

DBHDD University Professional Development Catalog

Course Category	Course Title
Operations Curriculum	
The Foundations of Six Sigma	
	Are You Listening to Your Customers?
	Quick Wins in Six Sigma Implementation
	Does Your Business Really Need Six Sigma?
	Six Sigma Versus TQM
	Lean Inbound Transportation
	Identifying Candidates for Key Six Sigma Roles
	A Critical-to-quality Tree - What's That?
	Basic Measurement Concepts in Six Sigma
Operations Management	
	Operations Management and the Organization
	Operations Management: Product and Service Management
	Operations and Supply Chain Management
	Operations Management: Inventory Management
	Operations Management: Forecasting and Capacity Planning
	Operations Management: Operations Scheduling
	Operations Management: Management of Quality
	Operations Management: Facilities Planning and Management
Six Sigma Green Belt: Six Sigma and the Organization	
	Lean Principles and Six Sigma Projects
	Six Sigma and Organizational Goals
	Design for Six Sigma and FMEA
Six Sigma Green Belt: Define	
	Six Sigma Project Identification
	Voice of the Customer in Six Sigma
	Basics of Six Sigma Project Management
	Six Sigma Management and Planning Tools
	Performance Metrics for Six Sigma
	Six Sigma Project Team Dynamics and Performance
Six Sigma Green Belt: Measure	
	Measurement System Analysis in Six Sigma
	Process and Performance Capability Measurement in Six Sigma
	Process Documentation and Analysis in Six Sigma
	Basic Probability and Statistical Distributions in Six Sigma
	Data Classification, Sampling, and Collection in Six Sigma
	Statistics and Graphical Presentation in Six Sigma
Six Sigma Green Belt: Analyze	
	Multi-vari Studies, Correlation, and Linear Regression in Six Sigma
	Introduction to Hypothesis Testing and Tests for Means in Six Sigma
	Hypothesis Tests for Variances and Proportions in Six Sigma
Six Sigma Green Belt: Improve	
	Design of Experiments in Six Sigma
	Root Cause Analysis and Waste Elimination in Six Sigma
	Cycle Time Reduction and Kaizen in Six Sigma
Six Sigma Green Belt: Control	
	Statistical Process Control and Control Plans in Six Sigma
	Creating and Using Control Charts in Six Sigma
	Lean Tools for Process Control in Six Sigma
Manager of Quality/Organizational Excellence	
	Leadership
	Team Dynamics
	Developing and Deploying Strategic Plans
	Managerial Skills and Abilities
	Communication Skills and Project Management
	Quality Systems, Models, and Theories
	Problem-Solving and Process Management Tools
	Measurement: Assessment and Metrics
	Customer-Focused Management
	Supply Chain Management
	Training and Development
Six Sigma Yellow Belt: Six Sigma Fundamentals	
	Six Sigma and Lean Foundations and Principles
	Six Sigma Team Basics, Roles, and Responsibilities
	Six Sigma Quality Tools
	Six Sigma Metrics
Six Sigma Yellow Belt: Define	
	Identifying Six Sigma Projects
	Six Sigma Project Management Basics
Six Sigma Yellow Belt: Measure	

	Basic Statistics for Six Sigma
	Data Types and Data Collection in Six Sigma
	Six Sigma and Measurement System Analysis
Six Sigma Yellow Belt: Analyze	
	Lean Tools and FMEA in Six Sigma
	Six Sigma Data Analysis and Root Cause Analysis
	Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma
Six Sigma Yellow Belt: Improve and Control	
	Six Sigma Improvement Techniques
	Control Tools and Documentation in Six Sigma
Leading Sustainable Process Improvement	
	Spearheading a Process Improvement
	Stakeholder-driven Process Improvement
	Mapping and Measuring to Support Sustainable Process Improvement
	Implementing and Sustaining Process Improvement
Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment	
	Fundamentals of Lean and Six Sigma and their Applications
	Six Sigma Project Selection, Roles, and Responsibilities
	Six Sigma Strategic Planning and Deployment
Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures	
	Impact on Stakeholders and Benchmarking for Six Sigma
	Using Business and Financial Measures in Six Sigma
Six Sigma Black Belt (2015 BOK): Team Management	
	Six Sigma Team Dynamics, Roles, and Success Factors
	Six Sigma Team Facilitation and Leadership
	Six Sigma Team Dynamics and Training
Six Sigma Black Belt (2015 BOK): Define	
	Six Sigma Business Case, Project Charter, and Tools
	Determining Requirements by Listening to the Voice of the Customer in Six Sigma
Six Sigma Black Belt (2015 BOK): Measure	
	Process Flow Metrics and Analysis Tools for Six Sigma
	Data Types, Sampling, Collection, and Measurement in Six Sigma
	Six Sigma Measurement Systems and Metrology
	Using Basic Statistics and Graphical Methods in Six Sigma
	Probability and Probability Distributions in Six Sigma
	Determining Process Performance and Capability in Six Sigma
Six Sigma Black Belt (2015 BOK): Analyze	
	Measuring and Modeling Relationships between Variables in Six Sigma
	Basics of Hypothesis Testing and Tests for Means in Six Sigma
	Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma
	Multivariate Tools and Nonparametric Tests in Six Sigma
	FMEA and Other Nonstatistical Analysis Methods in Six Sigma
Six Sigma Black Belt (2015 BOK): Improve	
	Understanding DOE and Planning Experiments in Six Sigma
	Designing, Conducting, and Analyzing Experiments in Six Sigma
	Lean Improvement Methods and Implementation Planning in Six Sigma
Six Sigma Black Belt (2015 BOK): Control	
	Sustaining Six Sigma Improvements
	Using Lean Control Tools and Maintaining Controls in Six Sigma
	Statistical Process Control (SPC) and Control Charts in Six Sigma
Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)	
	Common DFSS Methodologies, Design for X, and Robust Designs
Six Sigma: Champion Training	
	Introduction to Six Sigma for Champions
	Six Sigma Process Improvement
	Six Sigma Projects and Project Teams
	Managing and Deploying Six Sigma
Fundamentals of Lean for Business Organizations	
	Introduction to Lean for Service and Manufacturing Organizations
	Using Lean for Perfection and Quality
	Lean Tools and Techniques for Flow and Pull
	Reducing Waste and Streamlining Value Flow Using Lean
	Value Stream Mapping in Lean Business
	Applying Lean in Service and Manufacturing Organizations
	Five Steps to Perfection: Implementing Lean
	Value Stream Maps for Non-manufacturing Processes
Purchasing and Vendor Management Essentials	
	Fundamentals of Purchasing and Vendor Management
	Purchasing: Finding Sources of Supply
	Selecting Suppliers and Administering Contracts
	Evaluating Supplier Performance and Managing Supplier Relationships
Mentoring Asset	
	Mentoring Six Sigma Green Belt (SSGB)

