



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
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
Six Sigma Yellow Belt - Six Sigma Fundamentals	
Six Sigma and Lean: Foundations and Principles	apr_07_a01_bs_enus
Six Sigma: Team Basics, Roles, and Responsibilities	apr_07_a02_bs_enus
Six Sigma: Quality Tools	apr_07_a03_bs_enus
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
Six Sigma Yellow Belt - Analyze	
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
Six Sigma Green Belt - Measure	
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
Six Sigma Measurement Systems Analysis	apr_03_a05_bs_enus
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
Six Sigma Hypothesis Tests for Variances and Proportions	apr_04_a03_bs_enus
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
Six Sigma Control Charts	apr_06_a02_bs_enus
Six Sigma Process Control Tools	apr_06_a03_bs_enus
Business Process Improvement	
Enabling Business Process Improvement	bs_aop48_a01_enus
Mentoring Asset	
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
TestPrep Six Sigma Yellow Belt (SSYB)	oper_30_a01_tp_enus

Vendor Management

Vendor Management for Technology Professionals bs_aop49_a01_enus

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

Strategies for the Modern Public Relations Professional amk_01_a01_bs_enus

Writing Skills for Public Relations amk_01_a02_bs_enus

Marketing in the Digital Age

Reaching Customers Digitally amk_02_a01_bs_enus

Helping Customers Find You amk_02_a02_bs_enus

Managing Your Corporate Reputation Online amk_02_a03_bs_enus

DMI: Digital Marketing Essentials

Embracing the Digital Opportunity bs_amk06_a01_enus

Building a Digital Market via Websites and Email bs_amk06_a02_enus

Social Media and Social Selling bs_amk06_a03_enus

Creating Effective Social Customer Service bs_amk06_a04_enus

Assessing Digital Challenges and Risks bs_amk06_a05_enus

Expanding Your Digital Mindset bs_amk06_a06_enus

Business Continuity Planning

Assessing Your Organization's Risks ast_01_a04_bs_enus

Becoming a Successful Collaborator	bs_apd31_a01_enus
Business Continuity Programs	bs_cont20_01_enus
Cisco Webex Meetings: Organizing & Hosting Meetings	ds_ciwbmg18_02_enus
Cisco Webex Teams: Using the Collaboration Tools	ds_ciwbtm18_03_enus
Establishing Effective Virtual Teams	ald_06_a01_bs_enus
Facing Virtual Team Challenges	ald_06_a02_bs_enus
Forging Ahead with Perseverance and Resilience	pe_03_a01_bs_enus
Google Hangouts Meet: Using Hangouts Meet on the Web	ds_goohamt_01_enus
Join.me for Windows: Organizing, Hosting & Joining Meetings	ds_joinme17_02_enus
LogMeIn GoToMeeting: Organizing & Hosting Meetings	ds_gotome16_02_enus
Managing in a Crisis	bs_ald09_a01_enus
Microsoft Teams: Communicating via the App	ds_msteam20_03_enus
Responding Effectively to Risks	ast_01_a05_bs_enus
Skype for Business 2016: Getting Started	ds_msskb16_01_enus
Working Remotely	
Contributing as a Virtual Team Member	bs_atm04_a01_enus
Exploring Virtual Collaboration	bs_dgt08_a01_enus
Facing Virtual Team Challenges	ald_06_a02_bs_enus
Navigating Challenging Situations with Diplomacy and Tact	acm_16_a02_bs_enus
Organizations Change So Get Ready	pd_31_a01_bs_enus
Organize Your Physical and Digital Workspace	pd_32_a01_bs_enus
Take a Deep Breath and Manage Your Stress	pd_30_a03_bs_enus
The Art of Staying Focused	apd_08_a03_bs_enus
Workplace Safety and Compliance	
Safety Short: Coronaviruses and COVID-19	ehs_hsf_e77_sh_enus
Post-pandemic Workplace	
Business Continuity Management Programs	bs_ppd01_a17_enus
Business Strategy for the Post-pandemic Economy	bs_ppd01_a03_enus
Compliance Brief: Contact Tracing	ehs_hsf_e81_sh_enus
Compliance Brief: Filtering Facepiece Respirators and Masks	ehs_hsf_e80_sh_enus
Compliance Brief: Resuming Retail or Restaurant Operations Post-pandemic	ehs_hsf_e78_sh_enus
Developing Your Resilience as a Healthcare Professional	bs_ppd01_a04_enus
Infectious Diseases	ehs_hsf_e15_sh_enus
Leading in the Post-pandemic Workplace	bs_ppd01_a01_enus
Navigating the Post-pandemic Workplace	bs_ppd01_a02_enus
Pandemics	ehs_hsf_e16_sh_enus
Safety Short: Coronaviruses and COVID-19	ehs_hsf_e77_sh_enus

