



Skillsoft Curriculum Export as of 2014-12-2

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Business Collections

[BUSINESS STRATEGY and OPERATIONS](#)

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Collection	Curriculum	Series	Asset Title	Asset Type	Asset ID	Hours
BUSINESS STRATEGY and OPERATIONS						
	Operations Curriculum					
	Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment (4)					
			Lean and Six Sigma	Course	oper 11 a01 bs enus	2
			Six Sigma Projects and the Black Belt Role	Course	oper 11 a02 bs enus	2
			Six Sigma Leadership and Change Management	Course	oper 11 a03 bs enus	2
			Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment	Final Exams	oper 11 a01 fe enus	1.2
	Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures (3)					
			Critical Requirements and Benchmarking for Six Sigma	Course	oper 12 a01 bs enus	2
			Business Performance and Financial Measures in Six Sigma	Course	oper 12 a02 bs enus	2
			Final Exam: Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures	Final Exams	oper 12 a01 fe enus	0.8
	Six Sigma Black Belt (2007 BOK): Team Management (4)					
			Forming Project Teams for Six Sigma	Course	oper 13 a01 bs enus	2
			Motivation and Communication in Six Sigma Teams	Course	oper 13 a02 bs enus	2
			Managing Six Sigma Team Performance	Course	oper 13 a03 bs enus	2
			Final Exam: Six Sigma Black Belt (2007 BOK): Team Management	Final Exams	oper 13 a01 fe enus	1.2
	Six Sigma Black Belt (2007 BOK): Define (3)					
			Using Voice of the Customer in Six Sigma	Course	oper 14 a01 bs enus	2
			Developing Project Charters and Tracking Six Sigma Projects	Course	oper 14 a02 bs enus	1.5
			Final Exam: Six Sigma Black Belt (2007 BOK): Define	Final Exams	oper 14 a01 fe enus	0.7
	Six Sigma Black Belt (2007 BOK): Measure (7)					
			Process Characteristics for Six Sigma	Course	oper 15 a01 bs enus	2
			Data Collection and Measurement in Six Sigma	Course	oper 15 a02 bs enus	2
			Six Sigma Measurement Systems	Course	oper 15 a03 bs enus	2
			Basic Statistics and Graphical Methods for Six Sigma	Course	oper 15 a04 bs enus	2
			Probability for Six Sigma	Course	oper 15 a05 bs enus	2
			Process Capability for Six Sigma	Course	oper 15 a06 bs enus	2

	Final Exam: Six Sigma Black Belt (2007 BOK): Measure	Final Exams	oper 15 a01 fe enus	2.4
Six Sigma Black Belt (2007 BOK): Analyze (7)				
	Correlation and Regression Analysis in Six Sigma	Course	oper 16 a01 bs enus	1.5
	Multivariate Analysis and Attribute Data Analysis in Six Sigma	Course	oper 16 a02 bs enus	2
	Hypothesis Testing Concepts and Tests for Means in Six Sigma	Course	oper 16 a03 bs enus	2
	Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma	Course	oper 16 a04 bs enus	2
	Nonparametric Tests in Six Sigma Analysis	Course	oper 16 a05 bs enus	2
	Nonstatistical Analysis Methods in Six Sigma	Course	oper 16 a06 bs enus	2
	Final Exam: Six Sigma Black Belt (2007 BOK): Analyze	Final Exams	oper 16 a01 fe enus	2.3
Six Sigma Black Belt (2007 BOK): Improve (4)				
	Designing and Planning Experiments in Six Sigma	Course	oper 17 a01 bs enus	2
	Conducting Experiments and Analyzing Results in Six Sigma	Course	oper 17 a02 bs enus	2
	Improvement Methods and Implementation Issues in Six Sigma	Course	oper 17 a03 bs enus	2
	Final Exam: Six Sigma Black Belt (2007 BOK): Improve	Final Exams	oper 17 a01 fe enus	1.2
Six Sigma Black Belt (2007 BOK): Control (4)				
	Statistical Process Control (SPC) in Six Sigma	Course	oper 18 a01 bs enus	2
	Nonstatistical Control Tools and Maintaining Controls in Six Sigma	Course	oper 18 a02 bs enus	2
	Sustaining Improvements and Gains from Six Sigma Projects	Course	oper 18 a03 bs enus	2
	Final Exam: Six Sigma Black Belt (2007 BOK): Control	Final Exams	oper 18 a01 fe enus	1.2
Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies (3)				
	Common Design for Six Sigma Methodologies, Design for X, and Robust Design	Course	oper 19 a01 bs enus	2
	Special Design Tools in Design for Six Sigma	Course	oper 19 a02 bs enus	2
	Final Exam: Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies	Final Exams	oper 19 a01 fe enus	0.8
Fundamentals of Lean for Business Organizations (8)				
	Introduction to Lean for Service and Manufacturing Organizations	Course	oper 20 a01 bs enus	1
	Using Lean for Perfection and Quality	Course	oper 20 a02 bs enus	1
	Lean Tools and Techniques for Flow and Pull	Course	oper 20 a03 bs enus	1
	Reducing Waste and Streamlining Value Flow Using Lean	Course	oper 20 a04 bs enus	1
	Value Stream Mapping in Lean Business	Course	oper 20 a05 bs enus	1
	Applying Lean in Service and Manufacturing Organizations	Course	oper 20 a06 bs enus	1
	Five Steps to Perfection: Implementing Lean	Business Impact Series	pc bi ssbi009	0.1
	Value Stream Maps for Non-manufacturing Processes	Business Impact Series	pc bi ssbi010	0.1
Operations Management (8)				
	Operations Management and the Organization	Course	oper 21 a01 bs enus	1
	Operations Management: Product and Service Management	Course	oper 21 a02 bs enus	1
	Operations and Supply Chain Management	Course	oper 21 a03 bs enus	1
	Operations Management: Inventory Management	Course	oper 21 a04 bs enus	1
	Operations Management: Forecasting and Capacity Planning	Course	oper 21 a05 bs enus	1
	Operations Management: Operations Scheduling	Course	oper 21 a06 bs enus	1
	Operations Management: Management of Quality	Course	oper 21 a07 bs enus	1
	Operations Management: Facilities Planning and Management	Course	oper 21 a08 bs enus	1
Managing Customer-Driven Process Improvement (7)				

	Customer-driven Process Improvement: Basic Framework	Course	oper 22 a01 bs enus	1
	Customer-driven Process Improvement: Identifying Customer Needs	Course	oper 22 a02 bs enus	1
	Customer-driven Process Improvement: From Customer Needs to Process Requirements	Course	oper 22 a03 bs enus	1
	Customer-Driven Process Improvement: Mapping and Measuring Processes	Course	oper 22 a04 bs enus	1
	Customer-driven Process Improvement: Analyzing Process Problems	Course	oper 22 a05 bs enus	1
	Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions	Course	oper 22 a06 bs enus	1
	Customer-driven Process Improvement: Implementing and Maintaining Improvements	Course	oper 22 a07 bs enus	1
Purchasing and Vendor Management Essentials (4)				
	Fundamentals of Purchasing and Vendor Management	Course	oper 23 a01 bs enus	1
	Purchasing: Finding Sources of Supply	Course	oper 23 a02 bs enus	1
	Selecting Suppliers and Administering Contracts	Course	oper 23 a03 bs enus	1
	Evaluating Supplier Performance and Managing Supplier Relationships	Course	oper 23 a04 bs enus	1
Six Sigma: Champion Training (4)				
	Introduction to Six Sigma for Champions	Course	oper 03 a01 bs enus	3
	Six Sigma Process Improvement	Course	oper 03 a02 bs enus	3
	Six Sigma Projects and Project Teams	Course	oper 03 a03 bs enus	2.5
	Managing and Deploying Six Sigma	Course	oper 03 a04 bs enus	3.5
Certified Manager of Quality/Organizational Excellence (11)				
	Leadership	Course	oper 04 a01 bs enus	2.5
	Team Dynamics	Course	oper 04 a02 bs enus	2
	Developing and Deploying Strategic Plans	Course	oper 04 a03 bs enus	2.5
	Managerial Skills and Abilities	Course	oper 04 a04 bs enus	2.5
	Communication Skills and Project Management	Course	oper 04 a05 bs enus	2
	Quality Systems, Models, and Theories	Course	oper 04 a06 bs enus	2
	Problem-Solving and Process Management Tools	Course	oper 04 a07 bs enus	2.5
	Measurement: Assessment and Metrics	Course	oper 04 a08 bs enus	1.5
	Customer-Focused Management	Course	oper 04 a09 bs enus	2.5
	Supply Chain Management	Course	oper 04 a10 bs enus	1.5
	Training and Development	Course	oper 04 a11 bs enus	2
The Foundations of Six Sigma (9)				
	Lean and Six Sigma	Course	oper 11 a01 bs enus	2
	Are You Listening to Your Customers?	Business Impact Series	_pc bi ssbi001	0.1
	Quick Wins in Six Sigma Implementation	Business Impact Series	_pc bi ssbi002	0.1
	Six Sigma Versus TQM	Business Impact Series	_pc bi ssbi003	0.1
	Lean Inbound Transportation	Business Impact Series	_pc bi ssbi004	0.1
	A Critical-to-quality Tree - What's That?	Business Impact Series	_pc bi ssbi006	0.1
	Basic Measurement Concepts in Six Sigma	Business Impact Series	_pc bi ssbi007	0.1
	Does Your Business Really Need Six Sigma?	Challenge Series	_pc ch ssch001	0.35
	Identifying Candidates for Key Six Sigma Roles	Challenge Series	_pc ch ssch002	0.35
Strategic Planning Curriculum				
Leading and Implementing Sustainable Green Business Strategies (3)				
	Introduction to Green Business and Sustainability	Course	stgy 04 a01 bs enus	2
	Green Business: Planning Sustainability Strategies	Course	stgy 04 a02 bs enus	2
	Green Business: Implementing Sustainability Strategies	Course	stgy 04 a03 bs enus	2
The Fundamentals of Globalization (7)				
	The Fundamentals of Globalization: The Global Context	Course	stgy 05 a01 bs enus	1
	Fundamentals of Globalization: Analyzing the Global Environment	Course	stgy 05 a02 bs enus	1
	The Fundamentals of Globalization: Strategies for Globalization	Course	stgy 05 a03 bs enus	1
	Fundamentals of Globalization: Managing in a Global Environment	Course	stgy 05 a04 bs enus	1

