

Course Name	Type	Description
Accepting a Decision (Includes Simulation)	Self-paced Courses	You will explore how to prepare a presentation for a proposal and how to accept an outcome to a proposal.
Advanced Business Writing (Includes Simulation)	Self-paced Courses	<p>You have either been hired as a manager at a new company or have been promoted to a management position within your company. With your new position comes additional responsibilities. In order to quickly gain respect at a new company or maintain credibility at your current company, one of the first areas your team, colleagues, and managers will assess is your ability to communicate in writing.</p> <p>The target student for this course is first-time managers who want to build their skills to write well-organized and convincing business documents.</p>
Applying Leadership Basics (Second Edition)	Self-paced Courses	<p>This course is intended for entry-level managers who want to develop effective leadership techniques. An effective leader is an asset to any organization, because leaders have the ability to motivate and empower others to accomplish an organization's goals efficiently and effectively. In this course, you'll learn how to lead teams through proven techniques that will enable you to develop your own powerful leadership style. You'll see how to set a clear direction while building and maintaining positive team relationships, and you'll learn the simple steps required to keep your team moving towards its objectives. As a strong leader, you can increase your organization's bottom line by improving both productivity and morale, and increase your own value to your organization as well.</p>
Applying Leadership Basics (Second Edition) (Includes Simulation)	Self-paced Courses	<p>This course is part of the Basic Management Series. By learning and practicing the fundamentals of effective leadership, you can make a dynamic leader of yourself. This course will assist you in learning how a few strategies will equip you with knowledge you can apply to almost any leadership situation.</p>
Assessing Change for Managers (Includes Simulation)	Self-paced Courses	<p>This course is intended for middle management, especially those with direct reports, who are responsible for managing organizational change and maintaining employee performance.</p>

Balancing Work and Family (Second Edition)	Self-paced Courses	Effective managers know how to successfully balance the demands of career responsibilities and home life in order to achieve success in a variety of roles. Learn to target specific areas and implement proven strategies in order to achieve your goals in the various aspects of your life.
Basics of Effective Communication (Second Edition)	Self-paced Courses	This course is intended for entry-level managers who want to develop effective communications skills. Good relationships and clear understanding of goals and objectives improve productivity in any business. Good communication is the best way to achieve those outcomes, while poor communication can hinder team efforts, damage relationships, and degrade morale. This course will show you how to be the most effective communicator you can be. First, you'll learn that communication is not one event, but a complex process. Next, you'll move step by step to see how you can promote effective communication by managing each step in the process. These specific techniques will not only help you communicate more effectively, but will also help model standards of good communication throughout your organization.
Basics of Effective Communication (Second Edition) (Includes Simulation)	Self-paced Courses	Communication is not one event; it is a complex series of processes. We can achieve effective communication by carefully managing each of the processes in the series. This course will help you learn the specific management techniques that will help you communicate more effectively.
Basics of Effective Selling (Second Edition)	Self-paced Courses	This course is intended for entry-level sales representatives, account managers, sales managers, and others with customer contact who want to acquire effective selling strategies and to manage customer relationships productively. The sales process is a core business function that is common to all types of organizations and enterprises. All organizations benefit from a productive sales force because sales generate the revenue that improves the bottom line. This course will help you build your selling skills at each step in the sales process: preparing to sell, conducting the sale, and following up with the customer. You'll start by enhancing your own product and customer knowledge, move through a sales call and closing, and finish the cycle by planning for even more future business. By improving your sales technique, you can increase your value to your company no matter what your role in the sales process.

Basics of Effective Selling (Second Edition) (Includes Simulation)	Self-paced Courses	This course is part of the Basic Management Series. An edge in today's market can easily be achieved by applying some basic selling techniques. By learning how to build a positive relationship between yourself and your customer that will routinely lead to your desired result, you'll have acquired a powerful new business tool with broad application.
Be An Effective Facilitator (Includes Simulation)	Self-paced Courses	As a facilitator, you want to be able to take charge of work sessions and lead groups toward successfully completing their work objectives. In this course, you will develop the skills you need to strategically plan work sessions and create formal agendas, lead groups to generate new ideas through brainstorming events, and help people work through facilitated difficult sessions. You will also further develop your facilitation skills by leading remote work groups and even moderate international sessions. This course is intended for business professionals.
Blended Blueprints: Workshop Edition Facilitator Training	Self-paced Courses	In this course, you will develop the skills you need to effectively facilitate a Blended Blueprints: Workshop Edition discussion.
Branding Your Internet Identity (Includes Simulation)	Self-paced Courses	In this course, you will explore e-marketing and how to define your core business, develop an online identity, and form strategic alliances.
Building Dynamic Business Teams (Includes Simulation)	Self-paced Courses	This course describes the organized approach that is required to achieve a successful team. This course provides a series of techniques that can be used to define team goals and priorities, assign role responsibilities, assess performance measures, and encourage constructive collaboration and feedback.
Building Strong Customer Relationships (Second Edition)	Self-paced Courses	This course is for entry-level managers who want to provide consistent and competitive customer service that aligns with customer expectations. A strong customer relationship can help increase sales through both repeat business and referrals. In this course, you'll discover effective ways to define and improve your customer service levels, resulting in a loyal customer base. You'll also learn how to establish guidelines for implementing and maintaining a customer service plan for your business. By meeting, or possibly exceeding your customers' expectations, you'll not only succeed at strengthening business relationships with existing customers, but you'll also generate new relationships through the most valuable and least expensive form of promotion—word-of-mouth.

Building Strong Customer Relationships (Second Edition) (Includes Simulation)	Self-paced Courses	Customer service does not happen magically. It takes work. This course will give you an idea of how well your business is centered on the needs of its customers.
Business Meeting Skills (Includes Simulation)	Self-paced Courses	In a company, much time is devoted to meetings, whether in small groups or in large gatherings. Effectiveness in a meeting depends not only on one's ability to listen, but on one's skill in presenting material and facilitating communication among other participants. In this lesson, you'll learn to create an agenda, run a meeting, and facilitate an online meeting. This course is designed for individuals who need to present information effectively in a professional environment.
Call Center ABCs	Self-paced Courses	This program covers the underlying principles of call center operation and the key concepts including stakeholder concerns, workforce management, performance management, agent occupancy, call routing, staff scheduling and customer relationship management.
Call Center ABCs (Second Edition)	Self-paced Courses	In this course, you will explore who works in a call center and identify customer relationships and workforce management capabilities. You will also identify call center technologies and the tools used to measure the performance of a call center.
Call Center ABCs 1: Call Center Functions (Includes Simulation)	Self-paced Courses	You work in a call center, but do you really understand your full role, and the roles of those who work around you? Call centers exist to serve the customer, and if they do not meet the customer's need, then they will not be able to sustain their own existence. Understanding call center roles and how they interact can help you maximize your performance and move forward with your professional goals. Finally, understanding how staffing and scheduling are handled will help achieve the call center's goal of customer satisfaction. In this course, you will identify the roles and functions in a call center and how they work together to enhance the customer's experience.
Call Center ABCs 2: Call Center Roles and Responsibilities (Includes Simulation)	Self-paced Courses	A call center has a number of stakeholders, not the least of which is the customer. Understanding the needs of the stakeholders, and the technology utilized to meet them, will result in not only increased job satisfaction and personal achievements, but overall improved company performance. In this course, you will meet the needs of call center stakeholders by use of the various technologies used in a call center.

Call Center Operations	Self-paced Courses	This program provides customer service professionals with strategies to assure customer satisfaction while minimizing stress and improving performance.
Call Center Operations (Second Edition)	Self-paced Courses	In this course, you will explore a call center and the role of a customer service representative (CSR). You will also identify the traits of a successful CSR, explore proper customer response etiquette, and discover how to build customer rapport. In addition, you will acquire the tools to maximize call performance, satisfy customer needs, and reduce the amount of stress that can plague a customer service representative.
Call Center Operations 1: Call Center Essentials (Includes Simulation)	Self-paced Courses	A customer service representative's fundamental role is to assist customers who reach out to your call center. In order to perform your job and enjoy doing it, it is important to understand a number of facets of call center operations. In this course, you will identify the role and responsibilities of a customer service representative, and the behaviors you and your call center need to demonstrate in order to provide excellent customer service.
Call Center Operations 2: Customer Rapport (Includes Simulation)	Self-paced Courses	Given that the CSR's most common interaction with a customer is on the telephone, it is vital to understand how your tone, language, and body language convey your message. Discovering techniques that can assist you in communicating with customers effectively, politely, and constructively, as well as techniques that can assist you in concentrating, listening, hearing, and communicating in writing can improve not only your professional interactions, but your personal ones, too. In this course, you will practice the skills needed to build rapport and engage with customers.
Call Center Operations 3: Call Center Performance (Includes Simulation)	Self-paced Courses	Greeting and opening a call with a customer is their first impression of you and your company. This initial contact sets the tone for the entire call. Knowing how to achieve positive results during your call will help ensure smooth flow throughout the length of the communication, and add value to it. In this course, you will explore the stages of call flow in a call center, open a call, add value to each customer interaction, and effectively close a call.

Call Center Operations 4: Call Center Challenges (Includes Simulation)	Self-paced Courses	As a CSR, you will face difficult customers and stressful situations. Knowing how to handle yourself in those situations allows you to develop patience and still provide quality service even in the most difficult interactions. In this course, you will explore common types of customers and how to handle customer complaints, manage customer interactions, and how to become proactive to help avoid stressful situations.
Career Skills (Includes Simulation)	Self-paced Courses	You need to be able to create a résumé that highlights the results you have achieved on the job, and you want to be able to walk into a job interview with confidence, ready to clearly articulate your strengths and talents and discuss your value as an employee. In this course, you will create a results-oriented résumé and identify the interviewing skills that will help you turn an interview to your advantage, so that you can showcase your work experience and discuss your achievements with decision makers. Business professionals who are seeking new avenues of employment.
Change Management for Employees (Includes Simulation)	Self-paced Courses	In this course, you will identify ways to solve problems related to change on the job, including recognizing, anticipating, and effectively managing change. You will also define change management, identify change-management strategies, define the psychological process of moving through change, identify ways of preparing for change, and explore ways to embrace change on an ongoing basis.
Closing the Sale	Self-paced Courses	This program covers the final steps in the sales process.
Closing the Sale (Includes Simulation)	Self-paced Courses	All sales negotiations lead to the moment of truth when the buyer agrees to the sale or rejects your offer. You may be quite good at establishing your position and coaxing buyers to buy in to your vision. But that is irrelevant if you can't close the sale. This course will provide you with techniques to closing the sale and cementing good relationships with your customers.
Closing the Sale (Second Edition)	Self-paced Courses	In this course, you will learn to recognize the verbal and non-verbal clues that indicate it's time to close the sale, encourage customer feedback, and recognize the right strategies to bring the sales call to an effective conclusion.

		Coaching is a leadership tool that is effective in improving performance and contributing to the goals of the organization. In this course you will explore the benefits of coaching, coaching approaches, how to develop an action plan, and methods for ensuring the coaching process is successful.
Coaching Essentials (Includes Simulation)	Self-paced Courses	This course is intended for managers, supervisors, team members, team leaders, project managers, mentors and anyone who needs to coach and give feedback as part of his/her job and who wants to learn how to apply the coaching process in order to successfully improve the performance of others.
Communicating Across Cultures (Includes Simulation)	Self-paced Courses	This course is for individuals who need to communicate clearly and effectively while conducting business in cultures other than their own.
Communicating Clearly (Includes Simulation)	Self-paced Courses	Ensuring that your written or verbal message is understood as you intended is often a challenging experience. This module introduces several techniques for enhancing your communication skills and style by focusing on audience identification and message clarity.
Communication Techniques	Self-paced Courses	This program covers key communication techniques that will help in improving the results of a sale.
Communication Techniques (Second Edition)	Self-paced Courses	In this course, you will learn to improve sales results by developing effective telephone, listening, and non-verbal communication skills. You will also learn to develop effective sales proposals.
Conducting Interviews for Successful Results (Includes Simulation)	Self-paced Courses	Using strategies for effective interviewing will best serve both you and the candidate. You will have a very clear idea of who the applicant is, and the applicant will have a realistic understanding of the job opening and the company at large. With these interviewing strategies, you will be able to make the most informed decisions about each candidate. While preparation is undoubtedly the key to a good interview, there are many factors to consider during the interview that will contribute to a positive outcome.

