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Financial Matters

401(k) Plans:

- » 401(k) Basics

Budgeting and Saving:

- » Confronting Debt
- » Eliminating Debt
- » Banking Basics
- » Choosing Bank Accounts
- » Planning Your Retirement
- » Making 401(k) Plans Work
- » Exploring Investment Options

Relationships

Building Relationships:

- » Socializing at Work
- » Understanding Behavioral Intentions
- » Choosing Your Approach

Ethics

Business Ethics:

- » What You Don't Know Can Hurt You
- » Everyday Ethical Dilemmas
- » Ethical Dilemmas and the Law
- » Individual Values; Organizational Values

Careers

Career Development (Videos):

- » Been There, Done That, Now What?
- » The Influence Edge and Your Career

Certified Business Analysis Professional v.2:

- » Requirements Planning & Management
- » Requirements Elicitation
- » Requirements Communication
- » Enterprise Analysis
- » Requirements Analysis & Documentation
- » Solution Assessment & Validation
- » Underlying Fundamentals
- » Practice Exam 1
- » Practice Exam 2
- » Practice Exam 3
- » Practice Exam 4
- » Practice Exam 5

Certified International Web (CIW) Professional Foundations:

- » IT Job Roles
- » Internet Access Infrastructure
- » Web Browsers
- » Electronic Mail
- » Networking and Internet Services
- » Communicating with Internet Technology
- » Web Browser Customizations
- » Internet Client Security Issues
- » Web Search Engines
- » PIMs, File Transmissions, and Usage Issues
- » Project Management Concepts
- » Database Concepts
- » Web Page Creation
- » HTML and Graphics
- » Web Page Design and Color
- » HTML User-Input Forms
- » HTML Frames
- » XML and Server-Side Prog. Languages



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- » Web Site Navigation and Accessibility
- » Cascading Style Sheets (CSS)
- » Extensible Hypertext Markup Language
- » Web Technologies
- » GUI HTML-Editing Software
- » Web Site Performance Issues
- » Web Site Planning
- » Web Site Development and Maintenance
- » Oral Web Site Presentation
- » E-Commerce Technologies and Concepts
- » Database Connectivity
- » Service Providers
- » The End User Experience/Site Creativity
- » Copyright and Ethical Issues
- » Basic Data Communications
- » Networking Hardware
- » IP Addresses
- » Internet Servers
- » Client Performance Issues
- » Network-Aware System Maintenance
- » Network-Based Client Operating Systems
- » Wireless Networks
- » Managing IT Careers

Coaching

Performance Coaching (Videos):

- » Career Coaching
- » Collaborating
- » Mentoring
- » Training

Communication Skills

Communicating in the World of Social Media:

- » Understanding Social Media
- » Types of Social Media
- » Social Media in the Workplace
- » Social Media Marketing and Support

Communicating with Power:

- » Elements of Powerful Communication
- » Persuasive Appeals
- » Modes of Persuasion
- » Active Listening
- » Resolving Conflict
- » Negotiation

Communication (Videos):

- » Curing Common Meeting Ailments (Interview)
- » Effective Business Writing
- » High Performance Communication
- » Keeping Meeting Participants Awake (Interview)
- » The People Styles Model
- » People Styles at Work
- » Resolving Conflict
- » Telephone Etiquette
- » The Influence Edge and E-Mail
- » Understanding Negotiation
- » Working Wounded: Effective Business Presentations
- » Working Wounded: Giving an Apology at Work
- » Working Wounded: Leading a Successful Meeting
- » Working Wounded: Making Group Decisions
- » Working Wounded: Working Through Conflict



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Communicating in the Workplace:

- » The People Styles Model
- » People Styles At Work
- » High Performance Communication
- » Resolving Conflict
- » Negotiating with Co-workers

Computer Skills

Certified CompTIA 2011 (SY0-301):

