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MDL-237

MDL-241

MDL-236

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Learning activity - Title

Information Technology Fundamentals (Earn a credential!)

Support Basics

HTML Element Reference | w3schools

Basic HTML and HTML5 | freeCodeCamp

Objectif IA : initiez-vous à l'intelligence artificielle | OpenClassrooms

HTML Full Course - Build a Website Tutorial | freeCodeCamp.org

Artificial Intelligence Tutorial | AI Tutorial for Beginners | Artificial Intelligence | Simplilearn

IBM SkillsBuild Presents: How to Become a Cybersecurity Professional

CSS Tutorial - Zero to Hero (Complete Course) | freeCodeCamp.org

JavaScript Tutorial | w3schools

Learn JavaScript | Codecademy

Learn JavaScript - Full Course for Beginners | freeCodeCamp.org

What is JavaScript? | JavaScript Tutorial for Beginners | Edureka

The GitHub Blog | GitHub.com

Git Cheat Sheet – 50 Git Commands You Should Know | freeCodeCamp.org

Git and GitHub | IBM Developer

Learn Git | Codecademy

GitHub Tutorial 2020 - Beginner's Training Guide | Anson Alexander

Git Tutorial For Beginners 2022 | Learn Git in 2 hrs | Simplilearn

First Day on GitHub | GitHub Learning Lab

Comment rédiger son CV

Comment bien rédiger son CV ?

Comment rédiger son CV pour trouver un emploi

10 questions à se poser avant de rédiger son CV

Comment faire son CV quand on n'a pas d'expérience

Security Basics

Computing from Past to Present

Support a Customer with a Network Issue

Computer Networking Basics: How Computers Communicate

Career JumpStart: A Professional Foundations Program

My Professional Skills Action Plan

How will you improve? (My Professional Skills Action Plan)

What did you learn? (My Professional Skills Action Plan)

My Essential Skills Action Plan

How will you improve? (Plan d'action en matière de compétence essentielles)

What did you learn? (My Essential Skills Action Plan)

What is agile at IBM?

Show what you know (What is agile at IBM?)

Agile for leaders (What is agile at IBM?)

Agile practices to try! (What is agile at IBM?)

IBM's agile values and principles (What is agile at IBM?)

The essence (What is agile at IBM?)

IBM and Design Thinking

Develop your design thinking skills (IBM and Design Thinking)

The value of design thinking (IBM and Design Thinking)

Design thinking at work (IBM and Design Thinking)

Introduction (IBM and Design Thinking)  
How is design thinking used?  
Design thinking tools and resources (How Is Design Thinking Used?)  
Activities for exploring user-centered design (How Is Design Thinking Used?)  
Activities to focus your team (How Is Design Thinking Used?)  
How to apply design thinking (How Is Design Thinking Used?)  
Introduction (How Is Design Thinking Used?)  
What is design thinking?  
Design thinking in 10 minutes (What Is Design Thinking?)  
Careers that use design thinking (What is design thinking?)  
Embrace the Principles, the Loop, and the Keys (What Is Design Thinking?)  
User-centered design (What Is Design Thinking?)  
What is empathy all about? (What Is Design Thinking?)  
Creative problem solving (What Is Design Thinking?)  
Introduction (What Is Design Thinking?)  
Git and GitHub for Beginners - Crash Course | freeCodeCamp.org  
Your Future in IT Support: The Job Landscape  
Troubleshooting for Hardware, Networks, and Software  
Network scanning with Zenmap  
Project Planning In Project Management | What Is Project Planning? | PMP Training Video | Simplilearn  
Project Manager 3 Minute Series of Videos | The Digital Project Manager  
Role of the Project Manager 101 | Udemy Instructor, Joseph Phillips  
What are Project Deliverables - Project Management | ProjectManager.com  
Agile Project Management Tutorial | What Is Agile Project Management? | Simplilearn  
Top 10 Project Management Tools 2020 | Project Management Tools And Techniques | Simplilearn  
Top 10 Project Management Responsibilities - Project Management Training | ProjectManager.com  
Critical Soft Skills for Project Managers - Project Management Training | ProjectManager.com  
What Is Project Management? | Project Management Fundamentals | PMP Training Videos | Simplilearn  
Introduction to Project Management (2020) | 365 Careers  
Project Planning for Beginners - Project Management Training | ProjectManager.com  
Enterprise Design Thinking Practitioner (Course and Badge) | IBM  
Computer Basics  
Explore Emerging Tech (New design; earn a digital credential!)  
Exploring Cloud Computing  
Exploring Artificial Intelligence  
Exploring Cybersecurity  
Exploring Quantum Computing  
Project Management Fundamentals  
Show what you know (Project Management Fundamentals)  
Accepting the "Explore Emerging Tech" Digital Credential  
Job landscape (Project Management Fundamentals)  
You are the PM! (Project Management Fundamentals)  
Project Management Fundamentals  
Wrap-up and mini quiz (Project Management Fundamentals)  
The project is completed, now what? (Project Management Fundamentals)  
Purpose (Project Management Fundamentals)  
Project Management Fundamentals