<p>Conducting Performance Reviews (Second Edition)</p>	<p>Self-paced Courses</p>	<p>This course is intended for entry-level managers and supervisors who want to conduct productive performance reviews. An effective performance review is a vital tool for an organization to continually improve employee productivity and quality of work. On the other hand, a poorly conducted review can be stressful and demotivating, with a negative impact on the productivity of employee and manager alike. If you want to be the kind of manager who can review employee performance effectively, then this course can provide you with the strategies, techniques, and tools you will need to plan and conduct successful reviews. You'll learn what both you and the employee need to do to prepare for the review, and how to lead a respectful, goal-oriented, and focused discussion during the review meeting. Finally, you'll see how to encourage continuous employee achievement by providing feedback and coaching, and how to document employee performance on an ongoing basis. With these skills, you can be the kind of leader whose reviews spark ever-greater employee achievement to the benefit of the organization's bottom line and to y</p>
<p>Conflict Intervention (Second Edition)</p>	<p>Self-paced Courses</p>	<p>This course is intended for entry-level managers who want to deal professionally and productively with the inevitable conflicts that arise in business situations. Conflict occurs in every work environment, so a strong manager knows how to exploit the opportunity for growth that conflicts create, while avoiding the danger to teams and relationships that conflict can pose. In this course, you will learn how to recognize, analyze, and resolve conflicts. First you'll learn how to assess the climate in conflict situations, and how to identify factors that contribute to the conflict as well as determining your own role in resolving the situation. Next, you'll see how to intervene productively to neutralize negativity and define the problem to resolve. Finally, you'll learn how to negotiate and implement a resolution that benefits all parties. With this kind of skilled conflict intervention, your organization can reap the positive benefits of conflicts by developing better communication, creative business solutions, and stronger team commitments.</p>

Conflict Intervention (Second Edition) (Includes Simulation)	Self-paced Courses	Conflict is inevitable. It can destroy and it can create. Both danger and opportunity are present in a conflict situation, but the result obtained depends on the management and resolution of the conflict. The outcome of the conflict depends on how each party responds to the negative and emotional charges of the situation, and the third party role could be critical. With skilled intervention, conflict has the potential of developing better communication, more effective solutions, and greater empathy.
Creating a Strong Leadership Team (Second Edition)	Self-paced Courses	This course is intended for entry-level managers who want to develop the skills to build leadership teams in a variety of organizational environments. Developing teamwork is essential in orchestrating and driving organizational success. This course will teach you the essential tasks you'll need to perform to build an effective team, and provide you with effective techniques you can use for each of those tasks. You'll build solid team relationships, create shared vision for your team, and establish clear and effective procedures for communications and decision-making, as well as monitoring and improving team performance. These skills and tools will give you the team-leadership abilities that are an asset to any type of organization.
Creating and Maintaining Life Balance (Includes Simulation)	Self-paced Courses	In this course, you will explore how to measure stress, solutions for stress, stress relieving habits, and how to devise a stress control plan.
Critical Thinking Skills (Includes Simulation)	Self-paced Courses	In business, individuals need to become critical thinkers, able to balance skepticism and critical judgment with an ability to collaborate with others. In this course, you will develop critical thinking skills.
Customer Interactions	Self-paced Courses	This program covers the value of the customer and the importance of successful customer interactions.
Customer Interactions (Second Edition)	Self-paced Courses	In this course, you will identify the elements of providing excellent customer care and how these elements impact a company's bottom line. You will also discuss the various types of customers, view trends in customer service, and recognize when an interaction reaches the critical point.
Customer Service Communications	Self-paced Courses	This program covers the importance of effective face-to-face, telephone, and internet communication.
Customer Service Communications (Second Edition)	Self-paced Courses	In this course, you will discover the tools and techniques for providing service face-to-face, over the telephone, and via the Internet.
Customer Service Via Phone and Email (Includes Simulation)	Self-paced Courses	In this course, you will learn important principles and skills that you can utilize as a remote customer service representative.

Decision Making Skills (Includes Simulation)	Self-paced Courses	In today's business climate, you must employ sound decision-making skills and engage in active collaboration. Given the complexity of many business decisions that require input from multiple sources, you must establish your credibility as a decision maker and learn to foster critical thinking when interacting with business teams. This course is intended for business people interested in developing their decision-making skills.
Defining the Issue of a Problem (Includes Simulation)	Self-paced Courses	In this course, you will learn how to analyze problems creatively and how to determine the real problem. You will be able to identify both analytical and creative ways to solve problems. You will identify four barriers to creative thinking as well as learn the rules and steps involved in brainstorming. In addition, you will learn about Occam's Razor and how this technique can help you identify a broad problem area, clarify a problem statement, and determine if a problem is worth solving.
Delegating (Second Edition)	Self-paced Courses	This course is intended primarily for entry-level managers and team leaders who need to develop effective delegation skills. All good leaders need to delegate, because the alternative is to do all the work tasks alone. The essence of leadership is to assign tasks to others and direct their progress so that the other individuals can excel. This course will lead you through the three basic steps of delegation: identifying the task, assigning the task, and assuring positive results. Along the way, you'll learn skills and techniques to ensure that your delegation is effective and appropriate, including defining the results you desire, discussing the delegation with the employee, monitoring progress, and assessing outcomes. Good delegation is a win-win-win; a win for you, because you demonstrate effective leadership; a win for the employee who takes on interesting and challenging job tasks; and a win for your organization, because effective delegation enhances overall productivity for the group.
Delegating (Second Edition) (Includes Simulation)	Self-paced Courses	This course is part of the Delegating assignment. Delegating is a win-win situation when done effectively. In this course, you will receive an overview on how to correctly delegate a task.

Developing and Implementing a Strategic Plan (Includes Simulation)	Self-paced Courses	This course will provide you with a process for developing a clear understanding of your business's culture, operations, and market position, while facilitating the development of a strategic blueprint for gaining the competitive advantage necessary for your business's success now and in the future. This course is intended for executives, managers, consultants, and other business professionals who are responsible for strategic planning in an organization.
Developing and Leading an Effective Team (Includes Simulation)	Self-paced Courses	Up to this point in your career, you have been a successful employee or individual contributor, or have recently been promoted to manager. You have developed skills to be successful in your field. In this course, you will learn the practical skills you need to be an effective leader in your organization.
Developing Successful Training for Non-Training Professionals (Includes Simulation)	Self-paced Courses	Over years of practice, you've developed skills that now come automatically. Early in your development, you may have worked through a problem systematically and consciously followed procedures, but now solutions to problems come in a flash and obstacles that seemed impossible to overcome have now vanished. But, as a trainer, you often find that what comes "naturally" to you requires a great deal of explanation and practice when trainees attempt a similar task. In addition, what you may find fascinating may leave others cold or bewildered. But, by carefully constructing your training to meet your training audience's needs, you can guide your students through difficult material and allow them to achieve a surprising level of mastery.
Developing Yourself as a Leader (Includes Simulation)	Self-paced Courses	Making it a priority to develop and grow your leadership skills is critical if you want to be able to take full advantage of the personal and professional opportunities that will come your way. In this course, you will explore ways to accurately assess yourself as a leader and implement a development plan. This course is intended for first-time managers, team leads, and individual contributors on techniques and best practices for continual improvement of themselves as leaders.

Discharging Employees (Second Edition)	Self-paced Courses	<p>This course is intended for entry-level managers who want to deal professionally and productively with the need to terminate an employee's employment. Discharging an employee is one of the most painful tasks that can arise in any business environment. This course takes you through each step in the process so that you have the skills to deal with the challenge effectively. You'll see how to identify the need for termination so that you feel confident in the decision. Then, you'll learn to prepare for the discharge, and the techniques you can use to ensure that you handle the discharge interview with both clarity and an appropriate level of empathy. Termination should be a last resort, but sometimes it is the best thing to do for both the organization and the individual. As a manager, if you prepare to handle this difficult process with professionalism and grace, you can meet your legal and organizational obligations while both maintaining cordial relations with those who leave and also morale among those who stay.</p>
Disciplining and Redirecting Employees (Second Edition)	Self-paced Courses	<p>This course is intended primarily for entry-level managers and team leaders who need to discipline and redirect employees in an effective and professional way. The idea of correcting someone's performance or disciplining a colleague can be a painful or daunting task for many managers. But you can't be a good leader if you don't give your team a path to follow, and that includes correcting them if they stray off the path. This course will show you effective and professional ways to discipline and redirect employees. You'll see how to identify problems, communicate your expectations to the employee directly but respectfully, and how to pursue and bring closure to the discipline process. Appropriate discipline techniques can turn a problem situation into an opportunity for improved performance and increased job satisfaction for the employee, as well as a productivity improvement for your team.</p>
Dynamic Business Presentations (Includes Simulation)	Self-paced Courses	<p>In business meetings, you have suffered through presentations with slides packed with too much information and distracting graphics. You've been lulled to sleep by speakers droning on in a monotone voice, and you've also found that your notes from meetings can later seem inadequate. By structuring your ideas and developing effective visual aids, you can create more powerful presentations. This course is designed for individuals who need to present information effectively in a professional environment.</p>

Effective Business Writing (Includes Simulation)	Self-paced Courses	In contemporary business environments, information overload makes it necessary for you to communicate clearly and concisely. In this course, you will analyze your audience and organize your writing to make it as effective as possible. This course is for individuals who need to write clearly and concisely in a professional environment.
Effective Listening Skills (Includes Simulation)	Self-paced Courses	Communication is not one event; it is a complex series of processes with one goal: to achieve a shared understanding. We can achieve this by employing effective listening skills and striving to confirm a full understanding of the message another person is trying to communicate. This course will help you identify specific strategies for listening effectively. Business professionals who want to learn more effective listening skills.
Effective Management: Communicating Successfully (Includes Simulation)	Self-paced Courses	You will explore the skills and behaviors needed to successfully communicate as a manager.
Effective Management: Creating Successful Solutions (Includes Simulation)	Self-paced Courses	You will explore the skills, techniques, and methods needed to successfully create solutions.
Effective Management: Cultivating Great Teams (Includes Simulation)	Self-paced Courses	You will explore skills, techniques, and methods to create and manage a successful team.
Effective Management: Developing as a Manager (Includes Simulation)	Self-paced Courses	You will explore the various roles of an effective manager and develop the personal skills to become an effective manager.
Effective Management: Empowering Your Workgroup (Includes Simulation)	Self-paced Courses	In this course, you will learn how to delegate for results, coach for achievement, and evaluate staff performance. You will identify the benefits of delegation and guidelines for successful delegation. In addition, you will learn the key features of coaching development and the steps in the coaching process. Finally, you will learn how to use the PERFORM model and create PERFORM evaluations.
Effective Time Management for You (Includes Simulation)	Self-paced Courses	In this course, you will identify strategies for improving your use of time. You will identify elements of your personal work style that contribute to your effective use of time, assemble a collection of time-management tools and strategies that you can use to take control of your time, and create an action plan to guide your time-management process.

		In this course you will assess your current emotional intelligence abilities, and apply strategies to improve your emotional intelligence. Increased awareness of your current emotional intelligence strengths and weaknesses can assist you in identifying and developing strategies for improvement. As a manager, by improving your emotional intelligence you can influence those around you and impact your behaviors, and the behaviors in others, in a way that can allow you to work towards achieving your business objectives.
Emotional Intelligence (Includes Simulation)	Self-paced Courses	This course is designed for the emerging manager or mid-level manager.
Evaluating Change for Managers (Includes Simulation)	Self-paced Courses	In this course, you will learn about the term "change" and the different stages of change, evaluate the impacts of change on your environment, and explore strategies for embracing change.
Excellence in Technical Customer Service (Includes Simulation)	Self-paced Courses	In this course, you will apply important principles and skills you can use as a technical customer service representative. Customer service professionals providing technical support or service, on-site or by way of call center or email.
Facilitation Skills for Blended Blueprints: Corporate Initiative Edition Sessions	Self-paced Courses	Effective facilitators know how to take charge of work sessions and lead groups toward successfully completing their work objectives. In this course, you will strategically plan work sessions and create formal agendas, lead groups to generate new ideas through brainstorming events, and help people work through facilitated difficult sessions. For facilitators of our Blended Learning Program Events, the trick is to create an atmosphere that manages to simulate reality and its myriad challenges, but also offers enough structure for participants to feel comfortable. Events must be carefully orchestrated for participants to get the most out of their training. In this course, you will identify strategies to facilitate the Blended Learning Program Event and maximize its benefits. Business professionals assigned to facilitate Blended Learning Program Events.
Financial Basics for Non-Financial Managers (Second Edition)	Self-paced Courses	Managers must know how to interpret and understand financial information and use standard reporting tools in order to make sound fiscal planning decisions.
Financial Basics for Non-Financial Managers (Second Edition) (Includes Simulation)	Self-paced Courses	Managers must know how to interpret and understand financial information and use standard reporting tools in order to make sound fiscal planning decisions.

Financial Performance Essentials (Includes Simulation)	Self-paced Courses	In this course, you will explore the essentials of financial performance, including income statements, balance sheets, and cash flow statements. You will also examine trends and analyses in financial performance.
Finding Resolution Through Negotiation (Includes Simulation)	Self-paced Courses	You will explore the skills, techniques, and methods needed to negotiate a resolution.
First Steps Towards Strategic Planning (Includes Simulation)	Self-paced Courses	This course will provide you with a process for developing a clear understanding of your organization's current and desired state, its operations and market position.
Get The Most Out of Your Meetings (Includes Simulation)	Self-paced Courses	Highly developed listening skills allow you to interact with your coworkers in flexible and creative ways. In listening well and taking careful notes, you can improve your ability to collaborate on projects and participate fully in meetings.
Getting the Most Out of Your Day (Includes Simulation)	Self-paced Courses	In this course, you will learn how to develop SMART goals, break time barriers, and focus on what is important. You will learn how to pinpoint the benefits of time management, and identify guidelines for defining your goals. In addition, you will learn how to avoid procrastination, minimize interruptions, and avoid perfectionist tendencies. Finally, you will identify steps that convert goals into prioritized tasks, define ways to schedule effectively, and implement a prioritized task list.
Getting The Results Without The Authority (Includes Simulation)	Self-paced Courses	Although most organizations have established channels of authority and power, some company ventures require that their project leaders work outside of recognized authority. If you see a problem or issue that you want to resolve, or your manager directs you to solve a problem, and you have no formal authority, then you have to persuade others to help you or determine how to resolve the problem independently. Acquiring the skills to influence others to help you will enable you to complete your task, and you will establish mutually beneficial relationships with coworkers. You'll also build a reputation for being able to accomplish tasks that are beyond your normal job responsibilities. If you are seeking to advance your career, then being able to get results without authority will strengthen your resume. Team Leaders, Project Managers, Project Leads and anyone else who needs to accomplish results without having formal chain-of-command authority.

