



COURSE DIRECTORY - LBL-Specific Catalog

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Capture Digital Video	en_US_15086_ng
Store Digital Video	en_US_15087_ng
Transfer Digital Video	en_US_15088_ng
Display of Digital Video	en_US_15090_ng
Sonic RecordNow! Deluxe	en_US_15109_ng
Ripping and Burning Digital Music	en_US_15113_ng

DESKTOP SKILLS COURSEWARE

MusicMatch Jukebox 8.2	en_US_15114_ng
Paint Shop Photo Album 5	en_US_15461_ng
Paint Shop Pro 9 - Introduction	en_US_15462_ng
Paint Shop Pro 9 – Enhancing Your Images ...	en_US_15463_ng
Paint Shop Pro Studio	en_US_15475_ng
Understanding Digital Printing	en_US_16186_ng

■ Financial Management

Money 2003 - Manage Your Finances	en_US_15004_ng
Basic Personal Finance	en_US_15043_ng
Managing Your Taxes Using TurboTax 2003	en_US_15045_ng
Quicken 2004 Deluxe - Managing Your Personal Finances.....	en_US_15047_ng
Microsoft Money 2004 Standard	en_US_15094_ng
Simplify Your Tax Preparation	en_US_15437_ng
Quicken 2005 Deluxe - Managing Your Personal Finances.....	en_US_15470_ng
QuickBooks Pro 2005 - Setting Up	en_US_15471_ng
QuickBooks Pro 2005 - Basic Accounting	en_US_15472_ng
Microsoft Money Standard 2005 - Managing Your Money.....	en_US_15474_ng
Quicken 2007 Deluxe	KN00015915_ng
QuickBooks Pro 2007: Fundamentals	KN00015916_ng
QuickBooks Pro 2007: Transactions and Reports.....	KN00015917_ng
QuickBooks Pro 2007: Centers, Lists, and Forms.....	KN00015918_ng
Microsoft Money 2007 Deluxe	KN00015919_ng
QuickBooks 2003 - Getting Started	en_US_15022_ng
QuickBooks 2003 - Basic Accounting	en_US_15023_ng

■ PC Security

Getting to Know McAfee SecurityCenter 2007	KN00015904_ng
McAfee Internet Security Suite 2007	KN00015905_ng

■ Desktop Publishing and Graphics

More with Microsoft Picture It! Photo Premium 9.0	en_US_15085_ng
Microsoft Picture It! Photo Premium 9.0	en_US_15105_ng
Paint Shop Pro 8 Part 1 - Getting Started	en_US_15017_ng
Paint Shop Pro 8 Part 2 - Working with Images	en_US_15018_ng

■ Office Productivity

Microsoft Works Suite 2006 - Creating Documents.....	en_US_15816_ng
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Microsoft Works Suite 2006 – Creating Spreadsheets.....	en_US_15817_ng
Microsoft Works Suite 2006 - Creating Databases.....	en_US_15818_ng
WordPerfect Office 12 - WordPerfect	en_US_15805_ng
WordPerfect Office 12 - Quattro Pro	en_US_15806_ng
WordPerfect Office 12 - Presentations	en_US_15807_ng

■ PC & Internet Basics

Introduction to Computers and Microsoft Windows Vista.....	KN00015910_ng
Troubleshooting Basics for Your Microsoft Windows Vista PC	KN00015911_ng

NETG DESKTOP

MICROSOFT DESKTOP APPLICATIONS

■ Microsoft Office XP

Microsoft Word 2002 Fundamentals	en_US_74020_ng
Microsoft Word 2002 Proficient User	en_US_74021_ng
Microsoft Word 2002 Expert User	en_US_74022_ng
Microsoft Excel 2002 Fundamentals	en_US_74030_ng
Microsoft Excel 2002 Expert User	en_US_74032_ng
Microsoft PowerPoint 2002 Proficient User ...	en_US_74041_ng
Microsoft PowerPoint 2002 Expert User	en_US_74042_ng

■ Microsoft Office 2007

Microsoft Office Access 2007: Exploring the Basics	KN00076050_ng
Microsoft Office Access 2007: Beyond the Basics	KN00076051_ng
Microsoft Office PowerPoint 2007: Exploring the Basics	KN00076041_ng
Microsoft Office PowerPoint 2007: Beyond the Basics	KN00076042_ng
Microsoft Office Outlook 2007: Exploring the Basics	KN00076070_ng
Microsoft Office Outlook 2007: Beyond the Basics	KN00076071_ng
Microsoft Office Word 2007: Exploring the Basics	KN00076022_ng
Microsoft Office Word 2007: Beyond the Basics	KN00076023_ng
Microsoft Excel 2007: Exploring the Basics ...	KN00076030_ng
Microsoft Excel 2007: Beyond the Basics	KN00076031_ng

NETG DESKTOP

DESKTOP SKILLS COURSEWARE

PC FUNDAMENTALS

■ Internet Explorer

Windows Internet Explorer 7: Advanced
Features KN00074007_ng

NETG DESKTOP

SAP DESKTOP APPLICATIONS

■ SAP

EnjoySAP What's New in Release 4.6 en_US_13472_ng
mySAP.com - Overview en_US_13740_ng
SAP R/3 4.6 Purchaser en_US_13829_ng
SAP R/3 4.6 Shipping Employee en_US_13830_ng
SAP R/3 4.6 AP Accountant en_US_13832_ng
SAP R/3 4.6 Financial Accountant en_US_13833_ng
SAP R/3 4.6 SD Customer Service
Representative en_US_13835_ng
SAP Customer Relationship Management (CRM) en_US_13996_ng

NETG DESKTOP

MICROSOFT

■ Windows Internet Explorer 7

Windows Internet Explorer 7: Advanced
Features KN00074007_ng

BUSINESS STRATEGY AND OPERATIONS

BUSINESS LAW

■ **Fundamentals of Business Law**

A Manager's Introduction to Business LawLAW0101
 Contracts in Commercial TransactionsLAW0102
 Employment and Labor LawLAW0103
 American Business Formations in the 21st CenturyLAW0104
 Intellectual Property and Proprietary RightsLAW0105
 Lawsuits and NegotiationsLAW0106

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ **Managing Customer-Driven Process Improvement**

Why Customer Driven?OPER0121
 Identifying What the Customer WantsOPER0122
 Translating Requirements into Process GoalsOPER0123
 Understanding ProcessesOPER0124
 Implementing ImprovementsOPER0125
 Managing Process ImprovementsOPER0126
 Managing Customer-Driven Process Improvement Simulation.....OPER0120

■ **Six Sigma Foundations**

Six Sigma Introduction: ReplacedOPER0131
 Final Exam: Six Sigma FoundationsFE0001_eng

