

## Accounting Basics

- ✓ Key Accounting Concepts and Principles
- ✓ Recording, Posting, and Balancing the Books
- ✓ Preparing Financial Statements and Closing Accounts
- ✓ Accounting for Stock Transactions
- ✓ Basic Accounting Concepts for Non-financial Professionals
- ✓ Comprehending Financials: A Guide to Financial Statements
- ✓ Financial Statement Analysis for Non-financial Professionals

## Coaching

- ✓ Beginning Your Coaching Engagement
- ✓ Coaching Techniques that Drive Change
- ✓ Coaching to Drive Performance
- ✓ The Art of Effective Coaching
- ✓ Coaching

## Management

- ✓ The Reality of Being a First-time Manager
- ✓ Facing Challenges as a First-time Manager
- ✓ Managing Fairly
- ✓ Acting Decisively
- ✓ Employee Dismissal
- ✓ Gauging Your Organization's High-performing Potential
- ✓ Managing for Cross-functionality
- ✓ Managing Your Company's Talent
- ✓ Managing the Unique Needs of Experts
- ✓ Fostering Mentoring Relationships
- ✓ Effectively Directing and Delegating as a Manager
- ✓ Managing Employee Development
- ✓ Facing the Management Challenges of Difficult Behavior and Diverse Teams
- ✓ Being a Fair and Caring Manager
- ✓ Being an Effective Manager When Times Are Tough
- ✓ Managing Motivation during Organizational Change
- ✓ How to Manage Difficult Conversations

## Organizational Change

- ✓ The Keys to Sustainable Change
- ✓ Planning for Change
- ✓ Implementing and Sustaining Change
- ✓ Communicating Properly during Layoffs
- ✓ Involving Employees in Corporate Change
- ✓ Communicating Organizational Change
- ✓ Beyond Change: Working with Agility
- ✓ Developing People

## Leadership

- ✓ Motivating Your Employees
- ✓ Communicating Vision to Your Employees
- ✓ Leading through Positive Influence
- ✓ Leveraging Emotional Intelligence
- ✓ Communicating a Shared Vision
- ✓ Leader as Motivator
- ✓ Key Elements of Business Execution
- ✓ Building Innovation Cultures and Leaders
- ✓ Leading Your Team through Change
- ✓ Building a Leadership Development Plan
- ✓ Aligning Unit Goals and Imperatives
- ✓ Leading Teams through Change
- ✓ Knowing When to Take Leadership Risks
- ✓ Developing a Business Execution Culture
- ✓ Leading Change
- ✓ Becoming an Inspirational Leader
- ✓ Assessing Your Own Leadership Performance
- ✓ Gender and Leadership
- ✓ Choosing to Lead as a Woman
- ✓ Career and Family Challenges for Women Leaders

## Negotiation

- ✓ Issue-focused Negotiation: Are You Ready?
- ✓ You and Your Negotiating Counterpart
- ✓ Reaching a Negotiated Agreement
- ✓ Effective Body Language in Negotiations
- ✓ Vendor Negotiations: Choosing the Best Approach
- ✓ The First Steps in Negotiating
- ✓ Negotiating the Best Solution

## Emotional Intelligence

- ✓ Emotional Intelligence: Owning Your Emotions
- ✓ Emotional Intelligence: Building Self-Management Skills
- ✓ Emotional Intelligence: Being Aware of the Emotions of Others
- ✓ Emotional Intelligence: Applying EI at Work

## Listening Skills

- ✓ Be a Better Listener
- ✓ Roadblocks to Excellent Listening
- ✓ Active Listening Skills for Professionals
- ✓ Mastering Active Listening in the Workplace

## Working with Difficult People

- ✓ Difficult People: Why They Act That Way and How to Deal with Them
- ✓ Difficult People: Can't Change Them, so Change Yourself
- ✓ Difficult People: Strategies to Keep Everyone Working Together
- ✓ Coping with Aggressive Behavior in the Workplace
- ✓ Blame Backfires--Conquer Negative Thinking
- ✓ Reacting to Co-workers Who Try Taking Advantage

