

**Online Course Catalog
2017**



**National Institute of
Continuing Education**

Introduction

This catalog contains a list of over 550 plus courses available to students on systems supported by the National Institute of Continuing Education (NICE) and Swift Innovative Technologies LLC.

There are 32 courses published by NICE and they fall into 4 categories.

1. Life Skills
2. Career Skills
3. Essential Skills
4. General Business Skills

There are also over 550 courses in what is called the “Skill Improvement Course Library”. They are in the following categories:

1. Accounting and Financial
2. Business Administration
3. Business Communication
4. Call Center
5. Customer Service
6. English Writing Fundamentals
7. Health and Safety
8. Human Resources
9. Industry Overview
10. Information Technology
11. Life Skills
12. Management
13. Manufacturing & Skilled Trades
14. Marketing
15. Math
16. Office Productivity
17. Project Management
18. Sales
19. Utilities Industry Related
20. Waste Management Industry Related

For more information about these courses, please send an email to support@beswift.com

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National Institute of Continuing Education Courses

Life Skills

[Living with Technology](#)

The course will introduce you to the digital age, familiarize you with different modern technologies, consider the uses and benefits of these technologies, and show you how you can use them to enhance your everyday life. Each course module includes a Community Resources section, which you can use to access further information and guidance.

[Money Management Fundamentals 1](#)

The course will lead you through the basics of money management; including how to understand your income, keep and organize important financial records, manage your spending and saving, and open and manage a bank account. Each course module includes a Community Resources section, which you can use to access further information.

[Money Management Fundamentals 2](#)

The course will lead you through how to manage your money using banking tools, checking and savings accounts, and credit. Modules 2, 3, and 4 include a Community Resources section, which you can use to access further information.

[Personal and Health Management](#)

This course introduces personal life management, basic health, and personal and home safety practices to persons 50 years of age and older. Course modules include: Personal Life Management Basics; Health Management Basics; Fitness; Transportation and Travel Health; Safety and Disaster Planning. Each course module includes a Community Resources section, which you can use to access further information and guidance.

Career Skills

[Employability and Job Readiness: Re-Entering the Workforce](#)

The course will lead you through the basics of preparing to re-enter the workforce, becoming employed, managing yourself at work, and developing yourself at work.

Interview Fundamentals

In today's job market, candidates need an edge. This course gives you tips and strategies for ensuring a successful interview!

Job Readiness and Retention: Entering the Workforce

The course will lead you through the basics of preparing to enter the workforce, becoming employed, managing yourself at work, and developing yourself at work.

Job Search Fundamentals

Learn industry tips and techniques for getting an interview, including how to search for openings, networking, cold calling, and more.

Resume Fundamentals

Learn how to plan and develop a resume and cover letter that will get you an interview!

Essential Skills

Essential Bookkeeping Skills

Learn common terms and procedures used for basic accounting and bookkeeping functions, or to record and track your own business finances.

Essential Computer Skills

Learn about the hardware and software components of your PC, including email, Internet, popular computer programs, and essential Windows procedures.

Essential Customer Service Skills

Build a strong foundation in the essential customer service skills sought after by today's employers - regardless of industry.

Essential Interpersonal and Teamwork Skills

Develop the interpersonal and teamwork skills and strategies that employers want, and learn to communicate effectively in the workplace!

Essential Math Skills

Learn the basic math and numeric concepts required in today's workplace. This course is ideal for those with limited mathematical expertise.

Essential Medical Office Skills

Develop an awareness of the basic medical office procedures and skills required to successfully perform healthcare administration duties.

Essential Office Skills

Learn and develop fundamental office skills such as file management, business writing, handling mail, organizing meetings, and more.

Essential Reading and Comprehension Skills

Learn to read effectively and critically, and become familiar with commonly used terms, abbreviations, acronyms, and symbols.

Essential Reasoning Skills

Learn how to use critical and analytical thinking techniques to develop effective thinking habits and improved reasoning skills.

Essential Sales Skills

Improve your selling technique by learning how to create a professional image, generate leads, close sales, and use popular sales models.

Essential Telephone Skills

Give yourself an edge by developing professional telephone skills, including receiving and making calls, and managing difficult callers.

Essential Time Management Skills

Learn to develop successful techniques for setting goals, meeting deadlines, and scheduling and managing time at home and at work.

MS Excel Fundamentals

Develop essential MS Excel skills like entering, editing, formatting, and moving data, and creating simple formulas, functions, and charts. (Applicable to Microsoft Excel versions 2002 and 2003.)

MS Word Fundamentals

Learn how to use MS Word to create, edit, format, and print documents, as well as how to add images, charts, tables, and more. (Applicable to Microsoft Word versions 2002 and 2003.)

General Business

Customer Service Skills

The Customer Service Skills course will introduce you to the fundamental concepts of customer service, and how to work with customers effectively. Course modules include: Customer Service Communication, Getting to Know Your Customer, Developing Customer Service Standards, Customer Service Tools, and Dealing with Customer Conflict.

Effective Business Communications

This course will present the fundamental concepts of successful written and interpersonal communication in a business environment.

Green Industries and Occupations

In today's economy, there are many technologies, work processes, products and services that can reduce its environmental footprint, making it become more sustainable and "green". These economic aspects are most prevalent within what are known as "Green Industries". These are industries that by their nature have occupations that are typically focused on sustainability and proactive environmental protection.

As wide in scope as the "Green Economy" is, the focus of this course is to introduce

the participant to at least a few green industry sectors within our economy, some featured companies and occupations within them as well as provide additional information on "Green Job" education and employment.

Interpersonal Communication

The course will introduce you to the fundamental concepts of communicating with others in the workplace. Course modules include: The Fundamentals of Communication, Listening Effectively, Questioning and Using Feedback, Team Communication, and Dealing with Conflict.

Library Fundamentals

This course will present information required for understanding the work required of a library assistant, and the job competencies and factors required to achieve success in this field. This will include understanding the history, purpose, and primary functions of libraries; the types of materials found in libraries; the organization of books and other materials in the library; and the role of the library assistant and other library staff in organizing and maintaining the collection.

Marketing Fundamentals

This course will present the fundamental concepts of marketing, including developing a marketing plan, branding, and advertising strategies.

Selling Techniques

This course will present an overview of fundamental selling techniques, including sales planning, negotiations, and closing a sale.

Time and Priority Management

This course will present an overview of fundamental concepts of time management in the workplace, including planning, scheduling, and managing deadlines.

Skill Improvement Library Courses

Accounting and Financial

[Accounting 102](#)

The Accounting 102 Series includes nine courses within this knowledge area. The complete list of included courses is provided within the course outline.

[Accounting for Cash Control](#)

This course explores the accounting methods for internal control of cash such as petty cash, bank reconciliation, and payroll. Understanding the processing, recording, and safekeeping of cash are vital to the financial stability of a business.

[Accounting for Corporations](#)

This course is designed to teach you how to perform basic accounting procedures specifically for corporations. You will learn how to record the issuance of stock and record transactions in the corporation's accounts. In addition, you will learn how to determine total and per share shareholder equity.

[Accounting for Merchandising Businesses](#)

This course will provide practical information about maintaining accounts and generating financial statements specifically for merchandising businesses. Applying these accounting procedures will help keep a business in control of its goods and ultimately, its profit margin.

[Accounting for Partnerships](#)

This course explores the accounting methods that pertain to partnerships and the division of their assets.

[Accounting Fundamentals](#)

This practical course gives you the why's and how's to accurately conduct accounting activities. It examines the theories of accounting, how to maintain accounting records, and how to generate financial statements.

Accounting Systems and Closing Activities

This practical course shows you how to maintain an accounting system and perform closing activities in three lessons, "Special Journals," "Subsidiary Ledgers," and "Closing Activities."

Accounting Transactions and Books of Account

This course covers the key accounting skills of recording accounting transactions in a journal and then posting them into a ledger. You will work through examples of general and special journals entries, learn how to use general ledgers and subsidiary ledgers for a variety of transactions, and learn to analyze a transaction, record it in the appropriate journal, and then post it to the ledgers.

Accrual Accounting Procedures

The accrual basis of accounting is guided by the principle that says the revenue earned by a business must match all the expenses incurred to generate that revenue. This course will explain the step-by-step procedures to properly record incomplete transactions at the end of an accounting period.

Analyzing Cash Flow Statements

Cash flow statement analysis can help you determine your company's ability to meet short-term obligations and to efficiently generate revenue, to generate future revenues and meet long-term obligations, to provide financial rewards and attract and retain financing, and to generate positive market expectations. This course will help you do this kind of analysis.

Analyzing the Income Statement and Balance Sheet

This course examines in detail the relationship between the Income Statement and the Balance Sheet, and how the line items on each statement relate to the other and correlate to business activities and decision-making. The course introduces common methods of analysis when using these financial statements to measure a business's financial performance.

Basics of Budgeting

Running a department without understanding the budget process is like driving a car without knowing how to steer. In this course, non-financial managers will learn concepts and techniques vital to the budget process, including: forecasting revenue and expenses; choosing the best kind of budget strategy, and progressively measuring the success of a plan through the use of variance reports.

Budgeting and Controlling Costs

This course will highlight the importance of Project Cost Management to project performance. It will cover the inputs, tools and techniques, and outputs for the Cost Budgeting and Cost Control processes. Through interactive learning strategies and real-life scenarios, the learner will explore these processes and gain a better understanding of the Project Cost Management knowledge area.

Building an Operating Budget

This course will teach learners to identify the components of an operating budget and how it works. They will learn to recognize the value of mini-budgets in the construction of an operating budget, and they will be able to apply the principles of break-even analysis to the construction of operating budgets.

Cash Flow Management Essentials for Non-financial Professionals

This course provides some insights into managing cash flow in a business. You are guided through the classification of cash flow into operating, investing, and financing activities and introduced to the idea of the Total Business Float with help of a case-based example. Strategies for sound cash flow management are also presented.

Cash Management

This course will provide nonfinancial managers with some grounding in cash management issues and practices. It will provide a foundation for appreciating and supporting cost reduction programs and other efforts to maintain appropriate levels of working capital.

Finance Fundamentals for Non-Finance Professionals

The Finance Fundamentals for Non-finance Professionals Series includes four courses within this knowledge area. The complete list of included courses is provided within the Outline.

Financial Accounting with SAP

The SAP Financial modules are at the core of any integrated SAP System. All module transactions with a monetary impact flow through to the Finance module. In order to work with the Finance Module, you must have an understanding of the concepts behind mySAP ERP. This course discusses these underlying concepts, and introduces the SAP R/3 GUI. It also identifies the data required to align your business processes with the Financial Accounting and Controlling modules in order to complete financial transactions and create reports.

Financial Analysis for Successful Marketing

Whether you have a "head" for numbers, or a "dread" of numbers, no strategic marketing plan will be successful without a thorough financial analysis. The final course in this series takes a user-friendly, interactive approach to help you master the numbers game.

Financial Risk Management

This course familiarizes you with the strategies and products used to manage corporate risk. You will gain useful experience in risk management through a series of exercises and examples aimed at teaching various options that significantly reduce exposure to risk!

Financial Statements

This course provides a foundation for reading the three key financial statements prepared by most corporations--the balance sheet (or statement of financial condition), the income statement (or earnings statement, or profit and loss statement), and the statement of cash flows. The course also explores how to use basic ratios to analyze these financial statements.

Financial Statements and Analysis

This course will provide a foundation for reading and analyzing the three key financial reports prepared by most corporations.

Financial Statements for Non-financial Professionals

This course will help familiarize you with the three basic financial statements that reflect an organization's overall activities and performance. It takes you through the sections of these statements and explains how each is calculated. Finally, it demonstrates how common business transactions affect an organization's financial condition with the help of an example.

Introduction to Advanced Finance

This course teaches you how to choose corporate projects using accounting models and cash flow models.

Master Budgets

No matter what the size of your company is, you must carefully plan for your company's future if you are to succeed and continue to grow. Master budgets can be

used to predict the future success of your company and serve as an overall plan to indicate in which direction your company should grow.

Management of Cash Flows

Can a profitable company with a positive net worth run short of cash? Without sound cash management, it certainly can. Every organization, large and small, must manage the generation and expenditure of cash to ensure that bills can be paid on time. This course covers the principles of sound cash flow management, including cash management strategies, the best use of credit collection, and ways to reduce overhead. With a knowledge of these strategies, managers improve their ability to maintain appropriate levels of working capital in their own organizations.

Managing Cash Flows

This course covers the principles of sound cash flow management, including cash management strategies, the best use of credit collection, and ways to reduce overhead. With knowledge of these strategies, managers improve their ability to maintain appropriate levels of working capital in their own organizations.

Managing Working Capital

Working capital management influences both a firm's risks and its expected returns. As such, it is an important determinant of firm value. Investment and financing decisions are interconnected, thus they cannot be made independently. Financial planning will make you think systematically about the relationships among your goals for growth, investment, and financing. After completing this course, you will be aware of the risk-return tradeoffs that are implied in financial forecasting, know the process of financial planning, the importance of managing cash inflows and outflows, how to finance short-term assets, and make the right decisions on financing and investment for your firm.

Managing for Asset Control

In this course, you will learn about cash transactions, inventory control, and accounts receivable management. These lessons will provide you with the knowledge and skills you require to apply internal control principles and to effectively manage assets.

Overview of Managerial Accounting

This course examines how managerial accounting information is gathered, and how business professionals use it to make effective decisions. It covers fundamentals, cost accounting concepts, and managerial accounting approaches. It will provide you with the concepts, procedures, and analytical skills you'll need to make informed decisions in today's complex business environment.

[Principles of Accounting and Finance for Non-financial Professionals](#)

This course will help familiarize non-financial professionals with basic accounting and financial concepts. You are introduced to key finance and accounting terms and concepts such as the accounting equation, accrual-based accounting, financial risks and returns, and basic accounting principles. It takes you through steps in the accounting process and helps you recognize how business transactions affect various financial statements and the bottom-line of a business.

[QuickBooks Pro 2007: Fundamentals](#)

This course covers explains how to use QuickBooks for basic operations such as creating a company file, adding customers, vendors, accounts, and items to the company file. Basic aspects of QuickBooks Help are also covered.

[QuickBooks Pro 2007: Centers, Lists, and Forms](#)

This course introduces students to the Customer Center, Vendor Center, and Employee Center. Students learn to create item lists and forms, such as invoices, sales receipts, and purchase orders and how to protect and back up data.

[Quickbooks Pro 2007: Transactions and Reports](#)

This course introduces students to the process of managing banking and billing transactions in QuickBooks. It also introduces them to the concepts of payroll, and students learn to create reports and budgets using QuickBooks.

[QuickBooks Pro 2009: Getting Started](#)

This course provides an overview of the QuickBooks interface and explains how to use the interface for basic operations, such as creating a company file, and adding customers, vendors, accounts, and items to a company file.

[Raising Capital and Financing Decisions](#)

The goal of every financial manager is to maximize firm value and shareholder wealth. How does a manager reach this objective? This course will help financial managers to become aware of the financing options available to them, and the procedures they must follow to begin financing. It will also help them learn how to choose the best financing mix for their company.

[The Accounting Cycle and Accrual Accounting](#)

This course teaches the essentials of the accounting cycle, chart of accounts, and accrual accounting method. It walks you through various stages in the accounting

cycle, categories of accounts, and how they are organized in respective financial statements. Finally, it introduces the cash and accrual accounting methods and their differences with the help of examples.

The Accounting Equation and Financial Statements

This course attempts to familiarize learners with the basic accounting equation and financial statements. You are introduced to the accounting equation and how given transactions affect the specific accounts using the debit and credit rule. It also presents key characteristics of statements and how they are related to each other.

The Balance Sheet

This course walks you through a Balance Sheet and its key components and illustrates how common transactions affect the Balance Sheet with the help of accounting examples. It teaches you how to prepare a Balance Sheet and how the Balance Sheet interacts with other financial statements.