■ **Six Sigma Team Implementation**

Six Sigma: Reducing Variation to Improve Quality.....OPER0141
 Six Sigma: Listening to the Voice of the CustomerOPER0142
 Six Sigma DMAIC: Defining the ProblemOPER0143
 Six Sigma DMAIC: Measuring the ProcessOPER0144
 Six Sigma DMAIC: Analyzing the DataOPER0145
 Six Sigma DMAIC: Analyzing the ProcessOPER0146
 Six Sigma DMAIC: Improving the ProcessOPER0147

Six Sigma DMAIC: Controlling the Improved ProcessOPER0148
 Six Sigma Team ImplementationBLTOP014
 Final Exam: Six Sigma Team ImplementationFE0002_eng

■ **Lean Manufacturing**

Lean LogicOPER0151
 Lean ValueOPER0152
 Lean TechniquesOPER0153
 Lean StrategiesOPER0154
 Final Exam: Lean ManufacturingFE0003_eng

■ **Six Sigma Black Belt: Deployment**

Six Sigma and the Corporate EnterpriseOPER0161
 Leadership in Six SigmaOPER0162
 Organizational Goals and ObjectivesOPER0163
 History of Organizational Improvement and the Foundations of Six Sigma.....OPER0164
 Overview of Business Process ManagementOPER0165
 The Importance of Metrics to Six SigmaOPER0166
 Final Exam: Six Sigma Black Belt: DeploymentFE0018_eng

■ **Six Sigma Black Belt: The Define Phase**

Define the Six Sigma OpportunityOPER0171
 The Six Sigma Project Charter and PlanOPER0172
 Six Sigma Team LeadershipOPER0173
 Six Sigma Team Dynamics and PerformanceOPER0174
 The Six Sigma Change AgentOPER0175
 Six Sigma Management and Planning ToolsOPER0176
 Six Sigma and the Voice of the CustomerOPER0177
 Six Sigma and Critical Customer RequirementsOPER0178
 Defining and Mapping the Six Sigma ProcessOPER0179
 Scoping the Six Sigma ProjectOPER0181
 Final Exam: Six Sigma Black Belt: The Define PhaseFE0019_eng

■ **Six Sigma Black Belt: The Measurement Phase**

Process Analysis and DocumentationOPER0191
 Probability and StatisticsOPER0192
 Collecting and Summarizing DataOPER0193
 Properties and Applications of Probability Distributions.....OPER0194
 Measurement SystemsOPER0195
 Analyzing Process CapabilityOPER0196
 Calculating Process CapabilityOPER0197

Final Exam: Six Sigma Black Belt: The Measurement PhaseFE0021_eng

■ Six Sigma Black Belt: The Improve Phase

Design of Experiments (DOE)OPER0211
 Design and AnalysisOPER0212
 Taguchi and Quality ImprovementOPER0213
 Experimenting for Process ImprovementOPER0214
 Final Exam: Six Sigma Black Belt: The Improve PhaseFE0023_eng

■ Six Sigma Black Belt: The Control Phase

Six Sigma--Statistical Process ControlOPER0221
 Control Charts and the Pre-control ProcessOPER0222
 Six Sigma--Lean Tools for ControlOPER0223
 Six Sigma--Measurement System Re-analysisOPER0224
 Final Exam: Six Sigma Black Belt: The Control Phase.....FE0024_eng

■ Six Sigma Black Belt: The Analyze Phase

Exploratory Data AnalysisOPER0251
 Hypothesis TestingOPER0252
 Tracking and Reporting Progress using Project Professional 2003OPER0253
 Variance, Contingency Tables, and Nonparametric Tests.....OPER0254
 Final Exam: Six Sigma Black Belt: The Analyze PhaseFE0022_eng

■ Six Sigma Black Belt: The Lean Enterprise

Lean Concepts oper_01_a01_bs_enus
 Non-value-added Steps and Tasks oper_01_a02_bs_enus
 Lean Tools oper_01_a03_bs_enus
 Total Productive Maintenance oper_01_a04_bs_enus
 Final Exam: Six Sigma Black Belt: The Lean Enterprise.....FE0025_eng

■ Six Sigma Black Belt: Design for Six Sigma Black Belt

Quality Function Deployment (QFD) oper_02_a01_bs_enus
 Robust Design and Process oper_02_a02_bs_enus
 Failure Mode and Effect Analysis oper_02_a03_bs_enus
 Design for X (DFX) oper_02_a04_bs_enus
 Special Design Tools oper_02_a05_bs_enus
 Final Exam: Six Sigma Black Belt: Design for Six Sigma Black Belt.....FE0027_eng

■ Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment

Lean and Six Sigmaoper_11_a01_bs_enus
 Six Sigma Projects and the Black Belt Role oper_11_a02_bs_enus
 Six Sigma Leadership and Change Management oper_11_a03_bs_enus

■ Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures

Critical Requirements and Benchmarking for Six Sigmaoper_12_a01_bs_enus
 Business Performance and Financial Measures in Six Sigmaoper_12_a02_bs_enus

■ Six Sigma Black Belt (2007 BOK): Team Management

Forming Project Teams for Six Sigmaoper_13_a01_bs_enus
 Motivation and Communication in Six Sigma Teamsoper_13_a02_bs_enus
 Managing Six Sigma Team Performance .oper_13_a03_bs_enus

■ Six Sigma Black Belt (2007 BOK): Define

Using Voice of the Customer in Six Sigma oper_14_a01_bs_enus
 Developing Project Charters and Tracking Six Sigma Projects.....oper_14_a02_bs_enus

■ Six Sigma Black Belt - The Measurement Phase (ASQ-aligned)

Process Characteristics for Six Sigmaoper_15_a01_bs_enus
 Data Collection and Measurement in Six Sigma oper_15_a02_bs_enus
 Six Sigma Measurement Systemsoper_15_a03_bs_enus
 Basic Statistics and Graphical Methods for Six Sigmaoper_15_a04_bs_enus
 Probability for Six Sigmaoper_15_a05_bs_enus
 Process Capability for Six Sigmaoper_15_a06_bs_enus

■ Six Sigma Black Belt - The Analyze Phase (ASQ-aligned)

Correlation and Regression Analysis in Six Sigmaoper_16_a01_bs_enus
 Multivariate Analysis and Attribute Data Analysis in Six Sigmaoper_16_a02_bs_enus
 Hypothesis Testing Concepts and Tests for Means in Six Sigma.....oper_16_a03_bs_enus
 Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma.....oper_16_a04_bs_enus
 Nonparametric Tests in Six Sigma Analysis oper_16_a05_bs_enus