	Mentoring Six Sigma Yellow Belt (SSYB)
Test Preps	
	TestPrep Six Sigma Green Belt (SSGB)
	TestPrep Six Sigma Yellow Belt (SSYB)
Strategic Planning Curriculum	
Moving From an Operational Manager to a Strategic Thinker	
	Leading Outside the Organization
	Effective Critical Analysis of Business Reports
	Returning to Core Competencies
	Competitive Awareness and Strategy
The Fundamentals of Globalization	
	Managing Expatriates' Career Development
	The Etiquette of Cross-cultural Gift Giving
	Evaluating Globalization Opportunities
	The Fundamentals of Globalization: The Global Context
	Fundamentals of Globalization: Analyzing the Global Environment
	The Fundamentals of Globalization: Strategies for Globalization
	Fundamentals of Globalization: Managing in a Global Environment
	Final Exam: The Fundamentals of Globalization
IT Strategy Essentials	
	IT Strategy Essentials: Business and IT Strategy Alignment
	IT Strategy Essentials: Creating an IT Strategy Plan
	IT Strategy Essentials: Implementing an IT Strategy
	Final Exam: IT Strategy Essentials
Business Planning Essentials	
	Business Planning Essentials: Preparing a Business Plan
	Business Planning Essentials: Performing Key Analyses
	Business Planning Essentials: Preparing for Implementation
	Final Exam: Business Planning Essentials
Risk Management	
	Risk Management: Identifying Risk
	Risk Management: Assessing Risk
	Risk Management: Dealing with Risk
	Final Exam: Risk Management
Leading and Implementing Sustainable Green Business Strategies	
	Introduction to Green Business and Sustainability
	Green Business: Planning Sustainability Strategies
	Green Business: Implementing Sustainability Strategies
	Final Exam: Leading and Implementing Sustainable Green Business Strategies
Business Law Essentials	
	Business Law Basic Concepts
	Business Law and Ethics
	Business Law and the Manager's Responsibilities
	Final Exam: Business Law Essentials
Developing Strategic Thinking Acumen	
	Effective Critical Analysis of Business Reports
	Returning to Core Competencies
	Competitive Awareness and Strategy
	Developing the Capacity to Think Strategically
	Developing the Strategic Thinking Skill of Seeing the Big Picture
	Using Strategic Thinking Skills
	Final Exam: Developing Strategic Thinking Acumen
Marketing Curriculum	
Strategic Marketing in Action	
	Sales and Marketing: Two Sides of the Same Coin?
	Trade Show Marketing - Planning Ahead
	Increasing Competitiveness through Collaboration
Digital Marketing	
	Digital Marketing: Getting to the Customer
	Managing Your Reputation Through Content Marketing and Online PR
	Digital Marketing Partnerships, Sales, and After-sales Processes
	Search Engine Marketing: Getting Discovered by the Customer
Marketing Essentials	
	Designing Products to Fit the Channel
	Using Web Analytics to Increase Sales
	Marketing Essentials: Introduction to Marketing
	Marketing Essentials: Planning and People
	Marketing Essentials: Product and Price
	Marketing Essentials: Place
	Marketing Essentials: Promotion
	Marketing Essentials: Marketing and Ethics
Competitive Marketing Strategies	
	Competitive Marketing Strategies: Conducting an Internal Analysis

	Competitive Marketing Strategies: Analyzing Competitors
	Competitive Marketing Strategies: Selecting and Implementing Strategies
Strategic Brand Management	
	Building Lasting Customer-brand Relationships
	Developing a Brand Internally
	Global Brand Management
	Brand Management for Social Media and Wireless Technologies
Finance and Accounting Curriculum	
FINANCE, HUMAN RESOURCES and Finance and Accounting Essentials for Non-financial Professionals	
	Increasing Cash Flow in Times of Need
	Attracting New Investors - Keeping Presentations Focused
	What's Your Gross Profit Margin Really Saying?
	Recognizing The Value of Intangible Assets
	Recession: How it Affects Business
	Using Financial Analysis for Credit Decisions
	Principles of Accounting and Finance for Non-financial Professionals
	Cash Flow Management Essentials for Non-financial Professionals
	The Time Value of Money and Investment Decisions for Non-financial Professionals
	The Essentials of Budgeting for Non-financial Professionals
	Financial Statements for Non-financial Professionals
	Analyzing Financial Statements for Non-financial Professionals
	Assessing Nonrecurring Items in Income Statements
	The Time Value of Money: Possible Pitfalls
Accounting Fundamentals	
	Outsourcing Financial Activities
	Basic Accounting Principles and Framework
	The Accounting Equation and Financial Statements
	The Accounting Cycle and Accrual Accounting
	Accounting Transactions and Books of Account
	Trial Balance & Adjusting Entries
	The Income Statement
	The Balance Sheet
	The Cash Flow Statement
	Accounting for Companies' Stock Transactions and Dividends
	Deconstructing the Balance Sheet
	Final Exam: Accounting Fundamentals
Budgeting Essentials	
	Organizational Budgeting Activities and the Master Budget
	Planning and Preparing an Operating Budget
	Preparing Operating Budgets and the Cash Budget
	Using Budgets for Management and Control
	Final Exam: Budgeting Essentials
Auditing Essentials	
	Using Audits to Help Prevent Business Fraud
	Introduction to Auditing
	Auditing for Internal Control and Risk Assessment
	Auditing the Revenue Cycle
	Auditing for Cash and Inventories
	Final Exam: Auditing Essentials
Capital Budgeting Essentials	
	Capital Budgeting: The Capital Budgeting Process
	Capital Budgeting: Net Present Value and Internal Rate of Return
	Capital Budgeting: Discounted Payback Period and Profitability Index
	Capital Budgeting: Capital Allocation
	Final Exam: Capital Budgeting Essentials
Human Resources Curriculum	
Essentials of Interviewing and Hiring	
	Guarding Against Interviewing Biases
	Hiring Strategic Thinkers
	Essentials of Interviewing and Hiring: Screening Applicants for Interviewing
	Essentials of Interviewing and Hiring: Preparing to Interview
	Essentials of Interviewing and Hiring: Conducting an Effective Interview
	Essentials of Interviewing and Hiring: Behavioral Interview Techniques
	Essentials of Interviewing and Hiring: Selecting the Right Candidate
	Creating a Compelling Job Description
	Conducting Interviews: Asking the Right Questions
	Hiring a New Employee
	Final Exam: Essentials of Interviewing and Hiring
Organizational Behavior	
	Fundamentals of Organizational Behavior for the Individual
	Fundamentals of Organizations – Groups
	Understanding Organizational Power and Politics