The Basics of Budgeting

In this course, non-financial managers will learn the concepts and techniques vital to the budget process, including: forecasting revenue and expenses; choosing the best kind of budget strategy, and progressively measuring the success of your plan through the use of variance reports.

The Cash Flow Statement

This course discusses various aspects of Cash Flow Statements and walks the learner through the steps to prepare one. Learners are shown how to calculate cash at the end of the accounting period; and are given examples of how various transactions affect cash balances and how a Cash Flow Statement connects with the Income Statement and Balance Sheet.

The Income Statement and Balance Sheet Connection

This course examines in detail the relationship between the Income Statement and the Balance Sheet, and how the line items on each statement relate to the other and correlate to business activities and decision-making. The course introduces common methods of analysis when using these financial statements to measure a business's financial performance.

The Ins and Outs of Capital Budgeting

Learners will be taught what a capital budget is and be able to identify the different types of assets. Learners will also be able to use different capital budgeting tools to determine whether particular investments will provide them with sufficient return.

The Principles of Financial Management

This course introduces non-financial managers to the principles of financial management. It explores the basic concepts of risk and return and the time value of money.

Trial Balance & Adjusting Entries

This course teaches you how to prepare a trial balance, make adjusting entries, and close the temporary account books at the end of an accounting period. This course also teaches you how to classify and make adjusting entries and close the accounts at period end.

Understanding Financial Statements

This course provides a foundation for reading the three key financial statements prepared by most corporations--the balance sheet (or statement of financial condition), the income statement (or earnings statement, or profit and loss statement), and the statement of cash flows. The course also explores how to use basic ratios to analyze these financial statements.

Business Administration

Administrative Functions

This course will present you with information that will help you succeed at your job. It will show you how to manage records, make business travel arrangements, and organize conferences and meetings. It will also introduce you to the automated office environment.

An Introduction to Project Management

This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. This course will assist in preparing the learner for the PMBOK certification exam.

Advancing Your Administrative Career

This course will show you how to advance on the job by providing you with important information about having a professional image and a successful attitude.

Available Presentation Resources

This course is about making effective use of resources that can take the pressure off you--visual aids, questions, and making a team presentation. You need to know what visuals are available to you, and be able to determine which one suits a particular need. Finally, you need to be able to use PowerPoint and other software packages appropriately, with a clear idea of what they can do. Some presenters are afraid of questions from the audience because they seem to represent a loss of control. This course shows you that questions are positive opportunities to be grasped eagerly: they are a way of deepening your communication with the audience. But there are techniques to handling questions successfully, and they need to be learned and practiced. Sometimes, a speaker needs to appear in front of a client or colleagues and present, but as part of a team. This course tells you when team presentations are appropriate. It shows you how to look and sound like a team, how to prepare and practice together, and how to apply techniques that reinforce, rather than undermine, your collective relationship.

Building Relationships to Get Results

Even if you're not the boss, you always have much more power than you think, if you know how to play your best hand. In this course, you will learn how to do this by building your credibility, winning the confidence of your co-workers, and getting results through reciprocal relationships.

Choosing Sellers and Administering and Closing Contracts

As you advance in this course, which focuses on seller selection, contract administration, and contract closure, you will obtain the skills and knowledge required to manage these areas of Project Procurement Management.

Getting Started--Administrative Support

This course takes you through the process of managing your own professional productivity. You will learn about the changing role of the administrative support professionals, the professional practices common to business offices, and the time-management skills that will help you accomplish more tasks in less time.

Getting the Most from Business Documents

"Getting the Most from Business Documents" explains the different business document types such as memos, reports, and proposals and the best uses for each. The course shows you how to align the message content, document type, and delivery method--Internet, fax, mail, courier, and so on--so that your business documents receive the right level of attention and achieve their designated purpose.

Mastering Negotiation

In this course, you will discover ways to develop mastery in negotiation.

Office Safety

This course is designed to cover hazards that may be encountered when working in administrative areas. The areas of concern are ergonomic stress, hazard communication, blood-borne pathogens, and electrical safety. The content in this course is designed to comply with the intent of the applicable regulatory requirements.

Business Communication

Business Writing: Editing and Proofreading

This course highlights the importance of editing and proofreading your business documents. It describes some key areas to consider when editing – like tone, structure, clarity, and accuracy. You will also explore ways to proofread effectively. In particular, you will find out about some of the most common grammatical, punctuation, and spelling mistakes that people make.

Communicating as a Leader

Learn how to coordinate your verbal and nonverbal message to get the best results and learn how to write in such a way that you get the highest impact with as few words as possible.

Communicating for Results

This course gives a practical demonstration of how to communicate for best results in three situations. Firstly, you will learn the communication skills required to ensure the collaboration and cooperation of your colleagues and peers when you are working as a member or as a leader of a project team. This course will show you how to approach those capable of giving you what you need. Secondly, this course will outline the communication required to maintain customer relationships during sensitive situations, such as when customers make a complaint, or you must deny their requests. Thirdly, you will learn how best to present information to your managers. Whether your intention is to report or to persuade, it's crucial that you communicate concisely, and in a manner which is guaranteed to be understood the first time.

Communicating in Sales Teams

In this course, you'll learn the sales manager's role in fostering communication skills within the sales team environment.

Communication and Leadership

Learn how to coordinate your verbal and nonverbal message to get the best results and learn how to write in such a way that you get the highest impact with as few words as possible.

Communication Skills for the Workplace

Poor communication is often blamed for discord, errors, and misunderstandings in the workplace. In fact, and more correctly, poor communication of intent causes these problems. These situations can be avoided by using certain communication techniques to establish intent, both other people's intent, and your own. This course covers the three prime strategies that will enable you to do this.

Delivering High-impact Sales Presentations

In this course, you'll learn about the third major component of the strategic account sales (SAS) approach--presentation. First, you'll learn how to plan and develop a high-impact presentation. You'll then explore ways to successfully deliver the presentation to your client audience. And finally, you'll learn how to follow up your presentation and maintain your sales momentum.

Delivering the Message

This course is about delivering your message, and the techniques you need to do this. First of all, you have to make a positive first impression on your audience members by how and where you stand, by your appearance, and how you look at them. Then, you must lead your audience through your message, referencing what is important through the language you use, and the physical techniques you employ. Finally, the course shows what is needed to make a presentation really memorable, the 'wow' factor that outstanding presenters have, and how to achieve it.

Delivering Your Message

This course is about delivering outstanding presentations. It shows you how to make a positive first impression on audience members and shows you how to lead your audience through your message, referencing what is important through the language you use, and the physical techniques you employ.

Delivering High-impact Territorial Account Sales (TAS) Presentations

In this course, you'll learn about the third major component of the territorial account sales approach--presentation.

Enhancing Listening Skills

In this course, you will learn the skills you need to understand what people say, read their unconscious nonverbal messages, and get others to want to listen to you. You also learn how to apply these skills in a variety of business situations such as interviews, business meetings, and negotiations.

Etiquette at the Business Meeting

Did you know that it's acceptable to use the telephone to invite people to a small, informal meeting but that written invitations are considered proper for all formal meetings? Did you realize that at a business lunch, small talk should be reserved for the period before the food has been ordered? Such is the nature of etiquette at the business meeting. In this course, you'll learn the proper conduct to display during both formal and informal meetings, negotiations, and entertainments.

Getting Results through Communication

This course is designed to help you become a more effective communicator so that you can become more productive and use written and spoken communication to achieve results.

Handling Conflict

This course provides techniques and approaches to handling conflict in the workplace.

High Impact Presentations Expert Encore

This course seeks to guide you through the entire process of succeeding with high impact presentations - from the fundamentals, to the planning of the event, to the eventual delivery.

Making Telephone Calls Count

By using the techniques described in this course, you'll learn how to say no so diplomatically that your customer will actually thank you and end the conversation feeling neutral, if not satisfied. Finally, by asking the right questions, you'll ensure your customers get the service they really need.

Overview to Effective Business Communication

This course, Overview of Effective Business Communication, will help you to become successful in today's fast paced business world.

Presenting Successfully

There are a number of basic types of presentations, but all presentations have four things in common: a presenter, an audience, a venue, and a message. This course concentrates on showing how each of these vital elements has to be taken into account when preparing a presentation.

Presenting Your Case

This course will show you the basics of good presentations, from designing the documentation to organizing the oral presentation. You'll learn the do's and don'ts of using visuals, handouts (take-aways), and business case formats.

Resolving Conflict with Communication Skills

On the occasions when disharmony inevitably arises, there is a need for a different set of communication skills--those of negotiation, mediation, or arbitration. This course will give you an understanding of the various causes and outcomes of conflict, together with a practical demonstration of the styles and communication involved in the negotiated resolution of one to one conflict. You will also learn how to act as a third party mediator or arbitrator in situations where the parties concerned seem unable to resolve the dispute unaided.

Standard Business Etiquette

In this course, you'll learn how to conduct yourself in the standard business environment with poise and confidence.

The Master Negotiator

In this course, you will discover ways to develop mastery in negotiation. Adopting the values, attitudes, and beliefs of master negotiators is a significant step in the process. You will also become familiar with methods of positively influencing others and assuming a power stance.

The Process of Negotiation

The process and stages of negotiation are explained in a step by step, practical way. Investigator, presenter, bargain-hunter, and winner--you'll explore how to assume each of these roles as you learn about the essential aspects of what you need to know and do before, during, and following negotiation. From the beginning, you'll discover how to ask for what you want and how it is possible to achieve a win-win solution in any negotiation situation.

The Mechanics of Effective Communication

Your voice, your ability to listen, and your body language are your three vital communication tools. People mistakenly believe that because these tools are in constant daily use that they are already the best they can be. However it is possible to improve the quality of these communication essentials, and this course sets out to help you do just that.

[Using Effective Business Communication](#)

Learn about etiquette in the workplace, telephone communication, and written business communication. This course, Using Effective Business Communication, will provide you with tools to become a successful administrative support professional. You will learn how to disseminate information efficiently and effectively.

[Workplace Communication Skills](#)

By using certain communication techniques to establish intent, both other people's intent, and your own, some situations rooted in poor communication can be avoided. This course covers the three prime strategies that will enable you to do this. By speaking assertively, you can make your intentions clear, and in this course you will have the opportunity to practice several assertive communication techniques. Similarly, the course will demonstrate how to give constructive criticism on the behavior of others, and how to receive criticism on your own behavior positively. Finally, the course covers the skill of questioning. You will learn how to use questions in a non-threatening way to direct or encourage a conversation, to uncover hidden feelings or motives, and to persuade. Effective questioning is one of the most valuable communication skills of all.

[Working with Your Customer's Key Players](#)

In this course, you'll learn about the second major component of the Strategic Account Sales (SAS) approach--communication.

Call Center

Call Center Communication Skills

Communication skills are very important for a successful career in customer service and sales. This is especially true in a call center environment. This course will examine handling different personalities, questioning skills, and telephone skills. These skills are essential in helping you to communicate effectively and professionally with your call center customers.

Call Center Customer Service

This course is for potential or new call center agents. It is designed to introduce the learner to the necessary information and tools required to professionally handle customer service calls in a call center environment. Since finely tuned communication skills are so important to this job, we suggest you take the "Call Center Communication Skills" course prior to taking this course.

Call Center Telephone Sales

In this course, you will look at proper techniques for telephone sales calls, including how to plan a telephone sales call and use proper techniques to close a call. You will learn to identify the information you should gather to complete a call report for follow-up calls, how to qualify customers, successfully use a sales script, and comply with telemarketing laws and standards.

Completing Inbound Sales Calls

In this course, you will learn the process for assessing a sales opportunity, the four factors used to qualify a sales opportunity, and strategies for qualifying a sales opportunity. You will also learn the steps for making the transition in both one-call and multiple-call closes.

Completing Outbound Sales Calls

In this course, you will learn the seven characteristics of effective sales presentations, the steps for effectively conducting a sales presentation, and strategies for presenting to different buying roles.

Frontline Call Center Skills Simulation

This simulation will test your ability to deal with unhappy external customers, and to establish good working relationships with internal customers--your co-workers. Using this simulation will help you assess and practice your skills assisting various

customer types, such as; "relater", "director" and "thinker"; (based on the SkillSoft series Frontline Call Center).

Initiating Outbound Sales Calls

In this course, you will learn how to assess a sales opportunity, the four factors used to qualify an outbound sales opportunity, and strategies for qualifying a sales opportunity. The course also addresses strategies for making an effective transition to the next stage of the inside sales approach.

Inbound Call Center Management: Leadership

This course will show you how enhancing your leadership skills can move you closer to your goal of managing an efficient and team-oriented call center. By participating in this course, you are ensuring that your call center will receive the best management and leadership that you can provide.

Inbound Call Center Technology

This course explains the fundamentals of inbound call center technology, and explores ways that current technology might evolve. It examines different methods of obtaining this technology, and outlines how to protect your call center through Disaster Recovery Planning.

Inbound Call Centers: People Management

This course will help you learn how to select the best candidates, accommodate agent diversity, and become aware of union and nonunion personnel policies. You'll learn how to attain high agent performance and low employee turnover. You'll also learn about calculating agent requirements, building workforce schedules, and conquering employee absenteeism.

Performance Metrics for an Inbound Call Center

Call center performance metrics outlines the path to improved operations in call centers. This course will explore the full range of call center performance metrics. It will look at where the metrics come from, what they reflect on, and how they can be analyzed to improve performance.

Preparing for Inbound Sales Calls

In the course, you will learn the three premises of the inside sales approach, the structure of this approach, and the six buying roles. The course outlines the steps involved in maintaining a superior level of call readiness, including recognizing call

types, creating call objectives and a taking-control statement, and preparing the account profiler.

Preparing for Outbound Sales Calls

In this course, you will learn about the common perceptions customers have of salespeople. You will also learn the three premises of the inside sales approach, the structure of this approach, and the six buying roles. The course outlines the steps involved in pre-call planning, including recognizing call types, creating call objectives and a call opening, and preparing the account profile.

The Call Center Industry

This course will examine all aspects of a call center. In order to facilitate this examination, this course has been broken down into three parts: overview, call center organization, and call center technology.

The Inbound Call Center

Becoming a successful call center manager is not an easy task. This course will provide you with the knowledge needed to recognize the effect of environmental factors on productivity; to apply the processes to turn the phone answering service into a business center; to understand the value of linking with the rest of the organization; and to employ methods to give customers the service they want.

Customer Service

Advancing Service Expertise

This course shows you how to make "five star attitude" an integral part of a service commitment. These lessons are designed to foster awareness and new skills that deepen customer service expertise. Gain techniques for personalizing customer interaction; enhance your approach to customer assistance and understand the critical differences in specialized service when you are dealing with customers over the phone. You will also find tips for creating service-friendly e-mails into your customer assistance practices. With interactive examples, simulated dialogues, and game-like exercises, this skill-building course takes your customer service proficiency up a notch toward excellence.

Advancing Your Service Expertise

This course is designed to help you learn how to give five-star service to your customers. This skill-building course will help you learn techniques for personalizing customer interaction, for enhancing your approach to customer assistance by giving it form in a structured plan, and for integrating service-friendly e-mail into your customer assistance practices.

Assessing Customer Behavior

This course will help the technical support agent (TSA) to identify various behavior types and apply appropriate techniques to deal with them in a way that builds a positive relationship between the customer and the company.

Bridge the Expectations Gap

You have to be prepared to walk a mile in their shoes to understand more fully what customers experience when they deal with your company. There's nothing more effective in emphasizing the gap between what you believe their experiences to be and their realities than thinking and acting like a customer. This course takes you through several processes for doing exactly that, and you'll be shown how to find out if dealing with your company is a delight or a disappointment.