■ **Six Sigma Black Belt - The Improve Phase (ASQ-aligned)**

Improvement Methods and Implementation
 Issues in Six Sigma oper_17_a03_bs_enus

■ **Six Sigma Black Belt - Design for Six Sigma (DFSS) Framework and Methodologies (ASQ-aligned)**

Common DFSS Methodologies and Design for X oper_19_a01_bs_enus

■ **Six Sigma: Champion Training**

Introduction to Six Sigma for Champions oper_03_a01_bs_enus
 Six Sigma Process Improvement oper_03_a02_bs_enus
 Six Sigma Projects and Project Teams oper_03_a03_bs_enus
 Managing and Deploying Six Sigma oper_03_a04_bs_enus

■ **Certified Manager of Quality/Organizational Excellence**

Leadership oper_04_a01_bs_enus
 Team Dynamics oper_04_a02_bs_enus
 Developing and Deploying Strategic Plans oper_04_a03_bs_enus
 Managerial Skills and Abilities oper_04_a04_bs_enus
 Communication Skills and Project Management oper_04_a05_bs_enus
 Quality Systems, Models, and Theories ... oper_04_a06_bs_enus
 Problem-Solving and Process Management Tools oper_04_a07_bs_enus
 Measurement: Assessment and Metrics ... oper_04_a08_bs_enus
 Customer-Focused Management oper_04_a09_bs_enus
 Supply Chain Management oper_04_a10_bs_enus
 Training and Development oper_04_a11_bs_enus

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

Six Sigma and Lean in the Organization . oper_05_a01_bs_enus
 Design for Six Sigma in the Organization oper_05_a02_bs_enus

■ **Six Sigma Green Belt: Define**

Processes and Customer Analysis in Six Sigma
 Projects oper_06_a01_bs_enus
 Basics of Six Sigma Projects and Teams . oper_06_a02_bs_enus
 Tools for Planning and Managing Six Sigma
 Project Opportunities oper_06_a03_bs_enus
 Using Six Sigma Analysis Tools and Metrics
 for Project Decisions..... oper_06_a04_bs_enus

■ **Six Sigma Green Belt: Measure**

Modeling and Analyzing Processes in Six
 Sigma oper_07_a01_bs_enus
 Statistics and Probability in Six Sigma oper_07_a02_bs_enus
 Data Classification and Collection in Six
 Sigma oper_07_a03_bs_enus
 Summarizing and Presenting Data in Six Sigma oper_07_a04_bs_enus
 Probability Distributions and Measurement
 Systems Analysis in Six Sigma oper_07_a05_bs_enus
 Measuring Process Capability and Performance
 in Six Sigma oper_07_a06_bs_enus

■ **Six Sigma Green Belt: Analyze**

Exploratory Data Analysis in Six Sigma ..oper_08_a01_bs_enus
 Introduction to Hypothesis Testing and
 Testing for Means in Six Sigma oper_08_a02_bs_enus
 Hypothesis Tests for Variances, Proportions,
 ANOVA, and Chi-Square in Six Sigma oper_08_a03_bs_enus

■ **Six Sigma Green Belt: Improve and Control**

Design of Experiments and Validation of
 Solutions in Six Sigma oper_09_a01_bs_enus
 Statistical Process Control and Control
 Plans in Six Sigma..... oper_09_a02_bs_enus
 Using Basic Control Charts in Six Sigma .oper_09_a03_bs_enus

■ **Six Sigma Foundations**

Introduction to Six Sigmaoper_10_a01_bs_enus

■ **Logistics Management**

Overview of Logistics Management OPER0321
 Inventory Management OPER0322
 Supply Chain Logistics Management OPER0323

■ **ISO 9000:2000 Overview**

The Who, What & Why of ISO 9000:2000 OPER0401
 Building a Quality Management System OPER0402
 Quality-minded Management OPER0403
 Customer Satisfaction Through Resource
 Management..... OPER0404
 Processes for Quality Products and Services OPER0405
 Continual Quality Improvement OPER0406
 Steps for Successful ISO Registration OPER0407
 Transitioning from ISO 9000:1994 to ISO
 9001:2000..... OPER0408

■ Supply Chain Management

The Fundamentals of Supply Chain Management	OPER0501
Supply Chain Management Strategies	OPER0502
Supply Chain Planning and Inventory Management	OPER0503
Supply Chain Management and e-Business	OPER0504
Supply Chain Transportation and Facility Design	OPER0505

■ Mentoring Asset

Mentoring Six Sigma Green Belt (SSGB)	mnttssgb
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■ Test Prep

TestPrep Six Sigma Green Belt Certification (SSGB)	TPSSGB_ENG
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BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

■ Moving From an Operational Manager to a Strategic Thinker

Thinking Strategically	stgy_01_a01_bs_enus
Sustaining Competitive Advantage	stgy_01_a02_bs_enus
The Imperatives of Innovation and Leadership in Strategy	stgy_01_a03_bs_enus
Planning and Implementing a Business Strategy	stgy_01_a04_bs_enus
Moving from an Operational Manager to a Strategic Thinker Simulation	STGY001A

■ Strategic IT Planning

Setting the Stage for IT Success	STGY0221
Strategic Decision Making	STGY0222
IT Challenges: Present and Future	STGY0223
Strategic IT Planning Simulation	STGY0220

■ The Fundamentals of Globalization

Globalization and Our Changing World	STGY0351
Globalization and Your Company	STGY0352
The Process of Globalizing a Product or Service	STGY0353
Managing from a Global Viewpoint	STGY0354

■ Systems Thinking in the 21st Century

What is Systems Thinking?	STGY0401
Building a Healthy System	STGY0402
Systems-thinking Models and Thinking Skills	STGY0403
System Archetypes	STGY0404
Redesigning Your Organization: Part I	STGY0405
Redesigning Your Organization: Part II	STGY0406
Taking Systems Thinking into Your Personal Life	STGY0407

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ Strategic Marketing in Action

Elements of Marketing Strategy	MKT0201
Analyzing the Market	MKT0202
Competitive Factors in Strategic Marketing	MKT0203
Writing a Marketing Plan: Phase 1	MKT0204
Writing the Marketing Plan: Creative Strategy	MKT0205
Creating a Marketing Campaign	MKT0206
Marketing Management	MKT0207
Financial Analysis for Successful Marketing	MKT0208

■ Strategic Brand Management

Introduction to Brand Management	MKT0211
Building Brand Equity	MKT0212
Managing the Creative Elements of Brand	MKT0213
Promoting Your Brand to Consumers	MKT0214
Evaluating Brand Effectiveness	MKT0215
Managing and Maintaining Brand Equity	MKT0216

■ Online Branding Strategy

Introduction to Online Branding	MKT0221
The Online Branding Environment	MKT0222
Strategies for Building an Online Brand	MKT0223