<p>Getting the Results Without the Authority: Completing the Project (Includes Simulation)</p>	<p>Self-paced Courses</p>	<p>Although most organizations have established channels of authority and power, some company ventures require that their project leaders work outside of recognized authority. If you see a problem or issue that you want to resolve, or your manager directs you to solve a problem, and you have no formal authority, then you have to persuade others to help you or determine how to resolve the problem independently. Acquiring the skills to influence others to help you will enable you to complete your task, and you will establish mutually beneficial relationships with coworkers. You'll also build a reputation for being able to accomplish tasks that are beyond your normal job responsibilities. If you are seeking to advance your career, then being able to get results without authority will strengthen your resume. Team Leaders, Project Managers, Project Leads, and anyone else who needs to accomplish results without having formal chain-of-command authority.</p>
<p>Getting the Results Without the Authority: Creating a Strategy (Includes Simulation)</p>	<p>Self-paced Courses</p>	<p>Although most organizations have established channels of authority and power, some company ventures require that their project leaders to work outside of recognized authority. If you see a problem or issue that you want to resolve, or your manager directs you to solve a problem, and you have no formal authority, then you have to persuade others to help you or determine how to resolve the problem independently. Acquiring the skills to influence others to help you will enable you to complete your task, and you will establish mutually beneficial relationships with coworkers. You'll also build a reputation for being able to accomplish tasks that are beyond your normal job responsibilities. If you are seeking to advance your career, then being able to get results without authority will strengthen your resume. Team Leaders, Project Managers, Project Leads, and anyone else who needs to accomplish results without having formal chain-of-command authority.</p>

Global Marketing: Analyzing Your Audience (Includes Simulation)	Self-paced Courses	In old maritime trade, sea captains would employ locals to guide them through the harbor to safety. Each harbor contained its own peculiar dangers, and arrogant traders ran the risk of running aground if they ignored those local conditions. Multi-national corporations run similar risks--their detailed maps of customer attitudes, buying patterns, and advertising venues can still give way to uncharted territory. There are no guarantees that a domestically successful product can succeed in winning over foreign consumers. Before entering foreign markets, marketing professionals must acquire knowledge of each culture and their business climate. In this lesson, you will analyze your global markets.
Global Marketing: Positioning Your Product (Includes Simulation)	Self-paced Courses	Even if you are lucky enough to offer a unique product, your competitive advantage overseas must be constantly monitored and reinforced. The dangers are numerous. Your trade secrets might escape, your partners may become your fiercest rivals, copycat products may spring up, or gray marketeers may cross the border with cheaper versions of your product to undermine your market share. Positioning is strategic. You must understand your foreign market segment and be willing to shape your product strategies based on local conditions, yet you must also avoid blowing the budget by re-creating your product every time you enter a new market. Only those marketers who can remain flexible and cool-headed in this marketing game will emerge with a viable brand and a growing market share.
Grammar Essentials	Self-paced Courses	Correct grammar and a refined, concise writing style can help you clearly articulate your ideas to others, streamline the directions and instructions that you deliver, and create impressive presentations and reports. In this course, you will review the rules of grammar and refine your grammar usage for your professional life. This course is designed for professionals who seek to improve their grammar usage for written communications.
Grammar Essentials (Second Edition) (Includes Simulation)	Self-paced Courses	Correct grammar and a refined, concise writing style can help you clearly articulate your ideas to others, streamline the directions and instructions that you deliver, and create impressive presentations and reports. In this course, you will review the rules of grammar and refine your grammar usage for your professional life. This course is designed for professionals who seek to improve their grammar usage for written communications.

Hiring Outstanding Teams: Attracting the Right Candidates (Includes Simulation)	Self-paced Courses	As a manager who needs to build a team, you want great people who are well suited for the work that you need to accomplish. If you can attract a group of strong candidates to interview, then you are more likely to acquire employees who are a good fit for your team and your company. Attracting strong candidates will help establish your reputation, among your peers and future team, as a leader who understands the importance of acquiring the best talent.
Hiring Outstanding Teams: Behavioral Interviews and Other Techniques (Includes Simulation)	Self-paced Courses	After you have attracted a pool of candidates to fill one or more positions on your team, you need an effective method to identify the candidate who will offer the best fit for your team. Conducting behavioral interviews will enable you to acquire reliable information about each candidate. Situational interviews and other employee selection tools can also help you gather valuable information about candidates. When you know and understand how to use all of the selection tools at your disposal, you will be equipped to make an effective decision on how to determine which job applicant is the best one for your needs. Then you will be able to evaluate the candidates and hire the candidate that is your ideal employee fit.
Hiring Outstanding Teams: Integrating New Team Members (Includes Simulation)	Self-paced Courses	After hiring a new team member, you want to help your new employee progress through a comfortable orientation process, where he meets and gets to know coworkers, learns how your team interacts with the rest of the company, and assumes the role he was hired to perform. If you take steps to integrate your new associate into the team and company, then you will increase the probability that he will continue to feel glad he accepted the job offer. Your new employee will adjust more quickly to his new work role and develop into a productive and contributing member of the team if you provide him with opportunities to get comfortable in his new work situation.
Implementing Change for Managers (Includes Simulation)	Self-paced Courses	This course is intended for middle management, especially those with direct reports, who are responsible for managing organizational change and maintaining employee performance.
Intercultural Business Etiquette (Second Edition)	Self-paced Courses	Doing business respectfully and effectively with people from other countries and cultures is a must in our global workplace. In this course you will identify various skills to address intercultural business etiquette.

Interviewing Job Candidates (Second Edition)	Self-paced Courses	Matching the right candidate with the job is a critical function for any supervisor. Managers must learn simple guidelines for evaluating the organization's needs, assessing the candidates' skills and experience, and effectively preparing for and conducting the interview process.
Investigating the Problem (Includes Simulation)	Self-paced Courses	In this course, you will learn how to use investigative tools, gather evidence, and interpret data. You will get an overview of problem analysis and examine helpful tools such as Fishbone and Six Word diagrams. In addition, you will compare facts with opinions and learn about the types of check sheets and how to use them. You will also identify how much data you need when gathering evidence. Finally, you will learn how to interpret data using Pareto charts and histograms.
Leading Effective Meetings (Second Edition)	Self-paced Courses	This course is intended primarily for entry-level managers who need to conduct meetings in an effective and professional manner. Although many professionals may decry the amount of time spent in work-related meetings, meetings remain a fact of professional life. And, when well run, meetings can be one of the most efficient and effective ways to disseminate information, share a vision, set goals and objectives, resolve problems, and enhance team dynamics. In this course, you'll learn strategies and techniques for running meetings well. You'll see how to plan a road map for your meeting. You'll learn skills for conducting the meeting smoothly, including promoting appropriate participation while managing disruptions. And, you'll confirm the results of your meeting by assigning action items, debriefing participants, and learning from the experience to produce continuous improvement. Your colleagues will feel that time at your meetings is well-spent, which will promote success both for your organization and for your own career.

Leading Effective Teams (Second Edition)	Self-paced Courses	This course is intended primarily for entry-level managers who need to lead teams effectively. The essence of management is leadership of others. Excellent managers know how to lead their teams so that they can achieve the organization's goals productively. You will see how to make your team results-focused by establishing and measuring performance goals and managing team resources. You'll create structure for the group by defining roles and responsibilities and providing operating guidelines. And you'll build effective teamwork by promoting positive relationships, modeling good communications skills, and supporting your team members within the organization. A team leader who can get things done and make team members feel great about it is an asset to any organization, so acquiring these team leadership skills can enhance your career in any environment.
Leading Your Team to Business Results (Includes Simulation)	Self-paced Courses	Once you have developed basic leadership skills, you will learn to put those skills into practice to achieve business results. In this course, you will learn to lead culturally diverse teams, negotiate conflict, and establish a team vision.
Making Group Decisions (Includes Simulation)	Self-paced Courses	You will explore the process of making group decisions.
Making Team Decisions (Includes Simulation)	Self-paced Courses	This course provides a variety of tools for generating, evaluating, and selecting solutions in decision-making situations. Each lesson includes real-world case scenarios, providing learners with the opportunity to practice these techniques.
Making Wise Investment Decisions (Includes Simulation)	Self-paced Courses	In this course, you will examine decision points that support capital budgeting and explore how a range of techniques can be used to conduct project evaluations.
Managing a Virtual Office (Second Edition)	Self-paced Courses	Technology is making it possible for employees to perform the same tasks from a remote location that they could if they were on site. Leaders must learn new skills and adapt past leadership behaviors to effectively manage a virtual office.

Managing Company Change (Second Edition)	Self-paced Courses	This course is intended for entry-level managers who want to deal professionally and productively with the inevitable forces of change in organizational environments. Change comes to every organization, and while employees may fear and resist the unknowns associated with change, they will always embrace change for the better. As a leader, your responsibility is to manage and implement change effectively so that your organization can maintain productivity and growth during transitional times. In this course, you'll learn how to anticipate and plan for change, and techniques you can use to deal with concerns and resistance through the transition period. Finally, you'll learn to ensure a positive outcome by demonstrating vision and commitment as you monitor your team's progress through the change period.
Managing Conflict (Includes Simulation)	Self-paced Courses	In this course, you will identify the important role that conflict management plays in the workplace. You will identify employee needs and company needs and use various strategies to help defeat conflict.
Managing Information Effectively (Includes Simulation)	Self-paced Courses	Being able to manage information effectively is one of the most basic skills you must have to do your job well. People who can manage information effectively are more productive because they can easily find and use the information they need. In this course, you will identify strategies for improving your information management skills so that you can experience the increased productivity that comes from more effectively managing information. Business professionals who are seeking to improve their information management skills.
Managing Innovation and Creativity (Includes Simulation)	Self-paced Courses	In this course, you will explore the innovative process. You will identify your role as a team leader and how to lead a creative team's idea to productivity. This course is intended for any manager or team leader who wants to guide a team of creative individuals to maximum productive innovation.

<p>Managing Multigenerational Teams: Dealing with Intergenerational Problems in the Workplace (Includes Simulation)</p>	<p>Self-paced Courses</p>	<p>You are leading a team whose members grew up in different eras, and your intergenerational team members have contrasting ideas and attitudes about work and their roles in the workplace that affect their work behavior and conduct. Before you can resolve problems based on generational differences, you have to understand and manage problems associated with the expectations and work styles of specific generations. Then you will be better-prepared to identify possible sources of intergenerational conflict on your team. You will have a deeper understanding of why team members from particular generations may behave in ways that could disrupt productive team performance, and you'll be able to develop effective strategies to help the whole team cooperate and collaborate.</p>
<p>Managing Organizational Goals (Includes Simulation)</p>	<p>Self-paced Courses</p>	<p>Aligning your team goals with the organization's goals and achieving them will enable you to contribute effectively in an organization. As a manager, you lead a team that is expected to contribute to the organization and you are ultimately held responsible for their performance. Your diligence in clarifying and achieving your team goals, and in sharing what you learned with your management, will help your organization evolve in a positive way. By setting goals and coaching team members to achieve these goals, you can help your team and ultimately, your organization to succeed. As a manager, you are responsible for setting the goals for your team and for managing their work. Organizational goals can often get lost in layers of management and not get communicated to the individual contributors. In the absence of goals, employees can feel unmotivated or can even set their own goals for achievement, which will result in poor and conflicting team performance. In this course, you will develop skills needed to establish tactical goals for your team based on organizational directives and general goals from your manager a</p>

Managing Personal Stress (Second Edition)	Self-paced Courses	This course is intended primarily for entry-level managers who need to recognize and manage their own personal stress in the workplace. Stress is simply an organism's response to change, and can arise from a variety of positive and negative factors. On the job, professional pressures, technological changes, workplace uncertainties, and personal concerns can cause negative stress and lead to stress-related illnesses. This course will show you simple and effective ways to control your workplace stress. You'll learn to understand and recognize the causes of stress, to develop a systematic approach to dealing with stress, and to implement an action plan to manage your stressors and monitor your progress in reducing the negative effects of stress. Effectively managing your own personal stress will help you as a manager to lead a healthier, more productive life, and to be able to contribute more effectively to the goals of your organization.
Managing Project Teams (Second Edition) (Includes Simulation)	Self-paced Courses	In this course, you will identify the importance of properly building, nurturing, and managing a team. You will identify and use strategies when managing a working team, and examine ways of effectively closing out a project with the team. This course is intended for individuals charged with leading a team successfully.
Managing Projects (Second Edition)	Self-paced Courses	This course is intended primarily for entry-level managers, project managers, team leaders, and others who need to manage projects effectively. Project management is a fundamental business skill. By managing projects well, you'll get results that meet customer needs while promoting a healthy team climate. This course will provide you with the basic concepts, techniques, and skills that you will need to manage projects well in a variety of organizations. You'll learn to organize and plan your project, by establishing baselines, requirements, the work plan, and budget. You'll implement your work plan by leading and coordinating your team's efforts while ensuring that you are on track to satisfy the customer. And you'll learn to evaluate the results on an ongoing basis and address problems as they arise in order to assess and adjust performance throughout the project period. Strong project-management skills will serve your organization well and will be an asset to you throughout your professional career.

Managing Projects (Second Edition) (Includes Simulation)	Self-paced Courses	The managing process involves organization and planning, the proper allocation of resources, and the promotion of a strong team effort. Successful project management leads to acceptable results that meet the customers' real needs.
Marketing Essentials: Analyzing Your Market (Includes Simulation)	Self-paced Courses	Your competitors will attempt to gain competitive advantage in the marketplace, and success comes from concentrating your efforts and not squandering opportunities. You cannot simply rely on the superiority of your product; even the most spectacular offering requires an understanding of market conditions. Careful preparation is crucial you must use all the available tools to gather and interpret data to support your marketing strategy. Market analysis will allow you to pinpoint your potential markets and define your target audience in order to use your resources wisely. Analyzing your market will allow you to determine exactly where to focus your marketing campaign. Instead of a scattershot approach, where you devote time and energy on reaching vaguely defined customer base, you can orchestrate a campaign that directly addresses your buyers' needs. Instead of launching ill-conceived products and promotions, you will be able to generate high product awareness and increased sales.
Marketing Essentials: Positioning Your Product (Includes Simulation)	Self-paced Courses	product, competitors will soon begin assaulting your position, offering copycat products at lower prices or products with new and unexpected features. Even if you have the luxury of a loyal target audience, tastes shift and allegiances erode through the constant marketing pressure. You must constantly position your products to engage your target audiences and generate awareness of your product's advantages or its emotional appeal. In this lesson, you will position your product. The language of marketing often draws upon the language of the military; you strategize and maneuver, outflank and assault, with the goal of obtaining tactical advantages over your opponent. Like a field general, you wish to lay claim to strategic high ground that can be defended or search for holes in the enemy lines that you can exploit. Positioning your product provides you with that strategic advantage you will be able to ensure product awareness and generate customer loyalty, allowing you to capture market share and begin to exploit the advantages of your brand.