Customer Interactions

This course is intended to show the proper procedures and processes needed to provide effective customer service: how to properly support a customer, how to overcome communication problems, and how to use active listening. This course helps to prepare learners interested in the Customer Support Specialist (CSS)

certification, which is targeted at individuals wishing to qualify to work in a customer support center or help desk environment.

Customer Relationship Management - eCRM

Customer Relationship Management: Implementing CRM introduces the student to the goals of CRM, the costs of CRM, and ways to modify operations costs to become customer focused. The program also details CRM pre-implementation strategies, the CRM implementation process, and tactics used to test CRM.

Customer Relationship Management - Fundamentals of CRM

Customer Relationship Management: Fundamentals of CRM introduces the student to the benefits of creating customer loyalty, developing a market intelligence enterprise, and incorporating customer relationship management into your company. The program also details the three steps a company can take to create customer loyalty, the four marketing tiers, the four types of CRM, and the four steps of the CRM process, as well as critical success factors a company should evaluate before using a specific type of CRM.

Customer Relationship Management - Implementing CRM

Customer Relationship Management: Implementing CRM introduces the student to the goals of CRM, the costs of CRM, and ways to modify operations costs to become customer focused. The program also details CRM pre-implementation strategies, the CRM implementation process, and tactics used to test CRM.

Customer Satisfaction: Analysis and Implementation

In this course, you'll examine how to transform data into information that can be acted on. You'll learn the tools of basic statistical analysis as well as those that show relationships and allow you to plan improvements. Equally important, you'll find out how to move from understanding your customer satisfaction situation to implementing improvements to increase satisfaction.

Customers, Confrontation and Conflict

It's challenging to stay service-minded when the person you are dealing with is being "difficult." This course will give you the perspective to effectively cope with customer conflict, and sound methods to deal with all types of potentially confrontational situations.

Developing Customer Satisfaction Surveys

In this course, you'll learn to use the principles of survey design to develop a customer satisfaction survey that works. You'll explore factors that influence selection of the survey method. You'll learn to design the survey instrument itself, and, finally, you'll examine issues relating to selection of a sampling method and determination of sample size.

Effective Relationships with Customers

This course introduces the ingredients for creating and maintaining more effective and productive relationships with your customers and explains why these elements can generate better outcomes than earlier customer paradigms. The most effective relationships are mutually supportive and mutually beneficial. And they last beyond next quarter's returns. Investing in the relationship and creating value for your customers rewards your business as well.

Effective Telephone Techniques

This course provides the learner with critical information about making a good impression when communicating over the telephone.

Fundamentals of Exceptional Customer Service

In this course, you will learn how to develop service standards and track their effectiveness. You will explore the value of building relationships with customers. You will gain new insights and strategies from the corporate masters of customer service. Most importantly, by the end of the course, you'll be able to create your own customer-focused philosophy.

Identifying What the Customer Wants

This course presents ways you can solicit your customer's voice, methods to prioritize customer requirements, and techniques to apply this knowledge to your organization.

Identifying Your Customers' Expectations

The only way to discover what's important to customers is to ask them, and this course shows you how to do just that. You'll learn how to extract the qualitative customer feedback that enables you and your team to focus on delivering the kind of service that delights.

Instilling Service Excellence

This course uses the acronym EXCEL to teach behaviors and habits that can help you achieve service excellence, if you adopt them. E is for Enlisting Help. X is for X-ray questions, figuring out how to ask customers the right questions. C is for ways to close off problematic customer issues. E is for Empowering Yourself and L is for Learning to be Flexible.

Managing Challenges in Customer Service

This course teaches customer service agents techniques for handling aggressive callers. It also teaches practical methods of managing customers who demand excessive amounts of call time and customers who are either technical experts or technical novices. In addition, this course helps CSAs develop strategies to manage their time and to cope with the stresses associated with their jobs.

Professional Skills for Customer Service Agents

This course covers professional issues such as call-center ethics and call protocol; procedures and techniques for handling calls and gaining customer confidence; and questioning and listening skills to help you address customer concerns more effectively.

The Contact Center and the Technical Support Agent

The first lesson in this course examines the characteristics of the modern contact center as a customer-centric model. The second lesson explains how the customer-centric focus affects the technical support agent (TSA) role in the contact center and examines the TSA profession. The third lesson discusses the attributes and skills a TSA needs for success in the modern contact center.

The Fundamentals of Exceptional Customer Service

This course is designed to take your goals beyond merely satisfying the customer to creating customer loyalty.

The Profession of Selling

This course will discuss important aspects of being a professional salesperson, and how life-long learning is vital to the professional salesperson.

Understanding Your Customer

In this course, you'll learn about the first major component of the strategic account sales (SAS) approach: research. You'll start by learning about the key areas to

research using the SAS approach and where to find business information sources about your client. Next, you'll explore researching your customer's business and key players and applying what you learn to the process of account planning.

Understanding Your Target Customer's Business

In this course, you'll learn about the first major component of the territorial account sales (TAS) approach--research. You'll gain an understanding of the benefits of good research and how to gather information from public sources, as well as how to gain an insider's view. You'll then explore the five TAS search elements and how to apply them to researching your customer's business structure, key players, and business fit.

Using Surveys to Measure Customer Satisfaction

Once you have established the attributes of your service that customers value the most, by gathering their qualitative feedback, you need to gauge how they rate your company's ability to deliver them. This course concentrates on the techniques required to do this accurately and appropriately with the resources available to you.

English Writing Fundamentals

Avoiding Errors in Usage and Punctuation

Have you ever received an e-mail so poorly worded that you hit the delete button before you even finished reading the message? Have you ever opened a letter so confusing that you couldn't understand what the author was trying to say? If so, you understand the frustration of receiving a badly written message. Are you afraid that you might have sent messages that have been discarded or misunderstood for similar reasons? If so, this course will help you to improve your basic usage and punctuation skills so that your messages are read and understood.

Avoiding Grammatical Errors in Business Writing

In this course, you will learn to recognize and repair the most common grammatical errors in sentence construction. Using correct grammar will help you to convey your information accurately and to represent yourself and your company as articulate and professional.

Business Grammar: Parts of Speech

This course defines the functions of the eight parts of speech: nouns, pronouns, verbs, adverbs, adjectives, prepositions, interjections, and conjunctions. In particular, it focuses on how to use them effectively and correctly, and it provides special focus on nouns, adverbs, adjectives, and verbs, including verb tenses. When you have finished the course, you will have the necessary building blocks to develop your writing skills.

Crisp Composition

If you're concerned that your writing does not meet the needs of your readers for clarity and conciseness, then this course will help you remedy these problems. You'll learn to recognize and repair the common errors that prevent your writing from being as effective as you would like it to be.

Foundations of Grammar

In this course, you'll complete a comprehensive study on using words correctly. You'll study everything from pronouns to possessives, and you'll discover how to avoid the most common usage errors. When you've finished the course, you'll have the necessary building blocks to develop your skill as a top-notch writer.

Sentence Construction

In this course, you'll review basic sentence construction, including subjects, predicates, phrases, and clauses. Then, you'll discover how to eliminate the three most common sentence-writing errors--things you're probably doing right now and don't even realize. Finally, you'll learn how to develop sentences that are logical, clear, and powerful--the basis of any sound business document.

The Writing Process

This course divides the writing process into manageable components: preparing to write and composing your message. It explains a methodical way of handling the various tasks from beginning to end. It also covers the particular challenges of writing in groups.

Writing to Reach the Audience

This course helps you master writing techniques to reach your audience without having to learn a lot of writing jargon or creative elements.

Writing with Intention

In this course, business writing is taught as a collection of easy skill sets, not as a strained creative exercise. The lessons flexibly encompass almost any kind of business writing you may be required to perform on the job. No matter what your level of writing skill, you can benefit from this practical writing course.

Understanding Writing Mechanics

One of the biggest challenges in writing is to feel confident about appropriately applying the mechanics of writing. How do you know what should or shouldn't be capitalized? When is it appropriate to abbreviate words, names, places, and business terms? How do you know when to spell out a number or when to use a figure? How can you get past those troublesome words that are commonly misspelled? This course gives you the answers.

Health and Safety

Construction Safety Orientation

This course informs new construction workers and site visitors about the potential hazards and safe work practices associated with the construction industry. It is designed to comply with the intent of the applicable regulatory requirements - to recognize hazards commonly found at construction sites and recall safe construction work practices.

Defensive Driving

This one-hour course will provide simple defensive driving techniques to reduce your chances of being involved in a motor vehicle accident. This course will define defensive driving, recognize accident prevention methods, identify the importance of seat belts, describe the facts concerning the impact of drinking and driving, and identify vehicle safety measures on the job.

Electrical safety

An awareness level course that discusses how to work safely with electricity. It focuses on specific electrical hazards found in the workplace and methods to minimize or eliminate those hazards.

Fall Protection (or Working at Heights)

This course is intended to provide employees who might be exposed to fall hazards the ability to recognize such hazards and the ability to minimize them.

First Aid--Basic

This one-hour training course will focus on how to use a systematic approach to evaluate an emergency situation and respond to basic first aid situations prior to the arrival of the Emergency Medical Services (EMS).

First Aid--CPR

Emergencies requiring cardiopulmonary resuscitation (CPR) can and do occur without warning. It is important that you know the basic emergency techniques for recognizing and treating failures of the respiratory system and heart.

First Aid--Medical Emergencies

This one-hour training will focus on the signs and symptoms of specific medical emergencies and their treatment. Being trained in first aid could mean the difference between life and death.

Food safety and handling

This course focuses on the health risks associated with improperly handled food. It highlights the ways in which food can become contaminated and provides guidelines for storing and handling food safely.

Health and Safety in the Workplace (HRCI/PHR)

As a human resources professional, you are responsible for helping to ensure that your company meets particular standards and requirements for safety and health, most notably those established by the Occupational Safety and Health Administration (OSHA). Toward that end, this course will help you prepare for the HRCI certification examinations with regard to OSHA and the OSH Act. In this course, you'll learn about such things as OSHA's purpose, coverage, standards, and inspection authority, as well as the Drug-Free Workplace Act and the Mine Safety and Health Act.

Safe work practices

This course provides information about day-to-day safe work practices and working safely with equipment and hazardous materials.

Scaffolding and Ladder Safety

This course is designed to train employees to recognize the hazards associated with ladders, stairways, and the type of scaffold being used at the work site and to understand the procedures to control or minimize those hazards.

Security Management and Operations Security Practices

This course discusses the purpose of information security, security management, operations security, risk control, and employment policies.

Security, Safety, and Communication

To understand the role of security in an organization, the importance of following safety and environmental guidelines, and how to communicate with customers in a professional manner.

[The Health Care Industry Overview](#)

This course is designed to help you navigate the complex processes and regulations of the health care industry. You will explore industry challenges, key players, and the business models used to maintain high service values. Most importantly, you'll examine key strategic solutions for difficult industry problems, such as cost control and customer relationship management.

Human Resources

Choosing the Best Applicant

Making decisions is always difficult, and that applies particularly to choosing a new employee. This course will show you the most effective methods for evaluating and choosing the best applicants. It will show you how to analyze the information from the interview, by working in a focused framework and how to compare candidates. You will examine and avoid the most common problems with decision-making, and confirm and ratify your decision with other people who know the candidate. Put that all together, and you will have the best possible recipe for choosing the best applicants.

Compensating Employees (HRCI/PHR)

This course will help you prepare for the HRCI certification examinations in the area of employee compensation. You will learn methods for effective total compensation. This course will also help you understand the necessary steps for aligning existing compensation methods to a total compensation arrangement.

Conducting the Behavioral-based Interview

In this course, you'll learn how to conduct a behavioral-based interview. You'll discover how you can use role-plays, structured situational questions, and take-home projects to determine behavior. You'll explore various means for evaluating ability and motivation to perform on the job, and you'll be guided through the decision-making process of selecting a candidate.

Continuous Performance Assessment

This course shows you how to make performance appraisal a continuous process.

Developing Career Plans for Your Technical Professionals

This course will help you use career development as a technique to both motivate and retain technical professionals, as well as to place some of them on career paths that will help your company fill its most highly skilled and senior positions.

Developing Employees (HRCI/PHR)

This course will help you prepare for the HRCI certification examinations in the areas of employee training and development. In the area of employee training, you will learn methods for effectively training adult learners and techniques for aligning all training programs with your company's strategic goals. This course will also help you understand the necessary steps for developing effective employee development programs.

Developing Human Resources (HRCI/PHR- 2007-aligned)

This course will help you prepare for the HRCI certification examinations in the areas of human resources development and performance management. In the area of human resource development, you will learn effective methods for both leadership development and organizational development. This course will also help you understand techniques for developing effective performance appraisals and career growth programs for your company's employees.

Employment and Labor Law

This course is an overview for management about the essentials of employment and labor law.

Employment Management (HRCI/PHR)

This course will help you prepare for the HRCI certification examinations in the areas of federal anti-discrimination legislation and workforce management. In this course, you'll learn about legislation that is specific to employee rights, privacy, and consumer protection. In addition, you'll learn about effective methods for creating sound job descriptions and job specifications.

Employment Relations (HRCI/PHR)

This course will help you prepare for the HRCI certification examinations in the areas of employee relations, employee and individual rights and relations, and Equal Employment Opportunity (EEO) complaints. In the area of employment rights, you will learn about employee rights legislation, employer and labor regulations, and the process for filing EEO complaints. This course will also help you understand methods for creating positive employee relations and techniques for assessing and analyzing employee relations.

Energizing and Empowering Employees

This course introduces you to the importance of energizing and empowering employees. By doing so, you multiply the benefits to your department, team, and organization.

Equal Employment Opportunity (EEO)

In this course, you will learn the Equal Employment Opportunity laws that prohibit unfair discrimination in the workplace and how these laws apply to you. This course will educate you on how to avoid discrimination in the recruiting and hiring process, and what occurs when a discrimination charge has been filed.

Essentials of Interviewing and Hiring: Behavioral Interview Techniques

This course describes the characteristics of behavioral-based interviewing, how to develop behavioral-based questions, and then how to ask those questions effectively in an interview.

Essentials of Interviewing and Hiring: Conducting an Effective Interview

This course describes how to proceed with a face-to-face to interview. It covers how to open an interview well, what types of questions to ask, and how to close the interview.

Essentials of Interviewing and Hiring: Preparing to Interview

This course describes the importance of determining an interview structure, writing out some questions beforehand, and scheduling the interview effectively. It identifies common interviewing errors and describes how to avoid unfair practices when you interview candidates.

Essentials of Interviewing and Hiring: Screening Applicants for Interviewing

This course describes the key components of job descriptions and how to use them to screen resumes. You'll also learn how to identify red-flag issues in the resumes you are screening.

Essentials of Interviewing and Hiring: Selecting the Right Candidate

This course describes how to evaluate candidates using a structured and objective process. It also explains how to effectively check references and make an offer.

Facilitating Effective Hiring

The company's recruiter is the front line to finding quality employees. Keys to facilitating effective hiring decisions include thinking through the hiring process, having a well thought-out job description, and using sound screening practices. These activities are an intrinsic part of the recruiter's job, and this course explores these areas.

Fair Labor Standards Act (FLSA)

This one-hour course enables participants to understand the main provisions of the act, helping both employees and employers understand their rights and responsibilities in relation to those provisions.

Getting the Workforce Your Company Needs

This course examines both the legal guidelines and the procedures for recruiting, interviewing, and selecting qualified employees. Special emphasis is given to legally-mandated requirements for providing equal opportunities for women and minorities in this process and for creating a workforce that is prepared to receive them and maximize their potential.

HR Development-includes Employee Performance Management

This course will help you prepare for the HRCI certification examinations in the areas of human resources development and performance management. In the area of human resource development, you will learn effective methods for both leadership development and organizational development. This course will also help you understand techniques for developing effective performance appraisals and career growth programs for your company's employees.

Interviewing and Hiring Practices

This course is intended to teach learners how to exercise sound judgment in the hiring and interviewing process.

