



Long Term Employment Solutions

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Solution Area	Curriculum	Series or Learning Path	Course Title	Course #	Estimated Duration (in hours)	NASBA Credit	PMI PDU
BUSINESS STRATEGY and OPERATIONS							
Business Law							
Fundamentals of Business Law							
			A Manager's Introduction to Business Law	LAW0101	3.00	2.00	
			Contracts in Commercial Transactions	LAW0102	4.00	2.50	
			Employment and Labor Law	LAW0103	3.50	3.00	
			American Business Formations in the 21st Century	LAW0104	3.50	2.50	
			Intellectual Property and Proprietary Rights	LAW0105	4.00	5.00	
			Lawsuits and Negotiations	LAW0106	2.50	3.00	
BUSINESS STRATEGY and OPERATIONS							
Operations Curriculum							
Managing Customer-Driven Process Improvement							
			Why Customer Driven?	OPER0121	2.50	2.00	2.50
			Identifying What the Customer Wants	OPER0122	3.00	1.50	3.00
			Translating Requirements into Process Goals	OPER0123	3.50	1.50	3.50
			Understanding Processes	OPER0124	2.50	1.00	2.50
			Implementing Improvements	OPER0125	2.50	1.00	2.50
			Managing Process Improvements	OPER0126	3.00	1.00	3.00
			Managing Customer-Driven Process Improvement Simulation	OPER0120	0.50		
Lean Manufacturing							
			Lean Logic	OPER0151	4.00	3.50	4.00
			Lean Value	OPER0152	4.00	3.00	4.00
			Lean Techniques	OPER0153	6.00	4.50	6.00
			Lean Strategies	OPER0154	4.50	3.50	4.50
			Final Exam: Lean Manufacturing	FE0003_eng			
Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment							
			Lean and Six Sigma	oper_11_a01_bs_enus	2.00		
			Six Sigma Projects and the Black Belt Role	oper_11_a02_bs_enus	2.00		

Six Sigma Leadership and Change Management	oper 11 a03 bs enus	2.00
Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures		
Critical Requirements and Benchmarking for Six Sigma	oper 12 a01 bs enus	2.00
Business Performance and Financial Measures in Six Sigma	oper 12 a02 bs enus	2.00
Six Sigma Black Belt (2007 BOK): Team Management		
Forming Project Teams for Six Sigma	oper 13 a01 bs enus	2.00
Motivation and Communication in Six Sigma Teams	oper 13 a02 bs enus	2.00
Managing Six Sigma Team Performance	oper 13 a03 bs enus	2.00
Six Sigma Black Belt (2007 BOK): Define		
Using Voice of the Customer in Six Sigma	oper 14 a01 bs enus	2.00
Developing Project Charters and Tracking Six Sigma Projects	oper 14 a02 bs enus	1.50
Six Sigma Black Belt (2007 BOK): Measure		
Process Characteristics for Six Sigma	oper 15 a01 bs enus	2.00
Data Collection and Measurement in Six Sigma	oper 15 a02 bs enus	2.00
Six Sigma Measurement Systems	oper 15 a03 bs enus	2.00
Basic Statistics and Graphical Methods for Six Sigma	oper 15 a04 bs enus	2.00
Probability for Six Sigma	oper 15 a05 bs enus	2.00
Process Capability for Six Sigma	oper 15 a06 bs enus	2.00
Six Sigma Black Belt (2007 BOK): Analyze		
Correlation and Regression Analysis in Six Sigma	oper 16 a01 bs enus	1.50
Multivariate Analysis and Attribute Data Analysis in Six Sigma	oper 16 a02 bs enus	1.50
Hypothesis Testing Concepts and Tests for Means in Six Sigma	oper 16 a03 bs enus	2.00
Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma	oper 16 a04 bs enus	2.00
Nonparametric Tests in Six Sigma Analysis	oper 16 a05 bs enus	2.00
Non-Statistical Analysis Methods in Six Sigma	oper 16 a06 bs enus	2.00
Six Sigma Black Belt (2007 BOK): Improve		

Designing and Planning Experiments in Six Sigma	oper 17 a01 bs enus	2.00		
Conducting Experiments and Analyzing Results in Six Sigma	oper 17 a02 bs enus	2.00		
Improvement Methods and Implementation Issues in Six Sigma	oper 17 a03 bs enus	2.00		
Six Sigma Black Belt (2007 BOK): Control				
Statistical Process Control (SPC) in Six Sigma	oper 18 a01 bs enus	2.00		
Non-Statistical Control Tools and Maintaining Controls in Six Sigma	oper 18 a02 bs enus	2.00		
Sustaining Improvements and Gains from Six Sigma Projects	oper 18 a03 bs enus	2.00		
Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies				
Common Design for Six Sigma Methodologies, Design for X, and Robust Design	oper 19 a01 bs enus	2.00		
Special Design Tools in Design for Six Sigma	oper 19 a02 bs enus	2.00		
Six Sigma: Champion Training				
Introduction to Six Sigma for Champions	oper 03 a01 bs enus	3.00	2.00	3.00
Six Sigma Process Improvement	oper 03 a02 bs enus	3.00	2.50	3.00
Six Sigma Projects and Project Teams	oper 03 a03 bs enus	2.50	2.50	2.50
Managing and Deploying Six Sigma	oper 03 a04 bs enus	3.50	2.50	
Certified Manager of Quality/Organizational Excellence				
Leadership	oper 04 a01 bs enus	2.50	1.50	
Team Dynamics	oper 04 a02 bs enus	2.00	2.00	
Developing and Deploying Strategic Plans	oper 04 a03 bs enus	2.50	2.00	
Managerial Skills and Abilities	oper 04 a04 bs enus	2.50	3.50	
Communication Skills and Project Management	oper 04 a05 bs enus	2.00	1.50	
Quality Systems, Models, and Theories	oper 04 a06 bs enus	2.00	2.00	
Problem-Solving and Process Management Tools	oper 04 a07 bs enus	2.50	3.50	
Measurement: Assessment and Metrics	oper 04 a08 bs enus	1.50	2.00	
Customer-Focused Management	oper 04 a09 bs enus	2.00	2.50	
Supply Chain Management	oper 04 a10 bs enus	1.50	1.50	
Training and Development	oper 04 a11 bs enus	2.00	2.00	
Six Sigma Green Belt: Six Sigma and the Organization				
Six Sigma and Lean in the Organization	oper 05 a01 bs enus	2.50	2.50	

Design for Six Sigma in the Organization	oper_05_a02_bs_enus	2.00	2.00	
Six Sigma Green Belt: Define				
Processes and Customer Analysis in Six Sigma Projects	oper_06_a01_bs_enus	2.50	3.00	
Basics of Six Sigma Projects and Teams	oper_06_a02_bs_enus	2.50	3.50	
Tools for Planning and Managing Six Sigma Project Opportunities	oper_06_a03_bs_enus	2.50	2.50	
Using Six Sigma Analysis Tools and Metrics for Project Decisions	oper_06_a04_bs_enus	1.50	2.00	
Six Sigma Green Belt: Measure				
Modeling and Analyzing Processes in Six Sigma	oper_07_a01_bs_enus	2.00	2.50	
Statistics and Probability in Six Sigma	oper_07_a02_bs_enus	2.00	2.00	
Data Classification and Collection in Six Sigma	oper_07_a03_bs_enus	1.50	2.00	
Summarizing and Presenting Data in Six Sigma	oper_07_a04_bs_enus	1.50	2.00	
Probability Distributions and Measurement Systems Analysis in Six Sigma	oper_07_a05_bs_enus	2.00	2.50	
Measuring Process Capability and Performance in Six Sigma	oper_07_a06_bs_enus	2.00	1.50	
Six Sigma Green Belt: Analyze				
Exploratory Data Analysis in Six Sigma	oper_08_a01_bs_enus	1.50	1.00	
Introduction to Hypothesis Testing and Testing for Means in Six Sigma	oper_08_a02_bs_enus	2.00	1.50	
Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma	oper_08_a03_bs_enus	1.50	2.50	
Six Sigma Green Belt: Improve and Control				
Design of Experiments and Validation of Solutions in Six Sigma	oper_09_a01_bs_enus	1.50	1.50	
Statistical Process Control and Control Plans in Six Sigma	oper_09_a02_bs_enus	1.50	2.00	
Using Basic Control Charts in Six Sigma	oper_09_a03_bs_enus	2.50	3.00	
Six Sigma Foundations				
Introduction to Six Sigma	oper_10_a01_bs_enus	2.00	2.00	2.00
Logistics Management				
Overview of Logistics Management	OPER0321	3.50	3.00	3.50
Inventory Management	OPER0322	3.00	2.50	3.00
Supply Chain Logistics Management	OPER0323	3.00	2.50	3.00
ISO 9000:2000 Overview				
The Who, What & Why of ISO 9000:2000	OPER0401	3.00	2.00	2.50

Building a Quality Management System	OPER0402	2.00	1.50	2.00
Quality-minded Management	OPER0403	2.50	2.00	2.50
Customer Satisfaction Through Resource Management	OPER0404	2.50	2.00	2.50
Processes for Quality Products and Services	OPER0405	4.00	3.00	4.00
Continual Quality Improvement	OPER0406	4.00	3.00	4.00
Steps for Successful ISO Registration	OPER0407	3.00	3.00	3.00
Transitioning from ISO 9000:1994 to ISO 9001:2000	OPER0408	2.50	3.00	2.50

