



# Business Skills Courseware

Click ID below for course description.

## Operations Curriculum

### 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): 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 |
| <b>Operations Management: Efficiency of Production</b>                 |                     |
| 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 |
| <b>Understanding Lean Production</b>                                   |                     |
| 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 |
| <b>Six Sigma Yellow Belt - Six Sigma Fundamentals</b>                  |                     |
| 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  |
| <b>Six Sigma Yellow Belt - Define</b>                                  |                     |
| Six Sigma: Identifying Projects  | apr_08_a01_bs_enus  |
| Six Sigma: Project Management Basics                                   | apr_08_a02_bs_enus  |
| <b>Six Sigma Yellow Belt - Measure</b>                                 |                     |
| 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  |
| <b>Six Sigma Yellow Belt - Analyze</b>                                 |                     |
| 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  |
| <b>Six Sigma Yellow Belt - Improve and Control</b>                     |                     |
| Six Sigma Techniques for Improvement                                   | apr_11_a01_bs_enus  |
| Six Sigma Control Tools and Documentation                              | apr_11_a02_bs_enus  |
| <b>Six Sigma Green Belt - Six Sigma and Organizational Strategy</b>    |                     |
| 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  |
| <b>Six Sigma Green Belt - Define</b>                                   |                     |
| Identifying Six Sigma Projects   | apr_02_a01_bs_enus  |

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|--|----------------------|
| Six Sigma Voice of the Customer                                | apr_02_a02_bs_enu    |
| Six Sigma Project Management Essentials                        | apr_02_a03_bs_enu    |
| Management and Planning Tools for Six Sigma                    | apr_02_a04_bs_enu    |
| Six Sigma Performance Metrics                                  | apr_02_a05_bs_enu    |
| Team Dynamics and Performance for Six Sigma Projects           | apr_02_a06_bs_enu    |
| <b>Six Sigma Green Belt - Measure</b>                          |                      |
| Six Sigma Process Documentation and Analysis                   | apr_03_a01_bs_enu    |
| Six Sigma Probability and Statistical Distributions            | apr_03_a02_bs_enu    |
| Six Sigma Data Classification, Sampling, and Collection        | apr_03_a03_bs_enu    |
| Six Sigma Statistics and Graphical Presentation                | apr_03_a04_bs_enu    |
| Six Sigma Measurement Systems Analysis                         | apr_03_a05_bs_enu    |
| Six Sigma Process and Performance Capability Measurement       | apr_03_a06_bs_enu    |
| <b>Six Sigma Green Belt - Analyze</b>                          |                      |
| Six Sigma Exploratory Data Analysis                            | apr_04_a01_bs_enu    |
| Six Sigma Hypothesis Testing Fundamentals                      | apr_04_a02_bs_enu    |
| Six Sigma Hypothesis Tests for Variances and Proportions       | apr_04_a03_bs_enu    |
| <b>Six Sigma Green Belt - Improve</b>                          |                      |
| 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    |
| <b>Six Sigma Green Belt - Control</b>                          |                      |
| Six Sigma Statistical Process Control Basics                   | apr_06_a01_bs_enu    |
| Six Sigma Control Charts                                       | apr_06_a02_bs_enu    |
| Six Sigma Process Control Tools                                | apr_06_a03_bs_enu    |
| <b>Business Process Improvement</b>                            |                      |
| Enabling Business Process Improvement                          | bs_aop48_a01_enu     |
| <b>Mentoring Asset</b>   |                      |
| Mentoring Six Sigma Green Belt (SSGB)                          | mntcssgb             |
| Mentoring Six Sigma Yellow Belt (SSYB)                         | mntcssyb             |
| <b>Test Preps</b>  |                      |
| TestPrep Six Sigma Green Belt (SSGB)                           | oper_ssgb_a02_tp_enu |
| TestPrep Six Sigma Yellow Belt (SSYB)                          | oper_30_a01_tp_enu   |
| <b>Six Sigma Black Belt (2015 BOK): Measure</b>                |                      |
| Process Flow Metrics and Analysis Tools for Six Sigma          | oper_40_a01_bs_enu   |
| Data Types, Sampling, Collection, and Measurement in Six Sigma | oper_40_a02_bs_enu   |
| Six Sigma Measurement Systems and Metrology                    | oper_40_a03_bs_enu   |
| Using Basic Statistics and Graphical Methods in Six Sigma      | oper_40_a04_bs_enu   |
| Probability and Probability Distributions in Six Sigma         | oper_40_a05_bs_enu   |
| Determining Process Performance and Capability in Six Sigma    | oper_40_a06_bs_enu   |