Interviewing Effectively

Interviews are time consuming, and although you will not want to skimp on them, you have to use the available time as efficiently as possible. This course shows you how to screen and manage the interview time efficiently. You have to be confident about the methods that are used by whoever conducts interviews in your organization. This course will show you how to create methods that are reliable, and will explain the questioning and rapport-building techniques that effective interviewers use. During interviews, applicants are also trying to impress you and assessing your organization.

This course will show you how to recognize the techniques used by experienced candidates, and how to impress them.

Managing Employment (HRCI/PHR)

In this course, you'll learn about legislation that is specific to employee rights, privacy, and consumer protection.

Non-Unionized Workplaces (HRCI/PHR)

As a human resources professional, you are responsible for helping to ensure that your company's employment practices are in line with work rules of non-union environments and that employee issues are resolved in a legally defensible manner. Toward that end, this course will help you prepare for the HRCI certification examinations in the areas of work regulations and employee issue resolution. In the areas of work regulations, you will learn about policies, procedures, and work rules, along with employee handbook regulations and workplace behavior issues. This course will also help you understand Alternative Dispute Resolution, and how to deal with workplace behavior issues.

Offers, Contracts, and Exit from the Organization (HRCI/PHR)

As a human resource professional, you are responsible for helping to ensure that your company's employment practices with regard to employment offers, contracts, and exits are fair and equitable, and that they comply with required regulations and recommended policies and practices. This course will help you prepare for the HRCI certification examinations in this area.

Online Recruiting

In this course, you will learn how you can attract job seekers through the Internet, and how you can create a winning Web site to bring potential employees to you.

Programs to Benefit Employees (HRCI/PHR)

This course will help you prepare for the HRCI certification examinations in the areas of benefits compensation. In the area of benefit regulations, this course will help you understand the federal legislation that mandates multiple employee benefits. You will also learn methods for designing voluntary benefits plans for the particular needs of your company's employees.

Recruiting and Selecting Candidates

As a human resources professional, you are involved in the process of attracting and interviewing qualified job candidates for your organization. Toward that end, this

course will help you prepare for the HRCI certification examinations with regard to employee recruitment and selection.

Recruiting for the 21st Century: Strategies

This course investigates online recruiting and other creative recruiting techniques as well as tried-and-true methods, and shows the learner how to target specific applicant types, such as executives, sales representatives, and information technology professionals.

Recruiting Successfully

In this course, you'll learn what it takes to be a successful recruiter in today's tight labor market. The job of the recruiter is shifting from bringing job candidates and employers together to a sales and marketing function. The recruiter has to sell the company and the position. We'll show you how to adapt to the new market and the new ways of recruiting.

Retention

During times of low unemployment, you very much want to avoid the costs of high turnover. Developing strategies to keep those valuable employees is important, and should be a part of your recruiting strategy. In this course, you will explore reasons employees leave and the many ways you can prevent most attrition from happening.

Rightful Termination

When you take this course, you will learn specific steps to follow when terminating someone's employment due to layoffs, performance problems or misconduct. You will then have the opportunity to apply what you've learned in a role-play. Of course, the best way to avoid firing an employee is to do a good job of hiring and managing performance. Therefore, you will learn how to prevent this unpleasant task by interviewing effectively, and by using progressive discipline.

Screening Applicants

In this course, you will learn how to use applications, resumes, phone calls, and references as screening tools. You'll learn what information to look for, how to assess behavioral information that is provided to you, and how to pick up on "red flags."

The Reasons Why Diversity Matters

This course will take a closer look at diversity initiatives in the workplace and what makes them matter.

Unionized Workplaces (HRCI/PHR)

This course will help you prepare for the HRCI certification examinations in the areas of work regulations and employee issue resolution. This course will also help you understand union organization, grievance processes, dispute resolution, and arbitration. In the areas of work regulations, you will learn about collective bargaining, contract negotiations, good faith bargaining, and strikes and boycotts.

What to Consider When Hiring

This course will give you a brief overview of the major employment legislation that affects recruitment. Then the course will explore the options that any manager has when faced with hiring a new employee.

Workplace Diversity Awareness

In today's workplace, organizations increasingly are experiencing a diverse community of employees and customers. This course will help you gain background knowledge on the ways in which to respond to a diverse workforce. This can enhance an organization's ability to cope with changing workplace dynamics, and expand the creativity of the organization while facilitating staff retention and productivity.

Industry Overviews

[The Aerospace & Defense Industry Overview](#)

This course is designed to help learners understand the key concepts, terminology, issues, and challenges of the aerospace and defense industry, and to summarize the strategies employed to meet some of those challenges. It will review the two main sectors of aerospace and defense, as well as the many subsectors within this industry; and review its competitive environment and current trends.

[The Automotive Industry Overview](#)

This course provides a high level overview of the automotive industry structure, its key sectors, and its business model. It also presents a report on the state of affairs and insights into key automotive challenges such as global and domestic competition, cost pressures, and the sustainability of fossil fuels.

[The Banking Industry Overview](#)

This course provides an introduction to the banking industry's value chain, business model, and trends. It examines the business and regulatory issues and challenges facing the banking industry. And finally, this course looks at some of the successful strategies that leading banking companies are applying.

[The Biotechnology Industry Overview](#)

In this course you'll find out about the biotechnology industry, including its main sectors, what drives it, current trends, and top competitors.

[The Broadcasting & Entertainment Industry Overview](#)

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the broadcasting and entertainment industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the broadcasting and entertainment industry and review key aspects of the industry business model, its competitive environment, and current trends in the industry.

[The Capital Markets Industry Overview](#)

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the capital markets industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the capital markets industry and its business drivers, and review key aspects of the

industry business model, its competitive environment, and current trends in the industry.

[The Chemicals Industry Overview](#)

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the chemicals industry.

[The Consumer Electronics Industry Overview](#)

This course is designed to help learners understand industry challenges and some of the common strategies used to overcome them, as well as some of the other key concepts and terminology associated with the consumer electronics industry.

[The Education Industry Overview](#)

This course is designed to help learners understand key concepts, terminology, issues, and challenges within the education industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the education industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry.

[The Federal Government Industry Overview](#)

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the federal government industry, and strategies employed to meet some of those challenges.

[The Food and Beverage Industry Overview](#)

This course will help learners understand key concepts, issues, and challenges associated with the food and beverage industry. It reviews the industry business model, and outlines the competitive environment and current trends.

[The Health Care Industry Overview](#)

This course is designed to help you navigate the complex processes and regulations of the health care industry. You will explore industry challenges, key players, and the business models used to maintain high service values. Most importantly, you'll examine key strategic solutions for difficult industry problems, such as cost control and customer relationship management.

[Information Technology \(IT\) Industry Overview](#)

This course provides a roadmap for the rapidly converging IT world, identifies regulatory factors and business drivers, explores industry challenges, and offers examples of current strategic solutions.

[The Insurance Industry Overview](#)

This identifies the main sectors of the insurance Industry and reviews key aspects of the industry business model, its competitive environment, and current trends in the industry. Finally, it outlines key challenges and presents strategies that industry players are adopting to overcome challenges.

[The Manufacturing Industry Overview](#)

This course is designed to help learners understand key concepts, terminology, and issues associated with the manufacturing industry.

[The Oil and Gas Industry Overview](#)

This course will identify the main sectors of the oil and gas industry and its business drivers, and review key aspects of the industry business model, its competitive environment, and current trends in the industry. Finally, it will outline key challenges the oil and gas industry is facing, and present strategies that players in the industry are adopting to overcome the challenges.

[The Pharmaceutical Industry Overview](#)

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the pharmaceutical industry, and strategies employed to meet some of those challenges.

[The Retail Industry Overview](#)

This course provides a high-level overview of the expanding retail industry, including its value chain, business models, and trends. The course also examines the business and regulatory issues and challenges facing the industry, and some of the successful solutions that leading retail companies are applying.

[The Telecommunications Industry Overview](#)

This course identifies main sectors of the Telecommunications Industry and reviews key aspects of the industry business model, its competitive environment and current trends in the industry. It outlines key challenges this industry faces and presents common strategies that players in the industry are using to overcome challenges.

[The Utilities Industry Overview](#)

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the utilities industry, as well as strategies for meeting some of those challenges.

Information Technology

[Administering the User Environment in Linux](#)

This course will enable students to administer and maintain a Linux system.

[Administration Tasks in Linux](#)

This course will teach the student how to manipulate Linux administration tasks.

[Advanced ASP.NET Topics](#)

To demonstrate how to migrate ASP to ASP.NET, leverage legacy components, create and use .NET components, and install and configure ASP.NET servers.

[Advanced Elements in Dreamweaver 4](#)

This course will describe the advanced elements of Dreamweaver 4.

[Advanced HTML Design Elements](#)

To describe, and equip students to use, advanced HTML elements such as complex tables, frames and framesets, metadata and the META tag, and style sheets.

[An Introduction to Database Systems](#)

To explain the main concepts of database systems.

[An Overview of Database Design](#)

To describe the process of relational database design to model real-world concepts.

[ANSI C Programming: Data Representation](#)

This course will focus on the describing how ANSI C programs use memory to store data and how to write portable C programs.

[ANSI C Programming: Expressions](#)

To describe the syntax rules governing expressions and statements in ANSI C and how to use expressions and statements.

[ANSI C Programming: Introducing C](#)

This course will familiarize students with the capabilities of the ANSI C language and to enable them to write useful C programs.

[Application Maintenance and Optimization in C#](#)

This course will introduce and describe techniques for monitoring and optimizing Windows applications using the .NET performance-monitoring API, the .NET Windows event log API, and Visual Studio Analyzer.

[Application Maintenance and Optimization in VB.NET](#)

This course introduces and describes techniques for monitoring and optimizing Windows applications using the .NET performance monitoring API, the .NET Windows event log API, and Visual Studio Analyzer.

[Basic Networking](#)

This course will introduce and demonstrate to participants basic networking concepts and hardware considerations.

[Beginning C#](#)

This course will allow students to compare and contrast the features of the C# programming language with VB6.

[Building Web Services and Web-Service Clients with Microsoft .NET](#)

This course will teach learners how to build a web service and web-service clients in .NET.

[Building ASP.NET Applications](#)

This course will introduce students to the basic elements in writing ASP.NET pages.

[C++ Programming: Classes and Data Abstraction](#)

This course provides students with the skills required to create and initiate classes.

[C++ Programming: Manipulating Objects](#)

This course provides the student with the skills required to use dynamic memory allocation in C++ .

C++ Programming: Structured Programming

This course will provide the student with structured programming concepts used in C++

Core Java 2 Utilities

This course will describe the core utilities available in four Java API packages.

Creating Classes in Java 2

This course will explain the use of objects and how to create classes in Java.

Customizing the UNIX User Environment

This course will demonstrate how to customize the UNIX environment to suit user requirements.

Database Data Management

To describe database data management and data access.

Database Fundamentals

This course will introduce students to the database approach and enable them to make an informed decision about purchasing a database management system.

Database Management

This course will teach the student to manage a relational database.

Database Technologies - Object-Relational DBMSs: Characteristics

This course will introduce the concept of object-relational DBMSs.

Design Concepts for Web Sites

This course will describe, explain, and equip students to use the basic techniques of web site design and development.

Designing and Implementing Security in SQL Server 2000

This course will teach the user how to use programming logic to implement security and describe the different levels of security.

[Designing and Managing a Web Site with Dreamweaver 4](#)

This course will describe how to use Dreamweaver 4 to design and manage a web site.

[Designing Programs](#)

This course will introduce selection and repetition programming constructs and introduce structured data types and procedures.

[Developing EJBs](#)

This course will describe the Enterprise JavaBean (EJB) component model and explain how to create EJBs.

[Developing J2EE Clients](#)

This course will outline the issues involved in developing clients for J2EE applications, to provide an overview of Swing, Java Web Start (JWS), and wireless development technologies, and to describe how to create Enterprise JavaBean (EJB) clients.

[Developing JSPs](#)

This course will outline the relationship between JavaServer Pages (JSPs) and servlets, describe how to create JSPs, and explain how they fit into the web tier of the J2EE platform.

[Developing Servlets](#)

This course will outline the relationship between JavaServer Pages (JSPs) and servlets, describe how to create servlets, and explain how they fit into the web tier of the J2EE platform.

[DHTML and Cascading Style Sheets](#)

This course will outline how and when to use basic DHTML and to describe how to use Cascading Style Sheets for positioning and formatting in web pages.

[Diagnosing and Troubleshooting](#)

This course will demonstrate procedures for isolating and troubleshooting computer problems.

Fault Tolerance and Disaster Recovery

To describe how to implement fault tolerance and recovery processes in a network.

Firewalls and VPNs

This course will explain how firewalls and VPNs facilitate network security.

Functions of IT Project Managers

As you proceed through this course, you will learn valuable techniques and methods for applying these techniques to your projects. You will acquire knowledge and essential skills needed to deliver projects successfully, time after time.

Getting Started with Programming

This course will introduce structured programming concepts, coding design, and style.

Inside C#

This course will compare and contrast the features of the C# programming language with those of C++.

Installation and Basic Configuration of Linux

This course will provide the information necessary to install and configure Linux.

Installing, Configuring, and Optimizing Computers

This course demonstrates how to install and configure peripheral devices, and optimize and upgrade a computer.

Internet Site Development

This course will demonstrate how to write basic HTML code to create web pages that incorporate hyperlinks, tables, forms, image maps, and style sheets.

Introducing Microsoft .NET

This course will introduce the concepts, environment, technology, and tools for Microsoft .NET.

[Introduction to ASP.NET](#)

This course will introduce ASP.NET.

[Introduction to e-Commerce](#)

This course provides the learner with an overview of the state of e-commerce today. It defines electronic commerce and discusses electronic commerce elements. An overview of business-to-consumer and business-to-business electronic commerce is given. This course also addresses issues and technologies available for companies wishing to engage in e-commerce.

[Introduction to IT Project Management](#)

As you proceed through this Introduction to IT Project Management course in the Project Management for IT Professionals series, you will gain valuable insight into project management with a special focus on managing IT projects.

[Introduction to Networking](#)

This course introduces the basics of Networking.

[Introduction to Security in Networked Environments](#)

This course will introduce the student to security concepts and threats to networks and data.

[Introduction to UNIX](#)

This course will introduce the UNIX operating system.

[Java 2 Language Basics](#)

This course will introduce the Java 2 platform and describe the basic syntactical structure of the Java language.

[JavaScript: Language Basics](#)

In this course, students will learn the basics of the JavaScript language.

[JavaScript: Scripting](#)

Students in this course will learn the basics of JavaScript client-side scripting.

Laptop Components, Peripherals, and Networks

To understand the basic concepts of, and how to troubleshoot problems with, laptops, peripherals and networks connections

Managing Efficiencies of IT Projects

In this course, you will learn how to converge methodologies with other project management techniques and process management techniques that address common application development problems. You will also learn what you can do to manage development problems and what steps you can take to increase the quality of application systems.

Managing Resources, File Systems, Disks, and Web Services in Windows 2000

This course demonstrates how to manage resources, file systems, disks, and web services in a Windows 2000 network.

Managing Windows 2000 Servers and Client Computers

This course will demonstrate how to manage Windows 2000 servers and client computers.

Managing the Execution and Control of IT Projects

As you go through this course, you will learn valuable strategies for managing your project. You will learn about tools to manage scope, time, and cost that will aid in the successful control and execution of your project.

mySAP Logistics Modules

To recognize how to align business processes with key logistics modules in the mySAP ERP R/3 package.

Network Security

To describe protocols and authentication methods used to maintain network security, and commonly used network security devices and tools.

Network Troubleshooting

This course will describe a working methodology and tools and utilities that can be used to diagnose and troubleshoot network problems.

Networking Concepts

This course will introduce basic networking concepts and devices.

Networking Fundamentals

This course will introduce the main components and principles of networking.