Supply Chain Management

The Fundamentals of Supply Chain Management	OPER0501	2.00	2.00	2.00
Supply Chain Management Strategies	OPER0502	5.50	3.50	5.50
Supply Chain Planning and Inventory Management	OPER0503	5.00	3.00	5.00
Supply Chain Management and e-Business	OPER0504	4.00	2.00	4.00
Supply Chain Transportation and Facility Design	OPER0505	4.50	2.00	4.50

Mentoring Asset

Mentoring Six Sigma Green Belt (SSGB)	mntssgb
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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	2.00	3.00
Sustaining Competitive Advantage	stgy_01_a02_bs_enus	3.00	3.00
The Imperatives of Innovation and Leadership in Strategy	stgy_01_a03_bs_enus	2.50	2.50
Planning and Implementing a Business Strategy	stgy_01_a04_bs_enus	2.50	2.50
Moving from an Operational Manager to a Strategic Thinker Simulation	STGY001A	0.50	

Leading and Implementing Sustainable Green Business Strategies

Introduction to Green Business and Sustainability	stgy_04_a01_bs_enus	2.00
Green Business: Planning Sustainability Strategies	stgy_04_a02_bs_enus	2.00

Green Business: Implementing Sustainability Strategies	stgy_04_a03_bs_enus	2.00	
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Strategic IT Planning

Setting the Stage for IT Success	STGY0221	2.50	
Strategic Decision Making	STGY0222	1.50	
IT Challenges: Present and Future	STGY0223	2.50	
Strategic IT Planning Simulation	STGY0220	0.50	

The Fundamentals of Globalization

Globalization and Our Changing World	STGY0351	1.50	1.00
Globalization and Your Company	STGY0352	4.00	0.00
The Process of Globalizing a Product or Service	STGY0353	3.50	2.00
Managing from a Global Viewpoint	STGY0354	4.50	2.00
The Fundamentals of Globalization Simulation	STGY0350	0.50	

**Systems Thinking in the 21st
Century**

What is Systems Thinking?	STGY0401	2.50	3.00
Building a Healthy System	STGY0402	2.50	2.00
Systems-thinking Models and Thinking Skills	STGY0403	2.50	2.00
System Archetypes	STGY0404	3.00	2.00
Redesigning Your Organization: Part 1	STGY0405	3.00	2.50
Redesigning Your Organization: Part II	STGY0406	3.00	1.50
Taking Systems Thinking into Your Personal Life	STGY0407	3.00	1.50

BUSINESS STRATEGY and OPERATIONS**Marketing Curriculum****Strategic Marketing in Action**

Elements of Marketing Strategy	MKT0201	3.00	2.50
Analyzing the Market	MKT0202	2.50	2.00
Competitive Factors in Strategic Marketing	MKT0203	2.50	2.00
Writing a Marketing Plan: Phase 1	MKT0204	3.00	2.00
Writing the Marketing Plan: Creative Strategy	MKT0205	2.50	2.50
Creating a Marketing Campaign	MKT0206	4.00	4.00
Marketing Management	MKT0207	4.00	3.00
Financial Analysis for Successful Marketing	MKT0208	4.50	3.00

Strategic Brand Management

Introduction to Brand Management	MKT0211	3.50	2.50
Building Brand Equity	MKT0212	3.50	3.50
Managing the Creative Elements of Brand	MKT0213	3.50	3.00

Promoting Your Brand to Consumers	MKT0214	3.00	2.00
Evaluating Brand Effectiveness	MKT0215	6.00	3.00
Managing and Maintaining Brand Equity	MKT0216	4.50	2.00

Online Branding Strategy

Introduction to Online Branding	MKT0221	3.50	2.50
The Online Branding Environment	MKT0222	3.00	2.00
Strategies for Building an Online Brand	MKT0223	7.00	4.00

Competitive Marketing Strategies

Competitive Strategies for a New Marketplace	MKT0231	2.50	
Surpassing the Competition	MKT0232	3.00	

Product Management Essentials

Introduction to Product Management	MKT0241	2.00	
Developing a New-product Strategy	MKT0242	2.00	
Pricing and Profitability for Product Managers	MKT0243	3.00	

Developing Marketing Strategy

FINANCE, HUMAN RESOURCES and ADMINISTRATION

Finance & Accounting Curriculum

Fundamental Finance for non-Finance Professionals

The Principles of Financial Management	fin_01_a01_bs_enus	2.50	3.00	2.50
The Basics of Budgeting	fin_01_a02_bs_enus	2.00	3.00	2.00
Management of Cash Flows	fin_01_a03_bs_enus	2.00	3.00	2.00
Financial Statements	fin_01_a04_bs_enus	2.00	3.00	2.00

Accounting 101

Accounting Fundamentals	FIN0121	3.50	4.00	3.50
Accrual Accounting Procedures	FIN0122	2.00	1.50	
Accounting Systems and Closing Activities	FIN0123	2.50	3.50	
Accounting for Cash Control	FIN0124	3.00	2.50	
Accounting for Merchandising Businesses	FIN0125	2.50	2.00	
Final Exam: Accounting 101	FE0004_eng			

Practical Budgeting Skills for Business

Creating and Analyzing an Operating Budget	FIN0161	3.50		3.50
The Ins and Outs of Capital Budgeting	FIN0162	3.50		
Effective Budget Management	FIN0163	3.00		

Advanced Business Finance

Introduction to Advanced Finance	FIN0211	3.00	2.50	
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Investment Project Analysis and Selection	FIN0212	2.00	2.00	
Raising Capital and Financing Decisions	FIN0213	3.00	3.00	
Managing Working Capital	FIN0214	4.00	3.50	
Corporate Restructuring	FIN0215	2.50	3.00	
Financial Risk Management	FIN0216	1.50	1.50	1.50
International Finance	FIN0217	2.00	2.50	
Final Exam: Advanced Business Finance	FE0005_eng			

Accounting 102

Accounting for Partnerships	FIN0221	3.50	4.00	
Accounting for Corporations	FIN0222	2.50	3.00	
Analyzing Cash Flow Statements	FIN0223	2.00	2.50	
Master Budgets	FIN0224	4.00	3.50	
Final Exam: Accounting 102	FE0006_eng			

Auditing: A Practical Approach

Introduction to Auditing	FIN0231	3.00	2.50	
Introduction to Internal Auditing	FIN0232	4.50	4.00	
Principles of Internal Auditing	FIN0233	3.00	2.50	
Introduction to External Auditing	FIN0234	3.50	3.50	
Principles of External Auditing	FIN0235	4.00	3.50	

Managerial Accounting

Overview of Managerial Accounting	FIN0241	5.00	2.00	
Managerial Decisions and Capital Budgeting	FIN0242	5.00	3.00	
Managing for Asset Control	FIN0243	5.50	4.00	
Cost Accounting Decisions	FIN0244	4.00	2.50	

FINANCE, HUMAN RESOURCES and ADMINISTRATION**Administrative Support Curriculum****The Effective Administrative Support Professional**

Getting Started--The Administrative Support Professional	ADM0101	3.00	2.50	
Overview to Effective Business Communication	ADM0102	3.00	2.50	
Using Effective Business Communication	ADM0103	2.00	1.50	
Administrative Functions	ADM0104	3.00	2.50	
Advancing Your Administrative Career	ADM0105	3.00	2.50	
Effective Administrative Support Professional Simulation	ADM0100	0.50		

Advanced Skills for Administrative Support Professionals

Behavior: Putting Your Best Foot Forward	ADM0111	4.00	3.00	
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Managing Yourself and Those Around You	ADM0112	4.00	3.00
Partnering with Your Boss	ADM0113	3.00	2.50
Communicating with Power and Confidence	ADM0114	3.00	2.50
Advanced Administrative Support Simulation	ADM0110	0.50	

FINANCE, HUMAN RESOURCES and ADMINISTRATION

Knowledge Management

Knowledge Management Fundamentals

The Art of Knowledge Management	KNOW0101	3.50	2.00
Knowledge as Capital	KNOW0102	3.00	1.50
Putting Knowledge to Work	KNOW0103	4.00	2.00
Managing Knowledge Workers	KNOW0104	2.00	1.00
Being a Knowledge Activist	KNOW0105	3.00	2.00
Final Exam: Knowledge Management Fundamentals	FE0008_eng		

The 21st Century Learning Curve

Knowledge as Strategy: Performance Improvement	KNOW0111	3.00	2.50
The Power of the Learning Organization	KNOW0112	3.00	1.50
The Potential of Self-directed Learning	KNOW0113	2.50	1.50
Benchmarking for Best Practices	KNOW0116	3.00	2.50
Implementing and Evaluating Self-directed Learning	KNOW0114	3.00	2.50
Performance Support	KNOW0115	3.00	2.50

Achieving Measurable Performance Impact from Training

Training for Business Results	KNOW0301	2.50	2.00
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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	1.50	1.50
Changing Corporate Culture	hr_02_a02_bs_enus	1.50	2.00
Planning a Diversity Initiative	hr_02_a03_bs_enus	2.50	3.00
Diversity: the Future	hr_02_a04_bs_enus	2.00	1.50
Managing Diversity in the Workplace Simulation	HR002A	0.50	

Effective Hiring and Interviewing

What to Consider When Hiring	hr_03_a01_bs_enus	2.00	1.00	2.00
Interviewing Effectively	hr_03_a02_bs_enus	2.50	2.50	2.50
Choosing the Best Applicant	hr_03_a03_bs_enus	1.50	1.50	1.50