- » Measuring and Weighing Risk
- » Infrastructure and Connectivity
- » Protecting Networks
- » Threats and Vulnerabilities
- » Access Control and Identity Management
- » Educating and Protecting the User
- » Operating Systems and Applications
- » Cryptography Basics
- » Cryptography Implementation
- » Physical and Hardware-Based Security
- » Network Security and Vulnerability
- » Wireless Networking Security
- » Disaster Recovery and Incident Response
- » Security Policies and Procedures
- » Practice Exam 1
- » Practice Exam 2
- » Practice Exam 3

Certified CompTIA A+ 2009 Essentials (220-701):

- » Personal Computer System Components
- » Storage Devices, Power Supplies, and Adapters
- » Display Devices
- » Laptops and Portable Devices
- » Printers

- » Operating System Features and Interfaces
- » Operating Systems
- » Troubleshooting Theory and Preventive Maintenance
- » Troubleshooting Operating Systems, Hardware, Printers, and Laptops
- » Networking
- » Network Security Fundamentals
- » Operational Procedures
- » Practice Exam 1
- » Practice Exam 2
- » Practice Exam 3

Certified CompTIA A+ 2009 Practical Application:

- » Installing, Maintaining, and Troubleshooting Hardware
- » Installing, Configuring, and Troubleshooting Laptops
- » Resolving Printer Problems
- » Operating System Structures and Commands
- » Operating System Utilities and Troubleshooting
- » Installing and Troubleshooting Networks
- » System Security
- » Practice Exam 1
- » Practice Exam 2
- » Practice Exam 3

Customer Service

Customer Service for Managers:

- » Setting Standards
- » Keeping Loyal Customers

Customer Service Fundamentals:

- » Framework for Success
- » Communication Skills



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- » Communication Methods
- » Delighting Your Customers
- » Handling Complaints

Customer Service (Videos):

- » Building Customer Loyalty
- » Delighting Your Customers
- » Building Web Relationships (Interview)
- » Creating Customer Value
- » Crown Your Customers (Interview)
- » Customer Convenience is Key to E-Commerce (Interview)
- » Customer Service Strategy
- » Dealing with Customer Complaints
- » Exceeding Customer Expectations
- » Getting to Know Your Customers
- » Getting Your Customer Experience Right (Interview)
- » Implementing Effective Service Standards
- » Keeping Loyal Customers
- » Measuring Customer Service
- » Profits, Not Promises (Interview)
- » Understanding Customer Service
- » Working Wounded: Building Relationships with Your Customers
- » Working Wounded: Good News About Customer Complaints

Customer Service:

- » Defining Service
- » Communicating
- » Fixing Problems
- » Building a Department
- » Tools of the Trade

Dealing With Difficult People

Dealing with Difficult People:

- » Managing Against the Odds
- » Consideration
- » Attitude
- » Trust
- » Power
- » Communication
- » Responsibility

International Business

Doing Business in China:

- » A Cultural Approach

Doing Business in India:

- » A Cultural Approach

Communication and Presentations

Effective Business Communication:

- » The Planning Worksheet
- » Writing Skills
- » Patterns of Development
- » Letters
- » Memos, E-Mail, and Other Communications
- » Reports
- » Documentation

Effective Presentations:

- » Preparing for a Presentation
- » Developing an Effective Message
- » Improving Delivery Skills
- » Using PowerPoint and Other Visuals



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E-mails

E-Mailing Your Way to the Top:

- » Managing Your Inbox
- » Writing Effective E-Mails
- » The Legal Face of E-Mail
- » Becoming an Organizational Leader

Business Management

Fundamentals of Business Management:

- » Management in Perspective
- » Functions of Front-Line Management
- » Managerial Finance and Accounting

Global Business

Global Business (Videos):

- » Communicating Across Cultures
- » Global Work
- » Global Work in China (Interview)
- » Presenting Globally
- » The Influence Edge in Cross-Cultural Situations

Innovation in the Workplace

- » Defining Innovation and Determining Your Point of View
- » Identifying the Enemies of Ideas and Innovation
- » Asking Questions
- » Harnessing Energy
- » Creating Ideas
- » Measuring Success