Wrap-up and mini quiz (Project Management Fundamentals)

Exploring Data

Report progress (Project Management Fundamentals)

Manage change (Project Management Fundamentals)

Manage quality (Project Management Fundamentals)

Lead the project team (Project Management Fundamentals)

Manage schedule, tasks, and cost (Project Management Fundamentals)

Purpose (Project Management Fundamentals)

Project Management Fundamentals

Wrap-up and mini quiz (Project Management Fundamentals)

Assemble the project team (Project Management Fundamentals)

Risk management plan (Project Management Fundamentals)

Communications management plan (Project Management Fundamentals)

Plan the project (Project Management Fundamentals)

Initiate the project (Project Management Fundamentals)

Purpose (Project Management Fundamentals)

Project Management Fundamentals

Project scenario background (Project Management Fundamentals)

Mini quiz (Project Management Fundamentals)

The stakeholders (Project Management Fundamentals)

The project manager (Project Management Fundamentals)

Approaches to project management (Project Management Fundamentals)

What is project management? (Project Management Fundamentals)

What is a project? (Project Management Fundamentals)

Introduction (Project Management Fundamentals)

Programming | Khan Academy

A Beginner's Guide to Using WordPress | Envato Tuts+

Code your own Flappy Bird game | code.org

Learn the Command Line in Terminal | OpenClassrooms

Web development for beginners: What does a web developer do? | Ecourse Review

Which programming language should I learn first? | CarlCheo.com

Learn About Being a Front End Developer | Indeed Career Guide

Learn About Being a Web Developer | Indeed Career Guide

Think like a computer: the logic of programming | OpenClassrooms

Programming - Introduction (2020) video series | Eli the Computer Guy

Introduction to Programming | Eli the Computer Guy

Introduction to Programming and Computer Science - Full Course | freeCodeCamp.org

IBM SkillsBuild Presents: How to Become a Web Developer

What is Programming? | Khan Academy

Why you should learn to code | Code.org

Women- and Minority-Owned Small Businesses (U.S.)

Business Formation: For-profit or Non-profit? (U.S.)

How to Start a Business – Part 2 (U.S.)

How to Start a Business – Part 1 (U.S.)

Legal Questions and Considerations for the Small Business Owner (U.S.)

This Program Rules: What Every Business Owner Needs to Know About Advertising Law (U.S.)

IP 101 – An Intellectual Property Primer (U.S.)