	Organizational Structure and Employee Behavior
	Organizational Behavior: Dynamics of a Positive Organizational Culture
	Final Exam: Organizational Behavior
	Recruiting and Retention Strategies
	Aligning Recruitment to Job Requirements
	Preventing High Turnover Rates: How to Keep The Best
	Fringe Benefits: Maintaining a Competitive Hiring Advantage
	Disciplines of Organizational Learning: Personal Mastery
	Recruiting Talent
	Retaining Your Talent Pool
	Surviving the Talent Crunch
	Final Exam: Recruiting and Retention Strategies
	The role of HR as a Business Partner
	HR as Business Partner: From Cost Center to Strategic Partner
	HR as Business Partner: Linking HR Functions with Organizational Goals
	HR as Business Partner: Managing Talent for Organizational Success
	HR as Business Partner: Using Metrics and Designing Strategic Initiatives
	Final Exam: The role of HR as a Business Partner
	Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
	Human Resources Core Knowledge: Skills, Concepts, and Tools
	Human Resources Core Knowledge: Functions and Activities
	Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
	Business Management and Strategy (HRCI: PHR/SPHR-aligned)
	Business Management and Strategy: The HR Function and Business Environment
	Business Management and Strategy: HR Functions and Roles
	Business Management and Strategy: HR and the Strategic Planning Process
	Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
	Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
	Workforce Planning and Employment: Employment Legislation
	Workforce Planning and Employment: Recruitment Strategies
	Workforce Planning and Employment: Sourcing and Selecting Candidates
	Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies
	Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
	Human Resource Development (HRCI: PHR/SPHR-aligned)
	Human Resource Development: Regulations and Organizational Development
	Human Resource Development: Employee Training
	Human Resource Development: Performance Appraisal and Talent Management
	Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)
	Compensation and Benefits (HRCI: PHR/SPHR-aligned)
	Compensation and Benefits: Regulations, Strategies, and Needs Assessment
	Compensation and Benefits: Managing Policies, Programs, and Activities
	Compensation and Benefits: Organizational Responsibilities
	Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
	Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
	Employee and Labor Relations: Employment Regulations and Organizational Programs
	Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
	Employee and Labor Relations: Unions and Collective Bargaining
	Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
	Risk Management (HRCI: PHR/SPHR-aligned)
	Risk Management: Organizational Risk and Safety and Health Legislation
	Risk Management: Workplace Safety, Security, and Privacy
	Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
	Strategic Human Resource Management (HRCI: SPHR-aligned)
	Strategic HR for SPHR Exam Candidates Part I
	Strategic HR for SPHR Exam Candidates Part II
	Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
	SHRM-CP/SCP: HR Competencies
	HR Competencies: Leadership and Ethical Practice
	HR Competencies: Business Acumen and Relationship Management
	HR Competencies: Consultation and Critical Evaluation
	HR Competencies: Global and Cultural Effectiveness and Communication
	SHRM-CP/SCP: Management of People
	Management of People: Talent Acquisition and Retention
	Management of People: Employee Engagement
	Management of People: Learning and Development
	Management of People: Total Rewards
	SHRM-CP/SCP: Organization and the HR Function
	Organization and HR: Structure of the HR Function
	Organization and HR: Organizational Effectiveness and Development
	Organization and HR: Workforce Management and Using Technology and Data
	Organization and HR: Employee Relations
	SHRM-CP/SCP: Workplace Management and HR
	Workplace Management: Global HR, Diversity, and Inclusion

	Workplace Management: Risk Management
	Workplace Management: Corporate Social Responsibility
	Workplace Management: Employment Laws and Regulations
SHRM-CP/SCP: HR Strategy Management	
	Human Resource Strategy Management: Strategic Planning
	Human Resource Strategy Management: Business and HR Strategy
SHRM- SCP: HRM for Senior HR Professionals	
	Advanced HR Management: Competencies for Senior HR Professionals Part I
	Advanced HR Management: Competencies for Senior HR Professionals Part II
	Advanced Human Resources Management: People and Organization
	Advanced Human Resources Management: Workplace and HR Strategy
Administrative Support Curriculum	
Essential Skills for Administrative Support Professionals	
	Administrative Professionals: Common Administrative Support Tasks
	Administrative Professionals: Maximizing Your Relationship with Your Boss
	Administrative Professionals: Interacting with Others
	Administrative Professionals: Putting Your Best Foot Forward
Management Curriculum	
MANAGEMENT and LEADERSHIP	Management Essentials
	Management Essentials: Directing Others
	Management Essentials: Delegating
	Management Essentials: Developing Your Direct Reports
	Management Essentials: Confronting Difficult Employee Behavior
	Management Essentials: Managing a Diverse Team
	Management Essentials: Treating Your Direct Reports Fairly
	Management Essentials: Caring about Your Direct Reports
	Managing Fairly
	Employee Dismissal
	Acting Decisively
	Talent Management Essentials
	Talent Management: Basics
	Talent Management: Planning
	Talent Management: Acquiring Talent
	Talent Management: Developing and Engaging Talent
	Talent Management: Retaining Talent
	Attracting and Retaining Talent
	Performance Appraisal Essentials
	Preparing for Your Performance Appraisal
	Performance Appraisal Essentials: Planning for Appraisals
	Performance Appraisal Essentials: Conducting Traditional Appraisals
	Performance Appraisal Essentials: 360-degree Appraisals
	Managing Experts
	Recognizing Natural Leaders
	Managing Top Performers Is Always Easy...Right?
	Meeting the Needs of Your Experts
	Overcoming Challenges When Managing Experts
	Managing Problem Performance
	Underperforming Employee – Now What?
	Managing Performance
	Recognizing and Diagnosing Problem Performance
	First Steps for Turning Around a Performance Problem
	Using Progressive Discipline to Correct Problem Performance
	Preventing Problem Performance
	Advanced Management Skills
	Developing Adaptable Managers
	Employee Engagement
	Delivering Bad News Effectively
	Building Upward Relationships
	Developing a High-performance Organization
	Cross-functional Strategic Management
	Managing for Rapid Change and Uncertainty
	Managing High Performers
	Managing New Managers
	Managing Experienced Managers
	Dismissing an Employee
	Preparing to Dismiss an Employee
	Managing the Dismissal of an Employee
	The Fundamentals of Business Crises Management
	Demonstrating Accountability in a Crisis Situation
	Perseverance and Flexibility in Times of Crisis
	First Time Manager Essentials
	First Time Manager: Understanding a Manager's Role