	Managing Expatriates' Career Development	Business Impact Series	pc bi mgbi011	0.1
	The Etiquette of Cross-cultural Gift Giving	Business Impact Series	pc bi spbi015	0.1
	Evaluating Globalization Opportunities	Challenge Series	pc ch lach019	0.2
IT Strategy Essentials (3)				
	IT Strategy Essentials: Business and IT Strategy Alignment	Course	stgy 06 a01 bs enus	1
	IT Strategy Essentials: Creating an IT Strategy Plan	Course	stgy 06 a02 bs enus	1
	IT Strategy Essentials: Implementing an IT Strategy	Course	stgy 06 a03 bs enus	1
Business Law Essentials (3)				
	Business Law Basic Concepts	Course	stgy 07 a01 bs enus	1
	Business Law and Ethics	Course	stgy 07 a02 bs enus	1
	Business Law and the Manager's Responsibilities	Course	stgy 07 a03 bs enus	1
Developing Strategic Thinking Acumen (6)				
	Developing the Capacity to Think Strategically	Course	stgy 08 a01 bs enus	1
	Developing the Strategic Thinking Skill of Seeing the Big Picture	Course	stgy 08 a02 bs enus	1
	Using Strategic Thinking Skills	Course	stgy 08 a03 bs enus	1
	Effective Critical Analysis of Business Reports	Business Impact Series	pc bi pfbi004	0.1
	Returning to Core Competencies	Business Impact Series	pc bi lsbi014	0.1
	Competitive Awareness and Strategy	Challenge Series	pc ch lach022	0.2
Risk Management (3)				
	Risk Management: Identifying Risk	Course	stgy 09 a01 bs enus	1
	Risk Management: Assessing Risk	Course	stgy 09 a02 bs enus	1
	Risk Management: Dealing with Risk	Course	stgy 09 a03 bs enus	1
Business Planning Essentials (3)				
	Business Planning Essentials: Preparing a Business Plan	Course	stgy 10 a01 bs enus	1
	Business Planning Essentials: Performing Key Analyses	Course	stgy 10 a02 bs enus	1
	Business Planning Essentials: Preparing for Implementation	Course	stgy 10 a03 bs enus	1
Marketing Curriculum				
Marketing Essentials (9)				
	Marketing Essentials: Introduction to Marketing	Course	mkt 01 a01 bs enus	1
	Marketing Essentials: Planning and People	Course	mkt 01 a02 bs enus	1
	Marketing Essentials: Product and Price	Course	mkt 01 a03 bs enus	1
	Marketing Essentials: Place	Course	mkt 01 a04 bs enus	1
	Marketing Essentials: Promotion	Course	mkt 01 a05 bs enus	1
	Marketing Essentials: Marketing and Ethics	Course	mkt 01 a06 bs enus	1
	Designing Products to Fit the Channel	Business Impact Series	pc bi spbi005	0.1
	Using Web Analytics to Increase Sales	Business Impact Series	pc bi spbi012	0.1
	Trade Show Marketing - Planning Ahead	Business Impact Series	pc bi spbi013	0.1
Competitive Marketing Strategies (4)				
	Competitive Marketing Strategies: Conducting an Internal Analysis	Course	mkt 02 a01 bs enus	1
	Competitive Marketing Strategies: Analyzing Competitors	Course	mkt 02 a02 bs enus	1
	Competitive Marketing Strategies: Selecting and Implementing Strategies	Course	mkt 02 a03 bs enus	1
	Increasing Competitiveness through Collaboration	Challenge Series	pc ch lsch006	0.2
Strategic Brand Management (4)				
	Building Lasting Customer-brand Relationships	Course	mkt 03 a01 bs enus	1
	Developing a Brand Internally	Course	mkt 03 a02 bs enus	1
	Global Brand Management	Course	mkt 03 a03 bs enus	1
	Brand Management for Social Media and Wireless Technologies	Course	mkt 03 a04 bs enus	1

Collection	Curriculum	Series	Asset Title	Asset Type	Asset ID	Hours
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FINANCE, HUMAN RESOURCES and ADMINISTRATION

Finance and Accounting Curriculum

Finance and Accounting Essentials for Non-financial Professionals (14)

	Principles of Accounting and Finance for Non-financial Professionals	Course	fin 02 a01 bs enus	1
	Cash Flow Management Essentials for Non-financial Professionals	Course	fin 02 a02 bs enus	1
	The Time Value of Money and Investment Decisions for Non-financial Professionals	Course	fin 02 a03 bs enus	1
	The Essentials of Budgeting for Non-financial Professionals	Course	fin 02 a04 bs enus	1
	Financial Statements for Non-financial Professionals	Course	fin 02 a05 bs enus	1
	Analyzing Financial Statements for Non-financial Professionals	Course	fin 02 a06 bs enus	1
	Increasing Cash Flow in Times of Need	Business Impact Series	pc bi fabi003	0.1
	Attracting New Investors - Keeping Presentations Focused	Business Impact Series	pc bi fabi004	0.1
	What's Your Gross Profit Margin Really Saying?	Business Impact Series	pc bi fabi006	0.1
	Recognizing The Value of Intangible Assets	Business Impact Series	pc bi fabi007	0.1
	Recession: How it Affects Business	Business Impact Series	pc bi fabi008	0.1
	Assessing Nonrecurring Items in Income Statements	Business Impact Series	pc bi fabi009	0.1
	The Time Value of Money: Possible Pitfalls	Business Impact Series	pc bi fabi011	0.1
	Using Financial Analysis for Credit Decisions	Challenge Series	pc ch lach012	0.35
Accounting Fundamentals (12)				
	Basic Accounting Principles and Framework	Course	fin 03 a01 bs enus	1
	The Accounting Equation and Financial Statements	Course	fin 03 a02 bs enus	1
	The Accounting Cycle and Accrual Accounting	Course	fin 03 a03 bs enus	1
	Accounting Transactions and Books of Account	Course	fin 03 a04 bs enus	1
	Trial Balance & Adjusting Entries	Course	fin 03 a05 bs enus	1
	The Income Statement	Course	fin 03 a06 bs enus	1
	The Balance Sheet	Course	fin 03 a07 bs enus	1
	The Cash Flow Statement	Course	fin 03 a08 bs enus	1
	Accounting for Companies' Stock Transactions and Dividends	Course	fin 03 a09 bs enus	1
	Outsourcing Financial Activities	Business Impact Series	pc bi fabi001	0.1
	Deconstructing the Balance Sheet	Business Impact Series	pc bi fabi010	0.1
	Final Exam: Accounting Fundamentals	Final Exams	fin 03 a01 fe enus	1.8
Budgeting Essentials (5)				
	Organizational Budgeting Activities and the Master Budget	Course	fin 05 a01 bs enus	1
	Planning and Preparing an Operating Budget	Course	fin 05 a02 bs enus	1
	Preparing Operating Budgets and the Cash Budget	Course	fin 05 a03 bs enus	1
	Using Budgets for Management and Control	Course	fin 05 a04 bs enus	1
	Final Exam: Budgeting Essentials	Final Exams	fin 05 a01 fe enus	0.8
Auditing Essentials (6)				
	Introduction to Auditing	Course	fin 06 a01 bs enus	1
	Auditing for Internal Control and Risk Assessment	Course	fin 06 a02 bs enus	1
	Auditing the Revenue Cycle	Course	fin 06 a03 bs enus	1
	Auditing for Cash and Inventories	Course	fin 06 a04 bs enus	1
	Using Audits to Help Prevent Business Fraud	Business Impact Series	pc bi fabi002	0.1
	Final Exam: Auditing Essentials	Final Exams	fin 06 a01 fe enus	0.8
Capital Budgeting Essentials (5)				
	Capital Budgeting: The Capital Budgeting Process	Course	fin 07 a01 bs enus	1
	Capital Budgeting: Net Present Value and Internal Rate of Return	Course	fin 07 a02 bs enus	1
	Capital Budgeting: Discounted Payback Period and Profitability Index	Course	fin 07 a03 bs enus	1
	Capital Budgeting: Capital Allocation	Course	fin 07 a04 bs enus	1
	Final Exam: Capital Budgeting Essentials	Final Exams	fin 07 a01 fe enus	0.8
Administrative Support Curriculum				
Essential Skills for Administrative Support Professionals (5)				
	Administrative Professionals: Common Administrative Support Tasks	Course	ad 01 a02 bs enus	1

	Administrative Professionals: Maximizing Your Relationship with Your Boss	Course	ad 01 a03 bs enus	1
	Administrative Professionals: Interacting with Others	Course	ad 01 a04 bs enus	1
	Administrative Professionals: Putting Your Best Foot Forward	Course	ad 01 a05 bs enus	1
	Essential Skills for Administrative Support Professionals Simulation	Simulation	AD001A	0.5
Human Resources Curriculum				
Recruiting and Retention Strategies (8)				
	Recruiting Talent	Course	hr 05 a01 bs enus	2
	Retaining Your Talent Pool	Course	hr 05 a02 bs enus	2
	Creating a High-Retention Organizational Culture Simulation	Simulation	HR005A	0.5
	Fringe Benefits: Maintaining a Competitive Hiring Advantage	Business Impact Series	_pc bi hrbi004	0.1
	Aligning Recruitment to Job Requirements	Business Impact Series	_pc bi hrbi001	0.1
	Preventing High Turnover Rates: How to Keep The Best	Business Impact Series	_pc bi mgbi008	0.1
	Disciplines of Organizational Learning: Personal Mastery	Business Impact Series	_pc bi pfb011	0.1
	Surviving the Talent Crunch	Challenge Series	_pc ch lsch007	0.2
Essentials of Interviewing and Hiring (10)				
	Essentials of Interviewing and Hiring: Screening Applicants for Interviewing	Course	hr 06 a01 bs enus	1
	Essentials of Interviewing and Hiring: Preparing to Interview	Course	hr 06 a02 bs enus	1
	Essentials of Interviewing and Hiring: Conducting an Effective Interview	Course	hr 06 a03 bs enus	1
	Essentials of Interviewing and Hiring: Behavioral Interview Techniques	Course	hr 06 a04 bs enus	1
	Essentials of Interviewing and Hiring: Selecting the Right Candidate	Course	hr 06 a05 bs enus	1
	Guarding Against Interviewing Biases	Business Impact Series	_pc bi hrbi003	0.1
	Conducting Interviews: Asking the Right Questions	Business Impact Series	_pc bi hrbi014	0.1
	Creating a Compelling Job Description	Business Impact Series	_pc bi hrbi015	0.1
	Hiring Strategic Thinkers	Challenge Series	_pc ch lach011	0.2
	Hiring a New Employee	Challenge Series	_pc ch lach028	0.2
The role of HR as a Business Partner (4)				
	HR as Business Partner: From Cost Center to Strategic Partner	Course	hr 07 a01 bs enus	1
	HR as Business Partner: Linking HR Functions with Organizational Goals	Course	hr 07 a02 bs enus	1
	HR as Business Partner: Managing Talent for Organizational Success	Course	hr 07 a03 bs enus	1
	HR as Business Partner: Using Metrics and Designing Strategic Initiatives	Course	hr 07 a04 bs enus	1
Organizational Behavior (5)				
	Fundamentals of Organizational Behavior for the Individual	Course	hr 08 a01 bs enus	1
	Fundamentals of Organizations - Groups	Course	hr 08 a02 bs enus	1
	Understanding Organizational Power and Politics	Course	hr 08 a03 bs enus	1
	Organizational Structure and Employee Behavior	Course	hr 08 a04 bs enus	1
	Organizational Behavior: Dynamics of a Positive Organizational Culture	Course	hr 08 a05 bs enus	1
Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned) (3)				
	Human Resources Core Knowledge: Skills, Concepts, and Tools	Course	hr 09 a01 bs enus	1
	Human Resources Core Knowledge: Functions and Activities	Course	hr 09 a02 bs enus	1
	Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)	Final Exams	hr 09 a01 fe enus	0.4

