

SkillSoft Courseware

IT SKILLS COURSEWARE

SOFTWARE DEVELOPMENT

Web Development Technologies

wt_ajax_a01_it_enus

■ Introduction to Ajax Development

Ajax Basics

wt_ajax_a02_it_enus

Ajax API Essentials

wt_ajax_a03_it_enus

Ajax Applications and Server Communication

SOFTWARE DEVELOPMENT

Java 2 Programming

jl_jsef_a01_it_enus

■ Java SE7 Fundamentals

Java SE7 Fundamentals: Introduction to Java

jl_jsef_a02_it_enus

Java SE7 Fundamentals: Variables, Operators, and Objects

jl_jsef_a03_it_enus

Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops

jl_jsef_a04_it_enus

Java SE7 Fundamentals: Overloading,

Validation, and Object-Oriented Concepts

jl_jsef_a05_it_enus

Java SE7 Fundamentals: Handling Errors and Deploying Applications

■ Java SE 7 New Features

jl_jses_a01_it_enus

Java SE7 New Features: Java Language and Technology Enhancements

jl_jses_a02_it_enus

Java SE7 New Features: I/O, Network, and Desktop Enhancements

■ Java SE7 Professional

jl_jsep_a01_it_enus

Java SE7 Professional: Syntax and Class

Design

jl_jsep_a02_it_enus

Java SE7 Professional: Generics, Errors, and

I/O

jl_jsep_a03_it_enus

Java SE7 Professional: File I/O,

Concurrency, JDBC, and Localization

jl_jteo_a01_it_enus

■ Introduction to Java EE 6

Introduction to Java EE 6

■ Java Programming with Java SE 6.0

252344_ENG

Java Programming with Java SE 6.0: Getting

Started with Java

252345_ENG

Java Programming with Java SE 6.0: Operators and Flow Control in Java	252346_ENG
Java Programming with Java SE 6.0: Creating Classes in Java	252347_ENG
Java Programming with Java SE 6.0: Working with Classes in Java	252348_ENG
Java Programming with Java SE 6.0: Generics and Annotations	252349_ENG
Java Programming with Java SE 6.0: Reference Types and Threading	252350_ENG
Java Programming with Java SE 6.0: Exception Handling and Assertions	252351_ENG
Java Programming with Java SE 6.0: Java Utilities	252352_ENG
Java Programming with Java SE 6.0: Java I/O	252353_ENG
Java Programming with Java SE 6.0: Basic GUI Development in Java	252354_ENG
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■ **Java Programming with J2SE 5.0** 220915_ENG

Java Programming with J2SE 5: Getting Started with Java	220916_ENG
Java Programming with J2SE 5: Operators and Flow Control in Java	220917_ENG
Java Programming with J2SE 5: Creating Classes in Java	220918_ENG
Java Programming with J2SE 5: Working with Classes in Java	222163_ENG
Java Programming with J2SE 5: Generics and Annotations	220919_ENG
Java Programming with J2SE 5: Reference Types and Threading	220920_ENG
Java Programming with J2SE 5: Exception Handling and Assertions	220921_ENG 222157_ENG
Java Programming with J2SE 5: Java Utilities	
Java Programming with J2SE 5: Java I/O	220922_ENG
Java Programming with J2SE 5: Basic GUI Development in Java	220923_ENG
Java Programming with J2SE 5: Java Applets	

SOFTWARE DEVELOPMENT

Microsoft .NET Software Development ' sd_wdcs_a01_it_enus

■ **Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010**

Creating Windows Applications with C# 2010	sd_wdcs_a02_it_enus
Creating User Interfaces for Windows	

Applications with C# 2010	sd_wdcs_a03_it_enus
Windows Applications Content Creation and Management with C# 2010	sd_wdcs_a04_it_enus
Windows Applications Databinding with C# 2010	sd_wdcs_a05_it_enus
Customizing and Managing Multithreaded Applications with C# 2010	sd_wdcs_a06_it_enus
Securing and Deploying WPF Applications with C# 2010	

■ **Microsoft .NET Framework 3.5: Windows I**

Windows Forms Creation with Visual Basic 2008	sd_adwf_a01_it_enus
Data Integration with Visual Basic 2008	sd_adwf_a02_it_enus
Printing, MDI Forms, and Usability with Visual Basic 2008	sd_adwf_a03_it_enus
Custom Controls and Asynchronous Programming with Visual Basic 2008	sd_adwf_a04_it_enus
Application Configuration and Deployment with Visual Basic 2008	sd_adwf_a05_it_enus
Database Environments and XML Handling with Visual Basic 2008	sd_adwf_a06_it_enus

■ **Microsoft .NET Framework 3.5: ADO.NET**

Getting Started With ADO.NET Connections and Commands	sd_mand_a01_it_enus
Managing ADO.NET Connections and Commands with VB 2008	sd_mand_a02_it_enus
Getting Started with DataSets using Visual Basic 2008	sd_mand_a03_it_enus
Viewing and Navigating Data with ADO.NET DataSets using Visual Basic 2008	sd_mand_a04_it_enus
Updating ADO.NET DataSets With Visual Basic 2008	sd_mand_a05_it_enus
Using Query Notifications and Synchronizing Data with Visual Basic 2008	sd_mand_a06_it_enus
The ADO.NET Entity Framework and LINQ	sd_mand_a07_it_enus

■ **Microsoft .NET Framework 3.5: ASP.NET**

Developing Web Applications with Visual Basic 2008 and ASP.NET 3.5	sd_adad_a01_it_enus
Creating and Consuming Server Controls with Visual Basic 2008 and ASP.NET 3.5	sd_adad_a02_it_enus
Data and Services Integration with Visual Basic 2008 and ASP.NET 3.5	sd_adad_a03_it_enus
ASP.NET AJAX and Client-Side Scripting with	sd_adad_a04_it_enus

Visual Basic 2008 and ASP.NET 3.5	sd_adad_a05_it_enus
XML and Mobile Web Applications with Visual Basic 2008 and ASP.NET 3.5	sd_adad_a06_it_enus
Configuring and Deploying Web Application with Visual Basic 2008 and ASP.NET 3.5	sd_adad_a07_it_enus
Debugging, Tracing, and Monitoring ASP.NET Applications with Visual Basic 2008	sd_adad_a08_it_enus
Optimization and Customization with Visual Basic 2008 and ASP.NET 3.5	sd_adwc_a01_it_enus

■ **Microsoft .NET Framework 3.5: Windows Communication Foundation with VB 2008**

Getting Started with WCF	sd_adwc_a02_it_enus
WCF Contracts, Behaviors, and Data Management	sd_adwc_a03_it_enus
Securing and Managing a WCF Application	vs_vsfl_a01_it_enus

■ **Microsoft .NET Framework 3.5 and Visual Studio 2008: New Features**

Introducing .NET 3.5 and Visual Studio 2008	vs_vsfl_a02_it_enus
Building .NET 3.5 Applications with Visual Studio 2008	

■ **Microsoft .NET Framework 3.5: Windows Workflow Foundation with VB 2008**

Creating, Hosting, and Communication in WF with Visual Basic 2008	sd_mvwb_a01_it_enus
Activities, Rules, and Conditions in WF with Visual Basic 2008	sd_mvwb_a02_it_enus
Transactions, Compensations, and Runtime Services in WF with Visual Basic 2008	sd_mvwb_a03_it_enus

■ **Microsoft .NET Framework 3.5: Windows Presentation Foundation with VB 2008**

Creating WPF Applications with Visual Basic 2008	sd_mvws_a01_it_enus
Creating User Interfaces with WPF and Visual Basic 2008	sd_mvws_a02_it_enus
WPF Content Creation and Management with Visual Basic 2008	sd_mvws_a03_it_enus
WPF Databinding with Visual Basic 2008	sd_mvws_a04_it_enus
Customizing and Deploying WPF Applications with Visual Basic 2008	sd_mvws_a05_it_enus
	sd_adfv_a01_it_enus

■ **Microsoft .NET Framework: Application Development with VB 2008**

Visual Basic: System Types and Collections	sd_adfv_a02_it_enus
Visual Basic: Serialization and I/O	sd_adfv_a03_it_enus
Visual Basic: Customized Programming	sd_adfv_a04_it_enus
Visual Basic: Security	sd_adfv_a05_it_enus

Visual Basic: Threading, Service Processing, and Application Domains	sd_adfv_a06_it_enus
Visual Basic: Diagnostics and Management	235804_ENG

■ **Microsoft .NET Framework 2.0: New Features for Developers Using Visual Basic 2005**

Visual Studio 2005 with Visual Basic	235803_ENG
Visual Basic 2005, the Console Class, and Security	235805_ENG
ADO.NET 2.0, Data Binding, and ASP.NET 2.0 with Visual Basic	

■ **Microsoft .NET Framework 2.0: Developing**

XML and Mobile Web Applications with Visual Basic 2005 and ASP.NET 2.0	237311_ENG
Web-form Creation with Visual Basic 2005 and ASP.NET 2.0	237307_ENG
Web-application Deployment, Optimization, and Customization with Visual Basic 2005 and ASP.NET 2.0	237310_ENG
Data Integration with Visual Basic 2005 and ASP.NET 2.0	237308_ENG
Data Integration with Visual Basic 2005 and ASP.NET 2.0	237309_ENG
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■ **Microsoft .NET Framework 2.0: New Featu**

Visual Studio 2005 with C#	239190_ENG
C# 2005, the Console Class, and Security	239191_ENG
ADO.NET 2.0, Data Binding, and ASP.NET 2.0 with C#	241291_ENG

■ **Microsoft .NET Framework 2.0: Application**

C# 2005: System Types and Collections	241292_ENG
C# 2005: Serialization and I/O	241293_ENG
C# 2005: Customized Programming	241294_ENG
C# 2005: Security	241295_ENG
C# 2005: Threading, Service Processing, and Application Domains	241296_ENG
C# 2005: Diagnostics and Management	

■ **Microsoft .NET Framework 2.0: Developin**

Windows Forms Creation and Configuration with Visual Basic 2005	244011_ENG
Data Integration, Database Environments, and XML Handling with Visual Basic 2005	244012_ENG
Windows Forms Controls and Usability with	244013_ENG

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Visual Basic 2005

■ **Microsoft Visual Studio 2005 and the .NET** 243229_ENG

Visual Studio 2005 and the .NET Framework
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■ **Microsoft .NET Framework 2.0: Developing** 241467_ENG

Web-form Creation with C# 2005 and ASP.NET
2 241468_ENG

Data Integration with C# 2005 and ASP.NET
2 241469_ENG

Custom Controls and Security with C# 2005
and ASP.NET 2.0 241470_ENG

Web-application Deployment, Optimization,
and Customization with C# 2005 and ASP.NET
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XML and Mobile Web Applications with C# 2005
and ASP.NET 2.0 246186_ENG

■ **Microsoft .NET Framework 2.0: Distributed** 246187_ENG

Web Services with Visual Basic 2005
Remoting with Visual Basic 2005 246189_ENG

Serviced Components and Messaging with
Visual Basic 2005 246188_ENG

WSE Implementation with Visual Basic 2005

■ **Microsoft .NET Framework 2.0: Developing** 246608_ENG

Windows Forms Creation and Configuration
with C# 2005 246609_ENG

Data Integration, Database Environments, and
XML Handling with C# 2005 246610_ENG

Windows Forms Controls and Usability with C#
2005 246611_ENG

Asynchronous Programming and Deployment with
C# 2005 254285_ENG

■ **Microsoft .NET Framework 2.0: Distributed** 254296_ENG

Web Services with C# 2005 254306_ENG

Remoting with C# 2005

WSE Implementation with C# 2005 254318_ENG

Serviced Components and Messaging with C#
2005

■ **Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010**

Microsoft .NET Framework 4.0: Web Applications with Visual Studio 2010 and Visual Basic 2010	sd_masp_a01_it_enus
Microsoft .NET Framework 4.0: Web Form Controls with VB 2010	sd_masp_a02_it_enus
Microsoft .NET Framework 4.0: Data Integration with VB 2010	sd_masp_a03_it_enus
Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010	sd_masp_a04_it_enus
Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010	sd_masp_a05_it_enus
Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with VB 2010	sd_masp_a06_it_enus
Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with VB 2010	sd_masp_a07_it_enus
Microsoft .NET Framework 4.0: Web Application Optimization and Customization with VB 2010	sd_masp_a08_it_enus

■ **Microsoft .NET Framework 4: Web Applications**

Microsoft .NET Framework 4: Web Applications with Visual Studio 2010 and Visual C# 2010	sd_masc_a01_it_enus
Microsoft .NET Framework 4: Web Form Controls with C# 2010	sd_masc_a02_it_enus
Microsoft .NET Framework 4: Data Integration with C# 2010	sd_masc_a03_it_enus
Microsoft .NET Framework 4: Client-Side Scripting and AJAX with C# 2010	sd_masc_a04_it_enus
Microsoft .NET Framework 4: ASP.NET MVC 2 with C# 2010	sd_masc_a05_it_enus
Microsoft .NET Framework 4: Configuring and Deploying Web Applications with C# 2010	sd_masc_a06_it_enus
Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with C# 2010	sd_masc_a07_it_enus
Microsoft .NET Framework 4: Web Application Optimization and Customization with C# 2010	sd_masc_a08_it_enus
	sd_wccs_a01_it_enus

■ **Windows Communication Foundation Development in C# with Microsoft .NET Framework (70-51)**

Getting Started with WCF 4 Using C# 2010	sd_wccs_a02_it_enus
WCF 4 Contracts, Behaviors, and Data Management Using C# 2010	sd_wccs_a03_it_enus
Securing and Managing a WCF 4 Application	

with C# 2010
Discovery, Routing, and RESTful Services in
WCF 4 Applications with C# 2010

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■ **Accessing Data with Microsoft .NET Fram**

sd_adcs_a01_it_enus

Getting Started with ADO.NET 4 Connections
and Commands Using C# 2010

sd_adcs_a02_it_enus

Managing ADO.NET 4 Connections and Commands
with C# 2010

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Getting Started with ADO.NET 4 DataSets
Using C# 2010

sd_adcs_a04_it_enus

Viewing and Navigating Data with ADO.NET 4
DataSets Using C# 2010

sd_adcs_a05_it_enus

Updating ADO.NET DataSets with C# 2010

sd_adcs_a06_it_enus

Synchronizing Data and Managing ADO.NET 4
Applications with C# 2010

sd_adcs_a07_it_enus

Working with the ADO.NET Entity Framework 4
Using C# 2010

sd_adcs_a08_it_enus

Using LINQ and XML with ADO.NET 4 and C#
2010

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■ **Microsoft .NET Framework 4: Windows Communication Foundation with Visual Basic 2010**

Getting Started with WCF 4 using VB 2010
WCF 4 Contracts, Behaviors, and Data

sd_wcvb_a02_it_enus

Management Using Visual Basic 2010

sd_wcvb_a03_it_enus

Securing and Managing a WCF 4 Application
with Visual Basic 2010

sd_wcvb_a04_it_enus

Discovery, Routing, and RESTful Services in
WCF 4 Applications with VB 2010

■ **Microsoft .NET Framework 4: Accessing D**

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Getting Started with ADO.NET 4 Connections
and Commands Using Visual Basic 2010

sd_advb_a02_it_enus

Managing ADO.NET 4 Connections and Commands
with Visual Basic 2010

sd_advb_a03_it_enus

Getting Started with ADO.NET 4 DataSets
using Visual Basic 2010

sd_advb_a05_it_enus

Updating ADO.NET DataSets with Visual Basic
2010

sd_advb_a04_it_enus

Viewing and Navigating Data with ADO.NET 4
DataSets using Visual Basic 2010

sd_advb_a06_it_enus

Synchronizing Data and Managing ADO.NET 4
Applications with Visual Basic 2010

sd_advb_a07_it_enus

Working with the ADO.NET Entity Framework 4
using Visual Basic 2010

sd_advb_a08_it_enus

Using LINQ and XML with ADO.NET 4 and Visual

Basic 2010

■ **Microsoft .NET Framework 4: Windows Ap** sd_wdvh_a01_it_enus

Windows Application Development with Visual Basic 2010	sd_wdvh_a02_it_enus
Creating User Interfaces for Windows Applications with Visual Basic 2010	sd_wdvh_a03_it_enus
Windows Applications Content Creation and Management with Visual Basic 2010	sd_wdvh_a04_it_enus
Windows Applications Databinding with Visual Basic 2010	sd_wdvh_a05_it_enus
Customizing and Managing Multithreaded Applications with Visual Basic 2010	sd_wdvh_a06_it_enus
Securing and Deploying WPF Applications with Visual Basic 2010	sd_mnov_a01_it_enus

■ **Microsoft .NET: An Overview**

.NET Overview: Windows, Web, and the Cloud

SOFTWARE DEVELOPMENT
Generic Languages 116671_ENG

■ **C++ programming**

C++ Programming: Structured Programming	116672_ENG
C++ Programming: Classes and Data Abstraction	116673_ENG
C++ Programming: Manipulating Objects	116674_ENG
C++ Programming: Overloading	116675_ENG
C++ Programming: Files and Streams	116676_ENG
C++ Programming: Programming Techniques	FE0015_eng
Final Exam: C++ programming	116604_ENG

■ **ANSI C Programming** 116654_ENG

ANSI C Programming: Introducing C	116670_ENG
ANSI C Programming: Data Representation	116697_ENG
ANSI C Programming: Functions	116731_ENG
ANSI C Programming: Expressions	116752_ENG
ANSI C Programming: Flow Control	116781_ENG
ANSI C Programming: Text Processing	116826_ENG
ANSI C Programming: Processing Records	
ANSI C Programming: Pointers	116840_ENG
ANSI C Programming: The Standard Library and Preprocessor	FE0016_eng
Final Exam: ANSI C Programming	235060_ENG

■ **Perl Programming Fundamentals** 235075_ENG

Perl Language Fundamentals

Starting to Program with Perl

SOFTWARE DEVELOPMENT

Software Programming Fundamentals

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■ **Software Programming Fundamentals**

sd_spff_a02_it_enus

Getting Started with Software Programming

sd_spff_a03_it_enus

Introduction to Software Program Design

Software Program Control Flow Fundamentals

■ **Software Programming Fundamentals**

SOFTWARE DEVELOPMENT

Software Development Principles

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■ **Agile Software Development**

Introducing Agile Software Development

sd_agsd_a02_it_enus

Planning an Agile Software Development
Project

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Managing Agile Software Development

Agile Programming and Testing

219736_ENG

■ **Best Practices for Software Programming**

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General Coding Best Practices

219750_ENG

Maintaining Quality Code

219722_ENG

Object-oriented Coding Best Practices

Programming Techniques and Strategies

231413_ENG

■ **Developing a User-Centered Software Design Approach**

Introducing User-Centered Design

231423_ENG

Developing an Application Using

User-Centered Design

231434_ENG

The Iterative Process in User-Centered

231444_ENG

Design

Practical Examples of User-Centered Design

SOFTWARE DEVELOPMENT

Software Testing Foundations

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■ **Software Testing Foundations**

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Fundamentals of Software Testing

Testing Throughout the Software Life Cycle

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Static Techniques and Test Design in

sd_sftf_a04_it_enus

Software Testing

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Black-Box Software Testing Techniques

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White-Box Software Testing Techniques

Software Test Management sd_sftf_a07_it_enus
Configuration Management, Risks, and sd_sftf_a08_it_enus
Incidents in Software Testing
Tool Support in Software Testing

SOFTWARE DEVELOPMENT

Mentoring Assets

Mentoring Assets

Mentoring 70-502 VB - TS: Microsoft .NET Framework 3.5, Windows Presentation Foundation Application Development	mnt70502vb
Mentoring 70-503 VB - TS: Microsoft .NET Framework 3.5, Windows Communication Foundation Application Development	mnt70503vb
Mentoring 70-504 VB - TS: Microsoft .NET Framework 3.5, Workflow Foundation Application Development	mnt70504vb
Mentoring 70-505 VB - TS: Microsoft .NET Framework 3.5, Windows Forms Application Development	mnt70505vb
Mentoring 70-561 VB - TS: Microsoft .NET Framework 3.5, ADO.NET Application Development	mnt70561vb
Mentoring 70-562 VB - TS: Microsoft .NET Framework 3.5, ASP.NET Application Development	mnt70562
Mentoring 70-536 VB - TS: Microsoft .NET Framework - Application Development Foundation	mnt70536vb
Mentoring 70-536 C# - TS: Microsoft .NET Framework - Application Development	mnt70536cs
Mentoring 1Z0-853 Java Standard Edition 5 Programmer	mnt310055
Mentoring 1Z0-851 Java Standard Edition 6 Programmer	mnt310065
Mentoring 70-515 VB - TS: Web Applications Development with .NET 4	mnt70515vb
Mentoring 70-513 C# - TS: Windows Communication Foundation with .NET 4	mnt70513cs
Mentoring 70-515 C# - TS: Web Applications Development with .NET 4	mnt70515cs
Mentoring 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4	mnt70516cs
Mentoring 70-511 C# - TS: Windows Applications Development with .NET 4	mnt70511cs
Mentoring 70-513 VB - TS: Windows Communication Foundation with .NET 4	mnt70513vb
Mentoring 70-513 VB - TS: Windows Communication Foundation with .NET 4	mnt70516vb

Mentoring 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4

mmt70511vb

Mentoring 70-511 VB - TS: Windows

mmt1z0803

Applications Development with .NET 4

Mentoring 1Z0-803 Java SE 7 Programmer I

SOFTWARE DEVELOPMENT

Test Preps

■ Test Preps

TestPrep 70-536 C# - TS: Microsoft .NET Framework - Application Development

TP70536CS_ENG

Foundation

Test Prep 70-536 VB - TS: Microsoft .NET Framework - Application Development

TP70536VB_ENG

Foundation

TP310055_ENG

TestPrep 1Z0-853 Java Standard Edition 5 Programmer

TP310065_ENG

TestPrep 1Z0-851 Java Standard Edition 6 Programmer

TestPrep 70-503 VB - TS: Microsoft .NET Framework 3.5, Windows Communication

sd_adwc_a01_tp_enus

Foundation

TestPrep 70-562 VB - TS: Microsoft .NET Framework 3.5, ASP.NET Application

sd_adad_a01_tp_enus

Development

TestPrep 70-561 VB - TS: Microsoft .NET Framework 3.5, ADO.NET Application

sd_mand_a01_tp_enus

Development

sd_mwvb_a01_tp_enus

TestPrep 70-504 VB - TS: Microsoft .NET Framework 3.5, Workflow Foundation

sd_adwf_a01_tp_enus

TestPrep 70-505 VB - TS: Microsoft .NET Framework 3.5, Windows Forms App Dev

sd_mwvs_a01_tp_enus

TestPrep 70-502 VB - TS: Microsoft .NET Framework 3.5, Windows Presentation

sd_masp_a01_tp_enus

TestPrep 70-515 VB - TS: Web Applications Development with .NET 4

sd_masc_a01_tp_enus

TestPrep 70-515 C# - TS: Web Applications Development with .NET 4

sd_wccs_a01_tp_enus

TestPrep 70-513 C# - TS: Windows

Communication Foundation with .NET 4

sd_adcs_a01_tp_enus

TestPrep 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4

sd_wdcs_a01_tp_enus

TestPrep 70-511 C# - TS: Windows

Applications Development with .NET 4

sd_wcvb_a01_tp_enus

TestPrep 70-513 VB - TS: Windows

Communication Foundation with .NET 4

sd_advb_a01_tp_enus

TestPrep 70-516 VB - TS: Accessing Data with
Microsoft .NET Framework 4

OPERATING SYSTEMS AND SERVER TECHNOLOGIES **CompTIA A+**

■ **CompTIA A+ 2009 Essentials**

A+ Essentials 2009: Computer Hardware Components	cs_apet_a01_it_enus
A+ Essentials 2009: Configuring Displays, Peripherals, Laptops, and Printers	cs_apet_a02_it_enus
A+ Essentials 2009: Troubleshooting Computers and Printers	cs_apet_a05_it_enus
A+ Essentials 2009: Operational Procedures and Preventative Maintenance	cs_apet_a07_it_enus
A+ Essentials 2009: Installing Windows Operating Systems (Windows 7 update)	cs_apet_a08_it_enus
A+ Essentials 2009: Using and Managing Windows (Windows 7 update)	cs_apet_a09_it_enus
A+ Essentials 2009: Security and Network Fundamentals (IPv6 update)	cs_apet_a10_it_enus

■ **CompTIA A+ 2009 Practical Application**

A+ Practical Application 2009: Personal Computer Components	cs_apit_a01_it_enus
A+ Practical Application 2009: Troubleshooting Hardware	cs_apit_a02_it_enus
A+ Practical Application 2009: Maintaining Networks	cs_apit_a04_it_enus
A+ Practical Application 2009: Security	cs_apit_a05_it_enus
A+ Practical Application 2009: Maintaining Operating Systems (Windows 7 update)	cs_apit_a06_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES **CompTIA Server+**