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| <b>Vendor Management</b>                                      |                    |
| Vendor Management for Technology Professionals                | bs_aop49_a01_enus  |
| <b>Strategic Planning Curriculum</b>                          |                    |
| <b>Fundamentals of Business Planning</b>                      |                    |
| Preparing and Implementing a Business Plan                    | ast_02_a01_bs_enus |
| <b>Thinking Strategically and Managing Risk</b>               |                    |
| 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 |
| <b>Strategic Risk-taking</b>                                  |                    |
| Knowing When to Take Strategic Risks                          | bs_arm01_a01_enus  |
| <b>The Quality Management of Data</b>                         |                    |
| Finding the Quality in Your Data                              | bs_apd25_a01_enus  |
| <b>Big Data Basics</b>  |                    |
| Big Data Fundamentals   | aba_01_a01_bs_enus |
| Big Data Interpretation                                       | aba_01_a02_bs_enus |
| <b>Horizon Scanning</b>                                       |                    |
| Horizon Scanning: Identifying Future Opportunities            | bs_ast04_a01_enus  |
| <b>Marketing Curriculum</b>                                   |                    |
| <b>Essential Marketing Strategies</b>                         |                    |
| 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 |
| <b>Essentials of Public Relations</b>                         |                    |
| Strategies for the Modern Public Relations Professional       | amk_01_a01_bs_enus |
| Writing Skills for Public Relations                           | amk_01_a02_bs_enus |
| <b>Marketing in the Digital Age</b>                           |                    |
| 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 |
| <b>DMI: Digital Marketing Essentials</b>                      |                    |
| 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\_enu

Expanding Your Digital Mindset bs\_amk06\_a06\_enu

## Business Continuity

### Business Continuity Planning

Assessing Your Organization's Risks ast\_01\_a04\_bs\_enu

Becoming a Successful Collaborator bs\_apd31\_a01\_enu

Business Continuity Programs bs\_cont20\_01\_enu

Cisco Webex Meetings: Organizing & Hosting Meetings ds\_ciwbmg18\_02\_enu

Cisco Webex Teams: Using the Collaboration Tools ds\_ciwbtm18\_03\_enu

Establishing Effective Virtual Teams ald\_06\_a01\_bs\_enu

Facing Virtual Team Challenges ald\_06\_a02\_bs\_enu

Forging Ahead with Perseverance and Resilience pe\_03\_a01\_bs\_enu

Google Hangouts Meet: Using Hangouts Meet on the Web ds\_goohamt\_01\_enu

Join.me for Windows: Organizing, Hosting & Joining Meetings ds\_joinme17\_02\_enu

LogMeIn GoToMeeting: Organizing & Hosting Meetings ds\_gotome16\_02\_enu

Managing in a Crisis bs\_ald09\_a01\_enu

Microsoft Teams: Communicating via the App ds\_msteam20\_03\_enu

Responding Effectively to Risks ast\_01\_a05\_bs\_enu

Skype for Business 2016: Getting Started ds\_msskb16\_01\_enu

### Working Remotely

Contributing as a Virtual Team Member bs\_atm04\_a01\_enu

Exploring Virtual Collaboration bs\_dgt08\_a01\_enu

Facing Virtual Team Challenges ald\_06\_a02\_bs\_enu

Navigating Challenging Situations with Diplomacy and Tact acm\_16\_a02\_bs\_enu

Organizations Change So Get Ready pd\_31\_a01\_bs\_enu

Organize Your Physical and Digital Workspace pd\_32\_a01\_bs\_enu

Take a Deep Breath and Manage Your Stress pd\_30\_a03\_bs\_enu

The Art of Staying Focused apd\_08\_a03\_bs\_enu

### Workplace Safety and Compliance

Safety Short: Coronaviruses and COVID-19 ehs\_hsf\_e77\_sh\_enu

### Post-pandemic Workplace

Business Continuity Management Programs bs\_ppd01\_a17\_enu

Business Strategy for the Post-pandemic Economy bs\_ppd01\_a03\_enu

Compliance Brief: Contact Tracing ehs\_hsf\_e81\_sh\_enu

Compliance Brief: Filtering Facepiece Respirators and Masks ehs\_hsf\_e80\_sh\_enu

Compliance Brief: Resuming Retail or Restaurant Operations Post-pandemic ehs\_hsf\_e78\_sh\_enu