Business Management and Strategy (HRCI: PHR/SPHR-aligned) (4)				
	Business Management and Strategy: The HR Function and Business Environment	Course	hr_10_a01_bs_enus	1
	Business Management and Strategy: HR and the Strategic Planning Process	Course	hr_10_a02_bs_enus	1
	Business Management and Strategy: HR Functions and Roles	Course	hr_10_a03_bs_enus	1
	Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)	Final Exams	hr_10_a01_fe_enus	0.6
Workforce Planning and Employment (HRCI: PHR/SPHR-aligned) (5)				
	Workforce Planning and Employment: Employment Legislation	Course	hr_11_a01_bs_enus	1
	Workforce Planning and Employment: Recruitment Strategies	Course	hr_11_a02_bs_enus	1
	Workforce Planning and Employment: Sourcing and Selecting Candidates	Course	hr_11_a03_bs_enus	1.5
	Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies	Course	hr_11_a04_bs_enus	1.5
	Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)	Final Exams	hr_11_a01_fe_enus	1
Human Resource Development (HRCI: PHR/SPHR-aligned) (4)				
	Human Resource Development: Regulations and Organizational Development	Course	hr_12_a01_bs_enus	1.5
	Human Resource Development: Employee Training	Course	hr_12_a02_bs_enus	1
	Human Resource Development: Performance Appraisal and Talent Management	Course	hr_12_a03_bs_enus	1
	Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)	Final Exams	hr_12_a01_fe_enus	0.7
Compensation and Benefits (HRCI: PHR/SPHR-aligned) (4)				
	Compensation and Benefits: Regulations, Strategies, and Needs Assessment	Course	hr_13_a01_bs_enus	1.5
	Compensation and Benefits: Managing Policies, Programs, and Activities	Course	hr_13_a02_bs_enus	0.5
	Compensation and Benefits: Organizational Responsibilities	Course	hr_13_a03_bs_enus	1
	Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)	Final Exams	hr_13_a01_fe_enus	0.6
Employee and Labor Relations (HRCI: PHR/SPHR-aligned) (4)				
	Employee and Labor Relations: Employment Regulations and Organizational Programs	Course	hr_14_a01_bs_enus	1.5
	Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution	Course	hr_14_a02_bs_enus	1
	Employee and Labor Relations: Unions and Collective Bargaining	Course	hr_14_a03_bs_enus	1.5
	Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)	Final Exams	hr_14_a01_fe_enus	0.8
Risk Management (HRCI: PHR/SPHR-aligned) (3)				
	Risk Management: Organizational Risk and Safety and Health Legislation	Course	hr_15_a01_bs_enus	1.5
	Risk Management: Workplace Safety, Security, and Privacy	Course	hr_15_a02_bs_enus	1
	Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)	Final Exams	hr_15_a01_fe_enus	0.5
Strategic Human Resource Management (HRCI: SPHR-aligned) (3)				
	Strategic HR for SPHR Exam Candidates Part I	Course	hr_16_a01_bs_enus	1.5
	Strategic HR for SPHR Exam Candidates Part II	Course	hr_16_a02_bs_enus	1.5
	Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)	Final Exams	hr_16_a01_fe_enus	0.6

Collection	Curriculum	Series	Asset Title	Asset Type	Asset ID	Hours
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MANAGEMENT and LEADERSHIP

Management Curriculum

The Fundamentals of Business Crises Management (2)

	Demonstrating Accountability in a Crisis Situation	Challenge Series	_pc_ch_lach007	0.2
	Perseverance and Flexibility in Times of Crisis	Challenge Series	_pc_ch_lach026	0.2
Managing Organizational Change (9)				
	Managing Change: Understanding Change	Course	mgmt_13_a01_bs_enus	1
	Managing Change: Building Positive Support for Change	Course	mgmt_13_a02_bs_enus	1
	Managing Change: Dealing with Resistance to Change	Course	mgmt_13_a03_bs_enus	1
	Managing Change: Sustaining Organizational Change	Course	mgmt_13_a04_bs_enus	1
	Communicating Properly during Layoffs	Business Impact Series	_pc_bi_hrbi005	0.1
	Involving Employees in Corporate Change	Business Impact Series	_pc_bi_lsbi011	0.1
	Communicating Organizational Change	Business Impact Series	_pc_bi_mgbi015	0.1
	Developing People	Challenge Series	_pc_ch_lach013	0.2
	Beyond Change: Working with Agility	Business Impact Series	_pc_bi_pabi009	0.1
Business Coaching Essentials (6)				
	Business Coaching: Getting Ready to Coach	Course	mgmt_14_a01_bs_enus	1
	Business Coaching: Conducting Coaching Sessions	Course	mgmt_14_a02_bs_enus	1
	Business Coaching: Building the Coaching Relationship	Course	mgmt_14_a03_bs_enus	1
	Business Coaching: Using Different Coaching Styles	Course	mgmt_14_a04_bs_enus	1
	The Art of Effective Coaching	Business Impact Series	_pc_bi_lsbi018	0.1
	Coaching	Challenge Series	_pc_ch_lach024	0.2
Business Coaching Essentials (6)				
	Management Essentials: Directing Others	Course	mgmt_15_a01_bs_enus	1
	Management Essentials: Delegating	Course	mgmt_15_a02_bs_enus	1
	Management Essentials: Developing Your Direct Reports	Course	mgmt_15_a03_bs_enus	1
	Management Essentials: Confronting Difficult Employee Behavior	Course	mgmt_15_a04_bs_enus	1
	Management Essentials: Managing a Diverse Team	Course	mgmt_15_a05_bs_enus	1
	Management Essentials: Treating Your Direct Reports Fairly	Course	mgmt_15_a06_bs_enus	1
	Management Essentials: Caring about Your Direct Reports	Course	mgmt_15_a07_bs_enus	1
	Acting Decisively	Challenge Series	_pc_ch_lach034	0.2
	Employee Dismissal	Challenge Series	_pc_ch_lach038	0.2
	Managing Fairly	Business Impact Series	_pc_bi_mgbi016	0.1
First Time Manager Essentials (4)				
	First Time Manager: Understanding a Manager's Role	Course	mgmt_16_a01_bs_enus	1
	First Time Manager: Challenges	Course	mgmt_16_a02_bs_enus	1
	First Time Manager: Meeting Expectations	Course	mgmt_16_a03_bs_enus	1
	Making the Move Into Management	Challenge Series	_pc_ch_lach029	0.2
Performance Appraisal Essentials (4)				
	Performance Appraisal Essentials: Planning for Appraisals	Course	mgmt_17_a01_bs_enus	1
	Performance Appraisal Essentials: Conducting Traditional Appraisals	Course	mgmt_17_a02_bs_enus	1
	Performance Appraisal Essentials: 360-degree Appraisals	Course	mgmt_17_a03_bs_enus	1
	Preparing for Your Performance Appraisal	Business Impact Series	_pc_bi_pfbi017	0.1
Talent Management Essentials (6)				
	Talent Management: Basics	Course	mgmt_18_a01_bs_enus	1
	Talent Management: Planning	Course	mgmt_18_a02_bs_enus	1
	Talent Management: Acquiring Talent	Course	mgmt_18_a03_bs_enus	1
	Talent Management: Developing and Engaging Talent	Course	mgmt_18_a04_bs_enus	1
	Talent Management: Retaining Talent	Course	mgmt_18_a05_bs_enus	1
	Attracting and Retaining Talent	Challenge Series	_pc_ch_lach021	0.2
Essentials of Managing Technical Professionals (3)				

	Transitioning from Technical Professional to Management	Course	mgmt 19 a01 bs enus	1
	Strategies for Transitioning to Technical Management	Course	mgmt 19 a02 bs enus	1
	Managing Technical Professionals	Course	mgmt 19 a03 bs enus	1
Workforce Generations (6)				
	Managing Workforce Generations: Introduction to Cross-generational Employees	Course	mgmt 20 a01 bs enus	1
	Managing Workforce Generations: Working with a Multigenerational Team	Course	mgmt 20 a02 bs enus	1
	Managing Workforce Generations: Working with the 21st-century Generation Mix	Course	mgmt 20 a03 bs enus	1
	Managing an Aging Workforce	Business Impact Series	_pc bi mgbi005	0.1
	Developing the Next Generation	Business Impact Series	_pc bi lsbi007	0.1
	Understanding the Motives of Millennials	Business Impact Series	_pc bi mgbi014	0.1
Managing Experts (4)				
	Meeting the Needs of Your Experts	Course	mgmt 21 a01 bs enus	1
	Overcoming Challenges When Managing Experts	Course	mgmt 21 a02 bs enus	1
	Managing Top Performers Is Always Easy...Right?	Business Impact Series	_pc bi hrbi013	0.1
	Recognizing Natural Leaders	Challenge Series	_pc ch lsch001	0.3
Advanced Management Skills (10)				
	Developing a High-performance Organization	Course	mgmt 23 a01 bs enus	1
	Cross-functional Strategic Management	Course	mgmt 23 a02 bs enus	1
	Managing for Rapid Change and Uncertainty	Course	mgmt 23 a03 bs enus	1
	Managing High Performers	Course	mgmt 23 a04 bs enus	1
	Managing New Managers	Course	mgmt 23 a05 bs enus	1
	Managing Experienced Managers	Course	mgmt 23 a06 bs enus	1
	Developing Adaptable Managers	Business Impact Series	_pc bi mgbi013	0.1
	Employee Engagement	Challenge Series	_pc ch mgch006	0.4
	Delivering Bad News Effectively	Challenge Series	_pc ch lach033	0.2
	Building Upward Relationships	Challenge Series	_pc ch lach039	0.2
Strategies for Successful Employee On-boarding (3)				
	Strategies for Successful Employee Onboarding: An Introduction	Course	mgmt 24 a01 bs enus	1
	Strategies for Successful Employee Onboarding: Getting Started	Course	mgmt 24 a02 bs enus	1
	Strategies for Successful Employee Onboarding: Assessing Program Success	Course	mgmt 24 a03 bs enus	1
Managing during Difficult Times (3)				
	Communicating during Difficult Times	Course	mgmt 25 a01 bs enus	1
	Managing Resources during Difficult Times	Course	mgmt 25 a02 bs enus	1
	Managing Attitudes during Difficult Times	Course	mgmt 25 a03 bs enus	1
Dismissing an Employee (2)				
	Preparing to Dismiss an Employee	Course	mgmt 26 a01 bs enus	1
	Managing the Dismissal of an Employee	Course	mgmt 26 a02 bs enus	1
Delegation Essentials (5)				
	Delegation Essentials: An Introduction to Delegating	Course	mgmt 27 a01 bs enus	1
	Delegation Essentials: The Delegation Process	Course	mgmt 27 a02 bs enus	1
	Delegation Essentials: Overcoming Delegation Problems	Course	mgmt 27 a03 bs enus	1
	Delegating Appropriate Tasks	Business Impact Series	_pc bi mgbi007	0.1
	Developing Employees through Delegation	Challenge Series	_pc ch lach017	0.2
Business Execution (6)				
	Business Execution: Understanding the Fundamentals	Course	mgmt 28 a01 bs enus	1
	Business Execution: Crafting a Business Strategy that Executes	Course	mgmt 28 a02 bs enus	1
	Business Execution: Linking Strategy to People and Operations	Course	mgmt 28 a03 bs enus	1
	Business Execution: Monitoring and Evaluating Initiatives	Course	mgmt 28 a04 bs enus	1
	Fostering a Business Execution Culture	Business Impact Series	_pc bi lsbi008	0.1