■ **CompTIA Server+ 2009**

CompTIA Server+ 2009: System Hardware	cs_csvr_a01_it_enus
CompTIA Server+ 2009: System Software	cs_csvr_a02_it_enus
CompTIA Server+ 2009: Server Functions and Network Essentials	cs_csvr_a03_it_enus
CompTIA Server+ 2009: Storage	cs_csvr_a04_it_enus
CompTIA Server+ 2009: IT Environment	cs_csvr_a05_it_enus
CompTIA Server+ 2009: Disaster Recovery	cs_csvr_a06_it_enus
CompTIA Server+ 2009: Troubleshooting	cs_csvr_a07_it_enus
CompTIA Server+ 2009: Network and Storage Troubleshooting	cs_csvr_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

Windows SharePoint Services 3.0 257555_ENG

■ Microsoft Windows SharePoint Services 3 257556_ENG

Getting Started with WSS 257568_ENG

Working with the WSS Object Model 257579_ENG

Features and Solutions in WSS 257685_ENG

Working with Lists and ListItems 257722_ENG

Extending WSS with .NET Components 257734_ENG

Creating Web Parts for WSS

Implementing and Deploying Workflows

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

Microsoft SharePoint Server 2010

■ Microsoft SharePoint 2010: Configuring es_msst_a01_it_enus

Installing and Configuring Microsoft es_msst_a02_it_enus

SharePoint 2010 es_msst_a03_it_enus

Core Configuration for SharePoint 2010

Upgrading to Microsoft SharePoint 2010 es_msst_a04_it_enus

Configuring and Administrating SharePoint es_msst_a05_it_enus

2010 Search es_msst_a06_it_enus

Configuring Web Applications for SharePoint es_msst_a07_it_enus

2010 Authentication and Web

Application Security Configuration es_msst_a08_it_enus

Configuring SharePoint 2010 Site Collections es_msst_a09_it_enus

Managing SharePoint 2010 Features and es_msst_a10_it_enus

Solutions

SharePoint 2010 Operational Health

SharePoint 2010 Performance

■ Microsoft SharePoint 2010: Administrator es_mssa_a01_it_enus

Designing a SharePoint 2010 Physical

Architecture es_mssa_a02_it_enus

SharePoint 2010 Logical Design and Sandbox es_mssa_a03_it_enus

Solutions es_mssa_a04_it_enus

SharePoint 2010 Deployment Topology and es_mssa_a05_it_enus

Availability es_mssa_a06_it_enus

Planning SharePoint 2010 Service es_mssa_a07_it_enus

Applications and Component Strategy es_mssa_a08_it_enus

Planning a SharePoint 2010 Upgrade es_mssa_a09_it_enus

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Linux Networking Configuration	
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Security in the Linux Environment	221197_ENG
Linux System Customization and Automation	221186_ENG
Linux Troubleshooting	

■ **LPIC Advanced Level Linux Professional (** lu_lalp_a01_it_enus

Linux User Notification and Device Management	lu_lalp_a02_it_enus
E-mail and Security in Linux	lu_lalp_a03_it_enus
Linux Kernel Compilation and Linux Startup	lu_lalp_a04_it_enus
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Linux File Sharing and Filesystem Management	lu_lalp_a06_it_enus
Linux Network Configuration	
Linux Network Services	lu_lalp_a07_it_enus
Linux System Maintenance and Hardware Configuration	lu_lalp_a08_it_enus
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VMware Datacenter Overview	

■ VMware Workstation	vi_vmst_a01_it_enus
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VMware Workstation 7: Managing Virtual Machines	

■ VMware: Datacenter Virtualization with vS	vi_vmwa_a01_it_enus
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VMware vSphere 5 - Part 1: Introduction to Virtualization	vi_vmwa_a03_it_enus
VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration	vi_vmwa_a06_it_enus
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Mentoring 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment	mmt70290
Mentoring 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	mmt70291
Mentoring 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure	mmt70294

Mentoring 70-297 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure	mmt70297
Mentoring 70-293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	mmt70293
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Mentoring 70-620 TS: Configuring Windows Vista Client	mmt70620
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Mentoring LX0-101 Linux+ Powered by LPI Exam 1	mmtlx0101
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Mentoring 70-662 TS: Microsoft Exchange	mmt70662

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Mentoring VMware: Datacenter Virtualization with vSphere 5 - Part 1	

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Test Preps

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TestPrep 70-680 TS: Windows 7, Configuring	
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Desktop Administrator	mw_mwet_a01_tp_enus
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Server Administrator	es_msst_a01_tp_enus
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TestPrep 70-662 TS: Microsoft Exchange	
Server 2010, Configuring	

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Express Guides

Microsoft

Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windows 2000 (Exam 70-292) Express Guide.	_pc_eg_70292
Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Environment for an MCSE Certified on Win 2000 (Exam 70-296) Express Guide.	_pc_eg_70296
Managing and Maintaining a Microsoft Windows Server 2003 Environment (Exam 70-290) Express Guide	_pc_eg_70290
Implementing, Managing, Maintaining a Windows Server 2003 Network Infrastructure (Exam 70-291) Express Guide	_pc_eg_70291
Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (Exam 70-293) Express Guide	_pc_eg_70293
Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active	_pc_eg_70294

Directory Infrastructure (Exam 70-294)

Express Guide

Designing a Microsoft Windows Server 2003

_pc_eg_70297

Active Directory and Network Infrastructure

(Exam 70-297) Express Guide

Design Security for a Microsoft Windows

_pc_eg_70298

Server Network 2003 Network (Exam 70-298)

Express Guide



Oracle

_pc_eg_444103

Oracle Database 10g: Administration Workshop

I R2 Express Guide

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Social Networking

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Social Networking for Users

Social Networking for Users

INTERNET AND NETWORK TECHNOLOGIES

CompTIA Networking, Internetworking, and Security Technologies



CompTIA Network+ 2012

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CompTIA Network+ 2012: Networking Concepts

Part 1

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CompTIA Network+ 2012: Networking Concepts

Part 2

cs_ctmt_a03_it_enus

CompTIA Network+ 2012: Network Installation

and Configuration Part 1

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CompTIA Network+ 2012: Network Installation

and Configuration Part 2

cs_ctmt_a05_it_enus

CompTIA Network+ 2012: Network Media and

Topologies Part 1

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CompTIA Network+ 2012: Network Media and

Topologies Part 2

cs_ctmt_a07_it_enus

CompTIA Network+ 2012: Network Management

Part 1

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CompTIA Network+ 2012: Network Security Part

1

cs_ctmt_a09_it_enus

CompTIA Network+ 2012: Network Security Part

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cs_ctmt_a10_it_enus

CompTIA Network+ 2012: Network Security Part

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CompTIA Security + 2011

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Control Fundamentals and Security Threats

Network Protocols, Attacks, and Defenses

cs_styp_a03_it_enus

Creating Secure Networks and Performing Security Assessments	cs_styp_a04_it_enus
Network and System Security Mechanisms	cs_styp_a05_it_enus
Remote Access and Wireless Security	cs_styp_a06_it_enus
Authentication, Biometrics, and Security Controls	cs_styp_a07_it_enus
Securing the IT Environment	cs_styp_a08_it_enus
Cryptography and Public Key Infrastructures	cs_styp_a09_it_enus
Securing Applications, Virtualized Environments, and Cloud Computing	cs_styp_a10_it_enus
Business Continuity, Disaster Recovery, Security Training, and Forensics	cs_ctnt_a01_it_enus

■ **CompTIA Network+ 2009**

CompTIA Network+ 2009: Network Fundamentals	cs_ctnt_a02_it_enus
CompTIA Network+ 2009: Network Components	cs_ctnt_a03_it_enus
CompTIA Network+ 2009: Network Devices	cs_ctnt_a05_it_enus
CompTIA Network+ 2009: Network Protocols	cs_ctnt_a06_it_enus
CompTIA Network+ 2009: Wide Area Networks	cs_ctnt_a07_it_enus
CompTIA Network+ 2009: Wireless Networks	cs_ctnt_a08_it_enus
CompTIA Network+ 2009: Network Addressing	cs_ctnt_a09_it_enus
CompTIA Network+ 2009: Routing	cs_ctnt_a10_it_enus
CompTIA Network+ 2009: Managing and Monitoring the Network	cs_ctnt_a11_it_enus
CompTIA Network+ 2009: Troubleshooting the Network	cs_ctnt_a12_it_enus
CompTIA Network+ 2009: Network Security	

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Network Protocols 211788_ENG

■ **TCP/IP: Mobile IP and IP Mobility**

Mobile IP	211789_ENG
IP Mobility	212561_ENG

■ **TCP/IP: Protocols for Securing Web Transactions**

Digital Payments	210670_ENG
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■ **TCP/IP: Network Management Protocols**

SNMP, MIBs, and RMON

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Data/Telecommunications 80284_ENG

■ **IPv6 and Future Applications**

IPv6	85776_ENG
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■ Lightweight Directory Access Protocol

LDAP Fundamentals	84923_ENG
Designing and Maintaining LDAP Directory Services	

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Wireless Communications

■ Advanced Wireless Technologies

Beyond 3G (B3G)	221229_ENG
4G Communication Systems	219524_ENG
4G Implementations	
Non-Cellular Wireless Technology	

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Wireless

■ Understanding and Evaluating RFID Techn

RFID Technology and Business Applications	232057_ENG
RFID: Applications Management	

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Security Solutions

■ SSCP

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SSCP Domain: Cryptography	sp_sycp_a02_it_enus
SSCP Domain: Malicious Code	sp_sycp_a03_it_enus
SSCP Domain: Monitoring and Analysis Part 1	sp_sycp_a04_it_enus
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SSCP Domain : Networks and Telecommunications Part 1	sp_sycp_a06_it_enus
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SSCP Domain : Security Operations and Administration Part 1	sp_sycp_a08_it_enus
SSCP Domain : Security Operations and Administration Part 2	sp_sycp_a09_it_enus
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■ Certified Internet Security Auditor (CISA)

CISA Domain: The Process of Auditing Information Systems – Part1	sp_cisa_a01_it_enus
CISA Domain: The Process of Auditing Information Systems - Part 2	sp_cisa_a02_it_enus
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CISA Domain: Governance and Management of IT – Part 1	sp_cisa_a04_it_enus
CISA Domain: Governance and Management of IT - Part 2	sp_cisa_a05_it_enus
CISA Domain: IS Acquisition, Development, and Implementation - Part 1	sp_cisa_a06_it_enus
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CISA Domain: IS Operations, Maintenance and Support – Part 1	sp_cisa_a08_it_enus
CISA Domain: IS Operations, Maintenance, and Support - Part 2	sp_cisa_a09_it_enus
CISA Domain: Protection of Information Assets – Part 1	sp_cisa_a10_it_enus
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■ **Certified Information Security Manager (CISM)**

Information Security Governance: Overview	sp_cism_a02_it_enus
Information Security Governance: Strategies and Goals	sp_cism_a03_it_enus
Information Security Governance: Developing an Action Plan	sp_cism_a04_it_enus
Information Risk Management: Program Framework and Risk Assessment	sp_cism_a05_it_enus
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Incident Management and Response: Introduction and Resources	sp_cism_a12_it_enus
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■ **Certified Information Systems Security Professional (CISSP) 2012**

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CISSP 2012 Domain: Telecommunications and Network Security	sp_cpte_a03_it_enus
CISSP 2012 Domain: Information Security Governance and Risk Management	sp_cpte_a05_it_enus
CISSP 2012 Domain: Cryptography	sp_cpte_a07_it_enus
CISSP 2012 Domain: Operations Security	sp_cpte_a08_it_enus
CISSP 2012 Domain: Business Continuity and Disaster Recovery Planning	sp_cpte_a09_it_enus
CISSP 2012 Domain: Legal, Regulations, Investigations, and Compliance	sp_cpte_a10_it_enus
CISSP 2012 Domain: Physical (Environment) Security	sp_cpte_a04_it_enus
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CISSP 2012 Domain: Security Architecture and Design	

■ **Certified Information Security Manager (CISM)**

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■ **CAPPS 8.0: Integrating Cisco Unified Communications Applications**

Cisco CAPPS 8.0: Introduction to Voice-Mail	cc_caps_a02_it_enus
Cisco CAPPS 8.0: Integrating Cisco Unity Connection with CUCM	cc_caps_a03_it_enus
Cisco CAPPS 8.0: Configuring the CUC System and Dial Plan Components	cc_caps_a04_it_enus
Cisco CAPPS 8.0: Implementing Cisco Unity Connection	cc_caps_a05_it_enus
Cisco CAPPS 8.0: Implementing Cisco Unity Express in CUCM Express Environment	cc_caps_a06_it_enus
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Cisco CAPPS 8.0: Understanding Cisco Unified Presence Implementation	cc_caps_a10_it_enus
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Cisco IPS 7.0: Managing Cisco IPS Devices	cc_ipss_a05_it_enus
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■ **SECURE 1.0: Securing Networks with Cisc**

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Cisco SECURE 1.0: Advanced Routed Data Plane Security Controls	cc_cure_a04_it_enus
Cisco SECURE 1.0: Advanced Control Plane Security Controls	cc_cure_a05_it_enus
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Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager	cc_cptz_a08_it_enus
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Cisco CIPT1 8.0: Cisco Unified Mobility	cc_cptz_a10_it_enus

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Cisco CIPT2 8.0: Features and Applications for Multisite Deployments	cc_cpty_a06_it_enus
Cisco CIPT2 8.0: Call Control Discovery	cc_comm_a01_it_enus

■ **ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration**

Cisco ICOMM 8.0: CUC Solutions	cc_comm_a02_it_enus
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Cisco ICOMM 8.0: Call Flows in CUC Systems	cc_comm_a04_it_enus
Cisco ICOMM 8.0: Endpoint and User Administration	cc_comm_a05_it_enus
Cisco ICOMM 8.0: End User Telephony and Mobility Features	cc_comm_a06_it_enus
Cisco ICOMM 8.0: Configuring Mobility Features	cc_comm_a07_it_enus
Cisco ICOMM 8.0: Enablement of Cisco Unity Connection and Voice Mailbox Options	cc_comm_a08_it_enus
Cisco ICOMM 8.0: Cisco Unified Presence	cc_comm_a09_it_enus
Cisco ICOMM 8.0: Cisco Unified Communications Solution Maintenance	cc_comm_a10_it_enus
Cisco ICOMM 8.0: RTMT, Monitoring Voice Mail and the Disaster Recovery System	

■ **Implementing Cisco Voice Communicator**

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Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs	cc_voic_a02_it_enus
Cisco CVOICE 8.0: Transporting Voice over IP networks	cc_voic_a03_it_enus
Cisco CVOICE 8.0: SIP and MGCP Signaling Protocols	cc_voic_a04_it_enus
Cisco CVOICE 8.0: VoIP Call Legs	cc_voic_a05_it_enus
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Cisco CVOICE 8.0: Path Selection and Calling Privileges	cc_voic_a09_it_enus
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Cisco CVOICE 8.0: QoS Mechanisms cc_voic_a12_it_enus
Cisco CVOICE 8.0: Congestion, Rate Limiting,
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■ **ROUTE 1.0: Implementing Cisco IP Routin** cc_icir_a01_it_enus

Cisco ROUTE 1.0: Routing Services for
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Cisco ROUTE 1.0: EIGRP Implementation for
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Cloud Computing for Business Professor

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Introducing Cloud Computing

Moving Business Services into the Cloud

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Cloud Computing for IT professionals

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Cloud Computing Basics

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Cloud Technology Enablers

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Enterprise Data and Cloud Interaction

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Migrating Infrastructure to the Cloud

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Identity, Presence, and Privacy

Providing Cloud Security

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Mentoring Assets

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Routing (ROUTE)

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TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH)	cc_icir_a01_tp_enus
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TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM v8.0)	sp_cssp_a01_tp_enus
TestPrep Certified Information Systems	

Security Professional (CISSP)	dt_ismt_a01_tp_enus
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<p>■ Oracle Database 11g: SQL Fundamentals </p> <p>Oracle Database 11g: Controlling User Access and Managing Schema Objects</p> <p>Oracle Database 11g: Data Dictionary Views and Large Data Sets</p> <p>Oracle Database 11g: Managing Data in Different Time Zones</p> <p>Oracle Database 11g: Using Subqueries and Regular Expressions</p>	<p>257867_ENG</p> <p>257876_ENG</p> <p>257884_ENG</p> <p>257896_ENG</p>
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Adobe InDesign CS4: Fundamentals	
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■ **Adobe Dreamweaver CS4**

Setting up a Site and Adding Content in Dreamweaver CS4	at_dcsf_a01_it_enus
Adding Links and Images in Dreamweaver CS4	at_dcsf_a02_it_enus
Tables, Accessibility, and Standards in Dreamweaver CS4	at_dcsf_a03_it_enus
Reusing Content in Dreamweaver CS4	at_dcsf_a04_it_enus
Creating Interactive Web Pages in Dreamweaver CS4	at_dcsf_a05_it_enus
Cascading Style Sheets in Dreamweaver CS4	at_dcsf_a06_it_enus
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■ **Adobe Flash CS4**

Introduction to Adobe Flash CS4 Professional	
Drawing and Working with Images in Flash CS4	at_fcsf_a02_it_enus
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■ **Adobe AIR for Flash Developers**

Adobe AIR for Flash Developers

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■ **Adobe Fireworks CS4**

Adobe Fireworks CS4: Fundamentals

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■ **Adobe Captivate 4**

Adobe Captivate 4

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■ **Adobe Reader X**

Adobe Reader X

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■ **Adobe Reader 9**

Adobe Reader 9

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■ **Adobe Reader 8.0**

Using Adobe Reader 8

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■ **Adobe Acrobat 9**

Adobe Acrobat 9: Fundamentals

■ **Adobe Acrobat 8.0**

Creating and Working with PDFs in Adobe Acrobat 8

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Editing and Reviewing in Adobe Acrobat 8

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Forms and Document Security in Adobe Acrobat 8

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Advanced Features of Adobe Acrobat 8

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■ **Adobe AIR 3**

Adobe AIR for Flash Developers

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■ **Adobe InDesign CS5**

Adobe InDesign CS5: Fundamentals

WEB DESIGN

Scripting and Web Languages

sl_jasc_a01_it_enus

■ **JavaScript Fundamentals**

JavaScript Language Basics

sl_jasc_a02_it_enus

JavaScript: Objects and Object-oriented

Programming

sl_jasc_a03_it_enus

JavaScript: Functions and Regular

sl_jasc_a04_it_enus

Expressions	
JavaScript: Browser Scripting Fundamentals	sl_jasc_a05_it_enus
JavaScript: Advanced Browser Scripting and DHTML	110402_ENG

■ **DHTML Basics** 109372_ENG

DHTML and Cascading Style Sheets	
Making Content Dynamic with DHTML	213606_ENG

■ **Advanced XML** 215282_ENG

Structuring XML with Schemas	213612_ENG
Advanced Schemas	213638_ENG
Transforming and Formatting XML	213609_ENG
Querying, Navigating, and Linking XML Data	213614_ENG
XML APIs	
Extending XML	

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT Business	db_iseu_a01_dt_enus
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■ **Information Security for End Users**

Introduction to Information Security	db_iseu_a02_dt_enus
Using your Desktop Computer and Mobile Devices Safely	db_iseu_a03_dt_enus
Using E-mail, the Internet, and Social Media Safely in a Corporate Environment	

■ **IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus**

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	ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals	ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes	ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes	ib_itlv_a09_it_enus

ITIL® 2011 Edition Foundation: Continual
Service Improvement

■ **ITIL® 2011 Edition Overview** ib_ovvx_a01_it_enus

ITIL® 2011 Edition Overview: Creating a
Service Culture ib_ovvx_a02_it_enus

ITIL® 2011 Edition Overview: Introduction to
the ITIL® Framework ib_ovvx_a03_it_enus

ITIL® 2011 Edition Overview: Certification
and Benefits

■ **Technical Management Essentials** mgmt_19_a01_bs_enus

Transitioning from Technical Professional to
Management mgmt_19_a02_bs_enus

Strategies for Transitioning to Technical
Management mgmt_19_a03_bs_enus

Managing Technical Professionals cust_06_a01_bs_enus

■ **Customer Service Representative, Profes** cust_06_a02_bs_enus

The Customer Service Representative (CSR) cust_06_a03_bs_enus

Support Center Services and Work Environment
Team and Customer Relationships cust_07_a01_bs_enus

■ **Customer Service Representative, Skills** cust_07_a02_bs_enus

Customer Interactions cust_07_a03_bs_enus

Communication Skills
Conflict, Stress, and Time Management cust_08_a01_bs_enus

■ **Customer Service Representative, Proces** cust_08_a02_bs_enus

Customer Service Processes and Procedures
Quality in a Support Center cust_08_a03_bs_enus

Support Center Tools, Technologies and
Metrics cust_08_a04_bs_enus

Dealing with Irrational Customers and
Escalating Complaints

■ **Writing Skills for Technical Professionals** ib_wstp_a01_it_enus

Writing for Technical Professionals:
Preparation and Planning ib_wstp_a02_it_enus

Writing for Technical Professionals:
Effective Writing Techniques

BUSINESS SKILLS FOR THE IT PROFESSIONAL

Test Preps ib_itlv_a01_tp_enus

■ Test Preps

TestPrep ITIL V3 Foundation (ITV3F)

BUSINESS SKILLS FOR THE IT PROFESSIONAL

Mentoring Assets

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■ Mentoring Assets

Mentoring ITIL V3 Foundation (ITV3F)

PROJECT EFFECTIVENESS

Project Management Curriculum

proj_01_a01_bs_enus

■ Project Management for Non-Project Managers

proj_01_a02_bs_enus

Project Management Fundamentals

proj_01_a03_bs_enus

Transitioning into a Project Management Role

proj_01_a04_bs_enus

Initiating and Planning a Project

proj_01_a05_bs_enus

Managing a Project

PROJ001A

Troubleshooting and Closing the Project

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Project Management for Non-Project Managers

_pc_ch_lach042

Managing Projects without Direct Authority

_pc_bi_pmbi002

Supporting Project Managers

_pc_bi_pmbi003

Ensuring Management Buy-In on a Project

_pc_ch_pmch001

Managing Conflict in Project Teams

_pc_ch_pmch002

Handling a Change Request

_pc_bi_pmbi004

Scope Definition Tools and Techniques

_pc_bi_pmbi005

Managing Scope on a Project

_pc_bi_pmbi006

Weighing the Costs of Project Change

Managing Vendor Relationships

_pc_bi_pmbi007

Anticipating and Solving Problems as a

_pc_bi_pmbi008

Project Champion

Addressing Stakeholder Conflicts

_pc_bi_pmbi009

Portfolios, Programs, and Projects: What's
the Difference?