■ Competitive Marketing Strategies

Competitive Strategies for a New Marketplace	MKT0231
Surpassing the Competition	MKT0232

■ Product Management Essentials

Introduction to Product Management	MKT0241
Developing a New-product Strategy	MKT0242
Pricing and Profitability for Product Managers	MKT0243

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE & ACCOUNTING CURRICULUM

■ Fundamental Finance for non-Finance Professionals

The Principles of Financial Management ... fin_01_a01_bs_enus	
The Basics of Budgeting	fin_01_a02_bs_enus
Management of Cash Flows	fin_01_a03_bs_enus
Financial Statements	fin_01_a04_bs_enus

■ Accounting 101

Accounting Fundamentals	FIN0121
Accrual Accounting Procedures	FIN0122
Accounting Systems and Closing Activities	FIN0123
Accounting for Cash Control	FIN0124
Accounting for Merchandising Businesses	FIN0125
Final Exam: Accounting 101	FE0004_eng

■ Finance Fundamentals for non-Finance Professionals

Principles of Financial Management: Replaced	FIN0151
Basics of Budgeting: Replaced	FIN0152
Managing Cash Flows: Replaced	FIN0153
Understanding Financial Statements: Replaced	FIN0154

■ Practical Budgeting Skills for Business

Creating and Analyzing an Operating Budget	FIN0161
The Ins and Outs of Capital Budgeting	FIN0162
Effective Budget Management	FIN0163

■ Advanced Business Finance

Introduction to Advanced Finance	FIN0211
Investment Project Analysis and Selection	FIN0212
Raising Capital and Financing Decisions	FIN0213
Managing Working Capital	FIN0214

Corporate Restructuring	FIN0215
Financial Risk Management	FIN0216
International Finance	FIN0217
Final Exam: Advanced Business Finance	FE0005_eng

■ Accounting 102

Accounting for Partnerships	FIN0221
Accounting for Corporations	FIN0222
Analyzing Cash Flow Statements	FIN0223
Master Budgets	FIN0224
Final Exam: Accounting 102	FE0006_eng

■ Auditing: A Practical Approach

Introduction to Auditing	FIN0231
Introduction to Internal Auditing	FIN0232
Principles of Internal Auditing	FIN0233
Introduction to External Auditing	FIN0234
Principles of External Auditing	FIN0235

■ Managerial Accounting

Overview of Managerial Accounting	FIN0241
Managerial Decisions and Capital Budgeting	FIN0242
Managing for Asset Control	FIN0243
Cost Accounting Decisions	FIN0244

■ Using Financial Statements (co-Developed with Wharton)

Components of Financial Statements	FIN0252
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FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

■ The Effective Administrative Support Professional

Getting Started--The Administrative Support Professional	ADM0101
Overview to Effective Business Communication	ADM0102
Using Effective Business Communication	ADM0103
Administrative Functions	ADM0104
Advancing Your Administrative Career	ADM0105
Effective Administrative Support Professional Simulation.....	ADM0100

■ Advanced Skills for Administrative Support Professionals

Behavior: Putting Your Best Foot Forward	ADM0111
Managing Yourself and Those Around You	ADM0112
Partnering with Your Boss	ADM0113
Communicating with Power and Confidence	ADM0114
Advanced Administrative Support Simulation	ADM0110

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

KNOWLEDGE MANAGEMENT

■ Knowledge Management Fundamentals

The Art of Knowledge Management	KNOW0101
Knowledge as Capital	KNOW0102
Putting Knowledge to Work	KNOW0103
Managing Knowledge Workers	KNOW0104
Being a Knowledge Activist	KNOW0105
Final Exam: Knowledge Management Fundamentals.....	FE0008_eng

■ The 21st Century Learning Curve

Knowledge as Strategy: Performance Improvement.....	KNOW0111
The Power of the Learning Organization	KNOW0112
The Potential of Self-directed Learning	KNOW0113
Benchmarking for Best Practices	KNOW0116
Implementing and Evaluating Self-directed Learning.....	KNOW0114
Performance Support	KNOW0115

■ Achieving Measurable Performance Impact from Training

Training for Business Results	KNOW0301
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FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ Managing Diversity in the Workplace

The Reasons Why Diversity Matters	hr_02_a01_bs_enus
Changing Corporate Culture	hr_02_a02_bs_enus
Planning a Diversity Initiative	hr_02_a03_bs_enus
Diversity: the Future	hr_02_a04_bs_enus

Managing Diversity in the Workplace Simulation	HR002A
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■ Effective Hiring and Interviewing

What to Consider When Hiring	hr_03_a01_bs_enus
Interviewing Effectively	hr_03_a02_bs_enus
Choosing the Best Applicant	hr_03_a03_bs_enus
Effective Hiring and Interviewing Simulation	HR003A

■ HRCI Senior Professional in Human Resources (SPHR)

HR's Strategic Role in the Organization (HRCI/SPHR - 2007-aligned)	hr_04_a01_bs_enus
Management of the HR Process (HRCI/SPHR - 2007-aligned)	hr_04_a02_bs_enus
Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR - 2007-aligned).....	hr_04_a03_bs_enus
Strategic Approaches to Human Resource Development (HRCI/SPHR - 2007-aligned)	hr_04_a04_bs_enus
Strategic Approaches to Total Rewards (HRCI/SPHR - 2007-aligned)	hr_04_a05_bs_enus
Strategic Approaches to Labor Relations (HRCI/SPHR - 2007-aligned)	hr_04_a06_bs_enus
Strategic Approaches to Risk Management (HRCI/SPHR - 2007-aligned)	hr_04_a07_bs_enus
Final Exam: HRCI/SPHR (Senior Professional Human Resource).....	FE0028_eng

■ HRCI Professional in Human Resources (PHR)

Human Resources Fundamentals (HRCI/PHR - 2007-aligned)	HR0261
Strategic Management (HRCI/PHR - 2007-aligned)	HR0262
Affirmative Action and the EEO (HRCI/PHR - 2007-aligned)	HR0263
Employment Management (HRCI/PHR - 2007-aligned)	HR0264
Recruiting and Selecting Candidates (HRCI/PHR - 2007-aligned).....	HR0265
Offers, Contracts, and Exit from the Organization (HRCI/PHR - 2007-aligned)	HR0266
Developing Employees (HRCI/PHR - 2007-aligned)	HR0267
Developing Human Resources (HRCI/PHR - 2007-aligned)	HR0268
Compensating Employees (HRCI/PHR - 2007-aligned)	HR0269
Programs to Benefit Employees (HRCI/PHR - 2007-aligned)	HR0271