Cybersecurity for Small Business (U.S.)  
Red Hat Agile Integration Technical Overview  
Virtualization and Infrastructure Migration Technical Overview  
Red Hat Satellite Technical Overview  
Developing Cloud-Native Applications with Microservices Architectures  
Deploying Containerized Applications Technical Overview  
Ansible Essentials: Simplicity in Automation Technical Overview  
Red Hat OpenStack Technical Overview  
Red Hat Enterprise Linux Technical Overview  
Customer Engagement Fundamentals (Earn a digital credential!)  
Exploring Solution-Driven Behaviors  
Developing Productivity Habits  
Cultivating a Service Mindset  
Practicing Customer-Focused Communication  
Data Fundamentals (Earn a credential!)  
Clean, Refine, and Visualize Data with IBM Watson Studio  
Your Future in Data: The Job Landscape  
Data Science in Our World  
Overview of Data Tools and Languages  
Introduction to Data Concepts  
FCF - Technical Introduction to Cybersecurity  
Fortinet Certified Fundamentals (FCF)  
FCF - Getting Started in Cybersecurity  
Cybersecurity Fundamentals (Earn a credential!)  
Cybersecurity Fundamentals  
Show What You Know (Cybersecurity Fundamentals)  
Final quiz (Cybersecurity Fundamentals - Show What You Know)  
What's New in Cybersecurity Fundamentals (Cybersecurity Fundamentals)  
What's new - cybersecurity: on the defense (Cybersecurity Fundamentals)  
What's new - cybersecurity: on the offense (Cybersecurity Fundamentals)  
What's new - overview of cybersecurity (Cybersecurity Fundamentals)  
What's new - introduction (Cybersecurity Fundamentals)  
What's new - a career in cybersecurity (Cybersecurity Fundamentals)  
A Career in Cybersecurity (Cybersecurity Fundamentals)  
Helpful resources and getting started (Cybersecurity Fundamentals - A Career in Cybersecurity)  
Understanding certifications (Cybersecurity Fundamentals - A Career in Cybersecurity)  
Cybersecurity job roles (Cybersecurity Fundamentals - A Career in Cybersecurity)  
Core attributes and skills (Cybersecurity Fundamentals - A Career in Cybersecurity)  
Job market (Cybersecurity Fundamentals - A Career in Cybersecurity)  
Cybersecurity: On the Defense (Cybersecurity Fundamentals)  
Introducing threat intelligence (Cybersecurity Fundamentals - Cybersecurity: On the Defense)  
Introducing cryptography (Cybersecurity Fundamentals - Cybersecurity: On the Defense)  
Respond to attacks (Cybersecurity Fundamentals - Cybersecurity: On the Defense)  
Detect attacks (Cybersecurity Fundamentals - Cybersecurity: On the Defense)  
Protect against attacks (Cybersecurity Fundamentals - Cybersecurity: On the Defense)  
Security strategy (Cybersecurity Fundamentals - Cybersecurity: On the Defense)  
Financial impacts (Cybersecurity Fundamentals - Cybersecurity: On the Defense)