	Performance Dashboard or Scorecard?	Business Impact Series	_pc bi mgbi012	0.1
Essential Mentoring Techniques (4)				
	Essential Mentoring Techniques: Mentoring Fundamentals	Course	mgmt 29 a01 bs enus	1
	Essential Mentoring Techniques: Designing and Initiating Mentoring Programs	Course	mgmt 29 a02 bs enus	1
	Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships	Course	mgmt 29 a03 bs enus	1
	Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program	Course	mgmt 29 a04 bs enus	1
Thinking Like a CFO (4)				
	Thinking Like a CFO: Mind-set and Financial Priorities	Course	mgmt 30 a01 bs enus	1
	Thinking Like a CFO: Making Financial Decisions	Course	mgmt 30 a02 bs enus	1
	Thinking Like a CFO: Preparing and Presenting a Business Case	Course	mgmt 30 a03 bs enus	1
	Thinking Like a CFO: Managing Risk	Course	mgmt 30 a04 bs enus	1
Essentials of Facilitating (3)				
	Using Facilitation Skills as a Manager	Course	mgmt 31 a01 bs enus	1
	Facilitating Collaborative Processes	Course	mgmt 31 a02 bs enus	1
	Challenges of Facilitating	Course	mgmt 31 a03 bs enus	1
Effectively Managing Top Performers (3)				
	Engaging Top Performers	Course	mgmt 33 a01 bs enus	1
	Retaining Top Performers	Course	mgmt 33 a02 bs enus	1
	Overcoming Challenges of Managing Top Performers	Course	mgmt 33 a03 bs enus	1
Managing Problem Performance (6)				
	Recognizing and Diagnosing Problem Performance	Course	mgmt 34 a01 bs enus	1
	First Steps for Turning Around a Performance Problem	Course	mgmt 34 a02 bs enus	1
	Using Progressive Discipline to Correct Problem Performance	Course	mgmt 34 a03 bs enus	1
	Preventing Problem Performance	Course	mgmt 34 a04 bs enus	1
	Underperforming Employee - Now What?	Business Impact Series	_pc bi hrbi010	0.1
	Managing Performance	Challenge Series	_pc ch lach002	0.2
Difficult Conversations (3)				
	Preparing for a Difficult Conversation	Course	mgmt 36 a01 bs enus	1
	Having a Difficult Conversation	Course	mgmt 36 a02 bs enus	1
	Handling Difficult Conversations Effectively	Course	mgmt 36 a03 bs enus	1
Performance Management (3)				
	Planning for Performance	Course	mgmt 37 a01 bs enus	1
	Monitoring and Improving Performance	Course	mgmt 37 a02 bs enus	1
	Reviewing and Rewarding Performance	Course	mgmt 37 a03 bs enus	1
Leadership Curriculum				
Leadership Essentials (21)				
	Leadership Essentials: Motivating Employees	Course	lead 05 a01 bs enus	1
	Leadership Essentials: Communicating Vision	Course	lead 05 a02 bs enus	1
	Leadership Essentials: Building Your Influence as a Leader	Course	lead 05 a03 bs enus	1
	Leadership Essentials: Leading with Emotional Intelligence	Course	lead 05 a04 bs enus	1
	Leadership Essentials: Leading Business Execution	Course	lead 05 a05 bs enus	1
	Leadership Essentials: Leading Innovation	Course	lead 05 a06 bs enus	1
	Leadership Essentials: Leading Change	Course	lead 05 a07 bs enus	1
	Leadership Essentials: Creating Your Own Leadership Development Plan	Course	lead 05 a08 bs enus	1
	Motivating Employees and Leading Change Simulation	Simulation	LEAD005A	0.5
	Leading Teams through Change	Business Impact Series	_pc bi lsbi003	0.1
	Leading Outside the Organization	Business Impact Series	_pc bi lsbi005	0.1
	Knowing When to Take Leadership Risks	Business Impact Series	_pc bi lsbi006	0.1
	Wanted - Innovation Leaders	Business Impact Series	_pc bi lsbi013	0.1

	Developing a Business Execution Culture	Challenge Series	_pc_ch_lach001	0.2
	Leading Change	Challenge Series	_pc_ch_lach004	0.2
	Leader as Motivator	Challenge Series	_pc_ch_lach008	0.2
	Leading Innovation	Challenge Series	_pc_ch_lach010	0.2
	Crafting an Organizational Vision	Challenge Series	_pc_ch_lach040	0.2
	Motivating Human Behavior	Challenge Series	_pc_ch_lsch002	0.5
	Communicating a Shared Vision	Business Impact Series	_pc_bi_lsb001	0.1
	The Emotionally Intelligent Leader	Challenge Series	_pc_ch_lach014	0.2
Employee Engagement (2)				
	The Benefits and Challenges of Engaging Employees	Course	lead_06_a01_bs_enus	1
	Maintaining an Engaging Organization	Course	lead_06_a02_bs_enus	1
Creating a Positive Work Environment (1)				
	Creating and Maintaining a Positive Work Environment	Course	lead_07_a01_bs_enus	1
Developing a Culture of Learning (4)				
	Fundamentals of Organizational Learning	Course	lead_08_a01_bs_enus	1
	Establishing the Conditions for a Learning Culture	Course	lead_08_a02_bs_enus	1
	Developing Learning Practices	Course	lead_08_a03_bs_enus	1
	Evaluating and Sustaining Organizational Learning	Course	lead_08_a04_bs_enus	1
Effective Succession Planning (5)				
	Initiating Succession Planning	Course	lead_09_a01_bs_enus	1
	Effective Succession Planning: Determining a Talent Pool for Key Positions	Course	lead_09_a02_bs_enus	1
	Implementing and Assessing a Succession Planning Program	Course	lead_09_a03_bs_enus	1
	Succession Planning	Business Impact Series	_pc_bi_lsb002	0.1
	Succession Planning and Management Programs	Challenge Series	_pc_ch_lsch004	0.2
Making Cross-Functional Teams Work (6)				
	Cross-functional Team Fundamentals	Course	lead_10_a01_bs_enus	1
	Key Strategies for Managing Cross-functional Teams	Course	lead_10_a02_bs_enus	1
	Managing Internal Dynamics in a Cross-functional Team	Course	lead_10_a03_bs_enus	1
	Using Conflict to an Organization's Advantage	Business Impact Series	_pc_bi_mgb002	0.1
	Mediating Project Team Conflict	Business Impact Series	_pc_bi_pfb006	0.1
	Facilitating Work-related Conflict Discussions	Business Impact Series	_pc_bi_pfb015	0.1
Setting and Managing Organizational Priorities (5)				
	Setting and Managing Priorities within the Organization: Mission and Goals	Course	lead_11_a01_bs_enus	1
	Setting and Managing Priorities within the Organization: Deciphering Priorities	Course	lead_11_a02_bs_enus	1
	Setting and Managing Priorities within the Organization: Motivation	Course	lead_11_a03_bs_enus	1
	Setting and Managing Priorities within the Organization: Communication	Course	lead_11_a04_bs_enus	1
	Do You Share Your Organization's Values?	Business Impact Series	_pc_bi_pabi006	0.1
The Voice of Leadership (4)				
	The Voice of Leadership: Inspirational Leadership	Course	lead_13_a01_bs_enus	1
	The Voice of Leadership: Self-assessment and Motivation	Course	lead_13_a02_bs_enus	1
	The Voice of Leadership: Effective Leadership Communication Strategies	Course	lead_13_a03_bs_enus	1
	The Voice of Leadership: The Power of Leadership Messaging	Course	lead_13_a04_bs_enus	1

Collection	Curriculum	Series	Asset Title	Asset Type	Asset ID	Hours
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PROFESSIONAL EFFECTIVENESS

Communication Curriculum

How to Write an Effective Internal Business Case (3)

	Preparing a Business Case	Course	comm_01_a01_bs_enus	2.5
	Writing a Business Case	Course	comm_01_a02_bs_enus	2.5
	Presenting Your Case	Course	comm_01_a03_bs_enus	2.5

E-mail Essentials for Business (4)				
	Using E-mail and Instant Messaging Effectively	Course	comm 17 a01 bs enus	1
	Addressing and Redistributing E-mail	Course	comm 17 a02 bs enus	1
	Managing Your E-mail	Course	comm 17 a03 bs enus	1
	Final Exam: E-mail Essentials for Business	Final Exams	comm 17 a01 fe enus	0.6
Telephone Essentials for Business (1)				
	Essential Skills for Professional Telephone Calls	Course	comm 18 a01 bs enus	1
Business Writing Basics (6)				
	Business Writing: Know Your Readers and Your Purpose	Course	comm 19 a01 bs enus	1
	Business Writing: How to Write Clearly and Concisely	Course	comm 19 a02 bs enus	1
	Business Writing: Editing and Proofreading	Course	comm 19 a03 bs enus	1
	Writing for Business	Business Impact Series	_pc bi pabi012	0.1
	Written Communication	Challenge Series	_pc ch pach015	0.2
	Final Exam: Business Writing Basics	Final Exams	comm 19 a01 fe enus	0.6
Business Grammar Basics (7)				
	Business Grammar: Parts of Speech	Course	comm 20 a01 bs enus	1
	Business Grammar: Working with Words	Course	comm 20 a02 bs enus	1
	Business Grammar: The Mechanics of Writing	Course	comm 20 a03 bs enus	1
	Business Grammar: Punctuation	Course	comm 20 a04 bs enus	1
	Business Grammar: Sentence Construction	Course	comm 20 a05 bs enus	1
	Business Grammar: Common Usage Errors	Course	comm 20 a06 bs enus	1
	Final Exam: Business Grammar Basics	Final Exams	comm 20 a01 fe enus	1.2
Interpersonal Communication (9)				
	Interpersonal Communication: Communicating with Confidence	Course	comm 21 a01 bs enus	1
	Interpersonal Communication: Targeting Your Message	Course	comm 21 a02 bs enus	1
	Interpersonal Communication: Listening Essentials	Course	comm 21 a03 bs enus	1
	Interpersonal Communication: Communicating Assertively	Course	comm 21 a04 bs enus	1
	Interpersonal Communication: Being Approachable	Course	comm 21 a05 bs enus	1
	Effective Interpersonal Communications Simulation	Simulation	COMM021A	0.5
	Making Yourself Approachable	Business Impact Series	_pc bi pabi011	0.1
	Asserting Yourself in the Workplace	Challenge Series	_pc ch pach016	0.2
	Final Exam: Interpersonal Communication	Final Exams	comm 21 a01 fe enus	0.9
Workplace Conflict (7)				
	Workplace Conflict: Recognizing and Responding to Conflict	Course	comm 22 a01 bs enus	1
	Workplace Conflict: Strategies for Resolving Conflicts	Course	comm 22 a02 bs enus	1
	Confrontation: What's the Best Approach	Business Impact Series	_pc bi mgbi009	0.1
	Personal Conflict Styles	Business Impact Series	_pc bi pabi002	0.1
	Coping with Accusations in the Workplace	Challenge Series	_pc ch lsch003	0.3
	Managing Conflict	Challenge Series	_pc ch lach009	0.2
	Conflict: Avoid, Confront, or Delay?	Challenge Series	_pc ch pach004	0.2
Fundamentals of Working with Difficult People (10)				
	Working with Difficult People: Identifying Difficult People	Course	comm 23 a01 bs enus	1
	Working with Difficult People: How to Work with Aggressive People	Course	comm 23 a02 bs enus	1
	Working with Difficult People: How to Work with Negative People	Course	comm 23 a03 bs enus	1
	Working with Difficult People: How to Work with Procrastinators	Course	comm 23 a04 bs enus	1
	Working with Difficult People: How to Work with Manipulative People	Course	comm 23 a05 bs enus	1
	Working with Difficult People: How to Work with Self-serving People	Course	comm 23 a06 bs enus	1
	Working with Difficult People: Dealing with Micromanagers	Course	comm 23 a07 bs enus	1