_pc_bi_pmbi010

_pc_bi_pmbi011

Controlling Project Cost

Mitigating Risks when Improving Processes

_pc_ch_pmch003

Ethics and Risks: Why they Matter in Project
Success

_pc_ch_lach041

Project Management Essentials

proj_05_a01_bs_enus

■ Project Management Essentials - (PMBOK

proj_05_a02_bs_enus

Managing Projects within Organizations

proj_05_a03_bs_enus

Project Management Overview

Project Management Process Groups

proj_06_a01_bs_enus

■ Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)

Integrated Initiation and Planning

proj_06_a02_bs_enus

Integrated Project Execution, Monitoring,
and Control

proj_06_a03_bs_enus

Integrated Project Change Control and Close

proj_07_a01_bs_enus

■ **Project Scope Management (PMBOK® Guide)**

Project Requirements and Defining Scope

proj_07_a02_bs_enus

Create Work Breakdown Structure

proj_07_a03_bs_enus

Monitoring and Controlling Project Scope

proj_08_a01_bs_enus

■ **Project Time Management (PMBOK® Guide)**

Defining and Sequencing Project Activities

proj_08_a02_bs_enus

Estimating Activity Resources and Durations

proj_08_a03_bs_enus

Developing and Controlling the Project

Schedule

proj_09_a01_bs_enus

■ **Project Cost Management (PMBOK® Guide)**

Estimating and Budgeting Project Costs

proj_09_a02_bs_enus

Controlling Costs

proj_10_a01_bs_enus

■ **Project Quality Management (PMBOK® Guide)**

Project Quality Planning

proj_10_a02_bs_enus

Quality Assurance and Quality Control

proj_11_a01_bs_enus

■ **Project Human Resource Management (PMBOK® Guide)**

Planning Project Human Resources

proj_11_a02_bs_enus

Managing Project Human Resources

PROJ011A

Planning and Managing Project Human

Resources Simulation

■ **Project Communications Management (PMBOK® Guide)**

Stakeholders and the Communications

proj_12_a01_bs_enus

Management Plan

proj_12_a02_bs_enus

Processes for Managing Project

Communications

PROJ012A

Communicating Effectively with Project

Stakeholders Simulation

proj_13_a01_bs_enus

■ **Project Risk Management (PMBOK® Guide)**

Risk Management Planning

proj_13_a04_bs_enus

Identifying Project Risks

proj_13_a02_bs_enus

Performing Risk Analysis

proj_13_a03_bs_enus

Risk Response, Monitor, and Control

proj_14_a01_bs_enus

■ **Project Procurement Management (PMBOK® Guide)**

proj_14_a02_bs_enus

Planning Project Procurement
Managing Procurements proj_15_a01_bs_enus

■ **Code of Ethics and Professional Conduct** proj_15_a02_bs_enus

The Role of Ethics in Project Management
Core PMI® Values and Ethical Standards proj_16_a01_bs_enus

■ **Program Management (PMI® Second Editi** proj_16_a02_bs_enus

Introduction to Program Management
Program Life Cycle and Benefits Management

■ **IT Project Management Essentials** proj_17_a01_bs_enus

IT Project Management Essentials:
Introduction to IT Project Management proj_17_a02_bs_enus
IT Project Management Essentials: Initiating
and Planning IT Projects proj_17_a03_bs_enus
IT Project Management Essentials: Executing
IT Projects proj_17_a04_bs_enus
IT Project Management Essentials: Monitoring
and Controlling IT Projects proj_17_a05_bs_enus
IT Project Management Essentials: Managing
Risks in an IT Project proj_17_a06_bs_enus
IT Project Management Essentials: Testing
Deliverables and Closing IT Projects

■ **PRINCE2®: 2009 Foundation**

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Overview of Project Management (PRINCE2®:
2009-aligned) ib_prin_a01_it_enus
Project Organization, Planning and Risk
(PRINCE2®: 2009-aligned) ib_prin_a02_it_enus
Project Quality, Change and Progress
(PRINCE2®: 2009-aligned) ib_prin_a03_it_enus
Starting Up, Initiating and Directing a
Project (PRINCE2®: 2009-aligned) ib_prin_a04_it_enus
Controlling, Managing and Closing a Project
(PRINCE2®: 2009-aligned) ib_prin_a05_it_enus
Tailoring PRINCE2 to a Project Environment
(PRINCE2®: 2009-aligned) ib_prin_a06_it_enus

■ **Instructor Series: CompTIA Project+ (2009** ISCT0010EN01P

Project+ 2009 Instructor Series: Initiating
a Project ISCT0010EN02P
Project+ 2009 Instructor Series: Project

Scope and Schedule	ISCT0010EN03P
Project+ 2009 Instructor Series: Resources, Risks and Quality	ISCT0010EN04P
Project+ 2009 Instructor Series: Communication, Procurement and Cost	ISCT0010EN05P
Project+ 2009 Instructor Series: Executing the Project	ISCT0010EN06P
Project+ 2009 Instructor Series: Monitoring, Controlling and Closing Projects	

■ **Managing Software Project Outsourcing**

Managing Software Project Outsourcing:	proj_18_a01_bs_enus
Preparing to Manage an Outsourced Project	proj_18_a02_bs_enus
Managing Software Project Outsourcing: Developing a Vendor Contract	proj_18_a03_bs_enus
Managing Software Project Outsourcing: Working with the Outsourced Team	proj_18_a04_bs_enus
Managing Software Project Outsourcing: Dealing with Risks	ib_pmag_a01_it_enus

■ **Agile Practitioner - (PMI-ACP & ScrumMaster aligned)**

Agile Project Management Essentials	ib_pmag_a02_it_enus
Adopting an Agile Approach to Project Management	ib_pmag_a03_it_enus
An Overview of Agile Methodologies	ib_pmag_a04_it_enus
Overview of the Scrum Development Process	ib_pmag_a05_it_enus
Agile Planning: Project Initiating and Requirements Gathering	ib_pmag_a06_it_enus
Agile Planning: Doing Estimates and Completing the Release Plan	ib_pmag_a07_it_enus
Planning and Monitoring Iterations on an Agile Project	ib_pmag_a08_it_enus
Leading an Agile Team	ib_pmag_a09_it_enus
Managing Stakeholder Engagement on an Agile Project	ib_pmag_a10_it_enus
Ensuring Delivery of Value and Quality in Agile Projects	

■ **Mentoring Assets**

Mentoring Project Management Professional (PMP) PMBOK Guide 4th Edition Aligned	mntpmp4ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned	mntcapm4ed
Mentoring PRINCE2: Foundation	mntprince2f
	ib_prin_a01_tp_enus

■ Test Preps

TestPrep PRINCE2: Foundation	
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned	pm_capm_a01_tp_enus
TestPrep Project Management Professional (PMP) PMBOK Guide 4th Edition Aligned	pm_proj_a01_tp_enus

PROJECT EFFECTIVENESS Team Building Curriculum

Team Building Curriculum	team_02_a01_bs_enus
Optimizing Your Performance On a Team	team_02_a02_bs_enus
Being an Effective Team Member	team_02_a03_bs_enus
Establishing Team Goals and Responsibilities	team_02_a04_bs_enus
Elements of a Cohesive Team	team_02_a05_bs_enus
Effective Team Communication	_pc_ch_mgch002
Using Feedback to Improve Team Performance	
Power and Politics in Matrixed Teams	team_03_a01_bs_enus

■ Leading Teams

Leading Teams: Launching a Successful Team	team_03_a02_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a03_bs_enus
Leading Teams: Developing the Team and its Culture	team_03_a04_bs_enus
Leading Teams: Building Trust and Commitment	team_03_a05_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration	team_03_a06_bs_enus
Leading Teams: Motivating and Optimizing Performance	team_03_a07_bs_enus
Leading Teams: Dealing with Conflict	team_03_a08_bs_enus
Leading Teams: Managing Virtual Teams	_pc_bi_lsbi004
Building Trust Incrementally	_pc_bi_lsbi010
Inspiring your Team	_pc_bi_pfb010
Support Your Leader	_pc_ch_mgch001
Developing Self-Sufficient Teams	_pc_ch_pfch006
Choosing the Right Team Culture	_pc_bi_mgbi001
Managing Communications in a Virtual Team	_pc_ch_lach023
Building and Leading Teams	_pc_ch_pach010
Contributing in a Team Environment	

PROJECT EFFECTIVENESS Business Analysis

■ Certified Business Analysis Professional (IB-BAP)	
Introduction to Business Analysis and	ib_buap_a01_it_enus
	ib_buap_a02_it_enus

Essential Competencies

Introduction to Business Analysis Planning	ib_buap_a03_it_enus
Planning Business Analysis Communication and Monitoring	ib_buap_a04_it_enus
Business Analysis Requirements Elicitation	ib_buap_a05_it_enus
Business Analysis Requirements Management and Communication	ib_buap_a06_it_enus
Business Analysis: Enterprise Analysis	ib_buap_a07_it_enus
Business Analysis: Introduction to Requirements Analysis	ib_buap_a08_it_enus
Business Analysis: Verify and Validate Requirements	ib_buap_a09_it_enus
Business Analysis: Solution Assessment and Validation	

Instructor Series

Cisco Systems



Instructor Series: Implementing Cisco Mul

ISCS0047EN01P

Cisco MPLS 2.2 Instructor Series: Concepts and Operation

ISCS0047EN02P

Cisco MPLS 2.2 Instructor Series: Frame Mode MPLS Implementation

ISCS0047EN03P

Cisco MPLS 2.2 Instructor Series: MPLS VPN Technology

ISCS0047EN04P

Cisco MPLS 2.2 Instructor Series: MPLS VPN Configuration

ISCS0047EN05P

Cisco MPLS 2.2 Instructor Series: Advanced VPN and Troubleshooting

ISCS0047EN06P

Cisco MPLS 2.2 Instructor Series: Internet Access and Traffic Engineering

ISCS0047MN01

Mentoring 642-611 Instructor Series: Cisco MPLS 2.2



Instructor Series: Implementing Cisco IOS

ISCS0055EN01P

Cisco IIUC2 1.0 Instructor Series: Fundamentals

ISCS0055EN02P

Cisco IIUC2 1.0 Instructor Series: Features

ISCS0055EN03P

Cisco IIUC2 1.0 Instructor Series:

Configuration of New Features

ISCS0055EN04P

Cisco IIUC2 1.0 Instructor Series: Media

Resources and Cisco Unity Express

ISCS0055EN05P

Cisco IIUC2 1.0 Instructor Series: Cisco

Unity Express

ISCS0055EN06P

Cisco IIUC2 1.0 Instructor Series: Unity

Express VPIM and Unified Messaging

■ Instructor Series: Cisco CWLF 1.0	ISCS0039EN01P
Cisco CWLF 1.0 Instructor Series: Cisco Aironet WLAN Overview	ISCS0039EN02P
Cisco CWLF 1.0 Instructor Series: Cisco Aironet WLAN Products	ISCS0039EN03P
Cisco CWLF 1.0 Instructor Series: Wireless Bridges	ISCS0039EN04P
Cisco CWLF 1.0 Instructor Series: Aironet Desktop Utility	ISCS0039EN05P
Cisco CWLF 1.0 Instructor Series: Core Access Point and Bridge Basic Config.	ISCS0039EN06P
Cisco CWLF 1.0 Instructor Series: Advanced Feature Set Administration	ISCS0039EN07P
Cisco CWLF 1.0 Instructor Series: WLAN Management Solutions	ISCS0039EN08P
Cisco CWLF 1.0 Instructor Series: Cisco Wireless Mesh Network Installation	ISCS0039EN09P
Cisco CWLF 1.0 Instructor Series: Security	ISCS0039EN10P
Cisco CWLF 1.0 Instructor Series: Site Survey Preparation and Techniques	ISCS0039EN11P
Cisco CWLF 1.0 Instructor Series: Manual Site Survey Tools and Utilities	

■ Instructor Series: Cisco CWLAT 1.0	ISCS0040EN01P
Cisco CWLAT 1.0 Instructor Series: Unified Wireless Network Concepts	ISCS0040EN02P
Cisco CWLAT 1.0 Instructor Series: Implementing the WLAN with Cisco WCS	ISCS0040EN03P
Cisco CWLAT 1.0 Instructor Series: The Cisco Core Feature Set	ISCS0040EN04P
Cisco CWLAT 1.0 Instructor Series: WLAN Management	ISCS0040EN05P
Cisco CWLAT 1.0 Instructor Series: Wireless Network Troubleshooting	ISCS0040EN06P
Cisco CWLAT 1.0 Instructor Series: Cisco WLAN Security	

■ Instructor Series: Cisco BGP 3.2	ISCS0041EN01P
Cisco BGP 3.2 Instructor Series: Overview and Transit Autonomous Systems	ISCS0041EN02P
Cisco BGP 3.2 Instructor Series: Route Selection Using Policy Controls	ISCS0041EN03P
Cisco BGP 3.2 Instructor Series: Route Selection Using Attributes	ISCS0041EN04P
Cisco BGP 3.2 Instructor Series:	

Customer-to-Provider Connectivity with BGP	ISCS0041EN05P
Cisco BGP 3.2 Instructor Series: Scaling Service Provider Networks	ISCS0041EN06P
Cisco BGP 3.2 Instructor Series: Optimizing BGP Scalability	iscs_0041_a01_tp_enus
Practice Exam 642-661 Instructor Series: Cisco BGP 3.2	ISCS0041MN01
Mentoring 642-661 Instructor Series: Cisco BGP 3.2	

■ **Test Preps**

Practice Exam 642-611 Instructor Series: Cisco MPLS 2.2	iscs_0047_a01_tp_enus
Practice Exam 642-145 Instructor Series: Cisco IIUC2 1.0	iscs_0055_a01_tp_enus

Instructor Series
CompTIA

■ **Instructor Series: CompTIA Project+ (2009)**

Project+ 2009 Instructor Series: Initiating a Project	ISCT0010EN01P
Project+ 2009 Instructor Series: Project Scope and Schedule	ISCT0010EN02P
Project+ 2009 Instructor Series: Resources, Risks and Quality	ISCT0010EN03P
Project+ 2009 Instructor Series: Communication, Procurement and Cost	ISCT0010EN04P
Project+ 2009 Instructor Series: Executing the Project	ISCT0010EN05P
Project+ 2009 Instructor Series: Monitoring, Controlling and Closing Projects	ISCT0010EN06P
Mentoring PK0-002 Instructor Series: CompTIA Project+ 2009	ISCT0010MN01

Element K IT
Database Concepts

■ **Data Storage**

Fundamentals of Data Protection and Disaster Recovery	en_us_96934_ek
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■ **SQL**

SQL: Fundamentals of Querying (Fourth Edition)	en_us_134284_ek
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Element K IT
IBM® Lotus® Domino®

■ IBM® Lotus® Domino® 7	en_us_66825_ek
Configuring IBM® Lotus® Domino® 7 Web Servers	en_us_66799_ek
Developing IBM® Lotus® Domino® 7 Applications: Intermediate Skills	en_us_65811_ek
Help Desk Basic Troubleshooting for IBM® Lotus® Domino® 7	en_us_65812_ek
Help Desk Fundamentals for IBM® Lotus® Domino® 7	
■ IBM® Lotus® Domino® 8	en_us_91614_ek
Creating IBM® Lotus® Domino® 8 Web Services Using LotusScript®	en_us_77625_ek
Exploring New Features in IBM® Lotus® Domino Designer® 8	
■ IBM® Lotus® Domino® 8.5	
Building the IBM® Lotus® Domino® 8.5 Infrastructure (D8L76) -Adding IBM® Lotus Notes® Clients	en_us_314852_ek
Building the IBM® Lotus® Domino® 8.5 Infrastructure (D8L76) -Adding IBM® Lotus® Domino® Servers	en_us_314851_ek
Building the IBM® Lotus® Domino® 8.5 Infrastructure (D8L76) -Configuring Basic Intranet Mail Routing	en_us_314855_ek
Building the IBM® Lotus® Domino® 8.5 Infrastructure (D8L76) -Configuring Mail Routing to the Internet	en_us_314856_ek
Building the IBM® Lotus® Domino® 8.5 Infrastructure (D8L76) -Implementing Mail Rules and Storage Limits	en_us_314858_ek
Building the IBM® Lotus® Domino® 8.5 Infrastructure (D8L76) -Monitoring Mail	en_us_314859_ek
Building the IBM® Lotus® Domino® 8.5 Infrastructure (D8L76) -Resolving Common Mail Routing Problems	en_us_314860_ek
Building the IBM® Lotus® Domino® 8.5 Infrastructure (D8L76) -Setting Up Server Administration	en_us_314853_ek
Building the IBM® Lotus® Domino® 8.5 Infrastructure (D8L76) -Synchronizing IBM® Lotus® Domino® System Databases	en_us_314854_ek
IBM Lotus Domino 8.5 System Administration Fundamentals (D8L75) - Comprehensive	en_us_306292_ek

Element K IT Programming Concepts

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■ SQL

SQL: Advanced Querying (Fourth Edition)

Element K IT Communications Technologies

■ ATM

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Fundamentals of Asynchronous Transfer Mode
(ATM)

■ Data Communications

en_us_158624_ek

Fundamentals of Multiprotocol Label
Switching (MPLS)

en_us_118893_ek

Fundamentals of Switching Technologies

en_us_110161_ek

■ TCP/IP

Data Communication Over TCP/IP V6 Networks

en_us_254971_ek

■ Telecommunication Basics

Fundamentals of Quality of Service (QoS)

■ Wireless

en_us_253338_ek

Fundamentals of Global System for Mobile
Communications (GSM)

en_us_132908_ek

Fundamentals of WiMAX

en_us_97468_ek

Introduction to Wireless Communication

Element K IT Hardware, Networks, & Operating Systems

■ CompTIA

■ CompTIA

CompTIA® Advanced Security Practitioner
(CASP) (Exam CAS-001): Application Security
Design (Part 5 of 8)

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CompTIA® Advanced Security Practitioner
(CASP) (Exam CAS-001): Enterprise Resource
Technology (Part 3 of 8)

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CompTIA® Advanced Security Practitioner
(CASP) (Exam CAS-001): Enterprise Security
Integration (Part 7 of 8)

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CompTIA® Advanced Security Practitioner

en_us_324149_ek

(CASP) (Exam CAS-001): Enterprise Security Technology (Part 2 of 8)	
CompTIA® Advanced Security Practitioner (CASP) (Exam CAS-001): Security Design and Solutions (Part 4 of 8)	en_us_323759_ek
CompTIA® Advanced Security Practitioner (CASP) (Exam CAS-001): The Enterprise Security Architecture (Part 1 of 8)	en_us_324150_ek
CompTIA® Advanced Security Practitioner (CASP) (Exam CAS-001): Managing Risk, Security Policies, and Security Procedures (Part 6 of 8)	en_us_327045_ek
CompTIA® Advanced Security Practitioner (CASP) (Exam CAS-001): Security Research and Analysis (Part 8 of 8)	en_us_324155_ek
CompTIA® Healthcare IT Technician (Exam HIT-001): Healthcare IT Fundamentals (Part 1 of 6)	en_us_317961_ek
CompTIA® Healthcare IT Technician (Exam HIT-001): Healthcare IT Technical Components (Part 4 of 6)	en_us_317964_ek
CompTIA® Healthcare IT Technician (Exam HIT-001): Providing Medical IT Support (Part 5 of 6)	en_us_317965_ek en_us_317967_ek
CompTIA® Healthcare IT Technician (Exam HIT-001): Security (Part 6 of 6)	
CompTIA® Healthcare IT Technician (Exam HIT-001): The Medical Environment (Part 2 of 6)	en_us_317962_ek
CompTIA® Healthcare IT Technician (Exam HIT-001): Using IT in the Medical Workplace (Part 3 of 6)	en_us_317963_ek en_us_114850_ek en_us_128800_ek
CompTIA® PDI+® Certification	
CompTIA® Strata™ Fundamentals: IT Technology	en_us_161881_ek
CompTIA® Strata™ Fundamentals: IT Technology for Sales	en_us_172320_ek
CompTIA® Strata™: Green IT	

Internetworking

CIW Internetworking Professional: Advanced TCP/IP Concepts and Practices	en_us_169555_ek
CIW Internetworking Professional: TCP/IP Internetworking	en_us_158470_ek
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Technical Introduction to the Internet	en_us_104193_ek

(Second Edition) en_us_257237_ek

■ Storage

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■ UNIX/Linux

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Networking and Security Administration of
Red Hat Linux 5 en_us_108236_ek

System Administration of Red Hat Linux 5 en_us_320934_ek

■ Virtualization

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■ IBM® Lotus Notes®

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IBM® Lotus Notes® 8.5: Databases

IBM® Lotus Notes® 8.5: Mail and Calendars

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IT Management

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■ Green IT

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Green IT: An Introduction en_us_158597_ek

Green IT: Credentials en_us_160077_ek

Green IT: Data Centers and Virtualization

Green IT: Organization Management

■ IT Softskills

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Effective Contract Negotiation for IT
Managers en_us_129751_ek

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(Second Edition) en_us_271962_ek

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Results

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(Part 3 of 4): Getting What You Need from
Others

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(Part 4 of 4): Following Through on Your
Project en_us_271971_ek
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Motivating IT Teams

■ **ITIL - Information Technology Infrastructure** en_us_314528_ek

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ITIL® Service Transition (2011 Edition) en_us_327614_ek

■ **Supply Chain**

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■ **Security**

Firewall: A Network Security Measure

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and Network Communication Security

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(GISF) Certification (Part 5 of 7): Firewall

and Intrusion Detection

GIAC Information Security Fundamentals en_us_247942_ek

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and Physical Security

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Organizational Policies and Disaster

Management en_us_309861_ek

Security Awareness (Fourth Edition)

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■ **Data Warehousing**

Fundamentals of Data Warehousing

■ **Development Environments**

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Analyzing Object Oriented Programming

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Practices and Programming Strategies
Examining Best Coding Practices en_us_135360_ek
Examining Techniques for Improving Code
Quality

■ **Programming Concepts** en_us_58814_ek

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Programming en_us_59834_ek
Developing Object-Oriented Applications for
the Real World en_us_59041_ek
Examining Object-Oriented Software Design
Techniques en_us_237342_ek
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■ **Programming Languages**

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Android en_us_330823_ek
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Applications - Developing an Application for
iPhones en_us_330821_ek
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Applications - Introducing Mobile Technology
and Applications en_us_330817_ek
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■ **Scripting Languages** en_us_96065_ek

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PHP: An Introduction (Linux) en_us_248315_ek

■ **Software Life Cycle** en_us_169367_ek

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Certified Software Quality Engineer (CSQE)
Certified Software Tester (CSTE) en_us_305560_ek
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Technical Test Analyst
Certified Tester, Advanced Level (CTAL):
Test Analyst (Part 1 of 2): Software Testing
Fundamental en_us_255199_ek
Certified Tester, Advanced Level (CTAL):
Test Analyst (Part 2 of 2): Test Management
and Test Automation en_us_255201_ek
CTAL: Test Manager (Part 1 of 2): Software
Testing and Test Management en_us_292332_ek
CTAL: Test Manager (Part 2 of 2): Test
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Introduction to Software Engineering en_us_125669_ek
Processes
Introduction to Software Life Cycle Models

■ **Web Application Development**

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Adobe® ColdFusion® 9: Level 1: (Part 2 of 3): Building Forms en_us_255488_ek
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Adobe® Flex™ 3: An Introduction

■ **Web Site Design and Development**

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Microsoft® Windows® SharePoint® Designer 2010: Level 2

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CompTIA® Project+™ Certification (2009 Objectives): Part 5 of 6 en_us_160076_ek
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Credential: Second Edition en_us_310567_ek

■ **Prince2**

PRINCE2 Practitioner en_us_113282_ek

■ **Project Management Professional Certification**

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Understanding Project Management Fundamentals	en_us_188509_ek
PMI-RMP® Certification (Part 10 of 11):	
Monitoring and Controlling Project Risks	en_us_188376_ek
PMI-RMP® Certification (Part 11 of 11):	
Examining Enterprise-Wide Risk Management	en_us_188355_ek
PMI-RMP® Certification (Part 2 of 11):	
Identifying Project Management Processes	en_us_188361_ek
PMI-RMP® Certification (Part 3 of 11):	
Initiating a Project	en_us_188372_ek
PMI-RMP® Certification (Part 4 of 11): An	
Overview of Project Risk Management	en_us_188373_ek
PMI-RMP® Certification (Part 5 of 11):	
Planning Risk Management	en_us_188507_ek
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Identifying Risks	en_us_188374_ek
PMI-RMP® Certification (Part 7 of 11):	
Performing Qualitative Risk Analysis	en_us_188508_ek
PMI-RMP® Certification (Part 8 of 11):	
Performing Quantitative Risk Analysis	en_us_188375_ek
PMI-RMP® Certification (Part 9 of 11):	
Developing a Risk Response Plan	en_us_169071_ek
PMI-SP® Certification (Part 1 of 11):	
Understanding Project Management Fundamentals	en_us_169084_ek
PMI-SP® Certification (Part 10 of 11):	
Monitoring and Controlling Schedules	en_us_169085_ek
PMI-SP® Certification (Part 11 of 11):	
Managing Risks and Behavior in Scheduling	en_us_169072_ek
PMI-SP® Certification (Part 2 of 11):	
Identifying Project Management Processes	en_us_169073_ek
PMI-SP® Certification (Part 3 of 11):	
Describing Project Initiation	en_us_169074_ek
PMI-SP® Certification (Part 4 of 11):	
Preparing to Build a Schedule	en_us_169075_ek
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Defining Activities	en_us_169076_ek
PMI-SP® Certification (Part 6 of 11):	
Sequencing Activities	en_us_169077_ek
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Estimating Activity Resources	en_us_169081_ek
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Estimating Activity Duration	en_us_169082_ek
PMI-SP® Certification (Part 9 of 11):	
Developing a Schedule	

DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

Adobe

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■ Adobe Flash CS5

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Introduction to Adobe Flash Professional CS5

Drawing and Working with Images in Flash CS5

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Using Flash CS5 Libraries, Text, and Components

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at_fcsp_a05_it_enus

Animation in Flash CS5

ActionScript and Multimedia in Flash CS5

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Creating Navigation and Publishing Movies in Flash CS5

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■ Adobe Photoshop CS5

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Photoshop CS5: Getting Started

Photoshop CS5: Beyond the Basics

■ Adobe Dreamweaver CS5

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Setting up a Site and Adding Content in Dreamweaver CS5

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Adding Links and Images in Dreamweaver CS5

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Tables, Accessibility, and Standards in Dreamweaver CS5

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Reusing Content in Dreamweaver CS5

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Creating Interactive Web Pages in

at_dcsp_a06_it_enus

Dreamweaver CS5

Cascading Style Sheets in Dreamweaver CS5

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■ Adobe PhotoShop CS4

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Photoshop CS4: Getting Started

Photoshop CS4: Beyond the Basics

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■ Adobe Illustrator CS4

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Illustrator CS4: Getting Started

Illustrator CS4: Beyond the Basics

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■ Adobe InDesign CS4

Adobe InDesign CS4: Fundamentals

■ Adobe Dreamweaver CS4

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Setting up a Site and Adding Content in Dreamweaver CS4

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Adding Links and Images in Dreamweaver CS4

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Tables, Accessibility, and Standards in Dreamweaver CS4 at_dcsf_a04_it_enus
Reusing Content in Dreamweaver CS4 at_dcsf_a05_it_enus
Creating Interactive Web Pages in Dreamweaver CS4 at_dcsf_a06_it_enus
Cascading Style Sheets in Dreamweaver CS4 at_dcsf_a07_it_enus
Dreamweaver CS4 Site Maintenance and Advanced Concepts at_fcsf_a01_it_enus

■ **Adobe Flash CS4**

Introduction to Adobe Flash CS4 Professional at_fcsf_a02_it_enus
Drawing and Working with Images in Flash CS4 at_fcsf_a03_it_enus
Using Flash CS4 Libraries, Text, and Components at_fcsf_a04_it_enus
Animation in Flash CS4 at_fcsf_a05_it_enus
ActionScript and Multimedia in Flash CS4 at_fcsf_a06_it_enus
Workflow and Adobe Integration in Flash CS4 at_fcsf_a07_it_enus
Creating Navigation and Publishing Movies in Flash CS4 at_aafd_a01_it_enus

