Guide - Fifth Edition-aligned</b>		
		Control Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a02_bs_enu	60
		Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	proj_20_a03_bs_enu	60
		Controlling Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a02_bs_enu	90
		Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	proj_21_a02_bs_enu	90
		Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)	proj_22_a01_bs_enu	120
		Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	proj_22_a03_bs_enu	120
		Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	proj_20_a02_bs_enu	90
		Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	proj_22_a02_bs_enu	120
		Identifying Project Risks (PMBOK® Guide Fifth Edition)	proj_27_a02_bs_enu	90
		Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	proj_20_a01_bs_enu	120
		Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	proj_29_a02_bs_enu	90
		Managing Procurements (PMBOK® Guide Fifth Edition)	proj_28_a02_bs_enu	120
		Managing Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a02_bs_enu	120
		Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	proj_19_a01_bs_enu	120
		Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned	mntpmp5ed	0
		Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	proj_21_a03_bs_enu	90
		Performing Risk Analysis (PMBOK® Guide Fifth Edition)	proj_27_a03_bs_enu	120
		Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a01_bs_enu	120
		Plan Quality Management (PMBOK® Guide Fifth Edition)	proj_24_a01_bs_enu	120
		Planning Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a01_bs_enu	120
		Planning Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a01_bs_enu	120
		Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	proj_28_a01_bs_enu	90
		Project Management Overview (PMBOK® Guide Fifth Edition)	proj_19_a02_bs_enu	90
		Project Management Process Groups (PMBOK® Guide Fifth Edition)	proj_19_a03_bs_enu	120
		Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	proj_21_a01_bs_enu	120
		Project Stakeholder Management (PMBOK® Guide Fifth Edition)	proj_29_a01_bs_enu	90

		Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	proj_24_a02_bs_enu	120
		Risk Management Planning (PMBOK® Guide Fifth Edition)	proj_27_a01_bs_enu	90
		Risk Response and Control (PMBOK® Guide Fifth Edition)	proj_27_a04_bs_enu	120
		Test Prep Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned	pm_proj_a04_tp_enu	240
<b>Project Management Professional (PMP) - PMBOK® Guide - Fourth Edition-aligned</b>				
		Core PMI® Values and Ethical Standards	proj_15_a02_bs_enu	120
		The Role of Ethics in Project Management	proj_15_a01_bs_enu	90
<b>ScrumAlliance</b>				
<b>Certified ScrumMaster (CSM)</b>				
		Adopting an Agile Approach to Project Management	ib_pmag_a02_it_enu	120
		Agile Planning: Doing Estimates and Completing the Release Plan	ib_pmag_a06_it_enu	120
		Agile Planning: Project Initiating and Requirements Gathering	ib_pmag_a05_it_enu	90
		Agile Project Management Essentials	ib_pmag_a01_it_enu	120
		Ensuring Delivery of Value and Quality in Agile Projects	ib_pmag_a10_it_enu	120
		Leading an Agile Team	ib_pmag_a08_it_enu	120
		Managing Stakeholder Engagement on an Agile Project	ib_pmag_a09_it_enu	120
		Overview of the Scrum Development Process	ib_pmag_a04_it_enu	120
		Planning and Monitoring Iterations on an Agile Project	ib_pmag_a07_it_enu	150
<b>Business Exploration Series</b>				
<b>Business Impact Series</b>				
<b>Call Center</b>				
		Aligning Agent Behaviors with Caller Types	_pc_bi_ctbi010	7
		Aligning Performance to Key Indicators	_pc_bi_ctbi007	4
		Converting a Call Center to a Profit Center	_pc_bi_ctbi001	7
		Creating an Effective On-hold Message	_pc_bi_ctbi008	4
		Customer Service Training - The Interview and Beyond	_pc_bi_ctbi004	5
		Disaster Recovery - Keeping the Lines Open	_pc_bi_ctbi005	7
		Managing Your Call Center More Efficiently	_pc_bi_ctbi002	6
		Preventing Agent Absenteeism through Better Working Conditions	_pc_bi_ctbi006	4
		Prioritizing Rewards and Recognition in Call Centers	_pc_bi_ctbi011	5
		The Importance of Call Tracking and Ticketing	_pc_bi_ctbi003	5
		Workforce Management Software - Is It Worth It?	_pc_bi_ctbi009	4
<b>Finance and Accounting</b>				
		Accounting for Sales Returns	_pc_bi_fabi005	4
		Assessing Nonrecurring Items in Income Statements	_pc_bi_fabi009	8
		Attracting New Investors - Keeping Presentations Focused	_pc_bi_fabi004	4
		Deconstructing the Balance Sheet	_pc_bi_fabi010	5
		Increasing Cash Flow in Times of Need	_pc_bi_fabi003	6
		Outsourcing Financial Activities	_pc_bi_fabi001	7
		Recession: How it Affects Business	_pc_bi_fabi008	4
		Recognizing The Value of Intangible Assets	_pc_bi_fabi007	6
		The Time Value of Money: Possible Pitfalls	_pc_bi_fabi011	7
		Using Audits to Help Prevent Business Fraud	_pc_bi_fabi002	7
		What's Your Gross Profit Margin Really Saying?	_pc_bi_fabi006	3
<b>Leadership</b>				
		Building Trust Incrementally	_pc_bi_lsbi004	4
		Communicating a Shared Vision	_pc_bi_lsbi001	8
		Developing the Next Generation	_pc_bi_lsbi007	7

		Executing Innovation	_pc_bi_lsbi016	5
		Fostering a Business Execution Culture	_pc_bi_lsbi008	5
		Influencing Key Decision Makers	_pc_bi_lsbi015	6
		Inspiring Your Team	_pc_bi_lsbi010	5
		Involving Employees in Corporate Change	_pc_bi_lsbi011	4
		Knowing When to Take Leadership Risks	_pc_bi_lsbi006	5
		Leading Outside the Organization	_pc_bi_lsbi005	6
		Leading Teams through Change	_pc_bi_lsbi003	6
		Making Meetings Work	_pc_bi_pfb018	6
		Pave Your Own Path	_pc_bi_lsbi009	7
		Succession Planning	_pc_bi_lsbi002	6
		The Art of Effective Coaching	_pc_bi_lsbi018	6
		Turning Problems Around with Reverse Brainstorming	_pc_bi_lsbi017	6
		Wanted - Innovation Leaders	_pc_bi_lsbi013	5
		Workplace Diversity: Assessing Your Organization	_pc_bi_lsbi012	6
		<b>Management</b>		
		Communicating Organizational Change	_pc_bi_mgbi015	7
		Communicating with a Cross-cultural Audience	_pc_bi_pfb020	5
		Confrontation: What's the Best Approach	_pc_bi_mgbi009	4
		Delegating Appropriate Tasks	_pc_bi_mgbi007	4
		Developing Adaptable Managers	_pc_bi_mgbi013	5
		Employee Exhaustion: Managing a Well-balanced Workload	_pc_bi_mgbi010	4
		Is Your Company Prepared for a Crisis?	_pc_bi_mgbi006	5
		Making Meetings Work	_pc_bi_pfb018	6
		Managing an Aging Workforce	_pc_bi_mgbi005	4
		Managing Communications in a Virtual Team	_pc_bi_mgbi001	6
		Managing Expatriates' Career Development	_pc_bi_mgbi011	7
		Managing Fairly	_pc_bi_mgbi016	6
		Managing the Stress of Organizational Change	_pc_bi_mgbi004	7
		Managing Top Performers Is Always Easy...Right?	_pc_bi_hrbi013	6
		Performance Dashboard or Scorecard?	_pc_bi_mgbi012	4
		Preventing High Turnover Rates: How to Keep The Best	_pc_bi_mgbi008	5
		Prioritizing Personal and Professional Responsibilities	_pc_bi_mgbi003	6
		The Art of Effective Coaching	_pc_bi_lsbi018	6
		Understanding the Motives of Millennials	_pc_bi_mgbi014	5
		Using Conflict to an Organization's Advantage	_pc_bi_mgbi002	6
		<b>Professional Foundations</b>		
		Anticipating and Solving Problems as a Project Champion	_pc_bi_pmbi007	5
		Are You Listening to Your Customers?	_pc_bi_ssbi001	4
		Blame Backfires--Conquer Negative Thinking	_pc_bi_pfb003	7
		Broadening Your Learning Horizons	_pc_bi_pabi013	7
		Building Trust Incrementally	_pc_bi_lsbi004	4
		Business Etiquette in Introductions	_pc_bi_pfb001	5
		Communicating with a Cross-cultural Audience	_pc_bi_pfb020	5
		Conquering Career Stagnation	_pc_bi_pfb019	6
		Coping with Aggressive Behavior in the Workplace	_pc_bi_pabi008	7
		Coping with Information Overload	_pc_bi_pfb002	5
		Criticism in Context	_pc_bi_pfb016	5
		Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfb011	5
		Do You Share Your Organization's Values?	_pc_bi_pabi006	5
		Effective Body Language in Negotiations	_pc_bi_pfb013	5

		Effective Critical Analysis of Business Reports	_pc_bi_pfb004	5
		Facilitating Work-related Conflict Discussions	_pc_bi_pfb015	5
		Handling Difficult Questions as a Presenter	_pc_bi_pabi007	6
		How High Is Your EQ?	_pc_bi_pfb009	4
		Listening to Your Customers	_pc_bi_spb002	5
		Making Meetings Work	_pc_bi_pfb018	6
		Making Yourself Approachable	_pc_bi_pabi011	5
		Managing Projects with No Direct Authority	_pc_bi_pmb001	8
		Managing Scope on a Project	_pc_bi_pmb004	7
		Managing the Stress of Organizational Change	_pc_bi_mgb004	7
		Mediating Project Team Conflict	_pc_bi_pfb006	5
		Peer Political Styles	_pc_bi_pabi010	5
		Perseverance: Flexibility in Action	_pc_bi_pabi004	7
		Personal Conflict Styles	_pc_bi_pabi002	7
		Planning for Interruptions Helps with Procrastination	_pc_bi_pfb014	3
		Playing the Devil's Advocate in Decision Making	_pc_bi_pfb005	4
		Preparing for Your Performance Appraisal	_pc_bi_pfb017	5
		Prioritizing Personal and Professional Responsibilities	_pc_bi_mgb003	6
		Rebuilding Trust	_pc_bi_pabi005	7
		Safe Small Talk	_pc_bi_pfb012	5
		Selling to Key Players	_pc_bi_spb001	7
		Support Your Leader	_pc_bi_pfb010	5
		The Importance of Call Tracking and Ticketing	_pc_bi_ctb003	5
		The Importance of Flexibility in the Workplace	_pc_bi_pfb007	5
		Turning Problems Around with Reverse Brainstorming	_pc_bi_lsb017	6
		When Too Many Meetings Are Just Too Much	_pc_bi_pfb008	5
		Writing for Business	_pc_bi_pabi012	5
		<b>Project Management</b>		
		Addressing Stakeholder Conflicts	_pc_bi_pmb008	3
		Anticipating and Solving Problems as a Project Champion	_pc_bi_pmb007	5
		Controlling Project Cost	_pc_bi_pmb010	3
		Ensuring Management Buy-in on a Project	_pc_bi_pmb002	7
		Managing Conflict in Project Teams	_pc_bi_pmb003	8
		Managing Projects with No Direct Authority	_pc_bi_pmb001	8
		Managing Scope on a Project	_pc_bi_pmb004	7
		Managing Vendor Relationships	_pc_bi_pmb006	4
		Mitigating Risks when Improving Processes	_pc_bi_pmb011	5
		Portfolios, Programs, and Projects: What's the Difference?	_pc_bi_pmb009	5
		Weighing the Costs of Project Change	_pc_bi_pmb005	4
		<b>Sales</b>		
		Advertising Costs, PR Pays	_pc_bi_spb008	4
		Appealing to Prospects	_pc_bi_sabi012	5
		Building Momentum in Discovery Meetings	_pc_bi_sabi011	9
		Building Profitable Customer Relationships	_pc_bi_spb017	6
		Communicating a High-impact Business Case	_pc_bi_sabi019	9
		Dealing with Negotiation Challenges	_pc_bi_sabi009	5
		Dealing with Questions, Objections, and Resistance	_pc_bi_sabi005	5
		Designing Products to Fit the Channel	_pc_bi_spb005	5
		Don't Only Go for the Big Fish	_pc_bi_spb009	5
		Educating and Collaborating with Customers	_pc_bi_sabi006	5
		Effective Cold Calling	_pc_bi_sabi007	8