	Coping with Aggressive Behavior in the Workplace	Business Impact Series	_pc bi pabi008	0.1
	Blame Backfires--Conquer Negative Thinking	Business Impact Series	_pc bi pfb003	0.1
	Reacting to Co-workers Who Try Taking Advantage	Challenge Series	_pc ch pfch003	0.35
Negotiation Essentials (8)				
	Negotiation Essentials: What Is Negotiation?	Course	comm 24 a01 bs enus	1
	Negotiation Essentials: Planning for Negotiation	Course	comm 24 a02 bs enus	1
	Negotiation Essentials: Communicating	Course	comm 24 a03 bs enus	1
	Negotiation Essentials: Persuading	Course	comm 24 a04 bs enus	1
	Negotiation Essentials: Avoiding Pitfalls in Negotiations	Course	comm 24 a05 bs enus	1
	Negotiation Essentials	Simulation	COMM024A	0.5
	Effective Body Language in Negotiations	Business Impact Series	_pc bi pfb013	0.1
	Vendor Negotiations: Choosing the Best Approach	Challenge Series	_pc ch lach032	0.2
Emotional Intelligence Essentials (6)				
	What is Emotional Intelligence?	Course	comm 25 a01 bs enus	1
	Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	Course	comm 25 a02 bs enus	1
	Using Emotional Intelligence on the Job	Course	comm 25 a03 bs enus	1
	Emotional Intelligence at Work	Simulation	COMM025A	0.5
	How High Is Your EQ?	Business Impact Series	_pc bi pfb009	0.1
	Emotional Intelligence at Work	Challenge Series	_pc ch pach014	0.2
Fundamentals of Cross Cultural Communication (5)				
	Culture and Its Effect on Communication	Course	comm 26 a01 bs enus	1
	Communicating Across Cultures	Course	comm 26 a02 bs enus	1
	Improving Communication in Cross-cultural Relationships	Course	comm 26 a03 bs enus	1
	Communicating with a Cross-cultural Audience	Business Impact Series	_pc bi pfb020	0.1
	Dispute Resolution in International Contracts	Challenge Series	_pc ch lsch005	0.2
Getting Results without Direct Authority (6)				
	Getting Results without Direct Authority: Building Relationships and Credibility	Course	comm 27 a01 bs enus	1
	Getting Results without Direct Authority: Persuasive Communication	Course	comm 27 a02 bs enus	1
	Getting Results without Direct Authority: Reciprocity	Course	comm 27 a03 bs enus	1
	Getting Results without Direct Authority: Influencing Your Boss	Course	comm 27 a04 bs enus	1
	Influencing Key Decision Makers	Business Impact Series	_pc bi lsbi015	0.1
	Influence and Persuasion	Challenge Series	_pc ch lach016	0.2
Listening Essentials (5)				
	Listening Essentials: The Basics of Listening	Course	comm 28 a01 bs enus	1
	Listening Essentials: Improving Your Listening Skills	Course	comm 28 a02 bs enus	1
	Effective Listening	Challenge Series	_pc ch lach030	0.2
	Listening with Skill	Challenge Series	_pc ch pach002	0.2
	Final Exam: Listening Essentials	Final Exams	comm 28 a01 fe enus	0.4
Constructive Feedback and Criticism (6)				
	Giving Feedback	Course	comm 29 a01 bs enus	1
	Giving Constructive Criticism	Course	comm 29 a02 bs enus	1
	Receiving Feedback and Criticism	Course	comm 29 a03 bs enus	1
	Criticism in Context	Business Impact Series	_pc bi pfb016	0.1
	Giving Appropriate Feedback	Challenge Series	_pc ch lach006	0.2
	Giving Feedback to Coworkers	Challenge Series	_pc ch pach006	0.2
Anger Management Essentials (2)				
	Anger Management Essentials: Understanding Anger	Course	comm 30 a01 bs enus	1
	Anger Management Essentials: Managing and Controlling Anger	Course	comm 30 a02 bs enus	1
Communicating Effectively with the 'C' Level (2)				
	Preparing to Communicate Effectively at the 'C' Level	Course	comm 31 a01 bs enus	1

	Techniques for Communicating Effectively with Senior Executives	Course	comm 31 a02 bs enus	1
Running Effective Business Meetings (6)				
	Preparing for Effective Business Meetings	Course	comm 32 a01 bs enus	1
	Managing Effective Business Meetings	Course	comm 32 a02 bs enus	1
	Dealing with Common Meeting Problems	Course	comm 32 a03 bs enus	1
	When Too Many Meetings Are Just Too Much	Business Impact Series	_pc bi pfbi008	0.1
	Making Meetings Work	Business Impact Series	_pc bi pfbi018	0.1
	Managing Meetings for Productivity and Effectiveness	Challenge Series	_pc ch lach031	0.2
Basic Presentation Skills (4)				
	Basic Presentation Skills: Planning a Presentation	Course	comm 33 a01 bs enus	1
	Basic Presentation Skills: Creating a Presentation	Course	comm 33 a02 bs enus	1
	Basic Presentation Skills: Delivering a Presentation	Course	comm 33 a03 bs enus	1
	Handling Difficult Questions as a Presenter	Business Impact Series	_pc bi pabi007	0.1
Communicate with Diplomacy and Tact (3)				
	The Impact of Situation and Style When Communicating with Diplomacy and Tact	Course	comm 34 a01 bs enus	1
	Strategies for Communicating with Tact and Diplomacy	Course	comm 34 a02 bs enus	1
	Delivering a Difficult Message with Diplomacy and Tact	Course	comm 34 a03 bs enus	1
Professional Networking Essentials (2)				
	Professional Networking Essentials: Finding Opportunities To Make Connections	Course	comm 38 a01 bs enus	1
	Professional Networking Essentials: Developing Confidence	Course	comm 38 a02 bs enus	1
Writing Skills for Technical Professionals (2)				
	Writing for Technical Professionals: Preparation and Planning	Course	ib wstp a01 it enus	1
	Writing for Technical Professionals: Effective Writing Techniques	Course	ib wstp a02 it enus	2
Foundation Skills Curriculum				
Basic Business Math (4)				
	Basic Business Math: Using Whole Numbers and Decimals	Course	fnd 01 a01 bs enus	1
	Basic Business Math: Percentages and Ratios	Course	fnd 01 a02 bs enus	1
	Basic Business Math: Averages and Equations	Course	fnd 01 a03 bs enus	1
	Basic Business Math: Charts and Graphs	Course	fnd 01 a04 bs enus	1
Personal Development Curriculum				
Doing Business Professionally (6)				
	Working for Your Inner Boss: Personal Accountability	Course	pd 05 a01 bs enus	2
	Managing from Within: Self-empowerment	Course	pd 05 a02 bs enus	2
	Goals and Setting Goals	Course	pd 05 a03 bs enus	2
	Creating a Positive Attitude	Course	pd 05 a04 bs enus	2
	Pursuing Successful Lifelong Learning	Course	pd 05 a05 bs enus	2
	Doing Business Professionally Simulation	Simulation	PD005A	0.5
Optimizing Your Work/Life Balance (7)				
	Optimizing Your Work/Life Balance: Analyzing Your Life Balance	Course	pd 06 a01 bs enus	1
	Optimizing Your Work/Life Balance: Maintaining Your Life Balance	Course	pd 06 a02 bs enus	1
	Optimizing Your Work/Life Balance: Taking Control of Your Stress	Course	pd 06 a03 bs enus	1
	Balancing Your Responsibilities Simulation	Simulation	PD006A	0.5
	Employee Exhaustion: Managing a Well-balanced Workload	Business Impact Series	_pc bi mgbi010	0.1
	Managing Workplace Stress	Business Impact Series	_pc bi hrbi006	0.1
	Creating Work/Life Balance	Challenge Series	_pc ch lach036	0.2
Diversity on the Job (5)				
	Diversity on the Job: The Importance of Diversity and the Changing Workplace	Course	pd 07 a01 bs enus	1

	Diversity on the Job: Diversity and You	Course	pd_07_a02_bs_enus	1
	Developing Workplace Diversity Awareness Simulation	Simulation	PD007A	0.5
	Understanding Workplace Diversity	Business Impact Series	_pc_bi_hrbi002	0.1
	Managing Diversity	Challenge Series	_pc_ch_lach015	0.2
Telecommuting and the Remote Employee (2)				
	Telecommuting Basics: Maximizing Productivity as a Remote Employee	Course	pd_08_a01_bs_enus	1
	Telecommuting Basics: Communication Strategies for the Remote Employee	Course	pd_08_a02_bs_enus	1
Generating Creative & Innovative Ideas (7)				
	Generating Creative and Innovative Ideas: Enhancing Your Creativity	Course	pd_09_a01_bs_enus	1
	Generating Creative and Innovative Ideas: Maximizing Team Creativity	Course	pd_09_a02_bs_enus	1
	Generating Creative and Innovative Ideas: Verifying and Building on Ideas	Course	pd_09_a03_bs_enus	1
	Executing Innovation	Business Impact Series	_pc_bi_lsbi016	0.1
	Getting Ready to Present	Challenge Series	_pc_ch_pach018	0.2
	Creativity: Developing and Communicating Ideas	Challenge Series	_pc_ch_pach025	0.2
	Promoting Creative Thinking	Challenge Series	_pc_ch_lach035	0.2
Managing Your Career (11)				
	Managing Your Career: Creating a Plan	Course	pd_10_a01_bs_enus	1
	Managing Your Career: Getting on the Right Track	Course	pd_10_a02_bs_enus	1
	Managing Your Career: Professional Networking Essentials	Course	pd_10_a03_bs_enus	1
	Managing Your Career: You and Your Boss	Course	pd_10_a04_bs_enus	1
	Managing Your Career: Leveraging the Performance Appraisal	Course	pd_10_a05_bs_enus	1
	Conquering Career Stagnation	Business Impact Series	_pc_bi_pfb019	0.1
	Developing Your Career	Challenge Series	_pc_ch_lach037	0.2
	Building and Managing Upward Relationships	Challenge Series	_pc_ch_pach008	0.2
	Planning Your Career	Challenge Series	_pc_ch_pach013	0.2
	Exploring Self-development	Challenge Series	_pc_ch_pach023	0.2
	Managing Your Relationship with Your Boss Simulation	Simulation	PD010A	0.5
Effective Time Management (10)				
	Time Management: Analyzing Your Use of Time	Course	pd_11_a01_bs_enus	1
	Time Management: Planning and Prioritizing Your Time	Course	pd_11_a02_bs_enus	1
	Time Management: Avoiding Time Stealers	Course	pd_11_a03_bs_enus	1
	Coping with Information Overload	Business Impact Series	_pc_bi_pfb002	0.1
	Prioritizing Personal and Professional Responsibilities	Business Impact Series	_pc_bi_mgb003	0.1
	Planning for Interruptions Helps with Procrastination	Business Impact Series	_pc_bi_pfb014	0.1
	Setting and Managing Priorities	Challenge Series	_pc_ch_lach018	0.2
	Coping with Conflicting Priorities	Challenge Series	_pc_ch_pach005	0.2
	Setting Goals	Challenge Series	_pc_ch_pach007	0.2
	Getting Time under Control	Challenge Series	_pc_ch_pach021	0.2
Problem Solving and Decision-Making Strategies (10)				
	Problem Solving: The Fundamentals	Course	pd_12_a01_bs_enus	1
	Problem Solving: Determining and Building Your Strengths	Course	pd_12_a02_bs_enus	1
	Problem Solving: Digging Deeper	Course	pd_12_a03_bs_enus	1
	Decision Making: The Fundamentals	Course	pd_12_a04_bs_enus	1
	Decision Making: Tools and Techniques	Course	pd_12_a05_bs_enus	1
	Decision Making: Making Tough Decisions	Course	pd_12_a06_bs_enus	1
	Uncovering the Root Problem	Challenge Series	_pc_ch_lach003	0.2
	Playing the Devil's Advocate in Decision Making	Business Impact Series	_pc_bi_pfb005	0.1
	Turning Problems Around with Reverse Brainstorming	Business Impact Series	_pc_bi_lsbi017	0.1
	Problem Solving: Process, Tools, and Techniques	Challenge Series	_pc_ch_pach003	0.2