## Anger Management

- ✓ The Essentials for Anger Management

## Communicating with Senior Executives

- ✓ Capturing the Attention of Senior Executives

## Business Meetings

- ✓ Planning Meetings Fit for Purpose
- ✓ Running Meetings in Better Directions

## Business Writing

- ✓ Audience and Purpose in Business Writing
- ✓ Clarity and Conciseness in Business Writing
- ✓ Editing and Proofreading Business Documents
- ✓ Writing for Business
- ✓ Using the Parts of Speech
- ✓ Getting the Details Right: Spelling Basics
- ✓ Abbreviating, Capitalizing, and Using Numbers
- ✓ Using Punctuation Marks
- ✓ Creating Well-Constructed Sentences
- ✓ Troublesome Words and Phrases: Common Usage Mistakes in Writing

## E-mail Skills

- ✓ Writing Effective E-mails and Instant Messages
- ✓ Sending E-mails to the Right People
- ✓ Organizing Your E-mail

## Telephone Skills

- ✓ Keeping Business Calls Professional

## Presentation Skills

- ✓ Planning an Effective Presentation
- ✓ Building Your Presentation
- ✓ Ensuring Successful Presentation Delivery
- ✓ Handling Difficult Questions as a Presenter

## Communication Skills

- ✓ The Art and Science of Communication
- ✓ Making an Impact with Non-verbal Communication
- ✓ Trust Building through Effective Communication
- ✓ Choosing the Right Interpersonal Communication Method to Make Your Point
- ✓ Become a Great Listener
- ✓ Do We Have A Failure to Communicate?
- ✓ Making Yourself Approachable
- ✓ Asserting Yourself in the Workplace

## Workplace Conflict

- ✓ Preventing Unhealthy Workplace Conflict
- ✓ Working Out and Through Conflict
- ✓ Adapting Your Conflict Style

## Problem Solving and Decision Making

- ✓ Solving Problems: Framing the Problem
- ✓ Solving Problems: Generating and Evaluating Alternatives
- ✓ Making and Carrying Out Tough Decisions
- ✓ Playing the Devil's Advocate in Decision Making
- ✓ Turning Problems Around with Reverse Brainstorming
- ✓ Uncovering the Root Problem
- ✓ Problem Solving: Process, Tools, and Techniques

## Personal Productivity

- ✓ Organize Your Physical and Digital Workspace
- ✓ Avoid Procrastination by Getting Organized Instead
- ✓ Maximize Your Productivity by Managing Time & Tasks
- ✓ Achieve Productivity in Your Personal Life

## Professional Edge

- ✓ Becoming an Accountable Professional
- ✓ Becoming Your Own Best Boss
- ✓ Becoming More Professional through Business Etiquette
- ✓ Developing a Personal Accountability Framework

## 360 Degree Relationships

- ✓ Cultivating Relationships with Your Peers
- ✓ Building Your Professional Network
- ✓ Building Rapport with Your Boss
- ✓ Peer Political Styles
- ✓ Building Better Relationships through Understanding
- ✓ Building Peer Relationships

## Diversity

- ✓ Bridging the Diversity Gap
- ✓ Your Role in Workplace Diversity

## Unconscious Bias

- ✓ Understanding Unconscious Bias
- ✓ Overcoming Your Own Unconscious Biases
- ✓ Overcoming Unconscious Bias in the Workplace

## Performing Under Pressure

- ✓ Managing Pressure and Stress to Optimize Your Performance

## Creativity in the Workplace

- ✓ Unleashing Personal and Team Creativity
- ✓ Verifying and Building on Creative Ideas
- ✓ Creativity: Developing and Communicating Ideas