Effective Hiring and Interviewing Simulation	HR003A	0.50	
HRCI Senior Professional in Human Resources (SPHR)			
HR's Strategic Role in the Organization (HRCI/SPHR - 2007-aligned)	hr_04_a01_bs_enus	1.00	2.00
Management of the HR Process (HRCI/SPHR - 2007-aligned)	hr_04_a02_bs_enus	2.00	1.50
Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR - 2007-aligned)	hr_04_a03_bs_enus	3.00	2.50
Strategic Approaches to Human Resource Development (HRCI/SPHR - 2007-aligned)	hr_04_a04_bs_enus	2.50	
Strategic Approaches to Total Rewards (HRCI/SPHR - 2007-aligned)	hr_04_a05_bs_enus	2.00	2.50
Strategic Approaches to Labor Relations (HRCI/SPHR - 2007-aligned)	hr_04_a06_bs_enus	4.50	3.00
Strategic Approaches to Risk Management (HRCI/SPHR - 2007-aligned)	hr_04_a07_bs_enus	2.00	3.00
Final Exam: HRCI/SPHR (Senior Professional Human Resource)	FE0028_eng		
HRCI Professional in Human Resources (PHR)			
Human Resources Fundamentals (HRCI/PHR - 2007-aligned)	HR0261	2.00	1.00
Strategic Management (HRCI/PHR - 2007-aligned)	HR0262	2.50	2.00
Affirmative Action and the EEO (HRCI/PHR - 2007-aligned)	HR0263	2.50	2.50
Employment Management (HRCI/PHR - 2007-aligned)	HR0264	2.50	2.00
Recruiting and Selecting Candidates (HRCI/PHR - 2007-aligned)	HR0265	2.00	2.00
Offers, Contracts, and Exit from the Organization (HRCI/PHR - 2007-aligned)	HR0266	3.00	2.50
Developing Employees (HRCI/PHR - 2007-aligned)	HR0267	1.50	1.00
Developing Human Resources (HRCI/PHR - 2007-aligned)	HR0268	1.50	1.00
Compensating Employees (HRCI/PHR - 2007-aligned)	HR0269	3.00	1.50

Programs to Benefit Employees (HRCI/PHR - 2007-aligned)	HR0271	1.50	1.00
Employment Relations (HRCI/PHR - 2007-aligned)	HR0272	1.50	1.00
Sexual Harassment at Work (HRCI/PHR - 2007-aligned)	HR0273	1.50	1.00
Non-Unionized Workplaces (HRCI/PHR - 2007-aligned)	HR0274	1.50	1.00
Unionized Workplaces (HRCI/PHR - 2007-aligned)	HR0275	1.50	1.00
Health and Safety in the Workplace (HRCI/PHR - 2007-aligned)	HR0276	1.50	1.00
Risk Assessment and Prevention (HRCI/PHR - 2007-aligned)	HR0277	2.50	3.00

Recruiting and Retention Strategies

Recruiting Talent	hr_05_a01_bs_enus	2.00	
Retaining Your Talent Pool	hr_05_a02_bs_enus	2.00	

Behavioral Interviewing

Building a Firm Foundation	HR0211	3.00	2.00
Screening Applicants	HR0212	3.00	2.00
Preparing for the Behavioral Interview	HR0213	3.00	2.00
Conducting the Behavioral-based Interview	HR0214	2.50	3.00
Preparing as the Interviewee	HR0215	2.50	2.00
Experiencing the Behavioral-based Interview	HR0216	2.50	1.00
Behavioral Interviewing Simulation	HR0210	0.50	

Recruiting & Retention Strategies for the Tight Labor Market

Recruiting for the 21st Century: The Market	HR0221	3.00	1.50
Recruiting for the 21st Century: Strategies	HR0222	4.00	2.00
Recruiting Successfully	HR0223	3.50	1.50
Online Recruiting	HR0224	2.50	1.00
Facilitating Effective Hiring	HR0225	2.50	1.00
Retention	HR0226	3.00	1.50

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	2.50	2.50	2.50
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Advanced Management Skills

Managing in a Global Business Environment	mgmt_02_a01_bs_enus	3.00	3.00	
Managing Cross-Functions	mgmt_02_a02_bs_enus	3.00	3.00	3.00
Managing for High Performance	mgmt_02_a03_bs_enus	4.00	3.00	
Managing Managers	mgmt_02_a04_bs_enus	3.50	3.00	3.50
Managing Upward Relationships	mgmt_02_a05_bs_enus	3.00	3.00	3.00
Advanced Management Skills Simulation	MGMT002A	0.50		

Moving into Management

Taking on a Management Role	mgmt_03_a01_bs_enus	3.50	5.50	3.50
Becoming a Manager: Responsibilities and Fears	mgmt_03_a02_bs_enus	3.50	5.50	3.50
Becoming a Manager: Leading and Communicating	mgmt_03_a03_bs_enus	4.00	3.50	4.00
A New Manager and the Company's Future	mgmt_03_a04_bs_enus	3.50	4.00	3.50
Moving into a Management Role Simulation	MGMT003A	0.50		
Leadership and Management Simulation	MGMT003B	0.50		

Crucial Skills for Tomorrow's Managers

Tomorrow's Managers' Competencies	mgmt_04_a01_bs_enus	3.00	4.50	3.00
Tomorrow's Managers' Development Tools	mgmt_04_a02_bs_enus	3.50	5.00	3.50
Managing as Coach and Counselor	mgmt_04_a03_bs_enus	3.50	5.00	3.50
Managing as Project Champion	mgmt_04_a04_bs_enus	3.50	4.00	3.50
A Primer for Ensuring Accountability	mgmt_04_a05_bs_enus	4.50	3.00	4.50
Crucial Skills for Tomorrow's Managers Simulation	MGMT004A	0.50		

Problem Performance Management

Problem Performance Prevention	mgmt_05_a01_bs_enus	2.50	2.00	2.50
Problem Performance Identification	mgmt_05_a02_bs_enus	2.50	2.00	2.50
Problem Performance Improvement	mgmt_05_a03_bs_enus	3.00	3.00	3.00
Addressing Problem Performance	mgmt_05_a04_bs_enus	2.50	2.50	2.50
Avoiding Problem Performance Simulation	MGMT005A	0.50		
Dealing with Problem Performance Simulation	MGMT005B	0.50		

Using Change Process to Support Employees

Starting the Change Process	mgmt_06_a01_bs_enus	3.00	4.00	
Managing the Change Process	mgmt_06_a02_bs_enus	3.00	3.50	
Integrating Change in Your Organization	mgmt_06_a03_bs_enus	3.00	3.50	
Using Change Process to Support Employees Simulation	MGMT006A	0.50		
Using Change Process to Support Teams Simulation	MGMT006B	0.50		

Effective Delegation

The Basics of Delegation	mgmt_07_a01_bs_enus	1.50	1.00	1.50
Delegation: the Personal Approach	mgmt_07_a02_bs_enus	2.00	2.00	2.00
Managing Delegation	mgmt_07_a03_bs_enus	3.00	5.00	3.00
Delegating Effectively Simulation	MGMT007A	0.50		

Facilitating Successfully

The Facilitator Role	mgmt_08_a01_bs_enus	4.00	3.00	4.00
Facilitative Fundamentals: Tools and Techniques	mgmt_08_a02_bs_enus	4.50	2.00	4.50
Facilitating Meetings and Work Groups	mgmt_08_a03_bs_enus	4.50	2.50	4.50
Facilitating Difficult Situations	mgmt_08_a04_bs_enus	5.00	2.00	5.00
Facilitative Tools and Formats: Offering Options	mgmt_08_a05_bs_enus	4.50	2.50	4.50
Facilitative Leadership	mgmt_08_a06_bs_enus	4.50	1.50	4.50
Facilitating Successfully Simulation	MGMT008A	0.50		

Coaching with Confidence

Business Coaching	mgmt_09_a01_bs_enus	2.50	1.50	2.50
Successfully Coaching Relationships	mgmt_09_a02_bs_enus	5.00	2.50	5.00
The Key Stages of Coaching	mgmt_09_a03_bs_enus	4.00	3.00	4.00
The Coaching Skillset	mgmt_09_a04_bs_enus	3.00	1.50	3.00
Emotions, Mindsets and Coaching	mgmt_09_a05_bs_enus	2.50	3.00	2.50
Trends in Coaching	mgmt_09_a06_bs_enus	2.50	1.50	2.50
Coaching with Confidence Simulation	MGMT009A	0.50		
Coaching Teams and Personalities Simulation	MGMT009B	0.50		

The Essentials of Mentoring

Mentoring Effectively	mgmt_10_a01_bs_enus	2.00	1.50	2.00
Mentoring as a Manager	mgmt_10_a02_bs_enus	2.00	2.00	2.00
Implementing a Mentoring Program for the Organization	mgmt_10_a03_bs_enus	2.50	2.00	2.50
Mentoring Strategies for the 21st Century	mgmt_10_a04_bs_enus	2.50	1.50	2.50
Achieving Success: the Help of a Mentor	mgmt_10_a05_bs_enus	3.00	3.50	3.00
Mentoring On-line	mgmt_10_a06_bs_enus	2.50	1.50	2.50
The Essentials of Mentoring Simulation	MGMT010A	0.50		

Appraising Performance

Assessing Performance Continuously	mgmt_11_a01_bs_enus	3.00	4.00	3.00
Performance Reviews	mgmt_11_a02_bs_enus	3.50	2.50	3.50
Appraising Performance Simulation	MGMT011A	0.50		