BUSINESS SKILLS COURSEWARE

Employment Relations (HRCI/PHR - 2007-aligned).....	HR0272
Sexual Harassment at Work (HRCI/PHR - 2007-aligned).....	HR0273
Non-Unionized Workplaces (HRCI/PHR - 2007-aligned).....	HR0274
Unionized Workplaces (HRCI/PHR - 2007-aligned).....	HR0275
Health and Safety in the Workplace (HRCI/PHR - 2007-aligned)	HR0276
Risk Assessment and Prevention (HRCI/PHR - 2007-aligned).....	HR0277

■ Behavioral Interviewing

Building a Firm Foundation	HR0211
Screening Applicants	HR0212
Preparing for the Behavioral Interview	HR0213
Conducting the Behavioral-based Interview	HR0214
Preparing as the Interviewee	HR0215
Experiencing the Behavioral-based Interview	HR0216
Behavioral Interviewing Simulation	HR0210

■ Recruiting & Retention Strategies for the Tight Labor Market

Recruiting for the 21st Century: The Market	HR0221
Recruiting for the 21st Century: Strategies	HR0222
Recruiting Successfully	HR0223
Online Recruiting	HR0224
Facilitating Effective Hiring	HR0225
Retention	HR0226

■ HRCI/SPHR (Senior Professional Human Resource)

Workforce Planning and Employment Strategies hr_01_a03_bs_enus	
Strategic Human Resource Development hr_01_a04_bs_enus	
Employee and Labor Relations Strategies ... hr_01_a06_bs_enus	

■ Test Preps

TestPrep Professional in Human Resources (PHR) 2007-aligned.....	TPPHR05ED_ENG
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FINANCE, HUMAN RESOURCES AND ADMINISTRATION

MENTORING ASSETS

■ Mentoring Assets

Mentoring Professional in Human Resources (PHR)	mntphr05ed
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MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ Effectively Managing Top Performers

Managing and Rewarding Top Performers mgmt_01_a01_bs_enus	
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■ Advanced Management Skills

Managing in a Global Business Environment mgmt_02_a01_bs_enus	
Managing Cross-Functions	mgmt_02_a02_bs_enus
Managing for High Performance	mgmt_02_a03_bs_enus
Managing Managers	mgmt_02_a04_bs_enus
Managing Upward Relationships	mgmt_02_a05_bs_enus
Advanced Management Skills Simulation	MGMT002A

■ Moving into Management

Taking on a Management Role	mgmt_03_a01_bs_enus
Becoming a Manager: Responsibilities and Fears	mgmt_03_a02_bs_enus
Becoming a Manager: Leading and Communicating	mgmt_03_a03_bs_enus
A New Manager and the Company's Future mgmt_03_a04_bs_enus	
Moving into a Management Role Simulation	MGMT003A
Leadership and Management Simulation	MGMT003B

■ Crucial Skills for Tomorrow's Managers

Tomorrow's Managers' Competencies	mgmt_04_a01_bs_enus
Tomorrow's Managers' Development Tools mgmt_04_a02_bs_enus	
Managing as Coach and Counselor	mgmt_04_a03_bs_enus
Managing as Project Champion	mgmt_04_a04_bs_enus
A Primer for Ensuring Accountability	mgmt_04_a05_bs_enus
Crucial Skills for Tomorrow's Managers Simulation	MGMT004A

■ Problem Performance Management

Problem Performance Prevention	mgmt_05_a01_bs_enus
Problem Performance Identification	mgmt_05_a02_bs_enus
Problem Performance Improvement	mgmt_05_a03_bs_enus
Addressing Problem Performance	mgmt_05_a04_bs_enus
Avoiding Problem Performance Simulation	MGMT005A
Dealing with Problem Performance Simulation	MGMT005B

■ Using Change Process to Support Employees

Starting the Change Process mgmt_06_a01_bs_enus
 Managing the Change Process mgmt_06_a02_bs_enus
 Integrating Change in Your Organization mgmt_06_a03_bs_enus
 Using Change Process to Support Employees
 Simulation.....MGMT006A
 Using Change Process to Support Teams
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PROJECT EFFECTIVENESS

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PROJECT EFFECTIVENESS

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Making Teams Work: Capitalizing on Conflict

Team Conflict: The Seeds of Dissent TEAM0211
 Analyzing Workplace War Zones TEAM0212
 Getting Past Clashes: Valuing Team Diversity TEAM0213
 Conquering Conflict through Communication TEAM0214
 The Path to Peace and Harmony TEAM0215
 Manager's Performance Guide - Team Conflict Skills..... TEAM0216
 Making Teams Work Simulation TEAM0210

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP™)

Core Concepts in Business Analysiscons_01_a01_bs_enus
 Enterprise Analysis and Making a Business Casecons_01_a02_bs_enus
 Introduction to Requirements Planningcons_01_a03_bs_enus
 Requirements Planning and Management cons_01_a04_bs_enus
 Eliciting Requirementscons_01_a05_bs_enus
 Analyzing Requirements Using Models ...cons_01_a06_bs_enus
 Refining and Documenting Requirements cons_01_a07_bs_enus
 Communicating and Implementing Requirements cons_01_a08_bs_enus

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

■ Field Sales Skills

Field Sales Foundations	SALE0101
Planning Your Field Sales Approach	SALE0102
Applying Your Field Sales Approach	SALE0103
Completing Your Field Sales Approach	SALE0104
Field Sales Skills Simulation	SALE0100
Field Sales Skills Blended Learning Toolkit	BLTSA010

■ Territorial Account Sales Skills

The Territorial Account Sales Approach	SALE0111
Understanding Your Target Customer's Business	SALE0112
Effectively Using Customer-focused Research Meetings	SALE0113
Gaining Access to Key Personnel at Your Target Accounts	SALE0114
Delivering High-impact Territorial Account Sales (TAS) Presentations	SALE0115
Territorial Account Sales Skills Simulation	SALE0110

■ Inside Sales Skills

Preparing for Outbound Sales Calls	SALE0121
Initiating Outbound Sales Calls	SALE0122
Completing Outbound Sales Calls	SALE0123
Preparing for Inbound Sales Calls	SALE0124
Completing Inbound Sales Calls	SALE0125
Inside Sales Skills Simulation	SALE0120
Inside Sales Skills Blended Learning Toolkit	BLTSA012

■ Strategic Account Sales Skills

The Strategic Account Sales Approach	SALE0131
Understanding Your Customer	SALE0132
Conducting Effective Sales Research Meetings	SALE0133
Working with Your Customer's Key Players	SALE0134
Delivering High-Impact Sales Presentations	SALE0135
Strategic Account Sales Skills Simulation	SALE0130
Strategic Account Sales Skills	BLTSA013