Object-Oriented Analysis and Design with UML: Fundamentals

To introduce basic OOAD principles, the Rational Unified Process, and the role of UML

Object-oriented Coding Best Practices

This course will outline the best practices for defining and using classes, and determining how best to use inheritance or its alternatives.

OOAD: Introduction to Object-Oriented Analysis and Design

This course covers the general Object-Oriented Analysis and Design (OOAD) concepts. It covers the benefits of OOAD and the OOAD process. Further, it covers the concepts related to the requirement, analysis, and design phases. Under these concepts, the course covers requirements, use cases, the Supplementary Specification, domain model, operation contracts, use case realization, design patterns, and static and dynamic modeling. In addition, this course covers the benefits of architectural analysis and tasks performed during architectural-driven development. Finally, the course covers the benefits and general principles of iterative and incremental development.

OOAD: Introduction to Object-Oriented Concepts

This course covers the general Object-Oriented (OO) concepts.

Operating System Technologies: Configuration

This course will demonstrate the configuration of Windows operating system technologies.

Operating Systems

To recognize the fundamentals of operating system technologies and the basic procedures involved in installing and upgrading operating systems.

Persistence and Transactional Issues Affecting EJBs

This course will describe how to implement container-managed persistence (CMP) for entity beans and to discuss how to use container-managed transactions (CMT) and the Java Transaction API (JTA) to control Enterprise JavaBean (EJB) transactions.

Personal Computer Components

This course will help you understand the names and purposes of, and how to install, configure, remove, and troubleshoot personal computer components.

[Planning and Starting the Deployment of a .NET Web Application](#)

This course will outline the primary considerations and decisions that a developer needs to make when planning the deployment of a .NET web application, and to explain the appropriate use and installation of private and shared assemblies in that deployment.

[Programming with SQL Server 2005](#)

This course will help you recognize how to implement SQL Server 2005 programming features to work with database data.

[Relational Databases](#)

This course will describe the concepts of relational databases.

[Security in a Microsoft SQL Server 2000 Environment](#)

This course will explain how to plan and implement security on a SQL 2000 database.

[Security Overview for Oracle9i Administrators](#)

This course will provide an overview of the security features in an Oracle9i database.

[SQL Functions in Oracle9i](#)

This course explains how to use SQL functions for data retrieval.

[SQL Programming: Data Handling Techniques](#)

This course will demonstrate the use of SQL in defining database structures and controlling data security.

[SQL Programming: Database Queries](#)

This course will demonstrate the use of SQL in data retrieval.

[SQL Server 2000 Programming Business Logic](#)

This course will demonstrate how to implement views, stored procedures, triggers and user-defined functions as means for programming business logic.

[Structuring Web Pages with Macromedia Dreamweaver MX](#)

This course will describe how to use Dreamweaver MX to structure a web site.

[Structuring XML with Schemas](#)

This course will help you structure XML using schemas.

[Style Sheets and Links](#)

This course will explain the use of style sheets and links in XML and to discuss different XML applications.

[Supply Chain Management and e-Business](#)

In this course, you will learn how e-business and supply chains have merged, creating a network of immense opportunities.

[TCP/IP, Routing and Host Security](#)

This course will introduce the student to the TCP\IP stack, routing and host perimeter defense.

[Technical Support Agent Survival Skills](#)

Coping with stress is an everyday issue for the Technical Support Agent (TSA). The focus of this course is specifically on situations that TSAs encounter. The course will help the TSA avoid burnout and manage job responsibilities by identifying the causes of stress, prevention methods, and time management skills.

[Technical Support Essentials](#)

This course explains contact center technology and technical support agent (TSA) activities. It also provides instruction and practice to help the TSA use the technology effectively. Upon completion of this course, the learner will be better equipped to handle a wide range of technical support situations in today's contact center.

[Testing and Instrumenting C# Applications](#)

This course introduces the concepts of software testing and debugging and to describe the use of the Debug and Trace programmatic classes in the .NET Framework class library and the Visual Studio .NET and SDK interactive debuggers.

Testing and Instrumenting VB.NET Applications

This course introduces the concepts of software testing and debugging and to describe the use of the Debug and Trace programmatic classes in the .NET Framework class library and the Visual Studio .NET and SDK interactive debuggers.

The Database Design Methodology

To describe and apply the techniques of the database design life cycle to build a relational database.

The Fundamentals of e-Business

This course is designed to create a foundation for business professionals, managers, and executives to understand the impact of e-Business. In it, you'll explore the definition of e-Business; you'll begin to learn the language of e-Business; you'll learn what to expect from e-Business practices and explore new e-Business paradigms.

The Fundamentals of Networking

To describe basic networking concepts, topologies, the OSI model, and the media used to physically connect a network

The Life Cycle of an IT Project

The Life Cycle of an IT Project will give you the knowledge and skills you need to define the activities involved in your project's development process. You'll learn how to determine whether each phase of development meets the requirements of the life cycle structure.

Transforming and Formatting XML

This course will show you how to use XSLT and XSL-FO syntax to transform XML documents.

UNIX Shell Scripting Basics

This course will explain how to create simple shell scripts using UNIX shell commands.

UNIX Shell Scripting Tools

This course will explain how to use variables, operators, and text editing tools in UNIX shell scripts.

UNIX System Architecture

This course will describe the core components of a UNIX system.

Using T-SQL In SQL Server 2000

In this course, participants will discuss Transact-SQL and its elements and view and define data using Transact-SQL statements.

Using the Computer and Managing Files

This course provides an overview of the basic computer applications, programs, settings, and file management.

Web Development Fundamentals

This course will outline web-page development using HTML and to introduce scripting and database management and connection techniques.

Windows 2000 - Administration

This course will provide an overview of typical Windows 2000 administrative tasks and strategies and to demonstrate how to use a number of administrative tools.

Windows 2000: Core Technologies - Network Fundamentals

This course will provide an overview of networking concepts and how they apply to Windows 2000.

Windows 2000: Core Technologies - TCP/IP

This course will provide an overview of TCP/IP concepts and how they apply to Windows 2000.

Wireless LAN Technologies

This course will introduce wireless LAN technologies.

Working with TCP/IP

This course describes the characteristics and operation of TCP/IP applications and utilities, and to describe how to configure TCP/IP on client computers.

[Writing UNIX Shell Programs](#)

This course will describe how to use flow control, incorporate user input in UNIX shell programs, and debug shell programs.

[XML Language Basics](#)

This course will provide an overview of XML, discuss XML structures, and discuss DTDs and XML schemas.

Life Skills

[Developing Character for Perseverance and Resilience](#)

This course gives you the tools you need for developing an attitude that allows you to bounce back from setbacks and forge ahead. By showing you how to internalize setbacks and see the opportunity in challenges, this course helps you reach your goals using perseverance and resilience in the face of challenging circumstances.

[Increasing Emotional Intelligence](#)

This course will provide you with the skills to increase your emotional intelligence so that you can become an effective contributor in the work force.

[Managing Your Career: Creating a plan](#)

This course guides you through the process of taking stock of your present situation and determining the best way ahead.

[Managing Your Career: Getting on the Right Track](#)

This course identifies tips for successfully advancing your career, making lateral moves within an organization, and ways of successfully moving on to a different employer.

[Managing Your Career: You and Your Boss](#)

This course teaches strategies for building a strong professional relationship with your boss.

Managing Your Career: Leveraging the Performance Appraisal

This course explains how to manage the performance appraisal process on a year-round basis. Recognizing and controlling the damage of a bad appraisal is also covered.

Managing Your Career: Professional Networking Essentials

This course provides you with the essential communication skills required to establish a business network and also covers best practices for maintaining your network.

Professional Networking Essentials: Finding Opportunities To Make Connections

This course demonstrates the basics of establishing a relationship through networking. From choosing the proper venue to developing mingling skills for the real and virtual worlds, this course shows you how to make an impact on professional contacts and strategically develop a flourishing professional network.

Social Networking for Users

This course will focus on using social networking services in a business context, and will include a discussion on the services available, instruction on using services in a professional manner, and a discussion of potential issues arising from social networking usage in the workplace.

Management

A New Manager's Responsibilities and Fears

Promotion to management is obviously welcome and something to celebrate, but when the initial excitement is over, you may begin to wonder about your new responsibilities. Your focus is now on managing the activities of others and ensuring the company's resources are used effectively. This course will help you focus on how you can best direct your current abilities toward your new tasks.

A New Manager's Role in The Company's Future

Perhaps one of the most exciting and challenging changes that comes with moving into a management role is the need to take a more strategic view of the work you are doing. You need to develop a greater awareness of how your own work, and the work of those in your department, fits with the strategic vision of the company.

Analyzing the Market

This course will walk you through four crucial elements of analyzing your market.

Assessing Performance Continuously

This course shows you how to make performance appraisal a continuous process.

Attracting, Motivating, and Retaining Technical Professionals

In this course you will learn the factors and techniques that can attract competent technical people to a job, and you will learn how to apply these techniques to your own company.

Becoming a Manager

What does becoming a manager involve? What skills are needed to be a good one, and what will others expect of you? These are all natural questions for anyone who is about to become a manager, or who has recently been promoted.

Building a Firm Foundation

This course will give you have a strong basis for beginning the process of behavioral interviewing. You will learn to create a hiring strategy, create behavioral-based job descriptions, appropriate job ads and recruiting strategies and learn how to make your company a great place to work.

Building Brand Equity

By the end of this course you will construct a strategy to build brand equity and effectively market your brand to your consumer.

Business Etiquette for Supervisors

In this course, the learner will explore the special etiquette of being a supervisor, the etiquette of one-on-one interactions with subordinates, the etiquette of listening as a supervisory tool, and the supervisor's role in sharing information between his subordinates and the rest of the company.

Coaching Performance

Taking the time to evaluate a situation and making an action plan is part of the process of coaching for performance that you'll explore in this course. You'll learn when it's appropriate to mentor, train, counsel, or discipline an employee, and you'll

be given guidelines and tips on how to perform each of these tasks in the most effective manner possible.

Continuous Learning for Tomorrow's Managers

This course examines important insights concerning trends in demographics of the work force and how those changes will affect your bottom line.

Effective Team-building Strategies

In this course, you'll learn tools, techniques, and tips to help you--the team member--help your team develop a "one for all, all for one" mentality.

Emotional Intelligence and Teamwork

The glue that holds today's work teams together is made up of social competence, the ability to influence others, participation, and collaboration. These skills, combined with a willingness to develop the team, are the hallmarks of effective teams that will be discussed in this course.

Green Business: Implementing Sustainability Strategies

This course covers ways to align corporate and sustainability strategies, as well as ways to measure your sustainability performance. It provides examples of how companies can implement sustainability strategies and discusses the importance of reporting sustainability results accurately.

Green Business: Planning Sustainability Strategies

This course outlines a method for assessing how much your organization promotes environmental sustainability in its current practices and explores how mandated and voluntary green standards and regulations provide a framework for developing green business sustainability strategies. It examines how to plan for sustainability and outlines how organizations can develop an approach to becoming more green.

Implementing Improvements

This course explores a variety of approaches to process improvement. It also describes planning and implementation steps you need to perform to put your approach into place.

Introduction to Brand Management

There are three ingredients every company needs for branding success: a brand manager, a brand, and the consumer. But how do these ingredients relate and what are they comprised of that makes them so important? This course will demonstrate how each ingredient reacts to the other in order to create a valuable, long-lasting brand.

Introduction to Green Business and Sustainability

This course introduces the concept of sustainability, including sustainability goals and types of sustainability. It outlines the factors driving the need for environmental sustainability and explores the social, economic, and environmental benefits of adopting green business practices. Challenges and risks involved with adopting and not adopting such practices are also covered.

Introduction to Product Management

In this course, you'll learn strategies and techniques to help you build a foundation for understanding product management.

Inventory Management

In today's economy, companies must be able to move large quantities of product quickly to locations across the globe. Effective Inventory Management is no longer static- the emphasis is on movement, and quick response to changing market demands.

Launching Successful Virtual and On-site Teams

One factor that defines team success is the way in which a team is launched. Quickly moving an on-site or a virtual team into high-performance mode takes planning, strategizing, and a seamless launch. In this course, you'll learn techniques for setting up a successful team that can be applied to an on-site or a virtual environment. First, you'll learn strategies for selecting high-performing team members. Next, you will gain the knowledge and skills for setting goals and establishing ground rules. Finally, you will learn approaches for building a cohesive team culture through participation. By applying the techniques and strategies taught in this course, you will lay the foundation for successful on-site and virtual teams.

Leadership

This course explores the concepts of organizational design and leadership challenges.

Leadership and Change

People who become leaders are individuals who triumph during times of turbulence, conflict, and change. They look for ways to change the status quo, to challenge the accepted, and to create something new. You can learn to do the same. A knowledge of how to challenge processes, a realization of the attitudes and behaviors that accompany change, and a willingness to do the necessary work is all it takes. You can learn about each of these areas in this course, which will teach you how to lead through change.

Leadership Communication Skills

In this course, you will learn what the requirements of leadership are, how to communicate your suitability for the role, and how to communicate with those you lead. Leadership is not the same as management. Unlike management, leadership does not require formal recognition of authority. However, it does place other requirements on the person assuming the leadership role. Before people will follow, they need to be reassured that their leader is deserving of both their trust and their confidence. Good relationships are paramount, and communication is the prime tool for building those relationships. Once you have been accepted as the leader, good communication will ensure that objectives are agreed upon, understood, and achieved.

Leading a Customer-focused Team

The quality of your customer service is in the hands of the people who deliver it. As their leader it's your responsibility to give them the direction, resources, and support they need to succeed. This course shows you how to work with them to create a customer-focused environment that fulfills customers' expectations while still achieving corporate goals.

Leading by Enabling

In this course, you'll learn how to enable your employees by providing more choices and fostering competence. You'll understand why offering visible support to your people makes them able to "make the call" when necessary.

Leading High-performance On-site Teams

This course offers strategies for leading an on-site team during the first two stages of team development--forming and storming.

Managing a Violent Crisis

This course addresses what to do--and what not to do--when a violent crisis erupts in your workplace. The crisis may be a threat, or it may be assault and battery, a suicide attempt, or a hostage situation. Whatever the type of incident, this course will prepare you to deal with it--without making the common mistakes that can just make it worse.

Managing Process Improvements

This course will explain who is responsible for managing process improvement, how to manage improvement effectively, and how to handle inherent process improvement problems. You'll learn to set short-term improvement goals and acknowledge each milestone your organization achieves on the road to process perfection.

Manager's Performance Guide - Team Conflict Skills

This course is designed to help you perform Level 3 evaluations, which focus on evaluating behavioral change.

Managerial Skills and Abilities

This course explores basic principles of management, management theories, styles and tools, and interdependence of functional areas in an organization. It identifies tools and techniques used by the HR, Finance, Risk, and Knowledge management functions in an organization.

Managing as Coach and Counselor

Coaching is what cultivates employee growth, not to mention employee loyalty. In Managing as Coach and Counselor, you'll learn to take people from adequacy to excellence. And as you build their self-esteem, confidence, and competence, you'll be building on the bottom line.

Managing Conflict in the Organization

As a manager, you will inevitably have to sort out some of the conflict that occurs in your organization. This course will help you learn techniques to prevent, resolve, and contain conflicts which may occur between individuals, teams, or even departments.

Models for Managing Technical Professionals

In this course you'll learn a variety of ways to motivate, manage, and lead technical professionals and how to get and keep your technical teams working together

efficiently and effectively. You'll have a chance to practice using these different management models in both case studies and role-playing scenarios.

Negotiating Inclusively

Inclusive Negotiating is about becoming familiar with both the similarities and the differences among different types of people. In this course, you will explore the cultural characteristics of negotiators from around the globe. You will also discover ways to develop sensitivity to important distinctions among groups that are diverse in other ways. In this way, you can benefit by knowing how to clearly communicate your needs and wants. Likewise, your understanding of your opponent's needs and wants can be known as well, leading to a quicker and more successful outcome.