■ **Adobe AIR for Flash Developers**

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■ **Adobe Fireworks CS4**

Adobe Fireworks CS4: Fundamentals at_capv_a01_it_enus

■ **Adobe Captivate 4**

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■ **Adobe Reader X**

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■ **Adobe Reader 9**

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■ **Adobe Reader 8.0**

Using Adobe Reader 8 at_adan_a01_it_enus

■ **Adobe Acrobat 9**

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Editing and Reviewing in Adobe Acrobat 8	at_adab_a03_dt_enus
Forms and Document Security in Adobe Acrobat 8	at_adab_a04_dt_enus
Advanced Features of Adobe Acrobat 8	at_airr_a01_it_enus

■ Adobe AIR 3

Adobe AIR for Flash Developers	at_idct_a01_it_enus
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■ Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals

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■ Information Security Best Practices for Bu

Introduction to information security	217983_ENG
Operational information security	217043_ENG
Malicious code and information security	216960_ENG

Information security and the Internet

DESKTOP COMPUTER SKILLS Microsoft Office 2010	mo_otnf_a01_dt_enus
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■ Microsoft Office 2010: New Features

Office 2010 New Core Features	mo_otnf_a02_dt_enus
New Messaging and Collaboration Features in Office 2010	mo_otnf_a03_dt_enus
Office 2010 Web Apps and New Features in Publisher and Mobile	

■ Microsoft Office 2010 New Features for Us

The New Office 2010 Interface, Word 2010, and Excel 2010	mo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in Office 2010	mo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher, and Access in Office 2010	mo_nfum_a03_dt_enus
	mo_bwrdr_a01_dt_enus

■ Microsoft Office 2010: Beginning Word

Getting Started with Word 2010	mo_bwrdr_a02_dt_enus
Formatting and Working with Text in Word 2010	mo_bwrdr_a03_dt_enus
Organizing and Arranging Text in Word 2010	mo_bwrdr_a04_dt_enus
Moving Around in Word 2010	mo_bwrdr_a05_dt_enus
Structuring Word 2010 Documents	mo_bwrdr_a06_dt_enus
Reviewing Documents in Word 2010	mo_bwrdr_a07_dt_enus
Saving, Sharing, and Printing in Word 2010	mo_bwrdr_a08_dt_enus

Customizing the Behavior and Appearance of Word 2010 mo_bwr_d_a09_dt_enus

Drawing and Inserting Graphics in Word 2010 mo_nspe_a01_dt_enus

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

SharePoint 2010 New Features for End Users mo_ospe_a01_dt_enus

■ **Microsoft SharePoint 2010 for End Users**

Getting Started with SharePoint 2010

Using SharePoint 2010 with Office 2010

■ **Microsoft SharePoint 2010: New Features**

Microsoft SharePoint 2010: New Features for

Power Users

■ **Microsoft SharePoint 2010 for Power User**

Managing SharePoint 2010 Sites, Lists, and

Libraries

mo_ospp_a02_dt_enus

Managing SharePoint 2010 Pages and

Components

mo_ospp_a03_dt_enus

SharePoint 2010 Security and Business

Intelligence

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■ **Microsoft Office 2010: Beginning Excel**

Getting Started with Excel 2010

mo_bexl_a02_dt_enus

Applying Basic Data Formatting in Excel 2010

mo_bexl_a03_dt_enus

Moving and Getting Around in Excel 2010

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Moving Data and Modifying Worksheets in

Excel 2010

mo_bexl_a05_dt_enus

Saving, Sending, and Printing Excel 2010

Workbooks

mo_bexl_a06_dt_enus

Using Conditional Formatting, Tables, and

Sparklines in Excel 2010

mo_bexl_a07_dt_enus

Reviewing and Protecting Content in Excel

2010

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mo_bexl_a09_dt_enus

Using Basic Formulas in Excel 2010

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Using Basic Functions with Excel 2010

Inserting Basic Charts in Excel 2010

mo_bexl_a11_dt_enus

Adding Visuals, Themes, and Styles to Excel

2010 Workbooks

mo_bout_a01_dt_enus

■ **Microsoft Office 2010: Beginning Outlook**

Getting Started with Outlook 2010

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Managing Conversations and Organizing E-mail

in Outlook 2010

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Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010	mo_bout_a04_dt_enus
Using the Calendar for Appointments, Events, and Meetings in Outlook 2010	mo_bout_a05_dt_enus
Managing Meetings and Customizing the Calendar in Outlook 2010	mo_bout_a06_dt_enus
Outlook 2010 Social Connector and Messaging	mo_bout_a07_dt_enus
Working with Contacts in Outlook 2010	mo_bout_a08_dt_enus
Using the Tasks, Notes, and Journal Features in Outlook 2010	

■ **Microsoft Office 2010: Advanced Word**

Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010	mo_awrd_a01_dt_enus
Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010	mo_awrd_a02_dt_enus
Forms, Fields, and Mail Merge in Word 2010	mo_awrd_a03_dt_enus
Managing, Inspecting, and Recovering Word 2010 Documents	mo_awrd_a04_dt_enus
Creating and Formatting Tables in Word 2010	mo_awrd_a05_dt_enus
Manipulating Tables in Word 2010	mo_awrd_a06_dt_enus
Embedding Charts and Tables into Word 2010	mo_awrd_a07_dt_enus
	mo_aexl_a01_dt_enus

■ **Microsoft Office 2010: Advanced Excel**

Customizing Visual Elements in Excel 2010	mo_aexl_a02_dt_enus
Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010	mo_aexl_a03_dt_enus
Organizing Data and Objects in Excel 2010	mo_aexl_a04_dt_enus
Verifying Excel 2010 Data and Formulas	mo_aexl_a05_dt_enus
Automating Excel 2010 Tasks Using Macros	mo_aexl_a06_dt_enus
Analyzing Data With What-If Analysis in Excel 2010	mo_aexl_a07_dt_enus
PivotTables and PivotCharts in Excel 2010	mo_aexl_a08_dt_enus
PivotTable Filters, Calculations, and PowerPivot	

■ **Microsoft Office 2010: Advanced Outlook**

Formatting E-mail and Configuring Message Options in Outlook 2010	mo_aout_a01_dt_enus
Customizing Outlook 2010 and Managing Accounts	mo_aout_a02_dt_enus
Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010	mo_aout_a03_dt_enus
Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010	mo_aout_a04_dt_enus
Data Files, Archiving, and Send/Receive	mo_aout_a05_dt_enus
	mo_aout_a06_dt_enus

Groups in Outlook 2010	
Implementing Security with Outlook 2010	mo_aout_a07_dt_enus
Accessing Exchange Remotely and Using Forms in Outlook 2010	mo_bppt_a01_dt_enus

■ **Microsoft Office 2010: Beginning PowerPoint**

Getting Started with PowerPoint 2010	mo_bppt_a02_dt_enus
Visually Enhancing PowerPoint 2010 Presentations	mo_bppt_a03_dt_enus
Adding Images to Presentations in PowerPoint 2010	mo_bppt_a04_dt_enus
Using Multimedia and Animations in PowerPoint 2010	

■ **Microsoft Office 2010: Advanced PowerPoint**

Using Advanced Slide Show Tools in PowerPoint 2010	mo_appt_a01_dt_enus
Collaborating and Sharing Presentations in PowerPoint 2010	mo_appt_a02_dt_enus
	mo_bacc_a01_dt_enus

■ **Microsoft Office 2010: Beginning Access**

Getting Started with Access 2010	mo_bacc_a02_dt_enus
Creating Basic Tables in Access 2010	mo_bacc_a03_dt_enus
Data Manipulation and Simple Relationships in Access 2010	mo_bacc_a04_dt_enus
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Introduction to Forms in Access 2010	mo_bacc_a06_dt_enus
Modifying Basic Forms in Access 2010	mo_bacc_a07_dt_enus
Introduction to Queries in Access 2010	
Introduction to Reports in Access 2010	

■ **Microsoft Office 2010: Beginning Project**

Introduction to Project Management using Project 2010	mo_bprj_a01_dt_enus
	mo_bprj_a02_dt_enus
Introduction to Project 2010	mo_bprj_a03_dt_enus
Initializing a Project with Project 2010	mo_bprj_a04_dt_enus
Defining Project Properties in Project 2010	mo_bprj_a05_dt_enus
Building a Schedule with Project 2010	mo_bprj_a06_dt_enus
Creating Resources in Project 2010	mo_bprj_a07_dt_enus
Managing Resource Assignments with Project 2010	mo_bprj_a08_dt_enus
Monitoring Schedule Performance with Project 2010	mo_bprj_a09_dt_enus
Communicating Project Information with Project 2010	

■ **Microsoft Office 2010: Advanced Access**

Advanced Importing and Exporting with Access 2010	mo_aacc_a01_dt_enus
PivotTables and PivotCharts in Access 2010	mo_aacc_a02_dt_enus
Retrieving, Validating, and Attaching Data in Access 2010	mo_aacc_a03_dt_enus
Subforms, Subreports, and Conditional Formatting in Access 2010	mo_aacc_a04_dt_enus
Joins, SQL, and Action Queries in Access 2010	mo_aacc_a05_dt_enus
Using Access 2010 with SharePoint and Access Services	mo_aacc_a06_dt_enus
Access 2010 Macros and VBA	mo_aacc_a07_dt_enus
Optimizing, Securing, and Sharing Access 2010 Databases	mo_aacc_a08_dt_enus

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

Sharing Excel 2010 Workbooks Online and on a Network	mo_pexl_a01_dt_enus
Using Excel 2010 to Collaborate Online and with Other Office Applications	mo_pexl_a02_dt_enus
Using Lookup, Reference, Math, and Text Functions in Excel 2010	mo_pexl_a03_dt_enus
Manipulating Formulas and Using Forms in Excel 2010	mo_pexl_a04_dt_enus
Using Excel 2010 Data Connections: Web Queries, XML, and Databases	mo_pexl_a05_dt_enus
	mo_aprj_a01_dt_enus

■ **Microsoft Office 2010: Advanced Project**

Advanced Customizing with Project 2010	mo_aprj_a02_dt_enus
Advanced Tools for Managing Multiple Projects with Project 2010	mo_aprj_a03_dt_enus
Advanced Resource Management with Project 2010	mo_aprj_a04_dt_enus
Advanced Scheduling Management with Project 2010	mo_aprj_a05_dt_enus
Advanced Reporting and Management Tools in Project 2010	mo_bvis_a01_dt_enus

■ **Microsoft Office 2010: Beginning Visio**

Getting Started with Visio 2010	mo_bvis_a02_dt_enus
Working with Diagrams in Visio 2010	mo_bvis_a03_dt_enus
Collaboration, Evaluation and Printing in Visio 2010	

■ **Microsoft OneNote 2010 for End Users** mo_onel_a01_dt_enus

Microsoft Office 2010: Managing Information
with OneNote mo_onel_a02_dt_enus

Microsoft Office 2010: Sharing Information
with OneNote

■ **Microsoft Office 2010: Lync for End Users** mo_lync_a01_dt_enus

Microsoft Office 2010: Getting Started with
Lync mo_lync_a02_dt_enus

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

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Microsoft Office for Mac 2011 om_bwmc_a01_dt_enus

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

Microsoft Word for Mac 2011: Getting Started om_bwmc_a02_dt_enus

Microsoft Word for Mac 2011: Formatting and
Working with Text om_bwmc_a03_dt_enus

Microsoft Word for Mac 2011: Structuring and
Organizing Documents om_bwmc_a04_dt_enus

Microsoft Word for Mac 2011: Moving Around a
Document om_bwmc_a05_dt_enus

Microsoft Word for Mac 2011: Adding and
Formatting Images om_bwmc_a06_dt_enus

Microsoft Word for Mac 2011: Creating and
Formatting Tables om_bwmc_a07_dt_enus

Microsoft Word for Mac 2011: Saving,
Printing, and Spellchecking

■ **Microsoft Office: Beginning Excel for Mac** om_bemc_a01_dt_enus

Microsoft Excel for Mac 2011: Getting
Started om_bemc_a02_dt_enus

Microsoft Excel for Mac 2011: Applying Basic
Data Formatting om_bemc_a03_dt_enus

Microsoft Excel for Mac 2011: Navigating the
Interface and Viewing Workbooks om_bemc_a04_dt_enus

Microsoft Excel for Mac 2011: Moving Data
and Modifying Worksheets om_bemc_a05_dt_enus

Microsoft Excel for Mac 2011: Using Basic
Formulas om_bemc_a06_dt_enus

Microsoft Excel for Mac 2011: Using Basic
Functions om_bemc_a07_dt_enus

Microsoft Excel for Mac 2011: Inserting
Basic Charts om_bemc_a08_dt_enus

Microsoft Excel for Mac 2011: Saving,
Sending, and Printing Workbooks

■ **Microsoft Office: Beginning Outlook for M** om_bomc_a01_dt_enus

Microsoft Outlook for Mac 2011: Getting
Started om_bomc_a02_dt_enus

Microsoft Outlook for Mac 2011: Managing
Conversations and E-mail om_bomc_a03_dt_enus

Microsoft Outlook for Mac 2011: Mastering
E-mail om_bomc_a04_dt_enus

Microsoft Outlook for Mac 2011: Scheduling
with the Calendar om_bomc_a05_dt_enus

Microsoft Outlook for Mac 2011: Managing
Contacts om_bomc_a06_dt_enus

Moving Beyond E-mail to Maximize Microsoft
Outlook's Potential

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Google™ Apps for Businesses: Collaborating

Using Google Sites

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Google™ Apps for Businesses: Communicating

Using Gmail	en_us_243456_ek
Google™ Apps for Businesses: Communicating	
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Google™ Apps for Businesses: Getting Started	
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Google™ Apps for Businesses: Working with	
Google Documents and Presentations	en_us_243460_ek
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Google Video	
Element K Desktop	
Microsoft Office for Windows	en_us_269436_ek
 IC3 for MS Office 2007	en_us_270078_ek
IC³ Computing Fundamentals	en_us_270080_ek
IC³ Key Applications	
IC³ Living Online	
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Other	en_us_285218_ek
 Microsoft InfoPath 2010	en_us_285211_ek
InfoPath® 2010: Applying Security to Forms	en_us_285216_ek
InfoPath® 2010: Creating InfoPath Forms	en_us_285219_ek
InfoPath® 2010: Customizing Form Layouts	
InfoPath® 2010: Distributing Forms	en_us_285215_ek
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InfoPath® 2010: Managing Controls	en_us_285224_ek
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 Adobe Acrobat 9.0 Pro	en_us_97467_ek
Adobe® Acrobat® 9.0 Pro: Level 1	en_us_106970_ek
Adobe® Acrobat® 9.0 Pro: Level 2	
Adobe® Acrobat® 9.0: Pro Extended	en_us_246648_ek
 Adobe Acrobat X Pro	en_us_248065_ek
Adobe® Acrobat® X Pro: Level 1	
Adobe® Acrobat® X Pro: Level 2	en_us_133630_ek

<p>■ Adobe FrameMaker 9.0</p> <p>Adobe® FrameMaker® 9.0: Level 1</p> <p>Adobe® FrameMaker® 9.0: Level 2</p>	en_us_154111_ek
<p>■ Adobe InDesign CS4</p>	en_us_194176_ek
<p>■ Adobe InDesign CS5</p> <p>Adobe® InDesign® CS5: Level 1</p> <p>Adobe® InDesign® CS5: Level 2</p> <p>Adobe® InDesign® CS5: New Features</p>	<p>en_us_232077_ek</p> <p>en_us_200306_ek</p> <p>en_us_269431_ek</p>
<p>■ QuarkXPress 8</p> <p>QuarkXPress 8: Level 2</p> <p>QuarkXPress® 8.0: Level 1</p> <p>Element K Desktop</p> <p>Presentations</p>	en_us_160049_ek
<p>■ Microsoft Publisher 2010</p> <p>Publisher 2010: Editing Content in a Publication</p> <p>Publisher 2010: Formatting Graphics in a Publication</p> <p>Publisher 2010: Formatting Text in a Publication</p> <p>Publisher 2010: Getting Started with Publisher 2010</p> <p>Publisher 2010: Modifying the Layout and Structure of a Publication</p> <p>Publisher 2010: Preparing a Publication for Distribution</p>	<p>en_us_284818_ek</p> <p>en_us_284820_ek</p> <p>en_us_284817_ek</p> <p>en_us_284811_ek</p> <p>en_us_284813_ek</p> <p>en_us_284822_ek</p> <p>en_us_147119_ek</p>
<p>■ OpenOffice 3.1</p> <p>OpenOffice.org 3.1 Calc</p>	en_us_110057_ek
<p>■ Xcelsius 2008</p> <p>Xcelsius 2008: Essentials</p> <p>Element K Desktop</p> <p>Reporting Tools</p>	en_us_297932_ek
<p>■ Crystal Reports® 2011</p> <p>Crystal Reports® 2011: Level 1</p> <p>Crystal Reports® 2011: Level 2</p> <p>Element K Desktop</p>	en_us_308854_ek

Spreadsheets

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■ **Microsoft® Office Excel® 2010**

Microsoft® Office Excel® 2010: VBA

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Web Browsers

en_us_164856_ek

■ **Being Productive With Google**

en_us_162180_ek

Getting Productive with Google™

Google™ Chrome: Introduction

en_us_173525_ek

■ **Google™ Adwords for Businesses**

Google™ AdWords for Businesses

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Web Design

en_us_154619_ek

■ **Adobe ActionScript**

Adobe® ActionScript® 3.0

■ **Adobe Dreamweaver CS4**

■ **Adobe Dreamweaver CS5**

■ **Adobe Fireworks CS4**

■ **Adobe® Flash® CS4**

Element K Desktop

Word Processing

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■ **OpenOffice 3.1**

OpenOffice.org 3.1 Writer

BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY and OPERATIONS

Operations Curriculum

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■ **Six Sigma Black Belt (2007 BOK): Enterpri**

oper_11_a02_bs_enus

Lean and Six Sigma

oper_11_a03_bs_enus

Six Sigma Projects and the Black Belt Role

Six Sigma Leadership and Change Management

■ **Six Sigma Black Belt (2007 BOK): Organiz**

oper_12_a01_bs_enus

Critical Requirements and Benchmarking for

Six Sigma	oper_12_a02_bs_enus
Business Performance and Financial Measures in Six Sigma	oper_13_a01_bs_enus

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

Forming Project Teams for Six Sigma	oper_13_a02_bs_enus
Motivation and Communication in Six Sigma Teams	oper_13_a03_bs_enus
Managing Six Sigma Team Performance	oper_14_a01_bs_enus

■ **Six Sigma Black Belt (2007 BOK): Define**

Using Voice of the Customer in Six Sigma	oper_14_a02_bs_enus
Developing Project Charters and Tracking Six Sigma Projects	oper_15_a01_bs_enus

■ **Six Sigma Black Belt (2007 BOK): Measure**

Process Characteristics for Six Sigma	oper_15_a02_bs_enus
Data Collection and Measurement in Six Sigma	oper_15_a03_bs_enus
Six Sigma Measurement Systems	oper_15_a04_bs_enus
Basic Statistics and Graphical Methods for Six Sigma	oper_15_a05_bs_enus oper_15_a06_bs_enus
Probability for Six Sigma	
Process Capability for Six Sigma	

■ **Six Sigma Black Belt (2007 BOK): Analyze**

Correlation and Regression Analysis in Six Sigma	oper_16_a01_bs_enus oper_16_a02_bs_enus
Multivariate Analysis and Attribute Data Analysis in Six Sigma	oper_16_a03_bs_enus
Hypothesis Testing Concepts and Tests for Means in Six Sigma	oper_16_a04_bs_enus
Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma	oper_16_a05_bs_enus oper_16_a06_bs_enus
Nonparametric Tests in Six Sigma Analysis	
Nonstatistical Analysis Methods in Six Sigma	

■ **Six Sigma Black Belt (2007 BOK): Improve**

Designing and Planning Experiments in Six Sigma	oper_17_a01_bs_enus oper_17_a02_bs_enus
Conducting Experiments and Analyzing Results in Six Sigma	oper_17_a03_bs_enus
Improvement Methods and Implementation Issues in Six Sigma	

■ **Six Sigma Black Belt (2007 BOK): Control**

oper_18_a01_bs_enus

Statistical Process Control (SPC) in Six Sigma	oper_18_a02_bs_enus
Nonstatistical Control Tools and Maintaining Controls in Six Sigma	oper_18_a03_bs_enus
Sustaining Improvements and Gains from Six Sigma Projects	
■ Six Sigma Black Belt (2007 BOK): Design 1	oper_19_a01_bs_enus
Common Design for Six Sigma Methodologies, Design for X, and Robust Design	oper_19_a02_bs_enus
Special Design Tools in Design for Six Sigma	
■ Fundamentals of Lean for Business Orgar	oper_20_a01_bs_enus
Introduction to Lean for Service and Manufacturing Organizations	oper_20_a02_bs_enus oper_20_a03_bs_enus
Using Lean for Perfection and Quality	
Lean Tools and Techniques for Flow and Pull	oper_20_a04_bs_enus
Reducing Waste and Streamlining Value Flow	oper_20_a05_bs_enus
Using Lean	
Value Stream Mapping in Lean Business	oper_20_a06_bs_enus
Applying Lean in Service and Manufacturing Organizations	_pc_bi_ssbi009 _pc_bi_ssbi010
Five Steps to Perfection: Implementing Lean	
Value Stream Mapping	oper_21_a01_bs_enus
■ Operations Management	
Operations Management and the Organization	oper_21_a02_bs_enus
Operations Management: Product and Service Management	oper_21_a03_bs_enus oper_21_a04_bs_enus
Operations and Supply Chain Management	
Operations Management: Inventory Management	oper_21_a05_bs_enus
Operations Management: Forecasting and Capacity Planning	oper_21_a06_bs_enus oper_21_a07_bs_enus
Operations Management: Operations Scheduling	
Operations Management: Management of Quality	oper_21_a08_bs_enus
Operations Management: Facilities Planning and Management	
■ Managing Customer-Driven Process Imprc	oper_22_a01_bs_enus
Customer-driven Process Improvement: Basic Framework	oper_22_a02_bs_enus
Customer-driven Process Improvement: Identifying Customer Needs	oper_22_a03_bs_enus
Customer-driven Process Improvement: From Customer Needs to Process Requirements	oper_22_a04_bs_enus

Customer-Driven Process Improvement: Mapping and Measuring Processes	oper_22_a05_bs_enus
Customer-driven Process Improvement: Analyzing Process Problems	oper_22_a06_bs_enus
Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions	oper_22_a07_bs_enus
Customer-driven Process Improvement: Implementing and Maintaining Improvements	

■ **Purchasing and Vendor Management Essentials** oper_23_a01_bs_enus

Fundamentals of Purchasing and Vendor Management	oper_23_a02_bs_enus
Purchasing: Finding Sources of Supply	oper_23_a03_bs_enus
Selecting Suppliers and Administering Contracts	oper_23_a04_bs_enus
Evaluating Supplier Performance and Managing Supplier Relationships	oper_03_a01_bs_enus

■ **Six Sigma: Champion Training** oper_03_a02_bs_enus

Introduction to Six Sigma for Champions	oper_03_a03_bs_enus
Six Sigma Process Improvement	oper_03_a04_bs_enus
Six Sigma Projects and Project Teams	
Managing and Deploying Six Sigma	oper_04_a01_bs_enus

■ **Certified Manager of Quality/Organizational Excellence** oper_04_a02_bs_enus

Leadership	oper_04_a03_bs_enus
Team Dynamics	oper_04_a04_bs_enus
Developing and Deploying Strategic Plans	oper_04_a05_bs_enus
Managerial Skills and Abilities	oper_04_a06_bs_enus
Communication Skills and Project Management	oper_04_a07_bs_enus
Quality Systems, Models, and Theories	oper_04_a08_bs_enus
Problem-Solving and Process Management Tools	oper_04_a09_bs_enus
Measurement: Assessment and Metrics	oper_04_a10_bs_enus
Customer-Focused Management	oper_04_a11_bs_enus
Supply Chain Management	
Training and Development	oper_05_a01_bs_enus

■ **Six Sigma Green Belt: Six Sigma and the C** oper_05_a02_bs_enus

Six Sigma and Lean in the Organization	
Design for Six Sigma in the Organization	

■ **Six Sigma Green Belt: Define** oper_06_a01_bs_enus

Processes and Customer Analysis in Six Sigma Projects	oper_06_a02_bs_enus
Basics of Six Sigma Projects and Teams	oper_06_a03_bs_enus

Tools for Planning and Managing Six Sigma
Project Opportunities oper_06_a04_bs_enus
Using Six Sigma Analysis Tools and Metrics
for Project Decisions

■ Six Sigma Green Belt: Measure

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

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

■ Six Sigma Green Belt: Improve and Control

Design of Experiments and Validation of oper_09_a01_bs_enus
Solutions in Six Sigma oper_09_a02_bs_enus
Statistical Process Control and Control oper_09_a03_bs_enus
Plans in Six Sigma
Using Basic Control Charts in Six Sigma oper_10_a01_bs_enus