		Getting Your Head around Pipeline Management	_pc_bi_sabi013	5
		Listening to Your Customers	_pc_bi_spbi002	5
		Making the Cold Call	_pc_bi_sabi020	10
		Managing Implementation Problems	_pc_bi_sabi010	5
		Planning Direct Mail to Generate Leads for Complex Sales	_pc_bi_spbi006	7
		Planning for Effective Selling	_pc_bi_spbi004	3
		Prompting Action through Focused Communication	_pc_bi_sabi014	5
		Regaining Your Customer's Trust	_pc_bi_sabi015	7
		Responding to Bad News	_pc_bi_sabi018	5
		Sales and Marketing: Two Sides of the Same Coin?	_pc_bi_spbi011	4
		Sales Support Roles for Better Customer Interaction	_pc_bi_spbi007	4
		Selling to Key Players	_pc_bi_spbi001	7
		Storming: Developing and Leading Your Sales Team	_pc_bi_spbi003	5
		Talking about the Competition	_pc_bi_sabi017	5
		Talking Value with Your Customers	_pc_bi_sabi004	5
		The Angry Caller: What's Your Plan?	_pc_bi_spbi016	7
		The Ethics of Gift Giving	_pc_bi_spbi014	6
		The Etiquette of Cross-cultural Gift Giving	_pc_bi_spbi015	5
		Trade Show Marketing - Planning Ahead	_pc_bi_spbi013	4
		Using Blogs to Attract Customers	_pc_bi_spbi010	5
		Using Persuasion Techniques to Boost Sales	_pc_bi_spbi018	10
		Using Web Analytics to Increase Sales	_pc_bi_spbi012	5
<b>Six Sigma</b>				
		A Critical-to-quality Tree - What's That?	_pc_bi_ssb006	4
		Are You Listening to Your Customers?	_pc_bi_ssb001	4
		Basic Measurement Concepts in Six Sigma	_pc_bi_ssb007	5
		Five Steps to Perfection: Implementing Lean	_pc_bi_ssb009	6
		Kaizen Events	_pc_bi_ssb008	5
		Lean Inbound Transportation	_pc_bi_ssb004	4
		Promoting Six Sigma in the Workplace	_pc_bi_ssb005	4
		Quick Wins in Six Sigma Implementation	_pc_bi_ssb002	7
		Six Sigma Versus TQM	_pc_bi_ssb003	7
		Value Stream Maps for Non-manufacturing Processes	_pc_bi_ssb010	6
<b>Challenge Series</b>				
<b>Call Center</b>				
		Creating a Customer-focused Organization	_pc_ch_lach020	15
		Determining Proper Expectation-management Techniques	_pc_ch_ctch001	15
		Training Methods for CSRs in the Customer Contact Industry	_pc_ch_ctch002	15
<b>Finance and Accounting</b>				
		Depreciation Methods	_pc_ch_fach002	15
		Establishing the Role of the Audit Department	_pc_ch_fach001	15
		Using Financial Analysis for Credit Decisions	_pc_ch_lach012	15
<b>Leadership</b>				
		Attracting and Retaining Talent	_pc_ch_lach021	15
		Building and Leading Teams	_pc_ch_lach023	15
		Building Upward Relationships	_pc_ch_lach039	15
		Coaching	_pc_ch_lach024	15
		Competitive Awareness and Strategy	_pc_ch_lach022	15
		Coping with Accusations in the Workplace	_pc_ch_lsch003	15
		Crafting an Organizational Vision	_pc_ch_lach040	15

		Critical Thinking	_pc_ch_lach025	15
		Delivering Bad News Effectively	_pc_ch_lach033	15
		Developing a Business Execution Culture	_pc_ch_lach001	15
		Dispute Resolution in International Contracts	_pc_ch_lsch005	15
		Ethics, Integrity, and Trust	_pc_ch_lach005	15
		Evaluating Globalization Opportunities	_pc_ch_lach019	15
		Hiring Strategic Thinkers	_pc_ch_lach011	15
		Increasing Competitiveness through Collaboration	_pc_ch_lsch006	15
		Influence and Persuasion	_pc_ch_lach016	15
		Leader as Motivator	_pc_ch_lach008	15
		Leading Change	_pc_ch_lach004	15
		Leading Innovation	_pc_ch_lach010	15
		Motivating Human Behavior	_pc_ch_lsch002	15
		Perseverance and Flexibility in Times of Crisis	_pc_ch_lach026	15
		Promoting Creative Thinking	_pc_ch_lach035	15
		Recognizing Natural Leaders	_pc_ch_lsch001	15
		Succession Planning and Management Programs	_pc_ch_lsch004	15
		Surviving the Talent Crunch	_pc_ch_lsch007	15
		The Emotionally Intelligent Leader	_pc_ch_lach014	15
		<b>Professional Foundations</b>		
		Acting Decisively	_pc_ch_lach034	15
		Asserting Yourself in the Workplace	_pc_ch_pach016	15
		Assessing Employees for Cultural Adaptability	_pc_ch_pfch001	15
		Building and Managing Upward Relationships	_pc_ch_pach008	15
		Building Peer Relationships	_pc_ch_pach019	15
		Choosing the Right Team Culture	_pc_ch_pfch006	15
		Conflict: Avoid, Confront, or Delay?	_pc_ch_pach004	15
		Coping with Conflicting Priorities	_pc_ch_pach005	15
		Creating Work/Life Balance	_pc_ch_lach036	15
		Creativity: Developing and Communicating Ideas	_pc_ch_pach025	15
		Critical Thinking	_pc_ch_lach025	15
		Demonstrating Accountability in a Crisis Situation	_pc_ch_lach007	15
		Developing Organizational Agility	_pc_ch_pach024	15
		Developing Your Career	_pc_ch_lach037	15
		Developing Your Customer Focus	_pc_ch_pach009	15
		Effective Listening	_pc_ch_lach030	15
		Emotional Intelligence at Work	_pc_ch_pach014	15
		Ethical Self-promotion	_pc_ch_pfch005	15
		Exploring Self-development	_pc_ch_pach023	15
		Getting Ready to Present	_pc_ch_pach018	15
		Giving Feedback to Coworkers	_pc_ch_pach006	15
		Handling a Change Request	_pc_ch_pmch001	28
		Listening with Skill	_pc_ch_pach002	15
		Location Does Matter	_pc_ch_pfch002	15
		Managing Goals	_pc_ch_lach027	15
		Meeting Team Performance Challenges	_pc_ch_pach010	15
		Negotiating Contract Terms	_pc_ch_pach001	15
		Office Politics - What Will You Do?	_pc_ch_pfch004	15
		Persevering through Setbacks	_pc_ch_pach011	15
		Planning Your Career	_pc_ch_pach013	15
		Problem Solving: Process, Tools, and Techniques	_pc_ch_pach003	15

		Reacting to Co-workers Who Try Taking Advantage	_pc_ch_pfch003	15
		Scope Definition Tools and Techniques	_pc_ch_pmch002	24
		Setting and Managing Priorities	_pc_ch_lach018	15
		Setting Goals	_pc_ch_pach007	15
		Targeting Personal Learning	_pc_ch_pach022	15
		The Ethics Enigma	_pc_ch_pach020	15
		The Fruits of Integrity: Building Trust at Work	_pc_ch_pach012	15
		Written Communication	_pc_ch_pach015	15
<b>Project Management</b>				
		Ethics and Risks: Why They Matter in Project Success	_pc_ch_pmch003	15
		Handling a Change Request	_pc_ch_pmch001	28
		Project Management Essentials	_pc_ch_lach041	15
		Scope Definition Tools and Techniques	_pc_ch_pmch002	24
		Supporting Project Managers	_pc_ch_lach042	15
		Uncovering the Root Problem	_pc_ch_lach003	15
<b>Sales</b>				
		Aligning Your Business Case to Customer Priorities	_pc_ch_sach018	15
		Competitive Awareness and Strategy	_pc_ch_lach022	15
		Crafting Sales Strategies	_pc_ch_spch002	15
		Demonstrating Business Acumen	_pc_ch_sach013	15
		Effective Sales Coaching	_pc_ch_sach020	15
		Initiating Discovery Meetings	_pc_ch_sach001	15
		Making Contact: Access Strategies	_pc_ch_sach007	15
		Managing a Sales Pipeline	_pc_ch_sach012	15
		Negotiating with Your Customer	_pc_ch_sach009	15
		Performance Payout Plans	_pc_ch_spch004	15
		Preparing to Implement Solutions	_pc_ch_sach010	15
		Pricing Strategy	_pc_ch_spch003	15
		Prospecting Strategically	_pc_ch_sach011	15
		Responding to News of a Lost Sale	_pc_ch_sach017	15
		Selling with Trust	_pc_ch_sach014	15
		Turning Potential Customers into Allies	_pc_ch_sach008	15
		Using Competitive Selling Skills	_pc_ch_sach016	15
		Using Customer Knowledge to Advance Sales	_pc_ch_sach006	15
		Using Online Strategies to Accelerate Sales Performance	_pc_ch_spch001	15
		Vendor Negotiations: Choosing the Best Approach	_pc_ch_lach032	15
<b>Six Sigma</b>				
		Does Your Business Really Need Six Sigma?	_pc_ch_ssch001	15
		Identifying Candidates for Key Six Sigma Roles	_pc_ch_ssch002	15

## Business Skills Curricula

### Administrative Support Curriculum

#### Essential Skills for Administrative Support Professionals

		Administrative Professionals: Common Administrative Support Tasks	ad_01_a02_bs_enus	60
		Administrative Professionals: Interacting with Others	ad_01_a04_bs_enus	60
		Administrative Professionals: Maximizing Your Relationship with Your Boss	ad_01_a03_bs_enus	60
		Administrative Professionals: Putting Your Best Foot Forward	ad_01_a05_bs_enus	60
		Essential Skills for Administrative Support Professionals Simulation	AD001A	30

### Business Analysis Curriculum

<b>Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned</b>			
	Business Analysis Requirements Elicitation	ib_buap_a04_it_enus	120
	Business Analysis Requirements Management and Communication	ib_buap_a05_it_enus	120
	Business Analysis: Enterprise Analysis	ib_buap_a06_it_enus	150
	Business Analysis: Introduction to Requirements Analysis	ib_buap_a07_it_enus	150
	Business Analysis: Solution Assessment and Validation	ib_buap_a09_it_enus	180
	Business Analysis: Verify and Validate Requirements	ib_buap_a08_it_enus	120
	Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned	ib_buap_a01_fe_enus	252
	Introduction to Business Analysis and Essential Competencies	ib_buap_a01_it_enus	120
	Introduction to Business Analysis Planning	ib_buap_a02_it_enus	150
	Planning Business Analysis Communication and Monitoring	ib_buap_a03_it_enus	150
<b>Communication Curriculum</b>			
<b>Anger Management Essentials</b>			
	Anger Management Essentials: Managing and Controlling Anger	comm_30_a02_bs_enus	60
	Anger Management Essentials: Understanding Anger	comm_30_a01_bs_enus	60
<b>Basic Presentation Skills</b>			
	Basic Presentation Skills: Creating a Presentation	comm_33_a02_bs_enus	60
	Basic Presentation Skills: Delivering a Presentation	comm_33_a03_bs_enus	60
	Basic Presentation Skills: Planning a Presentation	comm_33_a01_bs_enus	60
	Handling Difficult Questions as a Presenter	_pc_bi_pabi007	6
<b>Business Grammar Basics</b>			
	Business Grammar: Common Usage Errors	comm_20_a06_bs_enus	60
	Business Grammar: Parts of Speech	comm_20_a01_bs_enus	60
	Business Grammar: Punctuation	comm_20_a04_bs_enus	60
	Business Grammar: Sentence Construction	comm_20_a05_bs_enus	60
	Business Grammar: The Mechanics of Writing	comm_20_a03_bs_enus	60
	Business Grammar: Working with Words	comm_20_a02_bs_enus	60
	Final Exam: Business Grammar Basics	comm_20_a01_fe_enus	72
<b>Business Writing Basics</b>			
	Business Writing: Editing and Proofreading	comm_19_a03_bs_enus	60
	Business Writing: How to Write Clearly and Concisely	comm_19_a02_bs_enus	60
	Business Writing: Know Your Readers and Your Purpose	comm_19_a01_bs_enus	60
	Final Exam: Business Writing Basics	comm_19_a01_fe_enus	36
	Writing for Business	_pc_bi_pabi012	5
	Written Communication	_pc_ch_pach015	15
<b>Communicate with Diplomacy and Tact</b>			
	Delivering a Difficult Message with Diplomacy and Tact	comm_34_a03_bs_enus	60
	Strategies for Communicating with Tact and Diplomacy	comm_34_a02_bs_enus	60
	The Impact of Situation and Style when Communicating with Diplomacy and Tact	comm_34_a01_bs_enus	60
<b>Communicating Effectively with the 'C' Level</b>			
	Preparing to Communicate Effectively at the 'C' Level	comm_31_a01_bs_enus	60
	Techniques for Communicating Effectively with Senior Executives	comm_31_a02_bs_enus	60
<b>Constructive Feedback and Criticism</b>			
	Criticism in Context	_pc_bi_pfb016	5
	Giving Appropriate Feedback	_pc_ch_lach006	15
	Giving Constructive Criticism	comm_29_a02_bs_enus	60
	Giving Feedback	comm_29_a01_bs_enus	60
	Giving Feedback to Coworkers	_pc_ch_pach006	15
	Receiving Feedback and Criticism	comm_29_a03_bs_enus	60