Moving from Technical Professional to Management

Management Development for Technical Professionals	MGMT0121	3.50	5.00	3.50
Communication Skills for Successful Management	MGMT0122	3.00	3.00	3.00
Process Management Skills	MGMT0123	4.50	2.50	4.50
Leadership Development for Technical Professionals	MGMT0124	3.00	2.50	3.00
Strategies for Transitioning into Management	MGMT0125	6.50	3.00	6.50
Transitioning From Technical Professional to Management	MGMT0120	0.50		
From Technical Professional to Leadership Simulation	MGMT012S	0.50		

360-Degree Performance Appraisal

About 360-Degree Performance Feedback	MGMT0151	2.50	1.00	2.50
Elements of a 360-degree Performance Review	MGMT0152	2.00	1.00	2.00
Delivering 360-Degree Performance Feedback	MGMT0153	5.00	1.50	5.00
360-Degree Performance Appraisal Simulation	MGMT0150	0.50		

The Fundamentals of Business Crises Management

Preparing for Business Crises	MGMT0171	2.00		2.00
Responding to Business Crises	MGMT0172	3.00		3.00
Recovering from Business Crises	MGMT0173	2.00		2.00
Business Crisis Management Simulation	MGMT0170	0.50		

Managing Technical Professionals

Understanding Technical Professionals	MGMT0291	2.50	1.50	2.50
Attracting, Motivating, and Retaining Technical Professionals	MGMT0292	3.50	3.00	3.50
Models for Managing Technical Professionals	MGMT0293	4.50	3.50	4.50
Developing Career Plans for Your Technical Professionals	MGMT0294	3.50	2.00	3.50
Managing Technical Professionals Simulation	MGMT0290	0.50		

Managing Contractors and Temporary Employees

Doing Business with Independent Contractors	MGMT0701	4.50	1.50	4.50
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Hiring Temporary (Contingent) Employees	MGMT0702	5.00	1.50	5.00
Managing Contingent Employees	MGMT0703	4.50	2.00	4.50
Legal Pitfalls Regarding Independent Contractors	MGMT0704	3.00	1.50	3.00
Working with Temporary Agencies	MGMT0705	5.50	2.00	5.50
Hiring and Managing Contractors Simulation	MGMT0700	0.50		
Final Exam: Managing Contractors and Temporary Employees	FE0009_eng			

MANAGEMENT and LEADERSHIP**Leadership Curriculum****Moving from Management to
Leadership**

Recognizing a Leader	lead_01_a01_bs_enus	5.00	2.50	5.00
The Communication of a Shared Vision	lead_01_a02_bs_enus	5.00	2.50	5.00
Leading by Enabling	lead_01_a03_bs_enus	4.00	2.50	4.00
Communication and Leadership	lead_01_a05_bs_enus	4.00	2.00	4.00
Coaching Performance	lead_01_a06_bs_enus	2.00	2.00	2.00
Leadership and Change	lead_01_a07_bs_enus	1.50	1.00	1.50
The Model Leader	lead_01_a08_bs_enus	2.00	1.50	2.00
Moving from Management to Leadership Simulation	LEAD001A	0.50		
Growing from Management into Leadership Simulation	LEAD001B	0.50		

Leadership Essentials

Leadership Essentials: Motivating Employees	lead_05_a01_bs_enus	1.00		
Leadership Essentials: Communicating Vision	lead_05_a02_bs_enus	1.00		
Leadership Essentials: Building Your Influence as a Leader	lead_05_a03_bs_enus	1.00		
Leadership Essentials: Leading with Emotional Intelligence	lead_05_a04_bs_enus	1.00		
Leadership Essentials: Leading Business Execution	lead_05_a05_bs_enus	1.00		
Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus	1.00		
Leadership Essentials: Leading Change	lead_05_a07_bs_enus	1.00		
Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus	1.00		

Leading from the Front Line

Challenges of the 21st Century	LEAD0121	2.00	1.00	2.00
Organizational Culture and Leadership	LEAD0122	2.50	1.00	2.50
Energizing and Empowering Employees	LEAD0123	2.50	1.00	2.50
Leadership and the Knowledge Worker	LEAD0124	2.50	1.50	2.50

Leading Change from the Front Line	LEAD0125	2.50	1.50	2.50
Dynamics of Leadership	LEAD0126	3.00	1.50	3.00
Leading from the Front Line Simulation	LEAD0120	0.50		

Business Execution

Foundations for Business Execution	LEAD0151	4.00	3.50	7.00
Creating a Business Execution Culture	LEAD0152	4.50	3.50	8.00
Business Execution in Action	LEAD0153	3.00	1.00	5.00
Business Execution Simulation	LEAD0150	0.50		
Business Execution Blended Learning Toolkit	BLTLE015			

Leading the Workforce Generations

Introduction to Work Force Generations	LEAD0231	2.50	2.00	2.50
Attracting, Developing, and Retaining Generations	LEAD0232	3.00	2.00	3.00
Leading Silent Generation and Baby Boom Workers	LEAD0233	3.00	2.00	3.00
Leading Generations X and Next	LEAD0234	3.50	2.50	3.50
Making Cross-generational Teams Work	LEAD0235	3.00	2.00	
Cross-generational Workers in the 21st Century	LEAD0236	3.00	2.00	
Leading the Workforce Generations Simulation	LEAD0230	0.50		

Succession Planning for Business Environment

Succession Planning Overview	LEAD0301	2.00	1.50	
Succession Planning Strategies	LEAD0302	4.50	4.00	
Succession Planning and Human Resources	LEAD0303	5.00	2.00	
Succession Planning Management	LEAD0304	2.50	2.00	
Initiating a Succession Plan Simulation	LEAD0300	0.50		
Implementing a Succession Plan Simulation	LEAD030S	0.50		

PROFESSIONAL EFFECTIVENESS**Communication Curriculum****How to Write an Effective Internal Business Case**

Preparing a Business Case	comm_01_a01_bs_enus	2.50	3.50	2.50
Writing a Business Case	comm_01_a02_bs_enus	2.50	3.00	2.50
Presenting Your Case	comm_01_a03_bs_enus	2.50	2.50	2.50
Preparing an Effective Internal Business Case Simulation	COMM001A	0.50		

Business Interpersonal Communication Skills

Interpersonal Communications: The Process	comm_02_a01_bs_enus	3.00	2.00	3.00
The Mechanics of Communicating Effectively	comm_02_a02_bs_enus	3.00	2.00	3.00
Workplace Communication Skills	comm_02_a03_bs_enus	3.00	3.50	3.00
Communicating for Results	comm_02_a04_bs_enus	3.50	4.00	3.50
Leadership Communication Skills	comm_02_a05_bs_enus	3.50	4.50	3.50
Resolving Conflict with Communication Skills	comm_02_a06_bs_enus	3.00	4.50	3.00
Communicating for Contacts	comm_02_a07_bs_enus	3.00	3.00	3.00
Business Interpersonal Communication Skills Simulation	COMM002A	0.50		
Team Interpersonal Communication Skills Simulation	COMM002B	0.50		
Effective Listening				
Listening Basics	comm_03_a01_bs_enus	2.00	1.00	1.00
Listening to Comprehend	comm_03_a02_bs_enus	4.00	1.50	4.00
Higher Purpose Listening	comm_03_a03_bs_enus	1.50	1.00	1.50
Enhancing Listening Skills	comm_03_a04_bs_enus	2.00	2.00	2.00
Effective Listening Simulation	COMM003A	0.50		
Working with and Managing Difficult People				
Difficult People in the Workplace Environment	comm_04_a01_bs_enus	3.00	1.00	3.00
How to Work with Aggressive People	comm_04_a02_bs_enus	3.00	1.00	3.00
How to Work with Negative People and Procrastinators	comm_04_a03_bs_enus	3.00	1.00	3.00
How to Work with Arrogant and Duplicitous People	comm_04_a04_bs_enus	2.00	1.00	2.00
Working with and Managing Difficult People Simulation	COMM004A	0.50		
Effective Communication with Difficult Coworkers Simulation	COMM004B	0.50		
Giving Successful Presentations				
Presenting Successfully	comm_05_a01_bs_enus	3.00	2.50	3.00
Delivering the Message	comm_05_a02_bs_enus	3.00	3.50	3.00
Available Presentation Resources	comm_05_a03_bs_enus	3.50	3.50	3.50
Giving Successful Presentations Simulation	COMM005A	0.50		
The Effective Business Meeting				
Planning an Effective Business Meeting	comm_06_a01_bs_enus	2.50	1.00	2.50
Leading an Effective Business Meeting	comm_06_a02_bs_enus	2.50	2.50	2.50
Participating Effectively in a Business Meeting	comm_06_a03_bs_enus	2.50	1.00	2.50