■ Sales Team Management

Building a Winning Sales Team	SALE0151
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Using Business Tools to Manage Sales Teams	SALE0152
Motivating a Winning Sales Team	SALE0153
Communicating in Sales Teams	SALE0154
Sales Team Management Simulation	SALE0150

■ Selling at the Executive Level

Prepare for Success	SALE0221
Strategic Planning	SALE0222
Progressing through the Complex Sale	SALE0223
Presenting Your Proposition	SALE0224
Negotiating to Mutual Benefit	SALE0225
From Executive-level Sale to Strategic Partnership	SALE0226
Preparing for the Executive-level Sale Simulation	SALE0220
Progressing through the Complex Sale Simulation	SALE022S
Closing Executive-level Sales Simulation	SALE022T
Selling at the Executive Level Blended Learning Toolkit	BLTSA022

■ SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy

The Profession of Selling	SALE0401
Professional Selling in the Knowledge Economy	SALE0402
Professional Selling in the Knowledge Economy Simulation	SALE0400

■ SalesUniversity Sales Math 101: Developing a Sales Plan for Success

Sales Math 101: Developing a Sales Plan for Success	SALE0411
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■ SalesUniversity Sales Manufacturing: A Success Model

Sales Manufacturing (TM): Identifying Sales Opportunities	SALE0421
Sales Manufacturing (TM): Sales Production	SALE0422
Sales Manufacturing: Opportunity Development Simulation	SALE0420

■ SalesUniversity Communication 101

Sales Communications Foundations	SALE0431
Sales Communications Essentials	SALE0432
Telesales Communications	SALE0433
Sales Communication Techniques Simulation	SALE0430

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

Customer Support, Professionalism

The Customer Support Specialist (CSS) ... cust_01_a01_bs_enus
 Support Center Services cust_01_a02_bs_enus
 Establishing Team and Customer Relationships cust_01_a03_bs_enus
 Customer Support Specialist Professionalism
 Simulation..... CUST001A

Customer Support, Skills

Interacting with the Customer cust_02_a01_bs_enus
 Effective Communication Skills cust_02_a02_bs_enus
 Managing Conflict, Stress, and Time cust_02_a03_bs_enus
 Customer Support Specialist Simulation CUST002A

Customer Support, Process

Customer Service Procedures cust_03_a01_bs_enus
 Managing the Quality of the Customer Support
 Service Center cust_03_a02_bs_enus
 Management Tools and Metrics cust_03_a03_bs_enus

Excelling at Customer Service

Corporate Culture: Building the Service
 Foundation..... cust_05_a01_bs_enus
 The Fundamentals of Exceptional Customer
 Service cust_05_a02_bs_enus
 The Customer's Voice cust_05_a03_bs_enus
 Advancing Service Expertise cust_05_a04_bs_enus
 Customers, Confrontation and Conflict cust_05_a05_bs_enus
 Overcoming Difficult Service Situations .. cust_05_a06_bs_enus
 The EXCEL Acronym: Instilling Service
 Excellence..... cust_05_a07_bs_enus
 Service Teams and Service Stars cust_05_a08_bs_enus
 Excel at Customer Service Simulation CUST005A
 Providing Customer Service Simulation CUST005B

Customer Service Representative, Professionalism

The Customer Service Representative (CSR) cust_06_a01_bs_enus
 Support Center Services and Work Environment
 In cust_06_a02_bs_enus
 Team and Customer Relationships cust_06_a03_bs_enus

Customer Service Representative, Skills

Customer Interactions cust_07_a01_bs_enus
 Communication Skills cust_07_a02_bs_enus
 Conflict, Stress, and Time Management ... cust_07_a03_bs_enus

Customer Service Representative, Process

Customer Service Processes and Procedures cust_08_a01_bs_enus
 Quality in a Support Center cust_08_a02_bs_enus
 Support Center Tools, Technologies and
 Metrics cust_08_a03_bs_enus
 Dealing with Irrational Customers and
 Escalating Complaints..... cust_08_a04_bs_enus

How to Excel at Customer Service

Building the Service Foundation: Corporate
 Culture: Replaced..... CUST0101
 Fundamentals of Exceptional Customer
 Service: Replaced..... CUST0102
 The Voice of the Customer: Replaced CUST0103
 Advancing Your Service Expertise: Replaced CUST0104
 Customers, Conflict and Confrontation:
 Replaced..... CUST0105
 Overcoming Challenging Service Situations:
 Replaced..... CUST0106
 Instilling Service Excellence: the EXCEL
 Acronym: Replaced..... CUST0107
 Service Stars and Service Teams: Replaced CUST0108
 Excelling at Customer Service Simulation:
 Replaced..... CUST0100
 Customer Service Simulation: Replaced CUST010S
 How to Excel at Customer Service BLTCU010

Frontline Call Center Skills

The Call Center Industry CUST0111
 Call Center Communication Skills CUST0112
 Call Center Customer Service CUST0113
 Call Center Telephone Sales CUST0114
 Frontline Call Center Skills Simulation CUST0110

Measuring Customer Satisfaction

Discovering What Your Customers Want CUST0131
 Developing Customer Satisfaction Surveys CUST0132
 Customer Satisfaction: Analysis and
 Implementation..... CUST0133
 Measuring Customer Satisfaction Simulation CUST0130

Internal Customer Service

Excellence in Internal Customer Service	CUST0141
Working With Internal Customers	CUST0142
Overcoming Internal Customer Service Problems	CUST0143
Internal Customer Service: Conflict and Complaints Simulation	CUST0140

Internal Customer Service Agent Skills

The Customer Service Agent in Action	CUST0151
Professional Skills for Customer Service Agents	CUST0152
Managing Challenges in Customer Service	CUST0153
Cross-selling in a Customer Service Call	CUST0154
Customer Service Agent Skills Simulation	CUST0150

Technical Support Agent Skills

The Contact Center and Technical Support Agent	CUST0161
Technical Support Essentials	CUST0162
Assessing Customer Behavior	CUST0163
Technical Support Agent Survival Skills	CUST0164
Technical Support Agent Skills Simulation	CUST0160

Managing A Customer-Focused Department

Identifying Your Customer's Expectations	CUST0171
Using Surveys to Measure Customer Satisfaction	CUST0172
Bridge The Expectations Gap	CUST0173
Leading A Customer-Focused Team	CUST0174
Managing a Customer-focused Department Simulation	CUST0170

