



Business Skills Courseware

Click ID below 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
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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
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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
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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
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Six Sigma Yellow Belt - Measure	
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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
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Six Sigma Techniques for Improvement	apr_11_a01_bs_enus

Six Sigma Control Tools and Documentation	apr_11_a02_bs_enu
Six Sigma Green Belt - Six Sigma and Organizational Strategy	
Organizational Goals and Six Sigma	apr_01_a01_bs_enu
Lean Principles in Six Sigma Projects	apr_01_a02_bs_enu
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Identifying Six Sigma Projects	apr_02_a01_bs_enu
Six Sigma Voice of the Customer	apr_02_a02_bs_enu
Six Sigma Project Management Essentials	apr_02_a03_bs_enu
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Six Sigma Data Classification, Sampling, and Collection	apr_03_a03_bs_enu
Six Sigma Statistics and Graphical Presentation	apr_03_a04_bs_enu
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Six Sigma Design of Experiments	apr_05_a01_bs_enu
Six Sigma Root Cause Analysis and Waste Elimination	apr_05_a02_bs_enu
Six Sigma Cycle-time Reduction and Kaizen Blitz	apr_05_a03_bs_enu
Six Sigma Green Belt - Control	
Six Sigma Statistical Process Control Basics	apr_06_a01_bs_enu
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Managing for Operational Excellence	
Managing for Operational Excellence	bs_aop47_a01_enu
Embracing Agile at Scale	bs_aop47_a02_enu
Business Process Improvement	
Enabling Business Process Improvement	bs_aop48_a01_enu
Vendor Management	
Vendor Management for Technology Professionals	bs_aop49_a01_enu
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_enus
Identifying Risks in Your Organization	ast_01_a03_bs_enus
Assessing Your Organization's Risks	ast_01_a04_bs_enus
Responding Effectively to Risks	ast_01_a05_bs_enus
Strategic Risk-taking	
Knowing When to Take Strategic Risks	bs_arm01_a01_enus
The Quality Management of Data	
Finding the Quality in Your Data	bs_apd25_a01_enus
Big Data Basics	
Big Data Fundamentals	aba_01_a01_bs_enus
Big Data Interpretation	aba_01_a02_bs_enus
Essential Marketing Strategies	
The Basics of Marketing	mkt_05_a01_bs_enus
The People and Planning in Marketing	mkt_05_a02_bs_enus
Product, Pricing, and Promotion in the Marketing Mix	mkt_05_a03_bs_enus
Distribution and E-Marketing Ethics in the Marketing Mix	mkt_05_a04_bs_enus
Competitive Marketing Strategies: Analyzing Your Organization	mkt_05_a05_bs_enus
Essentials of Public Relations	
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Basic Accounting Concepts for Non-financial Professionals	fin_08_a01_bs_enus
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Key Accounting Concepts and Principles	fin_09_a01_bs_enus
Recording, Posting, and Balancing the Books	fin_09_a02_bs_enus
Preparing Financial Statements and Closing Accounts	fin_09_a03_bs_enus
Accounting for Stock Transactions	fin_09_a04_bs_enus
Cost Consciousness in the Workplace	
Focusing on the Bottom Line as an Employee	afn_01_a01_bs_enus

Managing with a Cost-control Mindset	afn_01_a02_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_enu
Administrative Support: Secrets to Success	
Administrative Support: Developing Your Essential Skills	aad_01_a01_bs_enu
Administrative Support: Working in Partnership with Your Boss	aad_01_a02_bs_enu
Administrative Support: Interacting Effectively with Colleagues	aad_01_a03_bs_enu
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First Time Manager Essentials	
The Reality of Being a First-time Manager	amg_01_a01_bs_enu
Facing Challenges as a First-time Manager	amg_01_a02_bs_enu
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Keeping Top Performers Challenged	amg_03_a01_bs_enu
Planning an Effective Performance Appraisal	amg_03_a02_bs_enu
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Detecting and Dealing with Performance Problems	amg_03_a04_bs_enu
Advanced Management Techniques	
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Managing Your Company's Talent	amg_04_a03_bs_enu
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Fostering Mentoring Relationships	amg_04_a05_bs_enu
Leveraging Key Management Techniques	
Effectively Directing and Delegating as a Manager	amg_02_a01_bs_enu
Managing Employee Development	amg_02_a02_bs_enu