Negotiating to Mutual Benefit

The key to being a skilled negotiator is understanding the difference between negotiating and giving money away. This course demonstrates the stages and rules that will gain you a win/win solution, and with it long-term business. If you follow the guidelines set out here, you will be able to handle customer strategies and still close the deal on terms that keep both your company and your customer happy.

Organizational Culture and Leadership

In this course, you'll explore the concepts related to organizational culture, and learn how the different cultures relate to leadership.

Overview of Logistics Management

In today's business environment, we all recognize the need to improve operational efficiency within our business, but often lack sufficient knowledge of the flow of materials through our organization. This course will provide you with a comprehensive understanding of the history, perspectives, strategies, and key areas of Logistics Management.

Overview of SAP solutions

This course identifies the features and benefits of ERP, and provides an overview of SAP solutions and scenarios for application that will help you identify the SAP solution that's best for your business.

Performance Reviews

This course gives sound practical advice about how to handle the appraisal of someone who is a consistently poor performer. People aren't always passive recipients of their manager's assessments, so this course prepares managers for the

more difficult reactions they will encounter. All this will make the appraisal meeting a practical and successful event.

Performance Support

Learn how to provide performance consulting using a variety of interventions to address performance challenges. Find out how to create a performance-consulting department to replace your training department and how to prepare your organization for the new age of performance consulting.

Prepare for Success

Based on practical methods and techniques, this course takes you through the initial stage of an executive-level sale, and shows how best to prepare for subsequent meetings and negotiations.

Principles of Financial Management

Understanding the principles of financial management helps all managers, from line supervisors to senior executives, to use this tool more effectively to support the organization's goals. This course introduces non-financial managers to the principles of financial management. It explores the basic concepts of risk and return and the time value of money.

Principles of Financial Statements

This course presents an overview of the principles of financial statements, introducing the learner to critical concepts and terminology necessary for understanding the rules impacting the presentation of numbers on financial statements, and the cash cycle of financial management.

Problem Performance Identification

The observation of a worker naturally leads into the assessment of the standards of performance of that worker. This process is often put into a formal performance appraisal system and a manager needs to be aware of the qualities of an effective system.

Problem Performance Improvement

An effective manager will recognize that different organizations require different measures to improve performance, and this course will show one way of identifying appropriate management practices to improve performance in different types of organizations.

Problem Performance Prevention

No employee can be criticized for problem performance when no one has explained to him or her the required standard of work. But telling workers what is expected of them is not the end of the story. Performance management is an on-going process and, to be effective at it, a manager must be skilled in giving feedback, and aware of some of the common problems that most managers encounter in giving feedback.

Progressing through the Complex Sale

High-value purchases impact across the whole organization. So it's not surprising that these buying decisions are made by those at the top. But getting to these decision-makers isn't easy, which is why selling at an executive level is a more complex operation that requires all the resources of the highly skilled salesperson. This course is directed at supplying those resources.

Promoting Your Brand to Consumers

By the end of the course, you will implement an integrated marketing communication plan designed to rally maximum awareness for your brand.

Recognizing a Leader

There is a strong difference between activities and roles of effective managers and those of successful leaders. You'll discover what some of those key differences are by studying the traits and qualities of leaders, including information on how true leaders find the time to lead and what employees expect from their leaders. Additionally, you'll get a chance to explore your leadership style and gain awareness of your strengths and weaknesses as a leader.

Reviewing Performance

This course gives sound practical advice about how to handle the appraisal of someone who is a consistently poor performer.

SAP Enterprise Resource Planning (ERP)

This course introduces the SAP ERP menu system relating to the required screens for managing data. This course also introduces SAP's transaction code process and specifically the transaction codes which may be used to access the same required screens.

Strategic Management - Analysis and Choice

The implementation phase of strategic management consists of two parts: analysis and choice, which are vital links in the process. In this course you'll learn about long-term objectives, generic strategies, and grand strategies and you'll learn how to analyze and choose strategies by using various techniques.

Strategic Management - Corporate Implementation

This course focuses on the three steps involved in the corporate implementation phase of strategic management. The steps covered in this course help managers at all levels keep daily decisions and actions consistent with the long-term strategic process.

Strategic Management - Planning

This course focuses on the planning phase of strategic management, which includes defining company mission, performing internal analysis, and evaluating the external environment.

Strategic Planning

Using "stripped down" project management techniques, this course outlines the analysis and planning processes required to direct executive-level sale tasks and events towards a positive outcome.

Strategic Planning and Risk Management

This course will help you analyze where your business is going and how it should get there. This will help you successfully navigate the dangers inherent in risk taking. Minimizing your risk through strategic planning is planning for your success.

Supply Chain Management

What is Supply Chain Management? Why has it become such a hot topic for discussion and analysis in recent years? This course shows how a more thorough understanding of this three-word catch phrase can improve the flow of material through your organization, increase customer satisfaction, and help you to establish high quality vendor relationships.

Supply Chain Management Strategies

This course will present fundamental supply chain management (SCM) strategies one needs to consider before implementing an effective and workable SCM system.

Supply Chain Planning and Inventory Management

In this course, you will learn how to achieve a strategic fit between your supply chain management and competitive strategies.

Supply Chain Transportation and Facility Design

In this course, you will learn about the role of transportation in a supply chain, including modes of transportation and transportation network design and decisions. You will also learn about facility decisions and the factors that affect them, as well as the steps involved in redesigning an existing network.

Surpassing the Competition

This course presents you with the tools and methods for identifying competitors; collecting competitor information; creating a competitor SWOT matrix by determining a competitor's objectives, strategies, strengths, and weaknesses; and developing a competitor response profile by identifying a competitor's current strategy, capabilities, operating assumptions, and goals.

Taking on a Management Role

What does becoming a manager involve? What skills are needed to be a good one, and what will others expect of you? These are all natural questions for anyone who is about to become a manager, or who has recently been promoted. Moving into a first management role represents possibly one of the biggest changes in your working life. The transition from player to manager is an exciting, but challenging, one. It takes most people out of an area in which they have been comfortable and successful for some time into more unfamiliar territory. Moving from being one of the team to leading it can be daunting.

Talent Management - Selecting Talent

This course will provide an overview of the talent management process, focusing on the three areas of attracting, developing, and retaining talented people in an organization. The course deals with the issue of talent management from the company's perspective, as well as the employee's perspective. This course will emphasize on developing the individuals within a company.

Technology Management and Strategy

This course, which is the second course in the Global Business Management series, introduces learners to four strategies used to manage technology in a global environment. The characteristics, rationale and risks of each strategy, as well as the best practices to overcome the problems in each strategy, are explained in detail.

Techniques for Better Time Management

This course will introduce you to several different techniques for improving your time-management skills--experiment with them, and then choose and apply the tools which best suit your own situation.

The Basics of Delegation

Do you feel that there are just not enough hours in the day? Are you always striving to keep ahead of the paperwork that litters your desk? Perhaps it is time to consider sharing some of those tasks with your skilled employees. As you progress through this "Delegation Basics" course in the "Effective Delegation" series, you will discover what delegating is all about, what you need to do to prepare for and implement this process, and how to ensure that you and your employees will effectively complete those delegated tasks. By participating in this course, you will discover how delegating tasks can enhance and accentuate your management skills.

The Communication of a Shared Vision

Communicating your vision gives purpose and meaning to the work that people do, and pursuing and accomplishing that vision with a sense of integrity builds trust in you as an individual and as a leader. This course will teach you how to communicate a shared vision and get action on that vision across all sectors of your working environment.

The Fundamentals of Supply Chain Management

History tells us we can no longer do "business as usual." Whether you call it a revolution or an evolution, how you manage your supply chain will affect your level of success. This course will teach you the basics of supply chain management (SCM).

The Model Leader

"Leaders...know how to dance the old dance. We all grew up in traditional organizations with conventional leader and role models. Now the music has changed. We don't know the new steps and there are not footprints on the floor." Peter R. Schools' words accurately reflect the challenges of leading today. You have to be able to develop a diverse team that can achieve optimum performance. You have to know how to motivate a variety of individuals. And you have to be willing to shed the old ways of thinking to make room for the new. This course will start you on that path.

The Retail Industry Overview: Version 2

In today's retail environment, consumers want the best of all worlds, where quality, convenience, and low cost meet. This course provides a high-level overview of the

expanding retail industry, including its value chain, business models, and trends. The course also examines the business and regulatory issues and challenges facing the industry, and some of the successful solutions that leading retail companies are applying.

Thinking Like a CFO: Making Financial Decisions

This course presents examples of how a CFO perspective is applied to many of the activities and financial decisions you make in your area of business on a daily basis. It presents some guidelines for functional managers for creating budgets, and best practices that may contribute to reduced working capital needs. And it teaches you how your request for incurring an incremental cost or making a buy or lease decision could be evaluated from a CFO perspective.

Thinking Like a CFO: Mind-set and Financial Priorities

This course provides some basic tips to get you started thinking like a CFO and explains why it's important to have that perspective. It then details the various responsibilities of CFOs in organizations to help you understand their viewpoint. The course then presents a practical outline of how CFOs pursue three of their basic priorities: managing costs, supporting revenue growth, and managing cash flows in the organization.

Thinking Strategically

As business success becomes more difficult to achieve, companies are discovering the importance of strategic thinking. Being lean and mean and process efficient is no good if you don't have the correct business strategy. But what is strategic thinking and what does it look like in the context of your business? This course is focused on discovering and using the key elements of successful strategic thinking.

Understanding Positioning

Learn how to examine the strengths and weaknesses of products and services and how customer perceptions can make or break your product. Examine how to recognize opportunities for your product, as well as possible threats.

Understanding Technical Professionals

As a manager, have you felt that technical professionals are sometimes difficult to understand? Do you find that the usual management models are not as effective as they could be? This course explains the ways in which these employees differ from other workers and how you can apply more appropriate and effective management techniques.

[What to Do When the Going Gets Tough](#)

Negotiating can be challenging, especially when the stakes are high. It's possible to be suddenly stopped in your tracks when an event or circumstance sends the whole deal reeling. Moving past the glitches in negotiation requires savvy and an ability to stay focused on your ultimate goal no matter what it takes to get there. This course explores ways to navigate around the potholes, barriers, and hurdles that may appear during negotiation. You'll discover methods of dealing with them rather than avoiding them or being sidetracked by challenges. In addition, you'll examine the basics of third-party intervention and fostering good will.

[When the Going Gets Tough](#)

This course explores ways to navigate around the potholes, barriers, and hurdles that may appear during negotiation. You'll discover methods of dealing with them rather than avoiding them or being sidetracked by challenges. In addition, you will examine

Manufacturing & Skilled Trades

The Manufacturing Industry Overview

This course is designed to help learners understand key concepts, terminology, and issues associated with the manufacturing industry

Introduction to Lean for Service and Manufacturing Organizations

This course introduces the basic principles of Lean, including the five-step Lean process cycle, and shows how Lean can be integrated with Six Sigma to offer an optimal production management solution that fits your company's unique business needs.

Marketing

Competitive Factors in Strategic Marketing

In this course you'll learn exactly what to consider as you develop and present your plan, including market data and competitor capabilities.

Competitive Strategies for a Global Marketplace

This course starts by painting a picture of the changing economic landscape and the new consumer. It continues by presenting ways of locating new marketing opportunities, improving marketing performance, and differentiating your offerings. It then discusses the advantages of web-based marketing and provides you with Internet marketing strategies to maintain a competitive edge in the changing marketplace.

Creating a Marketing Campaign

Your marketing plan has been approved! Now you need to get the job done. How you execute your plan is as crucial as the plan itself. In this course, you'll learn about tactical marketing tools needed to put your plan into gear and create your marketing mix. These include branding, packaging, promotions, publicity, advertising and merchandising.

Developing a New-product Strategy

In this course, you'll explore the tools and techniques to help you create a new-product strategy for the products or product line for which you're responsible.

Doing Business on the Internet

In this course, you will learn how the digital economy operates. You will explore the functionality of emerging Internet business models, the importance of Internet security and trust issues, and the legal issues surrounding doing business over the Internet.

Elements of Marketing Strategy

This course is designed to give you a strong start in developing your marketing vision, direction, and ultimately a plan.

Evaluating Brand Effectiveness

This course explores why you need measurement systems to examine your brand's effectiveness with consumers and to evaluate your brand equity.

Gaining Access to Key Personnel at Your Target Accounts

In this course, you'll learn about the second major component of the territorial account sales approach: communication.

Introduction to Online Branding

This course is an overview for managers, brand managers, and marketing personnel who wish to build strong brands in the e-marketplace. Beginning with a brief review of the basics of branding, the learner will then move on to explore how, using traditional principles, today's e-marketers are refining older paradigms to create successful, online brands. To present the full scope of online branding, the learner will examine the unique characteristics of the e-marketplace, the e-customer, and the effect technology has had on brand messages.

Marketing Essentials: Introduction to Marketing

This course provides insight into marketing's link to overall corporate strategy and to how online and social media marketing is changing the face of marketing. The traditional Marketing Mix, its evolution, and its critical role in marketing planning and execution is discussed.

Marketing Essentials: Marketing and Ethics

In this course, you'll learn about the dangers associated with unethical and deceptive marketing practices. The course also addresses the growth of new communication technologies and looks at how organizations can apply ethical marketing standards to e-marketing, as well as more traditional efforts.

Marketing Essentials: Place

This course provides essential insight into distribution of products. It covers key distribution strategies, distribution relationship systems, and how to select and manage distributors. Finally, the course discusses online distribution opportunities and the benefits associated with e-marketing.

Marketing Management

In this course you'll look at marketing management from top to bottom--starting from the basic skills you need as a marketing manager, through creating a multifunctional marketing team, positioning the company for success, and setting up systems to see how you're doing.

Pricing and Profitability for Product Managers

In this course, you'll learn about pricing factors and tactics that will affect your pricing decisions and then you will build on that knowledge to set pricing in a given business situation. Finally, you will learn strategies for determining the profitability of a product. By learning these critical tasks, you'll be better able to make key marketing strategy decisions.

Pricing for Profitability

In this course, you will not only learn how to gather pertinent revenue and expense information to help you price your product, but also how to determine your objectives and policies to correctly position your product in its market niche.

Principles of Marketing - Distribution Strategy

Principles of Marketing: Distribution Strategy offers the student an overview of the information required to identify types of distribution channels, select appropriate distribution partners, and develop an efficient distribution system.

Principles of Marketing - Pricing Strategy

Principles of Marketing: Pricing Strategy offers the student an overview of the information required to identify the role pricing plays in the marketing mix, to select appropriate objectives for pricing strategies, and to choose common methods to determine pricing.

Principles of Marketing - Product Strategy

Principles of Marketing: Product Strategy offers the student an overview of the information required to classify consumer and business products, create and promote

brand equity, and implement new product development strategies. The program details the functions and objectives of packaging and labeling strategies, the stages of the consumer adoption process, and the four product development strategies.

Principles of Marketing - Promotion Strategy

Principles of Marketing: Promotion Strategy offers the student an overview of the information required to identify the elements of the promotional mix, determine appropriate promotional objectives, and select the advertising types and public relations tools to implement.

Principles of Marketing - Writing a Marketing Plan

Principles of Marketing: Writing a Marketing Plan offers the student an overview of the elements of a marketing plan, covers the processes used to develop marketing objectives and strategies, and covers how to create a marketing plan. The program also details how to write, present, execute, and evaluate a marketing plan.

Principles of Marketing: Fundamentals of Marketing

Principles of Marketing: Fundamentals of Marketing offers the student an overview of the information required to identify key marketing terms, language, and concepts. The program details the elements of the marketing mix, the stages of the product life cycle, and the proper steps to implement the market segmentation process.