Cybersecurity: On the Offense (Cybersecurity Fundamentals)  
Case studies (Cybersecurity Fundamentals - Cybersecurity: On the Offense)  
Technical scanning (Cybersecurity Fundamentals - Cybersecurity: On the Offense)  
Open source intelligence (Cybersecurity Fundamentals - Cybersecurity: On the Offense)  
Social engineering (Cybersecurity Fundamentals - Cybersecurity: On the Offense)  
Funding and profitability of cyber crime (Cybersecurity Fundamentals - Cybersecurity: On the Offense)  
Types of cyber attacks (Cybersecurity Fundamentals - Cybersecurity: On the Offense)  
Structure of a cyber attack (Cybersecurity Fundamentals - Cybersecurity: On the Offense)  
Threat actor groups (Cybersecurity Fundamentals - Cybersecurity: On the Offense)  
Overview of Cybersecurity (Cybersecurity Fundamentals)  
Laws and ethics (Cybersecurity Fundamentals - Overview of Cybersecurity)  
Common misconceptions (Cybersecurity Fundamentals - Overview of Cybersecurity)  
Risk management (Cybersecurity Fundamentals - Overview of Cybersecurity)  
Key elements of cybersecurity (Cybersecurity Fundamentals - Overview of Cybersecurity)  
What is cybersecurity? (Cybersecurity Fundamentals - Overview of Cybersecurity)  
Introduction (Cybersecurity Fundamentals)  
Getting started (Cybersecurity Fundamentals - Introduction)  
watsonx Orchestrate: Business Automation in the Age of Agentic AI  
Fundamentals of Sustainability and Technology (Earn a credential!)  
Make an Impact with Future Technology  
Make an Impact with Hybrid Cloud  
Make an Impact with AI  
Make an Impact with Data Analytics  
Beyond Conservation to Sustainability  
Applied Data Science with Python  
Cloud Computing Fundamentals (Earn a credential!)  
Your Future in Cloud Computing: The Job Landscape  
Introduction to Data Management and Security in the Cloud  
What is open source?  
Learn Programming with JavaScript | OpenClassrooms  
Data Visualization with Python  
Data Analysis with Python  
Python for Data Science  
Artificial Intelligence Fundamentals (Earn a credential!)  
AI Ethics  
Run AI Models with IBM Watson Studio  
Your Future in AI: The Job Landscape  
Mastering the Art of Prompting  
The Money Maker GANs Game  
Machine Learning and Deep Learning  
Natural Language Processing and Computer Vision  
Introduction to Artificial Intelligence  
Project Management Fundamentals (New design; earn a digital credential!)  
Module 2: Navigating the Project Management Lifecycle  
Module 1: Exploring the Basics of Project Management  
Professional Skills  
Solving Problems with Critical and Creative Thinking (Earn a badge!)



Show what you know! (Solving Problems with Critical and Creative Thinking)  
Implement: What will success look like? (Solving Problems with Critical and Creative Thinking)  
Select: Ease and effectiveness matrix (Solving Problems with Critical and Creative Thinking)  
Select: What's the best solution? (Solving Problems with Critical and Creative Thinking)  
Explore: What are the options? (Solving Problems with Critical and Creative Thinking)  
Analyze: What's really going on? (Solving Problems with Critical and Creative Thinking)  
Identify: Writing problem statements (Solving Problems with Critical and Creative Thinking)  
Identify: What's the problem? (Solving Problems with Critical and Creative Thinking)  
Before you begin ... (Solving Problems with Critical and Creative Thinking)  
Introduction (Solving Problems with Critical and Creative Thinking)  
Deliver Quality Work with Agility (Earn a badge!)  
Show what you know! (Deliver Quality Work with Agility)  
Deliver the work (Deliver Quality Work with Agility)  
Do the work (Deliver Quality Work with Agility)  
Decide what to do (Deliver Quality Work with Agility)  
Do the research (Deliver Quality Work with Agility)  
Prepare the work (Deliver Quality Work with Agility)  
Before you begin ... (Deliver Quality Work with Agility)  
Introduction (Deliver Quality Work with Agility)  
Interpersonal Skills (Earn a badge!)  
Show what you know! (Interpersonal Skills)  
Resolving workplace conflict (Interpersonal Skills)  
Approaching workplace conflict (Interpersonal Skills)  
Increasing influence (Interpersonal Skills)  
Behaving assertively (Interpersonal Skills)  
Becoming a better communicator (Interpersonal Skills)  
Communication styles (Interpersonal Skills)  
Before you begin ... (Interpersonal Skills)  
Introduction (Interpersonal Skills)  
Collaborate Effectively (Earn a badge!)  
Show what you know! (Collaborate Effectively)  
Effective virtual meetings (Collaborate Effectively)  
Virtual collaboration tools (Collaborate Effectively)  
Virtual collaboration (Collaborate Effectively)  
Team collaboration (Collaborate Effectively)  
Present with Purpose (Earn a badge!)  
Show what you know! (Present with Purpose)  
Deal with the unexpected (Present with Purpose)  
Behaviors that improve collaboration (Collaborate Effectively)  
Manage your nerves (Present with Purpose)  
Present more effectively: Techniques 3-5 (Present with Purpose)  
Collaboration basics (Collaborate Effectively)  
Before you begin ... (Collaborate Effectively)  
Present more effectively: Techniques 1-2 (Present with Purpose)  
Present more effectively (Present with Purpose)  
Introduction (Collaborate Effectively)  
Design your presentation slides (Present with Purpose)