Accounting for Non-Financial Professionals

Basic Accounting Concepts for Non-financial Professionals	fin_08_a01_bs_enus
Comprehending Financials: A Guide to Financial Statements	fin_08_a03_bs_enus
Basic Budgeting for Non-financial Professionals	fin_08_a02_bs_enus
Financial Statement Analysis for Non-financial Professionals	fin_08_a04_bs_enus
Accounting Basics	
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_enus
Recruiting, Screening, and Onboarding Effectively	
Ensuring Onboarding Success	ahr_01_a03_bs_enus
Hitting the Recruitment Bull's-eye	ahr_01_a01_bs_enus
Applicant Screening: The First Step in Hiring the Best	ahr_01_a02_bs_enus
Transformational HR and Talent Management	
Planning for Skills Needs and Managing Performance	ahr_02_a01_bs_enus
Building Career Development Programs and Succession Planning	ahr_02_a02_bs_enus
Implementing Transformational HR	ahr_02_a03_bs_enus
Individual Behavior in Organizations	ahr_02_a04_bs_enus
Effective Hiring Practices	
Conducting an Effective Hiring Interview	bs_ald11_a01_enus
Managing a Crisis	
Managing in a Crisis	bs_ald09_a01_enus
Professional in Human Resources Exam Prep	
Professional in Human Resources: Introduction to PHR® Exam	bs_hr23_01_enus
Professional in Human Resources: Employee Relations	bs_hr23_17_enus
Professional in Human Resources: Employment Legislation	bs_hr23_02_enus
Professional in Human Resources: Business Environment	bs_hr23_03_enus
Professional in Human Resources: Business Planning	bs_hr23_04_enus
Professional in Human Resources: HR Organization	bs_hr23_05_enus
Professional in Human Resources: HR Tools and Processes	bs_hr23_06_enus
Professional in Human Resources: Talent Planning	bs_hr23_07_enus
Professional in Human Resources: Talent Sourcing	bs_hr23_08_enus
Professional in Human Resources: Recruiting	bs_hr23_09_enus
Professional in Human Resources: Organizational Development	bs_hr23_10_enus
Professional in Human Resources: Performance Management	bs_hr23_11_enus
Professional in Human Resources: Learning	bs_hr23_12_enus

Professional in Human Resources: Job Architecture	bs_hr23_13_enu
Professional in Human Resources: Compensation	bs_hr23_14_enu
Professional in Human Resources: Benefits	bs_hr23_15_enu
Professional in Human Resources: Organizational Relations	bs_hr23_16_enu
Professional in Human Resources: Organizational Risk	bs_hr23_18_enu
Professional in Human Resources: Labor Relations	bs_hr23_19_enu
Professional in Human Resources: PHR® Exam Summary	bs_hr23_20_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
Administrative Support: Projecting a Positive Professional Image	aad_01_a04_bs_enu
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
Managing Employee Performance	
Keeping Top Performers Challenged	amg_03_a01_bs_enu
Planning an Effective Performance Appraisal	amg_03_a02_bs_enu
Creating a Plan for Performance Management	amg_03_a03_bs_enu
Detecting and Dealing with Performance Problems	amg_03_a04_bs_enu
Advanced Management Techniques	
Gauging Your Organization's High-performing Potential	amg_04_a01_bs_enu
Managing for Cross-functionality	amg_04_a02_bs_enu
Managing Your Company's Talent	amg_04_a03_bs_enu
Managing the Unique Needs of Experts	amg_04_a04_bs_enu
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_enu
Being a Fair and Caring Manager	amg_02_a04_bs_enu
Managing a Multigenerational Workforce	
Maintaining a Cohesive Multigenerational Workforce	amg_05_a01_bs_enu
Managing Multigenerational Employees	amg_05_a02_bs_enu
Managing in Difficult Times	
Being an Effective Manager When Times Are Tough	amg_06_a01_bs_enu
Managing Motivation during Organizational Change	amg_06_a02_bs_enu
How to Manage Difficult Conversations	amg_06_a03_bs_enu