IT Infrastructure Library (ITIL) Foundations V3

ITIL V3 - ITIL and the Service Lifecycle	ib_itil_a01_it_enus
ITIL V3 - Service Strategy Fundamentals	ib_itil_a02_it_enus
ITIL V3 - Service Strategy Processes	ib_itil_a03_it_enus
ITIL V3 - Service Design Fundamentals	ib_itil_a04_it_enus
ITIL V3 - Service Design Processes	ib_itil_a05_it_enus
ITIL V3 - Service Transition Processes and Principles	ib_itil_a06_it_enus
ITIL V3 - Service Operation Principles and Functions	ib_itil_a07_it_enus
ITIL V3 - Service Operation Processes	ib_itil_a08_it_enus
ITIL V3 - Continual Service Improvement Fundamentals	ib_itil_a09_it_enus

IT Infrastructure Library (ITIL) Foundations

ITIL: The Service Desk and Incident Management	CUST0181
ITIL: Configuration and Release Management	CUST0182
ITIL: Service Level and Capacity Management	CUST0183
ITIL: Problem and Change Management	CUST0184
ITIL: Continuity and Availability Management	CUST0185
ITIL: Financial and Security Management	CUST0186

Inbound Call Center Management

The Inbound Call Center	CUST0211
Inbound Call Center Management: Leadership	CUST0212
Inbound Call Centers: People Management	CUST0213
Inbound Call Center Technology	CUST0214
Performance Metrics for an Inbound Call Center	CUST0215

Mentoring Assets

Mentoring Information Technology Infrastructure Library Foundations (ITIL)	mntitilfv1
Mentoring ITIL V3 Foundation (ITV3F)	mntitv3f

TestPreps

TestPrep Information Technology Infrastructure Library Foundations (ITIL)	TPITILFV1_ENG
TestPrep ITIL V3 Foundation (ITV3F)	TPITV3F_ENG

SALES AND CUSTOMER FACING SKILLS

CONSULTING SKILLS

Consulting with the External Client

Essentials of External Consulting	CONS0111
The Client-Consultant Relationship	CONS0112
Diagnosing and Planning	CONS0113
Managing Delivery	CONS0114
Evaluation and Review	CONS0115
Consulting with the External Client Simulation	CONS0110

Consulting with the Internal Client

Essentials of Internal Consulting	CONS0121
Internal Consulting Skills	CONS0122

BUSINESS SKILLS COURSEWARE

Establishing a Relationship with Internal Clients.....	CONS0123
A Workable Solution for Internal Clients	CONS0124
Evaluating Internal Assignments	CONS0125
Consulting with the Internal Client Simulation.....	CONS0120

■ Internal Consulting for the Technical Professional

The Technical Professional as Internal Consultant.....	CONS0131
Creating Effective Contracts	CONS0132
Using Data as a Technical Professional Consultant.....	CONS0133
Resistance and Technical Professional Consultants	CONS0134

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

■ Industry Overviews

The Automotive Industry Overview: Version 2	indo_01_a01_bs_enus
The Oil and Gas Industry Overview: Version 2	indo_01_a02_bs_enus
The Pharmaceutical Industry Overview: Version 2	indo_01_a03_bs_enus
The Food and Beverage Industry Overview: Version 2	indo_01_a04_bs_enus
The Health Care Industry Overview: Version 2	indo_01_a05_bs_enus
The Banking Industry Overview: Version 2	indo_01_a06_bs_enus
The Manufacturing Industry Overview: Version 2.....	indo_01_a07_bs_enus
The Retail Industry Overview: Version 2	indo_01_a08_bs_enus
The Telecommunications Industry Overview: Version 2	indo_01_a09_bs_enus
The Insurance Industry Overview: Version 2	indo_01_a10_bs_enus

■ Industry Overview Series

Industry Overview: Information Technology	indo_02_a11_bs_enus
Industry Overview: Federal Government	indo_02_a12_bs_enus

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COMMUNICATION

■ Communication Skills Curriculum

Organizational Communication: The Fundamentals	en_US_45241_ng
Organizational Communication: Communicating in the Workplace	en_US_45242_ng
Organizational Communication: Managing Communication	en_US_45243_ng
Advanced Business Communication: Guidelines for Effective Communication.....	en_US_45271_ng
Advanced Business Communication: Business Writing for Results	en_US_45272_ng
Advanced Business Communication: Effective Business Communication	en_US_45273_ng

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CUSTOMER SERVICE

■ Customer Service Curriculum

Customer Relationship Management: Fundamentals of CRM	en_US_44031_ng
Customer Relationship Management: Implementing CRM.....	en_US_44032_ng
Customer Relationship Management: eCRM ..	en_US_44033_ng

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ECONOMICS

■ Economics Curriculum

Economics: Basic Concepts in Microeconomics	en_US_48812_ng
Economics: Products and Markets	en_US_48813_ng
Economics: Foundations of Macroeconomics	en_US_48814_ng
Economics: The Principles of Economics	en_US_48811_ng

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GOVERNMENT

■ Government Curriculum

Government Contracting: Overview of Government Contracts.....	en_US_49921_ng
Government Contracting: Working with Government Contracts.....	en_US_49922_ng

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HUMAN RESOURCES & WORKPLACE ISSUES

■ German Laws for Equality of Treatment

AGG (GETA) - Information for Employees KN00012218_ng
AGG (GETA) - Information for Management KN00012219_ng

■ Knowledge Management Curriculum

Organizational Learning: Developing a Knowledge Management System en_US_44601_ng
Organizational Learning: Transferring Knowledge within an Organization en_US_44602_ng
Organizational Learning: Deploying a Knowledge Management System en_US_44603_ng
E-Learning Essentials Pt. 1: E-Learning and Successful Strategy en_US_48301_ng
E-Learning Essentials Pt. 2: Marketing Your Solution en_US_48302_ng
E-Learning Essentials Pt. 3: Deploying and Measuring Your Solution en_US_48303_ng

■ Human Resources Curriculum

Exit Interviewing Skills: Preparing for an Exit Interview en_US_47014_ng
Exit Interviewing Skills: Conducting an Exit Interview en_US_47015_ng
Exit Interviewing Skills: The Termination Process en_US_47016_ng

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MANAGEMENT AND LEADERSHIP

■ Management Curriculum

Business Case: Preparing en_US_41095_ng
Organizational Behavior: Organizational Dynamics for Individuals en_US_41101_ng
Organizational Behavior: Organizational Group Dynamics en_US_41102_ng
Organizational Behavior: The Organizational System en_US_41103_ng
Managing the Expert: Understanding Experts en_US_41201_ng
Managing the Expert: Developing a Successful Environment en_US_41202_ng
Managing the Expert: Managing the Unique Needs of Experts en_US_41203_ng
Managing High Performers: Creating a Retention Strategy en_US_41221_ng