■ The Foundations of Six Sigma

Introduction to Six Sigma _pc_bi_ssbi001
Are you listening to your customers (Role of
VOC in Six Sigma) _pc_bi_ssbi002
_pc_bi_ssbi003
Quick Wins in Six Sigma Implementation _pc_bi_ssbi004
Six Sigma Versus TQM _pc_bi_ssbi005
Lean Inbound Transportation _pc_bi_ssbi006
Promoting Six Sigma in the Workplace _pc_bi_ssbi007
A Critical-to-quality Tree – What’s That? _pc_ch_ssch001
Basic Measurement Concepts in Six Sigma
Does your Business Really Need Six Sigma? _pc_ch_ssch002
Identifying Candidates for Key Six Sigma
Roles _pc_bi_ssbi008
Kaizen Events mnttssgb

■ Mentoring Asset

Mentoring Six Sigma Green Belt (SSGB)

oper_ssgb_a01_tp_enus

■ Test Preps

TestPrep Six Sigma Green Belt (SSGB)

BUSINESS STRATEGY and OPERATIONS

Strategic Planning Curriculum

■ Leading and Implementing Sustainable Gr

stgy_04_a01_bs_enus

Introduction to Green Business and
Sustainability

stgy_04_a02_bs_enus

Green Business: Planning Sustainability
Strategies

stgy_04_a03_bs_enus

Green Business: Implementing Sustainability
Strategies

■ The Fundamentals of Globalization

stgy_05_a01_bs_enus

The Fundamentals of Globalization: The
Global Context

stgy_05_a02_bs_enus

Fundamentals of Globalization: Analyzing the
Global Environment

stgy_05_a03_bs_enus

The Fundamentals of Globalization:
Strategies for Globalization

stgy_05_a04_bs_enus

Fundamentals of Globalization: Managing in a
Global Environment

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_pc_bi_spbi015

Managing Expatriates' Career Development

_pc_ch_lach019

The Etiquette of Cross-cultural Gift Giving
Globalization

■ IT Strategy Essentials

stgy_06_a01_bs_enus

IT Strategy Essentials: Business and IT
Strategy Alignment

stgy_06_a02_bs_enus

IT Strategy Essentials: Creating an IT
Strategy Plan

stgy_06_a03_bs_enus

IT Strategy Essentials: Implementing an IT
Strategy

stgy_07_a01_bs_enus

■ Business Law Essentials

stgy_07_a02_bs_enus

Business Law Basic Concepts

Business Law and Ethics

stgy_07_a03_bs_enus

Business Law and the Manager's
Responsibilities

■ **Developing Strategic Thinking Acumen**

Developing the Capacity to Think Strategically	stgy_08_a01_bs_enus
Developing the Strategic Thinking Skill of Seeing the Big Picture	stgy_08_a02_bs_enus
Using Strategic Thinking Skills	stgy_08_a03_bs_enus
Effective Critical Analysis of Business Reports	_pc_bi_pfb004
External Consultants Can Help	_pc_ch_mgch004
Returning to Core Competencies	_pc_bi_lsbi014
Competitive Awareness and Strategy	_pc_ch_lach022
	stgy_09_a01_bs_enus

■ **Risk Management**

Risk Management: Identifying Risk	stgy_09_a02_bs_enus
Risk Management: Assessing Risk	stgy_09_a03_bs_enus
Risk Management: Dealing with Risk	

■ **Business Planning Essentials**

Business Planning Essentials: Preparing a Business Plan	stgy_10_a01_bs_enus
Business Planning Essentials: Performing Key Analyses	stgy_10_a02_bs_enus
Business Planning Essentials: Preparing for Implementation	stgy_10_a03_bs_enus

BUSINESS STRATEGY and OPERATIONS

Marketing Curriculum

■ **Marketing Essentials**

Marketing Essentials: Introduction to Marketing	mkt_01_a01_bs_enus
Marketing Essentials: Planning and People	mkt_01_a02_bs_enus
Marketing Essentials: Product and Price	mkt_01_a03_bs_enus
Marketing Essentials: Place	mkt_01_a04_bs_enus
Marketing Essentials: Promotion	mkt_01_a05_bs_enus
Marketing Essentials: Marketing and Ethics	mkt_01_a06_bs_enus
Using Online Strategies to Accelerate Sales Performance	_pc_ch_spch001
Designing Products to Fit the Channel	_pc_bi_spbi005
Advertising Costs, PR Pays	_pc_bi_spbi008
Using Blogs to Attract Customers	_pc_bi_spbi010
Using Web Analytics to Increase Sales	_pc_bi_spbi012
Trade Show Marketing – Planning Ahead	_pc_bi_spbi013

■ **Competitive Marketing Strategies**

mkt_02_a01_bs_enus

Competitive Marketing Strategies: Conducting an Internal Analysis	mkt_02_a02_bs_enus
Competitive Marketing Strategies: Analyzing Competitors	mkt_02_a03_bs_enus
Competitive Marketing Strategies: Selecting and Implementing Strategies	_pc_ch_lsch006
Increasing Competitiveness through Collaboration	

■ **Strategic Brand Management**

Building Lasting Customer-brand Relationships	mkt_03_a01_bs_enus
Developing a Brand Internally	mkt_03_a02_bs_enus
Global Brand Management	mkt_03_a03_bs_enus
Brand Management for Social Media and Wireless Technologies	mkt_03_a04_bs_enus

■ **Developing Marketing Strategy**

FINANCE, HUMAN RESOURCES and ADMINISTRATION Finance and Accounting Curriculum

■ **Finance and Accounting Essentials for No**

Principles of Accounting and Finance for Non-financial Professionals	fin_02_a01_bs_enus
Cash Flow Management Essentials for Non-financial Professionals	fin_02_a02_bs_enus
The Time Value of Money and Investment Decisions for Non-financial Professionals	fin_02_a03_bs_enus
The Essentials of Budgeting for Non-financial Professionals	fin_02_a04_bs_enus
Financial Statements for Non-financial Professionals	fin_02_a05_bs_enus
Analyzing Financial Statements for Non-financial Professionals	fin_02_a06_bs_enus
Increasing Cash Flow in Times of Need	_pc_bi_fabi003
Attracting New Investors – Keeping Presentations Focused	_pc_bi_fabi004
What is your Gross Profit Margin Ratio really saying?	_pc_bi_fabi006
Finance Fundamentals	_pc_bi_fabi007
Recession: How it Affects Business	_pc_bi_fabi008
Assessing Nonrecurring Items in Income Statements	_pc_bi_fabi009
The Time Value of Money: Possible Pitfalls	_pc_bi_fabi011
Depreciation Methods	_pc_ch_fach002
Using Financial Analysis for Credit	_pc_ch_lach012

Decisions fin_03_a01_bs_enus

■ Accounting Fundamentals

Basic Accounting Principles and Framework fin_03_a02_bs_enus
The Accounting Equation and Financial
Statements fin_03_a03_bs_enus
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The Accounting Cycle and Accrual Accounting fin_03_a05_bs_enus
Accounting Transactions and Books of Account fin_03_a06_bs_enus
Trial Balance & Adjusting Entries fin_03_a07_bs_enus
The Income Statement fin_03_a08_bs_enus
The Balance Sheet
The Cash Flow Statement fin_03_a09_bs_enus
Accounting for Companies' Stock Transactions
and Dividends _pc_bi_fabi001
_pc_bi_fabi005
Outsourcing Financial Activities _pc_bi_fabi010
Accounting for Sales Returns
Deconstructing the Balance Sheet fin_04_a01_bs_enus

■ IFRS Primer

IFRS: Introduction and Conceptual Framework fin_04_a02_bs_enus
IFRS: Standards for Financial Statements and
Their Items fin_04_a03_bs_enus
IFRS: Key Standards for Financial and
Accounting Activities fin_04_a04_bs_enus
IFRS: Transitioning to IFRS

■ Budgeting Essentials

Organizational Budgeting Activities and the
Master Budget fin_05_a01_bs_enus
fin_05_a02_bs_enus
Planning and Preparing an Operating Budget fin_05_a03_bs_enus
Preparing Operating Budgets and the Cash
Budget fin_05_a04_bs_enus
Using Budgets for Management and Control fin_06_a01_bs_enus

■ Auditing Essentials

Introduction to Auditing fin_06_a02_bs_enus
Auditing for Internal Control and Risk
Assessment fin_06_a03_bs_enus
fin_06_a04_bs_enus
Auditing the Revenue Cycle _pc_bi_fabi002
Auditing for Cash and Inventories
Using Audits to Help Prevent Business Fraud _pc_ch_fach001
Establishing the Role of the Audit
Department

■ Capital Budgeting Essentials

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Capital Budgeting: The Capital Budgeting Process	fin_07_a02_bs_enus
Capital Budgeting: Net Present Value and Internal Rate of Return	fin_07_a03_bs_enus
Capital Budgeting: Discounted Payback Period and Profitability Index	fin_07_a04_bs_enus
Capital Budgeting: Capital Allocation	

FINANCE, HUMAN RESOURCES and ADMINISTRATION Administrative Support Curriculum

■ **Essential Skills for Administrative Support**

Administrative Professionals: Representing Your Boss	ad_01_a01_bs_enus
Administrative Professionals: Common Administrative Support Tasks	ad_01_a02_bs_enus
Administrative Professionals: Maximizing Your Relationship with Your Boss	ad_01_a03_bs_enus
Administrative Professionals: Interacting with Others	ad_01_a04_bs_enus
Administrative Professionals: Putting Your Best Foot Forward	ad_01_a05_bs_enus
Essential Skills for Administrative Support Professionals Simulation	AD001A

FINANCE, HUMAN RESOURCES and ADMINISTRATION Human Resources Curriculum

■ **Recruiting and Retention Strategies**

Recruiting Talent	hr_05_a01_bs_enus
Retaining Your Talent Pool	hr_05_a02_bs_enus
Creating a High-Retention Organizational Culture Simulation	HR005A
Fringe Benefits: Maintaining a Competitive Hiring Advantage	_pc_bi_hrbi004
Aligning Recruitment to Job Requirements	_pc_bi_hrbi001
Employer Branding	_pc_bi_hrbi007
Devising an Effective Corporate Wellness Program	_pc_bi_hrbi009
Preventing High Turnover Rates: How to Keep the Best	_pc_bi_mgbi008
Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfbi011
Understanding Employment Attrition in High Performing Teams	_pc_ch_hrch001
Surviving the Talent Crunch	_pc_ch_lsch007

Essentials of Interviewing and Hiring	hr_06_a01_bs_enus
Essentials of Interviewing and Hiring:	
Screening Applicants for Interviewing	hr_06_a02_bs_enus
Essentials of Interviewing and Hiring:	
Preparing to Interview	hr_06_a03_bs_enus
Essentials of Interviewing and Hiring:	
Conducting an Effective Interview	hr_06_a04_bs_enus
Essentials of Interviewing and Hiring:	
Behavioral Interview Techniques	hr_06_a05_bs_enus
Essentials of Interviewing and Hiring:	_pc_bi_hrbi003
Selecting the Right Candidate	
Guarding against Interviewing Biases	_pc_bi_hrbi012
Screening Applicants for Emotional Intelligence	_pc_bi_hrbi014
Interview Questioning Techniques	_pc_bi_hrbi015
Creating a Compelling New Job Description	_pc_ch_lach011
Hiring Strategic Thinkers	_pc_ch_lach028
Hiring and Interviewing	

The role of HR as a Business Partner	hr_07_a01_bs_enus
HR as Business Partner: From Cost Center to Strategic Partner	hr_07_a02_bs_enus
HR as Business Partner: Linking HR Functions with Organizational Goals	hr_07_a03_bs_enus
HR as Business Partner: Managing Talent for Organizational Success	hr_07_a04_bs_enus
HR as Business Partner: Using Metrics and Designing Strategic Initiatives	

Organizational Behavior	hr_08_a01_bs_enus
Fundamentals of Organizational Behavior for the Individual	hr_08_a02_bs_enus
Fundamentals of Organizations – Groups	hr_08_a03_bs_enus
Understanding Organizational Power and Politics	hr_08_a04_bs_enus
Organizational Structure and Employee Behavior	hr_08_a05_bs_enus
Organizational Behavior: Dynamics of a Positive Organizational Culture	

MANAGEMENT and LEADERSHIP

Management Curriculum	MGMT0171
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The Fundamentals of Business Crises Management	MGMT0172
Preparing for Business Crises	MGMT0173

Responding to Business Crises	MGMT0170
Recovering from Business Crises	_pc_bi_mgbi006
Business Crisis Management Simulation	
Is Your Company Prepared for a Crisis?	_pc_ch_lach007
Demonstrating Accountability in a Crisis Situation	_pc_ch_lach026
Perseverance and Flexibility in Times of Crisis	mgmt_08_a01_bs_enus

■ Facilitating Successfully

The Facilitator Role	mgmt_08_a02_bs_enus
Facilitative Fundamentals: Tools and Techniques	mgmt_08_a03_bs_enus
Facilitating Meetings and Work Groups	mgmt_08_a04_bs_enus
Facilitating Difficult Situations	mgmt_08_a05_bs_enus
Facilitative Tools and Formats: Offering Options	mgmt_08_a06_bs_enus
Facilitative Leadership	MGMT008A
Facilitating Successfully Simulation	mgmt_13_a01_bs_enus

■ Managing Organizational Change

Managing Change: Understanding Change	mgmt_13_a02_bs_enus
Managing Change: Building Positive Support for Change	mgmt_13_a03_bs_enus
Managing Change: Dealing with Resistance to Change	mgmt_13_a04_bs_enus
Managing Change: Sustaining Organizational Change	_pc_bi_hrbi005
Communicating Properly during Layoffs	_pc_bi_lsbi011
Involving Employees in Corporate Change	_pc_bi_mgbi015
Communicating Organizational Change	_pc_ch_lach013
Developing People	mgmt_14_a01_bs_enus

■ Business Coaching Essentials

Business Coaching: Getting Ready to Coach	mgmt_14_a02_bs_enus
Business Coaching: Conducting Coaching Sessions	mgmt_14_a03_bs_enus
Business Coaching: Building the Coaching Relationship	mgmt_14_a04_bs_enus
Business Coaching: Using Different Coaching Styles	_pc_bi_lsbi018
The Art of Effective Coaching	_pc_ch_lach024
Coaching	mgmt_15_a01_bs_enus

■ Management Essentials

mgmt_15_a02_bs_enus

Management Essentials: Directing Others	
Management Essentials: Delegating	mgmt_15_a03_bs_enus
Management Essentials: Developing Your Direct Reports	mgmt_15_a04_bs_enus
Management Essentials: Confronting Difficult Employee Behavior	mgmt_15_a05_bs_enus
Management Essentials: Managing a Diverse Team	mgmt_15_a06_bs_enus
Management Essentials: Treating Your Direct Reports Fairly	mgmt_15_a07_bs_enus
Management Essentials: Caring about Your Direct Reports	_pc_ch_lach034
Acting Decisively	_pc_ch_lach038
Dismissing an Employee	_pc_bi_mgbi016
Managing Fairly	

■ **First Time Manager Essentials**

First Time Manager: Understanding a Manager's Role	mgmt_16_a01_bs_enus
First Time Manager: Challenges	mgmt_16_a02_bs_enus
First Time Manager: Meeting Expectations	mgmt_16_a03_bs_enus
New Manager Transitions	_pc_ch_lach029
Adopting the Appropriate Management Style	_pc_ch_mgch005

■ **Performance Appraisal Essentials**

Performance Appraisal Essentials: Planning for Appraisals	mgmt_17_a01_bs_enus
Performance Appraisal Essentials: Conducting Traditional Appraisals	mgmt_17_a02_bs_enus
Performance Appraisal Essentials: 360-degree Appraisals	mgmt_17_a03_bs_enus
Preparing for Your Performance Appraisal	_pc_bi_pfb017
Selecting the Appropriate Performance-appraisal Method	_pc_ch_hrch002
	mgmt_18_a01_bs_enus

■ **Talent Management Essentials**

Talent Management: Basics	mgmt_18_a02_bs_enus
Talent Management: Planning	mgmt_18_a03_bs_enus
Talent Management: Acquiring Talent	mgmt_18_a04_bs_enus
Talent Management: Developing and Engaging Talent	mgmt_18_a05_bs_enus
Talent Management: Retaining Talent	_pc_ch_lach021
Attracting and Retaining Talent	

■ **Essentials of Managing Technical Profess**

mgmt_19_a01_bs_enus

Transitioning from Technical Professional to Management	mgmt_19_a02_bs_enus
Strategies for Transitioning to Technical Management	mgmt_19_a03_bs_enus
Managing Technical Professionals	

■ **Workforce Generations**

Managing Workforce Generations: Introduction to Cross-generational Employees	mgmt_20_a01_bs_enus
Managing Workforce Generations: Working with a Multigenerational Team	mgmt_20_a02_bs_enus
Managing Workforce Generations: Working with the 21st-century Generation Mix	mgmt_20_a03_bs_enus
Managing an Aging Workforce	_pc_bi_mgbi005
Developing the Next Generation	_pc_bi_lsbi007
Understanding the Motives of Millennials	_pc_bi_mgbi014
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■ **Managing Experts**

Meeting the Needs of Your Experts	mgmt_21_a02_bs_enus
Overcoming Challenges When Managing Experts	_pc_bi_hrbi013
Managing Top Performers is Always Easy...Right?	_pc_ch_lsch001
Recognizing Natural Leaders	mgmt_23_a01_bs_enus

■ **Advanced Management Skills Series**

Developing a High-performance Organization	mgmt_23_a02_bs_enus
Cross-functional Strategic Management	mgmt_23_a03_bs_enus
Managing for Rapid Change and Uncertainty	mgmt_23_a04_bs_enus
Managing High Performers	mgmt_23_a05_bs_enus
Managing New Managers	mgmt_23_a06_bs_enus
Managing Experienced Managers	_pc_bi_mgbi013
Developing Adaptable Managers	_pc_ch_pfch001
Assessing Employees for Cultural Adaptability	_pc_ch_hrhc003
Considering Key Features of a Policy and Procedure Manual	_pc_ch_mgch006
Employee Engagement	_pc_ch_lach033
Communicating Bad News	_pc_ch_lach039
Managing Upwards Relationships	

■ **Strategies for Successful Employee On-bc**

Strategies for Successful Employee Onboarding: An Introduction	mgmt_24_a01_bs_enus
Strategies for Successful Employee Onboarding: Getting Started	mgmt_24_a02_bs_enus
	mgmt_24_a03_bs_enus

Strategies for Successful Employee
Onboarding: Assessing Program Success mgmt_25_a01_bs_enus

■ **Managing during Difficult Times**

Communicating during Difficult Times mgmt_25_a02_bs_enus
Managing Resources during Difficult Times mgmt_25_a03_bs_enus
Managing Attitudes during Difficult Times mgmt_26_a01_bs_enus

■ **Dismissing an Employee**

Preparing to Dismiss an Employee
Managing the Dismissal of an Employee mgmt_26_a02_bs_enus

■ **Delegation Essentials**

Delegation Essentials: An Introduction to
Delegating mgmt_27_a01_bs_enus
Delegation Essentials: The Delegation
Process mgmt_27_a02_bs_enus
Delegation Essentials: Overcoming Delegation
Problems mgmt_27_a03_bs_enus
Delegating Appropriate Tasks _pc_bi_mgbi007
Developing Employees through Delegation _pc_ch_lach017

■ **Business Execution**

Business Execution: Understanding the
Fundamentals mgmt_28_a01_bs_enus
Business Execution: Crafting a Business
Strategy that Executes mgmt_28_a02_bs_enus
Business Execution: Linking Strategy to
People and Operations mgmt_28_a03_bs_enus
Business Execution: Monitoring and
Evaluating Initiatives mgmt_28_a04_bs_enus
Fostering a Business Execution Culture _pc_bi_lsbi008
Pave your own path _pc_bi_lsbi009
Performance Dashboard or Scorecard? _pc_bi_mgbi012

■ **Essential Mentoring Techniques**

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Fundamentals mgmt_29_a01_bs_enus
Essential Mentoring Techniques: Designing
and Initiating Mentoring Programs mgmt_29_a02_bs_enus
Essential Mentoring Techniques: Building and
Maintaining Mentoring Relationships mgmt_29_a03_bs_enus
Essential Mentoring Techniques: Evaluating
and Ending the Mentoring Program mgmt_29_a04_bs_enus

Thinking Like a CFO	mgmt_30_a01_bs_enus
Thinking Like a CFO: Mind-set and Financial Priorities	mgmt_30_a02_bs_enus
Thinking Like a CFO: Making Financial Decisions	mgmt_30_a03_bs_enus
Thinking Like a CFO: Preparing and Presenting a Business Case	mgmt_30_a04_bs_enus
Thinking Like a CFO: Managing Risk	mgmt_31_a01_bs_enus
Essentials of Facilitating	mgmt_31_a02_bs_enus
Using Facilitation Skills as a Manager	mgmt_31_a03_bs_enus
Facilitating Collaborative Processes	
Challenges of Facilitating	mgmt_33_a01_bs_enus
Effectively Managing Top Performers	mgmt_33_a02_bs_enus
Engaging Top Performers	
Retaining Top Performers	mgmt_33_a03_bs_enus
Overcoming Challenges of Managing Top Performers	
Managing Problem Performance	mgmt_34_a01_bs_enus
Recognizing and Diagnosing Problem Performance	mgmt_34_a02_bs_enus
First Steps for Turning Around a Performance Problem	mgmt_34_a03_bs_enus
Using Progressive Discipline to Correct Problem Performance	mgmt_34_a04_bs_enus
Preventing Problem Performance	_pc_bi_hrbi010
Underperforming employee-now what?	_pc_ch_lach002
Managing Performance	mgmt_36_a01_bs_enus
Difficult Conversations	mgmt_36_a02_bs_enus
Preparing for a Difficult Conversation	mgmt_36_a03_bs_enus
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Handling Difficult Conversations Effectively	mgmt_37_a01_bs_enus
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Reviewing and Rewarding Performance	
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■ Leadership Essentials

Leadership Essentials: Motivating Employees	lead_05_a02_bs_enus
Leadership Essentials: Communicating Vision	lead_05_a03_bs_enus
Leadership Essentials: Building Your Influence as a Leader	lead_05_a04_bs_enus
Leadership Essentials: Leading with Emotional Intelligence	lead_05_a05_bs_enus
Leadership Essentials: Leading Business Execution	lead_05_a06_bs_enus
Leadership Essentials: Leading Innovation	lead_05_a07_bs_enus
Leadership Essentials: Leading Change	lead_05_a08_bs_enus
Leadership Essentials: Creating Your Own Leadership Development Plan	LEAD005A
Motivating Employees and Leading Change Simulation	_pc_bi_lsbi003
Leading Teams through Change	_pc_bi_lsbi005
Leading Outside the Organization	_pc_bi_lsbi006
Knowing When to Take Leadership Risks	_pc_bi_lsbi013
Wanted - Innovation Leaders	_pc_ch_lach001
Developing a Business Execution Culture	_pc_ch_lach004
Leading Change	_pc_ch_lach008
Leader as Motivator	_pc_ch_lach010
Leading Innovation	_pc_ch_lach040
Leading Organizational Vision	_pc_ch_lscli002
Motivating Human Behavior	_pc_bi_lsbi001
Communicating a Shared Vision	_pc_ch_lach014
Emotional Intelligence	

■ Employee Engagement

The Benefits and Challenges of Engaging Employees	lead_06_a01_bs_enus
Maintaining an Engaging Organization	lead_06_a02_bs_enus

■ Creating a positive work environment

Creating and Maintaining a Positive Work Environment	lead_07_a01_bs_enus
	lead_08_a01_bs_enus

■ Developing a Culture of Learning

Fundamentals of Organizational Learning	lead_08_a02_bs_enus
Establishing the Conditions for a Learning Culture	lead_08_a03_bs_enus
Developing Learning Practices	lead_08_a04_bs_enus
Evaluating and Sustaining Organizational Learning	lead_09_a01_bs_enus

■ **Effective Succession Planning**

Initiating Succession Planning	lead_09_a02_bs_enus
Effective Succession Planning: Determining a Talent Pool for Key Positions	lead_09_a03_bs_enus
Implementing and Assessing a Succession Planning Program	_pc_bi_lsbi002
Succession Planning	_pc_ch_lsch004
Evaluating Succession Planning and Management Programs	lead_10_a01_bs_enus

■ **Making Cross-Functional Teams Work**

Cross-functional Team Fundamentals	lead_10_a02_bs_enus
Key Strategies for Managing Cross-functional Teams	lead_10_a03_bs_enus
Managing Internal Dynamics in a Cross-functional Team	_pc_bi_mgbi002
Using Conflict to an Organization's Advantage	_pc_bi_pfb006
Mediating Project Team Conflict	_pc_bi_pfb015
Facilitating Work-related Conflict Discussions	

■ **Setting and Managing Organizational Priorities**

Setting and Managing Priorities within the Organization: Mission and Goals	lead_11_a01_bs_enus
Setting and Managing Priorities within the Organization: Deciphering Priorities	lead_11_a02_bs_enus
Setting and Managing Priorities within the Organization: Motivation	lead_11_a03_bs_enus
Setting and Managing Priorities within the Organization: Communication	lead_11_a04_bs_enus
Do You Share Your Organization's Values?	_pc_bi_pabi006

