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# KNOWLEDGECITY CATALOG 2019

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# KNOWLEDGE CITY CATALOG 2019

BUSINESS

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# BUSINESS SKILLS



## MANAGEMENT



### MANAGERS AND LEADERS (Intermediate)

*Move Forward Through Positive Change.*

#### COURSE DESCRIPTION

Many people view the roles of manager and leader as interchangeable. While some managers are in fact leaders, these roles function in different ways. Each role requires a different set of skills in order to be most effective. In this communications skills course, you will learn how Managers have turned into Leaders as well as what some of the differences are between them. Additionally, you'll learn what traits and communication skills are most important for successful leaders.



### THE PROCEDURES OF SUCCESSFUL MANAGERS (Intermediate)

*Leaders Excel by Creating Procedures that Increase Efficiency and Productivity.*

#### COURSE DESCRIPTION

Managers who develop good leadership procedures and use them consistently over time will move into leadership roles more quickly and they will be more effective. This course will introduce what those most important leadership procedures are and how to use them.



### MANAGING CHANGE (Intermediate)

*Create Positive Change and Adapt to Unexpected Change.*

#### COURSE DESCRIPTION

This course covers the process and psychology of managing change. Change is necessary for improvement, but it carries the risk of loss or possible discomfort or confusion. This course will prepare a leader to understand when change is needed, how it is likely to be received by different people, and how to successfully lead a team through the transition to accomplish the purposes of the team.



### EXCELLING AT MANAGEMENT (Intermediate)

*Excelling at Management*

#### COURSE DESCRIPTION

The Excelling at Management course begins by addressing the initial difficulties that come with a transition into a leadership position. This online employee training course examines the key business skills required in a management position such as prioritizing workloads and projects. Additionally, it also addresses strategies to develop a committed culture as well as how to listen to employees and resolve conflicts as a manager.

## MANAGEMENT



### MANAGEMENT ESSENTIALS (Intermediate)

*Accomplish Goals and Objectives for Your Organization.*

#### COURSE DESCRIPTION

Businesses and organizations require their managers to coordinate the efforts of their team to accomplish goals. Consequently, the responsibilities that fall on the manager's shoulders tend to be quite taxing. Not only must managers master essential skills such as planning and organizing, but they must do so while using resources efficiently. This online training course covers management topics that include decision-making, leadership, communication, and team building.



### BUSINESS MANAGEMENT (Advanced)

*Optimize Your Office and Get the Most out of Your Staff.*

#### COURSE DESCRIPTION

This course explores issues facing today's business managers. Topics include management theories, finding and developing leaders, measuring and improving customer and employee satisfaction, strategic planning, hiring and training employees, developing workplace teams, and choosing and evaluating suppliers.



### MANAGING AND SUPERVISING (Intermediate)

*Lead Your Staff with Confidence, Purpose, and Authority.*

#### COURSE DESCRIPTION

Use effective leadership skills to bring out the best in your team. This course addresses challenges, offers solutions, and guides students through successful implementation. Gain respect, commitment, and credibility by fostering a group of motivated and distinguished personnel.



### SMALL BUSINESS MANAGEMENT (Intermediate)

*Learn How to Start and Grow Your Company the Right Way.*

#### COURSE DESCRIPTION

Discover the special qualities that can help you succeed as a small business owner. Learn how to assess your industry and determine the feasibility of your product or service. Determine the correct legal structure for your business and develop the components of a business plan, as well as learn about various business resources. Most importantly, learn how to utilize your resources and make the most of your competitive advantage.

## MANAGEMENT



### MANAGING REMOTE EMPLOYEES (Intermediate)

*Learn to build and manage a remote workforce.*

#### COURSE DESCRIPTION

Working remotely continues to be a popular trend among employees. But, that can make it more difficult for leaders to manage their teams. With remote work continuing to become more and more popular, managing remote talent is an important skill. This Managing Remote Employees course will show you how to hire remote employees, communicate with them, and then assess how well they are performing.



### CRITICAL THINKING (Intermediate)

*Learn how to think critically to make better business decisions.*

#### COURSE DESCRIPTION

Critical thinking skills are crucial in business. Critical thinking involves the evaluation of sources such as data, facts, observable phenomena and research findings to better manage business-related problems and find resolutions. In this course, you will learn the principles and techniques of utilizing critical thinking in business as well as new strategies for developing critical thinking skills.