## Time Management

- ✓ Aligning Goals and Priorities To Manage Time
- ✓ Make The Time You Need: Get Organized
- ✓ The Art of Staying Focused
- ✓ Coping with Information Overload
- ✓ Prioritizing Personal and Professional Responsibilities
- ✓ Planning for Interruptions Helps with Procrastination
- ✓ Setting and Managing Priorities
- ✓ Coping with Conflicting Priorities
- ✓ Setting Goals

## Problems and Making Decisions

- ✓ Getting to the Root of a Problem
- ✓ Defining Alternative Solutions to a Problem
- ✓ Choosing and Using the Best Solution

## Project Management

- ✓ Finding Your Bearings as a Project Manager
- ✓ Getting the Big Picture by Defining the Project's Scope and Team
- ✓ Mastering the Details of a Project's Schedule and Budget
- ✓ Managing a Project to Minimize Risk and Maximize Quality
- ✓ Navigating through Changes and Conflicts in Projects
- ✓ Taking Final Steps to Bring a Project to its Close

## Teamwork

- ✓ Building the Foundation for an Effective Team
- ✓ Developing a Successful Team
- ✓ Encouraging Team Communication and Collaboration
- ✓ Handling Team Conflict
- ✓ Leading a Cross-functional Team

## Customer Service Skills

- ✓ Interacting with Customers
- ✓ Communicating Effectively with Customers
- ✓ Controlling Conflict, Stress, and Time in a Customer Service Environment
- ✓ Dealing with Customer Service Incidents and Complaints
- ✓ Polishing Your Skills for Excellent Customer Service
- ✓ Rapport Building in Customer Service
- ✓ Providing On-site Customer Service
- ✓ Providing Telephone Customer Service
- ✓ Facing Confrontation in Customer Service
- ✓ Aligning Performance to Key Indicators
- ✓ The Angry Caller: What's Your Plan?

## Sales

- ✓ Prospecting: Panning for Sales Gold
- ✓ Turning Objection into Opportunity during a Sales Call
- ✓ Storming: Developing and Leading Your Sales Team
- ✓ The Discovery Meeting: Starting Off on the Right Foot
- ✓ Negotiating Well and Going for the Close
- ✓ The Value Proposition: Getting Your Pitch Right

## Marketing

- ✓ Competitive Marketing Strategies: Analyzing Your Organization
- ✓ Building Lasting Customer-brand Relationships
- ✓ Marketing Essentials: Introduction to Marketing
- ✓ Digital Marketing: Getting to the Customer

## Human Resources

- ✓ Human Resource Strategy Management: Strategic Planning
- ✓ Management of People: Learning and Development

## Microsoft Windows

- ✓ Microsoft Windows 10 End User: New Features

## Microsoft Office 2010: Word

- ✓ Getting Started with Word 2010
- ✓ Formatting and Working with Text in Word 2010
- ✓ Organizing and Arranging Text in Word 2010
- ✓ Moving Around in Word 2010
- ✓ Structuring Word 2010 Documents
- ✓ Reviewing Documents in Word 2010
- ✓ Saving, Sharing, and Printing in Word 2010
- ✓ Customizing the Behavior and Appearance in 2010
- ✓ Drawing and Inserting Graphics in Word 2010

## Microsoft Office 2010: Outlook

- ✓ Getting Started with Outlook 2010
- ✓ Managing Conversations and Organizing E-mail in Outlook 2010
- ✓ Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010
- ✓ Using the Calendar for Appointments, Events, and Meetings in Outlook 2010
- ✓ Managing Meetings and Customizing the Calendar in Outlook 2010
- ✓ Outlook 2010 Social Connector and Messaging
- ✓ Working with Contacts in Outlook 2010
- ✓ Using the Tasks, Notes, and Journal Features in Outlook 2010

## Microsoft Office 2010: PowerPoint

- ✓ Getting Started with PowerPoint 2010
- ✓ Visually Enhancing PowerPoint 2010 Presentations
- ✓ Adding Images to Presentations in PowerPoint 2010
- ✓ Using Multimedia and Animations in PowerPoint 2010

