



Business Skills Courseware

Click ID for course description.

Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment	
Fundamentals of Lean and Six Sigma and their Applications	oper_36_a01_bs_enus
Six Sigma Project Selection, Roles, and Responsibilities	oper_36_a02_bs_enus
Six Sigma Strategic Planning and Deployment	oper_36_a03_bs_enus
Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures	
Impact on Stakeholders and Benchmarking for Six Sigma	oper_37_a01_bs_enus
Using Business and Financial Measures in Six Sigma	oper_37_a02_bs_enus
Six Sigma Black Belt (2015 BOK): Team Management	
Six Sigma Team Dynamics, Roles, and Success Factors	oper_38_a01_bs_enus
Six Sigma Team Facilitation and Leadership	oper_38_a02_bs_enus
Six Sigma Team Dynamics and Training	oper_38_a03_bs_enus
Six Sigma Black Belt (2015 BOK): Define	
Determining Requirements by Listening to the Voice of the Customer in Six Sigma	oper_39_a01_bs_enus
Six Sigma Business Case, Project Charter, and Tools	oper_39_a02_bs_enus
Six Sigma Black Belt (2015 BOK): Measure	
Process Flow Metrics and Analysis Tools for Six Sigma	oper_40_a01_bs_enus
Data Types, Sampling, Collection, and Measurement in Six Sigma	oper_40_a02_bs_enus
Six Sigma Measurement Systems and Metrology	oper_40_a03_bs_enus
Using Basic Statistics and Graphical Methods in Six Sigma	oper_40_a04_bs_enus
Probability and Probability Distributions in Six Sigma	oper_40_a05_bs_enus
Determining Process Performance and Capability in Six Sigma	oper_40_a06_bs_enus
Six Sigma Black Belt (2015 BOK): Analyze	
Measuring and Modeling Relationships between Variables in Six Sigma	oper_41_a01_bs_enus
Basics of Hypothesis Testing and Tests for Means in Six Sigma	oper_41_a02_bs_enus
Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma	oper_41_a03_bs_enus
Multivariate Tools and Nonparametric Tests in Six Sigma	oper_41_a04_bs_enus
FMEA and Other Nonstatistical Analysis Methods in Six Sigma	oper_41_a05_bs_enus
Six Sigma Black Belt (2015 BOK): Improve	
Understanding DOE and Planning Experiments in Six Sigma	oper_42_a01_bs_enus
Designing, Conducting, and Analyzing Experiments in Six Sigma	oper_42_a02_bs_enus
Lean Improvement Methods and Implementation Planning in Six Sigma	oper_42_a03_bs_enus
Six Sigma Black Belt (2015 BOK): Control	
Statistical Process Control (SPC) and Control Charts in Six Sigma	oper_43_a01_bs_enus

Using Lean Control Tools and Maintaining Controls in Six Sigma	oper_43_a02_bs_enus
Sustaining Six Sigma Improvements	oper_43_a03_bs_enus
Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)	
Common DFSS Methodologies, Design for X, and Robust Designs	oper_44_a01_bs_enus
Operations Management: Efficiency of Production	
Operations Management Functions and Strategies	oper_45_a01_bs_enus
Strategic Product and Service Management	oper_45_a02_bs_enus
Supply Chain Management Basics: Cutting Costs and Optimizing Delivery	oper_45_a03_bs_enus
Inventory Management: Aligning Inventory with Production and Demand	oper_45_a04_bs_enus
Optimizing Operations Using Demand Forecasting and Capacity Management	oper_45_a05_bs_enus
Understanding Lean Production	
Using Lean to Perfect Organizational Processes	oper_46_a01_bs_enus
Using Lean to Improve Flow and Pull	oper_46_a02_bs_enus
Using Lean to Reduce Waste and Streamline Value Flow	oper_46_a03_bs_enus
Applying Value Stream Mapping in Lean Business	oper_46_a04_bs_enus
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Six Sigma: Team Basics, Roles, and Responsibilities	apr_07_a02_bs_enus
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Six Sigma: Metrics	apr_07_a04_bs_enus
Six Sigma Yellow Belt - Define	
Six Sigma: Identifying Projects	apr_08_a01_bs_enus
Six Sigma: Project Management Basics	apr_08_a02_bs_enus
Six Sigma Yellow Belt - Measure	
Basic Six Sigma Statistics	apr_09_a01_bs_enus
Classifying and Collecting Data	apr_09_a02_bs_enus
Six Sigma Measurement System Analysis	apr_09_a03_bs_enus
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Lean Tools and FMEA	apr_10_a01_bs_enus
Data Analysis and Root Cause Analysis in Six Sigma	apr_10_a02_bs_enus
Six Sigma Correlation, Regression, and Hypothesis Testing	apr_10_a03_bs_enus
Six Sigma Yellow Belt - Improve and Control	
Six Sigma Techniques for Improvement	apr_11_a01_bs_enus
Six Sigma Control Tools and Documentation	apr_11_a02_bs_enus
Six Sigma Green Belt - Six Sigma and Organizational Strategy	
Organizational Goals and Six Sigma	apr_01_a01_bs_enus
Lean Principles in Six Sigma Projects	apr_01_a02_bs_enus
FMEA and Design for Six Sigma	apr_01_a03_bs_enus
Six Sigma Green Belt - Define	