Instructional Design

- » Process, Needs, and Roles
- » Analysis and Objectives
- » Design Concepts
- » Planning and Implementation
- » Evaluation

Internet Marketing

- » The New Rules of Marketing
- » Building a New Rules Marketing Strategy
- » Developing a Content-Rich Web Site

Certified Informational Technology Infrastructure Library (ITIL) v. 3

- » Service Management
- » Service Lifecycle
- » Generic Concepts
- » Key Principles and Models
- » Selected Processes
- » Selected Functions
- » Selected Roles
- » Technology and Architecture
- » ITIL Qualification Scheme
- » Practice Exam 1
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Leadership

Leadership (Videos):

- » Creating and Communicating Vision
- » Creating Organizations with Many Leaders (Interview)
- » Digital Markets (Interview)
- » E-Business Strategies (Interview)
- » Leadership in Freaked Out Times (Interview)
- » Leading into the Future (Interview)
- » Leading Organizational Transition
- » “Show, Don’t Tell”
- » Strategic Planning: Establish Processes
- » Strategic Planning: Implement Initiatives
- » Strategic Planning: Strategic Alignment
- » Supporting Innovation (Interview)
- » Surfer Rules (Interview)
- » The E-Marketplace (Interview)
- » The Leadership Challenge: Challenge the Process
- » The Leadership Challenge: Enable Others to Act
- » The Leadership Challenge: Encourage the Heart
- » The Leadership Challenge: Inspire a Shared Vision
- » The Leadership Challenge: Model the Way
- » The Power of B-Webs (Interview)
- » Tilt The Field: Attitude
- » Tilt The Field: Leadership
- » Tilt The Field: Perspective
- » Transform, Don’t Conform (Interview)
- » Value Matters (Interview)

Leading Teams (Videos):

- » Creating Successful Teams (Interview)
- » Developing Successful Teams
- » Successful Geo-Dispersed Teams (Interview)

- » Team Learning (Interview)
- » The Influence Edge and Your Team
- » Virtual Teams
- » Working Wounded: Teams at Work

Management

Management (Videos):

- » Attracting Key Talent (Interview)
- » Bringing The Workplace to Life (Interview)
- » Delegation Strategies
- » Fire Up and Motivate Your Employees
- » Handling Performance Problems
- » Interviewing for Organizational Fit
- » Interviewing for Success
- » Knowledge Management (Interview)
- » Making 360 Degree Feedback Work
- » Managing Performance
- » Managing Telecommuters
- » Motivate to Retain (Interview)
- » Recruiting Top Talent
- » Retaining Top Talent
- » Retention for the Long Haul (Interview)
- » Succession Planning
- » The Costs of Attrition (Interview)
- » The Diversity Manager
- » Working Wounded: Becoming a New Manager
- » Working Wounded: Counseling an Employee
- » Working Wounded: The More You Give, The More You’ll Get

Management Skills Introduction:

- » Ready! Set! Manage!
- » Motivating
- » Planning



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- » Communication
- » Getting Input
- » Dealing with Challenging People and Times
- » Building Success

Managing Change:

- » Refocusing Yourself
- » Leading the Team
- » Working with Individuals

Managing with an HR Perspective:

- » Legal Guidelines for Interviewing
- » Respecting Employees' Individual Rights
- » At Will Employment
- » Complying with ADA Requirements
- » Family and Medical Leave Act
- » FLSA and State Wage Hour Law

Managing Within the Law (Videos):

- » At Will Employment
- » Complying with ADA Requirements as of 2009
- » Complying with ADA Requirements
- » Discrimination
- » Discrimination (Presentation Style)
- » Drug and Alcohol Abuse in the Workplace
- » Family and Medical Leave Act as of 2009
- » Family and Medical Leave Act
- » FLSA & State Wage-Hour Law
- » Freedom of Religion in the Workplace
- » Freedom of Speech in the Workplace
- » Legal Guidelines for Interviewing
- » Preventing Sexual Harassment - Manager Version
- » Respecting Employees' Individual Rights
- » Top Ten Ways for a Manager to Stay Out of Jail
- » Working Wounded: Preventing Lawsuits