Dealing with Organizational Change (6)				
	Understanding Organizational Change	Course	pd 13 a01 bs enus	1
	Preparing for Organizational Change	Course	pd 13 a02 bs enus	1
	Embracing Organizational Change	Course	pd 13 a03 bs enus	1
	Managing the Stress of Organizational Change	Business Impact Series	_pc bi mgbi004	0.1
	The Importance of Flexibility in the Workplace	Business Impact Series	_pc bi pfb007	0.1
	Developing Organizational Agility	Challenge Series	_pc ch pach024	0.2
Critical Thinking Essentials (3)				
	Critical Thinking Essentials: What Is Critical Thinking?	Course	pd 14 a01 bs enus	1
	Critical Thinking Essentials: Applying Critical Thinking Skills	Course	pd 14 a02 bs enus	1
	Critical Thinking	Challenge Series	_pc ch lach025	0.2
Building and Maintaining Trust (4)				
	Building Trust	Course	pd 15 a01 bs enus	1
	Rebuilding Trust	Course	pd 15 a02 bs enus	1
	Rebuilding Trust	Business Impact Series	_pc bi pabi005	0.1
	The Fruits of Integrity: Building Trust at Work	Challenge Series	_pc ch pach012	0.2
Personal Productivity Improvement (3)				
	Personal Productivity Improvement: Managing Your Workspace	Course	pd 16 a01 bs enus	1
	Personal Productivity: Self-organization and Overcoming Procrastination	Course	pd 16 a02 bs enus	1
	Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	Course	pd 16 a03 bs enus	1
Peer Relationships (6)				
	The Value of Peer Relationships	Course	pd 17 a01 bs enus	1
	Developing Strategic Peer Relationships in Your Organization	Course	pd 17 a02 bs enus	1
	Forming Peer Relationships and Alliances at Work	Course	pd 17 a03 bs enus	1
	Peer Political Styles	Business Impact Series	_pc bi pabi010	0.1
	Building Better Relationships through Understanding	Challenge Series	_pc ch pach017	0.2
	Building Peer Relationships	Challenge Series	_pc ch pach019	0.2
Business Ethics (7)				
	Introduction to Workplace Ethics	Course	pd 18 a01 bs enus	1
	Developing a Code of Ethical Conduct	Course	pd 18 a02 bs enus	1
	Ethical Decision-making in the Workplace	Course	pd 18 a03 bs enus	1
	Do You Share Your Organization's Values?	Business Impact Series	_pc bi pabi006	0.1
	Office Politics - What Will You Do?	Challenge Series	_pc ch pfch004	0.35
	Ethics, Integrity, and Trust	Challenge Series	_pc ch lach005	0.2
	The Ethics Enigma	Challenge Series	_pc ch pach020	0.2
Living and Working Abroad in the United States (4)				
	American Work Culture and Values	Course	pd 19 a01 bs enus	1
	Key Aspects of the American Work Environment	Course	pd 19 a02 bs enus	1
	Communicating Successfully in the American Workplace	Course	pd 19 a03 bs enus	1
	Succeeding in the American Workplace	Course	pd 19 a04 bs enus	1
Interviewing Strategies for the Interviewee (2)				
	Preparing for an Internal Interview	Course	pd 21 a01 bs enus	1
	Making a Positive Impression in an Internal Interview	Course	pd 21 a02 bs enus	1
Campus to Corporate (2)				
	Campus to Corporate: Meeting New Expectations	Course	pd 22 a01 bs enus	1
	Campus to Corporate: Developing a Professional Image	Course	pd 22 a02 bs enus	1
Public Speaking Strategies (2)				
	Public Speaking Strategies: Preparing Effective Speeches	Course	pd 23 a01 bs enus	1
	Public Speaking Strategies: Confident Public Speaking	Course	pd 23 a02 bs enus	1
Performance under Pressure (3)				

	Developing the Right Attitude for Performing under Pressure	Course	pd 24 a01 bs enus	1
	Taking Action for Performing under Pressure	Course	pd 24 a02 bs enus	1
	Performing with Others under Pressure	Course	pd 24 a03 bs enus	1
Business Etiquette and Professionalism (10)				
	Developing Your Reputation of Professionalism with Business Etiquette	Course	pd 25 a01 bs enus	1
	Professionalism, Business Etiquette, and Personal Accountability	Course	pd 25 a02 bs enus	1
	Communicating with Professionalism and Etiquette	Course	pd 25 a03 bs enus	1
	Using Business Etiquette to Build Professional Relationships	Course	pd 25 a04 bs enus	1
	Disciplines of Organizational Learning: Personal Mastery	Business Impact Series	_pc bi pfb011	0.1
	Safe Small Talk	Business Impact Series	_pc bi pfb012	0.1
	Reframing Negative Situations	Business Impact Series	_pc bi hrbi008	0.1
	Managing Goals	Challenge Series	_pc ch lach027	0.2
	Broadening Your Learning Horizons	Business Impact Series	_pc bi pabi013	0.1
	Targeting Personal Learning	Challenge Series	_pc ch pach022	0.2
Perseverance and Resilience (5)				
	Developing Character for Perseverance and Resilience	Course	pd 26 a01 bs enus	1
	Achieving Goals through Perseverance and Resilience	Course	pd 26 a02 bs enus	1
	Bouncing Back with Perseverance and Resilience	Course	pd 26 a03 bs enus	1
	Perseverance: Flexibility in Action	Business Impact Series	_pc bi pabi004	0.1
	Persevering through Setbacks	Challenge Series	_pc ch pach011	0.2
Decisiveness (2)				
	Developing Character for Decisiveness	Course	pd 27 a01 bs enus	1
	Overcoming the Barriers to Decisiveness	Course	pd 27 a02 bs enus	1
Writing Under Pressure (2)				
	Writing under Pressure: Preparing for Success	Course	pd 28 a01 bs enus	1
	Writing under Pressure: The Writing Process	Course	pd 28 a02 bs enus	1

Collection	Curriculum	Series	Asset Title	Asset Type	Asset ID	Hou rs
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PROJECT EFFECTIVENESS

Collection	Curriculum	Series	Asset Title	Asset Type	Asset ID	Hou rs
	Project Management Curriculum					
	Project Management for Non-Project Managers (18)					
			Project Management Fundamentals	Course	proj 01 a01 bs enus	2.5
			Transitioning into a Project Management Role	Course	proj 01 a02 bs enus	3
			Initiating and Planning a Project	Course	proj 01 a03 bs enus	2
			Managing a Project	Course	proj 01 a04 bs enus	2.5
			Troubleshooting and Closing the Project	Course	proj 01 a05 bs enus	2
			Project Management for Non-Project Managers	Simulation	PROJ001A	0.5
			Managing Projects with No Direct Authority	Business Impact Series	_pc bi pmbi001	0.1
			Supporting Project Managers	Challenge Series	_pc ch lach042	0.2
			Ensuring Management Buy-in on a Project	Business Impact Series	_pc bi pmbi002	0.1
			Managing Conflict in Project Teams	Business Impact Series	_pc bi pmbi003	0.1
			Managing Scope on a Project	Business Impact Series	_pc bi pmbi004	0.1
			Weighing the Costs of Project Change	Business Impact Series	_pc bi pmbi005	0.1
			Managing Vendor Relationships	Business Impact Series	_pc bi pmbi006	0.1
			Anticipating and Solving Problems as a Project Champion	Business Impact Series	_pc bi pmbi007	0.1
			Addressing Stakeholder Conflicts	Business Impact Series	_pc bi pmbi008	0.1
			Portfolios, Programs, and Projects: What's the Difference?	Business Impact Series	_pc bi pmbi009	0.1
			Controlling Project Cost	Business Impact Series	_pc bi pmbi010	0.1
			Project Management Essentials	Challenge Series	_pc ch lach041	0.2
	Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned) (3)					
			Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	Course	proj 19 a01 bs enus	2
			Project Management Overview (PMBOK® Guide Fifth Edition)	Course	proj 19 a02 bs enus	1.5

	Project Management Process Groups (PMBOK® Guide Fifth Edition)	Course	proj_19_a03_bs_enus	2
Project Integration Management (PMBOK® Guide - Fifth Edition-aligned) (3)				
	Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	Course	proj_20_a01_bs_enus	2
	Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	Course	proj_20_a02_bs_enus	1.5
	Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	Course	proj_20_a03_bs_enus	1
Project Scope Management (PMBOK® Guide - Fifth Edition-aligned) (3)				
	Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	Course	proj_21_a01_bs_enus	2
	Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	Course	proj_21_a02_bs_enus	1.5
	Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	Course	proj_21_a03_bs_enus	1.5
Project Time Management (PMBOK® Guide - Fifth Edition-aligned) (3)				
	Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)	Course	proj_22_a01_bs_enus	2
	Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	Course	proj_22_a02_bs_enus	2
	Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	Course	proj_22_a03_bs_enus	2
Project Cost Management (PMBOK® Guide - Fifth Edition-aligned) (2)				
	Planning Project Costs (PMBOK® Guide Fifth Edition)	Course	proj_23_a01_bs_enus	2
	Controlling Project Costs (PMBOK® Guide Fifth Edition)	Course	proj_23_a02_bs_enus	1.5
Project Quality Management (PMBOK® Guide - Fifth Edition-aligned) (2)				
	Plan Quality Management (PMBOK® Guide Fifth Edition)	Course	proj_24_a01_bs_enus	2
	Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	Course	proj_24_a02_bs_enus	2
Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned) (2)				
	Planning Project Human Resources (PMBOK® Guide Fifth Edition)	Course	proj_25_a01_bs_enus	2
	Managing Project Human Resources (PMBOK® Guide Fifth Edition)	Course	proj_25_a02_bs_enus	2
Project Communications Management (PMBOK® Guide - Fifth Edition-aligned) (2)				
	Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	Course	proj_26_a01_bs_enus	2
	Control Project Communications (PMBOK® Guide Fifth Edition)	Course	proj_26_a02_bs_enus	1
Project Risk Management (PMBOK® Guide - Fifth Edition-aligned) (4)				
	Risk Management Planning (PMBOK® Guide Fifth Edition)	Course	proj_27_a01_bs_enus	1.5
	Identifying Project Risks (PMBOK® Guide Fifth Edition)	Course	proj_27_a02_bs_enus	1.5
	Performing Risk Analysis (PMBOK® Guide Fifth Edition)	Course	proj_27_a03_bs_enus	2
	Risk Response and Control (PMBOK® Guide Fifth Edition)	Course	proj_27_a04_bs_enus	2
Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned) (2)				
	Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	Course	proj_28_a01_bs_enus	1.5
	Managing Procurements (PMBOK® Guide Fifth Edition)	Course	proj_28_a02_bs_enus	2
Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned) (2)				
	Project Stakeholder Management (PMBOK® Guide Fifth Edition)	Course	proj_29_a01_bs_enus	1.5
	Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	Course	proj_29_a02_bs_enus	1.5
Program Management (PMI® Second Edition-aligned) (2)				
	Introduction to Program Management	Course	proj_16_a01_bs_enus	1.5