Identifying Six Sigma Projects	apr_02_a01_bs_enus
Six Sigma Voice of the Customer	apr_02_a02_bs_enus
Six Sigma Project Management Essentials	apr_02_a03_bs_enus
Management and Planning Tools for Six Sigma	apr_02_a04_bs_enus
Six Sigma Performance Metrics	apr_02_a05_bs_enus
Team Dynamics and Performance for Six Sigma Projects	apr_02_a06_bs_enus
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Six Sigma Process Documentation and Analysis	apr_03_a01_bs_enus
Six Sigma Probability and Statistical Distributions	apr_03_a02_bs_enus
Six Sigma Data Classification, Sampling, and Collection	apr_03_a03_bs_enus
Six Sigma Statistics and Graphical Presentation	apr_03_a04_bs_enus
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Six Sigma Process and Performance Capability Measurement	apr_03_a06_bs_enus
Six Sigma Green Belt - Analyze	
Six Sigma Exploratory Data Analysis	apr_04_a01_bs_enus
Six Sigma Hypothesis Testing Fundamentals	apr_04_a02_bs_enus
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Six Sigma Green Belt - Improve	
Six Sigma Design of Experiments	apr_05_a01_bs_enus
Six Sigma Root Cause Analysis and Waste Elimination	apr_05_a02_bs_enus
Six Sigma Cycle-time Reduction and Kaizen Blitz	apr_05_a03_bs_enus
Six Sigma Green Belt - Control	
Six Sigma Statistical Process Control Basics	apr_06_a01_bs_enus
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Six Sigma Process Control Tools	apr_06_a03_bs_enus
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Managing for Operational Excellence	bs_aop47_a01_enus
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Enabling Business Process Improvement	bs_aop48_a01_enus
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Mentoring Six Sigma Green Belt (SSGB)	mntcssgb
Mentoring Six Sigma Yellow Belt (SSYB)	mntcssyb
Test Preps	
TestPrep Six Sigma Green Belt (SSGB)	oper_ssgb_a02_tp_enus
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Fundamentals of Business Planning	
Preparing and Implementing a Business Plan	ast_02_a01_bs_enus
Thinking Strategically and Managing Risk	
Thinking Strategically as a Manager	ast_01_a01_bs_enus