Achieving Success through Delegation

Choosing and Preparing Your Delegate	amg_08_a01_bs_enus
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

Final Exams

Management & Leadership Essentials	ast_02_a01_fe_enus
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Empowering Employees

Taking Action to Empower Employees	bs_ald12_a01_enus
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Managing Technical Teams

Strategies for Managing Technical Teams	bs_ald08_a01_enus
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Coaching to Drive Success

Coaching Techniques That Inspire Coachees to Action	bs_amg09_a01_enus
Keeping Your Coachee Committed and Accountable	bs_amg09_a02_enus

Leveraging Leadership Techniques

Key Elements of Business Execution	ald_02_a01_bs_enus
Building Innovation Cultures and Leaders	ald_02_a02_bs_enus
Leading Your Team through Change	ald_02_a03_bs_enus
Building a Leadership Development Plan	ald_02_a04_bs_enus
Aligning Unit Goals and Imperatives	ald_02_a05_bs_enus

Creating a Positive Atmosphere

Positive Atmosphere: Establishing an Engaged Workforce	ald_03_a01_bs_enus
Positive Atmosphere: Establishing a Positive Work Environment	ald_03_a02_bs_enus
Positive Atmosphere: How Organizational Learning Drives Positive Change	ald_03_a03_bs_enus

Leading Virtual Teams

Establishing Effective Virtual Teams	ald_06_a01_bs_enus
Facing Virtual Team Challenges	ald_06_a02_bs_enus

Business Acumen Essentials

Developing Your Business Acumen	bs_apd20_a01_enus
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Organizational Awareness

Gaining Insight through Organizational Awareness	bs_apd21_a01_enus
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Performance Measurement

Measuring Outcomes and Using KPIs	bs_ald10_a01_enus
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Inspiring and Developing as a Leader

Leading through Inspiration	bs_ald13_a01_enus
Gauging Your Leadership Performance	bs_ald13_a02_enus

Improving Your Leadership Skills

Leading by Motivating	bs_ald14_a01_enus
Sharing a Vision	bs_ald14_a02_enus

Influencing through Positive Leadership bs_ald14_a03_enu

Developing Emotional Intelligence bs_ald14_a04_enu

Generating Creative Ideas

Developing a Team of Creative Gurus bs_ald15_a01_enu

Women in Leadership

Women in Leadership: Moving Beyond Gender Roles as a Leader bs_ald20_a01_enu

Women in Leadership: Mastering Key Leadership Competencies bs_ald20_a02_enu

Women in Leadership: Building Your Infrastructure for Leadership bs_ald20_a03_enu

Developing Your Product Management Acumen

Product Management: Building a Product Strategy bs_apm01_a02_enu

Product Management: Metrics for Product Managers bs_apm01_a03_enu

Product Management: An Overview bs_apm01_a01_enu

Product Management: Competitive and Market Analytics for Product Managers bs_apm01_a05_enu

Product Management: Building a Product Roadmap and Agile Product Management bs_apm01_a04_enu

Product Management: Create a Go-to-Market Plan bs_apm01_a06_enu

Product Management: Communication for Product Managers bs_apm01_a08_enu

Product Management: Market Research Basics bs_apm01_a10_enu

Product Management: Customer Development for Product Managers bs_apm01_a09_enu

Product Management: Design and Run Experiments for Product Managers bs_apm01_a07_enu

Communicating Internationally

Being a Responsible Corporate Digital Citizen bs_apd24_a01_enu

Getting Results through Personal Power

Personal Power and Credibility comm_42_a01_bs_enu

Building Personal Power through Influence comm_42_a02_bs_enu

Influence Others with Political Savvy comm_42_a03_bs_enu

Working with Difficult People

Difficult People: Why They Act That Way and How to Deal with Them comm_46_a01_bs_enu

Difficult People: Can't Change Them, so Change Yourself comm_46_a02_bs_enu

Difficult People: Strategies to Keep Everyone Working Together comm_46_a03_bs_enu