	First Time Manager: Challenges
	First Time Manager: Meeting Expectations
	Making the Move Into Management
Essentials of Managing Technical Professionals	
	Transitioning from Technical Professional to Management
	Strategies for Transitioning to Technical Management
	Managing Technical Professionals
Workforce Generations	
	Managing an Aging Workforce
	Developing the Next Generation
	Understanding the Motives of Millennials
	Managing Workforce Generations: Introduction to Cross-generational Employees
	Managing Workforce Generations: Working with a Multigenerational Team
	Managing Workforce Generations: Working with the 21st-century Generation Mix
Strategies for Successful Employee On-boarding	
	Strategies for Successful Employee Onboarding: An Introduction
	Strategies for Successful Employee Onboarding: Getting Started
	Strategies for Successful Employee Onboarding: Assessing Program Success
Managing during Difficult Times	
	Communicating during Difficult Times
	Managing Resources during Difficult Times
	Managing Attitudes during Difficult Times
Business Execution	
	Fostering a Business Execution Culture
	Performance Dashboard or Scorecard?
	Business Execution: Understanding the Fundamentals
	Business Execution: Crafting a Business Strategy that Executes
	Business Execution: Monitoring and Evaluating Initiatives
	Business Execution: Linking Strategy to People and Operations
Essential Mentoring Techniques	
	Essential Mentoring Techniques: Mentoring Fundamentals
	Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
	Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships
	Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
Thinking Like a CFO	
	Thinking Like a CFO: Mind-set and Financial Priorities
	Thinking Like a CFO: Making Financial Decisions
	Thinking Like a CFO: Preparing and Presenting a Business Case
	Thinking Like a CFO: Managing Risk
Essentials of Facilitating	
	Using Facilitation Skills as a Manager
	Facilitating Collaborative Processes
	Challenges of Facilitating
Effectively Managing Top Performers	
	Engaging Top Performers
	Retaining Top Performers
	Overcoming Challenges of Managing Top Performers
Difficult Conversations	
	Preparing for a Difficult Conversation
	Having a Difficult Conversation
	Handling Difficult Conversations Effectively
Performance Management	
	Planning for Performance
	Monitoring and Improving Performance
	Reviewing and Rewarding Performance
Coaching for Results	
	The Art of Effective Coaching
	Coaching
	Coaching to Shift Perceptions
	Beginning Your Coaching Engagement
	Coaching Techniques that Drive Change
	Coaching to Drive Performance
Effective Delegation	
	Delegating Appropriate Tasks
	Developing Employees through Delegation
	Achieve Your Objectives through Effective Delegation
	The Delegation Process
	Successful Delegation: Supervise and Encourage
	Use Delegation to Develop Your Team
Leadership Curriculum	
Leadership Essentials	
	Communicating a Shared Vision
	Leading Teams through Change

	Leading Outside the Organization
	Knowing When to Take Leadership Risks
	Motivating Human Behavior
	Wanted - Innovation Leaders
	Leadership Essentials: Motivating Employees
	Leadership Essentials: Communicating Vision
	Leadership Essentials: Building Your Influence as a Leader
	Leadership Essentials: Leading with Emotional Intelligence
	Leadership Essentials: Leading Business Execution
	Leadership Essentials: Leading Innovation
	Leadership Essentials: Leading Change
	Leadership Essentials: Creating Your Own Leadership Development Plan
	Developing a Business Execution Culture
	Leading Change
	Leader as Motivator
	Leading Innovation
	The Emotionally Intelligent Leader
	Crafting an Organizational Vision
	Making Cross-Functional Teams Work
	Using Conflict to an Organization's Advantage
	Mediating Project Team Conflict
	Facilitating Work-related Conflict Discussions
	Cross-functional Team Fundamentals
	Key Strategies for Managing Cross-functional Teams
	Managing Internal Dynamics in a Cross-functional Team
	The Voice of Leadership
	The Voice of Leadership: Inspirational Leadership
	The Voice of Leadership: Self-assessment and Motivation
	The Voice of Leadership: Effective Leadership Communication Strategies
	The Voice of Leadership: The Power of Leadership Messaging
	Creating a Positive Work Environment
	Creating and Maintaining a Positive Work Environment
	Employee Engagement
	The Benefits and Challenges of Engaging Employees
	Maintaining an Engaging Organization
	Developing a Culture of Learning
	Fundamentals of Organizational Learning
	Establishing the Conditions for a Learning Culture
	Developing Learning Practices
	Evaluating and Sustaining Organizational Learning
	Effective Succession Planning
	Succession Planning
	Succession Planning and Management Programs
	Initiating Succession Planning
	Effective Succession Planning: Determining a Talent Pool for Key Positions
	Implementing and Assessing a Succession Planning Program
	Setting and Managing Organizational Priorities
	Setting and Managing Priorities within the Organization: Mission and Goals
	Setting and Managing Priorities within the Organization: Deciphering Priorities
	Setting and Managing Priorities within the Organization: Motivation
	Setting and Managing Priorities within the Organization: Communication
	Do You Share Your Organization's Values?
	Leading Organizational Change
	Communicating Properly during Layoffs
	Involving Employees in Corporate Change
	Developing People
	Communicating Organizational Change
	Beyond Change: Working with Agility
	Instituting a Quality Improvement Program
	The Keys to Sustainable Change
	Planning for Change
	Implementing and Sustaining Change
	Communication Curriculum
PROFESSIONAL EFFECTIVENESS	How to Write an Effective Internal Business Case
	Preparing a Business Case
	Writing a Business Case
	Presenting Your Case
	E-mail Essentials for Business
	Using E-mail and Instant Messaging Effectively
	Addressing and Redistributing E-mail
	Managing Your E-mail
	Final Exam: E-mail Essentials for Business

	Telephone Essentials for Business
	Essential Skills for Professional Telephone Calls
	Business Writing Basics
	Business Writing: Know Your Readers and Your Purpose
	Business Writing: How to Write Clearly and Concisely
	Business Writing: Editing and Proofreading
	Written Communication
	Writing for Business
	Final Exam: Business Writing Basics
	Business Grammar Basics
	Business Grammar: Parts of Speech
	Business Grammar: Working with Words
	Business Grammar: The Mechanics of Writing
	Business Grammar: Punctuation
	Business Grammar: Sentence Construction
	Business Grammar: Common Usage Errors
	Final Exam: Business Grammar Basics
	Fundamentals of Working with Difficult People
	Blame Backfires--Conquer Negative Thinking
	Reacting to Co-workers Who Try Taking Advantage
	Working with Difficult People: Identifying Difficult People
	Working with Difficult People: How to Work with Aggressive People
	Working with Difficult People: How to Work with Negative People
	Working with Difficult People: How to Work with Procrastinators
	Working with Difficult People: How to Work with Manipulative People
	Working with Difficult People: How to Work with Self-serving People
	Working with Difficult People: Dealing with Micromanagers
	Coping with Aggressive Behavior in the Workplace
	Fundamentals of Cross Cultural Communication
	Dispute Resolution in International Contracts
	Culture and Its Effect on Communication
	Communicating Across Cultures
	Improving Communication in Cross-cultural Relationships
	Communicating with a Cross-cultural Audience
	Listening Essentials
	Listening to Improve Conversation
	Getting Results without Direct Authority
	Influencing Key Decision Makers
	Influence and Persuasion
	Getting Results without Direct Authority: Building Relationships and Credibility
	Getting Results without Direct Authority: Reciprocity
	Getting Results without Direct Authority: Persuasive Communication
	Getting Results without Direct Authority: Influencing Your Boss
	Anger Management Essentials
	Anger Management Essentials: Understanding Anger
	Anger Management Essentials: Managing and Controlling Anger
	Basic Presentation Skills
	Basic Presentation Skills: Planning a Presentation
	Basic Presentation Skills: Creating a Presentation
	Basic Presentation Skills: Delivering a Presentation
	Handling Difficult Questions as a Presenter
	Communicating Effectively with the 'C' Level
	Preparing to Communicate Effectively at the 'C' Level
	Techniques for Communicating Effectively with Senior Executives
	Communicate with Diplomacy and Tact
	The Impact of Situation and Style When Communicating with Diplomacy and Tact
	Strategies for Communicating with Tact and Diplomacy
	Delivering a Difficult Message with Diplomacy and Tact
	Running Effective Business Meetings
	When Too Many Meetings Are Just Too Much
	Making Meetings Work
	Managing Meetings for Productivity and Effectiveness
	Preparing for Effective Business Meetings
	Managing Effective Business Meetings
	Dealing with Common Meeting Problems
	Professional Networking Essentials
	Professional Networking Essentials: Finding Opportunities To Make Connections
	Professional Networking Essentials: Developing Confidence
	Writing Skills for Technical Professionals
	Writing for Technical Professionals: Preparation and Planning
	Writing for Technical Professionals: Effective Writing Techniques
	Communicating with Impact
	Asserting Yourself in the Workplace