Using Strategic Thinking to Consider the Big Picture	ast_01_a02_bs_enu
Identifying Risks in Your Organization	ast_01_a03_bs_enu
Assessing Your Organization's Risks	ast_01_a04_bs_enu
Responding Effectively to Risks	ast_01_a05_bs_enu
Strategic Risk-taking	
Knowing When to Take Strategic Risks	bs_arm01_a01_enu
The Quality Management of Data	
Finding the Quality in Your Data	bs_apd25_a01_enu
Big Data Basics	
Big Data Fundamentals	aba_01_a01_bs_enu
Big Data Interpretation	aba_01_a02_bs_enu
Essential Marketing Strategies	
The Basics of Marketing	mkt_05_a01_bs_enu
The People and Planning in Marketing	mkt_05_a02_bs_enu
Product, Pricing, and Promotion in the Marketing Mix	mkt_05_a03_bs_enu
Distribution and E-Marketing Ethics in the Marketing Mix	mkt_05_a04_bs_enu
Competitive Marketing Strategies: Analyzing Your Organization	mkt_05_a05_bs_enu
Essentials of Public Relations	
Strategies for the Modern Public Relations Professional	amk_01_a01_bs_enu
Writing Skills for Public Relations	amk_01_a02_bs_enu
Marketing in the Digital Age	
Reaching Customers Digitally	amk_02_a01_bs_enu
Helping Customers Find You	amk_02_a02_bs_enu
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Accounting for Non-Financial Professionals	
Basic Accounting Concepts for Non-financial Professionals	fin_08_a01_bs_enu
Basic Budgeting for Non-financial Professionals	fin_08_a02_bs_enu
Comprehending Financials: A Guide to Financial Statements	fin_08_a03_bs_enu
Financial Statement Analysis for Non-financial Professionals	fin_08_a04_bs_enu
Accounting Basics	
Key Accounting Concepts and Principles	fin_09_a01_bs_enu
Recording, Posting, and Balancing the Books	fin_09_a02_bs_enu
Preparing Financial Statements and Closing Accounts	fin_09_a03_bs_enu
Accounting for Stock Transactions	fin_09_a04_bs_enu
Cost Consciousness in the Workplace	
Focusing on the Bottom Line as an Employee	afn_01_a01_bs_enu
Managing with a Cost-control Mindset	afn_01_a02_bs_enu
SHRM-CP/SCP: HR Competencies	
HR Competencies: Leadership and Ethical Practice	hr_17_a01_bs_enu

HR Competencies: Business Acumen and Relationship Management	hr_17_a02_bs_enu
HR Competencies: Consultation and Critical Evaluation	hr_17_a03_bs_enu
HR Competencies: Global and Cultural Effectiveness and Communication	hr_17_a04_bs_enu
SHRM-CP/SCP: Management of People	
Management of People: Talent Acquisition and Retention	hr_18_a01_bs_enu
Management of People: Employee Engagement	hr_18_a02_bs_enu
Management of People: Learning and Development	hr_18_a03_bs_enu
Management of People: Total Rewards	hr_18_a04_bs_enu
SHRM-CP/SCP: Organization and the HR Function	
Organization and HR: Structure of the HR Function	hr_19_a01_bs_enu
Organization and HR: Organizational Effectiveness and Development	hr_19_a02_bs_enu
Organization and HR: Workforce Management and Using Technology and	hr_19_a03_bs_enu
Organization and HR: Employee Relations	hr_19_a04_bs_enu
SHRM-CP/SCP: Workplace Management and HR	
Workplace Management: Global HR, Diversity, and Inclusion	hr_20_a01_bs_enu
Workplace Management: Risk Management	hr_20_a02_bs_enu
Workplace Management: Corporate Social Responsibility	hr_20_a03_bs_enu
Workplace Management: Employment Laws and Regulations	hr_20_a04_bs_enu
SHRM-CP/SCP: HR Strategy Management	
Human Resource Strategy Management: Strategic Planning	hr_21_a01_bs_enu
Human Resource Strategy Management: Business and HR Strategy	hr_21_a02_bs_enu
SHRM- SCP: HRM for Senior HR Professionals	
Advanced HR Management: Competencies for Senior HR Professionals Par	hr_22_a01_bs_enu
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Advanced Human Resources Management: People and Organization	hr_22_a03_bs_enu
Advanced Human Resources Management: Workplace and HR Strategy	hr_22_a04_bs_enu
Recruiting, Screening, and Onboarding Effectively	
Ensuring Onboarding Success	ahr_01_a03_bs_enu
Hitting the Recruitment Bull's-eye	ahr_01_a01_bs_enu
Applicant Screening: The First Step in Hiring the Best	ahr_01_a02_bs_enu
Transformational HR and Talent Management	
Planning for Skills Needs and Managing Performance	ahr_02_a01_bs_enu
Building Career Development Programs and Succession Planning	ahr_02_a02_bs_enu
Implementing Transformational HR	ahr_02_a03_bs_enu
Individual Behavior in Organizations	ahr_02_a04_bs_enu
Effective Hiring Practices	
Conducting an Effective Hiring Interview	bs_ald11_a01_enu
Crisis Management	
Managing in a Crisis	bs_ald09_a01_enu