Managing and Controlling Anger

The Essentials for Anger Management comm_47_a01_bs_enu

Cross-Cultural Communication

How Culture Impacts Communication comm_48_a01_bs_enu

Using Communication Strategies to Bridge Cultural Divides comm_48_a02_bs_enu

Communicating with Senior Executives

Capturing the Attention of Senior Executives	comm_49_a01_bs_enus
Effective Business Meetings	
Planning Meetings Fit for Purpose	comm_50_a01_bs_enus
Running Meetings in Better Directions	comm_50_a02_bs_enus
Effective Business Writing	
Audience and Purpose in Business Writing	comm_51_a01_bs_enus
Clarity and Conciseness in Business Writing	comm_51_a02_bs_enus
Editing and Proofreading Business Documents	comm_51_a03_bs_enus
Writing a Business Case	
Developing an Effective Business Case	acm_01_a01_bs_enus
Using E-mail Effectively in the Workplace	
Writing Effective E-mails and Instant Messages	acm_02_a01_bs_enus
Sending E-mails to the Right People	acm_02_a02_bs_enus
Organizing Your E-mail	acm_02_a03_bs_enus
Essential Skills for Professional Telephone Calls	
Keeping Business Calls Professional	acm_03_a01_bs_enus
Practical Grammar for Business Writing	
Using the Parts of Speech	acm_04_a01_bs_enus
Getting the Details Right: Spelling Basics	acm_04_a02_bs_enus
Abbreviating, Capitalizing, and Using Numbers	acm_04_a03_bs_enus
Using Punctuation Marks	acm_04_a04_bs_enus
Creating Well-constructed Sentences	acm_04_a05_bs_enus
Troublesome Words and Phrases: Common Usage Mistakes in Writing	acm_04_a06_bs_enus
Making the Most of Your Presentations	
Planning an Effective Presentation	acm_05_a01_bs_enus
Building Your Presentation	acm_05_a02_bs_enus
Ensuring Successful Presentation Delivery	acm_05_a03_bs_enus
Skills for Communication Success	
The Art and Science of Communication	acm_07_a01_bs_enus
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
Become a Great Listener	acm_07_a05_bs_enus
Do We Have a Failure to Communicate?	acm_07_a06_bs_enus
Developing Your Listening Skills	
Listening Even When it's Difficult to Listen	acm_14_a01_bs_enus
Using Active Listening in Workplace Situations	acm_14_a02_bs_enus

Developing Effective Negotiation Skills

The First Steps in Negotiating	acm_12_a01_bs_enus
Negotiating the Best Solution	acm_12_a02_bs_enus
Achieving Emotional Intelligence	
Navigating Your Own Emotions	acm_13_a01_bs_enus
Navigating Other People's Emotions	acm_13_a02_bs_enus
Navigating the Workplace with Emotional Intelligence	acm_13_a03_bs_enus
The Art of Feedback	
Polishing Your Feedback Skills	acm_15_a01_bs_enus
Gaining a Positive Perspective on Feedback	acm_15_a02_bs_enus
Communicating Tactfully and Diplomatically	
Acting with Diplomacy and Tact	acm_16_a01_bs_enus
Navigating Challenging Situations with Diplomacy and Tact	acm_16_a02_bs_enus
Writing Skills for Technical Professionals	
Improving Your Technical Writing Skills	acm_06_a01_it_enus
Effective Communication	
Communicating with Confidence	bs_acm18_a01_enus
Note-taking Skills	
Taking Effective and Professional Notes	bs_acm19_a01_enus
Technical Communication Skills	
Proven Techniques for Technical Communication	bs_acm22_a01_enus
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	
Telling a Business Story	bs_acm21_a01_enus
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	
Taking Stock of Your Work/Life Balance	pd_30_a01_bs_enus
Staying Balanced in a Shifting World	pd_30_a02_bs_enus
Take a Deep Breath and Manage Your Stress	pd_30_a03_bs_enus
Navigating through Organizational Change	
Organizations Change So Get Ready	pd_31_a01_bs_enus
Redefining Yourself after Organizational Change	pd_31_a02_bs_enus

Improving Your Personal Productivity

Organize Your Physical and Digital Workspace	pd_32_a01_bs_enu
Avoid Procrastination by Getting Organized Instead	pd_32_a02_bs_enu
Maximize Your Productivity by Managing Time and Tasks	pd_32_a03_bs_enu
Achieve Productivity in Your Personal Life	pd_32_a04_bs_enu