	Making Yourself Approachable
	Interpersonal Communication that Builds Trust
	Communication Methods that Make Sense – and Make Your Point
	Being a Receptive Communication Partner
	Communication Challenges: Navigating Choppy Waters
Workplace Conflict	
	Confrontation: What's the Best Approach
	Coping with Accusations in the Workplace
	Managing Conflict
	Personal Conflict Styles
	Conflict: Avoid, Confront, or Delay?
	Meeting the Challenge of Workplace Conflict
	Preventing Unhealthy Workplace Conflict
	Working Out and Through Conflict
	Adapting Your Conflict Style
Issue-focused Negotiation	
	Effective Body Language in Negotiations
	Vendor Negotiations: Choosing the Best Approach
	Tailoring Your Negotiating Approach
	Issue-focused Negotiation: Are You Ready?
	You and Your Negotiating Counterpart
	Reaching a Negotiated Agreement
Developing Your Emotional Intelligence	
	How High Is Your EQ?
	Emotional Intelligence at Work
	Emotional Intelligence: Owning Your Emotions
	Emotional Intelligence: Building Self-Management Skills
	Emotional Intelligence: Applying EI at Work
	Emotional Intelligence: Being Aware of the Emotions of Others
How to Succeed in Listening	
	Effective Listening
	Listening with Skill
	Listening to Improve Conversation
	Be a Better Listener
	Roadblocks to Excellent Listening
	Active Listening Skills for Professionals
	Mastering Active Listening in the Workplace
Constructive Feedback	
	Criticism in Context
	Giving Appropriate Feedback
	Giving Feedback to Coworkers
	Delivering Feedback
	Making Feedback a Regular Occurrence
	Feedback and Its Vital Role in the Workplace
	Receiving Feedback
Engaging Others with Tact and Diplomacy	
	Diplomacy and Tact for Every Day
	Diplomacy and Tact in Challenging Situations
	Connecting with Others through Diplomacy and Tact
	Using Humor with Diplomacy and Tact
Foundation Skills Curriculum	
Basic Business Math	
	Basic Business Math: Using Whole Numbers and Decimals
	Basic Business Math: Percentages and Ratios
	Basic Business Math: Averages and Equations
	Basic Business Math: Charts and Graphs
Personal Development Curriculum	
Doing Business Professionally	
	Working for Your Inner Boss: Personal Accountability
	Managing from Within: Self-empowerment
	Goals and Setting Goals
	Creating a Positive Attitude
	Pursuing Successful Lifelong Learning
Telecommuting and the Remote Employee	
	Telecommuting Basics: Maximizing Productivity as a Remote Employee
	Telecommuting Basics: Communication Strategies for the Remote Employee
Generating Creative & Innovative Ideas	
	Executing Innovation
	Generating Creative and Innovative Ideas: Enhancing Your Creativity
	Generating Creative and Innovative Ideas: Maximizing Team Creativity
	Generating Creative and Innovative Ideas: Verifying and Building on Ideas
	Promoting Creative Thinking
	Getting Ready to Present

	Creativity: Developing and Communicating Ideas
Optimizing Your Work/Life Balance	
	Employee Exhaustion: Managing a Well-balanced Workload
	Managing Workplace Stress
	Optimizing Your Work/Life Balance: Analyzing Your Life Balance
	Optimizing Your Work/Life Balance: Maintaining Your Life Balance
	Optimizing Your Work/Life Balance: Taking Control of Your Stress
	Creating Work/Life Balance
Managing Your Career	
	Managing Your Career: Creating a Plan
	Managing Your Career: Getting on the Right Track
	Managing Your Career: Professional Networking Essentials
	Managing Your Career: You and Your Boss
	Managing Your Career: Leveraging the Performance Appraisal
	Conquering Career Stagnation
	Developing Your Career
	Building and Managing Upward Relationships
	Planning Your Career
	Exploring Self-development
Diversity on the Job	
	Understanding Workplace Diversity
	Diversity on the Job: The Importance of Diversity and the Changing Workplace
	Diversity on the Job: Diversity and You
	Managing Diversity
Dealing with Organizational Change	
	Managing the Stress of Organizational Change
	The Importance of Flexibility in the Workplace
	Understanding Organizational Change
	Preparing for Organizational Change
	Embracing Organizational Change
	Developing Organizational Agility
Living and Working Abroad in the United States	
	American Work Culture and Values
	Key Aspects of the American Work Environment
	Communicating Successfully in the American Workplace
	Succeeding in the American Workplace
Campus to Corporate	
	Campus to Corporate: Meeting New Expectations
	Campus to Corporate: Developing a Professional Image
Building and Maintaining Trust	
	Building Trust
	Rebuilding Trust
	Rebuilding Trust
	The Fruits of Integrity: Building Trust at Work
Personal Productivity Improvement	
	Personal Productivity Improvement: Managing Your Workspace
	Personal Productivity: Self-organization and Overcoming Procrastination
	Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
Peer Relationships	
	The Value of Peer Relationships
	Developing Strategic Peer Relationships in Your Organization
	Forming Peer Relationships and Alliances at Work
	Building Better Relationships through Understanding
	Building Peer Relationships
	Peer Political Styles
Business Ethics	
	Office Politics – What Will You Do?
	Ethics, Integrity, and Trust
	Introduction to Workplace Ethics
	Developing a Code of Ethical Conduct
	Ethical Decision-making in the Workplace
	The Ethics Enigma
	Do You Share Your Organization's Values?
Interviewing Strategies for the Interviewee	
	Preparing for an Internal Interview
	Making a Positive Impression in an Internal Interview
Public Speaking Strategies	
	Public Speaking Strategies: Preparing Effective Speeches
	Public Speaking Strategies: Confident Public Speaking
Performance under Pressure	
	Developing the Right Attitude for Performing under Pressure
	Taking Action for Performing under Pressure
	Performing with Others under Pressure