Developing Your Resilience as a Healthcare Professional bs\_ppd01\_a04\_enu

Infectious Diseases ehs\_hsf\_e15\_sh\_enu

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| 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 |
| Sharing Space: Living, Learning, and Working at Home         | bs_ppd01_a19_enus   |
| <b>Finance and Accounting Curriculum</b>                     |                     |
| <b>Accounting for Non-Financial Professionals</b>            |                     |
| 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  |
| <b>Accounting Basics</b>                                     |                     |
| 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  |
| <b>Cost Consciousness in the Workplace</b>                   |                     |
| Focusing on the Bottom Line as an Employee                   | afn_01_a01_bs_enus  |
| Managing with a Cost-control Mindset                         | afn_01_a02_bs_enus  |
| <b>Human Resources Curriculum</b>                            |                     |
| <b>Recruiting, Screening, and Onboarding Effectively</b>     |                     |
| 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  |
| <b>Transformational HR and Talent Management</b>             |                     |
| 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  |
| <b>Effective Hiring Practices</b>                            |                     |
| Conducting an Effective Hiring Interview                     | bs_ald11_a01_enus   |
| <b>Managing a Crisis</b>                                     |                     |
| Managing in a Crisis   | bs_ald09_a01_enus   |
| <b>Professional in Human Resources Exam Prep</b>             |                     |
| 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     |

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|---|----------------|
| Professional in Human Resources: HR Organization              | bs_hr23_05_enu |
| Professional in Human Resources: HR Tools and Processes       | bs_hr23_06_enu |
| Professional in Human Resources: Talent Planning              | bs_hr23_07_enu |
| Professional in Human Resources: Talent Sourcing              | bs_hr23_08_enu |
| Professional in Human Resources: Recruiting                   | bs_hr23_09_enu |
| Professional in Human Resources: Organizational Development   | bs_hr23_10_enu |
| Professional in Human Resources: Performance Management       | bs_hr23_11_enu |
| Professional in Human Resources: Learning                     | bs_hr23_12_enu |
| 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 |
| Employment Legislative Changes Summary: Changes for 2018-2020 | bs_hr23        |

### Administrative Support Curriculum

#### 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 |

### Management Curriculum

#### 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 |
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|--|--------------------|
| Managing Employee Development  | amg_02_a02_bs_enus |
| 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 |
| <b>Managing a Multigenerational Workforce</b>                            |                    |
| Maintaining a Cohesive Multigenerational Workforce                       | amg_05_a01_bs_enus |
| Managing Multigenerational Employees                                     | amg_05_a02_bs_enus |
| <b>Managing in Difficult Times</b>                                       |                    |
| Being an Effective Manager When Times Are Tough                          | amg_06_a01_bs_enus |
| Managing Motivation during Organizational Change                         | amg_06_a02_bs_enus |
| How to Manage Difficult Conversations                                    | amg_06_a03_bs_enus |
| <b>Achieving Success through Delegation</b>                              |                    |
| 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 |
| <b>Final Exams</b>   |                    |
| Management & Leadership Essentials                                       | ast_02_a01_fe_enus |
| <b>Empowering Employees</b>  |                    |
| Taking Action to Empower Employees                                       | bs_ald12_a01_enus  |
| <b>Managing Technical Teams</b>  |                    |
| Strategies for Managing Technical Teams                                  | bs_ald08_a01_enus  |
| <b>Coaching to Drive Success</b>   |                    |
| Coaching Techniques That Inspire Coachees to Action                      | bs_amg09_a01_enus  |
| Keeping Your Coachee Committed and Accountable                           | bs_amg09_a02_enus  |
| <b>Leadership Curriculum</b>   |                    |
| <b>Leveraging Leadership Techniques</b>                                  |                    |
| 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 |
| <b>Creating a Positive Atmosphere</b>                                    |                    |
| 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 |
| <b>Leading Virtual Teams</b>   |                    |
| Establishing Effective Virtual Teams                                     | ald_06_a01_bs_enus |
| Facing Virtual Team Challenges   | ald_06_a02_bs_enus |
| <b>Business Acumen Essentials</b>  |                    |