The Effective Business Meeting Simulation	COMM006A	0.50		
Conflict in the Workplace				
Perspectives on Conflict in the Workplace	comm 07 a01 bs enus	3.50	3.50	3.50
Handling Conflict	comm 07 a02 bs enus	3.50	3.50	3.50
Managing Organization Conflict	comm 07 a03 bs enus	3.50	4.50	3.50
Conflict in the Workplace Simulation	COMM007A	0.50		
Managing Workplace Conflict Simulation	COMM007B	0.50		
Getting the Results You Want: Negotiating to Win				
Crafting Deals	comm 08 a01 bs enus	2.50	2.50	2.50
Connecting and Communicating	comm 08 a02 bs enus	2.00	2.50	2.00
The Process of Negotiation	comm 08 a03 bs enus	2.00	2.50	2.00
The Dynamics of Interacting	comm 08 a04 bs enus	2.00	2.50	2.00
Negotiating Inclusively	comm 08 a05 bs enus	2.00	2.00	2.00
What to Do When the Going Gets Tough	comm 08 a06 bs enus	2.00	1.50	2.00
Mastering Negotiation	comm 08 a07 bs enus	1.50	1.50	1.50
Winning Negotiation Simulation	COMM008A	0.50		
Emotional Intelligence at Work				
Defining Emotional Intelligence	comm 09 a01 bs enus	2.00	2.50	2.00
Emotional Intelligence in the Workplace	comm 09 a02 bs enus	1.50	1.50	1.50
Emotional Intelligence and Teamwork	comm 09 a03 bs enus	2.00	1.50	2.00
Increasing Emotional Intelligence	comm 09 a04 bs enus	2.00	2.00	2.00
Emotionally Intelligent Leadership	comm 09 a05 bs enus	2.00	1.50	2.00
Emotional Intelligence at Work Simulation	COMM009A	0.50		
Communicating Assertively				
Asserting Yourself Professionally	comm 10 a01 bs enus	2.50	2.50	2.50
Assertiveness from Inside to Outside	comm 10 a02 bs enus	2.50	1.50	2.50
Communicating Assertively Simulation	COMM010A	0.50		
Professionalism and Business Etiquette				
Standard Business Etiquette	comm 11 a01 bs enus	2.50	1.00	2.50
Communication Business Etiquette	comm 11 a02 bs enus	2.50	1.00	2.50
Etiquette at the Business Meeting	comm 11 a03 bs enus	3.00	1.50	3.00
Business Etiquette for Supervisors	comm 11 a04 bs enus	2.50	3.00	2.50
Professionalism and Business Etiquette Simulation	COMM011A	0.50		
Building Improved Work Relationships				

Effective Interfunctional Relationships	comm_12_a01_bs_enus	2.50	2.00	2.50
Effective Intercultural Relationships	comm_12_a02_bs_enus	2.00	2.00	2.00
Effective Intergender Relationships	comm_12_a03_bs_enus	2.00	2.50	2.00
Effective Relationships with Customers	comm_12_a04_bs_enus	2.00	2.00	2.00
Effective Relationships with Business Partners	comm_12_a05_bs_enus	3.00	2.00	3.00
Building Improved Work Relationships Simulation	COMM012A	0.50		
Obtaining Results without Authority				
Getting Results by Building Relationships	comm_13_a01_bs_enus	2.00	1.50	2.00
Results and Teamwork without Authority	comm_13_a02_bs_enus	2.50	2.50	2.50
Leading without Authority	comm_13_a03_bs_enus	3.00	3.00	3.00
Creating Change, Gaining Allies	comm_13_a04_bs_enus	2.50	2.00	2.50
Communicating to Get Results	comm_13_a05_bs_enus	2.50	2.00	2.50
Obtaining Results from the Boss	comm_13_a06_bs_enus	3.00	2.00	3.00
Getting Results with No Authority Simulation	COMM013A	0.50		
Business Writing Essentials				
Writing with Intention	COMM0011	4.00	1.50	4.00
Avoiding Errors in Usage and Punctuation	COMM0012	4.50	1.50	4.50
Avoiding Grammatical Errors in Business Writing	COMM0013	4.50	2.00	4.50
Crisp Composition	COMM0014	4.50	3.50	4.50
Writing to Reach the Audience	COMM0015	3.00	3.50	3.00
Getting the Most from Business Documents	COMM0016	4.00	3.00	4.00
The Writing Process	COMM0017	5.00	3.50	5.00
Business Writing Essentials	BLTCO001			
Business Writing Essentials Using Microsoft Word	BLTCO001A			
Final Exam: Business Writing Essentials	FE0011_eng			
International Communications				
The Impact of Culture on Communication	COMM0021	2.50		2.50
The Art of Global Communication	COMM0022	3.50		3.50
Improving Your Cross-cultural Communications	COMM0023	3.00		3.00
International Communications Simulation	COMM0020	0.50		
Cross-cultural Communications Simulation	COMM002S	0.50		
Business Grammar Essentials				
Foundations of Grammar	COMM0201	2.50	2.50	2.50
Sentence Construction	COMM0202	2.00	2.00	2.00

Understanding Writing Mechanics	COMM0203	2.00	1.50	2.00
Punctuating with Skill	COMM0204	2.00	4.00	2.00

Email Essentials

Essentials of Electronic Communication	COMM0231	1.50	1.50	1.50
Optimizing Email at Work	COMM0232	2.00	2.00	2.00
E-mail and Organizational Communication	COMM0233	2.50	3.00	2.50
E-mail as a Marketing Tool	COMM0234	2.00	2.50	2.00
E-mail Essentials using Microsoft Outlook	BLTC0023			

Telephone Skills For Business Professionals

Effective Telephone Techniques	COMM0411	5.00	2.50	5.00
Making Telephone Calls Count	COMM0412	3.50	4.00	3.50
Telephone Skills for Business Professionals Simulation	COMM0410	0.50		

Effective Use of Feedback for Business

An Essential Guide to Giving Feedback	COMM0521	2.50	1.50	2.50
Coping with Criticism and Feedback	COMM0522	5.00	2.50	5.00
Giving Feedback to Colleagues	COMM0523	4.50	2.00	4.50
Team Feedback: A guide	COMM0524	4.00	2.50	4.00
Giving Feedback: A Manager's Guide	COMM0525	4.00	2.50	4.00
Effective Feedback for Employees and Colleagues Simulation	COMM0520	0.50		
Effective Use of Feedback for Teams Simulation	COMM052S	0.50		

Anger Management in The Workplace

Experiencing Anger	COMM0701	5.00	2.50	5.00
Managing Your Anger	COMM0702	5.50	2.00	5.50
Managing Anger in the Workplace Simulation	COMM0700	0.50		

E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively	comm 17 a01 bs enus	1.00		
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PROFESSIONAL EFFECTIVENESS**Foundation Skills Curriculum****Basic Business Math Skills**

Whole Numbers, Fractions, and Equations	FNDD0101	4.00	3.00	
Decimals and Percents	FNDD0102	2.00		
Ratios, Averages and Graphs	FNDD0103	2.00		

PROFESSIONAL EFFECTIVENESS**Personal Development Curriculum****Take Control of Your Time by Working More Effectively**

Your Time and You	pd 01 a01 bs enus	3.00	3.50	3.00
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Techniques for Improved Time Management	pd_01_a02_bs_enus	2.50	1.50	2.50
Developing Excellent Time Management Habits	pd_01_a03_bs_enus	3.50	1.50	3.50
Taking Control of Your Time Simulation	PD001A	0.50		
Business Ethics				
Making Decisions Ethically	pd_02_a01_bs_enus	2.50	3.00	
Business Ethics for Managers	pd_02_a02_bs_enus	1.50	1.50	
Understanding Organizational Ethics	pd_02_a03_bs_enus	3.00	3.00	
Social Responsibility in Corporations	pd_02_a04_bs_enus	3.00	2.50	
Business Ethics Simulation	PD002A	0.50		
Handling Organizational Change				
Views on Organizational Change	pd_03_a01_bs_enus	2.50	2.50	
Preparing for Change	pd_03_a02_bs_enus	3.00	2.50	
Communication during Organizational Change	pd_03_a03_bs_enus	3.50	2.50	
Handling Organizational Change Simulation	PD003A	0.50		
Decision-making and Problem-solving for Business				
The Fundamentals of Effective Thinking	pd_04_a01_bs_enus	3.00	2.00	3.00
Problem Framing	pd_04_a02_bs_enus	3.00	2.00	3.00
Problem Solving: Generating Alternatives	pd_04_a03_bs_enus	2.00	1.50	2.00
Making Decisions Dynamically	pd_04_a04_bs_enus	2.50	2.00	2.50
Decision Making: Implementation and Evaluation	pd_04_a05_bs_enus	2.50	2.00	2.50
Group Problem Solving and Decision Making	pd_04_a06_bs_enus	2.50	2.00	2.50
Effective Thinking and Creative Problem Solving Simulation	PD004A	0.50		
Rational Decision-making and Problem Solving Simulation	PD004B	0.50		
Doing Business Professionally				
Working for Your Inner Boss: Personal Accountability	pd_05_a01_bs_enus	2.00	2.50	
Managing from Within: Self-empowerment	pd_05_a02_bs_enus	2.00	2.50	
Goals and Setting Goals	pd_05_a03_bs_enus	2.00	2.50	
Creating a Positive Attitude	pd_05_a04_bs_enus	2.00	2.00	
Pursuing Successful Lifelong Learning	pd_05_a05_bs_enus	2.00	3.00	
Doing Business Professionally Simulation	PD005A	0.50		
Creativity and Innovation in the Workplace				
The Foundations of Creativity and Innovation	PD0031	4.50	1.50	