Build your presentation structure (Present with Purpose)  
Identify your audience (Present with Purpose)  
Focus on your objectives (Present with Purpose)  
Before you begin ... (Present with Purpose)  
Introduction (Present with Purpose)  
Career Management Essentials  
Ace Your Professional Interview  
Create a Great Professional Resume  
Develop Your Professional Network and Brand  
Accepting the "Career Management Essentials" Digital Credential  
Focus Your Direction with Workplace Research  
Build Your First Chatbot  
Developing and Deploying Software in the Cloud  
Virtualization on the Cloud  
Web Development Fundamentals (Earn a credential!)  
Understanding Cloud Deployment Models  
Your Future in Web Development: The Job Landscape  
Develop an Interactive Task List Web Page  
Website Testing and Deployment  
Bringing Websites to Life with JavaScript  
Introduction to HTML and CSS  
Developing Sites for the Web  
Security Operations Center in Practice  
Security Operations Center in Practice  
Getting Started with Cybersecurity (Earn a credential!)  
Protecting a device with Malwarebytes  
Your Future in Cybersecurity: The Job Landscape  
Cybersecurity and Data  
Big Data Foundations  
Course 4: Process Controls  
Show what you know! (Course 4: Process Controls)  
Technical skills: Topic 4 summary (Course 4: Process Controls)  
Technical skills: KCS methodology (Course 4: Process Controls)  
Technical skills: Technical terms (Course 4: Process Controls)  
Technical skills: Conversation skills for customer service (Course 4: Process Controls)  
Technical skills: Typing skills (Course 4: Process Controls)  
Ticketing standards: Topic 3 summary (Course 4: Control Processes)  
Ticketing standards: Ticket management (Course 4: Process Controls)  
Ticketing standards: Techniques to provide fast service (Course 4: Process Controls)  
Ticketing standards: Ticketing systems (Course 4: Process Controls)  
Organization standards: Topic 2 summary (Course 4: Control Processes)  
Organization standards: Customer follow-up (Course 4: Control Processes)  
Organization standards: Call flow standards (Course 4: Control Processes)  
Organization standards: Documentation (Course 4: Control Processes)  
Organization standards: Service standards (Course 4: Control Processes)  
Flow control: Topic 1 summary (Course 4: Control Processes)  
Flow control: Time management (Course 4: Control Processes)

Flow control: Service level agreements (Course 4: Process Controls)

Introduction (Course 4: Process Controls)

Course 3: Problem Solving

Show what you know! (Course 3: Problem Solving)

Learn the lingo: Topic 4 summary (Course 3: Problem Solving)

Learn the lingo: How to work with angry callers (Course 3: Problem Solving)

Learn the lingo: Better understand your customers' needs (Course 3: Problem Solving)

Call center support fundamentals: Topic 3 summary (Course 3: Problem Solving)

Call center support fundamentals: Confirm results with your customers (Course 3: Problem Solving)

Call center support fundamentals: Identify the root cause (Course 3: Problem Solving)

Call center support fundamentals: Think and work like a scientist (Course 3: Problem Solving)

Learn the lingo: Communicate your awareness to customers (Course 3: Problem Solving)

Resource libraries: Topic 2 summary (Course 3: Problem Solving)

Resource libraries: Organize your research library (Course 3: Problem Solving)

Resource libraries: Improve your memory (Course 3: Problem Solving)