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|---|--------------------|
| Developing Your Business Acumen   | bs_apd20_a01_enus  |
| <b>Organizational Awareness</b>   |                    |
| Gaining Insight through Organizational Awareness                            | bs_apd21_a01_enus  |
| <b>Performance Measurement</b>  |                    |
| Measuring Outcomes and Using KPIs   | bs_ald10_a01_enus  |
| <b>Inspiring and Developing as a Leader</b>                                 |                    |
| Leading through Inspiration   | bs_ald13_a01_enus  |
| Gauging Your Leadership Performance   | bs_ald13_a02_enus  |
| <b>Improving Your Leadership Skills</b>                                     |                    |
| Leading by Motivating   | bs_ald14_a01_enus  |
| Sharing a Vision  | bs_ald14_a02_enus  |
| Influencing through Positive Leadership                                     | bs_ald14_a03_enus  |
| Developing Emotional Intelligence   | bs_ald14_a04_enus  |
| <b>Generating Creative Ideas</b>  |                    |
| Developing a Team of Creative Gurus   | bs_ald15_a01_enus  |
| <b>Women in Leadership</b>  |                    |
| Women in Leadership: Moving Beyond Gender Roles as a Leader                 | bs_ald20_a01_enus  |
| Women in Leadership: Mastering Key Leadership Competencies                  | bs_ald20_a02_enus  |
| Women in Leadership: Building Your Infrastructure for Leadership            | bs_ald20_a03_enus  |
| <b>Leading Inclusively Leadercamp</b>                                       |                    |
| Leading Inclusively Leadercamp: Session Replay                              | bs_lcli_01_enus_01 |
| Leading Inclusively Leadercamp: Session Replay                              | bs_lcli_01_enus    |
| <b>Embracing Allyship Leadercamp</b>  |                    |
| Embracing Allyship Leadercamp: Session Replay                               | bs_lcea_01_enus    |
| <b>Truth, Hope, and Equity in a Disrupted World Leadercamp</b>              |                    |
| Truth, Hope, and Equity in a Disrupted World: Session Replay                | bs_lcthe_01_enus   |
| <b>Product Management</b>   |                    |
| <b>Developing Your Product Management Acumen</b>                            |                    |
| 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  |
| Product Management: Competitive and Market Analytics for Product Managers   | bs_apm01_a05_enus  |
| Product Management: Building a Product Roadmap and Agile Product Management | bs_apm01_a04_enus  |
| Product Management: Create a Go-to-Market Plan                              | bs_apm01_a06_enus  |
| Product Management: Communication for Product Managers                      | bs_apm01_a08_enus  |
| Product Management: Market Research Basics                                  | bs_apm01_a10_enus  |
| Product Management: Customer Development for Product Managers               | bs_apm01_a09_enus  |

Product Management: Design and Run Experiments for Product Managers

bs\_apm01\_a07\_enu

## Communication Curriculum

### 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\_enu

### Effective Business Meetings

Planning Meetings Fit for Purpose

comm\_50\_a01\_bs\_enu

Running Meetings in Better Directions

comm\_50\_a02\_bs\_enu

### Effective Business Writing

Audience and Purpose in Business Writing

comm\_51\_a01\_bs\_enu

Clarity and Conciseness in Business Writing

comm\_51\_a02\_bs\_enu

Editing and Proofreading Business Documents

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### Writing a Business Case

Developing an Effective Business Case

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### Using E-mail Effectively in the Workplace

Writing Effective E-mails and Instant Messages

acm\_02\_a01\_bs\_enu

Sending E-mails to the Right People

acm\_02\_a02\_bs\_enu

Organizing Your E-mail

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### Essential Skills for Professional Telephone Calls

Keeping Business Calls Professional

acm\_03\_a01\_bs\_enu

### Practical Grammar for Business Writing

Using the Parts of Speech

acm\_04\_a01\_bs\_enu

Getting the Details Right: Spelling Basics

acm\_04\_a02\_bs\_enu

Abbreviating, Capitalizing, and Using Numbers

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| Using Punctuation Marks  | acm_04_a04_bs_enus |
| Creating Well-constructed Sentences                                      | acm_04_a05_bs_enus |
| <b>Troublesome Words and Phrases: Common Usage Mistakes in Writing</b>   |                    |
|  | acm_04_a06_bs_enus |
| <b>Making the Most of Your Presentations</b>                             |                    |
| 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 |
| <b>Skills for Communication Success</b>                                  |                    |
| 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 |
| <b>Developing Your Listening Skills</b>                                  |                    |
| Listening Even When it's Difficult to Listen                             | acm_14_a01_bs_enus |
| Using Active Listening in Workplace Situations                           | acm_14_a02_bs_enus |
| <b>Developing Effective Negotiation Skills</b>                           |                    |
| The First Steps in Negotiating   | acm_12_a01_bs_enus |
| Negotiating the Best Solution  | acm_12_a02_bs_enus |
| <b>Achieving Emotional Intelligence</b>                                  |                    |
| 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 |
| <b>The Art of Feedback</b>   |                    |
| Polishing Your Feedback Skills   | acm_15_a01_bs_enus |
| Gaining a Positive Perspective on Feedback                               | acm_15_a02_bs_enus |
| <b>Communicating Tactfully and Diplomatically</b>                        |                    |
| Acting with Diplomacy and Tact   | acm_16_a01_bs_enus |
| Navigating Challenging Situations with Diplomacy and Tact                | acm_16_a02_bs_enus |
| <b>Writing Skills for Technical Professionals</b>                        |                    |
| Improving Your Technical Writing Skills                                  | acm_06_a01_it_enus |
| <b>Effective Communication</b>   |                    |
| Communicating with Confidence  | bs_acm18_a01_enus  |
| <b>Note-taking Skills</b>  |                    |
| Taking Effective and Professional Notes                                  | bs_acm19_a01_enus  |
| <b>Technical Communication Skills</b>                                    |                    |
| Proven Techniques for Technical Communication                            | bs_acm22_a01_enus  |