Generating Creative and Innovative Ideas	PD0032	3.50	2.00	
Evaluating Creative and Innovative Ideas	PD0033	3.50	1.00	
Implementing Creative and Innovative Ideas	PD0034	5.00	2.50	
Creativity and Innovation in the Workplace Simulation	PD0030	0.50		
Creativity and Innovation in the Workplace	BLTPD003			
Fast-tracking Your Career				
Get Your Career on the Fast Track	PD0131	2.50	2.50	
Basic Business Skills to Get You on the Fast Track	PD0132	2.50	1.50	
Communication Skills to Fast-track Your Career	PD0133	2.50	1.50	
Interpersonal Skills on the Fast Track	PD0134	2.50	1.50	
The Boss Factor	PD0135	3.00	1.50	
Improving Your Image	PD0136	3.00	2.50	
Fast-Tracking Your Career Simulation	PD0130	0.50		
Ethics in Business				
Ethics in Business	BLTPD017			
Living a Balanced Life				
Finding Your Life Balance	PD0181	4.50	4.00	
Success Over Stress	PD0182	4.50	2.50	
Strategies for Better Balance	PD0183	5.00	2.00	5.00
Living a Balanced Life Simulation	PD0180	0.50		
Living a Balanced Life	BLTPD018			
Working without a Net - The Business of Risk				
Risk Basics	PD0241	2.00	2.50	2.00
Approaches to Risk Management	PD0242	2.00	2.00	2.00
Decisions and Risk	PD0243	2.00	2.00	2.00
Strategic Planning and Risk Management	PD0244	2.50	2.50	2.50
Risk Strategies: The Cutting Edge	PD0245	2.50	2.50	2.50
Working without a Net: Decisions Simulation	PD0240	0.50		
Achieving Organizational Excellence Through Critical Thinking				
The Role of Critical Thinking in Organizations	PD0251	4.00	5.00	
Developing Fundamental Critical Thinking Skills	PD0252	3.00	4.00	
Strategies for Facilitating Critical Thinking	PD0253	4.50	4.00	
Critical Thinking Skills for Managing	PD0254	3.50	4.00	
Organizational Scope of Critical Thinking	PD0255	3.50	3.50	
Critical Thinking Strategies Simulation	PD0250	0.50		

PROJECT EFFECTIVENESS

Project Management Curriculum

Project Management for Non-Project Managers

Project Management Fundamentals	proj_01_a01_bs_enus	2.50	2.00	2.50
Transitioning into a Project Management Role	proj_01_a02_bs_enus	3.00	2.50	0.00
Initiating and Planning a Project	proj_01_a03_bs_enus	2.00	1.50	2.00
Managing a Project	proj_01_a04_bs_enus	2.50	1.50	2.50
Troubleshooting and Closing the Project	proj_01_a05_bs_enus	2.00	1.50	2.00
Project Management for Non-Project Managers Simulation	PROJ001A	0.50		

Program Management (PMI® Standard-aligned)

An Introduction to Program Management	proj_02_a01_bs_enus	2.00	1.50	2.00
Program Life Cycle and Organization	proj_02_a02_bs_enus	2.50	2.50	2.50
Program Management Processes and the Initiating Process Group	proj_02_a03_bs_enus	1.50	1.50	1.50
Program Planning	proj_02_a04_bs_enus	2.50	2.00	2.50
The Executing Process Group	proj_02_a05_bs_enus	1.50	1.50	1.50
Monitoring, Controlling, and Closing Programs	proj_02_a06_bs_enus	2.00	2.00	2.00

Portfolio Management (PMI® Standard-aligned)

Introduction to Portfolio Management	proj_03_a01_bs_enus	2.00	1.50	2.00
Portfolio Management Processes and the Organization	proj_03_a02_bs_enus	2.00	2.00	2.00
Portfolio Management Process Groups	proj_03_a03_bs_enus	2.00	2.50	2.00

Project Management Foundations (PRINCE2-aligned)

Overview of Project Managing a PRINCE2-aligned Project	proj_04_a01_bs_enus	1.00		
Project Planning and Controlling a PRINCE2-aligned Project	proj_04_a02_bs_enus	2.00		
Managing Quality and Risk in a PRINCE2-aligned Project	proj_04_a03_bs_enus	2.00		
Initial and Ongoing Processes in a PRINCE2-aligned Project	proj_04_a04_bs_enus	2.00		
Controlling, Managing and Closing a PRINCE2-aligned Project	proj_04_a05_bs_enus	2.00		
Techniques for Managing a PRINCE2-aligned Project	proj_04_a06_bs_enus	1.50		

Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)

Managing Projects within Organizations	proj_05_a01_bs_enus	2.00		2.00
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Project Management Overview	proj_05_a02_bs_enus	1.50	1.50
Project Management Process Groups	proj_05_a03_bs_enus	2.00	2.00
Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)			
Integrated Initiation and Planning	proj_06_a01_bs_enus	2.00	2.00
Integrated Project Execution, Monitoring, and Control	proj_06_a02_bs_enus	1.50	1.50
Integrated Project Change Control and Close	proj_06_a03_bs_enus	1.00	1.00
Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)			
Project Requirements and Defining Scope	proj_07_a01_bs_enus	2.00	2.00
Create Work Breakdown Structure	proj_07_a02_bs_enus	1.50	1.50
Monitoring and Controlling Project Scope	proj_07_a03_bs_enus	1.50	1.50
Project Time Management (PMBOK® Guide - Fourth Edition-aligned)			
Defining and Sequencing Project Activities	proj_08_a01_bs_enus	2.00	2.00
Estimating Activity Resources and Durations	proj_08_a02_bs_enus	2.00	2.00
Developing and Controlling the Project Schedule	proj_08_a03_bs_enus	2.00	2.00
Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)			
Estimating and Budgeting Project Costs	proj_09_a01_bs_enus	2.00	2.00
Controlling Costs	proj_09_a02_bs_enus	1.50	1.50
Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)			
Project Quality Planning	proj_10_a01_bs_enus	2.00	2.00
Quality Assurance and Quality Control	proj_10_a02_bs_enus	2.00	2.00
Project Human Resource Management (PMBOK® Guide - Fourth Edition-aligned)			
Planning Project Human Resources	proj_11_a01_bs_enus	2.00	2.00
Managing Project Human Resources	proj_11_a02_bs_enus	2.00	2.00
Planning and Managing Project Human Resources Simulation	PROJ011A	0.50	
Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)			
Stakeholders and the Communication Management Plan	proj_12_a01_bs_enus	2.00	2.00
Processes for Managing Project Communications	proj_12_a02_bs_enus	2.00	2.00

Communicating Effectively with Project Stakeholders Simulation	PROJ012A	0.50		
Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)				
Risk Management Planning	proj_13_a01_bs_enus	1.50	1.50	
Performing Risk Analysis	proj_13_a02_bs_enus	2.00	2.00	
Risk Response, Monitor, and Control	proj_13_a03_bs_enus	2.00	2.00	
Identifying Project Risks	proj_13_a04_bs_enus	2.00	2.00	
Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)				
Planning Project Procurement	proj_14_a01_bs_enus	2.00	2.00	
Managing Procurements	proj_14_a02_bs_enus	2.00	2.00	
Code of Ethics and Professional Conduct (PMI® Standard-aligned)				
The Role of Ethics in Project Management	proj_15_a01_bs_enus	1.50	1.50	
Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	2.00	2.00	
Program Management Overview				
Introduction to Program Management	proj_16_a01_bs_enus	1.50		
Program Life Cycle and Benefits Management	proj_16_a02_bs_enus	2.00		
Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)				
An Introduction to Project Management	PROJ0511	2.50	2.50	2.50
Project Lifecycles and Stakeholders	PROJ0512	2.00	2.00	2.00
Introduction to Project Process Groups and Initiating a Project	PROJ0513	1.50	1.00	1.50
Project Planning	PROJ0514	2.50	2.50	2.50
Executing, Monitoring & Controlling, and Closing a Project	PROJ0515	1.50	1.00	1.50
Project Management Essentials Simulation	PROJ0510	0.50		
Project Management Essentials	BLTPR051			
Project Integration Management (PMBOK® Guide - Third Edition-aligned)				
Initiating a Project and Preparing the Project Plan	PROJ0521	2.50	2.00	2.50
Project Integration: Executing and Completing a Project	PROJ0522	2.00	1.50	2.00
Project Scope Management (PMBOK® Guide - Third Edition-aligned)				
Planning Project Scope	PROJ0531	1.50	1.00	1.50
Controlling Project Scope	PROJ0532	2.00	1.50	2.00
Project Time Management (PMBOK® Guide - Third Edition-aligned)				

Elements of Project Time Management	PROJ0541	2.50	1.50	2.50
Project Scheduling	PROJ0542	3.00	2.00	3.00
Project Cost Management (PMBOK® Guide - Third Edition-aligned)				
Estimating Activity Costs	PROJ0551	1.50	1.00	1.50
Budgeting and Controlling Costs	PROJ0552	2.00	1.00	2.00
Project Quality Management (PMBOK® Guide - Third Edition-aligned)				
Planning for Quality	PROJ0561	2.00	1.50	2.00
Performing Quality Assurance and Control	PROJ0562	2.50	2.00	2.50
Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)				
Elements of Project Human Resource Management	PROJ0571	1.50	1.00	1.50
Implementing Project Human Resource Management	PROJ0572	3.00	1.00	3.00
Project Human Resources Management Simulation	PROJ0570	0.50		
Project Communications Management (PMBOK® Guide - Third Edition-aligned)				
Communications Planning and Information Distribution	PROJ0581	2.50	1.50	2.50
Performance Reporting and Stakeholder Management	PROJ0582	2.00	1.50	2.00
Project Communications Management Simulation	PROJ0580	0.50		
Project Risk Management (PMBOK® Guide - Third Edition-aligned)				
Planning and Identifying Project Risk	PROJ0591	2.50	1.50	2.50
Analyzing Project Risk	PROJ0592	2.00	1.50	2.00
Responding to and Controlling Project Risk	PROJ0593	2.50	2.00	3.00
Project Procurement Management (PMBOK® Guide - Third Edition-aligned)				
Planning Project Procurement and Requesting Seller Responses	PROJ0601	2.50	2.50	2.50
Choosing Sellers and Administering and Closing Contracts	PROJ0602	2.50	2.00	2.50
Project Procurement Management Simulation	PROJ0600	0.50		
Managing Software Project Outsourcing				
Making the Right Outsourcing Decision	232192_ENG	2.25	2.00	2.25
Planning the Outsourcing Deal	232202_ENG	1.75	1.50	1.75
The Outsourcing Project	232209_ENG	3.25	2.50	3.25