Mastering Cold Calls (Second Edition)	Self-paced Courses	Successful salespeople have identified strategies for mastering cold calls, including identifying the target audience, delivering a polished presentation, and moving towards resolution by closing the sale. In this course, you will examine these strategies.
Measuring Team Performance (Includes Simulation)	Self-paced Courses	A team's success is made possible through a series of well-defined milestones that allows them to focus on the targeted goal. This module introduces several methods to define performance metrics and establish documented feedback techniques to enable team members to track individual and collaborative achievements.
Mentoring: Closing the Mentoring Relationship (Includes Simulation)	Self-paced Courses	A key element of any effective mentoring effort involves recognizing the accomplishments that have been made by both parties, thanking the other person for their contributions to the effort, and closing out the relationship formally. In this lesson, you will identify methods of closing the mentor relationship. Formal closure of the mentoring relationship gives both parties the benefit of sharing information together, reflecting on the lessons learned, and thanking each other for their contributions. Closing the mentor relationship involves sharing information, leveraging the mentor's professional network, and pausing to reflect on the progress made during the effort.
Mentoring: Developing Relationships (Includes Simulation)	Self-paced Courses	Developing strong mentoring relationships is critical to any successful mentoring effort. You want to be able to move forward in this endeavor with purpose and planning, using key mentoring skills to your advantage, and identifying the best ways to move forward effectively will prepare you for the journey ahead. Now that you have identified your goals for pursuing a mentoring relationship, you are ready to embark on this new adventure by beginning the mentor relationship. In this lesson, you will determine the type of mentoring method that will best suit your goals, identify methods of getting started either as a protege or mentor, and identify ways of nurturing others' hidden talents.
Mentoring: Identifying Your Goals (Includes Simulation)	Self-paced Courses	Managers, supervisors, and team leaders who want to use mentoring skills for enhanced professional growth.

		<p>This course is intended primarily for entry-level managers, supervisors, and team leaders who need to be able to motivate employees effectively. Motivation is a key factor in a leader's ability to accomplish goals. Motivation is what makes a team member want to accomplish the goal with a high level of quality, as opposed to just doing the minimum work required. This course will show you how you can motivate your team to do their best work for you and for the organization. You'll start by learning what motivation is and what it means to different individuals so that you can get the best out of each employee. Then, you'll build a motivating environment by learning motivational techniques that help establish a positive atmosphere of trust. Finally, you'll make investments that will lead to long-term results, by applying incentives and addressing underlying issues that might detract from motivation. A leader who can motivate a team to do its best will be in demand at any organization, so the skills and techniques you'll learn in this class should enhance your career as well as your team's performance.</p>
Motivating Employees (Second Edition)	Self-paced Courses	
Motivating Your Employees (1st Edition)	Self-paced Courses	In this course, you will identify the important role that motivation plays in keeping your employees working at high performance levels.
Motivating Your Employees (Includes Simulation)	Self-paced Courses	In this course, you will identify the important role that motivation plays in keeping your employees working at high performance levels.
Negotiating for the Sales Professional (Second Edition)	Self-paced Courses	Success rarely happens by accident. Rather, it is the result of careful planning and preparation. By being familiar with the skills of negotiation, you will become a more effective sales professional.
Negotiating Skills In Action (Includes Simulation)	Self-paced Courses	This course will offer you the skills necessary to negotiate successfully and follow through on the negotiations properly. It also offers the opportunity to learn how to negotiate in a variety of special circumstances.
Performance Management (Includes Simulation)	Self-paced Courses	Performance management is style of management designed to encourage desired performance levels and to maintain a relationship with employees to sustain the desired performance levels. This course will provide you with the strategies of performance management that will enable you to improve employee performance.

Performance Management (Second Edition)(Includes Simulation)	Self-paced Courses	Effective managers know how to use performance-management strategies to garner the strongest possible performances from their team members. They can produce the desired results for their teams by assessing the needs of the business, developing the talent in their group, giving appropriate feedback and coaching, redirecting team members as necessary, and steering team members through the performance-appraisal process in a supportive manner. In this course, you will identify helpful methods of using performance-management strategies on the job to yield the best performances possible from your team members. This course is intended for a wide range of first-time managers.
Personal Financial Planning (Second Edition)	Self-paced Courses	professionals who need to manage their personal finances as they embark upon careers that will increase their financial worth. The need to think about finances and plan for the future is always present and increases in importance as a person grows older. Whether you're a novice or an expert, you'll want to improve and build upon what you already know. In this course, you will examine techniques for financial planning to secure your financial future. You'll start by learning how to understand your own financial situation, by budgeting, setting financial goals, and managing credit and debt prudently. You'll plan for the future by learning basic saving and investing concepts and techniques that will help you insure against undue risk and save your resources for big expenses and future goals. And you'll learn how to put your plan into action by building assets, limiting liabilities, and monitoring your progress and making needed corrections. These skills will not only help bring you personal financial security and peace of mind, but the basic concepts can carry over into your prof
Persuasive Business Writing (Includes Simulation)	Self-paced Courses	in contemporary business environments, information overload makes it necessary for you to communicate clearly and concisely. Trying to make sense of a disorganized email message can be frustrating given the number of emails you have to answer daily. In this course, you will analyze your audience, organize your writing, and employ effective persuasive techniques. This course is for individuals who need to write clearly and concisely in a professional environment.
Planning and Controlling Budgets (Includes Simulation)	Self-paced Courses	In this course, you will examine the benefits of budgeting and explore a range of commonly used budgets. You will also be introduced to the process of budget preparation and control.

Positive Work Environment: Overcoming Negativity in the Workplace (Includes Simulation)	Self-paced Courses	In this course, you will assess and evaluate what's going on within your team to produce a negative environment and take corrective measures to resolve the conflicts, problems, or issues that are making the workplace a negative one for your team.
Preparing to Interview Job Candidates (Includes Simulation)	Self-paced Courses	In this course, you will learn how to prepare effectively for interviews, allowing you to get that new hire who will contribute to the success of your department and your company.
Preparing to Negotiate (Includes Simulation)	Self-paced Courses	In preparing to negotiate, you will learn how to create a successful mindset and understand how to initiate a positive relationship with the other party before negotiating.
Presentation Skills (Second Edition)	Self-paced Courses	This course is intended primarily for entry-level managers who need to deliver public presentations as part of their professional responsibilities. They say most adults fear speaking in public more than anything else! Nonetheless, at one point or another in professional life, almost everyone is in a situation where they need to make a presentation to a group. Making a public presentation doesn't have to be a fearful or difficult experience. The information in this course will help you deliver a polished presentation that captivates your audience. You'll learn how to approach the presentation by creating a plan, and how to develop presentation content that is well-organized and meaningful. You'll learn simple and effective techniques for preparing the presentation so that you can express your message clearly and confidently. And finally, you'll see how to give a dynamic presentation. Speaking in public is a great way to make a good personal impression on others, as well as to represent your organization in the very best light. With the skills in this course, your presentation won't just be adequate—it will be excellent.
Presenting Successful Training for Non-Training Professionals (Includes Simulation)	Self-paced Courses	You may have spent years honing your skills and developing expertise in a subject area. Your colleagues recognize the depth of your knowledge and your keen ability to zero in on problems and elegantly resolve them. But now you've been thrust into a training role—you are not only required to exercise your skills, but communicate your knowledge to others. For many who assume a training role, that transition is not easy. Training involves a specific set of skills that an expert in a particular field may not possess. In this course, you will learn how to present successful training.

Presenting Your Ideas Effectively (Includes Simulation)	Self-paced Courses	Delivering your message to others - whether a large or small group - can be nerve-wracking. This module provides several tips and techniques to help you organize and present your ideas effectively. Appealing visual aids and other effective techniques are described to help you create a dynamic delivery style.
Project Management Skills for Non-Project Managers (Includes Simulation)	Self-paced Courses	Professionals in every field are often expected to take on leadership roles and manage projects on an informal basis, even if they are not trained project managers. In this course, you will develop the skills you need to be able to step forward and assume leadership responsibilities for projects as needed. Regardless of your job title, you can make a meaningful contribution by leading others through the stages of planning, executing, and completing a project. This course is intended for a wide range of managers and staff members who need to successfully manage small- to medium-sized projects.
Providing Effective Feedback (Second Edition)	Self-paced Courses	This course is intended primarily for entry-level managers, supervisors, and team leaders who need to provide feedback to employees in an effective and professional way. Feedback is a powerful tool for motivating, mentoring, and guiding employees. As a manager, it is your responsibility to learn how feedback works and how you can use it to enhance your own performance and that of your employees. In this course, you will learn how to target specific areas to improve your use of feedback in the workplace. You'll learn the difference between effective and ineffective feedback, and how to use feedback wisely and productively. And, you'll learn how to develop a mutually supportive and open environment where feedback is welcomed, not feared. Well-targeted feedback that is communicated effectively leads to continual performance throughout an organization; if you can develop this skill, your management abilities will always be valued.
Providing Effective Feedback (Second Edition) (Includes Simulation)	Self-paced Courses	This course is part of the Basic Management Series. Feedback is a powerful tool for motivating, mentoring, and guiding employees. As a manager, it is your responsibility to learn how feedback works and how you can use it to enhance your own performance and that of your employees. You will learn how to target specific areas to improve your use of feedback in the workplace.
Qualifying Sales Prospects (Second Edition)	Self-paced Courses	To find customers, you must know how to qualify sales prospects. In this course you will identify various skills to effectively qualify prospects.

Realistic Time Management Goals (1st Edition)	Self-paced Courses	Mastering the skill and art of time management is a worthy goal. In this course, you will identify strategies for improving your use of time. You will identify some strategies for pursuing effective time-management skills, including defining your personal and professional goals and analyzing your energy allocation. You will focus on the strategies that will help you move forward with confidence as you use your time more effectively and pursue your goals and dreams.
Realistic Time Management Goals (Includes Simulation)	Self-paced Courses	Mastering the skill and art of time management is a worthy goal. In this course, you will identify strategies for improving your use of time. You will identify some strategies for pursuing effective time-management skills, including defining your personal and professional goals and analyzing your energy allocation. You will focus on the strategies that will help you move forward with confidence as you use your time more effectively and pursue your goals and dreams.
Recognizing and Avoiding Burnout (Second Edition)	Self-paced Courses	workplace stress to avoid the phenomenon known as "burnout". Stress is a natural part of both personal and professional life. Unfortunately, undue or uncontrolled stress can lead to burnout, and can cause effective and valuable managers to seek job change or career interruption. This can be damaging both to the burned-out individual, as well as to the organization that needs to bear the cost of replacing an otherwise talented and valuable contributor. This course will show you how you can turn stress to your advantage and avoid the burnout trap. You'll understand the emotional process that turns stress into burnout. You'll learn to recognize and pinpoint the signs of impending burnout so that you can be proactive in addressing it. And, most importantly, you'll see how to get your work life and personal attitudes back on track with practical approaches to ending burnout. Avoiding your own burnout is not only good for you—it's good for your organization. And, it can help you to help your peers, employees, and colleagues to move beyond their own burnout traps.
Recognizing and Avoiding Burnout (Second Edition) (Includes Simulation)	Self-paced Courses	This course is part of the Basic Management Series. You face stress in a variety of ways, and though you may be able to handle it in most instances, there are some times when the stress causes you to burn out. In this course you will identify techniques to recognize and avoid burnout in your life.

Recognizing and Managing Anger (Second Edition)	Self-paced Courses	<p>This course is intended primarily for entry-level managers who need to manage angry emotions as they naturally occur in the workplace. All humans are emotional creatures, and all our emotions, including anger, are normal and natural responses to different stimuli in our environment. However, when we express anger inappropriately or react to it too forcefully, it can lead to unprofessional behavior, poor communication, and damaged team relationships. This course will show you how to manage your anger and channel your negative emotional energy into effective behavior and outcomes. You'll learn the sources of anger and its roots in everyday situations. You'll learn to recognize the physical and emotional cues that trigger anger. And, most important, you'll develop skills to manage the angry emotions, express them appropriately, and use anger for positive ends. By applying these principles and techniques, you'll not only become a more effective employee and leader, but your anger-management behavior can also serve as a model for other members of your organization.</p>
Recognizing Employee Performance (Second Edition)	Self-paced Courses	<p>This course is intended for entry-level managers, supervisors, and team leaders who need to recognize employee performance in an effective and appropriate manner. Recognizing outstanding performance on the part of an employee or a team leader is one of the most pleasant duties leaders have in the workplace. Proper recognition can not only motivate individual employees and spur them to improve their performance even more, but it can also provide a model and goal for other team members to work towards. This course will show you the techniques you can apply to recognize employee achievements in a professional and appropriate manner. You'll learn how to gather the information you will need so that you can plan the best approach to recognition. You'll see how to develop and select the appropriate type of reward. And, most importantly, you'll see how to deliver the recognition effectively and with consistency, so that it is a positive experience for individuals as well as the whole team. Proper employee recognition will enable you to increase employee morale and job satisfaction, and, ultimately, increase</p>
Recognizing Employee Performance (Second Edition) (Includes Simulation)	Self-paced Courses	<p>This course is part of the. Through this course, you will gain the proper techniques that will enable you to identify and acknowledge your employees' accomplishments. Recognizing employee performance is essential when attempting to motivate employees and continually improve their performance.</p>

Sales Cycle Basics	Self-paced Courses	This program covers the sales cycle and typical behaviors of those involved in the sales process.
Sales Cycle Basics (Includes Simulation)	Self-paced Courses	Sales techniques have evolved from the days when traveling salesmen would blow into town, hawk their products, and leave quickly before they had to address problems with customer satisfaction. Now the emphasis in sales is on cultivating relationships with customers and responding to their needs. The sales cycle revolves around changing customer needs at different points in negotiating a sale. By understanding your customer's different needs throughout the sales cycle, you can adjust your sales strategy. You will also be able to pinpoint problem areas in the sales cycle and focusing on improving specific areas of performance, thereby taking the mystery out of sales by rationally analyzing your performance. In this course, you will learn to effectively address customer needs during the sales cycle. For this course, sales personnel with limited sales experience are the target audience.
Sales Cycle Basics (Second Edition)	Self-paced Courses	In this course, you will understand successful buyer-focused selling behaviors, influence buying decisions, respond effectively to buyer's needs, and match the six steps in the selling cycle to the buyer-focused selling model.
Scoping Your Internet Project (Includes Simulation)	Self-paced Courses	In this course, you will explore Internet statistics and how to research data, select a web team, and create an e-marketing budget.
Selecting the Solution for a Problem (Includes Simulation)	Self-paced Courses	In this course, you will learn how to solve problems methodically, make group-based solutions, and analyze cost-benefit solutions. You will learn how to use tools such as Fishbone solutions and force-field analysis to create your solution. In addition, you will learn how to make group-based decisions using the modified Delphi approach, the swapping technique, and visualizing then verbalizing the solution. Finally, you will learn to recognize the components of cost and benefits and they can help you formulate an effective cost-benefit analysis.
Selecting Your Negotiation Strategy (Includes Simulation)	Self-paced Courses	In this course, you will explore negotiation strategies, such as the avoiding game, the accommodating game, the competing game, the collaborating game, and you will explore ethical and unethical negotiation behaviors.