Professional in Human Resources Exam Prep

TestPrep Professional in Human Resources (PHR)	bs_phr_a01_tp_enus
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Test Preps

TestPrep Senior Professional in Human Resources (SPHR)	bs_sphr_a01_tp_enus
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Mentoring Assets

Mentoring Senior Professional in Human Resources (SPHR)	mntsphr
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Administrative Support: Secrets to Success

Administrative Support: Developing Your Essential Skills	aad_01_a01_bs_enus
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Administrative Support: Working in Partnership with Your Boss	aad_01_a02_bs_enus
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Administrative Support: Interacting Effectively with Colleagues	aad_01_a03_bs_enus
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Administrative Support: Projecting a Positive Professional Image	aad_01_a04_bs_enus
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First Time Manager Essentials

The Reality of Being a First-time Manager	amg_01_a01_bs_enus
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Facing Challenges as a First-time Manager	amg_01_a02_bs_enus
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Managing Employee Performance

Keeping Top Performers Challenged	amg_03_a01_bs_enus
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Planning an Effective Performance Appraisal	amg_03_a02_bs_enus
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Creating a Plan for Performance Management	amg_03_a03_bs_enus
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Detecting and Dealing with Performance Problems	amg_03_a04_bs_enus
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Advanced Management Techniques

Gauging Your Organization's High-performing Potential	amg_04_a01_bs_enus
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Managing for Cross-functionality	amg_04_a02_bs_enus
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Managing Your Company's Talent	amg_04_a03_bs_enus
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Managing the Unique Needs of Experts	amg_04_a04_bs_enus
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Fostering Mentoring Relationships	amg_04_a05_bs_enus
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Leveraging Key Management Techniques

Effectively Directing and Delegating as a Manager	amg_02_a01_bs_enus
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Managing Employee Development	amg_02_a02_bs_enus
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Facing the Management Challenges of Difficult Behavior and Diverse Team	amg_02_a03_bs_enus
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Being a Fair and Caring Manager	amg_02_a04_bs_enus
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Managing a Multigenerational Workforce

Maintaining a Cohesive Multigenerational Workforce	amg_05_a01_bs_enus
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Managing Multigenerational Employees	amg_05_a02_bs_enus
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Managing in Difficult Times

Being an Effective Manager When Times Are Tough	amg_06_a01_bs_enus
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Managing Motivation during Organizational Change	amg_06_a02_bs_enus
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How to Manage Difficult Conversations	amg_06_a03_bs_enus
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Achieving Success through Delegation