	Program Life Cycle and Benefits Management	Course	proj_16_a02_bs_enus	2
Code of Ethics and Professional Conduct (PMI® Standard-aligned) (2)				
	The Role of Ethics in Project Management	Course	proj_15_a01_bs_enus	1.5
	Core PMI® Values and Ethical Standards	Course	proj_15_a02_bs_enus	2
IT Project Management Essentials (6)				
	IT Project Management Essentials: Introduction to IT Project Management	Course	proj_17_a01_bs_enus	1
	IT Project Management Essentials: Initiating and Planning IT Projects	Course	proj_17_a02_bs_enus	1
	IT Project Management Essentials: Executing IT Projects	Course	proj_17_a03_bs_enus	1
	IT Project Management Essentials: Monitoring and Controlling IT Projects	Course	proj_17_a04_bs_enus	1
	IT Project Management Essentials: Managing Risks in an IT Project	Course	proj_17_a05_bs_enus	1
	IT Project Management Essentials: Testing Deliverables and Closing IT Projects	Course	proj_17_a06_bs_enus	1
Managing Software Project Outsourcing (4)				
	Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project	Course	proj_18_a01_bs_enus	1
	Managing Software Project Outsourcing: Developing a Vendor Contract	Course	proj_18_a02_bs_enus	1
	Managing Software Project Outsourcing: Working with the Outsourced Team	Course	proj_18_a03_bs_enus	1
	Managing Software Project Outsourcing: Dealing with Risks	Course	proj_18_a04_bs_enus	1
Agile Practitioner - (PMI-ACP & ScrumMaster aligned) (11)				
	Agile Project Management Essentials	Course	ib_pmag_a01_it_enus	2
	Adopting an Agile Approach to Project Management	Course	ib_pmag_a02_it_enus	2
	An Overview of Agile Methodologies	Course	ib_pmag_a03_it_enus	1.5
	Overview of the Scrum Development Process	Course	ib_pmag_a04_it_enus	2
	Agile Planning: Project Initiating and Requirements Gathering	Course	ib_pmag_a05_it_enus	1.5
	Agile Planning: Doing Estimates and Completing the Release Plan	Course	ib_pmag_a06_it_enus	2
	Planning and Monitoring Iterations on an Agile Project	Course	ib_pmag_a07_it_enus	2.5
	Leading an Agile Team	Course	ib_pmag_a08_it_enus	2
	Managing Stakeholder Engagement on an Agile Project	Course	ib_pmag_a09_it_enus	2
	Ensuring Delivery of Value and Quality in Agile Projects	Course	ib_pmag_a10_it_enus	2
	Core PMI® Values and Ethical Standards	Course	proj_15_a02_bs_enus	2
PRINCE2®: 2009 Foundation (6)				
	Overview of Project Management (PRINCE2: 2009-aligned)	Course	ib_prin_a01_it_enus	1
	Project Organization, Planning and Risk (PRINCE2: 2009-aligned)	Course	ib_prin_a02_it_enus	2
	Project Quality, Change and Progress (PRINCE2: 2009-aligned)	Course	ib_prin_a03_it_enus	1.5
	Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)	Course	ib_prin_a04_it_enus	1.5
	Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned)	Course	ib_prin_a05_it_enus	2
	Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned)	Course	ib_prin_a06_it_enus	1.5
Mentoring Assets (3)				
	Mentoring PRINCE2: Foundation	Mentoring Assets	mntprince2f	
	Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned	Mentoring Assets	mntpmp5ed	
	Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	Mentoring Assets	mntcapm5ed	

Collection	Curriculum	Series	Asset Title	Asset Type	Asset ID	Hours
Test Preps (3)						
			TestPrep PRINCE2: Foundation	Testprep Exams	ib_prin_a01_tp_enus	1
			TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned	Testprep Exams	pm_proj_a04_tp_enus	4
			TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	Testprep Exams	pm_capm_a02_tp_enus	3
PRINCE2®: Practitioner (1)						
			PRINCE2 Practitioner Exam Information	Course	prin_prac_a01_bs_enus	1
Team Building Curriculum						
Optimizing Your Performance On a Team (6)						
			Being an Effective Team Member	Course	team_02_a01_bs_enus	1
			Establishing Team Goals and Responsibilities	Course	team_02_a02_bs_enus	1
			Elements of a Cohesive Team	Course	team_02_a03_bs_enus	1
			Effective Team Communication	Course	team_02_a04_bs_enus	1
			Using Feedback to Improve Team Performance	Course	team_02_a05_bs_enus	1
			Power and Politics in Matrixed Teams	Challenge Series	_pc_ch_mgch002	0.4
Leading Teams (15)						
			Leading Teams: Launching a Successful Team	Course	team_03_a01_bs_enus	1
			Leading Teams: Establishing Goals, Roles, and Guidelines	Course	team_03_a02_bs_enus	1
			Leading Teams: Developing the Team and its Culture	Course	team_03_a03_bs_enus	1
			Leading Teams: Building Trust and Commitment	Course	team_03_a04_bs_enus	1
			Leading Teams: Fostering Effective Communication and Collaboration	Course	team_03_a05_bs_enus	1
			Leading Teams: Motivating and Optimizing Performance	Course	team_03_a06_bs_enus	1
			Leading Teams: Dealing with Conflict	Course	team_03_a07_bs_enus	1
			Leading Teams: Managing Virtual Teams	Course	team_03_a08_bs_enus	1
			Building Trust Incrementally	Business Impact Series	_pc_bi_lsbi004	0.1
			Inspiring Your Team	Business Impact Series	_pc_bi_lsbi010	0.1
			Support Your Leader	Business Impact Series	_pc_bi_pfb010	0.1
			Choosing the Right Team Culture	Challenge Series	_pc_ch_pfch006	0.2
			Managing Communications in a Virtual Team	Business Impact Series	_pc_bi_mgbi001	0.1
			Building and Leading Teams	Challenge Series	_pc_ch_lach023	0.2
			Meeting Team Performance Challenges	Challenge Series	_pc_ch_pach010	0.2
Business Analysis						
Certified Business Analysis Professional (CBAPT) - BABOK® Guide V2.0 aligned (10)						
			Introduction to Business Analysis and Essential Competencies	Course	ib_buap_a01_it_enus	2
			Introduction to Business Analysis Planning	Course	ib_buap_a02_it_enus	2.5
			Planning Business Analysis Communication and Monitoring	Course	ib_buap_a03_it_enus	2.5
			Business Analysis Requirements Elicitation	Course	ib_buap_a04_it_enus	2
			Business Analysis Requirements Management and Communication	Course	ib_buap_a05_it_enus	2
			Business Analysis: Enterprise Analysis	Course	ib_buap_a06_it_enus	2.5
			Business Analysis: Introduction to Requirements Analysis	Course	ib_buap_a07_it_enus	2.5
			Business Analysis: Verify and Validate Requirements	Course	ib_buap_a08_it_enus	2
			Business Analysis: Solution Assessment and Validation	Course	ib_buap_a09_it_enus	3
			Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned	Final Exams	ib_buap_a01_fe_enus	4.2
SALES and CUSTOMER FACING SKILLS						
Sales Curriculum						
Sales Foundations (19)						
			Introduction to Sales	Course	sale_01_a01_bs_enus	1
			Strategic Sales Planning	Course	sale_01_a02_bs_enus	1
			Preparing for Successful Sales	Course	sale_01_a03_bs_enus	1

	Developing Strong Customer Relationships	Course	sale_01_a04_bs_enus	1
	Working within the Sales Culture of Your Organization	Course	sale_01_a05_bs_enus	1
	Developing a Customer-focused Sales Approach	Course	sale_01_a06_bs_enus	1
	Don't Only Go for the Big Fish	Business Impact Series	_pc_bi_spbi009	0.1
	The Ethics of Gift Giving	Business Impact Series	_pc_bi_spbi014	0.1
	Using Persuasion Techniques to Boost Sales	Business Impact Series	_pc_bi_spbi018	0.2
	Get it Together: Organizing Your Sales Approach	Business Impact Series	_pc_bi_sabi002	0.1
	Presentations That Get People Talking	Business Impact Series	_pc_bi_sabi003	0.1
	Initiating Discovery Meetings	Challenge Series	_pc_ch_sach001	0.2
	The Proof Is in the Proposal	Challenge Series	_pc_ch_sach003	0.2
	Building Momentum in Discovery Meetings	Business Impact Series	_pc_bi_sabi011	0.2
	Using Customer Knowledge to Advance Sales	Challenge Series	_pc_ch_sach006	0.2
	Appealing to Prospects	Business Impact Series	_pc_bi_sabi012	0.1
	Getting Your Head around Pipeline Management	Business Impact Series	_pc_bi_sabi013	0.1
	Prospecting Strategically	Challenge Series	_pc_ch_sach011	0.2
	Responding to News of a Lost Sale	Challenge Series	_pc_ch_sach017	0.2
Sales Negotiations (10)				
	Negotiation Skills for Sales Professionals: Preparing to Negotiate	Course	sale_02_a01_bs_enus	1
	Negotiation Skills for Sales Professionals: Value Exchange	Course	sale_02_a02_bs_enus	1
	Negotiation Skills for Sales Professionals: Reaching Agreement	Course	sale_02_a03_bs_enus	1
	Talking Value with Your Customers	Business Impact Series	_pc_bi_sabi004	0.1
	Dealing with Questions, Objections, and Resistance	Business Impact Series	_pc_bi_sabi005	0.1
	Dealing with Negotiation Challenges	Business Impact Series	_pc_bi_sabi009	0.1
	Negotiating Contract Terms	Challenge Series	_pc_ch_pach001	0.2
	Communicating Your Company's Value	Challenge Series	_pc_ch_sach004	0.2
	Turning Obstacles into Opportunities	Challenge Series	_pc_ch_sach005	0.2
	Negotiating with Your Customer	Challenge Series	_pc_ch_sach009	0.2
Solution Selling (7)				
	Solution Selling: Mastering the Essentials	Course	sale_03_a01_bs_enus	1
	Solution Selling: Meeting an Active Need	Course	sale_03_a02_bs_enus	1
	Solution Selling: Creating New Opportunities	Course	sale_03_a03_bs_enus	1
	Turning Potential Customers into Allies	Challenge Series	_pc_ch_sach008	0.2
	Preparing to Implement Solutions	Challenge Series	_pc_ch_sach010	0.2
	Managing Implementation Problems	Business Impact Series	_pc_bi_sabi010	0.1
	Connecting Customers and Solutions	Business Impact Series	_pc_bi_sabi008	0.1
Strategic Account Sales Skills (8)				
	Selling to Key Players	Business Impact Series	_pc_bi_spbi001	0.1
	Planning for Effective Selling	Business Impact Series	_pc_bi_spbi004	0.1
	Building Profitable Customer Relationships	Business Impact Series	_pc_bi_spbi017	0.1
	Crafting Sales Strategies	Challenge Series	_pc_ch_spch002	0.2
	Performance Payout Plans	Challenge Series	_pc_ch_spch004	0.35
	Sales and Marketing: Two Sides of the Same Coin?	Business Impact Series	_pc_bi_spbi011	0.1
	Connecting the Dots: Insightful Account Management	Business Impact Series	_pc_bi_sabi016	0.1
	Succeeding in Account Management	Challenge Series	_pc_ch_sach015	0.2
Sales Management (4)				
	Storming: Developing and Leading Your Sales Team	Business Impact Series	_pc_bi_spbi003	0.1
	Sales Support Roles for Better Customer Interaction	Business Impact Series	_pc_bi_spbi007	0.1
	Succeeding in Account Management	Challenge Series	_pc_ch_sach015	0.2
	Gaining Access through Cold Calls	Challenge Series	_pc_ch_sach019	0.2
Essential Selling Skills (18)				
	Essential Selling Skills: Mastering Cold Calling	Course	sale_05_a01_bs_enus	1
	Essential Selling Skills: Qualifying Sales Prospects	Course	sale_05_a02_bs_enus	1
	Essential Selling Skills: Closing the Sale	Course	sale_05_a03_bs_enus	1
	Effective Cold Calling	Business Impact Series	_pc_bi_sabi007	0.1