<b>E-mail Essentials for Business</b>			
	Addressing and Redistributing E-mail	comm_17_a02_bs_enus	60
	Final Exam: E-mail Essentials for Business	comm_17_a01_fe_enus	36
	Managing Your E-mail	comm_17_a03_bs_enus	60
	Using E-mail and Instant Messaging Effectively	comm_17_a01_bs_enus	60
<b>Emotional Intelligence Essentials</b>			
	Emotional Intelligence at Work	_pc_ch_pach014	15
	Emotional Intelligence at Work Simulation	COMM025A	30
	How High Is Your EQ?	_pc_bi_pfb009	4
	Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm_25_a02_bs_enus	60
	Using Emotional Intelligence on the Job	comm_25_a03_bs_enus	60
	What is Emotional Intelligence?	comm_25_a01_bs_enus	60
<b>Fundamentals of Cross Cultural Communication</b>			
	Communicating Across Cultures	comm_26_a02_bs_enus	60
	Communicating with a Cross-cultural Audience	_pc_bi_pfb020	5
	Culture and Its Effect on Communication	comm_26_a01_bs_enus	60
	Dispute Resolution in International Contracts	_pc_ch_lsch005	15
	Improving Communication in Cross-cultural Relationships	comm_26_a03_bs_enus	60
<b>Fundamentals of Working with Difficult People</b>			
	Blame Backfires--Conquer Negative Thinking	_pc_bi_pfb003	7
	Coping with Aggressive Behavior in the Workplace	_pc_bi_pabi008	7
	Reacting to Co-workers Who Try Taking Advantage	_pc_ch_pfch003	15
	Working with Difficult People: Dealing with Micromanagers	comm_23_a07_bs_enus	60
	Working with Difficult People: How to Work with Aggressive People	comm_23_a02_bs_enus	60
	Working with Difficult People: How to Work with Manipulative People	comm_23_a05_bs_enus	60
	Working with Difficult People: How to Work with Negative People	comm_23_a03_bs_enus	60
	Working with Difficult People: How to Work with Procrastinators	comm_23_a04_bs_enus	60
	Working with Difficult People: How to Work with Self-serving People	comm_23_a06_bs_enus	60
	Working with Difficult People: Identifying Difficult People	comm_23_a01_bs_enus	60
<b>Getting Results without Direct Authority</b>			
	Getting Results without Direct Authority: Building Relationships and Credibility	comm_27_a01_bs_enus	60
	Getting Results without Direct Authority: Influencing Your Boss	comm_27_a04_bs_enus	60
	Getting Results without Direct Authority: Persuasive Communication	comm_27_a02_bs_enus	60
	Getting Results without Direct Authority: Reciprocity	comm_27_a03_bs_enus	60
	Influence and Persuasion	_pc_ch_lach016	15
	Influencing Key Decision Makers	_pc_bi_lsb015	6
<b>How to Write an Effective Internal Business Case</b>			
	Preparing a Business Case	comm_01_a01_bs_enus	150
	Presenting Your Case	comm_01_a03_bs_enus	150
	Writing a Business Case	comm_01_a02_bs_enus	150
<b>Interpersonal Communication</b>			
	Asserting Yourself in the Workplace	_pc_ch_pach016	15
	Effective Interpersonal Communications Simulation	COMM021A	30
	Final Exam: Interpersonal Communication	comm_21_a01_fe_enus	54
	Interpersonal Communication: Being Approachable	comm_21_a05_bs_enus	60
	Interpersonal Communication: Communicating Assertively	comm_21_a04_bs_enus	60
	Interpersonal Communication: Communicating with Confidence	comm_21_a01_bs_enus	60
	Interpersonal Communication: Listening Essentials	comm_21_a03_bs_enus	60
	Interpersonal Communication: Targeting Your Message	comm_21_a02_bs_enus	60

	Making Yourself Approachable	_pc_bi_pabi011	5
<b>Listening Essentials</b>			
	Effective Listening	_pc_ch_lach030	15
	Final Exam: Listening Essentials	comm_28_a01_fe_enus	24
	Listening Essentials: Improving Your Listening Skills	comm_28_a02_bs_enus	60
	Listening Essentials: The Basics of Listening	comm_28_a01_bs_enus	60
	Listening with Skill	_pc_ch_pach002	15
<b>Negotiation Essentials</b>			
	Conducting a Successful Negotiation Simulation	COMM024A	30
	Effective Body Language in Negotiations	_pc_bi_pfb013	5
	Location Does Matter	_pc_ch_pfch002	15
	Negotiation Essentials: Avoiding Pitfalls in Negotiations	comm_24_a05_bs_enus	60
	Negotiation Essentials: Communicating	comm_24_a03_bs_enus	60
	Negotiation Essentials: Persuading	comm_24_a04_bs_enus	60
	Negotiation Essentials: Planning for Negotiation	comm_24_a02_bs_enus	60
	Negotiation Essentials: What Is Negotiation?	comm_24_a01_bs_enus	60
	Vendor Negotiations: Choosing the Best Approach	_pc_ch_lach032	15
<b>Professional Networking Essentials</b>			
	Professional Networking Essentials: Developing Confidence	comm_38_a02_bs_enus	60
	Professional Networking Essentials: Finding Opportunities To Make Connections	comm_38_a01_bs_enus	60
<b>Running Effective Business Meetings</b>			
	Dealing with Common Meeting Problems	comm_32_a03_bs_enus	60
	Making Meetings Work	_pc_bi_pfb018	6
	Managing Effective Business Meetings	comm_32_a02_bs_enus	60
	Managing Meetings for Productivity and Effectiveness	_pc_ch_lach031	15
	Preparing for Effective Business Meetings	comm_32_a01_bs_enus	60
	When Too Many Meetings Are Just Too Much	_pc_bi_pfb008	5
<b>Telephone Essentials for Business</b>			
	Essential Skills for Professional Telephone Calls	comm_18_a01_bs_enus	60
<b>Workplace Conflict</b>			
	Conflict: Avoid, Confront, or Delay?	_pc_ch_pach004	15
	Confrontation: What's the Best Approach	_pc_bi_mgb009	4
	Coping with Accusations in the Workplace	_pc_ch_lsch003	15
	Manager to Manager Conflict	_pc_ch_mgch003	15
	Managing Conflict	_pc_ch_lach009	15
	Personal Conflict Styles	_pc_bi_pabi002	7
	Workplace Conflict: Recognizing and Responding to Conflict	comm_22_a01_bs_enus	60
	Workplace Conflict: Strategies for Resolving Conflicts	comm_22_a02_bs_enus	60
<b>Writing Skills for Technical Professionals</b>			
	Writing for Technical Professionals: Effective Writing Techniques	ib_wstp_a02_it_enus	120
	Writing for Technical Professionals: Preparation and Planning	ib_wstp_a01_it_enus	60
<b>Customer Service Curriculum</b>			
<b>Customer Advocacy</b>			
	Customer Advocacy: Communicating to Build Trusting Customer Relationships	cust_11_a01_bs_enus	60
	Customer Advocacy: Enhancing the Customer Experience	cust_11_a02_bs_enus	60
	Customer Advocacy: Supporting Customer Advocacy	cust_11_a03_bs_enus	60
<b>Customer Focus</b>			
	Creating and Sustaining a Customer-focused Organization	cust_10_a02_bs_enus	60

	Customer-focused Interaction	cust_10_a03_bs_enus	60
	Developing Your Customer Focus	_pc_ch_pach009	15
	Identifying and Managing Customer Expectations	cust_10_a01_bs_enus	60
	Listening to Your Customers	_pc_bi_spbi002	5
<b>Customer Service Fundamentals</b>			
	Aligning Performance to Key Indicators	_pc_bi_ctbi007	4
	Customer Service Confrontation and Conflict	cust_09_a05_bs_enus	60
	Customer Service Fundamentals: Building Rapport in Customer Relationships	cust_09_a01_bs_enus	60
	Customer Service in the Field	cust_09_a02_bs_enus	60
	Customer Service over the Phone	cust_09_a03_bs_enus	60
	Internal Customer Service	cust_09_a04_bs_enus	60
	Shaping the Direction of Customer Service in Your Organization	cust_09_a06_bs_enus	60
	The Angry Caller: What's Your Plan?	_pc_bi_spbi016	7
<b>Customer Service Representative, Process</b>			
	Customer Service Processes and Procedures	cust_08_a01_bs_enus	180
	Dealing with Irrational Customers and Escalating Complaints	cust_08_a04_bs_enus	120
	Quality in a Support Center	cust_08_a02_bs_enus	210
	Support Center Tools, Technologies and Metrics	cust_08_a03_bs_enus	180
<b>Customer Service Representative, Professionalism</b>			
	Support Center Services and Work Environment	cust_06_a02_bs_enus	180
	Team and Customer Relationships	cust_06_a03_bs_enus	180
	The Customer Service Representative (CSR)	cust_06_a01_bs_enus	210
<b>Customer Service Representative, Skills</b>			
	Communication Skills	cust_07_a02_bs_enus	210
	Conflict, Stress, and Time Management	cust_07_a03_bs_enus	210
	Customer Interactions	cust_07_a01_bs_enus	210
<b>Frontline Call Center Skills</b>			
	Aligning Agent Behaviors with Caller Types	_pc_bi_ctbi010	7
	Creating an Effective On-hold Message	_pc_bi_ctbi008	4
	Determining Proper Expectation-management Techniques	_pc_ch_ctch001	15
	The Importance of Call Tracking and Ticketing	_pc_bi_ctbi003	5
	Training Methods for CSRs in the Customer Contact Industry	_pc_ch_ctch002	15
<b>Inbound Call Center Management</b>			
	Converting a Call Center to a Profit Center	_pc_bi_ctbi001	7
	Customer Service Training - The Interview and Beyond	_pc_bi_ctbi004	5
	Disaster Recovery - Keeping the Lines Open	_pc_bi_ctbi005	7
	Managing Your Call Center More Efficiently	_pc_bi_ctbi002	6
	Preventing Agent Absenteeism through Better Working Conditions	_pc_bi_ctbi006	4
	Prioritizing Rewards and Recognition in Call Centers	_pc_bi_ctbi011	5
	Workforce Management Software - Is It Worth It?	_pc_bi_ctbi009	4
<b>IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus</b>			
	ITIL® 2011 Edition Foundation: Continual Service Improvement	ib_itlv_a09_it_enus	90
	ITIL® 2011 Edition Foundation: Introduction to Service Operation	ib_itlv_a07_it_enus	60
	ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	ib_itlv_a01_it_enus	90
	ITIL® 2011 Edition Foundation: Service Design Fundamentals	ib_itlv_a04_it_enus	90
	ITIL® 2011 Edition Foundation: Service Design Processes	ib_itlv_a05_it_enus	150
	ITIL® 2011 Edition Foundation: Service Operation Processes	ib_itlv_a08_it_enus	120
	ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	ib_itlv_a02_it_enus	150
	ITIL® 2011 Edition Foundation: Service Strategy Processes	ib_itlv_a03_it_enus	90

		ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	ib_itlv_a06_it_enus	150
		<b>ITIL® 2011 Edition Overview</b>		
		ITIL® 2011 Edition Overview: Certification and Benefits	ib_ovvx_a03_it_enus	120
		ITIL® 2011 Edition Overview: Creating a Service Culture	ib_ovvx_a01_it_enus	120
		ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework	ib_ovvx_a02_it_enus	120
		<b>Finance and Accounting Curriculum</b>		
		<b>Accounting Fundamentals</b>		
		Accounting for Companies' Stock Transactions and Dividends	fin_03_a09_bs_enus	60
		Accounting for Sales Returns	_pc_bi_fabi005	4
		Accounting Transactions and Books of Account	fin_03_a04_bs_enus	60
		Basic Accounting Principles and Framework	fin_03_a01_bs_enus	60
		Deconstructing the Balance Sheet	_pc_bi_fabi010	5
		Final Exam: Accounting Fundamentals	fin_03_a01_fe_enus	108
		Outsourcing Financial Activities	_pc_bi_fabi001	7
		The Accounting Cycle and Accrual Accounting	fin_03_a03_bs_enus	60
		The Accounting Equation and Financial Statements	fin_03_a02_bs_enus	60
		The Balance Sheet	fin_03_a07_bs_enus	60
		The Cash Flow Statement	fin_03_a08_bs_enus	60
		The Income Statement	fin_03_a06_bs_enus	60
		Trial Balance & Adjusting Entries	fin_03_a05_bs_enus	60
		<b>Auditing Essentials</b>		
		Auditing for Cash and Inventories	fin_06_a04_bs_enus	60
		Auditing for Internal Control and Risk Assessment	fin_06_a02_bs_enus	60
		Auditing the Revenue Cycle	fin_06_a03_bs_enus	60
		Establishing the Role of the Audit Department	_pc_ch_fach001	15
		Final Exam: Auditing Essentials	fin_06_a01_fe_enus	48
		Introduction to Auditing	fin_06_a01_bs_enus	60
		Using Audits to Help Prevent Business Fraud	_pc_bi_fabi002	7
		<b>Budgeting Essentials</b>		
		Final Exam: Budgeting Essentials	fin_05_a01_fe_enus	48
		Organizational Budgeting Activities and the Master Budget	fin_05_a01_bs_enus	60
		Planning and Preparing an Operating Budget	fin_05_a02_bs_enus	60
		Preparing Operating Budgets and the Cash Budget	fin_05_a03_bs_enus	60
		Using Budgets for Management and Control	fin_05_a04_bs_enus	60
		<b>Capital Budgeting Essentials</b>		
		Capital Budgeting: Capital Allocation	fin_07_a04_bs_enus	60
		Capital Budgeting: Discounted Payback Period and Profitability Index	fin_07_a03_bs_enus	60
		Capital Budgeting: Net Present Value and Internal Rate of Return	fin_07_a02_bs_enus	60
		Capital Budgeting: The Capital Budgeting Process	fin_07_a01_bs_enus	60
		Final Exam: Capital Budgeting Essentials	fin_07_a01_fe_enus	48
		<b>Finance and Accounting Essentials for Non-financial Professionals</b>		
		Analyzing Financial Statements for Non-financial Professionals	fin_02_a06_bs_enus	60
		Assessing Nonrecurring Items in Income Statements	_pc_bi_fabi009	8
		Attracting New Investors - Keeping Presentations Focused	_pc_bi_fabi004	4
		Cash Flow Management Essentials for Non-financial Professionals	fin_02_a02_bs_enus	60
		Depreciation Methods	_pc_ch_fach002	15
		Financial Statements for Non-financial Professionals	fin_02_a05_bs_enus	60
		Increasing Cash Flow in Times of Need	_pc_bi_fabi003	6
		Principles of Accounting and Finance for Non-financial Professionals	fin_02_a01_bs_enus	60

		Recession: How it Affects Business	_pc_bi_fabi008	4
		Recognizing The Value of Intangible Assets	_pc_bi_fabi007	6
		The Essentials of Budgeting for Non-financial Professionals	fin_02_a04_bs_enus	60
		The Time Value of Money and Investment Decisions for Non-financial Professionals	fin_02_a03_bs_enus	60
		The Time Value of Money: Possible Pitfalls	_pc_bi_fabi011	7
		Using Financial Analysis for Credit Decisions	_pc_ch_lach012	15
		What's Your Gross Profit Margin Really Saying?	_pc_bi_fabi006	3
<b>Foundation Skills Curriculum</b>				
<b>Basic Business Math</b>				
		Basic Business Math: Averages and Equations	fnd_01_a03_bs_enus	60
		Basic Business Math: Charts and Graphs	fnd_01_a04_bs_enus	60
		Basic Business Math: Percentages and Ratios	fnd_01_a02_bs_enus	60
		Basic Business Math: Using Whole Numbers and Decimals	fnd_01_a01_bs_enus	60
<b>Human Resources Curriculum</b>				
<b>Business Management and Strategy (HRCI: PHR/SPHR-aligned)</b>				
		Business Management and Strategy: HR and the Strategic Planning Process	hr_10_a02_bs_enus	60
		Business Management and Strategy: HR Functions and Roles	hr_10_a03_bs_enus	60
		Business Management and Strategy: The HR Function and Business Environment	hr_10_a01_bs_enus	60
		Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)	hr_10_a01_fe_enus	36
<b>Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)</b>				
		Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)	hr_09_a01_fe_enus	24
		Human Resources Core Knowledge: Functions and Activities	hr_09_a02_bs_enus	60
		Human Resources Core Knowledge: Skills, Concepts, and Tools	hr_09_a01_bs_enus	60
<b>Organizational Behavior</b>				
		Fundamentals of Organizational Behavior for the Individual	hr_08_a01_bs_enus	60
		Fundamentals of Organizations – Groups	hr_08_a02_bs_enus	60
		Organizational Behavior: Dynamics of a Positive Organizational Culture	hr_08_a05_bs_enus	60
		Organizational Structure and Employee Behavior	hr_08_a04_bs_enus	60
		Understanding Organizational Power and Politics	hr_08_a03_bs_enus	60
<b>Recruiting and Retention Strategies</b>				
		Addressing Attrition in High Performance Teams	_pc_ch_hrch001	15
		Creating a High-Retention Organizational Culture Simulation	HR005A	30
		Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfb011	5
		Employer Branding	_pc_bi_hrb007	4
		Preventing High Turnover Rates: How to Keep The Best	_pc_bi_mgb008	5
		Recruiting Talent	hr_05_a01_bs_enus	120
		Retaining Your Talent Pool	hr_05_a02_bs_enus	120
		Surviving the Talent Crunch	_pc_ch_lsch007	15
<b>Risk Management (HRCI: PHR/SPHR-aligned)</b>				
		Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)	hr_15_a01_fe_enus	30
		Risk Management: Organizational Risk and Safety and Health Legislation	hr_15_a01_bs_enus	90
		Risk Management: Workplace Safety, Security, and Privacy	hr_15_a02_bs_enus	60
<b>Strategic Human Resource Management (HRCI: SPHR-aligned)</b>				
		Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)	hr_16_a01_fe_enus	36
		Strategic HR for SPHR Exam Candidates Part I	hr_16_a01_bs_enus	90
		Strategic HR for SPHR Exam Candidates Part II	hr_16_a02_bs_enus	90
<b>The role of HR as a Business Partner</b>				
		HR as Business Partner: From Cost Center to Strategic Partner	hr_07_a01_bs_enus	60

		HR as Business Partner: Linking HR Functions with Organizational Goals	hr_07_a02_bs_enus	60
		HR as Business Partner: Managing Talent for Organizational Success	hr_07_a03_bs_enus	60
		HR as Business Partner: Using Metrics and Designing Strategic Initiatives	hr_07_a04_bs_enus	60
<b>Industry Foundations Curriculum</b>				
<b>Industry Overviews</b>				
		The Aerospace & Defense Industry Overview: Version 1	indo_01_a27_bs_enus	60
		The Agriculture Industry Overview	indo_01_a31_bs_enus	90
		The Automotive Industry Overview: Version 3	indo_01_a29_bs_enus	60
		The Banking Industry Overview: Version 3	indo_01_a14_bs_enus	60
		The Biotechnology Industry Overview: Version 1	indo_01_a28_bs_enus	60
		The Broadcasting & Entertainment Industry Overview: Version 1	indo_01_a24_bs_enus	60
		The Capital Markets Industry Overview: Version 1	indo_01_a25_bs_enus	60
		The Chemicals Industry Overview: Version 1	indo_01_a23_bs_enus	60
		The Consumer Electronics Industry Overview: Version 1	indo_01_a26_bs_enus	60
		The Education Industry Overview: Version 1	indo_01_a21_bs_enus	60
		The Federal Government Industry Overview: Version 3	indo_01_a20_bs_enus	60
		The Food and Beverage Industry Overview: Version 3	indo_01_a30_bs_enus	60
		The Health Care Industry Overview: Version 3	indo_01_a12_bs_enus	60
		The Information Technology Industry Overview: Version 3	indo_01_a19_bs_enus	60
		The Insurance Industry Overview: Version 3	indo_01_a13_bs_enus	60
		The Manufacturing Industry Overview: Version 3	indo_01_a17_bs_enus	60
		The Oil and Gas Industry Overview: Version 3	indo_01_a15_bs_enus	60
		The Pharmaceutical Industry Overview: Version 4	indo_01_a18_bs_enus	60
		The Retail Industry Overview: Version 3	indo_01_a16_bs_enus	60
		The Telecommunications Industry Overview: Version 3	indo_01_a11_bs_enus	60
		The Utilities Industry Overview: Version 1	indo_01_a22_bs_enus	60
<b>Leadership Curriculum</b>				
<b>Creating a Positive Work Environment</b>				
		Creating and Maintaining a Positive Work Environment	lead_07_a01_bs_enus	60
<b>Developing a Culture of Learning</b>				
		Developing Learning Practices	lead_08_a03_bs_enus	60
		Establishing the Conditions for a Learning Culture	lead_08_a02_bs_enus	60
		Evaluating and Sustaining Organizational Learning	lead_08_a04_bs_enus	60
		Fundamentals of Organizational Learning	lead_08_a01_bs_enus	60
<b>Effective Succession Planning</b>				
		Effective Succession Planning: Determining a Talent Pool for Key Positions	lead_09_a02_bs_enus	60
		Implementing and Assessing a Succession Planning Program	lead_09_a03_bs_enus	60
		Initiating Succession Planning	lead_09_a01_bs_enus	60
		Succession Planning	_pc_bi_lsbi002	6
		Succession Planning and Management Programs	_pc_ch_lsch004	15
<b>Employee Engagement</b>				
		Maintaining an Engaging Organization	lead_06_a02_bs_enus	60
		The Benefits and Challenges of Engaging Employees	lead_06_a01_bs_enus	60
<b>Leadership Essentials</b>				
		Communicating a Shared Vision	_pc_bi_lsbi001	8
		Crafting an Organizational Vision	_pc_ch_lach040	15
		Developing a Business Execution Culture	_pc_ch_lach001	15
		Knowing When to Take Leadership Risks	_pc_bi_lsbi006	5
		Leader as Motivator	_pc_ch_lach008	15