The Marketing and Sales Plan

This course is designed to give you the knowledge you'll need to devise a marketing and sales plan so that your new product or service will succeed in today's business environment. The training includes the basics you'll need to know about how products and services get from the manufacturer or provider to the consumer.

The Online Branding Environment

In this course, learners will explore the difference between traditional brands and cyberbrands as well as discover how to use the Web's interactivity to build strong online brands. The course also examines how consumers adopt brands in the Web environment and how marketers build strong brand relationships with consumers.

The Process of Globalizing a Product or Service

In this course, you will learn about the three major steps you need to cover to globalize a product or service. First, pick the right geographic location for your corporate goals and create a good plan for globalizing the product or service you're working with. Then "globalize" your product or service and let the world know you're open for business.

Finally, explore using the Internet to support and expand your reach into global markets.

Strategies for Building an Online Brand

This course begins by identifying key branding objectives and provides useful strategies to take offline brands into an online environment. Additionally, the course explores tactics for building and maintaining long-term online customer relationships. The use of affiliates, e-mail, and virtual communities are also examined to help marketers make full use of the Web's interactivity.

Writing a Marketing Plan: Phase 1

This course will define the marketing plan, types of plans and outline the purposes for using a marketing plan.

Writing the Marketing Plan: Creative Strategy

This course will help students write about their marketing tactics. They will discover how to match their product with their target market, determining exactly what the competitive advantages of their particular product.

Math

Basic Business Math: Charts and Graphs

This course builds on the basic math skills that you learned during your school years, showing you how to apply those skills to some common business situations.

Decimals and Percents

A basic understanding of decimals and percentages is key to any businessperson, whether tallying costs for warehouse supplies or estimating resource allocation. This course instructs the learner in the following: how to use decimals, including addition, subtraction, multiplication, and division; how to solve problems involving percentages to determine portions, a rate, a whole unit, and increases and decreases--and how to apply these operations in business settings.

Ratios and Averages

Whether tracking profitability or portraying the rate of inventory consumption, knowledge of ratios and averages is indispensable in the business world. Using real-world scenarios, this course explains the concepts of ratio, proportion, and how to compare different kinds of numbers; and discusses simple, weighted, and moving averages.

Whole Numbers, Fractions, and Equations

What are whole numbers and how are they estimated? How are fractions used in mathematical operations? How do you find the unknown variable to solve an equation? The answers to questions like these are covered in this course on the building blocks of business math. Learners will review crucial terms, basic mathematical concepts, and how to apply concepts to the business environment.

Office Productivity

[Adding Multimedia and Animations to Presentations in PowerPoint 2007](#)

Microsoft's PowerPoint 2007 is one of the world's most widely used applications for creating presentations. Powerful, high-impact slide shows come to life with the addition of multimedia to your presentations. Engage your audience by keeping things lively and interactive with movie and sound clips, animated slide content, and slide transitions. This course will help you to make the most of all these features.

[Advanced Customization in Excel 2003](#)

This course will demonstrate how to customize Excel workbooks and the Excel 2003 application.

[Advanced Data Analysis in Excel 2003](#)

This course will help students carry out advanced data analysis using Excel 2003.

[Advanced Document Features in Word 2003](#)

This course will provide a detailed overview of the advanced document features available for use in Word 2003.

[Analyzing Data in Excel 2007](#)

This course covers advanced data analysis features, such as PivotTable and PivotChart reports, Goal Seek, Solver, scenarios, data tables, and OLAP.

[Basic Features of Excel 2003](#)

This course provides an overview of the basic features of Excel 2003.

[Campus to Corporate: Developing a Professional Image](#)

This course explains how you can show professionalism by your appearance and by following rules of conduct - for example, rules about using cell phones at work or about what you publish on social networking sites, even on your own time. It also offers guidance on the basics of how to communicate in a professional manner. Finally, it helps you recognize and avoid e-mail blunders that could diminish your professional image.

[Common Features in Microsoft Office XP](#)

This course will cover the common tools and features across Office XP applications.

[Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007](#)

This course demonstrates the Outlook 2007 search feature, Instant Search, which is used to locate and manipulate e-mail messages and other Outlook items. It also explores printing options using a variety of print styles. Lastly, RSS feeds will be discussed in depth, explaining how Outlook 2007 users can conveniently view content from multiple sources, such as news outlets or blogs, from a central location.

[Creating basic tables in Access 2010](#)

This course discusses how basic tables are built, including creating fields and defining data types and properties, and how to modify them. It also demonstrates the use of primary keys, masked input fields, and indexing, as well as creating validation rules for data.

[Creating Presentations using PowerPoint 2002](#)

This course instructs students on how to create presentations using PowerPoint 2002.

[Customizing, Running, and Broadcasting PowerPoint 2002 Presentations](#)

This course provides a description of the customization, running and broadcasting of PowerPoint presentations.

[Developing Good Time Management Habits](#)

Today we are often overwhelmed by the amount of paperwork that crosses our desks, or the number of e-mails that appear on our screens. To avoid this, you need to develop techniques for handling paperwork, telephone calls, and e-mails to maximize their value, and minimize their disruptive potential.

[Excel 2003 Formulas and Functions](#)

This course provides an overview of the calculation features in Excel 2003.

[Excel 2007 Formulas and Functions](#)

This course demonstrates how to create and edit formulas, use references and names, and work with tables in Excel 2007. Basic, logical, financial, and date functions are also covered.

[Formatting and Managing E-mail in Outlook 2007](#)

This course demonstrates how to use the various formatting features in Outlook, and also explores such e-mail message options as signatures and voting buttons, and how to use and work with attachments. In addition, the course demonstrates methods of organizing e-mail using an assortment of views and color-coding techniques.

[Formatting and Working with Text in Word 2010](#)

This course will teach you how to use the Font formatting options, as well as the Mini toolbar and Live Preview features. In addition, the creation and formatting of bulleted, numbered, and multilevel lists are demonstrated.

[Getting Started with Access 2003](#)

This course will teach students how to create and navigate an Access 2003 database.

[Getting Started with Access 2007](#)

This course will teach students how to plan and create a database in Access 2007.

[Getting Started with Excel 2007](#)

This course will help get you up-to-speed on the new features, and will introduce you to the basic features and functionality of Excel 2007.

[Getting Started with Excel 2010](#)

This course explores the new Office 2010 interface including the Ribbon menu and Backstage view and many other basics of Excel 2010, including opening the application, creating new spreadsheets, entering data and, AutoFill features.

[Getting Started with Microsoft Windows XP](#)

This course will explain the basic skills and configurations necessary to start using the Windows XP operating system.

[Getting Started with Outlook 2007](#)

This course addresses the basic features and functionality of Outlook 2007, including how to create e-mail messages, view and reply to incoming e-mails, and how to find information using Outlook 2007's basic Help features.

[Getting Started with Outlook 2010](#)

This course addresses the basic features and functionality of Outlook 2010, including an introduction to the redesigned interface, how to create e-mail messages, and view and reply to incoming e-mails.

[Getting Started with PowerPoint 2007](#)

This course shows how to create a new presentation from scratch, and also how to use layouts and views to make working with your presentation easy. It provides you with a solid introduction to the basic, must-know aspects of PowerPoint, and it shows you how to use PowerPoint's powerful help features.

[Getting Started with PowerPoint 2010](#)

This course provides an introduction to the main components of the PowerPoint 2010 interface. It covers opening and saving a presentation, working with slides, formatting text and text boxes, and using templates and themes to create professional looking presentations.

[Getting Started with Windows 7](#)

This course introduces the main features of Windows 7 and provides an overview of the desktop, including the taskbar and the Start menu. It also demonstrates how to manage files and folders using Windows Explorer and how to use Windows Search to locate files and folders on your computer.

[Getting Started with Word 2003](#)

This course will provide a basic introduction to Word 2003 and the features and tools used for creating and navigating documents in Word.

[Getting Started with Word 2007](#)

This course provides an introduction to Word 2007 and demonstrates how to navigate within the new user interface.

[Getting Started with Word 2010](#)

This course explores the basics of using Word 2010, including opening the application, creating new documents, and an introduction to the many tools that will help you create and edit your documents.

[Inserting Basic Charts in Excel 2010](#)

This course demonstrates how to effectively use and customize charts in Excel 2010; it explores available chart types and the best use of each type; and shows how to change the different elements of a chart to provide an effective visualization of your data.

[Intermediate Access 2002](#)

This course will provide an overview of the features and tools in Access 2002 for the intermediate end-user.

[Introduction to Access 2002](#)

This course will demonstrate the basic tools and features in Microsoft Access 2002.

[Introduction to Microsoft Office 2003](#)

The course shows how to open Office programs and use them to create files.

[Introduction to Queries in Access 2010](#)

Queries are used in Access 2010 to convert data into useful information and are an essential part of any database application. This course demonstrates how to create and modify a query in order to achieve specific results.

[Introduction to Reports in Access 2010](#)

Reports are used in Access 2010 to convert data into useful information and are an essential part of any database application. This course demonstrates the use of the Report Wizard, Blank Report, Report Design, and Labels. Also covered is how to add and bind controls, group and sort data, and perform calculations.

[Introduction to information security](#)

This course examines corporate security and how it affects end users, along with the best ways to secure your work environment, whether you work in an office, on the go, or at home. This course also examines security issues surrounding e-mail, the Internet, and social engineering.

[Managing Your E-mail](#)

This course introduces techniques for managing e-mail effectively. Tips for using folders and filters to organize e-mails for increased efficiency are addressed, and guidelines on what e-mails are OK to immediately delete are also covered. The course also provides direction on how to recover important information should you lose an e-mail.

[Moving and Getting Around in Excel 2010](#)

This course will show you how to move around the Excel interface using the various keys on the keyboard, such as the Home and End keys, and Ribbon commands. The course also covers the ways in which you can view and arrange workbooks and worksheets and use Excel's many Help features.

[Moving Around in Word 2010](#)

This course explores navigation features such as scrollbars and keyboard keys, along with built-in tools such as the new Navigation Pane. It also demonstrates how to use Word's Full Screen Reading view to page through a file as if it were a printed document, and how to use Word's Outline view to organize your document.

[New Features for End Users in Microsoft Office 2007](#)

This course will help users determine how to perform common tasks using Microsoft Office 2007 by learning about the key components of Office 2007's new interface.

[New Features for PowerPoint, Publisher, and Access in Office 2010](#)

This course covers the new features of PowerPoint 2010, Publisher 2010, and Access 2010 including changes to the interface and key functional improvements and enhancements.

[Organizing and Arranging Text in Word 2010](#)

This course explores how to format paragraphs in Word 2010, along with a variety of other useful formatting tools such as margins, indents and columns.

[Printing, Help, and Automated Formatting in Word 2003](#)

It describes how to use the Print, Help, and automated formatting features in Word.

[Printing, Help, and Automated Formatting in Word 2007](#)

It describes how to use the Print, Help, and automated formatting features in Word.

[Protecting and Sharing Excel 2007 Workbooks](#)

This course covers range, worksheet, and workbook protection, as well as tracking changes and merging workbooks in Excel 2007. Sharing workbooks, using Excel Services for collaboration, and publishing workbooks to SharePoint are also covered.

[QuickBooks Pro 2007: Fundamentals](#)

This course covers explains how to use QuickBooks for basic operations such as creating a company file, adding customers, vendors, accounts, and items to the company file. Basic aspects of QuickBooks Help are also covered.

[QuickBooks Pro 2007: Centers, Lists, and Forms](#)

This course introduces students to the Customer Center, Vendor Center, and Employee Center. Students learn to create item lists and forms, such as invoices, sales receipts, and purchase orders and how to protect and back up data.

[Quickbooks Pro 2007: Transactions and Reports](#)

This course introduces students to the process of managing banking and billing transactions in QuickBooks. It also introduces them to the concepts of payroll, and students learn to create reports and budgets using QuickBooks.

[QuickBooks Pro 2009: Getting Started](#)

This course provides an overview of the QuickBooks interface and explains how to use the interface for basic operations, such as creating a company file, and adding customers, vendors, accounts, and items to a company file.

[Reviewing and Printing in Excel 2007](#)

This course explores Excel 2007 reviewing features, such as spell-checking, translating, and using comments. Configuring entire workbooks, spreadsheets, and spreadsheet selections for printing, using the Page Layout view, and printing using the Office button are also covered.

[Saving, Sending, and Printing Excel 2010 Workbooks](#)

This course describes how to print and share worksheets in Excel.

[Saving, Sharing, and Printing in Word 2010](#)

This course explores Word 2010's features for saving and printing your documents.

[Social Networking for Users](#)

This course will focus on using social networking services in a business context, and will include a discussion on the services available, instruction on using services in a professional manner, and a discussion of potential issues arising from social networking usage in the workplace.

[Structuring, editing, saving, and opening documents in Word 2003](#)

This course demonstrates how to structure, edit, save, and open documents in Word.

[Structuring, Editing, Saving, and Opening Documents in Word 2007](#)

Word 2007 provides many options for structuring and editing documents which are complemented by a variety of editing tools. There are also options for saving documents that can be customized to suit your word processing needs.

[Structuring Word 2010 Documents](#)

This course describes how to use headings to restructure the outline of a document using the Navigation Pane. You will also learn how to add page numbers along with other structural components, such as page and sections breaks, headers, and footers.

[The New Office 2010 Interface, Word 2010, and Excel 2010](#)

This course examines the new features and enhancements of Microsoft Office 2010, focusing on the perspective of Microsoft Office 2003 users who are migrating to Microsoft Office 2010.

[Understanding the Risks of Using Internet Media and Electronic Communications](#)

This course provides background information to be considered in light of your own company's policies. You will learn about some generally accepted best practices for protecting your own and your company's best interests while using e-mail, instant messaging, text messaging, as well as other Internet technologies such as social networking sites and blogs.

[Using Basic Formulas in Excel 2010](#)

This course introduces the concepts and terminology associated with formulas, and demonstrates how to create and edit them, copy and paste them, and how to check for errors that can arise.

[Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007](#)

This course explores how to create and manage contacts, tasks, and notes. It also demonstrates how to customize the Outlook interface using Outlook Today, shortcuts, Favorite Folders, and the Navigation Pane.

[Using E-mail and Instant Messaging Effectively](#)

This course covers the basic requirements for using e-mail to communicate effectively. Specifically, you will be introduced to tried-and-true guidelines for e-mailing effectively, fundamental elements every e-mail should contain, and the importance of keeping e-mails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of e-mail.

[Using E-mail, the Internet, and Social Media Safely in a Corporate Environment](#)

This course examines the ethical use of E-mail, guidelines for using E-mail safely, and how to deal with issues as they arise. This course also examines social networking, social media, the proper use of the Internet at work, and the security issues that can arise from posting or discussing corporate information on social media sites.

[Using Queries and Reports in Access 2003](#)

This course will teach students how to create and modify queries and reports in Access 2003.

[Using the Calendar in Outlook 2007](#)

This course demonstrates how to customize the Outlook 2007 calendar using personalized views. It also demonstrates how to create and manage appointments, meetings, and events.

[Working with Documents in Word 2003](#)

This course will provide an overview of the document formatting, navigation, and recovery features in Word 2003.

[Working with Documents in Word 2007](#)

This course explains how to use Word 2007's Drawing Tools, including working with WordArt, AutoShapes, Pictures, Clip Art, and SmartArt. It also demonstrates the use of headers, footers, and page numbers as well as how to use document views available in Word 2007, and how to navigate using line numbers, and multiple windows.

[Working with Tables and Media Features in Word 2003](#)

Describes tables and media features in Word 2003.

[Working with text and paragraphs in Word 2003](#)

Demonstrates how to format text and organize paragraphs in Word.

[You and Your Time](#)

This course will help you to consider the activities that currently take up most of your time, and how you plan and log them. You will also be encouraged to consider the work-life balance to which you aspire, and what steps you could take to make this wish a reality.