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| <b>Managing Conflict in the Workplace</b>                 |                    |
| Confronting Workplace Conflict                            | bs_acm20_a01_enus  |
| Resolving Workplace Conflict                              | bs_acm20_a02_enus  |
| <b>Communicating to Stakeholders</b>                      |                    |
| Effective Stakeholder Communications for IT Professionals | bs_acm23_a01_enus  |
| <b>Business Storytelling</b>                              |                    |
| Telling a Business Story                                  | bs_acm21_a01_enus  |
| <b>Communicating Tactfully and Diplomatically</b>         |                    |
| Developing Diplomacy and Tact                             | bs_acm30_a01_enus  |
| Remaining Tactful and Diplomatic under Pressure           | bs_acm30_a02_enus  |
| <b>Personal Development Curriculum</b>                    |                    |
| <b>Perseverance at Work</b>                               |                    |
| Forging Ahead with Perseverance and Resilience            | pe_03_a01_bs_enus  |
| Reaching Goals Using Perseverance and Resilience          | pe_03_a02_bs_enus  |
| <b>Building, Rebuilding and Sustaining Trust</b>          |                    |
| The Building Blocks of Building Trust                     | pe_04_a01_bs_enus  |
| <b>Improving Your Work/Life Balance</b>                   |                    |
| 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  |
| <b>Navigating through Organizational Change</b>           |                    |
| Organizations Change So Get Ready                         | pd_31_a01_bs_enus  |
| Redefining Yourself after Organizational Change           | pd_31_a02_bs_enus  |
| <b>Improving Your Personal Productivity</b>               |                    |
| 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  |
| Achieve Productivity in Your Personal Life                | pd_32_a04_bs_enus  |
| <b>Polishing Your Professional Edge</b>                   |                    |
| 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  |
| Making the Most of Making Mistakes                        | bs_pe05_a08_enus   |
| <b>360 Degree Relationships</b>                           |                    |
| Cultivating Relationships with Your Peers                 | apd_04_a01_bs_enus |
| Building Your Professional Network                        | apd_04_a02_bs_enus |
| Building Rapport with Your Boss                           | apd_04_a03_bs_enus |
| <b>Diversity on the Job</b>                               |                    |