■ **The Voice of Leadership**

The Voice of Leadership: Inspirational Leadership	lead_13_a01_bs_enus
The Voice of Leadership: Self-assessment and Motivation	lead_13_a02_bs_enus
The Voice of Leadership: Effective Leadership Communication Strategies	lead_13_a03_bs_enus
The Voice of Leadership: The Power of Leadership Messaging	lead_13_a04_bs_enus

PROFESSIONAL EFFECTIVENESS Communication Curriculum

comm_01_a01_bs_enus

■ How to Write an Effective Internal Business	comm_01_a02_bs_enus
Preparing a Business Case	comm_01_a03_bs_enus
Writing a Business Case	
Presenting Your Case	
■ E-mail Essentials for Business	comm_17_a01_bs_enus
Using E-mail and Instant Messaging Effectively	comm_17_a02_bs_enus
Addressing and Redistributing E-mail	comm_17_a03_bs_enus
Managing Your E-mail	
■ Telephone Essentials for Business	comm_18_a01_bs_enus
Essential Skills for Professional Telephone Calls	
■ Business Writing Basics	comm_19_a01_bs_enus
Business Writing: Know Your Readers and Your Purpose	comm_19_a02_bs_enus
Business Writing: How to Write Clearly and Concisely	comm_19_a03_bs_enus
Business Writing: Editing and Proofreading	comm_20_a01_bs_enus
■ Business Grammar Basics	comm_20_a02_bs_enus
Business Grammar: Parts of Speech	comm_20_a03_bs_enus
Business Grammar: Working with Words	comm_20_a04_bs_enus
Business Grammar: The Mechanics of Writing	comm_20_a05_bs_enus
Business Grammar: Punctuation	comm_20_a06_bs_enus
Business Grammar: Sentence Construction	
Business Grammar: Common Usage Errors	
■ Interpersonal Communication	comm_21_a01_bs_enus
Interpersonal Communication: Communicating with Confidence	comm_21_a02_bs_enus
Interpersonal Communication: Targeting Your Message	comm_21_a03_bs_enus
Interpersonal Communication: Listening Essentials	comm_21_a04_bs_enus
Interpersonal Communication: Communicating Assertively	comm_21_a05_bs_enus
Interpersonal Communication: Being Approachable	COMM021A
Interpersonal Communication	

■ Workplace Conflict

Workplace Conflict: Recognizing and Responding to Conflict	comm_22_a01_bs_enus
Workplace Conflict: Strategies for Resolving Conflicts	comm_22_a02_bs_enus _pc_bi_mgbi009 _pc_bi_pabi002
Confrontation: What's the Best Approach	_pc_ch_lsch003
Personal Conflict Styles	_pc_ch_lach009
Coping with Accusations in the Workplace	_pc_ch_mgch003
Managing Conflict	_pc_ch_pach004
Manager to Manager Conflict	
Managing Conflict	

■ Fundamentals of Working with Difficult Pe

Working with Difficult People: Identifying Difficult People	comm_23_a01_bs_enus
Working with Difficult People: How to Work with Aggressive People	comm_23_a02_bs_enus
Working with Difficult People: How to Work with Negative People	comm_23_a03_bs_enus
Working with Difficult People: How to Work with Procrastinators	comm_23_a04_bs_enus
Working with Difficult People: How to Work with Manipulative People	comm_23_a05_bs_enus
Working with Difficult People: How to Work with Self-serving People	comm_23_a06_bs_enus
Working with Difficult People: Dealing with Micromanagers	comm_23_a07_bs_enus
Coping with Aggressive Behavior in the Workplace	_pc_bi_pabi008 _pc_bi_pfbf003
Blame Backfires – Conquer Negative Thinking	_pc_ch_pfch003
Reacting to Co-workers Who Try Taking Advantage	comm_24_a01_bs_enus

■ Negotiation Essentials

Negotiation Essentials: What Is Negotiation?	comm_24_a02_bs_enus
Negotiation Essentials: Planning for Negotiation	comm_24_a03_bs_enus comm_24_a04_bs_enus
Negotiation Essentials: Communicating	
Negotiation Essentials: Persuading	comm_24_a05_bs_enus
Negotiation Essentials: Avoiding Pitfalls in Negotiations	COMM024A _pc_bi_pfbf013
Negotiation Essentials	_pc_ch_lach032
Effective Body Language in Negotiations	_pc_ch_pfch002
Negotiating	
Negotiation: Does Location Matter?	comm_25_a01_bs_enus

■ Emotional Intelligence Essentials

What is Emotional Intelligence?	comm_25_a02_bs_enus
Improving Your Emotional Intelligence	comm_25_a03_bs_enus
Skills: Self-awareness and Self-management	COMM025A
Using Emotional Intelligence on the Job	_pc_bi_pfb009
Emotional Intelligence at Work	_pc_ch_pach014
How High Is Your EQ?	
Emotional Intelligence at Work	comm_26_a01_bs_enus

■ Fundamentals of Cross Cultural Communi

Culture and Its Effect on Communication	comm_26_a02_bs_enus
Communicating Across Cultures	comm_26_a03_bs_enus
Improving Communication in Cross-cultural Relationships	_pc_bi_pfb020
Communicating with a Cross-cultural Audience	_pc_ch_lsch005
Dispute Resolution in International Contracts	

■ Getting Results without Direct Authority

Getting Results without Authority: Building Relationships and Credibility	comm_27_a01_bs_enus
Getting Results without Authority: Persuasive Communication	comm_27_a02_bs_enus
Getting Results without Direct Authority: Reciprocity	comm_27_a03_bs_enus
Getting Results without Direct Authority: Influencing Your Boss	comm_27_a04_bs_enus
Influencing Key Decision Makers	_pc_bi_lsb015
Influencing and Persuading	_pc_ch_lach016

■ Listening Essentials

Listening Essentials: The Basics of Listening	comm_28_a01_bs_enus
Listening Essentials: Improving Your Listening Skills	comm_28_a02_bs_enus
Effective Listening	_pc_ch_lach030
Listening with Skill	_pc_ch_pach002

■ Constructive Feedback and Criticism

Giving Feedback	comm_29_a02_bs_enus
Giving Constructive Criticism	comm_29_a03_bs_enus
Receiving Feedback and Criticism	_pc_bi_pfb016
Criticism in Context	_pc_ch_lach006
Giving Appropriate Feedback	_pc_ch_pach006

Giving Feedback to Coworkers

■ **Anger Management Essentials** comm_30_a01_bs_enus

Anger Management Essentials: Understanding Anger comm_30_a02_bs_enus

Anger Management Essentials: Managing and Controlling Anger

■ **Communicating Effectively with the 'C' Level** comm_31_a01_bs_enus

Preparing to Communicate Effectively at the 'C' Level comm_31_a02_bs_enus

Techniques for Communicating Effectively with Senior Executives comm_32_a01_bs_enus

■ **Running Effective Business Meetings** comm_32_a02_bs_enus

Preparing for Effective Business Meetings comm_32_a03_bs_enus

Managing Effective Business Meetings _pc_bi_pfb008

Dealing with Common Meeting Problems _pc_bi_pfb018

When Too Many Meetings Are Just Too Much

Making Meetings Work _pc_ch_lach031

Managing Meetings for Productivity and Effectiveness

■ **Basic Presentation Skills** comm_33_a01_bs_enus

Basic Presentation Skills: Planning a Presentation comm_33_a02_bs_enus

Basic Presentation Skills: Creating a Presentation comm_33_a03_bs_enus

Basic Presentation Skills: Delivering a Presentation _pc_bi_pabi007

Handling Difficult Questions as a Presenter

■ **Communicate with Diplomacy and Tact** comm_34_a01_bs_enus

The Impact of Situation and Style When Communicating with Diplomacy and Tact comm_34_a02_bs_enus

Strategies for Communicating with Tact and Diplomacy comm_34_a03_bs_enus

Delivering a Difficult Message with Diplomacy and Tact

■ **Professional Networking Essentials** comm_38_a01_bs_enus

Professional Networking Essentials: Finding Opportunities To Make Connections comm_38_a02_bs_enus

Professional Networking Essentials: Developing Confidence

■ **Writing Skills for Technical Professionals** ib_wstp_a01_it_enus

Writing for Technical Professionals:

Preparation and Planning ib_wstp_a02_it_enus

Writing for Technical Professionals:

Effective Writing Techniques

PROFESSIONAL EFFECTIVENESS
Foundation Skills Curriculum

■ **Basic Business Math** fnd_01_a01_bs_enus

Basic Business Math: Using Whole Numbers and
Decimals fnd_01_a02_bs_enus

Basic Business Math: Percentages and Ratios fnd_01_a03_bs_enus

Basic Business Math: Averages and Equations fnd_01_a04_bs_enus

Basic Business Math: Charts and Graphs

PROFESSIONAL EFFECTIVENESS
Personal Development Curriculum

■ **Doing Business Professionally** pd_05_a01_bs_enus

Working for Your Inner Boss: Personal
Accountability pd_05_a02_bs_enus

Managing from Within: Self-empowerment pd_05_a03_bs_enus

Goals and Setting Goals pd_05_a04_bs_enus

Creating a Positive Attitude pd_05_a05_bs_enus

Pursuing Successful Lifelong Learning PD005A

Doing Business Professionally Simulation

■ **Optimizing Your Work/Life Balance** pd_06_a01_bs_enus

Optimizing Your Work/Life Balance: Analyzing
Your Life Balance pd_06_a02_bs_enus

Optimizing Your Work/Life Balance:

Maintaining Your Life Balance pd_06_a03_bs_enus

Optimizing Your Work/Life Balance: Taking
Control of Your Stress PD006A

Balancing Your Responsibilities Simulation _pc_bi_mgbi010

Employee Exhaustion: Managing a _pc_bi_hrbi006

Well-Balanced Workload _pc_ch_lach036

Managing Workplace Stress

Work/Life Balance

■ **Diversity on the Job** pd_07_a01_bs_enus

Diversity on the Job: The Importance of
Diversity and the Changing Workplace pd_07_a02_bs_enus

Diversity on the Job: Diversity and You PD007A

Diversity on the Job: Diversity and You _pc_bi_hrbi002

Diversity on the Job _pc_bi_hrbi011

Understanding Workplace Diversity	_pc_bi_lsbi012
Instituting a Dress Code	_pc_ch_lach015
Diversity Benefits	
Diversity	
■ Telecommuting and the Remote Employee	pd_08_a01_bs_enus
Telecommuting Basics: Maximizing	
Productivity as a Remote Employee	pd_08_a02_bs_enus
Telecommuting Basics: Communication	
Strategies for the Remote Employee	
■ Generating Creative & Innovative Ideas	pd_09_a01_bs_enus
Generating Creative and Innovative Ideas:	
Enhancing Your Creativity	pd_09_a02_bs_enus
Generating Creative and Innovative Ideas:	
Maximizing Team Creativity	pd_09_a03_bs_enus
Generating Creative and Innovative Ideas:	_pc_bi_lsbi016
Verifying and Building on Ideas	
Executing Innovation	_pc_ch_pach025
Creativity: Developing and Communicating	
Ideas	pd_10_a01_bs_enus
■ Managing Your Career	
Managing Your Career: Creating a Plan	pd_10_a02_bs_enus
Managing Your Career: Getting on the Right	
Track	pd_10_a03_bs_enus
Managing Your Career: Professional	pd_10_a04_bs_enus
Networking Essentials	
Managing Your Career: You and Your Boss	pd_10_a05_bs_enus
Managing Your Career: Leveraging the	_pc_bi_pfb019
Performance Appraisal	_pc_ch_lach037
Conquering Career Stagnation	_pc_ch_pach008
Career Development	_pc_ch_pach013
Building and Managing Upward Relationships	_pc_ch_pach023
Planning Your Career	
Self Development	PD010A
Managing Your Relationship with Your Boss	
Simulation	pd_11_a01_bs_enus
■ Effective Time Management	
Time Management: Analyzing Your Use of Time	pd_11_a02_bs_enus
Time Management: Planning and Prioritizing	pd_11_a03_bs_enus
Your Time	_pc_bi_pfb002
Time Management: Avoiding Time Stealers	
Coping with Information Overload	_pc_bi_mgb003

Prioritizing Personal and Professional Responsibilities	_pc_bi_pfb014
Planning for Interruptions Helps With Procrastination	_pc_ch_lach018
Setting and Managing Priorities	_pc_ch_pach005
Coping with Conflicting Priorities	_pc_ch_pach007
Setting Goals	pd_12_a01_bs_enus

■ **Problem Solving and Decision-Making Strategies**

Problem Solving: The Fundamentals	pd_12_a02_bs_enus
Problem Solving: Determining and Building Your Strengths	pd_12_a03_bs_enus
Problem Solving: Digging Deeper	pd_12_a04_bs_enus
Decision Making: The Fundamentals	pd_12_a05_bs_enus
Decision Making: Tools and Techniques	pd_12_a06_bs_enus
Decision Making: Making Tough Decisions	_pc_ch_lach003
Uncovering the Root Problem	_pc_bi_pfb005
Playing the Devil's Advocate in Decision Making	_pc_bi_lsbi017
Turning Problems Around with Reverse Brainstorming	_pc_ch_pach003
Solving Problems: Process, Tools, and Techniques	pd_13_a01_bs_enus

■ **Dealing with Organizational Change**

Understanding Organizational Change	pd_13_a02_bs_enus
Preparing for Organizational Change	pd_13_a03_bs_enus
Embracing Organizational Change	_pc_bi_mgbi004
Managing the Stress of Organizational Change	_pc_bi_pfb007
The Importance of Flexibility in the Workplace	

■ **Critical Thinking Essentials**

Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus
Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus
Critical Thinking	_pc_ch_lach025
	pd_15_a01_bs_enus

■ **Building and Maintaining Trust**

Building Trust	pd_15_a02_bs_enus
Rebuilding Trust	_pc_bi_pabi005
Rebuilding Trust	

■ **Personal Productivity Improvement**

	pd_16_a01_bs_enus
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Personal Productivity Improvement: Managing Your Workspace	pd_16_a02_bs_enus
Personal Productivity: Self-organization and Overcoming Procrastination	pd_16_a03_bs_enus
Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	pd_17_a01_bs_enus

■ Peer Relationships

The Value of Peer Relationships	pd_17_a02_bs_enus
Developing Strategic Peer Relationships in Your Organization	pd_17_a03_bs_enus
Forming Peer Relationships and Alliances at Work	pd_18_a01_bs_enus

■ Business Ethics

Introduction to Workplace Ethics	pd_18_a02_bs_enus
Developing a Code of Ethical Conduct	pd_18_a03_bs_enus
Ethical Decision-making in the Workplace	_pc_bi_pabi006
Do You Share Your Organization's Values?	_pc_ch_pfch004
Office Politics – What Will You Do?	_pc_ch_pfch005
Ethical self- Promotion	_pc_ch_lach005
Ethics, Integrity and Trust	_pc_ch_pach020
The Ethics Enigma	pd_19_a01_bs_enus

■ Living and Working Abroad in the United States

American Work Culture and Values	pd_19_a02_bs_enus
Key Aspects of the American Work Environment	pd_19_a03_bs_enus
Communicating Successfully in the American Workplace	pd_19_a04_bs_enus
Succeeding in the American Workplace	pd_21_a01_bs_enus

■ Interviewing Strategies for the Interviewee

Preparing for an Internal Interview	pd_21_a02_bs_enus
Making a Positive Impression in an Internal Interview	

■ Campus to Corporate

Campus to Corporate: Meeting New Expectations	pd_22_a01_bs_enus
Campus to Corporate: Developing a Professional Image	pd_22_a02_bs_enus

■ Public speaking strategies

Public Speaking Strategies: Preparing Effective Speeches	pd_23_a01_bs_enus
	pd_23_a02_bs_enus

Public Speaking Strategies: Confident Public Speaking

■ **Performance under Pressure**

Developing the Right Attitude for Performing under Pressure

pd_24_a01_bs_enus

Taking Action for Performing under Pressure

pd_24_a02_bs_enus

Performing with Others under Pressure

pd_24_a03_bs_enus

■ **Doing Business Professionally**

Developing Your Reputation of

pd_25_a01_bs_enus

Professionalism with Business Etiquette

pd_25_a02_bs_enus

Professionalism, Business Etiquette, and Personal Accountability

pd_25_a03_bs_enus

Communicating with Professionalism and Etiquette

pd_25_a04_bs_enus

Using Business Etiquette to Build

_pc_bi_pfb001

Professional Relationships

Business Etiquette in Introductions

_pc_bi_pfb011

Disciplines of Organizational Learning:

_pc_bi_pfb012

Personal Mastery

_pc_bi_hrbi008

Safe Small Talk

_pc_ch_lach027

Reframing Negative Situations

Managing Goals

■ **Perseverance and Resilience**

Developing Character for Perseverance and Resilience

pd_26_a01_bs_enus

Achieving Goals through Perseverance and Resilience

pd_26_a02_bs_enus

Bouncing Back with Perseverance and Resilience

pd_26_a03_bs_enus

Perseverance: Flexibility in Action

_pc_bi_pabi004

Persevering through Setbacks

_pc_ch_pach011

pd_27_a01_bs_enus

■ **Decisiveness**

Developing Character for Decisiveness

pd_27_a02_bs_enus

Overcoming the Barriers to Decisiveness

■ **Writing Under Pressure**

Writing under Pressure: Preparing for Success

pd_28_a01_bs_enus

Writing under Pressure: The Writing Process

pd_28_a02_bs_enus

PROJECT EFFECTIVENESS

Project Management Curriculum

proj_01_a01_bs_enus

Project Management for Non-Project Managers	proj_01_a02_bs_enus
Project Management Fundamentals	proj_01_a03_bs_enus
Transitioning into a Project Management Role	proj_01_a04_bs_enus
Initiating and Planning a Project	proj_01_a05_bs_enus
Managing a Project	PROJ001A
Troubleshooting and Closing the Project	_pc_bi_pmbi001
Project Management for Non-Project Managers	_pc_ch_lach042
Managing Projects without Direct Authority	_pc_bi_pmbi002
Supporting Project Managers	_pc_bi_pmbi003
Ensuring Management Buy-In on a Project	_pc_ch_pmch001
Managing Conflict in Project Teams	_pc_ch_pmch002
Handling a Change Request	_pc_bi_pmbi004
Scope Definition Tools and Techniques	_pc_bi_pmbi005
Managing Scope on a Project	_pc_bi_pmbi006
Weighing the Costs of Project Change	
Managing Vendor Relationships	_pc_bi_pmbi007
Anticipating and Solving Problems as a Project Champion	_pc_bi_pmbi008
Addressing Stakeholder Conflicts	_pc_bi_pmbi009
Portfolios, Programs, and Projects: What's the Difference?	_pc_bi_pmbi010
Controlling Project Cost	_pc_bi_pmbi011
Mitigating Risks when Improving Processes	_pc_ch_pmch003
Ethics and Risks: Why they Matter in Project Success	_pc_ch_lach041
Project Management Essentials	proj_05_a01_bs_enus

Project Management Essentials - (PMBOK)	proj_05_a02_bs_enus
Managing Projects within Organizations	proj_05_a03_bs_enus
Project Management Overview	
Project Management Process Groups	proj_06_a01_bs_enus

Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)	
Integrated Initiation and Planning	proj_06_a02_bs_enus
Integrated Project Execution, Monitoring, and Control	proj_06_a03_bs_enus
Integrated Project Change Control and Close	proj_07_a01_bs_enus

Project Scope Management (PMBOK® Guide)	proj_07_a02_bs_enus
Project Requirements and Defining Scope	proj_07_a03_bs_enus
Create Work Breakdown Structure	
Monitoring and Controlling Project Scope	proj_08_a01_bs_enus

Project Time Management (PMBOK® Guide)	proj_08_a02_bs_enus
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Defining and Sequencing Project Activities	
Estimating Activity Resources and Durations	proj_08_a03_bs_enus
Developing and Controlling the Project Schedule	proj_09_a01_bs_enus
■ Project Cost Management (PMBOK® Guide)	proj_09_a02_bs_enus
Estimating and Budgeting Project Costs	
Controlling Costs	proj_10_a01_bs_enus
■ Project Quality Management (PMBOK® Guide)	proj_10_a02_bs_enus
Project Quality Planning	
Quality Assurance and Quality Control	proj_11_a01_bs_enus
■ Project Human Resource Management (PMBOK® Guide)	proj_11_a02_bs_enus
Planning Project Human Resources	
Managing Project Human Resources	PROJ011A
Planning and Managing Project Human Resources Simulation	
■ Project Communications Management (PMBOK® Guide)	proj_12_a01_bs_enus
Stakeholders and the Communications Management Plan	proj_12_a02_bs_enus
Processes for Managing Project Communications	PROJ012A
Communicating Effectively with Project Stakeholders Simulation	proj_13_a01_bs_enus
■ Project Risk Management (PMBOK® Guide)	proj_13_a04_bs_enus
Risk Management Planning	proj_13_a02_bs_enus
Identifying Project Risks	proj_13_a03_bs_enus
Performing Risk Analysis	
Risk Response, Monitor, and Control	proj_14_a01_bs_enus
■ Project Procurement Management (PMBOK® Guide)	proj_14_a02_bs_enus
Planning Project Procurement	
Managing Procurements	proj_15_a01_bs_enus
■ Code of Ethics and Professional Conduct	proj_15_a02_bs_enus
The Role of Ethics in Project Management	
Core PMI® Values and Ethical Standards	proj_16_a01_bs_enus
■ Program Management (PMI® Second Edition)	proj_16_a02_bs_enus
Introduction to Program Management	
Program Life Cycle and Benefits Management	

■ **IT Project Management Essentials**

IT Project Management Essentials:	proj_17_a01_bs_enus
Introduction to IT Project Management	proj_17_a02_bs_enus
IT Project Management Essentials: Initiating and Planning IT Projects	proj_17_a03_bs_enus
IT Project Management Essentials: Executing IT Projects	proj_17_a04_bs_enus
IT Project Management Essentials: Monitoring and Controlling IT Projects	proj_17_a05_bs_enus
IT Project Management Essentials: Managing Risks in an IT Project	proj_17_a06_bs_enus
IT Project Management Essentials: Testing Deliverables and Closing IT Projects	

■ **PRINCE2®: 2009 Foundation**

Overview of Project Management (PRINCE2®: 2009-aligned)	ib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)	ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2®: 2009-aligned)	ib_prin_a03_it_enus
Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)	ib_prin_a04_it_enus
Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)	ib_prin_a05_it_enus
Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)	ib_prin_a06_it_enus

■ **Instructor Series: CompTIA Project+ (2009)**

Project+ 2009 Instructor Series: Initiating a Project	ISCT0010EN01P
Project+ 2009 Instructor Series: Project Scope and Schedule	ISCT0010EN02P
Project+ 2009 Instructor Series: Resources, Risks and Quality	ISCT0010EN03P
Project+ 2009 Instructor Series: Communication, Procurement and Cost	ISCT0010EN04P
Project+ 2009 Instructor Series: Executing the Project	ISCT0010EN05P
Project+ 2009 Instructor Series: Monitoring, Controlling and Closing Projects	ISCT0010EN06P

■ **Managing Software Project Outsourcing**

Managing Software Project Outsourcing:	proj_18_a01_bs_enus
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Preparing to Manage an Outsourced Project	proj_18_a02_bs_enus
Managing Software Project Outsourcing: Developing a Vendor Contract	proj_18_a03_bs_enus
Managing Software Project Outsourcing: Working with the Outsourced Team	proj_18_a04_bs_enus
Managing Software Project Outsourcing: Dealing with Risks	ib_pmag_a01_it_enus

■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Agile Project Management Essentials	ib_pmag_a02_it_enus
Adopting an Agile Approach to Project Management	ib_pmag_a03_it_enus
An Overview of Agile Methodologies	ib_pmag_a04_it_enus
Overview of the Scrum Development Process	ib_pmag_a05_it_enus
Agile Planning: Project Initiating and Requirements Gathering	ib_pmag_a06_it_enus
Agile Planning: Doing Estimates and Completing the Release Plan	ib_pmag_a07_it_enus
Planning and Monitoring Iterations on an Agile Project	ib_pmag_a08_it_enus
Leading an Agile Team	ib_pmag_a09_it_enus
Managing Stakeholder Engagement on an Agile Project	ib_pmag_a10_it_enus
Ensuring Delivery of Value and Quality in Agile Projects	

■ Mentoring Assets

Mentoring Project Management Professional (PMP) PMBOK Guide 4th Edition Aligned	mntpmp4ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned	mntcapm4ed
Mentoring PRINCE2: Foundation	mntprince2f
	ib_prin_a01_tp_enus

■ Test Preps

TestPrep PRINCE2: Foundation	
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned	pm_capm_a01_tp_enus
TestPrep Project Management Professional (PMP) PMBOK Guide 4th Edition Aligned	pm_proj_a01_tp_enus

PROJECT EFFECTIVENESS

Team Building Curriculum

■ Optimizing Your Performance On a Team	team_02_a02_bs_enus
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Being an Effective Team Member	team_02_a03_bs_enus
Establishing Team Goals and Responsibilities	team_02_a04_bs_enus
Elements of a Cohesive Team	team_02_a05_bs_enus
Effective Team Communication	_pc_ch_mgch002
Using Feedback to Improve Team Performance	
Power and Politics in Matrixed Teams	team_03_a01_bs_enus