	Business Etiquette and Professionalism
	Disciplines of Organizational Learning: Personal Mastery
	Safe Small Talk
	Reframing Negative Situations
	Managing Goals
	Developing Your Reputation of Professionalism with Business Etiquette
	Professionalism, Business Etiquette, and Personal Accountability
	Communicating with Professionalism and Etiquette
	Using Business Etiquette to Build Professional Relationships
	Targeting Personal Learning
	Broadening Your Learning Horizons
	Perseverance and Resilience
	Developing Character for Perseverance and Resilience
	Achieving Goals through Perseverance and Resilience
	Bouncing Back with Perseverance and Resilience
	Perseverance: Flexibility in Action
	Persevering through Setbacks
	Decisiveness
	Developing Character for Decisiveness
	Overcoming the Barriers to Decisiveness
	Writing Under Pressure
	Writing under Pressure: Preparing for Success
	Writing under Pressure: The Writing Process
	Time Management
	Prioritizing Personal and Professional Responsibilities
	Coping with Information Overload
	Planning for Interruptions Helps with Procrastination
	Setting and Managing Priorities
	Coping with Conflicting Priorities
	Setting Goals
	Getting Time under Control
	Time Management: Too Much to Do and Too Little Time
	Time Management: Quit Making Excuses and Make Time Instead
	Time Management: Ready, Set...FOCUS!
	The Dangers of Multitasking
	Problem Solving and Decision Making
	Playing the Devil's Advocate in Decision Making
	Turning Problems Around with Reverse Brainstorming
	Uncovering the Root Problem
	Problem Solving: Process, Tools, and Techniques
	Decisions: Making the Right Move
	Solving Problems: Generating and Evaluating Alternatives
	Making and Carrying Out Tough Decisions
	Solving Problems: Framing the Problem
	Thinking Critically
	Critical Thinking
	Applying Your Best Thinking
	Thinking Critically: Coming to Terms with Assumptions
	Thinking Critically: Getting Your Arms around Arguments
	Thinking Critically: Drawing Conclusions with Confidence
	Project Management Curriculum
PROJECT EFFECTIVENESS	Code of Ethics and Professional Conduct (PMI® Standard-aligned)
	The Role of Ethics in Project Management
	Core PMI® Values and Ethical Standards
	PRINCE2®: 2009 Foundation
	Overview of Project Management (PRINCE2®: 2009-aligned)
	Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)
	Project Quality, Change and Progress (PRINCE2®: 2009-aligned)
	Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)
	Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)
	Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)
	IT Project Management Essentials
	IT Project Management Essentials: Introduction to IT Project Management
	IT Project Management Essentials: Initiating and Planning IT Projects
	IT Project Management Essentials: Executing IT Projects
	IT Project Management Essentials: Monitoring and Controlling IT Projects
	IT Project Management Essentials: Managing Risks in an IT Project
	IT Project Management Essentials: Testing Deliverables and Closing IT Projects
	Managing Software Project Outsourcing
	Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
	Managing Software Project Outsourcing: Developing a Vendor Contract
	Managing Software Project Outsourcing: Working with the Outsourced Team

	Managing Software Project Outsourcing: Dealing with Risks
Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)	
	Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
	Control Project Communications (PMBOK® Guide Fifth Edition)
Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)	
	Project Stakeholder Management (PMBOK® Guide Fifth Edition)
	Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)	
	Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
	Project Management Overview (PMBOK® Guide Fifth Edition)
	Project Management Process Groups (PMBOK® Guide Fifth Edition)
Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)	
	Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
	Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
	Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
	Capturing, Analyzing, and Managing Lessons Learned
	Strategic Alignment and Benefits Realization
Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)	
	Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
	Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)
	Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
Project Time Management (PMBOK® Guide - Fifth Edition-aligned)	
	Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
	Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
	Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)
Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)	
	Planning Project Costs (PMBOK® Guide Fifth Edition)
	Controlling Project Costs (PMBOK® Guide Fifth Edition)
Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)	
	Plan Quality Management (PMBOK® Guide Fifth Edition)
	Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
	Quality Management for Continuous Improvement
Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)	
	Planning Project Human Resources (PMBOK® Guide Fifth Edition)
	Managing Project Human Resources (PMBOK® Guide Fifth Edition)
Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)	
	Risk Management Planning (PMBOK® Guide Fifth Edition)
	Identifying Project Risks (PMBOK® Guide Fifth Edition)
	Performing Risk Analysis (PMBOK® Guide Fifth Edition)
	Risk Response and Control (PMBOK® Guide Fifth Edition)
Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)	
	Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
	Managing Procurements (PMBOK® Guide Fifth Edition)
Agile Practitioner - (PMI-ACP & ScrumMaster aligned)	
	Core PMI® Values and Ethical Standards
PRINCE2®: Practitioner	
	PRINCE2® Practitioner Exam Information
Agile Project Management Fundamentals (PMI ACP)® aligned	
	Core PMI® Values and Ethical Standards
	Agile Principles, Methodologies, and Mindset
	Agile Planning
	Planning and Monitoring Iterations in Agile Projects
	Engaging Agile Stakeholders and Leading Agile Teams
Project Management for Everyone	
	Managing Projects with No Direct Authority
	Ensuring Management Buy-in on a Project
	Managing Conflict in Project Teams
	Managing Scope on a Project
	Weighing the Costs of Project Change
	Anticipating and Solving Problems as a Project Champion
	Managing Vendor Relationships
	Addressing Stakeholder Conflicts
	Portfolios, Programs, and Projects: What's the Difference?
	Controlling Project Cost
	Project Management Essentials
	Plan a Bulletproof Project
	Get Your Project off the Ground
	Lead Your Project Like a Pro
	Complete Your Project On-time and On-budget
Program Management (PMI Second Edition-aligned)®	
	Introduction to Program Management
	Program Life Cycle and Benefits Management
Mentoring Assets	