Resource libraries: What makes a good research library? (Course 3: Problem Solving)

Information-seeking behaviors: Topic 1 summary (Course 3: Problem Solving)

Information-seeking behaviors: Improve search results (Course 3: Problem Solving)

Information-seeking behaviors: Identify good resources (Course 3: Problem Solving)

Information-seeking behaviors: Conduct good searches (Course 3: Problem Solving)

Introduction (Course 3: Problem Solving)

Web Development Basics

Explorations into Mindfulness (Course and Badge)

Show what you know! (Explorations into Mindfulness)

What more can you do? (Explorations into Mindfulness)

Kindfulness (Explorations into Mindfulness)

Movement (Explorations into Mindfulness)

Body scan (Explorations into Mindfulness)

The power of breath (Explorations into Mindfulness)

What you need to know to get started (Explorations into Mindfulness)

Why practice mindfulness? (Explorations into Mindfulness)

What is mindfulness? (Explorations into Mindfulness)

Welcome (Explorations into Mindfulness)

Spark Fundamentals I

Hadoop 101

Big Data 101

FCF - Introduction to the Threat Landscape

Understanding Cloud Computing Services

Introduction to Cloud Computing

Explore Emerging Tech (Earn a badge!)

What is the Internet of Things?

What are some examples? (What is the Internet of Things?)

How does it work? (What is the Internet of Things?)

Why does it matter? (What is the Internet of Things?)

How is blockchain used?

Blockchain and you! (How Is Blockchain Used?)

Beginner glossary (How Is Blockchain Used?)

Spotlight: Securing food on the blockchain (How Is Blockchain Used?)  
Blockchain use cases (How Is Blockchain Used?)  
Introduction (How Is Blockchain Used?)  
What is blockchain?  
Careers in blockchain (What Is Blockchain?)  
What you need to know about blockchain (What Is Blockchain?)  
Blockchain explained (What Is Blockchain?)  
To get you thinking ... (What Is Blockchain?)  
Introduction (What Is Blockchain?)  
Data Science in the Real World  
Data science and you! (Data Science in the Real World)  
What's it like to be a data scientist at IBM? (Data Science in the Real World)  
Applying data science (Data Science in the Real World)  
Working with data (Data Science in the Real World)  
Techniques to Manage, Share, and Put Data to Work  
Use data to drive machine learning (Techniques to Manage, Share, and Put Data to Work)  
Visualize data to communicate it (Techniques to Manage, Share, and Put Data to Work)  
Sort data to analyze it (Techniques to Manage, Share, and Put Data to Work)  
Introduction (Techniques to Manage, Share, and Put Data to Work)  
What is data science?  
Data science as a career (What Is Data Science?)  
Will you like the work? (What Is Data Science?)  
How do you become a data scientist? (What Is Data Science?)  
How do you handle data? (What Is Data Science?)  
It's all about information (What Is Data Science?)  
IBM and Cybersecurity  
Mini-quiz: Terminology and cyberattack methods (IBM and Cybersecurity)  
Cyberattack methods (IBM and Cybersecurity)  
Cybersecurity terminology primer (IBM and Cybersecurity)  
To get you thinking ... (IBM and Cybersecurity)  
What's it like to work at IBM Security? (IBM and Cybersecurity)  
Introduction (IBM and Cybersecurity)  
How is cybersecurity used?  
NOVA Cybersecurity Lab (How Is Cybersecurity Used?)  
X-Force Command Center: 360 Cyber Range Experience (How Is Cybersecurity Used?)  
IBM X-Force Command Center (How Is Cybersecurity Used?)  
Tony Stark has Jarvis, and now IBM has Havyn (How Is Cybersecurity Used?)  
Introduction (How Is Cybersecurity Used?)  
What is cybersecurity?  
Test your knowledge! (What Is Cybersecurity?)  
Careers in cybersecurity (What Is Cybersecurity?)  
Cryptography (What Is Cybersecurity?)  
Hackers and cyberattacks (What Is Cybersecurity?)  
Cybersecurity (What Is Cybersecurity?)  
Introduction (What Is Cybersecurity?)  
Artificial Intelligence in Practice  
AI can extend human expertise (Artificial Intelligence in Practice)