- » Wrongful Termination
- » Wrongful Termination (Presentation Style)

Motivation

Motivation Methods and Strategies:

- » Leading for Commitment

Motivation:

- » Leading with a Vision
- » Communicating
- » Rewarding and Correcting
- » Performance and Training
- » Building Trust

Negotiating

- » Negotiating Techniques
- » Gaining Control
- » Closing the Deal
- » Everyday Negotiations

Negotiation:

- » Groundwork
- » How You Say It
- » Understand the Opposition

Office and Outlook 2007, 2010

Office 2010:

- » Common Features
- » What's New in Word
- » What's New in Excel
- » What's New in PowerPoint
- » What's New in Outlook
- » Access
- » SharePoint



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Outlook 2010:

- » Using Outlook 2010

Excel 2010 MOS:

- » Becoming Familiar with Excel
- » Performing Basic Workbook Tasks
- » Working with Formulas and Functions
- » Modifying Workbooks and Worksheets
- » Formatting Worksheets
- » Viewing and Printing
- » Working with Graphics
- » Charting, Sorting, and Filtering Data
- » Reviewing and Sharing Data

Excel 2010:

- » Using Excel 2010 (New Features)

PowerPoint 2010:

- » Getting Started

Word 2010 MOS:

- » Getting Started with Word 2010
- » Formatting Text
- » Formatting Paragraphs and Lists
- » Creating Tables
- » Controlling Page Setup
- » Templates, Themes, and Quick Parts
- » Working with Pictures and Clip Art
- » Creating Shapes and SmartArt
- » Reviewing Documents
- » Creating References and Links
- » Sharing and Sending Documents

Word 2010:

- » Using Word 2010

SharePoint 2010:

- » Using SharePoint 2010

Office 2007:

- » Navigating the New Interface
- » What's New in Word
- » What's New in Excel
- » What's New in PowerPoint
- » What's New in Access
- » What's New in Outlook
- » Common Tasks

Outlook 2007:

- » Sending and Receiving E-Mail
- » Managing E-Mail
- » Creating Contacts and Distribution Lists
- » Using the Calendar
- » Setting Tasks and To-Do Items
- » Staying Safe with E-Mail
- » Organizing E-Mail

Excel 2007:

- » Getting Started
- » Creating a Worksheet
- » Formatting Data
- » Editing and Printing Worksheets
- » Managing Worksheets
- » Using Charts and Objects

PowerPoint 2007:

- » Getting Started
- » Developing a Presentation
- » Design Elements
- » Inserting Shapes
- » Formatting Shapes
- » Clip Art, Pictures, and WordArt
- » SmartArt Graphics
- » Charts and Tables

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Word 2007:

- » Getting Started
- » Typing and Editing Text
- » Formatting Text
- » Formatting Paragraphs and Lists
- » Building Tables
- » Working with Images

Problem Solving

Problem Solving Through Productive Thinking:

- » The Concept of Productive Thinking
- » Productive Thinking in Principle
- » The Productive Thinking Model
- » Productive Thinking in Practice

Project Management

Project Management from a People Perspective:

- » Working Across Departments
- » Building and Leading a Team
- » Managing Project Stakeholders
- » Communicating Effectively
- » Key Documentation
- » Balancing Multiple Projects

Project Management Professional Certification 2011:

- » Updates to the Certification Exam
- » Project Management Framework and Initiating the Project
- » Project Planning Processes
- » Project Execution and Quality Management

- » Project Monitoring and Control
- » Project Closing
- » Professional Responsibility
- » Practice Exams

Project Management Professional Certification 2009:

- » Project Management Framework and Initiating the Project
- » Project Planning Processes
- » Project Execution and Quality Management
- » Project Monitoring and Control
- » Project Closing
- » Professional Responsibility
- » Practice Exams