Setting Performance Goals and Expectations (Second Edition)	Self-paced Courses	<p>This course is intended primarily for entry-level managers, supervisors, and team leaders who need to set and communicate performance goals to employees in an effective and professional way. Goal-setting for employees is an important management responsibility. After all, if your team doesn't know where it's going, how will it know how to get there? This course will help you develop a systematic approach to setting performance goals and expectations for employees. You'll see how to establish initial goals that relate to performance objectives and accommodate employee interests. You'll learn to review and refine your goals continuously, and how to communicate the objectives and behaviors that will help your employees succeed. And, to ensure success, you'll learn techniques that will help you analyze performance, provide appropriate feedback, coach, and review your employees' work so that their productivity and also job satisfaction can continually improve. Good employees appreciate clear goals that enable them to achieve and excel; if you can instill this kind of goal-oriented atmosphere in your team, your management</p>
Solving Problems As A Team (Second Edition)	Self-paced Courses	<p>This course is intended for entry-level managers and team leaders who want to deal professionally and productively with the inevitable problems that arise in business situations. Problems arise in any business situation, and an effective leader can turn those problems into opportunities and lead a team towards an effective solution. In this course, you'll learn the techniques and steps that enable you to establish a team environment that promotes collaborative problem solving. You'll also establish a standard problem-solving process so that all team members feel that they are valued contributors. Finally, you'll bring the problem to a beneficial solution, and track its implementation and results. This is the kind of team leadership that can turn business problems into productive outcomes in any type of organization.</p>

Solving Problems Logically (Includes Simulation)	Self-paced Courses	In this course, you will identify when to use group versus individual problem solving and you will learn how to use a methodical problem-solving process. You will identify scenarios where it is better for an individual to solve a problem and also identify scenarios where it is better for a group to solve a problem. You will also learn about three business trends that encourage group problem solving. In addition, you will learn how training helps in the problem-solving process, list the main steps in the problem-solving process, and identify four key problem-solving states of mind.
Strengthening Customer Relationships	Self-paced Courses	This program covers critical techniques that can help in strengthening customer relationships.
Strengthening Customer Relationships (Second Edition)	Self-paced Courses	In this course, you will explore methods to turn customer complaints into positive and satisfying results through winning interactions You will discover the relationship between sales and customer service.
Succeeding Through Teamwork in Business (Includes Simulation)	Self-paced Courses	In this course, you will explore ways to strengthen team communications through bettering your listening skills and interpretation of non-verbal cues. Using proven guidelines, you will identify approaches that can be used to work through challenging situations and to resolve team conflict. Finally, you will recognize ways to collaborate with individuals whose experiences and perspectives may be different than yours.
Telephone Sales Skills (Second Edition)	Self-paced Courses	In this course, you will receive an overview on developing telephone sales skills.
The Sales Process	Self-paced Courses	This program covers the critical aspects of planning for, managing, and executing the sale.

The Sales Process (Includes Simulation)	Self-paced Courses	<p>Certainly successful sales requires good communication skills. But sales also requires organization•your charm and persuasiveness will be lost if you don't keep accurate records or plan your site visits carefully. You'll be too busy “treading water” and feeling overwhelmed. You also can't rely on your native enthusiasm•sales can be tricky, requiring careful strategy, and you need to know when to turn on the charm and when to sit back and listen. Developing good sales techniques will allow you to be organized and maximize the hours you spend actually selling, rather than doing paperwork or rushing to catch flights. You'll know the best way to approach a sale strategically, and you'll be able to adjust your approach to meet your objectives. In this course, you'll learn to navigate the sales process. This course is designed for beginning salespeople.</p>
The Sales Process (Second Edition)	Self-paced Courses	<p>In this course, you will develop organizational activities to assure sales success in a territory, gather information to qualify sales prospects, and plan a structured approach to sales calls including information gathering and presentation.</p>
Time Management (Second Edition)	Self-paced Courses	<p>This course is intended primarily for entry-level managers who need to learn time-management techniques so that they can use their time appropriately to accomplish professional goals. Some managers fall into the trap of feeling that they have little or no time to devote to activities that would contribute most to their success. If you're like that, this course will help you avoid the time-management traps that can impede your career goals. In this course, you'll learn about the payoffs of solid time management by examining your goals as well as your uses of time. You'll learn to plan your use of time by setting a daily schedule and choosing activities that use time effectively. Finally, you'll learn to control the time wasters in your day by managing and organizing communications, materials, and your surroundings. By setting goals and maximizing your time, you can accomplish what you want to do both personally and professionally in your life.</p>

Understanding and Using Contracts (Second Edition)	Self-paced Courses	This course is intended for entry-level managers who need to understand and use contracts as part of their professional responsibilities. Most professionals will have some sort of business dealings on a contract basis at some point in their careers. If you've never worked with a contract, creating and understanding the contract document and the contract process can seem intimidating. However, a well-written and implemented contract is a benefit to both parties. This course will show you how to be comfortable working with contracts. You'll learn the basic skills and procedures involved in creating, changing, and terminating contracts, including learning the basic elements of a contract. You'll see how to avoid pitfalls by recognizing your contract obligations as well as when contract performance is excused. Finally, you'll see how to get positive results from a contract by creating win-win situations, reviewing contracts, and—when necessary—pursuing legal remedies. By learning fundamental contract principles, you will be better able to get what you want in professional and personal situations, avoid misunderstandings and
Using Data to Communicate (Includes Simulation)	Self-paced Courses	Today's information age has created a data-driven business environment, making it essential to provide the right information quickly to the right people in the most efficient manner. The ability to use data to communicate clearly and succinctly will help you achieve your business and professional goals. This course is intended for a wide range of managers and staff members who need to effectively use data to communicate.
What Good Managers Do: The First 100 Days (Includes Simulation)	Self-paced Courses	Your first 100 days on the job as a new manager are crucial to your success. During this period of orientation, you want to be able to learn as much as you can about your team, their progress and priorities, the company's expectations, and your responsibilities. In this course, you will manage common elements of work including budgets, schedules, and performance appraisals. You will avoid some common management pitfalls, resolve conflicts within your team, and coach people to give great performances. This course is intended for a wide range of first-time managers and staff members who are considering transitioning to management roles.
Working With Difficult People (Includes Simulation)	Self-paced Courses	You will explore how to work with difficult people, respond to changes, and cope with continued conflict.

Writing Effective Emails (1st Edition)	Self-paced Courses	In this course, you will analyze your audience and organize your writing to create coherent and professional emails and Instant Messages. This course is for individuals who need to write clearly and concisely in a professional environment.
Writing Effective Emails (Includes Simulation)	Self-paced Courses	In this course, you will analyze your audience and organize your writing to create coherent and professional emails and Instant Messages. This course is for individuals who need to write clearly and concisely in a professional environment.
Writing for a Global Audience (Includes Simulation)	Self-paced Courses	To localize your content, you need to identify and eliminate cultural language patterns from your source content, so that you can effectively and efficiently localize the content. Target audiences must be able to read and easily understand the content, yet they may not speak or understand the source language and their customs may differ dramatically from the social conventions of the source culture. In this course, you will prepare content for localization. This course is intended for content developers, trainers, marketing professionals, writers of documentation and technical specification, and product developers who need to create content that is effective and appropriate for a global audience.
Blended Blueprint Workshop Edition: Applying Leadership Basics	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Assessing Change for Managers	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Balancing Work and Family	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Basics of Effective Communication	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Basics of Effective Selling	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Building Strong Customer Relationships	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Coaching Essentials	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Communicating Across Cultures	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Communicating Clearly	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Conducting Performance Reviews	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Conflict Intervention	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Creating A Strong Leadership Team	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Customer Service Skills	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Delegating	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Discharging Employees	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Disciplining and Redirecting Employees	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Emotional Intelligence	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Facilitator Guide	Reference Materials	A Blended Blueprints: Workshop Edition Session is an informal, face-to-face meeting of individuals who have taken one of Element K's online courses in the Business Skills series. The purpose of the session is to review the course and discuss how it relates to the work environment and personal experiences. You may either be one of the group, or perhaps someone who is responsible for facilitating learning in your organization.

Blended Blueprint Workshop Edition: Financial Basics for Non-Financial Managers	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Finding Resolution Through Negotiation	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Get the Most Out of Your Meetings	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Getting Results without the Authority	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Getting the Most out of Your Day	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Implementing Change for Managers	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Intercultural Business Etiquette	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Interviewing Job Candidates	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Leading Effective Meetings	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Leading Effective Teams	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Managing Company Change	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Managing Innovation and Creativity	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Managing Personal Stress	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Managing Projects	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Motivating Your Employees	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Negotiating for Sales Professionals	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Negotiating Skills in Action	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Performance Management	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Personal Financial Planning	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Preparing to Interview Job Candidates	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Preparing to Negotiate	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Presentation Skills	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Project Management for Non-Project Managers	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Providing Effective Feedback	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Qualifying Sales Prospects	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Realistic Time Management Goals	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Recognizing and Avoiding Burnout	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Recognizing and Managing Anger	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Recognizing Employee Performance	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Setting Performance Goals and Expectations	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Solving Problems As A Team	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Succeeding Through Teamwork in Business	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

Blended Blueprint Workshop Edition: Telephone Sales Skills	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Time Management	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: What Good Managers Do: The First 100 Days	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.
Blended Blueprint Workshop Edition: Writing Effective Emails	Reference Materials	Bridge the gap from online to classroom instruction with Element K's Blended Blueprint: Workshop Editions. These four-page documents are assembled for online courses in the Business Skills library. And they serve as the ideal guide for lunch-and-learn sessions or similar hour-long classroom training intended to cap an online learning experience. Assemble your online students into a classroom to review key course guidelines and learning points, explore unique collaborative classroom activities, and access other relevant Element K resources. You'll find everything you need in your Workshop Edition.

What Good Managers Do: The First 100 Days (Instructor Edition)	Reference Materials	What Good Managers Do: The First 100 Days (Instructor Edition)
What Good Managers Do: The First 100 Days: Blended Delivery Guide	Reference Materials	Blended Delivery Guide
Change Management for Employees	Online Technical Reference	Everyone who works in the business world today is faced with constant changes and is expected to adapt. In this course, students will identify methods for solving problems resulting from workplace changes. Students will define change management and identify strategies for effectively preparing for change, coping with reaction to change, and becoming an agent of change in their working lives.
Advanced Business Writing	Online Technical Reference	As a first-time manager, you will have the responsibility to write business documents that will help support the goals of your company. In order to successfully create a variety of business documents, you need to thoroughly understand which documents work best for specific situations and how to produce them. In this course, you will learn how to choose the best document to use and prepare to write the document to help you achieve your business goals.
Advanced Communication Skills	Online Technical Reference	In any profession, you will find yourself in a situation where you need to relay information to another colleague. When such situations arise, good communication skills are an essential part of getting your message across clearly. This course will show you how to apply advanced verbal and written communication techniques in your workplace.
Appraising Performance	Online Technical Reference	Appraising Performance provides an overview of the basics of conducting performance appraisals. It provides guidelines and best practices for evaluating and improving the work performance of employees, thereby increasing quality and productivity.
Change Management for Managers	Online Technical Reference	With constantly shifting global economies and technological developments, businesses are constantly changing to exploit opportunities. Companies no longer have the luxury of remaining the same. Therefore, managers must constantly prepare for and implement change, guiding their employees through periods of transition.

Coaching Essentials	Online Technical Reference	As a leader in your organization, you are expected to help people meet or exceed expectations and to help ensure productivity and profitability for the organization. Coaching is a leadership tool that is effective in improving performance and contributing to the goals of the organization. In this course, you will explore the benefits of coaching, coaching approaches, how to develop an action plan, and methods for ensuring the coaching process is successful.
Communicating Across Cultures	Online Technical Reference	Increasingly, businesses around the world have become more interconnected, and companies have to think more globally in order to succeed. Despite economic ties with foreign nations, countries can be ill-prepared for doing business abroad, lacking the knowledge and sensitivity to adjust their business behavior to different cultural contexts. This course will provide you with strategies to communicate effectively across cultures.
Creating and Maintaining Life Balance	Online Technical Reference	How has stress affected you in the past? Have you had to take time away from work or your family because you have felt stressed out? You, like millions of others, may have difficulty managing stress in your life. Fortunately, there are techniques you can use to better manage stress, and possibly even lessen the amount of stress you encounter on a daily basis. In this course, you will learn ways of improving your physical and mental well-being, and methods of handling stress in an effective and productive manner.
Customer Service Via Phone and Email	Online Technical Reference	You need to respond to customer service queries via a remote system such as email or the telephone. In order to do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will learn important principles and skills you can utilize as a remote customer service representative.
Developing and Presenting Successful Training for Non-Training Professionals	Online Technical Reference	You may have spent years honing your skills and developing expertise in a subject area. Your colleagues recognize the depth of your knowledge and your keen ability to zero in on problems and elegantly resolve them. But now you've been thrust into a training role—you are not only required to exercise your skills, but communicate your knowledge to others. For many who assume a training role, that transition is not easy. Training involves a specific set of skills that an expert in a particular field may not possess. In this course, you will learn how to develop and present successful training.