		Leadership Essentials: Building Your Influence as a Leader	lead_05_a03_bs_enus	60
		Leadership Essentials: Communicating Vision	lead_05_a02_bs_enus	60
		Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus	60
		Leadership Essentials: Leading Business Execution	lead_05_a05_bs_enus	60
		Leadership Essentials: Leading Change	lead_05_a07_bs_enus	60
		Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus	60
		Leadership Essentials: Leading with Emotional Intelligence	lead_05_a04_bs_enus	60
		Leadership Essentials: Motivating Employees	lead_05_a01_bs_enus	60
		Leading Change	_pc_ch_lach004	15
		Leading Innovation	_pc_ch_lach010	15
		Leading Outside the Organization	_pc_bi_lsbi005	6
		Leading Teams through Change	_pc_bi_lsbi003	6
		Motivating Employees and Leading Change Simulation	LEAD005A	30
		Motivating Human Behavior	_pc_ch_lschi002	15
		The Emotionally Intelligent Leader	_pc_ch_lach014	15
		Wanted - Innovation Leaders	_pc_bi_lsbi013	5
<b>Making Cross-Functional Teams Work</b>				
		Cross-functional Team Fundamentals	lead_10_a01_bs_enus	60
		Facilitating Work-related Conflict Discussions	_pc_bi_pfbi015	5
		Key Strategies for Managing Cross-functional Teams	lead_10_a02_bs_enus	60
		Managing Internal Dynamics in a Cross-functional Team	lead_10_a03_bs_enus	60
		Mediating Project Team Conflict	_pc_bi_pfbi006	5
		Using Conflict to an Organization's Advantage	_pc_bi_mgbi002	6
<b>Setting and Managing Organizational Priorities</b>				
		Do You Share Your Organization's Values?	_pc_bi_pabi006	5
		Setting and Managing Priorities within the Organization: Communication	lead_11_a04_bs_enus	60
		Setting and Managing Priorities within the Organization: Deciphering Priorities	lead_11_a02_bs_enus	60
		Setting and Managing Priorities within the Organization: Mission and Goals	lead_11_a01_bs_enus	60
		Setting and Managing Priorities within the Organization: Motivation	lead_11_a03_bs_enus	60
<b>The Voice of Leadership</b>				
		The Voice of Leadership: Effective Leadership Communication Strategies	lead_13_a03_bs_enus	60
		The Voice of Leadership: Inspirational Leadership	lead_13_a01_bs_enus	60
		The Voice of Leadership: Self-assessment and Motivation	lead_13_a02_bs_enus	60
		The Voice of Leadership: The Power of Leadership Messaging	lead_13_a04_bs_enus	60
<b>Management Curriculum</b>				
<b>Advanced Management Skills Series</b>				
		Managing for Rapid Change and Uncertainty	mgmt_23_a03_bs_enus	60
		Assessing Employees for Cultural Adaptability	_pc_ch_pfch001	15
		Building Upward Relationships	_pc_ch_lach039	15
		Considering Key Features of a Policy and Procedure Manual	_pc_ch_hrhc003	15
		Cross-functional Strategic Management	mgmt_23_a02_bs_enus	60
		Delivering Bad News Effectively	_pc_ch_lach033	15
		Developing a High-performance Organization	mgmt_23_a01_bs_enus	60
		Developing Adaptable Managers	_pc_bi_mgbi013	5
		Employee Engagement	_pc_ch_mgch006	15
		Managing Experienced Managers	mgmt_23_a06_bs_enus	60
		Managing High Performers	mgmt_23_a04_bs_enus	60
		Managing New Managers	mgmt_23_a05_bs_enus	60
<b>Business Coaching Essentials</b>				
		Business Coaching: Building the Coaching Relationship	mgmt_14_a03_bs_enus	60

	Business Coaching: Conducting Coaching Sessions	mgmt_14_a02_bs_enus	60
	Business Coaching: Getting Ready to Coach	mgmt_14_a01_bs_enus	60
	Business Coaching: Using Different Coaching Styles	mgmt_14_a04_bs_enus	60
	Coaching	_pc_ch_lach024	15
	The Art of Effective Coaching	_pc_bi_lsbi018	6
<b>Business Execution</b>			
	Business Execution: Crafting a Business Strategy that Executes	mgmt_28_a02_bs_enus	60
	Business Execution: Linking Strategy to People and Operations	mgmt_28_a03_bs_enus	60
	Business Execution: Monitoring and Evaluating Initiatives	mgmt_28_a04_bs_enus	60
	Business Execution: Understanding the Fundamentals	mgmt_28_a01_bs_enus	60
	Fostering a Business Execution Culture	_pc_bi_lsbi008	5
	Pave Your Own Path	_pc_bi_lsbi009	7
	Performance Dashboard or Scorecard?	_pc_bi_mgbi012	4
<b>Delegation Essentials</b>			
	Delegating Appropriate Tasks	_pc_bi_mgbi007	4
	Delegation Essentials: An Introduction to Delegating	mgmt_27_a01_bs_enus	60
	Delegation Essentials: Overcoming Delegation Problems	mgmt_27_a03_bs_enus	60
	Delegation Essentials: The Delegation Process	mgmt_27_a02_bs_enus	60
	Developing Employees through Delegation	_pc_ch_lach017	15
<b>Difficult Conversations</b>			
	Handling Difficult Conversations Effectively	mgmt_36_a03_bs_enus	60
	Having a Difficult Conversation	mgmt_36_a02_bs_enus	60
	Preparing for a Difficult Conversation	mgmt_36_a01_bs_enus	60
<b>Effectively Managing Top Performers</b>			
	Engaging Top Performers	mgmt_33_a01_bs_enus	60
	Overcoming Challenges of Managing Top Performers	mgmt_33_a03_bs_enus	60
	Retaining Top Performers	mgmt_33_a02_bs_enus	60
<b>Essential Mentoring Techniques</b>			
	Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships	mgmt_29_a03_bs_enus	60
	Essential Mentoring Techniques: Designing and Initiating Mentoring Programs	mgmt_29_a02_bs_enus	60
	Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program	mgmt_29_a04_bs_enus	60
	Essential Mentoring Techniques: Mentoring Fundamentals	mgmt_29_a01_bs_enus	60
<b>Essentials of Facilitating</b>			
	Challenges of Facilitating	mgmt_31_a03_bs_enus	60
	Facilitating Collaborative Processes	mgmt_31_a02_bs_enus	60
	Using Facilitation Skills as a Manager	mgmt_31_a01_bs_enus	60
<b>Essentials of Managing Technical Professionals</b>			
	Managing Technical Professionals	mgmt_19_a03_bs_enus	60
	Strategies for Transitioning to Technical Management	mgmt_19_a02_bs_enus	60
	Transitioning from Technical Professional to Management	mgmt_19_a01_bs_enus	60
<b>First Time Manager Essentials</b>			
	Adopting the Appropriate Management Style	_pc_ch_mgch005	15
	First Time Manager: Challenges	mgmt_16_a02_bs_enus	60
	First Time Manager: Meeting Expectations	mgmt_16_a03_bs_enus	60
	First Time Manager: Understanding a Manager's Role	mgmt_16_a01_bs_enus	60
	Making the Move Into Management	_pc_ch_lach029	15
<b>Management Essentials</b>			
	Acting Decisively	_pc_ch_lach034	15
	Management Essentials: Caring about Your Direct Reports	mgmt_15_a07_bs_enus	60

		Management Essentials: Confronting Difficult Employee Behavior	mgmt_15_a04_bs_enus	60
		Management Essentials: Delegating	mgmt_15_a02_bs_enus	60
		Management Essentials: Developing Your Direct Reports	mgmt_15_a03_bs_enus	60
		Management Essentials: Directing Others	mgmt_15_a01_bs_enus	60
		Management Essentials: Managing a Diverse Team	mgmt_15_a05_bs_enus	60
		Management Essentials: Treating Your Direct Reports Fairly	mgmt_15_a06_bs_enus	60
		Managing Fairly	_pc_bi_mgbi016	6
<b>Managing during Difficult Times</b>				
		Communicating during Difficult Times	mgmt_25_a01_bs_enus	60
		Managing Attitudes during Difficult Times	mgmt_25_a03_bs_enus	60
		Managing Resources during Difficult Times	mgmt_25_a02_bs_enus	60
<b>Managing Experts</b>				
		Managing Top Performers Is Always Easy...Right?	_pc_bi_hrbi013	6
		Meeting the Needs of Your Experts	mgmt_21_a01_bs_enus	60
		Overcoming Challenges When Managing Experts	mgmt_21_a02_bs_enus	60
		Recognizing Natural Leaders	_pc_ch_lschi001	15
<b>Managing Organizational Change</b>				
		Beyond Change: Working with Agility	_pc_bi_pabi009	5
		Communicating Organizational Change	_pc_bi_mgbi015	7
		Communicating Properly during Layoffs	_pc_bi_hrbi005	7
		Developing People	_pc_ch_lachi013	15
		Involving Employees in Corporate Change	_pc_bi_lsbi011	4
		Managing Change: Building Positive Support for Change	mgmt_13_a02_bs_enus	60
		Managing Change: Dealing with Resistance to Change	mgmt_13_a03_bs_enus	60
		Managing Change: Sustaining Organizational Change	mgmt_13_a04_bs_enus	60
		Managing Change: Understanding Change	mgmt_13_a01_bs_enus	60
<b>Strategies for Successful Employee On-boarding</b>				
		Strategies for Successful Employee Onboarding: An Introduction	mgmt_24_a01_bs_enus	60
		Strategies for Successful Employee Onboarding: Assessing Program Success	mgmt_24_a03_bs_enus	60
		Strategies for Successful Employee Onboarding: Getting Started	mgmt_24_a02_bs_enus	60
<b>Talent Management Essentials</b>				
		Attracting and Retaining Talent	_pc_ch_lachi021	15
		Talent Management: Acquiring Talent	mgmt_18_a03_bs_enus	60
		Talent Management: Basics	mgmt_18_a01_bs_enus	60
		Talent Management: Developing and Engaging Talent	mgmt_18_a04_bs_enus	60
		Talent Management: Planning	mgmt_18_a02_bs_enus	60
		Talent Management: Retaining Talent	mgmt_18_a05_bs_enus	60
<b>The Fundamentals of Business Crises Management</b>				
		Demonstrating Accountability in a Crisis Situation	_pc_ch_lachi007	15
		Is Your Company Prepared for a Crisis?	_pc_bi_mgbi006	5
		Perseverance and Flexibility in Times of Crisis	_pc_ch_lachi026	15
<b>Thinking Like a CFO</b>				
		Thinking Like a CFO: Making Financial Decisions	mgmt_30_a02_bs_enus	60
		Thinking Like a CFO: Managing Risk	mgmt_30_a04_bs_enus	60
		Thinking Like a CFO: Mind-set and Financial Priorities	mgmt_30_a01_bs_enus	60
		Thinking Like a CFO: Preparing and Presenting a Business Case	mgmt_30_a03_bs_enus	60
<b>Workforce Generations</b>				
		Developing the Next Generation	_pc_bi_lsbi007	7
		Managing an Aging Workforce	_pc_bi_mgbi005	4