Polishing Your Professional Edge

Becoming an Accountable Professional	pe_05_a01_bs_enu
Becoming Your Own Best Boss	pe_05_a02_bs_enu
Becoming More Professional through Business Etiquette	pe_05_a03_bs_enu
Developing a Personal Accountability Framework	pe_05_a04_bs_enu

360 Degree Relationships

Cultivating Relationships with Your Peers	apd_04_a01_bs_enu
Building Your Professional Network	apd_04_a02_bs_enu
Building Rapport with Your Boss	apd_04_a03_bs_enu

Diversity on the Job

Bridging the Diversity Gap	apd_01_a01_bs_enu
Your Role in Workplace Diversity	apd_01_a02_bs_enu

Performing Under Pressure

Managing Pressure and Stress to Optimize Your Performance	apd_07_a01_bs_enu
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Managing Your Career

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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
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Public Speaking Strategies

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Conquering the Challenges of Public Speaking	apd_06_a02_bs_enu

Creativity in the Workplace

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Verifying and Building on Creative Ideas	apd_02_a02_bs_enu

Time Management

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Discovering Your Strengths

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Establishing Self-confidence for Life	apd_10_a03_bs_enu

Overcoming Procrastination	
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Improving Your Reading Speed and Comprehension	apd_13_a01_bs_enus
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Digital Economy Skills	
Keeping Your Skillset Current in the Digital Economy	bs_apd23_a01_enus
Difficult Boss Relationships	
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Staying Motivated at Work	
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Understanding Cognitive Bias	
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Adopting Systems Thinking

Solve Problems Using Systems Thinking in the Workplace	bs_apd30_a01_enus
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Skills for Effective Collaboration

Becoming a Successful Collaborator	bs_apd31_a01_enus
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Business Sustainability

The Effects of Environmental Change on Business	bs_ast05_a01_enus
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Weighing Risks and Opportunities of Implementing Sustainability Initiatives	bs_ast05_a02_enus
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Building a Strategic Commitment to Sustainability	bs_ast05_a03_enus
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Learning How to Learn

Becoming a Continuous Learner	bs_apd37_a01_enus
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How to Learn Effectively	bs_apd37_a02_enus
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Project Management Ethics and Values

Ethics and Project Management	apj_12_a01_bs_enus
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Ethical Standards and PMI® Core Values	apj_12_a02_bs_enus
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PMI Agile Certified Practitioner (PMI-ACP)®

Agile Principles and Methodologies	apj_13_a01_it_enus
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Agile Project Planning	apj_13_a02_it_enus
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Agile Project Scheduling and Monitoring	apj_13_a03_it_enus
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Agile Stakeholder Engagement and Team Development	apj_13_a04_it_enus
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Agile Key Exam Concepts	apj_13_a05_it_enus
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CompTIA Project+ PK0-004

Project Selection and Initiation	ib_prop_a01_it_enus
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Scope, Schedule and Cost Planning	ib_prop_a02_it_enus
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Resource and Risk Planning	ib_prop_a03_it_enus
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Communication, Changes, and Documentation	ib_prop_a04_it_enus
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Controlling Project Work and Closing	ib_prop_a05_it_enus
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Planning and Controlling the Project Schedule	ib_prop_a06_it_enus
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Project Management Practical Exercises	ib_prop_a07_it_enus
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Quality and Procurement Planning	ib_prop_a08_it_enus
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Project Planning Documents	ib_prop_a09_it_enus
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Project Documents and Terminology	ib_prop_a10_it_enus
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Project Management for All

New Project Manager Essentials	bs_apj15_a07_enus
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Defining a Project Scope and Team	bs_apj15_a08_enus
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Creating a Project Schedule and Budget	bs_apj15_a09_enus
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Managing a Project to Minimize Risk and Maximize Quality	apj_15_a04_bs_enus
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Navigating through Changes and Conflicts in Projects	apj_15_a05_bs_enus
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Taking Final Steps to Bring a Project to its Close	apj_15_a06_bs_enus
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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_enus
Analyzing Risk (PMBOK® Guide Sixth Edition)	apj_24_a03_bs_enus
Responding to Risk (PMBOK® Guide Sixth Edition)	apj_24_a04_bs_enus