Project Management

[Controlling Project Scope](#)

This course will highlight the importance of project scope management to project performance. Through interactive learning strategies and real-life scenarios, the learner will explore these concepts and gain a better understanding of the project management processes of the Scope Management knowledge area.

[Initiating a Project and Preparing the Project Plan](#)

This course will highlight the importance of project integration management to project performance. It will cover the project inputs, tools and techniques, and outputs of the following processes in the Project Integration Management knowledge area: Develop Project Charter, Develop Preliminary Project Scope Statement, and Develop Project Management Plan.

[Initiating and Planning a Project](#)

Initiating and Planning are crucial phases in developing and executing any successful project. Companies that are embarking on a new project initiative must assign people to gather facts and decide what exactly they want to produce and how they are going to produce it. This course examines which factors should weigh in during the project selection process and how to effectively plan a project from beginning to end.

[Managing a Project](#)

The factors of a successful project almost always end up depending on how much money and time is needed to create a product worthy of the customer. This course

will help you manage the constraints of time, money, and schedules, and how they relate to the overall quality of your project and product.

Project Closing

In this course, you will learn how to carry out many key project-closing activities.

Project Execution

Project execution is the phase during which the actual work of the project is carried out. This course will equip you with the various skills that you will need during project execution.

Project Integration: Executing and Completing a Project

This course highlights the importance of project integration management to project performance. It covers the inputs, tools and technologies, and outputs of the following integrative processes in project management: directing and managing project execution, monitoring and controlling project work, initiating integrated change control, and closing the project or project phase.

Project Management Fundamentals

This course will enable someone who is not a professional project manager to learn the fundamentals of project management so he/she will be able to manage projects related to his area of responsibility within the organization.

Project Management Professional Certification (PMP) 2005 Expert Live with Encore

This course provides Project Managers with the knowledge and skills needed to master the new PMBOK Guide Third Edition and attain the coveted Project Management Professional (PMP) certification.

Project Planning

This course will provide you with the fundamental skills you will require to plan a project's scope, schedule, and budget.

Transitioning into a Project Management Role

Many people find themselves thrust into a project management role with no formal training or experience. When this occurs, it is important to be prepared to deal with the significant changes in your role. Your responsibilities broaden from managing yourself to managing others, from short-term to long-term goals, and from tangible to

intangible issues. Time and experience will develop and refine your project management skills, but this course will prime you for the process of transitioning into a project management role. It will discuss the changes a new project manager may face, including the development of a successful project team.

Translating Requirements into Process Goals

The purpose of this course is to show you how to redefine customer quality requirements as measurable goals so they can drive process improvements.

Troubleshooting and Closing the Project

The factors that can affect a project are numerous and often hard to pinpoint. Conducting meetings and using advanced tools, such as formulas and graphs, allow the project manager to properly define the health or status of the project. This course outlines how to conduct effective meetings and presents some troubleshooting tools that can be used during the project life cycle. It also presents the information required to close the project, which is the last stage in project management.

Sales

Building a Winning Sales Team

This course presents information and tools that you can use to define your sales team and identify stages of sales team development. You'll discover where to look for qualified sales team candidates and what to look for in submitted resumes. Then you'll explore methods for conducting interviews and using a sales skills assessment tool to help you choose the best people for your sales team.

Conducting Effective Sales Research Meetings

In this course, you'll learn about bringing your research and communication skills together in strategic account sales (SAS) research meetings. You'll start by learning how to prepare for an effective research meeting. Next, you'll explore how to conduct research meetings to gather desired information. And finally, you'll learn how to close and follow up on your research meetings.

Motivating a Winning Sales Team

In this course, you'll learn how to keep sales teams motivated by creating a team identity, building team morale, and rewarding your team.

Professional Selling in the Knowledge Economy

Professional Sales in the Knowledge Economy will reacquaint you with the timeless principles of success, introduce you to the new laws driving the knowledge economy, and introduce you to the proven strategies that will position you for successful selling.

The Profession of Selling

This course will discuss important aspects of being a professional salesperson, and how life-long learning is vital to the professional salesperson.

The Retail Industry Overview

This course provides a high-level overview of the expanding retail industry, including its value chain, business models, and trends. The course also examines the business and regulatory issues and challenges facing the industry, and some of the successful solutions that leading retail companies are applying.

The Strategic Account Sales Approach

In this course, you'll learn about the strategic account sales (SAS) approach for successful sales. You'll start by gaining an understanding of the premises and strategy behind the approach. Then you'll learn how to select target accounts based on specific selection criteria and start the process of account planning.

The Territorial Account Sales Approach

In this course, you'll learn about the territorial account sales approach for successful sales. You'll start by gaining an understanding of the premises and strategy behind the approach. Then, you'll learn how to select target accounts based upon specific selection criteria and start the process of account planning.

Using Business Tools to Manage Sales Teams

This course will help you answer that question by providing you with effective business tools. The course includes the basics of the M3 management mode model, a tool that you can use to dramatically increase your success in leading the individual members of your team. In addition, this course offers you tools that you can use to plan and to manage your sales team's activities.

Utilities Industry

The Utilities Industry Overview

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the utilities industry, as well as strategies for meeting some of those challenges. It will identify the main sectors of the utilities industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry.

This course is aimed at consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the utilities industry

DC Circuit Theory

This one-hour course is designed to provide you with a basic understanding of DC Electrical Theory. It is also intended to enhance your understanding of the operation and design of DC circuits, components, and sources. You will learn about basic DC electrical terms, equations and theory, and solve problems involving resistance, voltage, and current. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to: define the following terms: Voltage, Volt, Current, Ampere, Resistance, and Ohm; describe Ohm's Law; solve problems using Ohm's Law; calculate the total resistance in a series circuit; and calculate the total resistance in a parallel circuit.

This course is aimed at personnel working with or around DC electrical distribution systems

Centrifugal Pumps--Types and Components Training

This course is designed to provide you with an overview of the basic classifications of centrifugal pumps in use today, as well as identify and describe the major components of this type of industrial pump. The primary objective of this training is to help you more fully understand the mechanical components and operating systems used at your facility. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to: state the purpose and functions of the following centrifugal pump components: impeller, volute, diffuser, packing, lantern ring, and wearing ring; identify centrifugal pump classifications; and identify major centrifugal pump components including: pump casing, pump shaft, impeller, volute, stuffing box, stuffing box gland, packing, lantern ring, impeller wearing ring, and pump casing wearing ring.

This course is meant for entry level, craft-skill technicians in manufacturing, petrochemical, and utilities industries.

[Introduction to Electricity](#)

The course content covers the concepts of electricity, current and electrical circuits. It also covers fundamentals of electric charge, potential energy, and units of measurement.

The course is aimed at individuals working with machinery, maintaining machinery or involved in maintenance.

[Applied Electricity](#)

The course content covers concepts on DC and AC electricity. It also covers content on conversion of energy and electrical safety.

The course is aimed at individuals working with machinery, maintaining machinery or involved in maintenance.

[AC Circuits](#)

The course content covers various aspects of AC circuits like AC theory, AC characteristics and Polyphase AC circuits & applications.

The course is aimed at individuals working with machinery, maintaining machinery or involved in maintenance.

[DC Circuits](#)

The course content covers analysis of various electric circuits and behavior of various types of components.

The course is aimed at individuals working with machinery, maintaining machinery or involved in maintenance.

[Blueprint Reading: General Print Reading](#)

This course covers orthographic projections, the different kinds of lines, and the basic math used in print reading. This course also includes the dimensions placed on drawings and various aspects about sectioning and tolerancing.

This course is aimed at individuals working with machinery, maintaining machinery, or involved in maintenance. It is directed at all those who need to develop marketable skills and a foundation for reading and interpreting drawings and for those who need to prepare technical and/or industrial sketches.

Blueprint Reading: Process and Instrumentation Drawings

This course will help read and interpret Process and Instrumentation Drawings ® (P&IDs). It also includes process control variables and systems, instrumentation devices and drawing elements, and guidelines for reading P&ID prints.

This series is aimed at individuals working with machinery, maintaining machinery, or involved in maintenance. It is directed at all those who need to develop marketable skills and a foundation for reading and interpreting drawings and for those who need to prepare technical and/or industrial sketches.

Blueprint Reading: Electrical Print Reading

The units in this course will cover tracing circuits, difference between serial and parallel circuits, elementary diagrams, control logic tracing, power system wiring, equipment location and specifications, and installation of PLC prints.

Target Audience

Individuals working with machinery or involved in maintenance of machinery.

Blueprint Reading: Mechanical Print Reading

This course covers general drawing information, tolerancing, dimensioning, and threads. It also covers welding and surface texture.

This course is aimed at individuals working with machinery, maintaining machinery, or involved in maintenance. It is directed at all those who need to develop marketable skills and a foundation for reading and interpreting mechanical drawings.

Electrical/Electronics: Motors and Transformers

Overview/Description

- Basic principles of DC motors
- Types of DC motors
- Controlling DC motors
- Basic principles of AC motors
- Types of AC motors
- Controlling AC motors
- Basic theory of transformers
- Types of transformers
- Ratings of transformers
- Maintenance of motors and transformers
- Mechanical troubleshooting of motors and transformers
- Electrical troubleshooting of motors and transformers

Target Audience

This course is valuable for electricians, mechanics and production personnel working with motors or transformers. Instruction covers theory, practical applications and troubleshooting skills.

Waste Management

Environmental Regulations Overview

This one-hour course provides an overview of the major environmental laws and regulations of our time and the specific standards that outline requirements to comply with them. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: define the purpose of the Toxic Substances Control Act (TSCA); specify the purpose of the Resource Conservation and Recovery Act (RCRA); specify the purpose of the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), also known as Superfund; specify the purpose of the National Environmental Policy Act (NEPA); and identify the intent of various laws.

Target Audience

Managers and supervisors of industry.

Hazardous Waste Generator (Awareness)

This one-hour course provides basic information on hazardous waste determination and characterization. In addition, this course describes the three types of Generator Status (Conditionally Exempt Small Quantity Generator, Small Quantity Generator, and Large Quantity Generator) along with applicable requirements. Generators must manage their hazardous waste per the RCRA regulations. Thus, accumulation, labeling, and other management requirements are described for both Satellite Accumulation Areas and 90-Day Accumulation Areas. Lastly, the importance of, and methods for, waste minimization and spill prevention and response are defined. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: identify and characterize all wastes, properly label and manage waste containers, use a manifest when RCRA waste is transported, properly dispose of hazardous waste, prepare waste generation reports, and maintain compliance records.

Target Audience

Personnel who as a part of their routine job duties generate, characterize, and/or accumulate hazardous waste.

Spill Prevention and Control

This course provides information about hazardous materials; spill control, and confinement methods. The intent of the course is to provide the learner with information about the safe handling, movement and storage of hazardous materials. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: define hazardous materials, recognize where spills are likely to occur, specify work practices that can prevent spills from occurring, define the goals of spill control, identify actions to take when responding to a spill of hazardous materials or waste, identify response procedures

for personnel who discover a spill, and define the terms "containment" and "confinement."

Target Audience

All persons who work in occupations having workplace hazards.

Spill Prevention Control and Countermeasure Plan

When petroleum products are accidentally spilled, they may damage the environment and pollute our waterways. A spill of only one gallon of oil can contaminate a million gallons of water. This 30-minute course will provide you with information on the prevention and countermeasures you should take should a spill occur. This training will also provide information on the components of a Spill Prevention Control and Countermeasure (SPCC) plan. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: describe the information found in a Spill Prevention Control and Countermeasure plan, recall spill reporting procedures, define guidelines for all oil-filled equipment, and list security requirements used to help prevent spills.

Target Audience

All personnel who work in petroleum product handling and storage.

Storm Water Pollution Prevention

This one-hour course describes the nature and occurrence of storm water pollution, its environmental effects, and ways to address this important water quality problem. Rainwater that enters a surface water body, by flowing either overland or through a storm sewer system, is called storm water or storm water runoff. Storm water runoff is one of the leading causes of pollution in rivers and lakes. Identifying sources of storm water pollution and keeping them from coming in contact with runoff is the best and most economical way to protect the quality of the nation's waters. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: describe common storm water pollutants, identify categories covered under National Pollutant Discharge Elimination, and discuss methods of preventing storm water pollution.

Target Audience

Personnel involved in activities that could positively or adversely affect storm water quality.

Universal Waste Rule Training

This one hour training gives an overview of the Universal Waste Rule. This rule provides generators with a more flexible approach for managing certain widely-generated, low-risk hazardous waste streams. The flexibility is intended to encourage resource conservation, as well as the diversion of universal wastes from landfills. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: describe the types of hazardous wastes that are designated as universal waste, and list the requirements for the participants under the Universal Waste Rule.

Target Audience

This course is intended for employers and employees who handle, transport, or store universal waste.

Used Oil Management

Failure to properly dispose of used oil is a serious, but little recognized, environmental problem. This one-hour course reviews the various regulatory requirements associated with used oil management primarily from a generator's perspective. The goal of this training is to provide you with an overview of the used oil management programs and explain the different regulatory scenarios that apply to used oil. The training also provides basic information for used oil handlers whose activities are regulated by the Used Oil Management Standards. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: describe what constitutes a used oil; indicate the regulatory path that must be followed based on specific used oil mixtures; discuss the regulatory requirements for used oil generators; state the used oil record-keeping, transporting, and recycling requirements; and summarize how used oil filters are managed.

Target Audience

Management and employees involved in the implementation and operation of used oil management programs.

Hot Work Permits

Hot work can be defined as any operation such as brazing, cutting, welding, grinding, soldering, or torching that can cause sparks or flames. While such work is necessary, the hazards associated can be minimized through an effective hot work permit program. This 30-minute course provides an overview of an OSHA-compliant hot work permit program, including the permit process, roles and responsibilities, and controls used to minimize the risk of fire. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: identify key elements of a hot work permit program, describe the primary roles and responsibilities of key personnel involved in a compliant hot work permit program, and recall controls used to minimize the risk of fire and injury during hot work operations.

Target Audience

All personnel involved in hot work operations.

Hazardous Material Management

This one-hour course discusses proper handling of chemicals in the workplace and actions that can be taken to protect the workers, the public, and the environment. It also covers the roles and responsibilities of those responding to events involving hazardous materials. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to: define hazardous materials, identify the factors that influence how spills are controlled, recognize where spills are likely to occur, identify possible responses to a release, specify potential outcomes of using inappropriate control methods, define the primary and secondary goals of spill control, define the terms "containment" and "confinement", specify the recommended procedures for spill and leak response, specify the proper steps to contain hazardous spills, specify confinement methods for solids, liquids, and gases, and define the roles and responsibilities of personnel who respond to emergencies involving hazardous materials.

Target Audience:

Regular hazardous waste site workers and managers.

Environmental Management Systems (EMS)

Historically, companies have managed their own environmental challenges in response to external pressure from government agencies, environmental interest groups, and citizens focusing mainly on regulatory compliance. Today, companies recognize the importance of sound environmental management practices that result in economic gain. The International Organization for Standardization (ISO) is a worldwide federation of national standards bodies. International standards covering environmental management are intended to provide organizations with the elements of an effective environmental management system (EMS) that can be integrated with other management requirements and help organizations achieve environmental and economic needs. The standards require that "each organization shall establish, document, implement, maintain, and continually improve an environmental management system in accordance with the requirements of the international standard and determine how it will fulfill these requirements." Additionally, all employees and contractors of ISO 14001 certified companies must be aware of the importance of conformance with the company's environmental policy, the roles and responsibilities associated with achieving conformance to the environmental policy (including preparedness and response requirements), and the potential consequences of departure from specified operating procedure.

In this course, learners will be introduced to the important concepts of EMS and find out how these apply to their own company's EMS.

Target Audience

All employees and contractors of companies that are, or are working toward becoming, ISO 14001 certified.

For more information, please visit:
<http://nationalice.org/>