Managing High Performers: Defining and Finding High Performers en_US_41222_ng
Managing High Performers: Implementing Recognition Programs en_US_41223_ng
Balanced Scorecard: Corporate Strategy en_US_41401_ng
Balanced Scorecard: Implementing en_US_41402_ng
Balanced Scorecard: Measuring Business Objectives en_US_41403_ng
Talent Management: Knowing Talent en_US_41411_ng
Talent Management: Selecting Talent en_US_41412_ng
Talent Management: Developing Talent en_US_41413_ng
Remote Manager Practices - Hiring a Telecommuting Employee en_US_41416_ng
Remote Manager Practices - Communicating with Employees en_US_41417_ng
Remote Manager Practices - Motivating Employees en_US_41418_ng
Remote Manager Practices- Monitoring Employee Performance en_US_41419_ng
Remote Manager Practices- Delivering Performance Evaluations en_US_41420_ng
Remote Manager Practices- Managing Poor Performance en_US_41421_ng

■ Leadership Curriculum

Goal Setting: Reaching Individual Goals en_US_46031_ng
Goal Setting: Goal Setting Tools for Managers en_US_46032_ng
Goal Setting: Organizational Goal Setting en_US_46033_ng
Executive Level Leadership: Becoming an Executive Leader en_US_46204_ng
Executive Level Leadership: Change and the Executive Leader en_US_46205_ng
Executive Level Leadership: Leadership and Communication en_US_46206_ng

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OPERATIONS

■ Operations Curriculum

Quality Management: The Quality Management Process en_US_44711_ng
Quality Management: Quality Management Tools en_US_44712_ng
Quality Management: Business Process Improvement en_US_44713_ng
Operations Management: Fundamentals of Operations Management en_US_44721_ng
Operations Management: Operations Components en_US_44722_ng

Operations Management: Operations Management Tools.....	en_US_44723_ng
ISO 9001: 2000: Overview of Standards	en_US_44731_ng
ISO 9001: 2000: Implementing Standards	en_US_44732_ng
ISO 9001: 2000: The Auditing Process	en_US_44733_ng
Total Quality Management: Fundamentals	en_US_44851_ng
Total Quality Management: Principles	en_US_44852_ng
Total Quality Management: Implementation and Tools.....	en_US_44853_ng

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PERSONAL DEVELOPMENT

■ Personal Development Curriculum

Remote Employee Practices - Working as a Telecommuting Employee.....	en_US_43009_ng
Business Travel Safety: Domestic Travel	en_US_43061_ng
Business Travel Safety: International Travel ..	en_US_43062_ng
Business Travel Safety: Forming a Corporate Travel Safety Program.....	en_US_43063_ng
Business Travel Safety: Safety Measures for Travelers	en_US_43064_ng

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PROJECT MANAGEMENT

■ Project Management Curriculum

Advanced Project Management: Building Productive Stakeholder Relationships	en_US_41512_ng
Advanced Project Management: Project Estimating Techniques.....	en_US_41513_ng
Advanced Project Management: Managing Accelerated Projects	en_US_41514_ng
Advanced Project Management: Setting Up a Project Office.....	en_US_41515_ng
Advanced Project Management: Portfolio Management	en_US_41516_ng
Advanced Project Management: Project Management Maturity	en_US_41517_ng
Project Leadership: Leading the Project Team	en_US_41521_ng
Project Leadership: Communicating Within a Project Team.....	en_US_41522_ng
Project Leadership: Overcoming Obstacles	en_US_41523_ng
Advanced Project Leadership: Organization, Strategy and Business Needs	en_US_41524_ng
Advanced Project Leadership: Navigating Corporate Structures	en_US_41525_ng

Advanced Project Leadership: Bringing Home the Value	en_US_41526_ng
Advanced Project Leadership: Selling Project Management to the Organization	en_US_41527_ng
Project Management: Government	en_US_41601_ng
ADVANCED PROJECT MANAGEMENT KN00041603KD_ng	

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SALES AND MARKETING

■ Marketing Curriculum

Principles of Marketing: Fundamentals of Marketing	en_US_42401_ng
Principles of Marketing: Product Strategy	en_US_42402_ng
Principles of Marketing: Distribution Strategy	en_US_42403_ng
Principles of Marketing: Promotion Strategy ..	en_US_42404_ng
Principles of Marketing: Pricing Strategy	en_US_42405_ng
Principles of Marketing: Writing a Marketing Plan.....	en_US_42406_ng

■ Sales Curriculum

Sales Presentations - Preparing for Sales Presentations	en_US_44516_ng
Sales Presentations - Developing High Quality Sales Presentations	en_US_44517_ng
Sales Presentations - Delivering the Sales Presentation	en_US_44518_ng
Competitive Selling: Defining Value	en_US_44541_ng
Competitive Selling: Enhancing Value	en_US_44542_ng
Competitive Selling: Beating the Competition	en_US_44543_ng
Sales Negotiations: Fundamentals of Negotiation.....	en_US_44545_ng
Sales Negotiations: Negotiation Strategies	en_US_44546_ng
Sales Negotiations: Negotiation Execution	en_US_44547_ng
Sales Forecasting: Forecasting for Success	en_US_44548_ng
Sales Forecasting: Forecasting Your Own Accounts.....	en_US_44549_ng
Sales Forecasting: Applying Forecasting Methods.....	en_US_44550_ng
Relationship Management: Preparing the Client Relationship.....	en_US_44565_ng
Relationship Management: Building the Client Relationship.....	en_US_44566_ng
Relationship Management: Maintaining the Client Relationship.....	en_US_44567_ng

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STRATEGIC PLANNING

■ Strategic Planning Curriculum

Managing Business Risk: Developing a Risk Management Plan	en_US_42521_ng
Managing Business Risk: Risk Assessment and Control.....	en_US_42522_ng
Managing Business Risk: Financing and Contingency Planning.....	en_US_42523_ng

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TEAM BUILDING

■ Team Building Curriculum

Team Leadership: Developing A High-Performance Team	en_US_42204_ng
Team Leadership: Conducting Productive Team Meetings	en_US_42205_ng
Team Leadership: Promoting Your Team's Effectiveness.....	en_US_42206_ng
Project Team Management: Participating in a Project Team.....	en_US_42221_ng
Project Team Management: Team Building Techniques.....	en_US_42222_ng
Project Teams: Building a Project Team	en_US_42223_ng
Cross-Functional Teams: Goal Setting in a Cross-Functional Team.....	en_US_42231_ng
Cross-Functional Teams: Selecting Cross-Functional Team Members.....	en_US_42232_ng
Cross-Functional Teams: Cross-Functional Team Development.....	en_US_42233_ng
Virtual Team Management: Developing Virtual Teams	en_US_42301_ng
Virtual Team Management: Managing Virtual Team Relationships	en_US_42302_ng
Virtual Team Management: Coaching Virtual Team Members.....	en_US_42303_ng