Developing Business Solutions	Online Technical Reference	Developing Business Solutions is a hands-on instruction book that will introduce you to the basic design theories and processes related to creating cost-effective, customer-focused business solutions.
Developing Data Services and Data Models	Online Technical Reference	Developing Data Services and Data Models is a hands-on instruction book that will introduce you to the basic design theories and processes related to creating cost-effective, customer-focused business solutions
Developing Yourself as a Leader	Online Technical Reference	This course will provide the methods to perform a personal assessment so that new managers can identify areas for improvement and apply strategies to develop and grow their leadership capabilities.
Effective Business Writing	Online Technical Reference	Though businesses increasingly rely on technology, technological skills alone do not guarantee success in the workplace. You must still develop your ideas, express them clearly, and persuade others of their viability. This course offers effective strategies to sharpen your writing skills by structuring your ideas logically, exercising diplomacy in letters and reports, and shaping your arguments.
Effective Facilitation Skills	Online Technical Reference	Effective facilitators know how to take charge of work sessions and lead groups toward successfully completing their work objectives. In this course, you will strategically plan work sessions and create formal agendas, lead groups to generate new ideas through brainstorming events, and help people work through facilitated difficult sessions. You will also further develop your facilitation skills by leading remote work groups and even moderating international sessions.
Effective Management	Online Technical Reference	The world of business is increasingly becoming centered about the interaction of different teams, both within and outside the organization. The success of a team within a company is often directly linked to the ability of a manager to lead and manage the team effectively. In order to perform the job well, the manager must understand the different roles of everyone involved in the team, and be trained in developing the capabilities of all team members and addressing issues as soon as they surface. This course will help you gain an understanding of the basic fundamentals of becoming an effective manager for your team.

Effective Presentations	Online Technical Reference	Without a dynamic and coherent presentation, even stellar ideas can fail to convince your audience. In this course, you will learn active listening skills to facilitate the exchange of ideas in meetings and presentations. You will also organize your ideas to create coherent and convincing oral presentations, while also utilizing available visual aids and using public-speaking techniques to strengthen your delivery. You will also prepare strategies for business meetings and learn to conduct meetings efficiently.
Effective Time Management	Online Technical Reference	Time is a form of currency, and the ways that we talk about it illustrate its value: we say "Time is money," and "My time was well spent," or "It's a waste of time." Like most professionals, you've probably struggled with managing this resource effectively. In this course, you will practice techniques that will help you achieve more effective use of your time so that you can direct your energy towards the activities that will further your professional and personal goals.
Emotional Intelligence for Managers	Online Technical Reference	In this course, you will assess your current emotional intelligence capabilities, determine your strengths, and identify areas for improvement. You will examine how emotions affect behavior and how those behaviors impact your relationships with others. You will also develop strategies for managing the emotional energy in yourself and others.
Excellence in Technical Customer Service	Online Technical Reference	As a provider of customer service in a technical field, you need to interact with customers to address their technical concerns. To do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will apply important principles and skills you can use as a technical customer service representative.
Finance Essentials	Online Technical Reference	Finance Essentials will provide an overview of the basics of finance in business. It will cover financial roles and responsibilities in business organizations, discuss the purpose of financial reports and documents as well as how to read them, and examine money in business and the role of the federal government in regulating financial concerns. Finally, this course will cover financial management and financial ethics.

Financial Essentials	Online Technical Reference	Companies are composed of a number of job roles and varying degrees of responsibility. Some roles are so different that two people within the same company may never come in contact with each other over the entire length of their employment. All employees, though, are working towards the same goal—the financial success of the company. However, individuals cannot be expected to contribute to the financial success of the company unless they understand the principles upon which finance is based. In this course, you will explore the fundamentals of finance and discover how all areas of the company contribute to its financial well-being.
Fundamentals of Communication	Online Technical Reference	Fundamentals of Communication provides an overview of the basic principles of business communication. It provides guidelines and best practices for effectively communicating in the workplace, thereby improving productivity and mutual understanding in culturally diverse business organizations.
Fundamentals of Customer Service	Online Technical Reference	Fundamentals of Customer Service provides an overview of the basics of customer service. It provides guidelines and best practices for providing excellent customer service that will enable frontline associates and service staff in back-up and support roles to build, maintain, and increase a loyal customer base.
Fundamentals of Selling	Online Technical Reference	Fundamentals of Selling provides an overview of the basics of selling with an emphasis on the different stages of the sales cycle. It provides guidelines and best practices for preparing to sell, finding and qualifying prospects, making sales presentations, negotiating the close, and following up after the sale. By applying the tools and techniques presented in this course, sales professionals will benefit by increasing their sales efficiency and effectiveness.
Getting the Results Without the Authority	Online Technical Reference	In today's business culture, there are circumstances in which a person who possesses no formal authority is required to accomplish a task or complete a project. Perhaps you will recognize a problem or a business need, and you will assume responsibility to resolve the issue. Or your manager may direct you to complete a task in which you will need to solicit the help of others in order to complete the task. This course offers strategies to build relationships, identify the key people you will need to help complete your project, ask them for the assistance that you need, and orchestrate the process of moving your project forward to completion.

Grammar Essentials	Online Technical Reference	You learned the rules of grammar in school, but now you'd like to refresh and refine your grammar usage for your professional life. You need to articulate your ideas clearly and succinctly in written communications and present yourself in a professional manner. In this course, you will review the rules of grammar, identify common grammar errors, and refine your business writing style.
Hiring Outstanding Teams	Online Technical Reference	You're a first-time manager who has to create a new team or complete an existing team. You want to locate and interview great candidates, hire the most qualified, and smoothly integrate them into the team.
Interviewing Skills for Management	Online Technical Reference	Every manager knows that to be successful, a company needs to build teams of employees who are the top in their field, work well together, and are happy in the company. However, it is often difficult for managers to find and hire the best people. In this course, you will practice techniques that will empower you to do just that—to hire the best candidate every time through strategies that will improve your success in interviewing. This can reduce or even eliminate significant turnover and allow your company to focus instead on achieving production goals.
Managing Conflict	Online Technical Reference	This course will assist you in understanding and implementing strategies that will help to manage conflict effectively.
Managing Information Effectively	Online Technical Reference	As a business professional, you are surrounded by information and rely on it to do your job. Some information comes to you because you ask for it; other times it literally seems to come "at" you. Other people may rely on and ask you for information, and there are times when you send it to them without their asking. Being able to manage information effectively is one of the most basic skills you must have to do your job well. In this course, you will apply important principles and skills to manage the information you have to do your job.
Managing Innovation and Creativity	Online Technical Reference	Businesses are constantly looking for innovative ideas that will put them one step ahead of their competitors. In order to arrive at a truly new idea, a team leader or manager must understand how to manage the innovation process. This course offers effective managerial strategies that address the organizational aspects of managing a creative team, supporting that creativity, moving an idea to implementation, and troubleshooting ideas to help guide a team through the innovation process.

Managing Organizational Goals	Online Technical Reference	As a manager, you are responsible for setting the goals for your team and for managing their work. Organizational goals can often get lost in layers of management and not get communicated to the individual contributors. In the absence of goals, employees can feel unmotivated or can even set their own goals for achievement, which will result in poor and conflicting team performance. In this course, you will develop skills needed to establish tactical goals for your team based on organizational directives and general goals from your manager and create and manage action plans to achieve these goals.
Managing Project Teams	Online Technical Reference	You want to create and maintain a successful team. Learning how to effectively manage a team is the first step to realizing your goal. In this course, you will determine how to manage the team so that it remains effective.
Marketing Essentials	Online Technical Reference	Without marketing, the fact that you've built a better mousetrap might go unnoticed. In fact, the whole notion of what constitutes a better mousetrap is dependent on marketing insights. Your engineers may have an elegant design that consumers reject as irrelevant or too cumbersome to use. Marketers are key in coordinating those who make product and design decisions with sales personnel and, ultimately, with consumers. Their marketing strategies can enable companies to remain ahead of the competition and attract customers whose loyalty will be the foundation of a successful venture. In this course, you will develop essential marketing skills.
Motivating Your Employees	Online Technical Reference	This course will assist you in understanding and implementing strategies that will help to motivate your work force.
Negotiating Skills	Online Technical Reference	Negotiating Skills
Performance Management	Online Technical Reference	Performance management is a style of management designed to improve the performance levels of employees by creating and implementing performance management plans and through coaching and feedback.

Performance Management (Second Edition)	Online Technical Reference	New managers want to be able to step forward and assume their new responsibilities with confidence. You want to be able to lead the individuals on your team effectively by conducting ongoing performance appraisals; delivering helpful and instructive feedback, training, and coaching; and designing and implementing performance standards. You also want to develop talent within your team by employing effective performance-management strategies on the job. This course will give new managers essential performance-management skills.
Practical Leadership	Online Technical Reference	Up to this point in your career, you have been a successful employee or individual contributor, or have recently been promoted to manager. You have developed skills to be successful in your field. In this course, you will learn the practical skills you need to be an effective leader in your organization.
Problem-Solving Skills	Online Technical Reference	Regardless of the specific organization or position, your skills and previous training have allowed you to gain employment in the corporate world. One thing that you may not be adequately prepared for, however, is dealing with problems. In a corporate environment, using specialized groups to solve problems is becoming more and more common. Being able to work in groups to solve problems will enhance your business knowledge and value to the organization. This course will show you the fundamentals of problem-solving skills—from defining your problem, to presenting it to the key decision makers in your organization.
Strategic Planning Skills	Online Technical Reference	This course will provide you with a process for developing a clear understanding of your business's culture, operations, and market position, while facilitating the development of a strategic blueprint for gaining the competitive advantage necessary for your business's success, now and in the future.
Using Data to Communicate	Online Technical Reference	This course will provide you with the methods necessary to prepare and present data to effectively inform or persuade your audience.

What Good Managers Do: The First 100 Days	Online Technical Reference	This course will give new managers the basics of effective management for their first 100 days on the job. Professionals who have achieved success as individual contributors often transition into management roles. New managers want to be able to step forward and assume their new responsibilities with confidence. You want to be able to conduct performance appraisals, monitor work processes, communicate effectively with team members, build an internal network of supportive colleagues, and avoid common management pitfalls. You also want to be able to resolve conflicts that arise, coach people to give great performances, and serve as an advocate for your team within the wider corporate structure.
Writing Effective Emails	Online Technical Reference	Though businesses increasingly rely on technology, technological skills alone do not guarantee success in the workplace. You must still develop your ideas, express them clearly, and persuade others of their viability. This course offers effective strategies to sharpen your writing skills by structuring your ideas logically, exercising diplomacy in letters and reports, and shaping your arguments.
Writing for a Global Audience	Online Technical Reference	You are a content developer with a project to localize content into other languages. You have already written the text, or you are planning to write it, and you want to have the content localized as cost effectively as possible. You need to identify and eliminate cultural language patterns from your source content, so that you can effectively and efficiently localize the content. In this course, you will prepare content for localization.
Accounts Payable Fundamentals	Brainbench Exams	Our Accounts Payable Fundamentals (U.S.) test is part of our accounting fundamentals line of tests. These shorter (30-item) tests measure the test-taker's knowledge of processing payables and vendor invoices and the posting of journal entries. Designed for accounting clerks and others who handle the processing of accounts payable, this test covers the following topics: Assets, Cash Management/Reconciliation, Controls, Expenses, Purchases, and Recording. You will need a calculator when taking this exam.

Accounts Receivable/Billing Fundamentals	Brainbench Exams	Our Accounts Receivable/Billing Fundamentals (U.S.) test is part of our accounting fundamentals line of tests. These shorter (30 item) tests measure your knowledge of processing receivables and invoices. Designed for accounting clerks and others who handle the processing of accounts payable, this test covers the following topics: A/R Principles, Applying Cash, Bad Debt/Collections, Cash Flow, Credit, General Ledger, Invoicing, and Reconciliation of Customer Accounts. You will need a calculator when taking this exam.
Behavioral Interviewing (U.S.)	Brainbench Exams	Our Behavioral Interviewing (U.S.) test is designed for experienced human resources professionals and hiring managers. This test measures your knowledge of basic concepts utilized in behavioral interviewing, an approach based on the assumption that past behavior predicts future behavior. The test covers the following topics: Analysis, Behavioral Interviewing Techniques, Behavioral Traits, Business Dynamics, Communication, Concern for Order and Quality, Forms, Information Seeking, Interview Process, Legal Obligations, Oral/Written Communication, and Situational Leadership.
Benefits Administration (U.S.)	Brainbench Exams	Our Benefits Administration (U.S.) test measures your knowledge and understanding of an organization's employee benefits programs. Designed for entry level to mid level human resources professionals, this test covers the following topics: Design Features, Government and Social Insurance, Legal Compliance, Medical and Dental Plan Administration, Welfare Plan Administration, Life Insurance, Cafeteria Plans, Retirement and Savings Plan Administration, Employee Communications, and Benefit Plan Trends.
Benefits Management (U.S.)	Brainbench Exams	Our Benefits Management (U.S.) test measures your knowledge of employee benefits. Designed for experienced human resource professionals and managers, this test covers the following topics: Benefits Administration, Social Insurance Programs, Insurance, COBRA, ERISA, HIPAA, FMLA, Pension Plans, and ADA.
Bookkeeping Fundamentals (U.S.)	Brainbench Exams	Our Bookkeeping Fundamentals (U.S.) test is part of our accounting fundamentals line of tests. This test measures your knowledge of bookkeeping tasks and functions. Designed for accounting clerks and others who handle bookkeeping tasks, this test covers the following topics: Accounts Payable, Accounts Receivable, Adjusting Entries, Business Math Conversions, Cash, Financial Statements, Fixed Assets, Inventories, Liabilities, Payroll, Recording Transactions, and Taxes.

Business Communication	Brainbench Exams	Our Business Communication test measures your knowledge of communicating in the workplace. It measures the skills necessary to communicate effectively with coworkers at all levels and with external business contacts. Designed for the average business worker, this test includes the following topics: Electronic Communication, Employment Communication, Listening, Meetings, Nonverbal Communication, Verbal Communication, and Written Communication.
Business Concepts (U.S.)	Brainbench Exams	Our Business Concepts (U.S.) test measures your knowledge of general business fundamentals and practices in the United States. Designed for all business professionals, this test covers the following topics: Business Law, Financial Management, Financial Planning, General Business, Human Resources, Marketing, Operations, and Social Responsibility.
Business Ethics Awareness (U.S.)	Brainbench Exams	Our Business Ethics Awareness (U.S.) test measures your knowledge of the application of ethical principles in various workplace situations. Designed for all professionals with a broad knowledge of the ethical concerns in a business environment, this test includes the following topics: Community/Societal Relations & Whistle-blowing, Conflicts of Interest, Employer Policies, Ethical Issues, Honesty & Confidentiality, Individual & Organizational Differences, Respect of Property Rights, Safety, Supplier/Vendor & Customer Treatment, and The Law.
Business Math	Brainbench Exams	Our Business Math test measures your knowledge of mathematics that is commonly used in business. Designed for all professionals, this test includes the following topics: Calculating Markup and Markdown Percentage; Interest, Invoicing, and Net/Gross; Markdown Price; Markup Price; Original Price Before Markdown or Markup; Price from Total without and with Tax; Total from Algorithm, Chart, or Formula.
Business Process Reengineering	Brainbench Exams	Our Business Process Reengineering (BPR) test measures your knowledge in the modification and successful implementation of business processes. Designed for experienced managers and human resources professionals, this test covers the following topics: BPR Processes, BPR Team, Tools and Techniques, Success Predictors, Building on BPR, and Leading to BPR Failure.