## Microsoft Office 2013: Word

- ✓ Advanced Formatting in Word 2013
- ✓ Customizing Document Layout in Word 2013
- ✓ Advanced Table Customization in Word 2013
- ✓ Inserting and Formatting Graphics in Word 2013
- ✓ Navigating and Reviewing Documents in Word 2013
- ✓ Reference Tools and Mail Merge in Word 2013
- ✓ Adjusting Document Views and Customizing the Appearance of Word 2013
- ✓ Sharing and Collaboration in Word 2013

## Microsoft Office 2013: Excel

- ✓ Creating Workbooks, Worksheets, and Data in Excel 2013
- ✓ Saving and Printing Data in Excel 2013
- ✓ Formatting Cells and Worksheets in Excel 2013
- ✓ Formatting Data in Excel 2013
- ✓ Presenting Data using Conditional Formatting and Sparklines in Excel 2013
- ✓ Performing Calculations Using Functions in 2013
- ✓ Presenting Data in Tables and Charts in Excel 2013
- ✓ Creating and Customizing Visual Elements in Excel 2013
- ✓ Customizing Options and Views in Excel 2013
- ✓ Manipulating Data in Excel 2013
- ✓ Data Search, Data Validation, and Macros in Excel 2013

## Microsoft Office 2013: Outlook

- ✓ Formatting E-mail and Configuring Message Options in Outlook 2013
- ✓ Management and Customization in Outlook 2013
- ✓ Mail Automation, Cleanup, and Storage in Outlook 2013
- ✓ Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013

## Microsoft Office 2016: Outlook

- ✓ Managing Conversations and E-mail in Outlook 2016
- ✓ Managing Attachments, and Inserting Items and Signatures in Outlook 2016
- ✓ Organizing Contacts in Outlook 2016
- ✓ Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016
- ✓ Configuring and Managing Meetings and Notes in Outlook 2016

## Microsoft Office 2016: PowerPoint

- ✓ Introduction to the PowerPoint 2016 Interface and Basic Tasks
- ✓ Modifying and Formatting Slides in PowerPoint 2016
- ✓ Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016
- ✓ Working with Graphic, Audio, and Video Content in PowerPoint 2016
- ✓ Constructing and Modifying Tables and Charts in PowerPoint 2016
- ✓ Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016
- ✓ Using Hyperlinks, Actions, and Comments in PowerPoint 2016
- ✓ Using Slide Show Presentation Tools in PowerPoint 2016
- ✓ Customizing Proofing and Default Options in PowerPoint 2016
- ✓ Sharing and Protecting Presentations in PowerPoint 2016
- ✓ Exporting Presentations and Compressing Media in PowerPoint 2016

## Microsoft Office 2016: New Features

- ✓ New and Improved Features in Office 2016, Word and Outlook
- ✓ Features in Office 2016, PowerPoint, Excel, Visio, Project and Access, OneNote

## Microsoft Office 2016: Word

- ✓ Working with the Interface and Performing Basic Tasks in Word 2016
- ✓ Formatting Text in Word 2016
- ✓ Customizing Options and Using Document Views in Word 2016
- ✓ Creating and Formatting Tables in Word 2016
- ✓ Headers, Footers, Page Numbering, and Layout in Word 2016
- ✓ Using the Navigation Pane and Creating Lists in Word 2016

## Microsoft Office 2016: Excel

- ✓ Creating, Editing, and Saving Excel 2016 Workbooks
- ✓ Formatting Excel 2016 Data
- ✓ Data Presentation Strategies Using Excel 2016
- ✓ Formulas and Functions in Excel 2016
- ✓ Excel 2016 Charts, Tables, and Images
- ✓ Working with Excel 2016 Data
- ✓ Macros and Advanced Queries in Excel 2016
- ✓ Excel 2016 PivotTables and Advanced Charts