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| Bridging the Diversity Gap                                    | apd_01_a01_bs_enu |
| Your Role in Workplace Diversity                              | apd_01_a02_bs_enu |
| <b>Performing Under Pressure</b>                              |                   |
| Managing Pressure and Stress to Optimize Your Performance     | apd_07_a01_bs_enu |
| <b>Managing Your Career</b>                                   |                   |
| Developing a Plan to Further Your Career                      | apd_03_a01_bs_enu |
| Getting Your Career on the Right Track                        | apd_03_a02_bs_enu |
| Using Performance Appraisals to Advance Your Career           | apd_03_a03_bs_enu |
| Power Up: Turning on Your Self-starter Potential              | bs_apd03_a04_enu  |
| <b>Business Ethics Essentials</b>                             |                   |
| Developing Your Business Ethics                               | apd_05_a01_bs_enu |
| <b>Public Speaking Strategies</b>                             |                   |
| Writing and Preparing an Effective Speech                     | apd_06_a01_bs_enu |
| Conquering the Challenges of Public Speaking                  | apd_06_a02_bs_enu |
| <b>Creativity in the Workplace</b>                            |                   |
| Unleashing Personal and Team Creativity                       | apd_02_a01_bs_enu |
| Verifying and Building on Creative Ideas                      | apd_02_a02_bs_enu |
| <b>Time Management</b>  |                   |
| 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 |
| <b>Discovering Your Strengths</b>                             |                   |
| 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 |
| <b>Overcoming Procrastination</b>                             |                   |
| 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 |
| <b>Improving Your Memory</b>                                  |                   |
| Improving Your Memory Skills                                  | apd_12_a01_bs_enu |
| <b>Improving Your Reading Speed</b>                           |                   |
| Improving Your Reading Speed and Comprehension                | apd_13_a01_bs_enu |
| <b>Unconscious Bias</b>                                       |                   |
| 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 |
| <b>Facing Problems and Making Decisions</b>                   |                   |
| 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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| Choosing and Using the Best Solution  | apd_15_a03_bs_enu |
| <b>Developing Your Critical Thinking Skills</b>                             |                   |
| Confronting Your Assumptions  | apd_17_a01_bs_enu |
| Investigating Arguments   | apd_17_a02_bs_enu |
| Reaching Sound Conclusions  | apd_17_a03_bs_enu |
| <b>Creating Lasting Organizational Change</b>                               |                   |
| 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 |
| <b>Growth Mindset</b>   |                   |
| Developing a Growth Mind-set  | bs_ast03_a01_enu  |
| <b>Mentor Relationships</b>   |                   |
| Finding and Nurturing a Mentor Relationship                                 | bs_apd22_a01_enu  |
| <b>Dealing with Setbacks</b>  |                   |
| Learning from Failure   | bs_apd19_a01_enu  |
| <b>Digital Economy Skills</b>   |                   |
| Keeping Your Skillset Current in the Digital Economy                        | bs_apd23_a01_enu  |
| <b>Difficult Boss Relationships</b>   |                   |
| A Difficult Boss Doesn't Have to Be a Difficult Problem                     | bs_apd26_a01_enu  |
| <b>Staying Motivated at Work</b>  |                   |
| Taking the Lead with Workplace Motivation and Engagement                    | bs_apd27_a01_enu  |
| <b>Understanding Cognitive Bias</b>   |                   |
| Outwitting Your Cognitive Bias  | bs_apd28_a01_enu  |
| <b>Building Likeability Skills</b>  |                   |
| Be Liked and Respected in the Workplace                                     | bs_apd29_a01_enu  |
| <b>Adopting Systems Thinking</b>  |                   |
| Solve Problems Using Systems Thinking in the Workplace                      | bs_apd30_a01_enu  |
| <b>Skills for Effective Collaboration</b>                                   |                   |
| Becoming a Successful Collaborator  | bs_apd31_a01_enu  |
| <b>Business Sustainability</b>  |                   |
| The Effects of Environmental Change on Business                             | bs_ast05_a01_enu  |
| Weighing Risks and Opportunities of Implementing Sustainability Initiatives | bs_ast05_a02_enu  |
| Building a Strategic Commitment to Sustainability                           | bs_ast05_a03_enu  |
| <b>Learning How to Learn</b>  |                   |
| Becoming a Continuous Learner   | bs_apd37_a01_enu  |
| How to Learn Effectively  | bs_apd37_a02_enu  |
| <b>Time Management</b>  |                   |
| Saving Time by Setting Goals  | bs_apd35_a01_enu  |

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| Managing Your Time So It Doesn't Manage You                  | bs_apd35_a02_enus   |
| Sharpening Your Focus to Stay on Track                       | bs_apd35_a03_enus   |
| <b>Analogical Thinking</b>                                   |                     |
| Leveraging the Power of Analogical Thinking                  | bs_apd38_a01_enus   |
| <b>Project Management Curriculum</b>                         |                     |
| <b>Project Management Ethics and Values</b>                  |                     |
| Ethics and Project Management                                | apj_12_a01_bs_enus  |
| Ethical Standards and PMI® Core Values                       | apj_12_a02_bs_enus  |
| <b>PMI Agile Certified Practitioner (PMI-ACP)®</b>           |                     |
| 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  |
| <b>CompTIA Project+ PK0-004</b>                              |                     |
| 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 |
| <b>Project Management for All</b>                            |                     |
| 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  |
| <b>Project Integration (PMBOK® Guide Sixth Edition)</b>      |                     |
| 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  |
| <b>Project Scope (PMBOK® Guide Sixth Edition)</b>            |                     |