Choosing and Preparing Your Delegate	amg_08_a01_bs_enus
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Getting What You Expect from Your Delegate	amg_08_a02_bs_enus
Taking Your Team to the Next Level with Delegation	amg_08_a03_bs_enus
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Management & Leadership Essentials	ast_02_a01_fe_enus
Empowering Employees	
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Strategies for Managing Technical Teams	bs_ald08_a01_enus
Coaching to Drive Success	
Coaching Techniques That Inspire Coachees to Action	bs_amg09_a01_enus
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Being a Responsible Corporate Digital Citizen	bs_apd24_a01_enus
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Audience and Purpose in Business Writing	comm_51_a01_bs_enus
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Keeping Business Calls Professional	acm_03_a01_bs_enus
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Getting the Details Right: Spelling Basics	acm_04_a02_bs_enus
Abbreviating, Capitalizing, and Using Numbers	acm_04_a03_bs_enus
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Planning an Effective Presentation	acm_05_a01_bs_enus
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Trust Building through Effective Communication	acm_07_a03_bs_enus
Choosing the Right Interpersonal Communication Method to Make Your Pr	acm_07_a04_bs_enus
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Listening Even When it's Difficult to Listen	acm_14_a01_bs_enus
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Navigating Your Own Emotions	acm_13_a01_bs_enus
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Perseverance at Work	
Forging Ahead with Perseverance and Resilience	pe_03_a01_bs_enus
Reaching Goals Using Perseverance and Resilience	pe_03_a02_bs_enus
Building, Rebuilding and Sustaining Trust	
The Building Blocks of Building Trust	pe_04_a01_bs_enus
Improving Your Work/Life Balance	
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Staying Balanced in a Shifting World	pd_30_a02_bs_enus
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Organizations Change So Get Ready	pd_31_a01_bs_enus
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Improving Your Personal Productivity	
Organize Your Physical and Digital Workspace	pd_32_a01_bs_enus
Avoid Procrastination by Getting Organized Instead	pd_32_a02_bs_enus
Maximize Your Productivity by Managing Time and Tasks	pd_32_a03_bs_enus
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Becoming an Accountable Professional	pe_05_a01_bs_enus
Becoming Your Own Best Boss	pe_05_a02_bs_enus
Becoming More Professional through Business Etiquette	pe_05_a03_bs_enus
Developing a Personal Accountability Framework	pe_05_a04_bs_enus
360 Degree Relationships	
Cultivating Relationships with Your Peers	apd_04_a01_bs_enus
Building Your Professional Network	apd_04_a02_bs_enus
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Diversity on the Job	
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Performing Under Pressure	
Managing Pressure and Stress to Optimize Your Performance	apd_07_a01_bs_enus
Managing Your Career	
Developing a Plan to Further Your Career	apd_03_a01_bs_enus
Getting Your Career on the Right Track	apd_03_a02_bs_enus
Using Performance Appraisals to Advance Your Career	apd_03_a03_bs_enus

Business Ethics Essentials	
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Public Speaking Strategies	
Writing and Preparing an Effective Speech	apd_06_a01_bs_enu
Conquering the Challenges of Public Speaking	apd_06_a02_bs_enu
Creativity in the Workplace	
Unleashing Personal and Team Creativity	apd_02_a01_bs_enu
Verifying and Building on Creative Ideas	apd_02_a02_bs_enu
Time Management	
Aligning Goals and Priorities to Manage Time	apd_08_a01_bs_enu
Make the Time You Need: Get Organized	apd_08_a02_bs_enu
The Art of Staying Focused	apd_08_a03_bs_enu
Discovering Your Strengths	
Uncovering and Utilizing Your Talents and Skills	apd_10_a01_bs_enu
Self-improvement for Lifelong Success	apd_10_a02_bs_enu
Establishing Self-confidence for Life	apd_10_a03_bs_enu
Overcoming Procrastination	
Procrastination: Admitting it is the First Step	apd_11_a01_bs_enu
Beating Procrastination by Boosting Your Creativity and Drive	apd_11_a02_bs_enu
Improving Your Memory	
Improving Your Memory Skills	apd_12_a01_bs_enu
Improving Your Reading Speed	
Improving Your Reading Speed and Comprehension	apd_13_a01_bs_enu
Unconscious Bias	
Understanding Unconscious Bias	apd_14_a01_bs_enu
Overcoming Your Own Unconscious Biases	apd_14_a02_bs_enu
Overcoming Unconscious Bias in the Workplace	apd_14_a03_bs_enu
Facing Problems and Making Decisions	
Getting to the Root of a Problem	apd_15_a01_bs_enu
Defining Alternative Solutions to a Problem	apd_15_a02_bs_enu
Choosing and Using the Best Solution	apd_15_a03_bs_enu
Developing Your Critical Thinking Skills	
Confronting Your Assumptions	apd_17_a01_bs_enu
Investigating Arguments	apd_17_a02_bs_enu
Reaching Sound Conclusions	apd_17_a03_bs_enu
Creating Lasting Organizational Change	
Facilitating Sustainable Change	apd_18_a01_bs_enu
Moving Forward with Change Planning	apd_18_a02_bs_enu
Making Change Stick	apd_18_a03_bs_enu

Growth Mindset		
Developing a Growth Mind-set		bs_ast03_a01_enus
Mentor Relationships		
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