Business Writing	Brainbench Exams	Our Business Writing test measures your knowledge of important types of business writing being used today. Designed for administrative professionals, this test covers the following topics: Business Letters, Business Writing, Other Formats, Persuasion, Principles of Organization, Rules of Grammar, Specialized Formats, Spelling, Style and Tone, and Vocabulary.
Change Management (U.S.)	Brainbench Exams	Our Change Management (U.S.) certification measures your knowledge of conducting large-scale change in organizations. Designed for experienced managers and human resources professionals, this test covers the following topics: Analytical Skills, Change Management Skills, Change Planning Skills, Change Promotion Skills, Innovation Skills, and Interpersonal Skills
Childcare Fundamentals (U.S.)	Brainbench Exams	Our Childcare Fundamentals (U.S.) test measures your knowledge of childcare in the United States. Designed for individuals with broad knowledge of the industry and related trends, this test covers the following topics: Communication, Development, Environment, General, Play, and Safety.
Coaching	Brainbench Exams	Our Coaching test measures your knowledge of guiding others in either a formal or informal relationship. The "coach" helps the "coachee" to develop specific skill sets or knowledge, or to attain specific short-term goals. On the other hand, a mentor is more focused at long-term goals and overall career progression support. Designed for any professional, but particularly those in a management, supervisory, or team-leading role, this test includes the following topics: Coaching Principles, Coaching vs. Other Support Roles, Engagement Skills, Importance of Coaching, Qualities of a Good Coach, Relationship Assessments, Self-Preparation, and The Coaching Model.
Compensation Management (U.S.)	Brainbench Exams	Our Compensation Management (U.S.) test measures your knowledge of employee compensation processes and laws in the United States. Designed for experienced human resource professionals and managers, this test covers the following topics: Communicating Compensation Programs, Executive Compensation, Expatriate Compensation, Job Analysis and Design, Legal Compliance, Performance Appraisals, Salary Administration, Sales Compensation, Setting the Stage, Variable Compensation, and Wage Level Decisions.

Consumer Finance (U.S.)	Brainbench Exams	Our Consumer Finance (U.S.) test measures your knowledge of how consumer-lending decisions are made. This test covers the following topics: Banking Services, Consumer Finance, Credit, Financing a Home, Income, Insurance, Interest, Renting a Home, and Taxes.
Consumer Products Industry Knowledge (U.S.)	Brainbench Exams	Our Consumer Products Industry Knowledge (U.S.) test measures your knowledge of the Consumer Products industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Advertising, Distribution, General Marketing, Integrated Marketing, Manufacturing, Marketing Planning, Marketing Research, Promotions, Research and Development, and Sales.
Counseling Techniques	Brainbench Exams	Our Counseling Techniques test measures your knowledge of the concepts and techniques used in counseling clients. Designed for all health care professionals, this test covers the following topics: Counseling Techniques, Differential Diagnosis, Ethical Issues, Family Counseling, Group Counseling, Life Issues, Lifespan Issues, Marital Counseling, Practical Issues, Presenting Problems, and Theoretical Constructs. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.
Customer Assistance	Brainbench Exams	Our Customer Assistance test measures your knowledge of interpreting a policy guide and resolving customer issues and problems based on policy, procedures, and guidelines within a scenario or reference guide.
Customer Assistance (Audio)	Brainbench Exams	Our Customer Assistance test measures your knowledge of interpreting a policy guide and resolving customer issues and problems based on policy, procedures, and guidelines within a call-center simulated scenario and reference guide.
Data Entry 10-Key	Brainbench Exams	Our Data Entry 10-Key (Ten Key) test measures your ability to enter groups of numbers using the numeric ten-key pad. The test consists of groups of data which mimic entries for a 10-key pad or calculator. Your score is based on your average keystrokes per hour adjusted for accuracy. This test is designed for data entry 10-key operators or clerks.

Data Entry Alphanumeric	Brainbench Exams	Our Data Entry Alphanumeric test measures your ability to enter information using the keyboard. Data includes name, address, invoice number and dollar amount. The test consists of information that you need to type into a form. Your score is based on your average keystrokes per hour adjusted for accuracy. This test is designed for data entry operators or clerks
Data Entry Numeric	Brainbench Exams	Our Data Entry Numeric test measures your ability to enter a variety of numeric data using the ten-key pad. Data includes social security numbers, credit card account numbers, phone numbers and other numbers used in data entry. The test consists of groups of data, and your score is based on your average keystrokes per hour adjusted for accuracy. This test is designed for data entry operators or clerks.
Diversity Awareness (U.S.)	Brainbench Exams	Our Diversity Awareness (U.S.) test measures your knowledge of the issues around working in a diverse workplace. Designed for all employees, this test enables you to demonstrate that you are knowledgeable about the benefits of a diverse workforce and the common areas where care must be shown to prevent misunderstandings due to differences in backgrounds, gender, and abilities. This test includes the following topics: Diversity in Organizations, Diversity: Concepts and Driving Forces, Managing for Diversity - Policies & Programs, Organizational Roles and Culture, and The Character of Diversity.
Editing & Proofing (Chicago Style)	Brainbench Exams	Our Editing and Proofing (Chicago Style) test measures your knowledge centered on the Chicago Manual of Style. Designed for writers and editors, this test covers the following topics: Abbreviations, Capitalization, Common Errors, Indexes, Numbers, Proofreading, Punctuation, Substantive Editing, and Visuals.
Education Industry Knowledge (U.S.)	Brainbench Exams	Our Education Industry Knowledge (U.S.) test measures your knowledge of the educational industry. Designed for education professionals, this test covers all aspects of the U.S. Educational Services industry. This test covers the following topics: Structure, Student Assessments, Accreditation Issues, Societal Issues, Employment, Finances, Governing U.S. Education, Institutional Levels, Technology, and Trends.

English Listening Comprehension (U.S.)	Brainbench Exams	Our English Listening Comprehension (U.S.) test measures your retention and listening skills. Designed for all English speakers and also those for whom English is a second language (ESL), this test requires that you listen to passages and then answer questions related to what was said. This test, which focuses on English spoken in the workplace, covers the following topics: Communicating in the Workplace, Comprehending the Media, Dealing with Professionals, Organizing Trips and Activities, Responding to Social Situations, and Speaking Interpersonally.
English Vocabulary	Brainbench Exams	Our English Vocabulary test measures your knowledge of English vocabulary. Designed for all English speakers, this test covers the following topics: Analogies, Challenging words, Foreign words used in the English language, and Professional terms.
Filing (U.S.)	Brainbench Exams	Our Filing (U.S.) test measures your knowledge of the systematic approaches for filing. Designed for all filing professionals, this test covers the following topics: Basic Organization, Common Methodology, Filing/Retrieving Application, Follow Up Files, and Using Filing Tools.
Financial Accounting (U.S.)	Brainbench Exams	Our Financial Accounting (U.S.) test measures your knowledge of American financial accounting rules and procedures. Designed for the experienced accounting professional, this test covers the following topics: A/R and A/P, Budgeting, Cost Accounting, GAAP, Journal Entries, Tax and Payroll, and Types.
Financial Accounting (UK)	Brainbench Exams	Our Financial Accounting (U.K.) test measures your knowledge of Financial Accounting rules and procedures used in the U.K. Designed for the experienced accounting professional, this test covers the following topics: Analysis of Financial Accounts, Audit, Cost Accounting, Financial management, International Accounting Standards (IAS), Journal Entries, Preparation of financial accounts, Published Financial Statements and Taxation.
Financial Analysis (U.S.)	Brainbench Exams	Our Financial Analysis (U.S.) test measures your knowledge of financial analysis in the United States including the metrics used and the regulatory organizations involved. Designed for the experienced financial professional, this test covers the following topics: Analyzing Return, Analyzing Risk, Budgetary Control, Budgets, Cost of Capital, Financial Analysis, and Valuation Methods. Test-takers will need a financial calculator for this exam.

Financial Auditing (U.S.)	Brainbench Exams	Our Financial Auditing (U.S.) test measures your knowledge of American financial auditing rules and procedures. Designed for the experienced auditing professional, this test covers the following topics: Auditing Standards and Professional Conduct, Internal Control and Assessing Risk, Overview and Structure of Auditing, Substantive Tests and Audit Sampling, the Audit Process and Strategies.
Financial Industry Knowledge (U.S.)	Brainbench Exams	Our Financial Industry Knowledge (U.S.) test measures your knowledge of the financial industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Central Banking, Depository Institutions, Electronic Transactions, Financial Markets, Global Finance, Investment Banking, Laws and Regulations, Mortgage Banking, U.S. Financial System Overview, and Regulatory Environment.
Financial Management (U.S.)	Brainbench Exams	Our Financial Management (U.S.) test measures your knowledge of how companies manage their internal finances. This test covers the following topics: Capital Budgeting, Capital Structure, Financial Statements, Financing, Internal Reporting, Planning and Control, Market Concepts, Risk Concepts, and Valuation Concepts.
HRIS Concepts	Brainbench Exams	Our HRIS Concepts test measures your knowledge of information systems for a human resources organization or team. Designed for experienced Human Resources professionals, this test includes the following topics: Functions of an HRIS, Installation and Maintenance, Selection Steps, Affect on the Workforce, and Technology.
Human Resources Concepts (U.S.)	Brainbench Exams	Our Human Resources Concepts test measures your knowledge of the core areas of Human Resources. Designed for human resource professionals and experienced managers, this test covers the following topics: Recruiting, Compensation, Benefits, Job Analysis, Labor Relations, Managing Employees, Occupational Safety and Health, Training and Development, and Strategic HR.
Human Resources Concepts (UK)	Brainbench Exams	Our Human Resources Concepts (UK) test measures your knowledge of the core areas of Human Resources. Designed for human resource professionals and experienced managers in the UK, this test covers the following topics: Employee Benefits, Employee Relations, Health, Safety and Welfare, Learning and Development, Managing Diversity, Recruitment and Retention, Selection, and the Strategic role of HR.

Interpersonal Communications	Brainbench Exams	Our Interpersonal Communications test measures your knowledge of how to employ effective verbal and non-verbal communication to send your message and manage conflicts. Designed for all professionals, this test covers the following topics: Communication and Perception, Group Communication and Team Work, Intercultural Communication, Interpersonal Communication, Interviewing and Communication, Intrapersonal Communication, Listening, Nonverbal Communication, Technology in Communication, Verbal Communication, and Language.
Interviewing and Hiring Concepts (U.S.)	Brainbench Exams	Our Interviewing and Hiring Concepts (U.S.) test measures your knowledge of the interviewing and hiring process. Designed for the typical employee and/or hiring manager, this test covers the following topics: Situational Interviews, Candidate Fit, Probing Skills, Types of Interviews, Legal Compliance, Behavioral Interviewing, Job Analysis, Behavior Traits, Interview Quality Control, and Screening.
Legal Issues for Employees (U.S.)	Brainbench Exams	Our Legal Issues for Employees (U.S.) test measures your knowledge of legal issues faced by employees. Designed for employees, this test covers the following topics: Benefit Programs, Compensation, Consumer Protection, Employee Rights, Health, Safety and Security, Individual Employee Issues, and Management/Labor Relations. HR Personnel and Management are encouraged to complete our Legal Issues for HR and Management (U.S.) test.
Legal Issues for HR and Management (U.S.)	Brainbench Exams	Our Legal Issues for HR and Management (U.S.) test measures your knowledge of legal issues faced by employers. Designed for both human resource professionals and managers, this test covers the following topics: EEOC, FLSA, ADA, Safety and Compensation Benefits, and Labor Unions. Employees are encouraged to complete our Legal Issues for Employees (U.S.) test.
Legal Research (U.S.)	Brainbench Exams	Our Legal Research (U.S.) test measures your legal research knowledge, including sources of law, citations, and computer researching. Designed for experienced legal researchers and paralegals, this test includes the following topics: Citation Practice and Format (Bluebook Standard), Legal Authority, Legal Documents, Research Process and Analysis, Research Tools and Materials, Sources of Law, Terminology and Syntax, and the Case Reporting System.

Legal Secretarial Skills (U.S.)	Brainbench Exams	Our Legal Secretarial Skills (U.S.) test measures your ability as a legal secretary. Designed for experienced legal secretaries, this test covers the following topics: The Legal System and Court Structure, Law Office Structure and Staffing, Ethics and Malpractice, Billing and Timekeeping, Law Office Accounting and Client Funds, File and Library Management, Client Management and Communication, Legal Writing and Terminology, Docket Control, and Law Office Information Systems.
Listening Comprehension - English (UK)	Brainbench Exams	Our Listening Comprehension - English (UK) test measures your retention and listening skills. Designed for all English (UK) speakers and also those for whom English (UK) is a second language (ESL), this test requires that you listen to passages and then answer questions related to what was said. This test, which focuses on English spoken in the workplace, covers the following topics: Communicating in the Workplace, Comprehending the Media, Dealing with Professionals, Organizing Trips and Activities, Responding to Social Situations, and Speaking Interpersonally.
Listening Skills	Brainbench Exams	Our Listening Skills test measures your retention and listening skills. Designed for all professionals, this test requires that you to listen to passages and then answer questions related to what was said.
Managing People (U.K.)	Brainbench Exams	Our Managing People (U.K.) test measures your knowledge of managing and leading people in the workplace. Designed for experienced managers, this test covers the following topics: Career Self-Management, Conveying and Understanding Ideas, Decision Making, Leadership Approaches and Styles, Leading People, and Understanding the Business World.
Managing People (U.S.)	Brainbench Exams	Our Managing People (U.S.) test measures your knowledge of managing and leading people in the workplace. Designed for experienced managers, this test covers the following topics: Career Self-Management, Conveying and Understanding Ideas, Decision Making, Leadership Approaches and Styles, Leading People, and Understanding the Business World.
Market Research	Brainbench Exams	Our Market Research Test measures your knowledge of designing and conducting market research studies. Designed for experienced market researchers, this test covers the following topics: Primary Research, Secondary Research, Study Design, Questionnaire, Interviewing and Other Tools, Sampling, and Analysis.