Facing the Management Challenges of Difficult Behavior and Diverse Teams	amg_02_a03_bs_enus
Being a Fair and Caring Manager	amg_02_a04_bs_enus
Managing a Multigenerational Workforce	
Maintaining a Cohesive Multigenerational Workforce	amg_05_a01_bs_enus
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Management & Leadership Essentials	ast_02_a01_fe_enus
Empowering Employees	
Taking Action to Empower Employees	bs_ald12_a01_enus
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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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Mastering Key Leadership Competencies	bs_ald20_a02_enus
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Product Management: Building a Product Strategy	bs_apm01_a02_enus
Product Management: Metrics for Product Managers	bs_apm01_a03_enus
Product Management: An Overview	bs_apm01_a01_enus
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Product Management: Building a Product Roadmap and Agile Product Management	bs_apm01_a04_enus
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Product Management: Communication for Product Managers	bs_apm01_a08_enus
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Influence Others with Political Savvy	comm_42_a03_bs_enu
Working with Difficult People	
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Difficult People: Strategies to Keep Everyone Working Together	comm_46_a03_bs_enu
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Using Communication Strategies to Bridge Cultural Divides	comm_48_a02_bs_enu
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Keeping Business Calls Professional	acm_03_a01_bs_enu
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Making the Most of Your Presentations

Planning an Effective Presentation	acm_05_a01_bs_enus
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Skills for Communication Success

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Making an Impact with Non-verbal Communication	acm_07_a02_bs_enus
Trust Building through Effective Communication	acm_07_a03_bs_enus
Choosing the Right Interpersonal Communication Method to Make Your Point	acm_07_a04_bs_enus
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Developing Your Listening Skills

Listening Even When it's Difficult to Listen	acm_14_a01_bs_enus
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Developing Effective Negotiation Skills

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Navigating Your Own Emotions	acm_13_a01_bs_enus
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Polishing Your Feedback Skills	acm_15_a01_bs_enus
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Communicating Tactfully and Diplomatically

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Storytelling Basics

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Writing Skills for Technical Professionals

Improving Your Technical Writing Skills	acm_06_a01_it_enus
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Effective Communication

Communicating with Confidence	bs_acm18_a01_enus
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Note-taking Skills

Taking Effective and Professional Notes	bs_acm19_a01_enus
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Technical Communication Skills

Proven Techniques for Technical Communication	bs_acm22_a01_enus
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Managing Conflict in the Workplace

Confronting Workplace Conflict	bs_acm20_a01_enus
Resolving Workplace Conflict	bs_acm20_a02_enus
Communicating to Stakeholders	
Effective Stakeholder Communications for IT Professionals	bs_acm23_a01_enus
Business Storytelling	
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Forging Ahead with Perseverance and Resilience	pe_03_a01_bs_enus
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The Building Blocks of Building Trust	pe_04_a01_bs_enus
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Take a Deep Breath and Manage Your Stress	pd_30_a03_bs_enus
Navigating through Organizational Change	
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360 Degree Relationships	
Cultivating Relationships with Your Peers	apd_04_a01_bs_enus
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Diversity on the Job	
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Your Role in Workplace Diversity	apd_01_a02_bs_enus
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_enu
Using Performance Appraisals to Advance Your Career	apd_03_a03_bs_enu
Business Ethics Essentials	
Developing Your Business Ethics	apd_05_a01_bs_enu
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
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Make the Time You Need: Get Organized	apd_08_a02_bs_enu
The Art of Staying Focused	apd_08_a03_bs_enu
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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	
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Improving Your Reading Speed	
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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
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Moving Forward with Change Planning	apd_18_a02_bs_enus
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Growth Mindset	
Developing a Growth Mind-set	bs_ast03_a01_enus
Mentor Relationships	
Finding and Nurturing a Mentor Relationship	bs_apd22_a01_enus
Dealing with Setbacks	
Learning from Failure	bs_apd19_a01_enus
Digital Economy Skills	
Keeping Your Skillset Current in the Digital Economy	bs_apd23_a01_enus
Difficult Boss Relationships	
A Difficult Boss Doesn't Have to Be a Difficult Problem	bs_apd26_a01_enus
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Taking the Lead with Workplace Motivation and Engagement	bs_apd27_a01_enus
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Be Liked and Respected in the Workplace	bs_apd29_a01_enus
Adopting Systems Thinking	
Solve Problems Using Systems Thinking in the Workplace	bs_apd30_a01_enus
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Ethics and Project Management	apj_12_a01_bs_enus
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Agile Principles and Methodologies	apj_13_a01_it_enus
Agile Project Planning	apj_13_a02_it_enus
Agile Project Scheduling and Monitoring	apj_13_a03_it_enus
Agile Stakeholder Engagement and Team Development	apj_13_a04_it_enus
Agile Key Exam Concepts	apj_13_a05_it_enus
CompTIA Project+ PK0-004	
Project Selection and Initiation	ib_prop_a01_it_enus
Scope, Schedule and Cost Planning	ib_prop_a02_it_enus
Resource and Risk Planning	ib_prop_a03_it_enus
Communication, Changes, and Documentation	ib_prop_a04_it_enus
Controlling Project Work and Closing	ib_prop_a05_it_enus
Planning and Controlling the Project Schedule	ib_prop_a06_it_enus
Project Management Practical Exercises	ib_prop_a07_it_enus