Project Management:

- » Project Management Overview
- » Understanding the Project Manager's Role
- » Defining the Problem
- » Determining the Strategy
- » Developing the Work Breakdown Structure
- » Estimating and Scheduling Resources
- » Understanding Scheduling Computations
- » Tracking Project Activities
- » Closing Out the Project

Sales and Marketing

Sales and Marketing (Videos):

- » E-Mail Marketing (Interview)
- » Guerrilla Marketing
- » Guerrilla Trade Show Selling
- » Marketing Your Web Site (Interview)
- » New Rules of Online Advertising (Interview)



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- » Sales Skills for Call Centers
- » Target Your Market (Interview)
- » The Influence Edge and Sales
- » Track Selling Step 1: Approach
- » Track Selling Step 2: Qualification
- » Track Selling Step 3: Agreement On Need
- » Track Selling Step 4: Sell the Company
- » Track Selling Step 5: Fill the Need
- » Track Selling Step 6: Act of Commitment
- » Track Selling Step 7: Cement the Sale
- » Working Wounded: Closing A Sale
- » Working Wounded: Getting Out of a Sales Slump
- » Working Wounded: Keys to a Successful Marketing Campaign
- » Working Wounded: Making A Gatekeeper an Ally

Sarbanes-Oxley Act

- » Overview, Disclosures, and Reporting
- » Standards, Regulations, and Penalties

Self-Management

Self-Management (Videos):

- » Becoming More Assertive
- » Business Protocol
- » Creative Time Management for the New Millennium
- » Dealing with Non-Stop Change
- » Goal Setting and Action Planning
- » Leap of Faith
- » Self-Motivation Through Self-Talk
- » Self-Talk First Aid Kit
- » The Dynamics of Self-Talk (Interview)
- » The Influence Edge and Change

- » The Influence Edge Model
- » Working Wounded: Dealing with a Messy Desk
- » Working Wounded: Getting More Work Done
- » Working Wounded: Office Politics
- » Working Wounded: Performance Appraisals

Sexual Harassment

- » What Is Harassment?
- » Prevention and Response

Sexual Harassment in the Workplace:

- » Why Can't We All Just Get Along
- » Defining Sexual Harassment
- » Preventing Sexual Harassment
- » Responding to Sexual Harassment

Sexual Harassment Awareness for Managers:

- » Defining Harassment
- » Handling Complaints
- » Preventing Harassment

Six Sigma

Six Sigma (Videos):

- » Deployment Roadmap
- » Lasting Six Sigma
- » Six Sigma Fundamentals

Stress Management

- » Stress on the Job
- » Resisting Stress
- » Assertiveness
- » Coping with Anger



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Teamwork

Teams That Work:

- » Building Effective Teams
- » Leading Effective Teams

Time Management

Time Management for Maximum Productivity:

- » Taming Time
- » Prioritizing and Procrastinating
- » Establishing Goals
- » Managing Time Together
- » Controlling Time Leaks

Time Management Fundamentals:

- » Evaluating and Improving Time Management
- » Organizing Tasks and Creating Uninterrupted Time
- » Managing Meetings
- » Managing Workload
- » Managing Time with Co-Workers

Work and Life

Work and Life Balance (Videos):

- » Child Care Selection
- » Elder Care Selection
- » Exhausted Single Working Parent

Workplace

Workplace Environment (Videos):

- » Computer Comfort
- » Diversity Effectiveness - An Overview
- » E-Mail and Internet Privacy at Work
- » Ethical Decision Making
- » Ethics in the Workplace - Choose Wisely!
- » Moving Toward Diversity Effectiveness
- » Preventing Sexual Harassment
- » Preventing Sexual Harassment (Presentation Style)
- » Preventing Violence in the Workplace
- » Preventing Violence in the Workplace (Presentation Style)
- » Working Wounded: Overcoming Your Own Bias
- » Workplace Violence: Ingredients for Disaster

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- » New Features
- » New Applications