Marketing Concepts	Brainbench Exams	Our Marketing Concepts test measures your knowledge of the core areas of marketing. Designed for all professionals, this test covers the following topics: Advertising & Sales Promotion, Buying Behavior, Demographic Decision-Making, Distribution & Channel Selection, Information Analysis, Internal & External Company Evaluation, Market Analysis, Marketing Control Systems, Marketing Plans, New Product/Service Development, Pricing, and Selling Issues.
Marketing Strategy	Brainbench Exams	Our Marketing Strategy test measures your knowledge of the strategic issues involved in developing a marketing plan. Designed for experienced marketing professionals, this test covers the following topics: Planning, Assessing Opportunities, Segmentation, Satisfying Customers, Cost of Entry, and Integration.
MS Project 2000	Brainbench Exams	Our MS Project 2000 test measures your knowledge of MS Project 2000. Designed for experienced users, this test covers the following topics: Budgeting, Data Exchange, General MS Project Knowledge, General Project Management Knowledge, Programming/Customization, Project Central, Resource Allocation, Scheduling, Tracking Progress, and Workgroups.
Negotiation Strategy	Brainbench Exams	Our Negotiation Strategy test measures your knowledge of win-win negotiating. The exam and principles are based on the book "Getting to Yes: Negotiating Agreement Without Giving In" by Roger Fisher, William Ury and Bruce Patton, second edition. Designed for all types of negotiators, this test includes the following topics: Best Alternative to a Negotiated Agreement (BATNA), Communications, Dealing With People, Durable Agreements, Interests vs Positions, Inventing Options For Mutual Gain, Positional Bargaining vs. Principled Negotiation, Strategy and Tactics, and Use of Objective Criteria.
Office Management (U.S.)	Brainbench Exams	Our Office Management (U.S.) test measures your ability to manage a business office. Designed for experienced professionals, this test covers the following topics: Interpersonal Communication, Administration, Organization, Clerical, Technology, Human Resources, Finance, Training and Development, and Facility Management.

Office Procedures (U.S.)	Brainbench Exams	Our Office Procedures (U.S.) test measures your knowledge of typical administrative and support activities performed in offices today. Designed for all support and administrative professionals, this test covers the following topics: Computer, Correspondence, Customer Service, Filing, Organization, Proofreading, Scheduling, and Telephone Techniques.
Operations Concepts	Brainbench Exams	Our Operations Concepts test measures your knowledge of the core areas of operations from procurement to manufacturing to distribution. Designed for all professionals, this test covers the following topics: Personnel, Production, Sales, Analysis, and Asset Flow.
Outbound Sales Skills	Brainbench Exams	Our Outbound Sales Skills test measures your knowledge of sales. Designed for outbound sales professionals, this test covers the following topics: Call Control, Closing the Sale, Ethics and Integrity, Need Identification, Product Presentation, Professionalism, Returned Calls, and Time Management.
Payroll Fundamentals (U.S.)	Brainbench Exams	Our Payroll Fundamentals test is part of our accounting fundamentals line of tests. These shorter (30 item) tests measure your knowledge of processing receivables, invoices, and payroll. Designed for payroll clerks and others who handle payroll processing, this test covers the following topics: Bookkeeping, Fair Labor Standards Act, Payroll Calculation, Tax Forms, and Worker Status. You will need a calculator when taking this exam.
Payroll Fundamentals (UK)	Brainbench Exams	Our Payroll Fundamentals (UK) test is part of our accounting fundamentals line of tests. Designed for payroll clerks and others who handle payroll processing, this test covers the following topics: Accounting for Payroll, Customer Service Skills, Employee Set up and Maintenance, Employee Rights, Outputs and Controls, Payroll Basics, Payroll Calculations, Professional Responsibilities, Statutory Reporting, and Termination of Employment. You will need a calculator when taking this exam.

Presentation Skills	Brainbench Exams	Our Presentation Skills test measures your knowledge of the concepts of preparing, delivering, and evaluating a presentation. Designed for any professional who makes presentations, this test includes the following topics: Gathering Information, Learning Material, Pre-Design & Preparation, Presentation Conclusion, Presentation Delivery, Presentation Structure, Presentation Types, Speaking Anxiety, and Types of Visual Aids.
Problem Solving - Qualitative	Brainbench Exams	Our Problem Solving - Qualitative test measures your ability to analyze and evaluate information and apply your critical thinking skills to resolve a variety of qualitative problems. Designed for any professional, this test includes the following topics: Critical Reasoning, Effectiveness of Expression, Reading Criticality, and Word Relationships.
Problem Solving - Qualitative (Metric)	Brainbench Exams	Our Problem Solving - Qualitative (Metric) test measures your ability to analyze and evaluate information and apply your critical thinking skills to resolve a variety of qualitative problems. Designed for any professional, this test includes the following topics: Critical Reasoning, Effectiveness of Expression, Reading Criticality, and Word Relationships.
Problem Solving - Quantitative	Brainbench Exams	Our Problem Solving - Quantitative test measures your ability to analyze and evaluate information and apply your critical thinking skills to resolve a variety of quantitative problems. Designed for any professional, this test includes the following topics: Abstract Thinking, Deductive Thinking, Graphical Analysis, and Quantitative Analysis.
Problem Solving - Quantitative (Metric)	Brainbench Exams	Our Problem Solving - Quantitative (Metric) test measures your ability to analyze and evaluate information and apply your critical thinking skills to resolve a variety of quantitative problems. Designed for any professional, this test includes the following topics: Abstract Thinking, Deductive Thinking, Graphical Analysis, and Quantitative Analysis.

Reading Comprehension - English	Brainbench Exams	"The Reading Comprehension - English assessment provides a general measure of English reading comprehension. This test is comprised of items that contain a passage that you must read in order to answer the question being asked. The questions focus on your ability to demonstrate an understanding of the passage. Questions may be specific in nature, with answers that can be found almost word for word in the passage. For example, the question may ask for a date, name or place that can be found by closely reading through the passage. Alternatively, the questions may be general in nature, with answers that can be determined only by fully understanding the meaning of the passage. ""What is the theme of the passage?"" or ""What is the mood of the author?"" are examples of general questions you may be asked. "
Real Estate Finance (U.S.)	Brainbench Exams	Our Real Estate Finance test measures your knowledge of how real estate lending decisions are made. This test covers the following topics: Qualifying a Borrower, the Property, Legal Obligations, Mortgages, Second Mortgages, Settlement, and Underwriting.
Recruiting Concepts (U.S.)	Brainbench Exams	Our Recruiting Concepts (U.S.) test measures your knowledge of the basic concepts involved in recruiting. Designed for recruiters, this test covers the following topics: Applicants, Interview Categories, Interview Process, Legal, Post Interview, Pre-Interview, Sourcing, and Third Party Assistance.
Retail Industry Knowledge (U.S.)	Brainbench Exams	Our Retail Industry Knowledge (U.S.) test measures your knowledge of the retail industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Advertising and Promotion, Customer Service, General Knowledge, Loss Prevention, Management and Controls, Technology and Systems, Merchandising, Retail Math, Selling, and Visual Merchandising.
Retail Management (U.S.)	Brainbench Exams	Our Retail Management test measures your knowledge of managing in a retail environment. Designed for all retail managers, this test covers the following topics: Customer Service, Financial Management, Human Resources, Loss Prevention, Sales Generation, and Staff Management.
Sales Concepts (U.S.)	Brainbench Exams	Our Sales Concepts test measures your knowledge of selling skills. Designed for experienced sales professionals, this test includes the following topics: Analyzing Business Opportunities, Building the Pipeline and Forecast, Closing, Handling Objections, Prospecting, Sales Essentials, and Sales Presentation.

Sales Concepts - Federal (U.S.)	Brainbench Exams	Our Sales Concepts - Federal (U.S.) test measures your knowledge of selling skills in the government sector. Designed for experienced sales professionals, this test includes the following topics: Federal Opportunity Analysis, Profiling Federal Prospects, and Sales Skills.
Security Industry Knowledge (U.S.)	Brainbench Exams	Our Security Industry Knowledge (U.S.) test measures your knowledge of personal, retail, and home security. Designed for experienced security professionals, this test covers the following topics: Civil Liability, Crime Prevention, Duties of A Security Officer, Fire Safety, First Aid and Safety, General Knowledge, Interpersonal Communications, Law, Security Management, Surveillance Methods, Use of Force, and Written Communications.
SEI Compatibility Maturity Model Integration (CMMI)	Brainbench Exams	Our SEI Capability Maturity® Model Integration (CMMI) test measures your knowledge of SEI CMMI. Designed for experienced users, this test includes the following topics: Implementation, Process Areas for Level 2: Managed, Process Areas for Level 3: Defined, Process Areas for Level 4 and Level 5, Process Components and Overviewing, Relationships Among Process Areas, and Structure.
Sexual Harassment Awareness (U.S.)	Brainbench Exams	Our Sexual Harassment Awareness test measures your knowledge of issues that constitute sexual harassment in the workplace. Designed for all employees, this test allows you to demonstrate your knowledge about sexual harassment issues. This test covers the following topics: Conduct of a Sexual Nature, Consequences of Sexual Harassment, Constructive Discharge, Harassment Complaint, Hostile Environment, Liability, Quid Pro Quo, Retaliation, Third-Party Harassment, Unwelcome Conduct, and Workplace Harassment.
Shorthand	Brainbench Exams	Our Shorthand (Gregg) test measures your knowledge of Gregg shorthand principles and techniques. Designed for experienced shorthand writers, this test covers the following topics: Alphabetic Characters, Brief Forms/Derivatives, General Knowledge, Grammar, Phrasing, Punctuation, Spelling Families, Timed Reading, and Word Knowledge.

Solution Selling	Brainbench Exams	Our Solution Selling test covers the principles and techniques for consultative selling outlined in the book "Solution Selling: Creating Buyers in Difficult Selling Markets" by Michael Bosworth. To do well on this test, you must have a strong understanding of the principles of consultative selling, which stress solutions over products. This test includes the following topics: Closing, Controlling the Buying Process, Managing the Sales Process, Proof and Value Justification, Prospecting, and Qualify Needs and Process.
Speedwriting	Brainbench Exams	Our Speedwriting test measures your knowledge of speedwriting principles and techniques. Designed for experienced speedwriters, this test covers the following topics: Abbreviations, Basic Punctuation, Basics of Speedwriting, Brief Forms, Combining Brief Forms and Abbreviations, Phrases, Plurals, Tenses, and Compound Words, Taking Dictation, Techniques for Unique Sounds, and Transcribing Speedwriting Notes.
Spelling (U.S.)	Brainbench Exams	Our English Spelling (U.S.) test measures your knowledge of spelling in American English. Designed for the proficient linguist, this test covers the following topics: spelling abbreviations, plurals, possessives, proper nouns, terminology (including medical, computer, engineering, and legal), and commonly used foreign words.
Technical Writing	Brainbench Exams	Our Technical Writing test measures your knowledge of the appropriate design and style for technical documentation. Designed for experienced technical writers, this test covers the following topics: Document Design, Document Development, Editing/Reviewing Work, Guidelines/Style/Techniques, Job Overview, Online/Hypermedia/Interactive Media, Professionalism, and Project Management.
Telephone Etiquette	Brainbench Exams	Our Telephone Etiquette test measures your knowledge of how to conduct telephone conversations in a professional manner. Designed for anyone dealing with clients or customers on the phone, this test covers the following topics: Answering Phones, Communication, Customers, Handling the Call, Listening, Professionalism, Telephone Equipment, Telephone Personality, and Terminology.

Time Management (U.S.)	Brainbench Exams	Our Time Management (U.S.) test measures your knowledge of how to use your time wisely in the workplace. Designed for the average business worker, this test covers the following topics: Action Plans, Controlling, Decision Making, Organizing, Planning, Scheduling, Time Usage, and Time Wasters.
Training Delivery and Evaluation	Brainbench Exams	Our Training Delivery and Evaluation test measures your knowledge of the training process from pre-training planning through post-training evaluation of results. Designed for experienced trainers and instructional designers, this test covers the following topics: Direct Laboratory Exercises, Instructing Slower and More Capable Learners, ISD Process Stages, Learning Styles, Lesson Plan Development, Managing Learning Environment, and Test Question Construction.
Training Development	Brainbench Exams	Our Training Development test measures your knowledge of developing and delivering training programs. Designed for experienced trainers, this test covers the following topics: Analysis Methods, Audience Analysis, Design Materials, Design Strategy, Develop Instructional Materials, General Knowledge, Media, Project Management Plan, Purpose of Training, Training Delivery, and Write Instructional Objectives.
Typing Speed & Accuracy	Brainbench Exams	Our Typing Speed & Accuracy test measures your typing ability. The test consists of timed passages with your score based on your average words per minute adjusted for accuracy.
Workplace Fundamentals (U.S.)	Brainbench Exams	Our Workplace Fundamentals (U.S.) test measures your knowledge of workplace basics. It covers the knowledge and skills needed to function in any type of workplace. This test is designed for anyone in the modern U.S. workforce and includes the following topics: Business Communication, Diversity, Employer Expectations, Human Resources, Legal Issues for Employees, Personal Development, Planning and Scheduling, and Security
Written English	Brainbench Exams	Our Written English test measures your knowledge of English grammar and English reading comprehension. Designed for experienced users, this test covers the following topics: Articles, Comparisons, Conjunctions, General Questions, Misused Words, Nouns, Parallel Structure, Prepositions, Pronouns, Specific Questions, and Verbs.

Written English (UK)	Brainbench Exams	Our Written English (UK) test measures your knowledge of English grammar and English reading comprehension. Designed for experienced users, this test covers the following topics: Articles, Comparisons, Conjunctions, General Questions, Misused Words, Nouns, Parallel Structure, Prepositions, Pronouns, Specific Questions, and Verbs.
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