### MENTORING FOR SUCCESS (Intermediate)

*Learn how to use mentoring as a development tool.*

#### COURSE DESCRIPTION

This Mentoring for Success course will cover the definition and various uses of mentoring as well as the many benefits of mentoring programs. You will also learn how to structure successful mentoring relationships, take a deeper look at trust and why it's so important for successful mentoring, and ways to build trust within a mentoring relationship.



### STRATEGIC EXECUTION FOR MANAGERS (Intermediate)

*The best strategy in the world is useless unless it is executed.*

#### COURSE DESCRIPTION

Great organizations run on great strategies. And great strategies require both planning and execution. In this course, you will learn how to create strategies that will get executed; how to manage so that strategies get executed; and how to use great strategies to inspire great performance.

## MANAGEMENT



### MAKING BETTER DECISIONS (Intermediate)

*Learn to make better decisions for your company.*

#### COURSE DESCRIPTION

Making good decisions is the foundation of successful management. There are many different tools you can utilize that can help you make better decisions. In this course, you will learn about different decision-making styles, tools you can use to for better decision-making, and overcoming some of the common barriers to good decision-making.



### DELEGATION AND MANAGEMENT (Intermediate)

*Learn to delegate effectively.*

#### COURSE DESCRIPTION

Delegating can make your life easier as a manager. That's only true if you delegate effectively. This course on Delegation and Management will teach you how you can delegate effectively and get the most out of your team. You will learn the benefits and challenges of delegation, when, what and who to delegate to, and how to monitor the progress of the task.



### ESSENTIALS OF STRATEGY: THINKING AND PLANNING (Intermediate)

*Learn how to think and plan strategically.*

#### COURSE DESCRIPTION

This course teaches the fundamentals of strategic thinking and planning for businesses. Focusing on the essential pillars of effective strategy, each step of the Strategic Planning Process is thoroughly examined. At the end of the course, you will be equipped with strategic capabilities that further career and company growth.

## LEADERSHIP



### LEADERSHIP AND SUPERVISION (Advanced)

*Learn to Become a More Effective Leader in the Workplace.*

[COURSE DESCRIPTION](#)

This course will introduce situational leadership and situational supervision. This course will discuss the tasks of a supervisor—planning, organizing, influencing, and controlling—and relate these tasks to supervision and situational leadership.



### DEFINING LEADERSHIP (Advanced)

*Learn What Makes a Visionary Team Builder.*

[COURSE DESCRIPTION](#)

The word “leader” likely brings to mind images of people who have inspired others to excel. This business skills training course will examine the qualities and characteristics of great leaders. You will learn to not only identify various leadership styles but also how to implement them into your work. As a result of your training, your leadership will become far more effective than it has ever been.



### LEADERSHIP AND INFLUENCE (Intermediate)

*Learn to be influential as a leader.*

[COURSE DESCRIPTION](#)

Being a leader does not mean you are influential. You may have employees who report to you, but you may not be influencing them. This course is designed to show you how to be influential as a leader. You will learn what influence as a leader looks like, techniques you can use to be influential, and how to avoid being manipulative when influencing.



### EMOTIONAL INTELLIGENCE (Advanced)

*Learn to improve your emotional intelligence.*

[COURSE DESCRIPTION](#)

Emotional intelligence is the ability to identify, assess and control the emotions of oneself, others and groups. Using emotional intelligence skills effectively can make you a better leader, a better manager and give you an advantage in your professional life. This emotional intelligence course will help you evaluate and improve your emotional intelligence skills.

## LEADERSHIP



### DAY TO DAY LEADING (Advanced)

*Implement Effective Leadership Through Daily Problem Solving.*

#### COURSE DESCRIPTION

Most people envision a great leader as someone who accomplishes fantastic feats of wonder. True leadership, however, isn't about famous speeches or heroic actions, but standard day-to-day circumstances. This online training course breaks down the business skills required to lead successful teams on a daily basis. In many situations, a team's success rests on a leader's ability to break down their overall vision into daily decisions.