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| 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 |
| <b>Project Schedule (PMBOK® Guide Sixth Edition)</b>         |                    |
| 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 |
| <b>Project Cost (PMBOK® Guide Sixth Edition)</b>             |                    |
| 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 |
| <b>Project Quality (PMBOK® Guide Sixth Edition)</b>          |                    |
| 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 |
| <b>Resource Management (PMBOK® Guide Sixth Edition)</b>      |                    |
| 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 |
| <b>Communications (PMBOK® Guide Sixth Edition)</b>           |                    |
| 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 |
| <b>Project Risk (PMBOK® Guide Sixth Edition)</b>             |                    |
| 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 |
| <b>Project Procurement (PMBOK® Guide Sixth Edition)</b>      |                    |
| Procurement Planning (PMBOK® Guide Sixth Edition)            | apj_25_a01_bs_enus |
| Procurement Management (PMBOK® Guide Sixth Edition)          | apj_25_a02_bs_enus |
| <b>Project Stakeholders (PMBOK® Guide Sixth Edition)</b>     |                    |
| Planning Stakeholder Engagement (PMBOK® Guide Sixth Edition) | apj_26_a01_bs_enus |
| Managing Stakeholder Engagement (PMBOK® Guide Sixth Edition) | apj_26_a02_bs_enus |
| <b>Project Management (PMBOK® Guide Sixth Edition)</b>       |                    |
| 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 |
| <b>PRINCE2® - Foundation (2017 Update)</b>                   |                    |
| 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 |



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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 |

### Mentoring Assets

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|---|------------|
| 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

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| TestPrep Project Management Professional PMBOK 6th Ed                         | pm_proj_a06_tp_enu   |
| TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed. | pm_capm_a03_tp_enu   |
| TestPrep PRINCE2 2017 Foundation  | p2f_apj29_a01_tp_enu |
| TestPrep PMI Agile Certified Practitioner                                     | pmi_acp_a01_tp_enu   |
| TestPrep: Project Management Professional (PMP) 2021 Update Aligned           | pm_pmp21_a01_tp_enu  |

### PMP Exam Prep (2021 Update)

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|---|------------------|
| Exploring Project Management, Then and Now (2021 Update)                | bs_apj30_a01_enu |
| Building and Training the Project Team (2021 Update)                    | bs_apj30_a19_enu |
| Leading the Team (2021 Update)  | bs_apj30_a20_enu |
| Engaging Team Members and Stakeholders (2021 Update)                    | bs_apj30_a21_enu |
| PMP Exam Prep (2021 Update): Supporting Agile Team Performance          | bs_apj30_a22_enu |
| Managing the Project Scope (2021 Update)                                | bs_apj30_a15_enu |
| Implementing a Procurement Strategy (2021 Update)                       | bs_apj30_a16_enu |
| Integrating Project Activities and Changes (2021 Update)                | bs_apj30_a17_enu |
| Maintaining Project Artifacts and Knowledge (2021 Update)               | bs_apj30_a18_enu |
| Understanding Agile Fundamentals (2021 Update)                          | bs_apj30_a23_enu |
| Communicating and Engaging Teams and Stakeholders (2021 Update)         | bs_apj30_a24_enu |
| Prioritizing and Delivering Value (2021 Update)                         | bs_apj30_a25_enu |
| Estimating Agile Project Work (2021 Update)                             | bs_apj30_a26_enu |
| Deep Dive into the Project Scope (2021 Update)                          | bs_apj30_a27_enu |
| PMP Exam Prep (2021 Update): Deep Dive into the Project Schedule        | bs_apj30_a28_enu |
| PMP Exam Prep (2021 Update): Deep Dive into Project Costs and Estimates | bs_apj30_a29_enu |
| Deep Dive into Project Quality (2021 Update)                            | bs_apj30_a30_enu |
| Deep Dive into Project Procurement (2021 Update)                        | bs_apj30_a31_enu |

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| PMP Exam Prep (2021 Update): Planning and Managing Project Compliance | bs_apj30_a33_enu |
| Assessing the Business Environment and Changes (2021 Update)          | bs_apj30_a34_enu |
| Delivering Project Benefits and Value (2021 Update)                   | bs_apj30_a35_enu |
| Selecting a Project Management Approach (2021 Update)                 | bs_apj30_a02_enu |
| Communicating Effectively (2021 Update)                               | bs_apj30_a03_enu |
| Defining and Identifying Project Risk (2021 Update)                   | bs_apj30_a04_enu |
| Performing Risk Analysis (2021 Update)                                | bs_apj30_a05_enu |
| Managing Project Risks (2021 Update)                                  | bs_apj30_a06_enu |
| Engaging Stakeholders (2021 Update)                                   | bs_apj30_a07_enu |
| Planning and Managing the Project Budget (2021 Update)                | bs_apj30_a08_enu |
| Managing the Project Resources (2021 Update)                          | bs_apj30_a09_enu |
| Planning the Project Schedule (2021 Update)                           | bs_apj30_a10_enu |
| Managing the Project Schedule (2021 Update)                           | bs_apj30_a12_enu |
| Establishing Quality Standards (2021 Update)                          | bs_apj30_a13_enu |
| Delivering Project Quality (2021 Update)                              | bs_apj30_a14_enu |
| Performing a Critical Path Analysis (2021 Update)                     | bs_apj30_a11_enu |
| Deep Dive into Project Risk (2021 Update)                             | bs_apj30_a32_enu |