		Managing Workforce Generations: Introduction to Cross-generational Employees	mgmt_20_a01_bs_enus	60
		Managing Workforce Generations: Working with a Multigenerational Team	mgmt_20_a02_bs_enus	60
		Managing Workforce Generations: Working with the 21st-Century Generation Mix	mgmt_20_a03_bs_enus	60
		Understanding the Motives of Millennials	_pc_bi_mgbi014	5
<b>Marketing Curriculum</b>				
<b>Competitive Marketing Strategies</b>				
		Competitive Marketing Strategies: Analyzing Competitors	mkt_02_a02_bs_enus	60
		Competitive Marketing Strategies: Conducting an Internal Analysis	mkt_02_a01_bs_enus	60
		Competitive Marketing Strategies: Selecting and Implementing Strategies	mkt_02_a03_bs_enus	60
<b>Marketing Essentials</b>				
		Designing Products to Fit the Channel	_pc_bi_spbi005	5
		Marketing Essentials: Introduction to Marketing	mkt_01_a01_bs_enus	60
		Marketing Essentials: Marketing and Ethics	mkt_01_a06_bs_enus	60
		Marketing Essentials: Place	mkt_01_a04_bs_enus	60
		Marketing Essentials: Planning and People	mkt_01_a02_bs_enus	60
		Marketing Essentials: Product and Price	mkt_01_a03_bs_enus	60
		Marketing Essentials: Promotion	mkt_01_a05_bs_enus	60
		Using Blogs to Attract Customers	_pc_bi_spbi010	5
		Using Online Strategies to Accelerate Sales Performance	_pc_ch_spch001	15
		Using Web Analytics to Increase Sales	_pc_bi_spbi012	5
<b>Strategic Brand Management</b>				
		Brand Management for Social Media and Wireless Technologies	mkt_03_a04_bs_enus	60
		Building Lasting Customer-brand Relationships	mkt_03_a01_bs_enus	60
		Developing a Brand Internally	mkt_03_a02_bs_enus	60
		Global Brand Management	mkt_03_a03_bs_enus	60
<b>Strategic Marketing in Action</b>				
		Advertising Costs, PR Pays	_pc_bi_spbi008	4
		Increasing Competitiveness through Collaboration	_pc_ch_lsch006	15
		Sales and Marketing: Two Sides of the Same Coin?	_pc_bi_spbi011	4
		Trade Show Marketing - Planning Ahead	_pc_bi_spbi013	4
<b>Operations Curriculum</b>				
<b>Certified Manager of Quality/Organizational Excellence</b>				
		Communication Skills and Project Management	oper_04_a05_bs_enus	120
		Customer-Focused Management	oper_04_a09_bs_enus	150
		Developing and Deploying Strategic Plans	oper_04_a03_bs_enus	150
		Leadership	oper_04_a01_bs_enus	150
		Managerial Skills and Abilities	oper_04_a04_bs_enus	150
		Measurement: Assessment and Metrics	oper_04_a08_bs_enus	90
		Problem-Solving and Process Management Tools	oper_04_a07_bs_enus	150
		Quality Systems, Models, and Theories	oper_04_a06_bs_enus	120
		Supply Chain Management	oper_04_a10_bs_enus	90
		Team Dynamics	oper_04_a02_bs_enus	120
		Training and Development	oper_04_a11_bs_enus	120
<b>Fundamentals of Lean for Business Organizations</b>				
		Applying Lean in Service and Manufacturing Organizations	oper_20_a06_bs_enus	60
		Five Steps to Perfection: Implementing Lean	_pc_bi_ssb009	6
		Introduction to Lean for Service and Manufacturing Organizations	oper_20_a01_bs_enus	60
		Lean Tools and Techniques for Flow and Pull	oper_20_a03_bs_enus	60
		Reducing Waste and Streamlining Value Flow Using Lean	oper_20_a04_bs_enus	60

		Using Lean for Perfection and Quality	oper_20_a02_bs_enus	60
		Value Stream Mapping in Lean Business	oper_20_a05_bs_enus	60
		Value Stream Maps for Non-manufacturing Processes	_pc_bi_ssb010	6
		<b>Managing Customer-Driven Process Improvement</b>		
		Customer-driven Process Improvement: Analyzing Process Problems	oper_22_a05_bs_enus	60
		Customer-driven Process Improvement: Basic Framework	oper_22_a01_bs_enus	60
		Customer-driven Process Improvement: From Customer Needs to Process Requirements	oper_22_a03_bs_enus	60
		Customer-driven Process Improvement: Identifying Customer Needs	oper_22_a02_bs_enus	60
		Customer-driven Process Improvement: Identifying Improvement Ideas and Solutions	oper_22_a06_bs_enus	60
		Customer-driven Process Improvement: Implementing and Maintaining Improvements	oper_22_a07_bs_enus	60
		Customer-Driven Process Improvement: Mapping and Measuring Processes	oper_22_a04_bs_enus	60
		<b>Operations Management</b>		
		Operations and Supply Chain Management	oper_21_a03_bs_enus	60
		Operations Management and the Organization	oper_21_a01_bs_enus	60
		Operations Management: Facilities Planning and Management	oper_21_a08_bs_enus	60
		Operations Management: Forecasting and Capacity Planning	oper_21_a05_bs_enus	60
		Operations Management: Inventory Management	oper_21_a04_bs_enus	60
		Operations Management: Management of Quality	oper_21_a07_bs_enus	60
		Operations Management: Operations Scheduling	oper_21_a06_bs_enus	60
		Operations Management: Product and Service Management	oper_21_a02_bs_enus	60
		<b>Purchasing and Vendor Management Essentials</b>		
		Evaluating Supplier Performance and Managing Supplier Relationships	oper_23_a04_bs_enus	60
		Fundamentals of Purchasing and Vendor Management	oper_23_a01_bs_enus	60
		Purchasing: Finding Sources of Supply	oper_23_a02_bs_enus	60
		Selecting Suppliers and Administering Contracts	oper_23_a03_bs_enus	60
		<b>Six Sigma Black Belt (2007 BOK): Analyze</b>		
		Correlation and Regression Analysis in Six Sigma	oper_16_a01_bs_enus	90
		Final Exam: Six Sigma Black Belt (2007 BOK): Analyze	oper_16_a01_fe_enus	138
		Hypothesis Testing Concepts and Tests for Means in Six Sigma	oper_16_a03_bs_enus	120
		Multivariate Analysis and Attribute Data Analysis in Six Sigma	oper_16_a02_bs_enus	120
		Nonparametric Tests in Six Sigma Analysis	oper_16_a05_bs_enus	120
		Nonstatistical Analysis Methods in Six Sigma	oper_16_a06_bs_enus	120
		Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma	oper_16_a04_bs_enus	120
		<b>Six Sigma Black Belt (2007 BOK): Control</b>		
		Final Exam: Six Sigma Black Belt (2007 BOK): Control	oper_18_a01_fe_enus	72
		Nonstatistical Control Tools and Maintaining Controls in Six Sigma	oper_18_a02_bs_enus	120
		Statistical Process Control (SPC) in Six Sigma	oper_18_a01_bs_enus	120
		Sustaining Improvements and Gains from Six Sigma Projects	oper_18_a03_bs_enus	120
		<b>Six Sigma Black Belt (2007 BOK): Define</b>		
		Developing Project Charters and Tracking Six Sigma Projects	oper_14_a02_bs_enus	90
		Final Exam: Six Sigma Black Belt (2007 BOK): Define	oper_14_a01_fe_enus	42
		Using Voice of the Customer in Six Sigma	oper_14_a01_bs_enus	120
		<b>Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies</b>		
		Common Design for Six Sigma Methodologies, Design for X, and Robust Design	oper_19_a01_bs_enus	120
		Final Exam: Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies	oper_19_a01_fe_enus	48
		Special Design Tools in Design for Six Sigma	oper_19_a02_bs_enus	120
		<b>Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment</b>		
		Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment	oper_11_a01_fe_enus	72
		Lean and Six Sigma	oper_11_a01_bs_enus	120

		Six Sigma Leadership and Change Management	oper_11_a03_bs_enus	120
		Six Sigma Projects and the Black Belt Role	oper_11_a02_bs_enus	120
		<b>Six Sigma Black Belt (2007 BOK): Improve</b>		
		Conducting Experiments and Analyzing Results in Six Sigma	oper_17_a02_bs_enus	120
		Designing and Planning Experiments in Six Sigma	oper_17_a01_bs_enus	120
		Final Exam: Six Sigma Black Belt (2007 BOK): Improve	oper_17_a01_fe_enus	72
		Improvement Methods and Implementation Issues in Six Sigma	oper_17_a03_bs_enus	120
		<b>Six Sigma Black Belt (2007 BOK): Measure</b>		
		Basic Statistics and Graphical Methods for Six Sigma	oper_15_a04_bs_enus	120
		Data Collection and Measurement in Six Sigma	oper_15_a02_bs_enus	120
		Final Exam: Six Sigma Black Belt (2007 BOK): Measure	oper_15_a01_fe_enus	144
		Probability for Six Sigma	oper_15_a05_bs_enus	120
		Process Capability for Six Sigma	oper_15_a06_bs_enus	120
		Process Characteristics for Six Sigma	oper_15_a01_bs_enus	120
		Six Sigma Measurement Systems	oper_15_a03_bs_enus	120
		<b>Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures</b>		
		Business Performance and Financial Measures in Six Sigma	oper_12_a02_bs_enus	120
		Critical Requirements and Benchmarking for Six Sigma	oper_12_a01_bs_enus	120
		Final Exam: Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures	oper_12_a01_fe_enus	48
		<b>Six Sigma Black Belt (2007 BOK): Team Management</b>		
		Final Exam: Six Sigma Black Belt (2007 BOK): Team Management	oper_13_a01_fe_enus	72
		Forming Project Teams for Six Sigma	oper_13_a01_bs_enus	120
		Managing Six Sigma Team Performance	oper_13_a03_bs_enus	120
		Motivation and Communication in Six Sigma Teams	oper_13_a02_bs_enus	120
		<b>Six Sigma Green Belt: Analyze</b>		
		Exploratory Data Analysis in Six Sigma	oper_08_a01_bs_enus	90
		Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma	oper_08_a03_bs_enus	90
		Introduction to Hypothesis Testing and Testing for Means in Six Sigma	oper_08_a02_bs_enus	120
		<b>Six Sigma Green Belt: Define</b>		
		Basics of Six Sigma Projects and Teams	oper_06_a02_bs_enus	150
		Processes and Customer Analysis in Six Sigma Projects	oper_06_a01_bs_enus	150
		Tools for Planning and Managing Six Sigma Project Opportunities	oper_06_a03_bs_enus	150
		Using Six Sigma Analysis Tools and Metrics for Project Decisions	oper_06_a04_bs_enus	90
		<b>Six Sigma Green Belt: Improve and Control</b>		
		Design of Experiments and Validation of Solutions in Six Sigma	oper_09_a01_bs_enus	90
		Statistical Process Control and Control Plans in Six Sigma	oper_09_a02_bs_enus	90
		Using Basic Control Charts in Six Sigma	oper_09_a03_bs_enus	150
		<b>Six Sigma Green Belt: Measure</b>		
		Data Classification and Collection in Six Sigma	oper_07_a03_bs_enus	90
		Measuring Process Capability and Performance in Six Sigma	oper_07_a06_bs_enus	120
		Modeling and Analyzing Processes in Six Sigma	oper_07_a01_bs_enus	120
		Probability Distributions and Measurement Systems Analysis in Six Sigma	oper_07_a05_bs_enus	120
		Statistics and Probability in Six Sigma	oper_07_a02_bs_enus	120
		Summarizing and Presenting Data in Six Sigma	oper_07_a04_bs_enus	90
		<b>Six Sigma Green Belt: Six Sigma and the Organization</b>		
		Design for Six Sigma in the Organization	oper_05_a02_bs_enus	120
		Six Sigma and Lean in the Organization	oper_05_a01_bs_enus	150
		<b>Six Sigma: Champion Training</b>		

		Introduction to Six Sigma for Champions	oper_03_a01_bs_enus	180
		Managing and Deploying Six Sigma	oper_03_a04_bs_enus	210
		Six Sigma Process Improvement	oper_03_a02_bs_enus	180
		Six Sigma Projects and Project Teams	oper_03_a03_bs_enus	150
<b>The Foundations of Six Sigma</b>				
		A Critical-to-quality Tree - What's That?	_pc_bi_ssb006	4
		Are You Listening to Your Customers?	_pc_bi_ssb001	4
		Basic Measurement Concepts in Six Sigma	_pc_bi_ssb007	5
		Does Your Business Really Need Six Sigma?	_pc_ch_ssch001	15
		Identifying Candidates for Key Six Sigma Roles	_pc_ch_ssch002	15
		Kaizen Events	_pc_bi_ssb008	5
		Lean Inbound Transportation	_pc_bi_ssb004	4
		Promoting Six Sigma in the Workplace	_pc_bi_ssb005	4
		Quick Wins in Six Sigma Implementation	_pc_bi_ssb002	7
		Six Sigma Versus TQM	_pc_bi_ssb003	7
<b>Personal Development Curriculum</b>				
<b>Building and Maintaining Trust</b>				
		Building Trust	pd_15_a01_bs_enus	60
		Rebuilding Trust	_pc_bi_pabi005	7
		Rebuilding Trust	pd_15_a02_bs_enus	60
		The Fruits of Integrity: Building Trust at Work	_pc_ch_pach012	15
<b>Business Ethics</b>				
		Developing a Code of Ethical Conduct	pd_18_a02_bs_enus	60
		Do You Share Your Organization's Values?	_pc_bi_pabi006	5
		Ethical Decision-making in the Workplace	pd_18_a03_bs_enus	60
		Ethical Self-promotion	_pc_ch_pfch005	15
		Ethics, Integrity, and Trust	_pc_ch_lach005	15
		Introduction to Workplace Ethics	pd_18_a01_bs_enus	60
		Office Politics - What Will You Do?	_pc_ch_pfch004	15
		The Ethics Enigma	_pc_ch_pach020	15
<b>Business Etiquette and Professionalism</b>				
		Broadening Your Learning Horizons	_pc_bi_pabi013	7
		Business Etiquette in Introductions	_pc_bi_pfb001	5
		Communicating with Professionalism and Etiquette	pd_25_a03_bs_enus	60
		Developing Your Reputation of Professionalism with Business Etiquette	pd_25_a01_bs_enus	60
		Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfb011	5
		Managing Goals	_pc_ch_lach027	15
		Professionalism, Business Etiquette, and Personal Accountability	pd_25_a02_bs_enus	60
		Reframing Negative Situations	_pc_bi_hrbi008	4
		Safe Small Talk	_pc_bi_pfb012	5
		Targeting Personal Learning	_pc_ch_pach022	15
		Using Business Etiquette to Build Professional Relationships	pd_25_a04_bs_enus	60
<b>Campus to Corporate</b>				
		Campus to Corporate: Developing a Professional Image	pd_22_a02_bs_enus	60
		Campus to Corporate: Meeting New Expectations	pd_22_a01_bs_enus	60
<b>Critical Thinking Essentials</b>				
		Critical Thinking	_pc_ch_lach025	15
		Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus	60
		Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus	60