	Mentoring PRINCE2: Foundation
	Mentoring Project Management Professional (PMP) PMBOK Guide 6th Edition Aligned
	Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 6th Ed.
	Mentoring PRINCE2: Practitioner
Test Preps	
	TestPrep PRINCE2®: Foundation
	TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
	TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)
	TestPrep PRINCE2®: Practitioner
Team Building Curriculum	
Leading Teams	
	Managing Communications in a Virtual Team
	Building Trust Incrementally
	Inspiring Your Team
	Support Your Leader
	Leading Teams: Launching a Successful Team
	Leading Teams: Establishing Goals, Roles, and Guidelines
	Leading Teams: Developing the Team and its Culture
	Leading Teams: Building Trust and Commitment
	Leading Teams: Fostering Effective Communication and Collaboration
	Leading Teams: Motivating and Optimizing Performance
	Leading Teams: Dealing with Conflict
	Leading Teams: Managing Virtual Teams
	Choosing the Right Team Culture
	Building and Leading Teams
	Meeting Team Performance Challenges
Optimizing Your Performance On a Team	
	Power and Politics in Matrixed Teams
	Being an Effective Team Member
	Establishing Team Goals and Responsibilities
	Elements of a Cohesive Team
	Effective Team Communication
	Using Feedback to Improve Team Performance
Business Analysis	
BABOK® v3: Business Analysis Key Concepts	
	Business Analysis Planning and Monitoring
	Business Analysis Elicitation and Collaboration
	Introduction to Business Analysis
	Business Analysis and Requirements Life Cycle Management
	Business Analysis and Strategy Analysis
	Business Analysis and RADD: Requirements Definition
	Business Analysis and RADD: Design Definition
	Business Analysis and Solution Evaluation
BABOK® v3: Business Analysis Techniques	
	Analytical Techniques Used for Business Analysis
	Activities and Tools Used for Business Analysis
	Documentation and Criteria Used for Business Analysis
BABOK® v3: Business Analysis Competencies	
	Business Analysis Competencies: Personal Skills
	Business Analysis Competencies: Professional Effectiveness
	Business Analysis Perspectives
Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned	
	Introduction to Business Analysis and Essential Competencies
	Introduction to Business Analysis Planning
	Planning Business Analysis Communication and Monitoring
	Business Analysis Requirements Elicitation
	Business Analysis Requirements Management and Communication
	Business Analysis: Enterprise Analysis
	Business Analysis: Introduction to Requirements Analysis
	Business Analysis: Verify and Validate Requirements
	Business Analysis: Solution Assessment and Validation
	Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned
Sales Curriculum	
SALES and CUSTOMER FACING SKIL Sales Foundations	
	Don't Only Go for the Big Fish
	The Ethics of Gift Giving
	Using Persuasion Techniques to Boost Sales
	Introduction to Sales
	Strategic Sales Planning
	Preparing for Successful Sales
	Developing Strong Customer Relationships
	Working within the Sales Culture of Your Organization

	Developing a Customer-focused Sales Approach
	Initiating Discovery Meetings
	The Proof Is in the Proposal
	Using Customer Knowledge to Advance Sales
	Presentations That Get People Talking
	Get it Together: Organizing Your Sales Approach
	Building Momentum in Discovery Meetings
	Appealing to Prospects
	Getting Your Head around Pipeline Management
	Prospecting Strategically
	Responding to News of a Lost Sale
	Educating and Collaborating with Customers
	Sales Negotiations
	Negotiation Skills for Sales Professionals: Preparing to Negotiate
	Negotiation Skills for Sales Professionals: Value Exchange
	Negotiation Skills for Sales Professionals: Reaching Agreement
	Negotiating Contract Terms
	Communicating Your Company's Value
	Turning Obstacles into Opportunities
	Negotiating with Your Customer
	Talking Value with Your Customers
	Dealing with Questions, Objections, and Resistance
	Dealing with Negotiation Challenges
	Solution Selling
	Solution Selling: Mastering the Essentials
	Solution Selling: Meeting an Active Need
	Solution Selling: Creating New Opportunities
	Turning Potential Customers into Allies
	Preparing to Implement Solutions
	Managing Implementation Problems
	Connecting Customers and Solutions
	Strategic Account Sales Skills
	Selling to Key Players
	Planning for Effective Selling
	Building Profitable Customer Relationships
	Crafting Sales Strategies
	Performance Payout Plans
	Sales and Marketing: Two Sides of the Same Coin?
	Connecting the Dots: Insightful Account Management
	Succeeding in Account Management
	Sales Management
	Storming: Developing and Leading Your Sales Team
	Sales Support Roles for Better Customer Interaction
	Succeeding in Account Management
	Gaining Access through Cold Calls
	Overcoming Resistance to Coaching
	Essential Selling Skills
	Essential Selling Skills: Mastering Cold Calling
	Essential Selling Skills: Qualifying Sales Prospects
	Essential Selling Skills: Closing the Sale
	Getting Organized to Meet Your Sales Goals
	Making Contact: Access Strategies
	Effective Cold Calling
	Prompting Action through Focused Communication
	Regaining Your Customer's Trust
	Managing a Sales Pipeline
	Demonstrating Business Acumen
	Talking about the Competition
	Selling with Trust
	Responding to Bad News
	Using Competitive Selling Skills
	Communicating a High-impact Business Case
	Making the Cold Call
	Aligning Your Business Case to Customer Priorities
	Effective Sales Coaching
	Customer Service Fundamentals
	Aligning Performance to Key Indicators
	Customer Service Fundamentals: Building Rapport in Customer Relationships
	Customer Service in the Field
	Customer Service over the Phone
	Internal Customer Service
	Customer Service Confrontation and Conflict
	Shaping the Direction of Customer Service in Your Organization

	The Angry Caller: What's Your Plan?
Customer Service Representative, Professionalism	
	The Customer Service Representative (CSR)
	Support Center Services and Work Environment
	Team and Customer Relationships
Customer Service Representative, Skills	
	Customer Interactions
	Conflict, Stress, and Time Management
	Communication Skills
Customer Service Representative, Process	
	Customer Service Processes and Procedures
	Quality in a Support Center
	Support Center Tools, Technologies and Metrics
	Dealing with Irrational Customers and Escalating Complaints
Customer Focus	
	Listening to Your Customers
	Creating a Customer-focused Organization
	Identifying and Managing Customer Expectations
	Creating and Sustaining a Customer-focused Organization
	Customer-focused Interaction
	Developing Your Customer Focus
Customer Advocacy	
	Customer Advocacy: Communicating to Build Trusting Customer Relationships
	Customer Advocacy: Enhancing the Customer Experience
	Customer Advocacy: Supporting Customer Advocacy
ITIL® 2011 Edition Foundation Syllabus	
	ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
	ITIL® 2011 Edition Foundation: Service Design Fundamentals
	ITIL® 2011 Edition Foundation: Service Strategy Processes
	ITIL® 2011 Edition Foundation: Introduction to Service Operation
	ITIL® 2011 Edition Foundation: Service Strategy Fundamentals
	ITIL® 2011 Edition Foundation: Service Design Processes
	ITIL® 2011 Edition Foundation: Service Transition Processes and Policies
	ITIL® 2011 Edition Foundation: Service Operation Processes
	ITIL® 2011 Edition Foundation: Continual Service Improvement
ITIL® 2011 Edition Overview	
	ITIL® 2011 Edition Overview: Creating a Service Culture
	ITIL® 2011 Edition Overview: Certification and Benefits
	ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)	
	ITIL® 2011 Edition OSA: Introduction to Incident Management
	ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
	ITIL® 2011 Edition OSA: Introduction to Event Management
	ITIL® 2011 Edition OSA: Technology and Implementation Considerations
	ITIL® 2011 Edition OSA: Incident Management Interactions
	ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
	ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
	ITIL® 2011 Edition OSA: Introduction to Problem Management
	ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges
	ITIL® 2011 Edition OSA: Introduction to Access Management
	ITIL® 2011 Edition OSA: Introduction to the Service Desk
	ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing
	ITIL® 2011 Edition OSA: Introduction to Functions
	ITIL® 2011 Edition OSA: Function Activities
Industry Foundations	
Industry Overviews	
	The Telecommunications Industry Overview: Version 4
	The Health Care Industry Overview: Version 4
	The Insurance Industry Overview: Version 4
	The Banking Industry Overview: Version 4
	The Oil and Gas Industry Overview: Version 4
	The Retail Industry Overview: Version 4
	The Pharmaceutical Industry Overview: Version 5
	The Federal Government Industry Overview: Version 4
	The Education Industry Overview: Version 2
	The Utilities Industry Overview: Version 2
	The Chemicals Industry Overview: Version 2
	The Broadcasting & Entertainment Industry Overview: Version 2
	The Capital Markets Industry Overview: Version 2
	The Consumer Electronics Industry Overview: Version 2
	The Aerospace & Defense Industry Overview: Version 2
	The Biotechnology Industry Overview: Version 2
	The Food and Beverage Industry Overview: Version 4