Determining Project Quality Standards and Milestones	232224_ENG	2.75	1.50	2.75
Measuring Project Outsourcing Success	232292_ENG	3.00	2.50	3.00
Project Management Professional Responsibility				
Ethics and Professional Knowledge	PROJ0041	3.00	2.00	3.00
Stakeholder Interests and Cultural Diversity	PROJ0042	3.00	2.50	3.00
Strategic Project Management for IT Projects				
Strategic Planning and Positioning for IT Projects	PROJ0361	5.00	1.50	5.00
Strategic Approaches to Managing IT Projects	PROJ0362	5.00	2.00	5.00
Estimating the IT Project Work Effort	PROJ0363	5.50	2.50	5.50
IT Project Leadership, Authority & Accountability	PROJ0364	6.00	2.00	6.00
Managing Multiple IT Projects	PROJ0365	5.50	3.50	5.50
Cost Management and IT Project Trade-offs	PROJ0366	4.50	3.00	4.50
Strategic Project Management for IT Projects Simulation	PROJ0360	0.50		
Final Exam: Strategic Project Management for IT Projects	FE0014_eng			
Project Management for IT Professionals				
Introduction to IT Project Management	PROJ0351	4.00	2.50	4.00
Functions of IT Project Management	PROJ0352	4.50	1.50	4.50
The Life Cycle of an IT Project	PROJ0353	5.00	2.00	5.00
Managing the Execution and Control of IT Projects	PROJ0354	5.50	1.50	5.50
Managing Efficiencies of IT Projects	PROJ0355	4.50	1.00	4.50
Project IT Management Simulation - The Early Stages	PROJ0350	0.50		
Project IT Management Simulation - Design to Rollout	PROJ035S	0.50		
Final Exam: Project Management for IT Professionals	FE0013_eng			
Test Prep				
TestPrep Certified Associate in Project Management (CAPM)	TPCAPM_ENG			
TestPrep Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	TPPMP3ED_ENG			
Mentoring Assets				
Mentoring Project Management Professional	mntpmp4ed			

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Project Management Express Guide Series

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Professional Certification
(PMP) 2005 Express
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PROJECT EFFECTIVENESS

Team Building Curriculum

High-Performance Onsite-and Virtual Teams

Launching Successful Virtual and On-site Teams	team_01_a01_bs_enus	3.00	2.50	3.00
Leading High- performance On-site Teams	team_01_a02_bs_enus	3.50	2.00	3.50
Leading High- performance Virtual Teams	team_01_a03_bs_enus	3.50	4.50	3.50
Facilitating Virtual and On -site Teams	team_01_a04_bs_enus	4.00	4.50	4.00
Creating Virtual and High- Performance Teams Simulation	TEAM001A	0.50		
Leading High- performance Virtual Teams Simulation	TEAM001B	0.50		

Optimizing Your Performance on a Team

Being an Effective Team Member	team_02_a01_bs_enus	1.00		
Establishing Team Goals and Responsibilities	team_02_a02_bs_enus	1.00		
Elements of a Cohesive Team	team_02_a03_bs_enus	1.00		
Effective Team Communication	team_02_a04_bs_enus	1.00		
Using Feedback to Improve Team Performance	team_02_a05_bs_enus	1.00		

Leading Teams

Leading Teams: Launching a Successful Team	team_03_a01_bs_enus	1.00		
Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enus	1.00		

Participating in Teams

Effective Team-building Strategies	TEAM0171	4.00	2.00	4.00
Effectively Communicating in Teams	TEAM0172	3.00	2.00	3.00
The Individual's Role in a Team	TEAM0173	3.50	1.50	3.50

Participating in Teams Simulation	TEAM0170	0.50		
Participating in Teams	BLTTE017			

Making Teams Work: Capitalizing on Conflict

Team Conflict: The Seeds of Dissent	TEAM0211	3.50	3.50	3.00
Analyzing Workplace War Zones	TEAM0212	2.50	2.00	2.50
Getting Past Clashes: Valuing Team Diversity	TEAM0213	2.50	1.50	2.50
Conquering Conflict through Communication	TEAM0214	3.00	1.50	3.00
The Path to Peace and Harmony	TEAM0215	2.50	1.00	2.50
Manager's Performance Guide - Team Conflict Skills	TEAM0216	1.50	1.00	1.50
Making Teams Work Simulation	TEAM0210	0.50		

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Business Analysis

Certified Business Analysis Professional (CBAP™)

Core Concepts in Business Analysis	cons_01_a01_bs_enus	1.50	1.50	
Enterprise Analysis and Making a Business Case	cons_01_a02_bs_enus	2.50	2.50	
Introduction to Requirements Planning	cons_01_a03_bs_enus	2.00	2.50	
Requirements Planning and Management	cons_01_a04_bs_enus	2.50	3.00	
Eliciting Requirements	cons_01_a05_bs_enus	3.50	4.00	
Analyzing Requirements Using Models	cons_01_a06_bs_enus	3.00	4.00	
Refining and Documenting Requirements	cons_01_a07_bs_enus	1.50	1.50	
Communicating and Implementing Requirements	cons_01_a08_bs_enus	3.00	4.00	

PROJECT EFFECTIVENESS

Personal Development

Telecommuting and the Remote Employee

Telecommuting Basics: Maximizing Productivity as a Remote Employee	pd_08_a01_bs_enus	1.00		
Telecommuting Basics: Communication Strategies for the Remote Employee	pd_08_a02_bs_enus	1.00		

PROJECT EFFECTIVENESS

Communication

E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively	comm_17_a01_bs_enus	1.00		
Addressing and Redistributing E-mail	comm_17_a02_bs_enus	1.00		
Managing Your E-mail	comm_17_a03_bs_enus	1.00		

Telephone Essentials for Business

Essential Skills for Professional Telephone Calls	comm 18 a01 bs enus	1.00	
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Business Writing Basics

Business Writing: Know Your Readers and Your Purpose	comm 19 a01 bs enus	1.00	
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Business Writing: How to Write Clearly and Concisely	comm 19 a02 bs enus	1.00	
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SALES and CUSTOMER FACING SKILLS**Sales Curriculum****Field Sales Skills**

Field Sales Foundations	SALE0101	3.50	2.50
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Planning Your Field Sales Approach	SALE0102	4.50	4.00
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Applying Your Field Sales Approach	SALE0103	4.00	3.50
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Completing Your Field Sales Approach	SALE0104	3.50	3.00
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Field Sales Skills Simulation	SALE0100	0.50	
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Field Sales Skills Blended Learning Toolkit	BLTSA010		
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Territorial Account Sales Skills

The Territorial Account Sales Approach	SALE0111	3.00	3.00
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Understanding Your Target Customer's Business	SALE0112	3.50	3.50
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Effectively Using Customer-focused Research Meetings	SALE0113	3.50	3.00
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Gaining Access to Key Personnel at Your Target Accounts	SALE0114	3.50	2.50
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Delivering High-impact Territorial Account Sales (TAS) Presentations	SALE0115	5.00	3.00
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Territorial Account Sales Skills Simulation	SALE0110	0.50	
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Inside Sales Skills

Preparing for Outbound Sales Calls	SALE0121	6.00	3.50
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Initiating Outbound Sales Calls	SALE0122	3.50	2.00
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Completing Outbound Sales Calls	SALE0123	5.00	4.00
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Preparing for Inbound Sales Calls	SALE0124	5.00	3.50
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Completing Inbound Sales Calls	SALE0125	5.00	3.50
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Inside Sales Skills Simulation	SALE0120	0.50	
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Inside Sales Skills Blended Learning Toolkit	BLTSA012		
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Strategic Account Sales Skills

The Strategic Account Sales Approach	SALE0131	3.00	2.00
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Understanding Your Customer	SALE0132	3.50	2.50
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Conducting Effective Sales Research Meetings	SALE0133	3.50	2.50
Working with Your Customer's Key Players	SALE0134	3.50	2.50
Delivering High-Impact Sales Presentations	SALE0135	6.00	3.50
Strategic Account Sales Skills Simulation	SALE0130	0.50	
Strategic Account Sales Skills	BLTSA013		
Sales Team Management			
Building a Winning Sales Team	SALE0151	5.50	3.50
Using Business Tools to Manage Sales Teams	SALE0152	3.00	2.00
Motivating a Winning Sales Team	SALE0153	4.50	
Communicating in Sales Teams	SALE0154	2.50	
Sales Team Management Simulation	SALE0150	0.50	
Selling at the Executive Level			
Prepare for Success	SALE0221	3.00	2.00
Strategic Planning	SALE0222	3.50	2.50
Progressing through the Complex Sale	SALE0223	4.00	3.50
Presenting Your Proposition	SALE0224	4.00	3.00
Negotiating to Mutual Benefit	SALE0225	4.00	2.50
From Executive-level Sale to Strategic Partnership	SALE0226	4.00	3.50
Preparing for the Executive-level Sale Simulation	SALE0220	0.50	
Progressing through the Complex Sale Simulation	SALE022S	0.50	
Closing Executive-level Sales Simulation	SALE022T	0.50	
Selling at the Executive Level Blended Learning Toolkit	BLTSA022		
SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy			
The Profession of Selling	SALE0401	3.50	2.50
Professional Selling in the Knowledge Economy	SALE0402	5.00	4.50
Professional Selling in the Knowledge Economy Simulation	SALE0400	0.50	
SalesUniversity Sales Math 101: Developing a Sales Plan for Success			
Sales Math 101: Developing a Sales Plan for Success	SALE0411	4.00	3.50
SalesUniversity Sales Manufacturing: A Success Model			
Sales Manufacturing (TM): Identifying Sales Opportunities	SALE0421	5.00	4.50