AI can play games (Artificial Intelligence in Practice)  
AI can solve problems (Artificial Intelligence in Practice)  
AI can help you do things (Artificial Intelligence in Practice)  
AI can communicate (Artificial Intelligence in Practice)  
Introduction (Artificial Intelligence in Practice)  
What is artificial intelligence?  
Learn the jargon (What Is Artificial Intelligence?)  
Careers in artificial intelligence (What Is Artificial Intelligence?)  
Other technologies help AI (What Is Artificial Intelligence?)  
Computers help humans (What Is Artificial Intelligence?)  
Can a computer really think? (What Is Artificial Intelligence?)  
Introduction (What Is Artificial Intelligence?)  
How is cloud computing used?  
Cloud computing and you (How Is Cloud Computing Used?)  
Cloud helps us all (How Is Cloud Computing Used?)  
Cloud helps businesses thrive (How Is Cloud Computing Used?)  
Introduction (How Is Cloud Computing Used?)  
What is cloud computing?  
Test your knowledge! (What Is Cloud Computing?)  
Careers in cloud computing (What Is Cloud Computing?)  
Cloud computing terminology (What Is Cloud Computing?)  
Cloud “as a service” (What Is Cloud Computing?)  
So, what is cloud computing? (What Is Cloud Computing?)  
Introduction (What Is Cloud Computing?)  
Fortinet Certified Associate (FCA)  
FCA - FortiGate Operator  
Programs & Resources  
Course 2: Personality Dynamics  
Show what you know! (Course 2: Personality Dynamics)  
Service: Topic 4 summary (Course 2: Personality Dynamics)  
Service: Teamwork (Course 2: Personality Dynamics)  
Service: Ask for help (Course 2: Personality Dynamics)  
Service: Willingness to help (Course 2: Personality Dynamics)  
Resourcefulness: Topic 3 summary (Course 2: Personality Dynamics)  
Resourcefulness: Willingness to learn (Course 2: Personality Dynamics)  
Resourcefulness: Curiosity (Course 2: Personality Dynamics)  
Tenacity: Topic 2 summary (Course 2: Personality Dynamics)  
Tenacity: Overcome fear (Course 2: Personality Dynamics)  
Tenacity: Persistence (Course 2: Personality Dynamics)  
Tenacity: Stay focused (Course 2: Personality Dynamics)  
Attentiveness: Topic 1 summary (Course 2: Personality Dynamics)  
Attentiveness: Positivity (Course 2: Personality Dynamics)  
Attentiveness: Empathy (Course 2: Personality Dynamics)  
Attentiveness: Patience (Course 2: Personality Dynamics)  
Introduction (Course 2: Personality Dynamics)  
Course 1: Communication Skills  
Show what you know! (Course 1: Communication Skills)