Project Procurement (PMBOK® Guide Sixth Edition)

Procurement Planning (PMBOK® Guide Sixth Edition)	apj_25_a01_bs_enus
Procurement Management (PMBOK® Guide Sixth Edition)	apj_25_a02_bs_enus

Project Stakeholders (PMBOK® Guide Sixth Edition)

Planning Stakeholder Engagement (PMBOK® Guide Sixth Edition)	apj_26_a01_bs_enus
Managing Stakeholder Engagement (PMBOK® Guide Sixth Edition)	apj_26_a02_bs_enus

Project Management (PMBOK® Guide Sixth Edition)

Project Management Introduction (PMBOK® Guide Sixth Edition)	apj_28_a01_bs_enus
Project Fundamentals (PMBOK® Guide Sixth Edition)	apj_28_a02_bs_enus
The Process Groups (PMBOK® Guide Sixth Edition)	apj_28_a03_bs_enus

PRINCE2® - Foundation (2017 Update)

PRINCE2® Project Management Overview (2017 Update)	apj_29_a01_bs_enus
PRINCE2® Project Planning and Risk Management (2017 Update)	apj_29_a02_bs_enus
PRINCE2® Project Quality and Control (2017 Update)	apj_29_a03_bs_enus
PRINCE2® Start, Direct, and Initiate Projects (2017 Update)	apj_29_a04_bs_enus
PRINCE2® Control, Manage, and Close Projects (2017 Update)	apj_29_a05_bs_enus
Adopting PRINCE2® for your Project Environment (2017 Update)	apj_29_a06_bs_enus

Mentoring Assets

Mentoring PK0-004 CompTIA Project+	mntpk0004
Mentoring Project Management Professional (PMP) PMBOK Guide 6th Edition Aligned	mntpmp6ed
Mentoring PRINCE2 Foundation 2017	mntp2f2017
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.	mntcapm6ed
Mentoring PMI Agile Certified Practitioner	mntpmiacp

Test Preps

TestPrep Project Management Professional PMBOK 6th Ed	pm_proj_a06_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.	pm_capm_a03_tp_enus
TestPrep PRINCE2 2017 Foundation	p2f_apj29_a01_tp_enus
TestPrep PMI Agile Certified Practitioner	pmi_acp_a01_tp_enus

PMP Exam Prep (2021 Update)

PMP Exam Prep (2021 Update): Exploring Project Management, Then and Now	bs_apj30_a01_enus
PMP Exam Prep (2021 Update): Managing the Project Scope	bs_apj30_a15_enus
PMP Exam Prep (2021 Update): Maintaining Project Artifacts and Knowledge	bs_apj30_a18_enus
PMP Exam Prep (2021 Update): Selecting a Project Management Approach	bs_apj30_a02_enus
PMP Exam Prep (2021 Update): Communicating Effectively	bs_apj30_a03_enus
PMP Exam Prep (2021 Update): Defining and Identifying Project Risk	bs_apj30_a04_enus
PMP Exam Prep (2021 Update): Performing Risk Analysis	bs_apj30_a05_enus
PMP Exam Prep (2021 Update): Managing Project Risks	bs_apj30_a06_enus
PMP Exam Prep (2021 Update): Engaging Stakeholders	bs_apj30_a07_enus
PMP Exam Prep (2021 Update): Planning and Managing the Project Budget	bs_apj30_a08_enus
PMP Exam Prep (2021 Update): Managing the Project Resources	bs_apj30_a09_enus
PMP Exam Prep (2021 Update): Planning the Project Schedule	bs_apj30_a10_enus