Sales Manufacturing (TM): Sales Production	SALE0422	6.00	5.00
Sales Manufacturing: Opportunity Development Simulation	SALE0420	0.50	

SalesUniversity Communication 101

Sales Communications Foundations	SALE0431	7.00	5.00
Sales Communications Essentials	SALE0432	7.00	6.00
Telesales Communications	SALE0433	6.00	4.50
Sales Communication Techniques Simulation	SALE0430	0.50	

SALES and CUSTOMER FACING SKILLS

Customer Service Curriculum

Excelling at Customer Service

Corporate Culture: Building the Service Foundation	cust_05_a01_bs_enus	3.00	1.50
The Fundamentals of Exceptional Customer Service	cust_05_a02_bs_enus	3.00	1.50
The Customer's Voice	cust_05_a03_bs_enus	5.00	1.50
Advancing Service Expertise	cust_05_a04_bs_enus	3.50	2.50
Customers, Confrontation and Conflict	cust_05_a05_bs_enus	5.00	1.50
Overcoming Difficult Service Situations	cust_05_a06_bs_enus	4.50	1.50
The EXCEL Acronym: Instilling Service Excellence	cust_05_a07_bs_enus	5.00	5.00
Service Teams and Service Stars	cust_05_a08_bs_enus	5.00	1.50
Excel at Customer Service Simulation	CUST005A	0.50	
Providing Customer Service Simulation	CUST005B	0.50	

Customer Service Representative, Professionalism

The Customer Service Representative (CSR)	cust_06_a01_bs_enus	3.50	
Support Center Services and Work Environment n	cust_06_a02_bs_enus	3.00	
Team and Customer Relationships	cust_06_a03_bs_enus	3.00	

Customer Service Representative, Skills

Customer Interactions	cust_07_a01_bs_enus	3.50	
Communication Skills	cust_07_a02_bs_enus	3.50	
Conflict, Stress, and Time Management	cust_07_a03_bs_enus	3.50	

Customer Service Representative, Process

Customer Service Processes and Procedures	cust_08_a01_bs_enus	3.00	
Quality in a Support Center	cust_08_a02_bs_enus	3.50	

Support Center Tools, Technologies and Metrics	cust_08_a03_bs_enus	3.00	
Dealing with Irrational Customers and Escalating Complaints	cust_08_a04_bs_enus	2.00	
Frontline Call Center Skills			
The Call Center Industry	CUST0111	2.50	2.00
Call Center Communication Skills	CUST0112	4.50	3.50
Call Center Customer Service	CUST0113	3.50	1.00
Call Center Telephone Sales	CUST0114	3.00	1.50
Frontline Call Center Skills Simulation	CUST0110	0.50	
Measuring Customer Satisfaction			
Discovering What Your Customers Want	CUST0131	2.50	1.00
Developing Customer Satisfaction Surveys	CUST0132	3.00	1.50
Customer Satisfaction: Analysis and Implementation	CUST0133	2.50	1.50
Measuring Customer Satisfaction Simulation	CUST0130	0.50	
Internal Customer Service			
Excellence in Internal Customer Service	CUST0141	5.00	1.50
Working With Internal Customers	CUST0142	4.00	2.50
Overcoming Internal Customer Service Problems	CUST0143	3.50	1.00
Internal Customer Service: Conflict and Complaints Simulation	CUST0140	0.50	
Internal Customer Service Agent Skills			
The Customer Service Agent in Action	CUST0151	4.50	1.50
Professional Skills for Customer Service Agents	CUST0152	4.50	1.00
Managing Challenges in Customer Service	CUST0153	5.00	1.50
Cross-selling in a Customer Service Call	CUST0154	5.50	1.50
Customer Service Agent Skills Simulation	CUST0150	0.50	
Technical Support Agent Skills			
The Contact Center and Technical Support Agent	CUST0161	4.50	1.50
Technical Support Essentials	CUST0162	5.00	1.50
Assessing Customer Behavior	CUST0163	4.50	1.50
Technical Support Agent Survival Skills	CUST0164	3.50	1.50
Technical Support Agent Skills Simulation	CUST0160	0.50	
Managing A Customer-Focused Department			

Identifying Your Customer's Expectations	CUST0171	4.50	4.00
Using Surveys to Measure Customer Satisfaction	CUST0172	3.00	2.50
Bridge The Expectations Gap	CUST0173	4.50	4.00
Leading A Customer-Focused Team	CUST0174	4.00	3.00
Managing a Customer-focused Department Simulation	CUST0170	0.50	

IT Infrastructure Library (ITIL) v3 Foundation Syllabus v4.2

ITIL V3 Foundation Syllabus v4.2: ITIL and the Service Lifecycle	ib itlu a01 it enus	1.50	
ITIL V3 Foundation Syllabus V4.2: Service Strategy Fundamentals	ib itlu a02 it enus	2.40	
ITIL V3 Foundation Syllabus v4.2: Service Strategy Processes	ib itlu a03 it enus	1.10	
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ITIL V3 Foundation Syllabus v4.2: Service Design Processes	ib itlu a05 it enus	2.50	
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ITIL V3 Foundation Syllabus v4.2: Service Operation Principles and Functions	ib itlu a07 it enus	2.00	
ITIL V3 Foundation Syllabus v4.2: Service Operation Processes	ib itlu a08 it enus	1.50	
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ITIL V3 - Service Strategy Processes	ib itil a03 it enus	1.10	
ITIL V3 - Service Design Fundamentals	ib itil a04 it enus	2.00	
ITIL V3 - Service Design Processes	ib itil a05 it enus	2.50	
ITIL V3 - Service Transition Processes and Principles	ib itil a06 it enus	2.50	
ITIL V3 - Service Operation Principles and Functions	ib itil a07 it enus	2.00	
ITIL V3 - Service Operation Processes	ib itil a08 it enus	1.50	

ITIL V3 - Continual Service Improvement Fundamentals	ib_itil_a09_it_enus	1.50	
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Inbound Call Center Management

The Inbound Call Center	CUST0211	2.50	1.50
Inbound Call Center Management: Leadership	CUST0212	3.00	2.50
Inbound Call Centers: People Management	CUST0213	3.00	2.50
Inbound Call Center Technology	CUST0214	4.00	4.50
Performance Metrics for an Inbound Call Center	CUST0215	2.50	2.50

Mentoring Assets

Mentoring ITIL V3 Foundation (ITV3F)	mntitv3f		
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TestPreps

TestPrep ITIL V3 Foundation (ITV3F)	TPITV3F_ENG		
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SALES and CUSTOMER FACING SKILLS**Consulting Skills****Consulting with the External Client**

Essentials of External Consulting	CONS0111	5.00	4.00
The Client-Consultant Relationship	CONS0112	5.00	3.00
Diagnosing and Planning	CONS0113	4.00	2.00
Managing Delivery	CONS0114	3.50	3.00
Evaluation and Review	CONS0115	4.00	3.50
Consulting with the External Client Simulation	CONS0110	0.50	

Consulting with the Internal Client

Essentials of Internal Consulting	CONS0121	4.00	3.50
Internal Consulting Skills	CONS0122	3.50	2.50
Establishing a Relationship with Internal Clients	CONS0123	4.00	3.00
A Workable Solution for Internal Clients	CONS0124	4.00	2.50
Evaluating Internal Assignments	CONS0125	4.50	2.50
Consulting with the Internal Client Simulation	CONS0120	0.50	

**Internal Consulting for the
Technical Professional**

The Technical Professional as Internal Consultant	CONS0131	4.00	2.00
Creating Effective Contracts	CONS0132	3.00	1.50
Using Data as a Technical Professional Consultant	CONS0133	4.00	
Resistance and Technical Professional Consultants	CONS0134	2.50	

SALES and CUSTOMER FACING SKILLS**Industry Foundations****Industry Overviews**

The Automotive Industry Overview: Version 2	indo_01_a01_bs_enus	3.00	3.00
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The Oil and Gas Industry Overview: Version 2	indo_01_a02_bs_enus	2.50	2.50
The Pharmaceutical Industry Overview: Version 2	indo_01_a03_bs_enus	2.50	2.50
The Food and Beverage Industry Overview: Version 2	indo_01_a04_bs_enus	2.50	3.00
The Health Care Industry Overview: Version 2	indo_01_a05_bs_enus	1.50	2.50
The Banking Industry Overview: Version 2	indo_01_a06_bs_enus	2.50	3.00
The Manufacturing Industry Overview: Version 2	indo_01_a07_bs_enus	2.50	3.00
The Retail Industry Overview: Version 2	indo_01_a08_bs_enus	2.50	2.50
The Telecommunications Industry Overview: Version 2	indo_01_a09_bs_enus	2.50	2.50
The Insurance Industry Overview: Version 2	indo_01_a10_bs_enus	3.00	2.50
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