Tricks of the trade: Topic 4 summary (Course 1: Communication Skills)  
Tricks of the trade: Collaboration (Course 1: Communication Skills)  
Tricks of the trade: Take ownership (Course 1: Communication Skills)  
Tricks of the trade: Adapt to the caller's skill level (Course 1: Communication Skills)  
Tricks of the trade: The art of saying "no" (Course 1: Communication Skills)  
Just the facts: Topic 3 summary (Course 1: Communication Skills)  
Just the facts: Information overload (Course 1: Communication Skills)  
Just the facts: Get to the facts (Course 1: Communication Skills)  
Clear and concise information: Topic 2 summary (Course 1: Communication Skills)  
Clear and concise information: Keep things simple (Course 1: Communication Skills)  
Clear and concise information: Ask clear and concise questions (Course 1: Communication Skills)  
Clear and concise information: Understand the problem first (Course 1: Communication Skills)  
You are what they hear: Topic 1 summary (Course 1: Communication Skills)  
You are what they hear: Nonverbal cues (Course 1: Communication Skills)  
You are what they hear: Tone (Course 1: Communication Skills)  
You are what they hear: Smiling (Course 1: Communication Skills)  
You are what they hear: Build rapport with customers (Course 1: Communication Skills)  
Introduction (Course 1: Communication Skills)  
Agile Explorer (New design; earn a digital credential!)  
Agile Explorer - Powered by Agile at IBM (Complete 3 courses and earn a badge!)  
Agile Program Fundamentals  
Agile Operations Fundamentals  
A Taste of Agile  
Earn it! Accept it! Share it! | IBM SkillsBuild  
Learning LinkedIn | LinkedIn  
Live Webinar Session content PDF and Recording  
Personal Branding on LinkedIn: AI-Powered Profile Optimization  
Lab: Retrieval Augmented Generation with LangChain  
IBM Granite Models for Software Development  
Start Building for Good: Begin your AI journey with watsonx & Granite  
Call for Code  
Live Webinar Session content PDF and Recording  
Introduction to Large Language Models  
Why Agile? (A Taste of Agile)  
Introduction (A Taste of Agile)  
Create a Credly account

Learning activity - Duration	Completed date	Is Required
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10	2025-05-29T20:48:29.257Z	false
10	2025-05-29T20:48:19.589Z	false
10	2025-05-29T20:48:09.877Z	false
10	2025-05-29T20:48:01.120Z	false
15	2025-05-29T20:47:50.420Z	false
10	2025-05-29T20:47:40.357Z	false
10	2025-05-29T20:47:30.068Z	false
10	2025-05-29T20:46:54.064Z	false
10	2025-05-29T20:46:34.257Z	false
10	2025-05-29T20:46:24.889Z	false
10	2025-05-29T20:46:15.782Z	false
10	2025-05-29T20:46:05.527Z	false
10	2025-05-29T20:45:56.179Z	false
5	2025-05-29T20:45:45.889Z	false
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10	2025-05-29T20:40:32.116Z	false
15	2025-05-29T20:40:22.494Z	false
15	2025-05-29T20:40:13.012Z	false
10	2025-05-29T20:40:01.199Z	false
10	2025-05-29T20:39:50.057Z	false
10	2025-05-29T20:39:41.351Z	false
10	2025-05-29T20:39:31.829Z	false
10	2025-05-29T20:39:22.443Z	false
5	2025-05-29T20:39:12.558Z	false
10	2025-05-29T20:39:03.935Z	false
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10	2025-05-29T20:38:45.950Z	false
10	2025-05-29T20:38:36.797Z	false
5	2025-05-29T20:38:27.414Z	false
0	2025-05-29T20:36:08.888866Z	false
0	2025-05-29T20:36:08.623648Z	false
130	2025-05-29T20:36:00Z	false
125	2025-05-29T20:11:00Z	false
180	2025-05-29T19:49:00Z	false
2	2025-05-29T19:20:40.760684Z	false
88	2025-05-28T15:06:37.447553Z	false
60	2025-05-28T15:06:31.844729Z	false
0	2025-05-28T15:06:31.240726Z	false
20	2025-05-27T20:08:00Z	false
90	2025-05-23T15:02:27Z	false
0	2025-05-23T14:57:47.219951Z	false
30	2025-05-23T14:57:46.797863Z	false
60	2025-05-23T14:57:36.942992Z	false
90	2025-05-23T14:55:35Z	false
10	2025-05-23T14:36:36.283Z	false
5	2025-05-23T14:34:07.730Z	false
5	2025-05-23T14:31:25.261593Z	false

Required By Date	Required Requestor Email	Learning Delivery Type Label
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