### LEADING AN ORGANIZATION (Advanced)

*Learn How to Create and Implement Strategies to Solve Problems.*

#### COURSE DESCRIPTION

Most organizations have multiple teams with their own tasks, priorities and preferences. A key aspect of moving from management to leadership is leading an organization by facilitating communication among various teams and leading the teams to work together toward a common goal. This course covers the strategies and skills necessary for a person to be able to lead an organization.



### PROBLEM SOLVING FOR LEADERS (Advanced)

*Strengthen Your Leadership Skills with Advanced Problem-Solving Methods.*

#### COURSE DESCRIPTION

As a team leader, the ability to guide your team towards conflict resolution remains an important skill to maintain. Because miscommunications often lead to disagreements, the key component for problem-solving is effective communication. This communication skills course teaches leaders how to properly address conflicts in the workplace. As a result, resolving even the most difficult of conflicts will become like second-nature to you.



### ADAPTIVE THINKING (Advanced)

*Learn to adapt to changes and find new creative solutions.*

#### COURSE DESCRIPTION

Adaptive thinking helps us adapt to conditions for a more successful outcome. This course is designed to help you understand Adaptive Thinking, as well as develop situational awareness in unfamiliar environments, understand and adapt to changing situations using impulse control, and explore Adaptive Decision-Making Techniques.

## LEADERSHIP



### BUSINESS PROCESS MANAGEMENT (Advanced)

*Learn each step of a Business Process Venture and how to avoid costly mistakes.*

#### COURSE DESCRIPTION

Business process management is a control tool managers use to help their organizations remain competitive and is used to continuously provide customer value by identifying and eliminating non-value steps. In this course, you will learn the different types of business processes, examine each step of a Business Process Management Life Cycle, and the factors that could potentially make or break a business process management venture.



### CREATING A CULTURE OF DIVERSITY AND INCLUSION (Advanced)

*Diverse teams foster creative and innovation.*

#### COURSE DESCRIPTION

Employees who are part of a diverse work environment consistently outperform those in nondiverse organizations. This course is designed to help you understand the importance of diversity and inclusion, methods for building diverse teams, discover ways you can implement inclusion strategies, and understand how diversity and inclusion drive company culture.



### STRATEGIC AGILITY AND SYSTEMATIC INNOVATION (Advanced)

*Learn how dynamic adaptability is a distinct advantage for business success.*

#### COURSE DESCRIPTION

Strategic agility is an organization's ability to think ahead, adapt to market shifts, fill in the gaps and capture new revenue or even create new markets. Strategic Agility can help your business gain a competitive edge. In this course, you will learn the key concepts needed to stay competitive in business by adjusting and adapting to new innovative ideas.



### LEADERSHIP COMMUNICATION (Advanced)

*Master the Communication and Feedback Loop.*

#### COURSE DESCRIPTION

Communication stands above all else as the most important tool for a leader to possess. A leader's communication must always focus on inspiring others to work towards a common goal. Therefore, the judgment of a leader's capability often rests on their ability to unite groups of people together. Effective leaders adapt their communication skills to fit each situation that they find themselves in. In this communications skills course, you will learn how leaders communicate by employing verbal, written, and non-verbal methods.

## LEADERSHIP



### EXECUTIVE PRESENCE (Advanced)

*Learn how executive presence can improve your interactions with employees.*

#### COURSE DESCRIPTION

Having the influence you want in the office involves more than just having an executive title. It requires using executive presence. This course will show you how you can use executive presence to inspire confidence in others, how to improve or develop your executive presence, and how you can tell if your employees have executive presence.



### DESIGN THINKING (Advanced)

*Learn to apply design principles to your business.*

#### COURSE DESCRIPTION

Design thinking combines creative and critical thinking to solve challenges and meet customer needs. The design thinking mindset can be used at every touch point to generate ideas, bring inspiration and empathy to your company's products and markets, and strengthen the employee experience. In this course, you will learn the basic principles of good design. You will also learn about some tools that can be used to further innovative solutions.



## TEAM BUILDING



### BUILDING A SUCCESSFUL TEAM (Intermediate)

*Create and Develop a Successful Team Focused on the Goal.*

#### COURSE DESCRIPTION

This course provides an in-depth study into the nature of working as a team. Teams generally go through several stages of development as they are formed and begin to accomplish their purpose. This course provides a clear and simple description of how to form an effective team, for any kind of short-term or long-term task.