PMP Exam Prep (2021 Update): Managing the Project Schedule	bs_apj30_a12_enus
PMP Exam Prep (2021 Update): Establishing Quality Standards	bs_apj30_a13_enus
PMP Exam Prep (2021 Update): Delivering Project Quality	bs_apj30_a14_enus
PMP Exam Prep (2021 Update): Performing a Critical Path Analysis	bs_apj30_a11_enus
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Strategies for Building a Cohesive Team	atm_02_a02_bs_enus
Effective Team Communication	atm_02_a03_bs_enus
Establishing Team Goals and Responsibilities, and Using Feedback Effectively	atm_02_a04_bs_enus
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The BA Elicitation and Collaboration Knowledge Area	aba_02_a03_bs_enus
The Requirements Life Cycle Management Knowledge Area	aba_02_a04_bs_enus
The Strategy Analysis Knowledge Area	aba_02_a05_bs_enus
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Effective Business Analysis Techniques (BABOK®v3)	
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Business Analysis Activities and Tools	aba_03_a02_bs_enus
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Key Business Analysis Competencies (BABOK®v3)	
Personal Skills for Effective Business Analysis	aba_04_a01_bs_enus
Business Analysis Professional Effectiveness Competencies	aba_04_a02_bs_enus
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Prospecting: Panning for Sales Gold	asl_01_a01_bs_enus
The Discovery Meeting: Starting Off on the Right Foot	asl_01_a02_bs_enus
The Value Proposition: Getting Your Pitch Right	asl_01_a03_bs_enus
Turning Objection into Opportunity during a Sales Call	asl_01_a04_bs_enus
Negotiating Well and Going for the Close	asl_01_a05_bs_enus

ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management	ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Introduction to Incident Management	ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions	ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management	ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk	ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions	ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities	ib_iosb_a13_it_enus

ITIL® 2011 Edition OSA: Technology and Implementation Considerations	ib_iosb_a14_it_enus
ITIL® Operational Support & Analysis	ib_iosb_a01_fe_enus

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
Dealing with Customer Service Incidents and Complaints	acs_02_a04_bs_enus
Polishing Your Skills for Excellent Customer Service	acs_02_a05_bs_enus

Essentials of Customer Service

Rapport Building in Customer Service	acs_03_a01_bs_enus
Providing On-site Customer Service	acs_03_a02_bs_enus
Providing Telephone Customer Service	acs_03_a03_bs_enus
Providing Effective Internal Customer Service	acs_03_a04_bs_enus
Facing Confrontation in Customer Service	acs_03_a05_bs_enus
Designing a Customer Service Strategy	acs_03_a06_bs_enus

ITIL® 2011 Foundation

Overview of the ITIL® Service Lifecycle	acs_01_a01_it_enus
ITIL® Service Strategy Concepts	acs_01_a02_it_enus
ITIL® Service Strategy Processes	acs_01_a03_it_enus
ITIL® Service Design Concepts	acs_01_a04_it_enus
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ITIL® Service Transition Concepts and Processes	acs_01_a06_it_enus
ITIL® Service Operation Concepts	acs_01_a07_it_enus
ITIL® Service Operation Processes	acs_01_a08_it_enus
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ITIL® 4 Foundation	
ITIL® 4 Foundation: Introduction	it_acs04_01_enus
ITIL® 4 Foundation: Key Concepts of Service Management	it_acs04_02_enus
ITIL® 4 Foundation: Key Concepts	it_acs04_03_enus
ITIL® 4 Foundation: The Service Value System	it_acs04_04_enus
ITIL® 4 Foundation: The Service Value Chain	it_acs04_05_enus
ITIL® 4 Foundation: The Guiding Principles	it_acs04_06_enus
ITIL® 4 Foundation: General Management Practices	it_acs04_07_enus
ITIL® 4 Foundation: Service Management Practices (Part 1)	it_acs04_08_enus
ITIL® 4 Foundation: Service Management Practices (Part 2)	it_acs04_09_enus
Customer Focus	
Embracing a Customer-obsessed Mentality	bs_acs05_a01_enus
Industry Overviews	
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The Health Care Industry Overview: Version 4	indo_01_a12_bs_enus
The Insurance Industry Overview: Version 4	indo_01_a13_bs_enus
The Oil and Gas Industry Overview: Version 4	indo_01_a15_bs_enus
The Information Technology Industry Overview: Version 4	indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 4	indo_01_a20_bs_enus
The Education Industry Overview: Version 2	indo_01_a21_bs_enus
The Chemicals Industry Overview: Version 2	indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 2	indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 2	indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 2	indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 2	indo_01_a27_bs_enus
The Automotive Industry Overview: Version 4	indo_01_a29_bs_enus
Test Preps	
TestPrep ITIL Foundation	ib_itlv_a01_tp_enus
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Mentoring Assets

Mentoring ITIL Foundation	mntitv3f
Mentoring ITIL Foundation	mntitilf