	Prompting Action through Focused Communication	Business Impact Series	pc bi sabi014	0.1
	Regaining Your Customer's Trust	Business Impact Series	pc bi sabi015	0.1
	Getting Organized to Meet Your Sales Goals	Challenge Series	pc ch sach002	0.2
	Making Contact: Access Strategies	Challenge Series	pc ch sach007	0.2
	Managing a Sales Pipeline	Challenge Series	pc ch sach012	0.2
	Demonstrating Business Acumen	Challenge Series	pc ch sach013	0.2
	Talking about the Competition	Business Impact Series	pc bi sabi017	0.1
	Responding to Bad News	Business Impact Series	pc bi sabi018	0.1
	Communicating a High-impact Business Case	Business Impact Series	pc bi sabi019	0.2
	Selling with Trust	Challenge Series	pc ch sach014	0.2
	Using Competitive Selling Skills	Challenge Series	pc ch sach016	0.2
	Making the Cold Call	Business Impact Series	pc bi sabi020	0.2
	Aligning Your Business Case to Customer Priorities	Challenge Series	pc ch sach018	0.2
	Effective Sales Coaching	Challenge Series	pc ch sach020	0.2
Customer Service Curriculum				
Frontline Call Center Skills (3)				
	The Importance of Call Tracking and Ticketing	Business Impact Series	pc bi ctbi003	0.1
	Creating an Effective On-hold Message	Business Impact Series	pc bi ctbi008	0.1
	Aligning Agent Behaviors with Caller Types	Business Impact Series	pc bi ctbi010	0.1
Inbound Call Center Management (6)				
	Converting a Call Center to a Profit Center	Business Impact Series	pc bi ctbi001	0.1
	Managing Your Call Center More Efficiently	Business Impact Series	pc bi ctbi002	0.1
	Customer Service Training - The Interview and Beyond	Business Impact Series	pc bi ctbi004	0.1
	Disaster Recovery - Keeping the Lines Open	Business Impact Series	pc bi ctbi005	0.1
	Preventing Agent Absenteeism through Better Working Conditions	Business Impact Series	pc bi ctbi006	0.1
	Prioritizing Rewards and Recognition in Call Centers	Business Impact Series	pc bi ctbi011	0.1
ITIL® 2011 Edition Foundation Syllabus (9)				
	ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	Course	ib itlv a01 it enus	1.5
	ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	Course	ib itlv a02 it enus	2.5
	ITIL® 2011 Edition Foundation: Service Strategy Processes	Course	ib itlv a03 it enus	1.5
	ITIL® 2011 Edition Foundation: Service Design Fundamentals	Course	ib itlv a04 it enus	1.5
	ITIL® 2011 Edition Foundation: Service Design Processes	Course	ib itlv a05 it enus	2.5
	ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	Course	ib itlv a06 it enus	2.5
	ITIL® 2011 Edition Foundation: Introduction to Service Operation	Course	ib itlv a07 it enus	1
	ITIL® 2011 Edition Foundation: Service Operation Processes	Course	ib itlv a08 it enus	2
	ITIL® 2011 Edition Foundation: Continual Service Improvement	Course	ib itlv a09 it enus	1.5
ITIL® 2011 Edition Overview (3)				
	ITIL® 2011 Edition Overview: Creating a Service Culture	Course	ib ovvx a01 it enus	2
	ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework	Course	ib ovvx a02 it enus	2
	ITIL® 2011 Edition Overview: Certification and Benefits	Course	ib ovvx a03 it enus	2
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA) (14)				
	ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	Course	ib iosb a01 it enus	1.5
	ITIL® 2011 Edition OSA: Introduction to Event Management	Course	ib iosb a02 it enus	3.5
	ITIL® 2011 Edition OSA: Introduction to Incident Management	Course	ib iosb a03 it enus	2.5

	ITIL® 2011 Edition OSA: Incident Management Interactions	Course	ib iosb a04 it enus	3
	ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	Course	ib iosb a05 it enus	2
	ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	Course	ib iosb a06 it enus	2.5
	ITIL® 2011 Edition OSA: Introduction to Problem Management	Course	ib iosb a07 it enus	3
	ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	Course	ib iosb a08 it enus	2.5
	ITIL® 2011 Edition OSA: Introduction to Access Management	Course	ib iosb a09 it enus	3
	ITIL® 2011 Edition OSA: Introduction to the Service Desk	Course	ib iosb a10 it enus	2
	ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	Course	ib iosb a11 it enus	1.5
	ITIL® 2011 Edition OSA: Introduction to Functions	Course	ib iosb a12 it enus	2.5
	ITIL® 2011 Edition OSA: Function Activities	Course	ib iosb a13 it enus	1.5
	ITIL® 2011 Edition OSA: Technology and Implementation Considerations	Course	ib iosb a14 it enus	2.5
Customer Service Representative, Professionalism (3)				
	The Customer Service Representative (CSR)	Course	cust 06 a01 bs enus	3.5
	Support Center Services and Work Environment	Course	cust 06 a02 bs enus	3
	Team and Customer Relationships	Course	cust 06 a03 bs enus	3
Customer Service Representative, Skills (3)				
	Customer Interactions	Course	cust 07 a01 bs enus	3.5
	Communication Skills	Course	cust 07 a02 bs enus	3.5
	Conflict, Stress, and Time Management	Course	cust 07 a03 bs enus	3.5
Customer Service Representative, Process (4)				
	Customer Service Processes and Procedures	Course	cust 08 a01 bs enus	3
	Quality in a Support Center	Course	cust 08 a02 bs enus	3.5
	Support Center Tools, Technologies and Metrics	Course	cust 08 a03 bs enus	3
	Dealing with Irrational Customers and Escalating Complaints	Course	cust 08 a04 bs enus	2
Customer Service Fundamentals (8)				
	Customer Service Fundamentals: Building Rapport in Customer Relationships	Course	cust 09 a01 bs enus	1
	Customer Service in the Field	Course	cust 09 a02 bs enus	1
	Customer Service over the Phone	Course	cust 09 a03 bs enus	1
	Internal Customer Service	Course	cust 09 a04 bs enus	1
	Customer Service Confrontation and Conflict	Course	cust 09 a05 bs enus	1
	Shaping the Direction of Customer Service in Your Organization	Course	cust 09 a06 bs enus	1
	Aligning Performance to Key Indicators	Business Impact Series	_pc bi ctbi007	0.1
	The Angry Caller: What's Your Plan?	Business Impact Series	_pc bi spbi016	0.1
Customer Focus (6)				
	Identifying and Managing Customer Expectations	Course	cust 10 a01 bs enus	1
	Creating and Sustaining a Customer-focused Organization	Course	cust 10 a02 bs enus	1
	Customer-focused Interaction	Course	cust 10 a03 bs enus	1
	Listening to Your Customers	Business Impact Series	_pc bi spbi002	0.1
	Creating a Customer-focused Organization	Challenge Series	_pc ch lach020	0.2
	Developing Your Customer Focus	Challenge Series	_pc ch pach009	0.2
Customer Advocacy (3)				
	Customer Advocacy: Communicating to Build Trusting Customer Relationships	Course	cust 11 a01 bs enus	1
	Customer Advocacy: Enhancing the Customer Experience	Course	cust 11 a02 bs enus	1
	Customer Advocacy: Supporting Customer Advocacy	Course	cust 11 a03 bs enus	1
Industry Foundations				
Industry Overviews (21)				

	The Telecommunications Industry Overview: Version 3	Course	indo 01 a11 bs enus	1
	The Health Care Industry Overview: Version 3	Course	indo 01 a12 bs enus	1
	The Insurance Industry Overview: Version 3	Course	indo 01 a13 bs enus	1
	The Banking Industry Overview: Version 3	Course	indo 01 a14 bs enus	1
	The Oil and Gas Industry Overview: Version 3	Course	indo 01 a15 bs enus	1
	The Retail Industry Overview: Version 3	Course	indo 01 a16 bs enus	1
	The Manufacturing Industry Overview: Version 3	Course	indo 01 a17 bs enus	1
	The Pharmaceutical Industry Overview: Version 4	Course	indo 01 a18 bs enus	1
	The Information Technology Industry Overview: Version 3	Course	indo 01 a19 bs enus	1
	The Federal Government Industry Overview: Version 3	Course	indo 01 a20 bs enus	1
	The Education Industry Overview: Version 1	Course	indo 01 a21 bs enus	1
	The Utilities Industry Overview: Version 1	Course	indo 01 a22 bs enus	1
	The Chemicals Industry Overview: Version 1	Course	indo 01 a23 bs enus	1
	The Broadcasting & Entertainment Industry Overview: Version 1	Course	indo 01 a24 bs enus	1
	The Capital Markets Industry Overview: Version 1	Course	indo 01 a25 bs enus	1
	The Consumer Electronics Industry Overview: Version 1	Course	indo 01 a26 bs enus	1
	The Aerospace & Defense Industry Overview: Version 1	Course	indo 01 a27 bs enus	1
	The Biotechnology Industry Overview: Version 1	Course	indo 01 a28 bs enus	1
	The Automotive Industry Overview: Version 3	Course	indo 01 a29 bs enus	1
	The Food and Beverage Industry Overview: Version 3	Course	indo 01 a30 bs enus	1
	The Agriculture Industry Overview	Course	indo 01 a31 bs enus	1.5

TestPreps

Test Preps (1)

TestPrep ITIL Foundation	Testprep Exams	ib itlv a01 tp enus	1
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Mentoring Assets

Mentoring Assets (1)

Mentoring ITIL Foundation	Mentoring Assets	mntitv3f	
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NEW RELEASES

No new releases in the past 30 days