### THE POWER OF TEAMWORK (Beginner)

*Learn to Keep Your Employees Motivated and Satisfied with Their Job.*

#### COURSE DESCRIPTION

In this course, you will learn how to increase employee engagement in your company. You will be able to identify disengaged employees and utilize techniques to enhance motivation and group cohesiveness. The course delves into topics, such as knowing your people, using reward systems, and distributing power and responsibility.



### THE ART OF TEAM BUILDING (Intermediate)

*Learn the Skills to Build a Winning Team*

#### COURSE DESCRIPTION

Team building is an art that can be learned. To convert a group of individuals into a team takes time, care, and knowledge of the team components. This course will introduce the formal and informal group relationships, group characteristics, the five phases of team building, team building tools, and groupthink.



### BUILDING HIGH PERFORMANCE TEAMS (Intermediate)

*Learn to build teams that get results.*

#### COURSE DESCRIPTION

Hiring managers of today seek out individuals who can function and perform as an individual and also as a member of a team. Any and all employees should expect to work within a team in an effort to achieve a goal or complete a project. This course will teach you how you can benefit from having a high performance team, the characteristics of a high-performing team, and how to maintain that team.

## TEAM BUILDING



### LEADING EFFECTIVE TEAMS (Advanced)

*Foster Highly Successful Teams with Simple Training Methods.*

#### COURSE DESCRIPTION

In this course, you will learn to pinpoint areas of improvement for team members and how to build trust with simple training techniques. The course will delve into business leadership skills required for a manager. Become an expert at building rapport with your teammates, and a primary example of reliability and effective leadership. At the end of this course, you will have the tools to delegate and guide your team to high performance.



### EFFECTIVE MEETINGS (Intermediate)

*Conduct Effective Face-to-Face and Virtual Meetings.*

#### COURSE DESCRIPTION

The purpose of meetings is to create synergy and generate better decisions and solutions. Meetings allow teams to perform beyond potential of each individual member. The biggest obstacle to creating successful virtual teams is failing to build team relationships. The purpose of this course is to develop and conduct more productive meetings both face-to-face and virtually.



## TEAM BUILDING



### COACHING PERFORMANCE (Intermediate)

*Learn How to Evaluate and Improve the Performance of your Team Members.*

#### COURSE DESCRIPTION

Arguably, a leader's most important tasks revolve around ensuring their team constantly improves. This type of continued improvement requires a lot from the team leader. The leader must possess the ability to analyze individual team members in order to effectively guide them towards success. This course on team training solutions focuses on the specific tools required of the team leader to ensure this level of continued improvement.



### CONDUCTING FEEDBACK (Intermediate)

*Successfully Give and Receive, Both Positive and Negative Feedback.*

#### COURSE DESCRIPTION

Establishing employee performance expectations is a difficult task, however, giving feedback for the performance of those tasks is a critical component of employee management. We all need feedback on how we are doing, what is working and what needs improvement. This course will help you manage yourself and employees by helping you to successfully give and receive, both positive and negative feedback.



### THE ART OF MOTIVATION (Intermediate)

*Understand the Value and Personality of Others.*

#### COURSE DESCRIPTION

Motivation is truly an art that can be learned. In order to understand motivation, it is important to study and apply basic concepts. This course will introduce the behavior process, the motivation process, key motivational theories, burnout and peak-out in the workplace, and application ideas. Discover why people do the things they do and learn how to keep yourself motivated.

## PROJECT MANAGEMENT



### PROJECT MANAGEMENT ESSENTIALS (Beginner)

*Learn the skills and tools for leading a project team to successful project completion.*

#### COURSE DESCRIPTION

This course will lay the foundation for project management capabilities and is designed to help you implement the building blocks to successfully manage a project team, associated tasks, and many other aspects of leading a project to successful completion. Learn project management basics, organizational structure, building the project team, managing challenges and identifying risk. This course is the first in a series of project management courses that will enhance your productivity and project outcomes.



### PLANNING, SCHEDULING, AND CONTRACTS (Intermediate)

*Learn the fundamentals of project planning and negotiating contracts.*

#### COURSE DESCRIPTION

This course will discuss the fundamentals of project planning including the statement of work and the work breakdown structure, scheduling, Gantt charts, as well as compression and resolution. You will learn about the types of contracts, tips for successful negotiations, and finally closing the project. This course is the second in a series of project management courses that will enhance your productivity and project outcomes.