	<b>Dealing with Organizational Change</b>		
	Developing Organizational Agility	_pc_ch_pach024	15
	Embracing Organizational Change	pd_13_a03_bs_enus	60
	Managing the Stress of Organizational Change	_pc_bi_mgbi004	7
	Preparing for Organizational Change	pd_13_a02_bs_enus	60
	The Importance of Flexibility in the Workplace	_pc_bi_pfb007	5
	Understanding Organizational Change	pd_13_a01_bs_enus	60
	<b>Decisiveness</b>		
	Developing Character for Decisiveness	pd_27_a01_bs_enus	60
	Overcoming the Barriers to Decisiveness	pd_27_a02_bs_enus	60
	<b>Doing Business Professionally</b>		
	Doing Business Professionally Simulation	PD005A	30
	Managing from Within: Self-empowerment	pd_05_a02_bs_enus	120
	<b>Effective Time Management</b>		
	Coping with Conflicting Priorities	_pc_ch_pach005	15
	Coping with Information Overload	_pc_bi_pfb002	5
	Getting Time under Control	_pc_ch_pach021	15
	Planning for Interruptions Helps with Procrastination	_pc_bi_pfb014	3
	Prioritizing Personal and Professional Responsibilities	_pc_bi_mgbi003	6
	Setting and Managing Priorities	_pc_ch_lach018	15
	Setting Goals	_pc_ch_pach007	15
	Time Management: Analyzing Your Use of Time	pd_11_a01_bs_enus	60
	Time Management: Avoiding Time Stealers	pd_11_a03_bs_enus	60
	Time Management: Planning and Prioritizing Your Time	pd_11_a02_bs_enus	60
	<b>Generating Creative &amp; Innovative Ideas</b>		
	Creativity: Developing and Communicating Ideas	_pc_ch_pach025	15
	Executing Innovation	_pc_bi_lsbi016	5
	Generating Creative and Innovative Ideas: Enhancing Your Creativity	pd_09_a01_bs_enus	60
	Generating Creative and Innovative Ideas: Maximizing Team Creativity	pd_09_a02_bs_enus	60
	Generating Creative and Innovative Ideas: Verifying and Building on Ideas	pd_09_a03_bs_enus	60
	Getting Ready to Present	_pc_ch_pach018	15
	<b>Interviewing Strategies for the Interviewee</b>		
	Making a Positive Impression in an Internal Interview	pd_21_a02_bs_enus	60
	Preparing for an Internal Interview	pd_21_a01_bs_enus	60
	<b>Living and Working Abroad in the United States</b>		
	American Work Culture and Values	pd_19_a01_bs_enus	60
	Communicating Successfully in the American Workplace	pd_19_a03_bs_enus	60
	Key Aspects of the American Work Environment	pd_19_a02_bs_enus	60
	Succeeding in the American Workplace	pd_19_a04_bs_enus	60
	<b>Managing Your Career</b>		
	Building and Managing Upward Relationships	_pc_ch_pach008	15
	Conquering Career Stagnation	_pc_bi_pfb019	6
	Developing Your Career	_pc_ch_lach037	15
	Exploring Self-development	_pc_ch_pach023	15
	Managing Your Career: Creating a Plan	pd_10_a01_bs_enus	60
	Managing Your Career: Getting on the Right Track	pd_10_a02_bs_enus	60
	Managing Your Career: Leveraging the Performance Appraisal	pd_10_a05_bs_enus	60
	Managing Your Career: Professional Networking Essentials	pd_10_a03_bs_enus	60
	Managing Your Career: You and Your Boss	pd_10_a04_bs_enus	60

		Managing Your Relationship with Your Boss Simulation	PD010A	30
		Planning Your Career	_pc_ch_pach013	15
		<b>Optimizing Your Work/Life Balance</b>		
		Balancing Your Responsibilities Simulation	PD006A	30
		Creating Work/Life Balance	_pc_ch_lach036	15
		Employee Exhaustion: Managing a Well-balanced Workload	_pc_bi_mgb010	4
		Managing Workplace Stress	_pc_bi_hrbi006	7
		Optimizing Your Work/Life Balance: Analyzing Your Life Balance	pd_06_a01_bs_enus	60
		Optimizing Your Work/Life Balance: Maintaining Your Life Balance	pd_06_a02_bs_enus	60
		Optimizing Your Work/Life Balance: Taking Control of Your Stress	pd_06_a03_bs_enus	60
		<b>Peer Relationships</b>		
		Building Better Relationships through Understanding	_pc_ch_pach017	15
		Building Peer Relationships	_pc_ch_pach019	15
		Developing Strategic Peer Relationships in Your Organization	pd_17_a02_bs_enus	60
		Forming Peer Relationships and Alliances at Work	pd_17_a03_bs_enus	60
		Peer Political Styles	_pc_bi_pabi010	5
		The Value of Peer Relationships	pd_17_a01_bs_enus	60
		<b>Performance under Pressure</b>		
		Developing the Right Attitude for Performing under Pressure	pd_24_a01_bs_enus	60
		Performing with Others under Pressure	pd_24_a03_bs_enus	60
		Taking Action for Performing under Pressure	pd_24_a02_bs_enus	60
		<b>Perseverance and Resilience</b>		
		Achieving Goals through Perseverance and Resilience	pd_26_a02_bs_enus	60
		Bouncing Back with Perseverance and Resilience	pd_26_a03_bs_enus	60
		Developing Character for Perseverance and Resilience	pd_26_a01_bs_enus	60
		Perseverance: Flexibility in Action	_pc_bi_pabi004	7
		Persevering through Setbacks	_pc_ch_pach011	15
		<b>Personal Productivity Improvement</b>		
		Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	pd_16_a03_bs_enus	60
		Personal Productivity Improvement: Managing Your Workspace	pd_16_a01_bs_enus	60
		Personal Productivity: Self-organization and Overcoming Procrastination	pd_16_a02_bs_enus	60
		<b>Problem Solving and Decision-Making Strategies</b>		
		Decision Making: Making Tough Decisions	pd_12_a06_bs_enus	60
		Decision Making: The Fundamentals	pd_12_a04_bs_enus	60
		Decision Making: Tools and Techniques	pd_12_a05_bs_enus	60
		Playing the Devil's Advocate in Decision Making	_pc_bi_pfb005	4
		Problem Solving: Determining and Building Your Strengths	pd_12_a02_bs_enus	60
		Problem Solving: Digging Deeper	pd_12_a03_bs_enus	60
		Problem Solving: Process, Tools, and Techniques	_pc_ch_pach003	15
		Problem Solving: The Fundamentals	pd_12_a01_bs_enus	60
		Turning Problems Around with Reverse Brainstorming	_pc_bi_lsbi017	6
		Uncovering the Root Problem	_pc_ch_lach003	15
		<b>Public Speaking Strategies</b>		
		Public Speaking Strategies: Confident Public Speaking	pd_23_a02_bs_enus	60
		Public Speaking Strategies: Preparing Effective Speeches	pd_23_a01_bs_enus	60
		<b>Writing Under Pressure</b>		
		Writing under Pressure: Preparing for Success	pd_28_a01_bs_enus	60
		Writing under Pressure: The Writing Process	pd_28_a02_bs_enus	60
<b>Program/Portfolio Management Curriculum</b>				

	<b>Program Management (PMI® Second Edition-aligned)</b>		
	Introduction to Program Management	proj_16_a01_bs_enus	90
	Program Life Cycle and Benefits Management	proj_16_a02_bs_enus	120
	<b>Project Management Curriculum</b>		
	<b>Code of Ethics and Professional Conduct (PMI® Standard-aligned)</b>		
	Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	120
	The Role of Ethics in Project Management	proj_15_a01_bs_enus	90
	<b>IT Project Management Essentials</b>		
	IT Project Management Essentials: Executing IT Projects	proj_17_a03_bs_enus	60
	IT Project Management Essentials: Initiating and Planning IT Projects	proj_17_a02_bs_enus	60
	IT Project Management Essentials: Introduction to IT Project Management	proj_17_a01_bs_enus	60
	IT Project Management Essentials: Managing Risks in an IT Project	proj_17_a05_bs_enus	60
	IT Project Management Essentials: Monitoring and Controlling IT Projects	proj_17_a04_bs_enus	60
	IT Project Management Essentials: Testing Deliverables and Closing IT Projects	proj_17_a06_bs_enus	60
	<b>Managing Software Project Outsourcing</b>		
	Managing Software Project Outsourcing: Dealing with Risks	proj_18_a04_bs_enus	60
	Managing Software Project Outsourcing: Developing a Vendor Contract	proj_18_a02_bs_enus	60
	Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project	proj_18_a01_bs_enus	60
	Managing Software Project Outsourcing: Working with the Outsourced Team	proj_18_a03_bs_enus	60
	<b>PRINCE2®: 2009 Foundation</b>		
	Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)	ib_prin_a05_it_enus	120
	Overview of Project Management (PRINCE2®: 2009-aligned)	ib_prin_a01_it_enus	60
	Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)	ib_prin_a02_it_enus	120
	Project Quality, Change and Progress (PRINCE2®: 2009-aligned)	ib_prin_a03_it_enus	90
	Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)	ib_prin_a04_it_enus	90
	Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)	ib_prin_a06_it_enus	90
	<b>Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)</b>		
	Control Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a02_bs_enus	60
	Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a01_bs_enus	120
	<b>Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)</b>		
	Controlling Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a02_bs_enus	90
	Planning Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a01_bs_enus	120
	<b>Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)</b>		
	Managing Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a02_bs_enus	120
	Planning Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a01_bs_enus	120
	<b>Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)</b>		
	Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	proj_20_a03_bs_enus	60
	Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	proj_20_a02_bs_enus	90
	Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	proj_20_a01_bs_enus	120
	<b>Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)</b>		
	Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	proj_19_a01_bs_enus	120
	Project Management Overview (PMBOK® Guide Fifth Edition)	proj_19_a02_bs_enus	90
	Project Management Process Groups (PMBOK® Guide Fifth Edition)	proj_19_a03_bs_enus	120
	<b>Project Management for Non-Project Managers</b>		
	Addressing Stakeholder Conflicts	_pc_bi_pmbi008	3
	Anticipating and Solving Problems as a Project Champion	_pc_bi_pmbi007	5
	Controlling Project Cost	_pc_bi_pmbi010	3
	Ensuring Management Buy-in on a Project	_pc_bi_pmbi002	7