## Team Building Curriculum

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| <b>Optimizing Performance on a Team</b>                                      |                   |
| Being an Effective Team Member   | atm_02_a01_bs_enu |
| Strategies for Building a Cohesive Team                                      | atm_02_a02_bs_enu |
| Effective Team Communication   | atm_02_a03_bs_enu |
| Establishing Team Goals and Responsibilities, and Using Feedback Effectively | atm_02_a04_bs_enu |
| <b>Leveraging Team Leadership Skills</b>                                     |                   |
| Building the Foundation for an Effective Team                                | atm_01_a01_bs_enu |
| Developing a Successful Team   | atm_01_a02_bs_enu |
| Encouraging Team Communication and Collaboration                             | atm_01_a03_bs_enu |
| Handling Team Conflict   | atm_01_a04_bs_enu |
| Leading a Cross-functional Team  | atm_01_a05_bs_enu |
| <b>Making a Pitch</b>  |                   |
| Getting Your Pitch Heard   | bs_atm03_a01_enu  |
| <b>Virtual Teams</b>   |                   |
| Contributing as a Virtual Team Member  | bs_atm04_a01_enu  |

## Business Analysis

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| <b>Key Business Analysis Concepts (BABOK® v3)</b>   |                   |
| Business Analysis Overview                          | aba_02_a01_bs_enu |
| The BA Planning and Monitoring Knowledge Area       | aba_02_a02_bs_enu |
| The BA Elicitation and Collaboration Knowledge Area | aba_02_a03_bs_enu |

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| The Requirements Life Cycle Management Knowledge Area                                  | aba_02_a04_bs_enus  |
| The Strategy Analysis Knowledge Area   | aba_02_a05_bs_enus  |
| RADD Knowledge Area: Part 1  | aba_02_a06_bs_enus  |
| RADD Knowledge Area: Part 2  | aba_02_a07_bs_enus  |
| The Solution Evaluation Knowledge Area   | aba_02_a08_bs_enus  |
| Certified Business Analysis Professional   | aba_02_a01_fe_enus  |
| <b>Effective Business Analysis Techniques (BABOK®v3)</b>                               |                     |
| Business Analysis Analytical Techniques  | aba_03_a01_bs_enus  |
| Business Analysis Activities and Tools   | aba_03_a02_bs_enus  |
| Business Analysis Documentation and Criteria   | aba_03_a03_bs_enus  |
| <b>Key Business Analysis Competencies (BABOK®v3)</b>                                   |                     |
| Personal Skills for Effective Business Analysis  | aba_04_a01_bs_enus  |
| Business Analysis Professional Effectiveness Competencies                              | aba_04_a02_bs_enus  |
| Perspectives for Effective Business Analysis   | aba_04_a03_bs_enus  |
| <b>Sales Curriculum</b>  |                     |
| <b>Sales Foundations</b>   |                     |
| 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  |
| <b>Customer Service Curriculum</b>   |                     |
| <b>ITIL® 2011 Edition Intermediate Level: Operational Support &amp; Analysis (OSA)</b> |                     |
| 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 |

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| ITIL® 2011 Edition OSA: Technology and Implementation Considerations     | ib_iosb_a14_it_enus |
| ITIL® Operational Support & Analysis                                     | ib_iosb_a01_fe_enus |
| <b>Customer Service Skills</b>   |                     |
| 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  |
| <b>Essentials of Customer Service</b>                                    |                     |
| 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  |
| <b>ITIL® 2011 Foundation</b>   |                     |
| 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  |
| ITIL® Service Design Processes   | acs_01_a05_it_enus  |
| 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  |
| ITIL® Continual Service Improvement                                      | acs_01_a09_it_enus  |
| <b>ITIL® 4 Foundation</b>  |                     |
| 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    |
| <b>Customer Focus</b>  |                     |
| Embracing a Customer-obsessed Mentality                                  | bs_acs05_a01_enus   |

## Industry Foundations

## 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 |
| 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 |

## TestPreps

### Test Preps

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| TestPrep ITIL Foundation   | ib_itlv_a01_tp_enus  |
| TestPrep ITIL 4 Foundation | itil_fnd_a01_tp_enus |

## Mentoring Assets

### Mentoring Assets

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| Mentoring ITIL Foundation | mntitv3f |
| Mentoring ITIL Foundation | mntitilf |