■ **Leading Teams**

Leading Teams: Launching a Successful Team	team_03_a02_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a03_bs_enus
Leading Teams: Developing the Team and its Culture	team_03_a04_bs_enus
Leading Teams: Building Trust and Commitment	team_03_a05_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration	team_03_a06_bs_enus
Leading Teams: Motivating and Optimizing Performance	team_03_a07_bs_enus team_03_a08_bs_enus
Leading Teams: Dealing with Conflict	_pc_bi_lsbi004
Leading Teams: Managing Virtual Teams	_pc_bi_lsbi010
Building Trust Incrementally	_pc_bi_pfb010
Inspiring your Team	_pc_ch_mgch001
Support Your Leader	_pc_ch_pfch006
Developing Self-Sufficient Teams	_pc_bi_mgbi001
Choosing the Right Team Culture	_pc_ch_lach023
Managing Communications in a Virtual Team	_pc_ch_pach010
Building and Leading Teams	
Contributing in a Team Environment	

PROJECT EFFECTIVENESS

Business Analysis

■ **Certified Business Analysis Professional (**

Introduction to Business Analysis and Essential Competencies	ib_buap_a01_it_enus ib_buap_a02_it_enus
Introduction to Business Analysis Planning	ib_buap_a03_it_enus
Planning Business Analysis Communication and Monitoring	ib_buap_a04_it_enus
Business Analysis Requirements Elicitation	ib_buap_a05_it_enus
Business Analysis Requirements Management and Communication	ib_buap_a06_it_enus
Business Analysis: Enterprise Analysis	ib_buap_a07_it_enus
Business Analysis: Introduction to Requirements Analysis	ib_buap_a08_it_enus
Business Analysis: Verify and Validate Requirements	ib_buap_a09_it_enus
Business Analysis: Solution Assessment and	

Validation

SALES and CUSTOMER FACING SKILLS

Sales Curriculum

sale_01_a01_bs_enus

■ Sales Foundations

Introduction to Sales

sale_01_a02_bs_enus

Strategic Sales Planning

sale_01_a03_bs_enus

Preparing for Successful Sales

sale_01_a04_bs_enus

Developing Strong Customer Relationships

sale_01_a05_bs_enus

Working within the Sales Culture of Your

sale_01_a06_bs_enus

Organization

_pc_bi_spbi009

Developing a Customer-focused Sales Approach

_pc_bi_spbi014

Don't Only Go For the Big Fish

The Ethics of Gift Giving

_pc_bi_spbi018

Sales Performance-Boosting Persuasion

Techniques

■ Sales Negotiations

Negotiation Skills for Sales Professionals:

sale_02_a01_bs_enus

Preparing to Negotiate

sale_02_a02_bs_enus

Negotiation Skills for Sales Professionals:

Value Exchange

sale_02_a03_bs_enus

Negotiation Skills for Sales Professionals:

_pc_ch_lach020

Reaching Agreement

_pc_ch_pach001

Creating a Customer-focused Organization

Negotiating Contract Terms

sale_03_a01_bs_enus

■ Solution Selling

Solution Selling: Mastering the Essentials

sale_03_a02_bs_enus

Solution Selling: Meeting an Active Need

sale_03_a03_bs_enus

Solution Selling: Creating New Opportunities

SALE0121

■ Inside Sales Skills

Preparing for Outbound Sales Calls

SALE0122

Initiating Outbound Sales Calls

SALE0123

Completing Outbound Sales Calls

SALE0124

Preparing for Inbound Sales Calls

SALE0125

Completing Inbound Sales Calls

SALE0120

Inside Sales Skills Simulation

SALE0131

■ Strategic Account Sales Skills

The Strategic Account Sales Approach

SALE0132

Understanding Your Customer

SALE0133

Conducting Effective Sales Research Meetings

SALE0134

Working with Your Customer's Key Players

SALE0135

SALE0130

Delivering High-impact Sales Presentations	_pc_bi_spbi001
Strategic Account Sales Skills Simulation	_pc_bi_spbi004
Selling to Key Players	_pc_bi_spbi017
Selling the Positive First Impression	_pc_ch_spch002
Building relationships	_pc_ch_spch003
Crafting Sales Strategies	_pc_ch_spch004
Pricing Strategy	
Performance Payout Plans	_pc_bi_spbi011
Sales and Marketing: Two Sides of the Same Coin?	_pc_bi_spbi003

■ Sales Management

Developing and Leading Your Sales Team	_pc_bi_spbi006
Planning Direct Mail to Generate Leads for Complex Sales	_pc_bi_spbi007
Sales Support Roles For Better Customer Interaction	SALE0151
Building a Winning Sales Team	SALE0152
Using Business Tools to Manage Sales Teams	SALE0153
Motivating a Winning Sales Team	SALE0154
Communicating in Sales Teams	SALE0150
Sales Team Management Simulation	SALE0221

■ Selling at the Executive Level

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

■ Essential Selling Skills

Essential Selling Skills: Mastering Cold Calling	sale_05_a01_bs_enus
Essential Selling Skills: Qualifying Sales Prospects	sale_05_a02_bs_enus
Essential Selling Skills: Closing the Sale	sale_05_a03_bs_enus

SALES and CUSTOMER FACING SKILLS

Customer Service Curriculum

■ **Frontline Call Center Skills**

Managing Your Time: The Importance of Call Tracking and Ticketing	_pc_bi_ctbi003
Creating an Effective On-hold Message	_pc_bi_ctbi008
Aligning Agent Behaviors with Caller Types	_pc_bi_ctbi010
Determining Proper-Expectation-management Techniques	_pc_ch_ctch001
Training methods for CSRs in the Customer Contact center industry	_pc_ch_ctch002
	_pc_bi_ctbi001

■ **Inbound Call Center Management**

Converting a Call Center to a Profit Center	_pc_bi_ctbi002
Managing Your Call Center More Efficiently	_pc_bi_ctbi004
Customer Service Training – The Interview and Beyond	_pc_bi_ctbi005
Disaster Recovery – Keeping the Lines Open	_pc_bi_ctbi006
Preventing Agent Absenteeism through Better Working Conditions	_pc_bi_ctbi009
Workforce Management Software- Is there a need?	_pc_bi_ctbi011
Prioritizing Rewards and Recognition in Call Centers	

■ **Measuring Customer Satisfaction**

■ **IT Infrastructure Library (ITIL®) 2011 Edition**

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes	ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement	ib_itlv_a09_it_enus

■ ITIL® 2011 Edition Overview	ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Creating a Service Culture	ib_ovvx_a02_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework	ib_ovvx_a03_it_enus
ITIL® 2011 Edition Overview: Certification and Benefits	cust_06_a01_bs_enus
■ Customer Service Representative, Professional	cust_06_a02_bs_enus
The Customer Service Representative (CSR) Support Center Services and Work Environment	cust_06_a03_bs_enus
Team and Customer Relationships	cust_07_a01_bs_enus
■ Customer Service Representative, Skills	cust_07_a02_bs_enus
Customer Interactions	cust_07_a03_bs_enus
Communication Skills	
Conflict, Stress, and Time Management	cust_08_a01_bs_enus
■ Customer Service Representative, Processes	cust_08_a02_bs_enus
Customer Service Processes and Procedures	
Quality in a Support Center	cust_08_a03_bs_enus
Support Center Tools, Technologies and Metrics	cust_08_a04_bs_enus
Dealing with Irrational Customers and Escalating Complaints	
■ Customer Service Fundamentals	cust_09_a01_bs_enus
Customer Service Fundamentals: Building Rapport in Customer Relationships	cust_09_a02_bs_enus
Customer Service in the Field	cust_09_a03_bs_enus
Customer Service over the Phone	cust_09_a04_bs_enus
Internal Customer Service	cust_09_a05_bs_enus
Customer Service Confrontation and Conflict	cust_09_a06_bs_enus
Shaping the Direction of Customer Service in Your Organization	_pc_bi_ctbi007
Aligning Performance to Key Indicators	_pc_bi_spbi016
The Angry Caller: What's Your Plan?	
■ Customer Focus	cust_10_a01_bs_enus
Identifying and Managing Customer Expectations	cust_10_a02_bs_enus
Creating and Sustaining a Customer-focused Organization	cust_10_a03_bs_enus
Customer-focused Interaction	_pc_bi_spbi002
	_pc_ch_pach009

Listening to your Customers
Developing Your Customer Focus

■ Customer Advocacy

Customer Advocacy: Communicating to Build Trusting Customer Relationships	cust_11_a01_bs_enus
Customer Advocacy: Enhancing the Customer Experience	cust_11_a02_bs_enus
Customer Advocacy: Supporting Customer Advocacy	cust_11_a03_bs_enus

SALES and CUSTOMER FACING SKILLS Industry Foundations

■ Industry Overviews

The Telecommunications Industry Overview: Version 3	indo_01_a11_bs_enus
The Health Care Industry Overview: Version 3	indo_01_a12_bs_enus
The Insurance Industry Overview: Version 3	indo_01_a13_bs_enus
The Banking Industry Overview: Version 3	indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 3	indo_01_a15_bs_enus
The Retail Industry Overview: Version 3	indo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 3	indo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 3	indo_01_a18_bs_enus
The Information Technology Industry Overview: Version 3	indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 3	indo_01_a20_bs_enus
The Education Industry Overview: Version 1	indo_01_a21_bs_enus
The Utilities Industry Overview: Version 1	indo_01_a22_bs_enus
The Chemicals Industry Overview: Version 1	indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 1	indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 1	indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 1	indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 1	indo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 1	indo_01_a28_bs_enus
The Automotive Industry Overview: Version 3	indo_01_a29_bs_enus
The Food and Beverage Industry Overview: Version 3	indo_01_a30_bs_enus
The Agriculture Industry Overview	indo_01_a31_bs_enus

SALES and CUSTOMER FACING SKILLS

TestPreps

ib_itlv_a01_tp_enus

■ Test Preps

TestPrep ITIL V3 Foundation (ITV3F)

Element K Business

Customer Service

■ Call Center

en_us_106369_ek

Call Center Operations 1: Call Center

Essentials (Includes Simulation)

en_us_106370_ek

Call Center Operations 2: Customer Rapport

(Includes Simulation)

en_us_106373_ek

Call Center Operations 3: Call Center

Performance (Includes Simulation)

en_us_106376_ek

Call Center Operations 4: Call Center

Challenges (Includes Simulation)

■ Challenging Customers

Dealing with Challenging Customer

en_us_135409_ek

Interactions: Establishing a Solid Customer

Relationship (Includes Simulation)

Dealing with Challenging Customer

en_us_135410_ek

Interactions: Overcoming Communication

Issues (Includes Simulation)

Dealing with Challenging Customer

en_us_135411_ek

Interactions: Resolving Challenging

Situations (Includes Simulation)

■ Client Relationship Management

Client Relationship Management 1: Managing

en_us_177553_ek

Relationships During Initiation and Planning

(Includes Simulation)

Client Relationship Management 2: Managing

en_us_177554_ek

Relationships During Execution and Close-Out

(Includes Simulation)

Client Relationship Management 3: Managing

en_us_191799_ek

Interaction-Based Causes for Project Failure

(Includes Simulation)

■ Customer Service

en_us_71306_ek

Customer Service Via Phone and Email

(Includes Simulation)

■ ITIL - Information Technology Infrastructu

en_us_314528_ek

ITIL® Operational Support and Analysis (2011 Edition)

en_us_313491_ek

ITIL® Service Transition (2011 Edition)

Element K Business

Human Resources

■ Diversity

■ HR Compliance

en_us_125707_ek

Labor Unions in the Workplace: Creating an Equitable Workplace (Includes Simulation)

en_us_125781_ek

Labor Unions in the Workplace: Working with Labor Unions (Includes Simulation)

■ Organizational Development

Presenting Successful Training for Non-Training Professionals (Includes Simulation)

en_us_87321_ek

■ Performance Management

Employee Performance Management 1: Identifying Employee Development Needs (Includes Simulation)

en_us_257966_ek

en_us_258117_ek

Employee Performance Management 2: Managing Employee Training (Includes Simulation)

Element K Business

Management & Leadership

■ Business Strategies

The Strategic Development of Talent 3: Developing a Learning Organization (Includes Simulation)

en_us_168802_ek

■ Crisis Management

en_us_242312_ek

Business Crisis Management 1: Preparing for Business Crises (Includes Simulation)

en_us_253691_ek

Business Crisis Management 2: Communicating During Business Crises (Includes Simulation)

■ Knowledge Management

en_us_133635_ek

Knowledge Management: Basics of Knowledge Management (Includes Simulation)

en_us_134274_ek

Knowledge Management: Implementing Knowledge Management (Includes Simulation)

Knowledge Management: Knowledge Management and Organizational Learning (Includes Simulation) en_us_133636_ek

■ **Leading By Example**

Leading in Tough Times 1: Preparing to Manage Tough Times (Includes Simulation) en_us_203593_ek

Leading in Tough Times 2: Leading Through Actions (Includes Simulation) en_us_203594_ek

Leading in Tough Times 3: Leading People Through Change (Includes Simulation) en_us_234260_ek

■ **Management Development Program**

Employee Relations: Communicating for Effective Employee Relations (Includes Simulation) en_us_134276_ek

Employee Relations: Satisfying Employees (Includes Simulation) en_us_134390_ek

Employee Relations: Understanding Employment Laws (Includes Simulation) en_us_136985_ek

Managing Organizational Goals (Includes Simulation) en_us_85817_ek

Recognizing Employee Performance (Second Edition) (Includes Simulation) en_us_79597_ek

■ **Team Building**

Team Sponsorship: Sponsoring a Natural Team (Includes Simulation) en_us_136309_ek

Team Sponsorship: Sponsoring Standing and Ad Hoc Teams (Includes Simulation) en_us_134275_ek

■ **Women in Leadership**

Women in Leadership: Gaining Leadership Excellence Through Effective Communication (Includes Simulation) en_us_134277_ek

Women in Leadership: Leading People in an Organization (Includes Simulation) en_us_123421_ek

Women in Leadership: Overcoming Common Leadership Challenges (Includes Simulation) en_us_130530_ek

■ **Working with Consultants**

Working With Consultants 1: Sourcing Consultants (Includes Simulation) en_us_256197_ek

Working With Consultants 2: Working on a Consultant Managed Project (Includes Simulation) en_us_267377_ek

Simulation) en_us_258118_ek

Working With Consultants 3: Concluding a
Consulting Assignment (Includes Simulation)

Element K Business

Personal Effectiveness

en_us_128497_ek

■ **Collaboration and Decision Making**

Collaboration Skills (Includes Simulation)

■ **Communication Skills**

en_us_258113_ek

Basics of eCommunication (Includes
Simulation)

■ **Cross Cultural Communication**

en_us_69774_ek

Communicating Across Cultures (Includes
Simulation)

en_us_171448_ek

■ **Wellness**

en_us_169554_ek

Wellness: Blood Pressure Control

en_us_193650_ek

Wellness: Cholesterol Reduction

en_us_172941_ek

Wellness: Creative Thinking

en_us_188451_ek

Wellness: Fitness Primer

en_us_165451_ek

Wellness: Interpersonal Communication

en_us_193646_ek

Wellness: Introduction and Self-Assessment

en_us_187351_ek

Wellness: Job Satisfaction

en_us_193645_ek

Wellness: Low-Back Care

en_us_187349_ek

Wellness: Managing Change

en_us_193133_ek

Wellness: Nutrition

en_us_192867_ek

Wellness: Personal Growth

en_us_169552_ek

Wellness: Personal Safety

en_us_169553_ek

Wellness: Stop Smoking

en_us_172940_ek

Wellness: Stress Management

Wellness: Weight Control

Element K Business

Sales & Marketing

■ **Basho Selling Method**

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Basho Sales Training: Bargaining With
Clients (Includes Simulation)

en_us_128947_ek

Basho Sales Training: Closing a Sales Call
(Includes Simulation)

en_us_128945_ek

Basho Sales Training: Conducting a Sales
Meeting (Includes Simulation)

en_us_128944_ek

Basho Sales Training: Generating Interest
Through Sales Calls (Includes Simulation)

en_us_128943_ek

Basho Sales Training: Prospecting (Includes Simulation)

en_us_255260_ek

■ Consulting Skills

Consulting Skills 1: The Basics

en_us_257977_ek

Consulting Skills 2: Marketing, Building, and Expanding

■ Global Marketing

Global Marketing Strategy Essentials 1: Overview of Global Marketing Strategy Essentials

en_us_296195_ek

Global Marketing Strategy Essentials 2: Understanding Your Company

en_us_299918_ek

Global Marketing Strategy Essentials 3: Identifying Your Customers

en_us_299919_ek

Global Marketing Strategy Essentials 4: Understanding Your Customers

en_us_299920_ek

Global Marketing Strategy Essentials 5: Developing a Competitive Difference

en_us_302258_ek

Global Marketing Strategy Essentials 6: Selecting the Right Partners

en_us_302259_ek

Global Marketing Strategy Essentials 7: Leveraging Country Differences

en_us_302260_ek

Global Marketing Strategy Essentials 8: Using the Situation Analysis to Inform Marketing Decisions

en_us_302261_ek

■ Management Development Program

en_us_69717_ek

Scoping Your Internet Project (Includes Simulation)

■ Marketing

en_us_69683_ek

Branding Your Internet Identity (Includes Simulation)

■ Sales Management

en_us_296197_ek

Managing for Sales Results 1: Building a Sales Team

en_us_305396_ek

Managing for Sales Results 2: Training Your Sales Team

en_us_305544_ek

Managing for Sales Results 3: Creating a Motivating Environment

■ Sales Strategy

en_us_249120_ek

Sales Territory Management 1: Understanding Your Territory	en_us_255262_ek
Sales Territory Management 2: Organizing Your Time	en_us_270619_ek
Sales Territory Management 3: Developing a Territory Plan	

Element K Business Concepts

■ **CompTIA Project+ (2009 Objectives)** en_us_160067_ek

CompTIA® Project+™ Certification (2009 Objectives): Part 1 of 6	en_us_160068_ek
CompTIA® Project+™ Certification (2009 Objectives): Part 2 of 6	en_us_160069_ek
CompTIA® Project+™ Certification (2009 Objectives): Part 3 of 6	en_us_160070_ek
CompTIA® Project+™ Certification (2009 Objectives): Part 4 of 6	en_us_160071_ek
CompTIA® Project+™ Certification (2009 Objectives): Part 5 of 6	en_us_160076_ek
CompTIA® Project+™ Certification (2009 Objectives): Part 6 of 6	

■ **IT Team Management** en_us_317649_ek

Program Management Professional (PgMP) SM Credential: Second Edition	en_us_310567_ek
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■ **Prince2**

PRINCE2 Practitioner	en_us_113282_ek
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■ **Project Management Professional Certification**

Introduction to Agile Project Management	en_us_188290_ek
PMI-RMP® Certification (Part 1 of 11): Understanding Project Management Fundamentals	en_us_188509_ek
PMI-RMP® Certification (Part 10 of 11): Monitoring and Controlling Project Risks	en_us_188376_ek
PMI-RMP® Certification (Part 11 of 11): Examining Enterprise-Wide Risk Management	en_us_188355_ek
PMI-RMP® Certification (Part 2 of 11): Identifying Project Management Processes	en_us_188361_ek
PMI-RMP® Certification (Part 3 of 11): Initiating a Project	en_us_188372_ek
PMI-RMP® Certification (Part 4 of 11): An Overview of Project Risk Management	en_us_188373_ek
PMI-RMP® Certification (Part 5 of 11):	

Planning Risk Management	en_us_188507_ek
PMI-RMP® Certification (Part 6 of 11):	
Identifying Risks	en_us_188374_ek
PMI-RMP® Certification (Part 7 of 11):	
Performing Qualitative Risk Analysis	en_us_188508_ek
PMI-RMP® Certification (Part 8 of 11):	
Performing Quantitative Risk Analysis	en_us_188375_ek
PMI-RMP® Certification (Part 9 of 11):	
Developing a Risk Response Plan	en_us_169071_ek
PMI-SP® Certification (Part 1 of 11):	
Understanding Project Management Fundamentals	en_us_169084_ek
PMI-SP® Certification (Part 10 of 11):	
Monitoring and Controlling Schedules	en_us_169085_ek
PMI-SP® Certification (Part 11 of 11):	
Managing Risks and Behavior in Scheduling	en_us_169072_ek
PMI-SP® Certification (Part 2 of 11):	
Identifying Project Management Processes	en_us_169073_ek
PMI-SP® Certification (Part 3 of 11):	
Describing Project Initiation	en_us_169074_ek
PMI-SP® Certification (Part 4 of 11):	
Preparing to Build a Schedule	en_us_169075_ek
PMI-SP® Certification (Part 5 of 11):	
Defining Activities	en_us_169076_ek
PMI-SP® Certification (Part 6 of 11):	
Sequencing Activities	en_us_169077_ek
PMI-SP® Certification (Part 7 of 11):	
Estimating Activity Resources	en_us_169081_ek
PMI-SP® Certification (Part 8 of 11):	
Estimating Activity Duration	en_us_169082_ek
PMI-SP® Certification (Part 9 of 11):	
Developing a Schedule	

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Environmental, Safety & Health and Transportation Courseware

Environmental, Safety & Health, and Tr esh_env_a01_sh_enus

■ Environmental	ENV0101
Environmental Management Systems (EMS)	esh_sah_a34_sh_enus
Environmental Regulations Overview	ENV0103
Hazardous Waste Generator (RCRA)	
Spill Prevention and Control	ENV0104
Spill Prevention Control and Countermeasure	ENV0105
Plan	ENV0106
Storm Water Pollution Prevention	ENV0107
Universal Waste Rule Training	
Used Oil Management	

■ Safety and Health

Access to Employee Medical and Exposure Records	SAH0400 SAH0402
Accident Investigation (single scenario)	esh_sah_a37_sh_enus
Accident Investigation and Reporting	esh_sah_a23_sh_enus
Asbestos	SAH0405
Back Safety and Injury Prevention	esh_sah_a14_sh_enus
Behavior-based Safety for Supervisors	esh_sah_a22_sh_enus
Benzene Awareness	SAH0407
Bloodborne Pathogen Awareness	SAH0408
Carcinogen Safety	esh_sah_a03_sh_enus
Chemical Process Safety	esh_sah_a50_sh_enus
Chlorine Safety	esh_sah_a55_sh_enus
Cold Stress	SAH0412
Compressed Gas Safety	esh_sah_a28_sh_enus
Computer Ergonomics	SAH0415
Confined Spaces	esh_sah_a04_sh_enus
Construction Safety Orientation	SAH0416
Cryogenic Safety	SAH0417
Decontamination (HAZWOPER)	esh_sah_a25_sh_enus
Defensive Driving	esh_sah_a12_sh_enus
Defensive Driving Fundamentals	esh_sah_a16_sh_enus
Defensive Driving: Truck Safety	esh_sah_a07_sh_enus
Electrical Safety	esh_sah_a21_sh_enus
Electrostatic Discharge Safety Training	
Emergency and Disaster Preparedness	SAH0423
Emergency Response and Spill Control (HAZWOPER)	esh_sah_a33_sh_enus esh_sah_a30_sh_enus
Emergency Response in the Workplace	esh_sah_a26_sh_enus
Ergonomics in the Workplace	SAH0426
Fall Protection (or Working at Heights)	esh_sah_a24_sh_enus
Fire and Explosion Hazards (H)	SAH0428
Fire Safety and Prevention	esh_sah_a49_sh_enus
First Aid--Automated External Defibrillator	SAH0431
First Aid – Basic	SAH0432
First Aid--CPR	esh_sah_a05_sh_enus
First Aid--Medical Emergencies	esh_sah_a38_sh_enus
Food Safety and Handling	esh_sah_a48_sh_enus
Forklift Safety Awareness	SAH0436
Hand and Power Tool Safety	
Hazard Communication (HAZWOPER)	esh_sah_a27_sh_enus
Hazard Communication: An Employee's Right to Know	esh_sah_a20_sh_enus esh_sah_a36_sh_enus
Hazardous Material Handling and Storage	SAH0439
Hazardous Materials in the Workplace	esh_sah_a39_sh_enus