Quality and Procurement Planning	ib_prop_a08_it_enus
Project Planning Documents	ib_prop_a09_it_enus
Project Documents and Terminology	ib_prop_a10_it_enus
Project Management for All	
New Project Manager Essentials	bs_apj15_a07_enus
Defining a Project Scope and Team	bs_apj15_a08_enus
Creating a Project Schedule and Budget	bs_apj15_a09_enus
Managing a Project to Minimize Risk and Maximize Quality	apj_15_a04_bs_enus
Navigating through Changes and Conflicts in Projects	apj_15_a05_bs_enus
Taking Final Steps to Bring a Project to its Close	apj_15_a06_bs_enus
Project Integration (PMBOK® Guide Sixth Edition)	
Project Initiation and Planning (PMBOK® Guide Sixth Edition)	apj_17_a01_bs_enus
Managing Project Work (PMBOK® Guide Sixth Edition)	apj_17_a02_bs_enus
Project Changes and Closing (PMBOK® Guide Sixth Edition)	apj_17_a03_bs_enus
Capturing, Analyzing, and Using Project Lessons Learned	apj_17_a04_bs_enus
Strategically Focused Project Management	apj_17_a05_bs_enus
Project Scope (PMBOK® Guide Sixth Edition)	
Plan and Define Project Scope (PMBOK® Guide Sixth Edition)	apj_18_a01_bs_enus
Create Work Breakdown Structure (PMBOK® Guide Sixth Edition)	apj_18_a02_bs_enus
Validate and Control Scope (PMBOK® Guide Sixth Edition)	apj_18_a03_bs_enus
Project Schedule (PMBOK® Guide Sixth Edition)	
Define and Sequence Activities (PMBOK® Guide Sixth Edition)	apj_19_a01_bs_enus
Develop the Project Schedule (PMBOK® Guide Sixth Edition)	apj_19_a02_bs_enus
Control the Project Schedule (PMBOK® Guide Sixth Edition)	apj_19_a03_bs_enus
Project Cost (PMBOK® Guide Sixth Edition)	
Creating a Project Budget (PMBOK® Guide Sixth Edition)	apj_20_a01_bs_enus
Keeping Your Project on Budget (PMBOK® Guide Sixth Edition)	apj_20_a02_bs_enus
Project Quality (PMBOK® Guide Sixth Edition)	
Planning Quality Management (PMBOK® Guide Sixth Edition)	apj_21_a01_bs_enus
Manage and Control Quality (PMBOK® Guide Sixth Edition)	apj_21_a02_bs_enus
Quality Methodologies and Standards for Project Management	apj_21_a03_bs_enus
Resource Management (PMBOK® Guide Sixth Edition)	
Plan and Acquire Resources (PMBOK® Guide Sixth Edition)	apj_22_a01_bs_enus
Develop and Manage Resources (PMBOK® Guide Sixth Edition)	apj_22_a02_bs_enus
Communications (PMBOK® Guide Sixth Edition)	
Plan and Manage Communications (PMBOK® Guide Sixth Edition)	apj_23_a01_bs_enus
Monitor Project Communications (PMBOK® Guide Sixth Edition)	apj_23_a02_bs_enus
Project Risk (PMBOK® Guide Sixth Edition)	
Planning Risk Management (PMBOK® Guide Sixth Edition)	apj_24_a01_bs_enus