	Ethics and Risks: Why They Matter in Project Success	_pc_ch_pmch003	15
	Handling a Change Request	_pc_ch_pmch001	28
	Initiating and Planning a Project	proj_01_a03_bs_enus	120
	Managing a Project	proj_01_a04_bs_enus	150
	Managing Conflict in Project Teams	_pc_bi_pmbi003	8
	Managing Projects with No Direct Authority	_pc_bi_pmbi001	8
	Managing Scope on a Project	_pc_bi_pmbi004	7
	Managing Vendor Relationships	_pc_bi_pmbi006	4
	Mitigating Risks when Improving Processes	_pc_bi_pmbi011	5
	Portfolios, Programs, and Projects: What's the Difference?	_pc_bi_pmbi009	5
	Project Management Essentials	_pc_ch_lach041	15
	Project Management for Non-project Managers Simulation	PROJ001A	30
	Project Management Fundamentals	proj_01_a01_bs_enus	150
	Scope Definition Tools and Techniques	_pc_ch_pmch002	24
	Transitioning into a Project Management Role	proj_01_a02_bs_enus	180
	Troubleshooting and Closing the Project	proj_01_a05_bs_enus	120
	Weighing the Costs of Project Change	_pc_bi_pmbi005	4
<b>Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)</b>			
	Managing Procurements (PMBOK® Guide Fifth Edition)	proj_28_a02_bs_enus	120
	Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	proj_28_a01_bs_enus	90
<b>Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)</b>			
	Plan Quality Management (PMBOK® Guide Fifth Edition)	proj_24_a01_bs_enus	120
	Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	proj_24_a02_bs_enus	120
<b>Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)</b>			
	Identifying Project Risks (PMBOK® Guide Fifth Edition)	proj_27_a02_bs_enus	90
	Performing Risk Analysis (PMBOK® Guide Fifth Edition)	proj_27_a03_bs_enus	120
	Risk Management Planning (PMBOK® Guide Fifth Edition)	proj_27_a01_bs_enus	90
	Risk Response and Control (PMBOK® Guide Fifth Edition)	proj_27_a04_bs_enus	120
<b>Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)</b>			
	Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	proj_21_a02_bs_enus	90
	Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	proj_21_a03_bs_enus	90
	Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	proj_21_a01_bs_enus	120
<b>Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)</b>			
	Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	proj_29_a02_bs_enus	90
	Project Stakeholder Management (PMBOK® Guide Fifth Edition)	proj_29_a01_bs_enus	90
<b>Project Time Management (PMBOK® Guide - Fifth Edition-aligned)</b>			
	Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)	proj_22_a01_bs_enus	120
	Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	proj_22_a03_bs_enus	120
	Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	proj_22_a02_bs_enus	120
<b>Sales Curriculum</b>			
<b>Essential Selling Skills</b>			
	Aligning Your Business Case to Customer Priorities	_pc_ch_sach018	15
	Communicating a High-impact Business Case	_pc_bi_sabi019	9
	Demonstrating Business Acumen	_pc_ch_sach013	15
	Effective Cold Calling	_pc_bi_sabi007	8
	Effective Sales Coaching	_pc_ch_sach020	15
	Essential Selling Skills: Closing the Sale	sale_05_a03_bs_enus	60
	Essential Selling Skills: Mastering Cold Calling	sale_05_a01_bs_enus	60
	Essential Selling Skills: Qualifying Sales Prospects	sale_05_a02_bs_enus	60

	Getting Organized to Meet Your Sales Goals	_pc_ch_sach002	15
	Making Contact: Access Strategies	_pc_ch_sach007	15
	Making the Cold Call	_pc_bi_sabi020	10
	Managing a Sales Pipeline	_pc_ch_sach012	15
	Prompting Action through Focused Communication	_pc_bi_sabi014	5
	Regaining Your Customer's Trust	_pc_bi_sabi015	7
	Responding to Bad News	_pc_bi_sabi018	5
	Selling with Trust	_pc_ch_sach014	15
	Talking about the Competition	_pc_bi_sabi017	5
	Using Competitive Selling Skills	_pc_ch_sach016	15
<b>Field Sales Skills</b>			
	Don't Only Go for the Big Fish	_pc_bi_spbi009	5
	Using Persuasion Techniques to Boost Sales	_pc_bi_spbi018	10
<b>Sales Foundations</b>			
	Appealing to Prospects	_pc_bi_sabi012	5
	Building Momentum in Discovery Meetings	_pc_bi_sabi011	9
	Developing a Customer-focused Sales Approach	sale_01_a06_bs_enus	60
	Developing Strong Customer Relationships	sale_01_a04_bs_enus	60
	Don't Only Go for the Big Fish	_pc_bi_spbi009	5
	Get it Together: Organizing Your Sales Approach	_pc_bi_sabi002	5
	Getting Your Head around Pipeline Management	_pc_bi_sabi013	5
	Initiating Discovery Meetings	_pc_ch_sach001	15
	Introduction to Sales	sale_01_a01_bs_enus	60
	Preparing for Successful Sales	sale_01_a03_bs_enus	60
	Presentations That Get People Talking	_pc_bi_sabi003	5
	Prospecting Strategically	_pc_ch_sach011	15
	Responding to News of a Lost Sale	_pc_ch_sach017	15
	Strategic Sales Planning	sale_01_a02_bs_enus	60
	The Ethics of Gift Giving	_pc_bi_spbi014	6
	The Proof Is in the Proposal	_pc_ch_sach003	15
	Using Customer Knowledge to Advance Sales	_pc_ch_sach006	15
	Using Persuasion Techniques to Boost Sales	_pc_bi_spbi018	10
	Working within the Sales Culture of Your Organization	sale_01_a05_bs_enus	60
<b>Sales Management</b>			
	Planning Direct Mail to Generate Leads for Complex Sales	_pc_bi_spbi006	7
	Sales Support Roles for Better Customer Interaction	_pc_bi_spbi007	4
	Storming: Developing and Leading Your Sales Team	_pc_bi_spbi003	5
	The Ethics of Gift Giving	_pc_bi_spbi014	6
<b>Sales Negotiations</b>			
	Communicating Your Company's Value	_pc_ch_sach004	15
	Creating a Customer-focused Organization	_pc_ch_lach020	15
	Dealing with Negotiation Challenges	_pc_bi_sabi009	5
	Dealing with Questions, Objections, and Resistance	_pc_bi_sabi005	5
	Negotiating Contract Terms	_pc_ch_pach001	15
	Negotiating with Your Customer	_pc_ch_sach009	15
	Negotiation Skills for Sales Professionals: Preparing to Negotiate	sale_02_a01_bs_enus	60
	Negotiation Skills for Sales Professionals: Reaching Agreement	sale_02_a03_bs_enus	60
	Negotiation Skills for Sales Professionals: Value Exchange	sale_02_a02_bs_enus	60
	Talking Value with Your Customers	_pc_bi_sabi004	5
	Turning Obstacles into Opportunities	_pc_ch_sach005	15

<b>Solution Selling</b>			
	Connecting Customers and Solutions	_pc_bi_sabi008	5
	Managing Implementation Problems	_pc_bi_sabi010	5
	Preparing to Implement Solutions	_pc_ch_sach010	15
	Solution Selling: Creating New Opportunities	sale_03_a03_bs_enus	60
	Solution Selling: Mastering the Essentials	sale_03_a01_bs_enus	60
	Solution Selling: Meeting an Active Need	sale_03_a02_bs_enus	60
	Turning Potential Customers into Allies	_pc_ch_sach008	15
<b>Strategic Account Sales Skills</b>			
	Building Profitable Customer Relationships	_pc_bi_spbi017	6
	Crafting Sales Strategies	_pc_ch_spch002	15
	Performance Payout Plans	_pc_ch_spch004	15
	Planning for Effective Selling	_pc_bi_spbi004	3
	Pricing Strategy	_pc_ch_spch003	15
	Selling to Key Players	_pc_bi_spbi001	7
<b>Territorial Account Sales Skills</b>			
	Listening to Your Customers	_pc_bi_spbi002	5
<b>Strategic Planning Curriculum</b>			
<b>Business Law Essentials</b>			
	Business Law and Ethics	stgy_07_a02_bs_enus	60
	Business Law and the Manager's Responsibilities	stgy_07_a03_bs_enus	60
	Business Law Basic Concepts	stgy_07_a01_bs_enus	60
<b>Business Planning Essentials</b>			
	Business Planning Essentials: Performing Key Analyses	stgy_10_a02_bs_enus	60
	Business Planning Essentials: Preparing a Business Plan	stgy_10_a01_bs_enus	60
	Business Planning Essentials: Preparing for Implementation	stgy_10_a03_bs_enus	60
<b>Developing Strategic Thinking Acumen</b>			
	Competitive Awareness and Strategy	_pc_ch_lach022	15
	Developing the Capacity to Think Strategically	stgy_08_a01_bs_enus	60
	Developing the Strategic Thinking Skill of Seeing the Big Picture	stgy_08_a02_bs_enus	60
	Effective Critical Analysis of Business Reports	_pc_bi_pfb004	5
	External Consultants Can Help	_pc_ch_mgch004	15
	Returning to Core Competencies	_pc_bi_lsbi014	5
	Using Strategic Thinking Skills	stgy_08_a03_bs_enus	60
<b>IT Strategy Essentials</b>			
	IT Strategy Essentials: Business and IT Strategy Alignment	stgy_06_a01_bs_enus	60
	IT Strategy Essentials: Creating an IT Strategy Plan	stgy_06_a02_bs_enus	60
	IT Strategy Essentials: Implementing an IT Strategy	stgy_06_a03_bs_enus	60
<b>Leading and Implementing Sustainable Green Business Strategies</b>			
	Green Business: Implementing Sustainability Strategies	stgy_04_a03_bs_enus	120
	Green Business: Planning Sustainability Strategies	stgy_04_a02_bs_enus	120
	Introduction to Green Business and Sustainability	stgy_04_a01_bs_enus	120
<b>Moving From an Operational Manager to a Strategic Thinker</b>			
	Competitive Awareness and Strategy	_pc_ch_lach022	15
	Effective Critical Analysis of Business Reports	_pc_bi_pfb004	5
	External Consultants Can Help	_pc_ch_mgch004	15
	Leading Outside the Organization	_pc_bi_lsbi005	6
	Returning to Core Competencies	_pc_bi_lsbi014	5

<b>Risk Management</b>			
		Risk Management: Assessing Risk	stgy_09_a02_bs_enus 60
		Risk Management: Dealing with Risk	stgy_09_a03_bs_enus 60
		Risk Management: Identifying Risk	stgy_09_a01_bs_enus 60
<b>The Fundamentals of Globalization</b>			
		Evaluating Globalization Opportunities	_pc_ch_lach019 15
		Fundamentals of Globalization: Analyzing the Global Environment	stgy_05_a02_bs_enus 60
		Fundamentals of Globalization: Managing in a Global Environment	stgy_05_a04_bs_enus 60
		Managing Expatriates' Career Development	_pc_bi_mgbi011 7
		The Etiquette of Cross-cultural Gift Giving	_pc_bi_spbi015 5
		The Fundamentals of Globalization: Strategies for Globalization	stgy_05_a03_bs_enus 60
		The Fundamentals of Globalization: The Global Context	stgy_05_a01_bs_enus 60
<b>Team Building Curriculum</b>			
<b>Leading Teams</b>			
		Building and Leading Teams	_pc_ch_lach023 15
		Building Trust Incrementally	_pc_bi_lsbi004 4
		Choosing the Right Team Culture	_pc_ch_pfch006 15
		Developing Self-sufficient Teams	_pc_ch_mgch001 15
		Inspiring Your Team	_pc_bi_lsbi010 5
		Leading Teams: Building Trust and Commitment	team_03_a04_bs_enus 60
		Leading Teams: Dealing with Conflict	team_03_a07_bs_enus 60
		Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enus 60
		Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_enus 60
		Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_enus 60
		Leading Teams: Launching a Successful Team	team_03_a01_bs_enus 60
		Leading Teams: Managing Virtual Teams	team_03_a08_bs_enus 60
		Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_enus 60
		Managing Communications in a Virtual Team	_pc_bi_mgbi001 6
		Meeting Team Performance Challenges	_pc_ch_pach010 15
		Support Your Leader	_pc_bi_pfb010 5
<b>Optimizing Your Performance On a Team</b>			
		Being an Effective Team Member	team_02_a01_bs_enus 60
		Effective Team Communication	team_02_a04_bs_enus 60
		Elements of a Cohesive Team	team_02_a03_bs_enus 60
		Establishing Team Goals and Responsibilities	team_02_a02_bs_enus 60
		Power and Politics in Matrixed Teams	_pc_ch_mgch002 15
		Using Feedback to Improve Team Performance	team_02_a05_bs_enus 60