Heat and Cold Exposure Management (HAZWOPER)	esh_sah_a41_sh_enus
Heat Stress Recognition and Prevention	esh_sah_a51_sh_enus
Hexavalent Chromium	SAH0442
Hot Work Permits	SAH0443
Hydrogen Sulfide	esh_sah_a44_sh_enus
Indoor Hoisting and Rigging	esh_sah_a15_sh_enus
Industrial Ergonomics	esh_sah_a43_sh_enus
Introduction to Industrial Hygiene	SAH0446
Job Hazard Analysis	esh_sah_a46_sh_enus
Laboratory Safety	SAH0449
Ladder Safety	esh_sah_a02_sh_enus
Laser Safety Training	SAH0451
Lead and Cadmium	SAH0453
Lead Awareness	esh_sah_a19_sh_enus
Liquefied Petroleum Gas (LPG) Safety	esh_sah_a08_sh_enus
Lockout/Tagout	esh_sah_a18_sh_enus
Lockout/Tagout for Authorized Persons	esh_sah_a53_sh_enus
Machine Guarding	esh_sah_a01_sh_enus
Material Safety Data Sheets	esh_sah_a06_sh_enus
Mold Awareness	esh_sah_a09_sh_enus
NFPA 70E Electrical Safety in the Workplace	SAH0457
Non-Ionizing Radiation Safety	SAH0458
Office Ergonomics	SAH0459
Office Safety	esh_sah_a10_sh_enus
OSHA 300 Recordkeeping	
Pandemic Flu Awareness	SAH0465
Personal Protective Equipment: Body Protection	SAH0469
Personal Protective Equipment: Head Protection	esh_sah_a42_sh_enus SAH0463
Portable Fire Extinguishers	SAH0464
Powered Industrial Truck Safety	SAH0466
PPE/Respiratory Protection (HAZWOPER)	SAH0467
PPE: Eye and Face Protection	SAH0468
PPE: Foot and Leg Protection	esh_sah_a17_sh_enus
PPE: Hand Protection	esh_sah_a29_sh_enus
PPE: Personal Protective Equipment	SAH0471
Protection from Occupational Noise	SAH0472
Radiation Safety	SAH0473
Regulatory Information	esh_sah_a52_sh_enus
Regulatory Overview (HAZWOPER)	esh_sah_a32_sh_enus
Safe Work Practices	esh_sah_a45_sh_enus
Scaffolding and Ladder Safety	SAH0477
Signs and Tags	
Site Control (HAZWOPER)	SAH0478
Site Safety and Health Plan Procedures (HAZWOPER)	esh_sah_a47_sh_enus esh_sah_a11_sh_enus

Slips, Trips, and Falls	
Sprains and Strains	
The Globally Harmonized System of Classification and Labeling of Chemicals (GHS)	esh_sah_a56_sh_enus SAH0482
Toxicology (HAZWOPER)	esh_sah_a54_sh_enus SAH0484
Trenching and Excavation Safety	esh_sah_a31_sh_enus SAH0485
Tuberculosis: Prevention and Control	esh_sah_a40_sh_enus SAH0486
Using Respiratory Protection	SAH0487
Welding, Cutting, and Brazing	
Workplace Inspections	
Workplace Safety Orientation	
Workplace Security Awareness	esh_trns_a01_sh_enus

■ **Transportation**

DOT Drug and Alcohol Awareness	esh_trns_a02_sh_enus
DOT Security for Shipment of Hazardous Materials	TRNS0201
DOT 1: Hazardous Materials Table	TRNS0202
DOT 2: Packaging and Labeling	TRNS0203
DOT 3: Shipping Papers	TRNS0204
DOT 4: Loading and Storage	TRNS0205
IATA 1: Hazard Class Identification/Classification	TRNS0206
IATA 2: Marking and Labeling	TRNS0207
IATA 3: Packaging	TRNS0208
IATA 4: Documentation	TRNS0209
IATA 5: Limitations and Shipment Review	

■ **Fundamentals**

Centrifugal Pumps--Types and Components	FUND0303
Training	FUND0304
DC Circuit Theory	FUND0305
Positive Displacement Pumps	esh_sec_a01_sh_enus

■ **Security**

NFPA 1600 Disaster/Emergency Management	esh_sec_a02_sh_enus
NFPA 1600 Business Continuity Programs	

Environmental, Safety & Health and Transportation Courseware Canadian Environmental, Safety and Health, and Transportation

■ **Safety and Health**

Workplace Hazardous Materials Information System	SAH0488
Confined Space Entry - Canada	SAH0489
	SAH0490
	SAH0491

Lockout/Tagout Awareness - Canada	SAH0492
Hearing Conservation - Canada	SAH0493
Fall Prevention Awareness - Canada	SAH0494
Respiratory Protection - Canada	
Ladder and Scaffolding Safety - Canada	

LEGAL COMPLIANCE COURSEWARE

Legal Compliance Courseware

Compliance

LCO0102

■ HR Compliance

LCO0103

Antitrust--Talking with the Competition	LCO0111
Antitrust-Trade Associations	LCO0113
Trade Secrets	LCO0114
Attorney-Client Privilege	LCO0115
Doing Business on the Internet	LCO0119
Doing Business with the Government	HR0162
Record Retention	lchr_01_a02_lc_enus
Documenting Discipline	lchr_01_a03_lc_enus
Workplace Ethics	lchr_01_a04_lc_enus
Workplace Diversity Awareness	lchr_01_a05_lc_enus
Workplace Violence	lchr_01_a07_lc_enus
Anti-Money Laundering	lchr_01_a08_lc_enus
Conflicts of Interest in the Workplace	
Rightful Employment Termination	lchr_01_a09_lc_enus
Equal Employment Opportunity and	lchr_01_a10_lc_enus
Discriminatory Practices in Hiring	lchr_01_a11_lc_enus
Privacy and Information Security	
Procurement Integrity	lchr_01_a12_lc_enus
FMLA Leave and More: An Overview of Legally	lchr_01_a13_lc_enus
Protected Leave	lchr_01_a14_lc_enus
Code of Conduct (Customizable)	
Promoting a Substance-free Workplace	lchr_01_a15_lc_enus
Understanding the Americans with	lchr_01_a16_lc_enus
Disabilities Act (ADA)	lchr_01_a17_lc_enus
Integrity in the Workplace	lchr_01_a19_lc_enus
Preventing Fraud and Abuse	
Sarbanes-Oxley: What You Need to Know	lchr_01_a20_lc_enus
I-9 Compliance: Verifying Employment	
Eligibility of US and Non-US Citizens	lchr_01_a21_lc_enus
Understanding the Risks of Using Internet	
Media and Electronic Communications	lchr_01_a22_lc_enus
BIS Export Controls and Antiboycott	lchr_01_a23_lc_enus
Provisions	lchr_01_a24_lc_enus
Government Contracting Essentials	lchr_01_a25_lc_enus
Union Awareness	lchr_01_a26_lc_enus

Interviewing and Hiring Practices	lchr_01_a27_lc_enus
Fair Labor Standards Act (FLSA)	lchr_01_a28_lc_enus
Foreign Corrupt Practices Act	lchr_01_a29_lc_enus
Antitrust – Overview	
Intellectual Property Overview	lchr_01_a31_lc_enus
Independent Contractors and Temporary Employees	lchr_01_a32_lc_enus
Employees	lchr_01_a33_lc_enus
Insider Trading	lchr_01_a34_lc_enus
EU Privacy and Data Security	lchr_01_a35_lc_enus
PCI Compliance: What You Need to Know	lchr_01_a38_lc_enus
The AODA: Customer Service and Accessibility	lchr_01_a39_lc_enus
Code of Conduct Awareness	lchr_01_a42_lc_enus
AGG (GETA) – Information for Employees	LCO0100
AGG (GETA) - Information for Management	LCO010S
Ethical Decision Making	
Conflict of Interest	LCO0110
Interviewing/Hiring Practices (single scenario)	LCO011S LCHR001A
Insider Trading (single scenario)	
Workplace Diversity Awareness	lch_01_a01_lc_enus

■ Harassment

Employee Sexual Harassment Awareness	lch_01_a04_lc_enus
Supervisor and Manager Sexual Harassment Awareness - Multi-State Edition	lch_01_a05_lc_enus
Workplace Harassment for Supervisors and Managers	lch_01_a06_lc_enus
Harassment and Violence Prevention in the Canadian Workplace	lch_01_a07_lc_enus LCO0200
Workplace Harassment for Employees	
Dealing with Sexual Harassment Simulation	LCO020S
Managing Sexual Harassment Problems Simulation	LCO020T
Managing Workplace Harassment Complaints	lchp_01_a01_lc_enus

■ HIPAA

HIPAA Privacy Essentials

FEDERAL GOVERNMENT INDUSTRY

Federal Government Industry

Federal Compliance

fgov_01_a01_bs_enus

■ Federal Government Legal Compliance

fgov_01_a03_bs_enus

The No FEAR Act

The US Constitution

fgov_01_a04_bs_enus

Sexual Harassment Prevention for Federal

fgov_01_a05_bs_enus

Employees	fgov_01_a06_bs_enus
Accessibility and Section 508 Awareness	fgov_01_a08_bs_enus
Workplace Safety	fgov_01_a09_bs_enus
Federal Budgeting Process	fgov_01_a10_bs_enus
Government Ethics	fgov_01_a11_lc_enus
Proper Use of Government Charge Cards	fgov_01_a12_lc_enus
Human Resources Flexibilities	fgov_01_a13_lc_enus
Information Security Awareness	fgov_01_a14_lc_enus
Privacy Awareness	fgov_01_a16_lc_enus
Pre-Retirement Planning for FERS	
Telework for Government Employees	

LIVE LEARNING ALL ACCESS BUNDLES

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Cisco Systems

■ Routing and Switching	LLCS0011
Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore	LLCS0011
Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore	LLCS0041
Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore	LLCS0041
Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore	LLCS0047
Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore	LLCS0047
Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore	LLCS0064
Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore	LLCS0065
Implementing Cisco IP Switched Networks (SWITCH) Expert Live with Encore	LLCS0066
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Expert Live with Encore	LLCS0077
Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore	LLCS0078
Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Live with Encore	LLCS0064
Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore	LLCS0065
Implementing Cisco IP Switched Networks (SWITCH) Expert Live with Encore	LLCS0066
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Expert Live with Encore	LLCS0077
Interconnecting Cisco Network Devices Part 1	

(ICND1) 1.1 Expert Live with Encore LLCS0078
Interconnecting Cisco Network Devices Part 2
(ICND2) 1.1 Expert Live with Encore

■ IP Communications LLCS0063

Implementing Cisco Quality of Service (QoS)
v2.3 Expert Live with Encore LLCS0068

Implementing Cisco Voice Communications and
QoS (CVOICE) v8 Expert Live with Encore
Introducing Cisco Voice and Unified LLCS0067

Communications Administration (ICOMM) v8
Expert Live with Encore

Implementing Cisco Unified Communication
Manager, Part 1 (CIPT1) v8 Expert Live with
Encore LLCS0071

Implementing Cisco Unified Communication
Manager, Part 2 (CIPT2) v8 Expert Live with
Encore LLCS0072

Implementing Cisco Quality of Service (QoS)
v2.3 Expert Live with Encore LLCS0063

Implementing Cisco Quality of Service (QoS)
v2.3 Expert Live with Encore LLCS0068

Implementing Cisco Voice Communications and
QoS (CVOICE) v8 Expert Live with Encore
Introducing Cisco Voice and Unified LLCS0067

Communications Administration (ICOMM) v8
Expert Live with Encore

Implementing Cisco Unified Communication
Manager, Part 1 (CIPT1) v8 Expert Live with
Encore LLCS0071

Implementing Cisco Unified Communication
Manager, Part 2 (CIPT2) v8 Expert Live with
Encore LLCS0072

■ Security LLCS0044

Implementing Cisco IOS Network Security
(IINS) 1.0 Expert Encore LLCS0044

Implementing Cisco IOS Network Security
(IINS) 1.0 Expert Encore

Securing Networks with Cisco Routers and
Switches (SECURE) v1.0 Expert Live with
Encore LLCS0069

Implementing Cisco Intrusion Prevention
System (IPS) v7 Expert Live with Encore LLCS0075

Deploying Cisco ASA Firewall Features
(FIREWALL) v1.0 Expert Live with Encore LLCS0070

Deploying Cisco ASA VPN Solutions (VPN) v1.0
Expert Live with Encore LLCS0073

Integrating Cisco Unified Communications Applications (CAPPS) v8 Expert Live with Encore	LLCS0074
Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore	LLCS0076
Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Live with Encore	LLCS0069
Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Live with Encore	LLCS0075
Deploying Cisco ASA Firewall Features (FIREWALL) v1.0 Expert Live with Encore	LLCS0070
Deploying Cisco ASA VPN Solutions (VPN) v1.0 Expert Live with Encore	LLCS0073
Integrating Cisco Unified Communications Applications (CAPPS) v8 Expert Live with Encore	LLCS0074
Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore	LLCS0076
Deploying Cisco ASA Firewall Solutions (FIREWALL) 2.0 Expert Live with Encore	LLCS0080
Deploying Cisco ASA Firewall Solutions (FIREWALL) 2.0 Expert Live with Encore	LLCS0080
Deploying Cisco ASA Firewall Solutions (FIREWALL) 2.0 Expert Live with Encore	LLCS0079

■ Design

DESGN 2.1 Encore

DESGN 2.1 Encore

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■ Security

Certified Information Systems Security

Professional (CISSP) (2010 v2) Expert Encore

Certified Information Systems Security

Professional (CISSP) (2010 v2) Expert Encore

Live Learning All Access Microsoft Technical

■ Client Operating Systems

Configuring Microsoft Windows Vista Expert

Live with Encore

Configuring Microsoft Windows Vista Expert

Live with Encore

Configuring Microsoft Windows 7 Expert Live

with Encore

LLCS0079

LLIS0004

LLIS0004

LLMS0023

LLMS0023

LLMS0036

LLMS0036

Configuring Microsoft Windows 7 Expert Live
with Encore

■ **Microsoft Back Office**

	LLMS0020
Microsoft Exchange Server 2003 Administration and Maintenance	LLMS0020
Microsoft Exchange Server 2003 Administration and Maintenance	LLMS0022
Microsoft SQL Server 2005 Implementation and Maintenance Expert Live	LLMS0022
Microsoft SQL Server 2005 Implementation and Maintenance Expert Live	LLMS0026
Configuring Microsoft Exchange Server 2007 Expert Live	LLMS0026
Configuring Microsoft Exchange Server 2007 Expert Live	LLMS0028
Managing Projects with Microsoft Office Project 2007 Expert Encore	LLMS0028
Managing Projects with Microsoft Office Project 2007 Expert Encore	LLMS0029
Designing a Database Server Infrastructure with Microsoft SQL Server 2005 Expert Encore	LLMS0029
Designing a Database Server Infrastructure with Microsoft SQL Server 2005 Expert Encore	LLMS0033
Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore	LLMS0031
Configuring Microsoft Exchange Server 2010 SP1 Expert Live with Encore	LLMS0033
Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore	LLMS0031
Configuring Microsoft Exchange Server 2010 SP1 Expert Live with Encore	

■ **Microsoft Windows Server 2003**

Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design Expert Encore	LLMS0010
Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design Expert Encore	LLMS0010
Microsoft Windows Server 2003 Active Directory Strategy & Implementation Expert Encore	LLMS0011
Microsoft Windows Server 2003 Active Directory Strategy & Implementation Expert Encore	LLMS0011
Microsoft Windows Server 2003 Active Directory Strategy & Implementation Expert Encore	LLMS0012

Microsoft Windows Server 2003 Environment Management & Maintenance Expert Encore	LLMS0012
Microsoft Windows Server 2003 Environment Management & Maintenance Expert Encore	LLMS0013
Microsoft Windows Server 2003 Network Security Design	LLMS0013
Microsoft Windows Server 2003 Network Security Design	LLMS0014
Microsoft Windows Server 2003 Network Services Management Expert Encore	LLMS0014
Microsoft Windows Server 2003 Network Services Management Expert Encore	LLMS0015
Microsoft Windows Server 2003 Network Services Planning and Maintenance	LLMS0015
Microsoft Windows Server 2003 Network Services Planning and Maintenance	

 **Microsoft Windows Server 2008** LLMS0046

Microsoft Windows Server 2008 R2 Administration	LLMS0046
Microsoft Windows Server 2008 R2 Administration	LLMS0047
Microsoft Windows Server 2008 R2 Administration	LLMS0047
Managing Windows Server 2008 R2 Hyper-V	
Managing Windows Server 2008 R2 Hyper-V	
Configuring Microsoft Windows Server 2008 Active Directory Services Expert Live with Encore	LLMS0032
Configuring Microsoft Windows Server 2008 Active Directory Services Expert Live with Encore	LLMS0032
Configuring Microsoft Windows Server 2008 Active Directory Services Expert Live with Encore	LLMS0035
Microsoft Windows Server 2008 Administration Expert Live with Encore	LLMS0035
Microsoft Windows Server 2008 Administration Expert Live with Encore	
Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore	LLMS0039
Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore	LLMS0039
Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore	LLMS0042
Microsoft Windows Server 2008 R2 Enterprise Administration	LLMS0042
Microsoft Windows Server 2008 R2 Enterprise Administration	LLMS0041
Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services	LLMS0041

Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services	LLMS0044
Configuring Microsoft Windows Server 2008 R2 Active Directory Services	LLMS0044
Configuring Microsoft Windows Server 2008 R2 Active Directory Services	

■ **SharePoint Server 2010** LLMS0045

Configuring Microsoft SharePoint 2010 Expert Encore	LLMS0043
SharePoint Administration Live	LLMS0045
Configuring Microsoft SharePoint 2010 Expert Encore	LLMS0043
SharePoint Administration Live	

Live Learning All Access
CompTIA

■ **Networking** LLCT0009

CompTIA Network+ (2009 Edition) Expert Live with Encore	LLCT0009
CompTIA Network+ (2009 Edition) Expert Live with Encore	LLCT0009
CompTIA Network+ (2009 Edition) Expert Live with Encore	LLCT0009
CompTIA Network+ (2009 Edition) Expert Live with Encore	LLCT0009

■ **Desktop Support** LLCT0013

CompTIA A+ Essentials (2009 Edition) Expert Encore	LLCT0015
CompTIA A+ Practical Application (2009 Edition) Expert Encore	LLCT0013
CompTIA A+ Essentials (2009 Edition) Expert Encore	LLCT0015
CompTIA A+ Practical Application (2009 Edition) Expert Encore	

■ **Project Management** LLCT0010

CompTIA Project+ (2009 Edition) Expert Live with Encore	LLCT0010
CompTIA Project+ (2009 Edition) Expert Live with Encore	LLCT0010
CompTIA Project+ (2009 Edition) Expert Live with Encore	

■ **Security**

CompTIA Security+ (2008 Edition) Expert Encore	LLCT0014
CompTIA Security+ (2008 Edition) Expert Encore	LLCT0014

Live Learning All Access
Project Management

■ **PMP Certification**

Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore	LLPM0004
Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore	LLPM0004
Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore	LLPM0004
Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore	LLPM0004
Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore	LLPM0004

■ **Project Management Skills**

Managing Projects with Microsoft Office Project 2007 Expert Encore	LLMS0028
Managing Projects with Microsoft Office Project 2007 Expert Encore	LLMS0028
CompTIA Project+ (2009 Edition) Expert Live with Encore	LLCT0010
CompTIA Project+ (2009 Edition) Expert Live with Encore	LLCT0010

■ **Professional Development**

Managing Your Time for Business Results Expert Encore	LLPD0005
Managing Your Time for Business Results Expert Encore	LLPD0005
Managing Your Time for Business Results Expert Encore	LLPD0005
Managing Your Time for Business Results Expert Encore	LLPD0006
Managing Your Time for Business Results Expert Encore	LLPD0006
Professional Communication Expert Encore	LLPD0006
Professional Communication Expert Encore	LLPD0001

Professional Communication Expert Encore	LLPD0001
High Impact Presentations Expert Encore	LLPD0001
High Impact Presentations Expert Encore	
High Impact Presentations Expert Encore	LLPD0007
Negotiating: Getting Past No to Yes! Expert Encore	LLPD0007
Negotiating: Getting Past No to Yes! Expert Encore	LLPD0007
Negotiating: Getting Past No to Yes! Expert Encore	LLPD0003
Negotiating: Getting Past No to Yes! Expert Encore	LLPD0003
Managing a Project Team Expert Encore	LLPD0003
Managing a Project Team Expert Encore	
Managing a Project Team Expert Encore	LLPD0004
Managing, Measuring and Maximizing Performance Expert Encore	LLPD0004
Managing, Measuring and Maximizing Performance Expert Encore	LLPD0004
Managing, Measuring and Maximizing Performance Expert Encore	LLPD0002
Coaching Skills for Supervisors and Managers Expert Encore	LLPD0002
Coaching Skills for Supervisors and Managers Expert Encore	LLPD0002
Coaching Skills for Supervisors and Managers Expert Encore	LLPD0002

Live Learning All Access VMWare

■ vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert Live with Encore	LLVM0001
Datacenter Virtualization with vSphere 5: Part 1 Expert Live with Encore	LLVM0002
Datacenter Virtualization with vSphere 5 Part 2	LLVM0002
Datacenter Virtualization with vSphere 5 Part 2	

Live Learning All Access Virtualization Microsoft Technical

■ Microsoft Windows Server 2008 for All Access Virtualization

Managing Windows Server 2008 R2 Hyper-V	LLMS0041
Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services	

Live Learning All Access Virtualization Cisco Systems for AA Virtualization

■ **Routing and Switching for AA Virtualizatio** LLCS0077

Interconnecting Cisco Network Devices Part 1
(ICND1) 1.1 Expert Live with Encore

SKILLSOFT LIVE LEARNING

Information Technology

Cisco Systems

■ **Routing and Switching** LLCS0011

Designing Cisco Network Service

Architectures (ARCH) 2.0 Expert Encore LLCS0041

Configuring BGP on Cisco Routers (BGP) 3.2
Expert Encore LLCS0047

Implementing Cisco Multi-Protocol Label
Switching (MPLS) 2.2 Expert Encore LLCS0064

Implementing Cisco IP Routing (ROUTE) v1.0
Expert Live with Encore LLCS0065

Implementing Cisco IP Switched Networks
(SWITCH) Expert Live with Encore LLCS0066

Troubleshooting and Maintaining Cisco IP
Networks (TSHOOT) Expert Live with Encore LLCS0077

Interconnecting Cisco Network Devices Part 1
(ICND1) 1.1 Expert Live with Encore LLCS0078

Interconnecting Cisco Network Devices Part 2
(ICND2) 1.1 Expert Live with Encore

■ **IP Communications** LLCS0063

Implementing Cisco Quality of Service (QoS)
v2.3 Expert Live with Encore LLCS0068

Implementing Cisco Voice Communications and
QoS (CVOICE) v8 Expert Live with Encore

Introducing Cisco Voice and Unified
Communications Administration (ICOMM) v8
Expert Live with Encore LLCS0067

Implementing Cisco Unified Communication
Manager, Part 1 (CIPT1) v8 Expert Live with
Encore LLCS0071

Implementing Cisco Unified Communication
Manager, Part 2 (CIPT2) v8 Expert Live with
Encore LLCS0072

■ **Security** LLCS0044

Implementing Cisco IOS Network Security
(IINS) 1.0 Expert Encore

Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Live with Encore	LLCS0069
Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Live with Encore	LLCS0075
Deploying Cisco ASA Firewall Features (FIREWALL) v1.0 Expert Live with Encore	LLCS0070
Deploying Cisco ASA VPN Solutions (VPN) v1.0 Expert Live with Encore	LLCS0073
Integrating Cisco Unified Communications Applications (CAPPs) v8 Expert Live with Encore	LLCS0074
Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore	LLCS0076
Deploying Cisco ASA Firewall Solutions (FIREWALL) 2.0 Expert Live with Encore	LLCS0080
	LLCS0079

■ Design

DESGN 2.1 Encore

Information Technology (ISC)2

■ Security

Certified Information Systems Security Professional (CISSP) (2010 v2) Expert Encore

Information Technology CompTIA

■ Networking

CompTIA Network+ (2009 Edition) Expert Live with Encore

■ Desktop Support

CompTIA A+ Essentials (2009 Edition) Expert Encore

CompTIA A+ Practical Application (2009 Edition) Expert Encore

■ Project Management

CompTIA Project+ (2009 Edition) Expert Live with Encore

■ Security

CompTIA Security+ (2008 Edition) Expert Encore

LLIS0004

LLCT0009

LLCT0013

LLCT0015

LLCT0010

LLCT0014

Information Technology

Microsoft Technical

■ Client Operating Systems

Configuring Microsoft Windows Vista Expert Live with Encore	LLMS0023
Configuring Microsoft Windows 7 Expert Live with Encore	LLMS0036

■ Microsoft Back Office

Microsoft Exchange Server 2003 Administration and Maintenance	LLMS0020
Microsoft SQL Server 2005 Implementation and Maintenance Expert Live	LLMS0022
Configuring Microsoft Exchange Server 2007 Expert Live	LLMS0026
Managing Projects with Microsoft Office Project 2007 Expert Encore	LLMS0028
Designing a Database Server Infrastructure with Microsoft SQL Server 2005 Expert Encore	LLMS0029
Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore	LLMS0033
Configuring Microsoft Exchange Server 2010 SP1 Expert Live with Encore	LLMS0031

■ Microsoft Windows Server 2003

Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design Expert Encore	LLMS0010
Microsoft Windows Server 2003 Active Directory Strategy & Implementation Expert Encore	LLMS0011
Microsoft Windows Server 2003 Environment Management & Maintenance Expert Encore	LLMS0012
Microsoft Windows Server 2003 Network Security Design	LLMS0013
Microsoft Windows Server 2003 Network Services Management Expert Encore	LLMS0014
Microsoft Windows Server 2003 Network Services Planning and Maintenance	LLMS0015

■ Microsoft Windows Server 2008

Microsoft Windows Server 2008 R2 Administration	LLMS0046
Managing Windows Server 2008 R2 Hyper-V	LLMS0047

Configuring Microsoft Windows Server 2008

LLMS0032

Active Directory Services Expert Live with

Encore

LLMS0035

Microsoft Windows Server 2008 Administration

Expert Live with Encore

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