Identifying Risk (PMBOK® Guide Sixth Edition)	apj_24_a02_bs_enu
Analyzing Risk (PMBOK® Guide Sixth Edition)	apj_24_a03_bs_enu
Responding to Risk (PMBOK® Guide Sixth Edition)	apj_24_a04_bs_enu
Project Procurement (PMBOK® Guide Sixth Edition)	
Procurement Planning (PMBOK® Guide Sixth Edition)	apj_25_a01_bs_enu
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Project Stakeholders (PMBOK® Guide Sixth Edition)	
Planning Stakeholder Engagement (PMBOK® Guide Sixth Edition)	apj_26_a01_bs_enu
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Project Management (PMBOK® Guide Sixth Edition)	
Project Management Introduction (PMBOK® Guide Sixth Edition)	apj_28_a01_bs_enu
Project Fundamentals (PMBOK® Guide Sixth Edition)	apj_28_a02_bs_enu
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PRINCE2® - Foundation (2017 Update)	
PRINCE2® Project Management Overview (2017 Update)	apj_29_a01_bs_enu
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PRINCE2® Start, Direct, and Initiate Projects (2017 Update)	apj_29_a04_bs_enu
PRINCE2® Control, Manage, and Close Projects (2017 Update)	apj_29_a05_bs_enu
Adopting PRINCE2® for your Project Environment (2017 Update)	apj_29_a06_bs_enu
Optimizing Performance on a Team	
Being an Effective Team Member	atm_02_a01_bs_enu
Strategies for Building a Cohesive Team	atm_02_a02_bs_enu
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Handling Team Conflict	atm_01_a04_bs_enu
Leading a Cross-functional Team	atm_01_a05_bs_enu
Making a Pitch	
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Virtual Teams	
Contributing as a Virtual Team Member	bs_atm04_a01_enu
Key Business Analysis Concepts (BABOK® v3)	
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The BA Planning and Monitoring Knowledge Area	aba_02_a02_bs_enu

The BA Elicitation and Collaboration Knowledge Area	aba_02_a03_bs_enu
The Requirements Life Cycle Management Knowledge Area	aba_02_a04_bs_enu
The Strategy Analysis Knowledge Area	aba_02_a05_bs_enu
RADD Knowledge Area: Part 1	aba_02_a06_bs_enu
RADD Knowledge Area: Part 2	aba_02_a07_bs_enu
The Solution Evaluation Knowledge Area	aba_02_a08_bs_enu
Certified Business Analysis Professional	aba_02_a01_fe_enu
Effective Business Analysis Techniques (BABOK®v3)	
Business Analysis Analytical Techniques	aba_03_a01_bs_enu
Business Analysis Activities and Tools	aba_03_a02_bs_enu
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Key Business Analysis Competencies (BABOK®v3)	
Personal Skills for Effective Business Analysis	aba_04_a01_bs_enu
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Sales Foundations	
Prospecting: Panning for Sales Gold	asl_01_a01_bs_enu
The Discovery Meeting: Starting Off on the Right Foot	asl_01_a02_bs_enu
The Value Proposition: Getting Your Pitch Right	asl_01_a03_bs_enu
Turning Objection into Opportunity during a Sales Call	asl_01_a04_bs_enu
Negotiating Well and Going for the Close	asl_01_a05_bs_enu
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)	
ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	ib_iosb_a01_it_enu
ITIL® 2011 Edition OSA: Introduction to Event Management	ib_iosb_a02_it_enu
ITIL® 2011 Edition OSA: Introduction to Incident Management	ib_iosb_a03_it_enu
ITIL® 2011 Edition OSA: Incident Management Interactions	ib_iosb_a04_it_enu
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	ib_iosb_a05_it_enu
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ITIL® 2011 Edition OSA: Introduction to Problem Management	ib_iosb_a07_it_enu
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	ib_iosb_a08_it_enu
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ITIL® 2011 Edition OSA: Function Activities	ib_iosb_a13_it_enu
ITIL® 2011 Edition OSA: Technology and Implementation Considerations	ib_iosb_a14_it_enu

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Customer Service Skills	
Interacting with Customers	acs_02_a01_bs_enus
Communicating Effectively with Customers	acs_02_a02_bs_enus
Controlling Conflict, Stress, and Time in a Customer Service Environment	acs_02_a03_bs_enus
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Essentials of Customer Service	
Rapport Building in Customer Service	acs_03_a01_bs_enus
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ITIL® 2011 Foundation	
Overview of the ITIL® Service Lifecycle	acs_01_a01_it_enus
ITIL® Service Strategy Concepts	acs_01_a02_it_enus
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ITIL® Service Transition Concepts and Processes	acs_01_a06_it_enus
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ITIL® 4 Foundation: Introduction	it_acs04_01_enus
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Customer Focus	
Embracing a Customer-obsessed Mentality	bs_acs05_a01_enus
Industry Overviews	
The Telecommunications Industry Overview: Version 4	indo_01_a11_bs_enus

The Health Care Industry Overview: Version 4	indo_01_a12_bs_enus
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