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SOFTWARE DEVELOPMENT

Microsoft Web Applications

Microsoft Visual Studio 2013: Windows Store App Essentials - HTML5 and JavaScript

[Microsoft Windows Store App Essentials with HTML5: Overview](#)
[Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls](#)
[Microsoft Windows Store App Essentials with HTML5: PLM and Contracts](#)
[Microsoft Windows Store App Essentials with HTML5: Navigation, Contacts, Tiles](#)
[Microsoft Windows Store App Essentials with HTML5: Input Devices and User Touch](#)
[Microsoft Windows Store App Essentials with HTML5: Managing Data](#)
[Microsoft Windows Store App Essentials with HTML5: Security](#)
[Microsoft Windows Store App Essentials with HTML5: Deployment](#)

Microsoft Visual Studio 2012: Programming in HTML5 with JavaScript and CSS3

[Microsoft Visual Studio 2012: Advanced HTML5 and JavaScript](#)
[Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3](#)
[Microsoft Visual Studio 2012: HTML5 and JavaScript](#)
[Microsoft Visual Studio 2012: HTML5 APIs and Local Storage](#)
[Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs](#)
[Microsoft Visual Studio 2012: HTML5 Graphics and Animation](#)
[Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers](#)
[Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5](#)

Microsoft Azure and Web Services

[Working With Local Data Access Technologies](#)
[Querying and Manipulating Data with the Entity Framework](#)
[Preparing and Packaging Applications For Deployment](#)
[Web Application and Services Deployment](#)
[Creating and Consuming WCF Web Services](#)
[WCF Instancing and Concurrency and WCF Data Services](#)
[Creating and Consuming Web API Services](#)
[Data Access and Services with Microsoft Azure](#)

Web API Essentials

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[Web API Advanced](#)

Microsoft Azure

[Microsoft Azure: Introduction](#)
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[Microsoft Azure: Publishing and Caching](#)

Microsoft Azure: Implementing Infrastructure Solutions

[Microsoft Azure - Implementing Infrastructure Solutions: Virtual Networks](#)
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Web Development Technologies

Introduction to Ajax Development

[Ajax Basics](#)
[Ajax API Essentials](#)
[Ajax Applications and Server Communication](#)

Ajax

[Ajax: Requesting Data and Retrieving Responses](#)

CQRS Theory

[Introduction to CQRS](#)

Java 2 Programming

Java SE7 Fundamentals

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[Java SE7 Fundamentals: Variables, Operators, and Objects](#)
[Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops](#)
[Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts](#)
[Java SE7 Fundamentals: Handling Errors and Deploying Applications](#)

Java SE 7 New Features

[Java SE7 New Features: Java Language and Technology Enhancements](#)
[Java SE7 New Features: I/O, Network, and Desktop Enhancements](#)

Java SE7 Professional

[Java SE7 Professional: Syntax and Class Design](#)

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[Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization](#)

Introduction to Java EE 6

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Developing Applications Using Java Spring

[Java Spring: Annotation Configuration and Java Configuration in Spring](#)

[Java Spring: Spring Application Basics](#)

[Java Spring: Creating Web Applications Using Spring MVC](#)

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[Java Spring: Aspect-Oriented Programming Using Spring AOP](#)

[Java Spring: Adding Security Using the Spring Security Project](#)

Java Hibernate

[Getting Started with Java Hibernate](#)

[Customized Mapping and Basic Querying in Java Hibernate](#)

[Advanced Querying in Java Hibernate](#)

Java SE 8 Fundamentals

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[Java SE 8 Fundamentals: Data Manipulation and Inheritance](#)

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Java SE 8 Programming

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Defensive Programming in Java

[Defensive Programming in Java: Fundamentals](#)

[Defensive Programming in Java: Data Handling, Injection Attacks, and Concurrency](#)

[Defensive Programming in Java: Data Security and Access Control](#)

Working with Java SE 7

[Programming Apps with Java SE 7](#)

Working with Java SE 6

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Microsoft .NET Software Development Tools

Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010

[Windows Applications Databinding with C# 2010](#)

[Creating User Interfaces for Windows Applications with C# 2010](#)

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[Windows Applications Content Creation and Management with C# 2010](#)

[Customizing and Managing Multithreaded Applications with C# 2010](#)

[Securing and Deploying WPF Applications with C# 2010](#)

Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010

[Microsoft .NET Framework 4.0: Web Applications with Visual Studio 2010 and Visual Basic 2010](#)

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Windows Communication Foundation Development in C# with Microsoft .NET Framework (70-513)

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[Securing and Managing a WCF 4 Application with C# 2010](#)

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Accessing Data with Microsoft .NET Framework for C# Developers (70- 516)

[Getting Started with ADO.NET 4 Connections and Commands Using C# 2010](#)

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[ITIL® 2011 Edition Foundation: Service Design Fundamentals](#)
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[ITIL® 2011 Edition Foundation: Service Transition Processes and Policies](#)
[ITIL® 2011 Edition Foundation: Introduction to Service Operation](#)
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[ITIL® 2011 Edition OSA: Introduction to Event Management](#)

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[ITIL® 2011 Edition OSA: Incident Management Interactions](#)
[ITIL® 2011 Edition OSA: Introduction to Request Fulfillment](#)
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