### PROJECT MANAGEMENT (Beginner)

*Learn to Balance Your Time, Costs, and Resources Successfully.*

#### COURSE DESCRIPTION

Learn how to initiate, plan, and execute thriving projects. This course teaches students to better understand how to balance the constraints of time, cost, and resources in the stages of successful project management.

## SOFT SKILLS



### DEVELOPING CRITICAL THINKING SKILLS (Beginner)

*Develop critical thinking skills that will help you with any business decision.*

#### COURSE DESCRIPTION

Critical thinking is an important skill that is useful in many business decisions. This course will help you develop this skill by introducing you to the process of critical thinking, asking complex questions and using good judgement to make good decisions. By the end of this course, you should be able to make efficient business decisions using critical thinking skills.



### TIME AND ATTENTION MANAGEMENT (Beginner)

*Learn about how to capitalize on both your time and attention management.*

#### COURSE DESCRIPTION

Time and attention are both crucial to being as efficient as possible in the workplace. Use this course to learn about tools and techniques you can use to improve your time management and attention management skills. By the end of this course, you should be able to use your time more wisely as well as improve your work with better attention skills.



### STRATEGIC THINKING (Advanced)

*Gain a Competitive Advantage through Strategic Leadership.*

#### COURSE DESCRIPTION

To maximize their success, managers must look beyond their day-to-day tasks and see the broader picture of how they contribute to their organization. By thinking strategically, they can improve their organization's competitive advantage. This course covers the basics of strategic management, positioning, and thinking, and provides tools for identifying competitive advantages, encouraging innovation, and implementing strategic plans.



### TIME MANAGEMENT (Beginner)

*Discover Valuable Strategies for Saving Time.*

#### COURSE DESCRIPTION

Time is an important resource for both personal and professional use, and effective time management ensures success. Learn how to recognize the many time wasters and how to avoid your own time wasters. Manage your time by getting organized, utilize time logs to track where time is spent, and create an action plan. Discover various strategies and methods to become more productive, efficient, and effective.

## SOFT SKILLS



### DECISION MAKING FUNDAMENTALS (Beginner)

*Learn about the importance of making a decision and the fundamentals behind them.*

#### COURSE DESCRIPTION

Being able to make a good decision in any business venture is an essential part of the job. This course will give you a better understanding on how to make a good decision by explaining the process of decision making, the importance of priorities, and how our core values affect our decision making. Without this information, you run the risk of making a poor decision that could potentially affect an entire organization.



### INFLUENCING OTHERS (Beginner)

*Learn to better influence others.*

#### COURSE DESCRIPTION

You influence others and others influence you almost everyday. Sometimes that is a good thing and other times it's not. In this course, you will learn what influence is and the different ways you can be influential. You will also learn how each employee can be influential at work.



### PERSONAL EFFECTIVENESS (Beginner)

*Discover how to be more personally effective.*

#### COURSE DESCRIPTION

To be the best version of yourself, you need to be personally effective. But how can you do that? It starts with knowing your strengths and weaknesses. This course will help you identify those, work on improving your weaknesses and move closer to being personally effective.



### CREATIVE PROBLEM SOLVING (Advanced)

*Learn to use creativity to solve problems.*

#### COURSE DESCRIPTION

Creative Problem Solving is a skill all of today's leaders need to have. It can make the difference when trying to achieve your company's goals. This course will show you what creative problem solving is, different techniques you can use, and how you can become more creative at work.

## SOFT SKILLS



### CONQUERING PROCRASTINATION (Beginner)

*Be more effective by learning to overcome procrastination.*

#### COURSE DESCRIPTION

We procrastinate for many reasons including: lack of motivation, lack of skills, fear of failure, fear of success, the work is boring, lack of planning, being disorganized, or for sheer rebellion. This course will show you how to break the procrastination habit.



### ENHANCING YOUR PRODUCTIVITY (Beginner)

*Learn strategies to increase your productivity.*

#### COURSE DESCRIPTION

Productivity is the measurement of performance in business and it increases the overall efficiency of an organization. This course is designed to help enhance your productivity both in your professional and personal life. In this Enhancing your Productivity course you will learn the strategies and techniques to stop procrastinating and start doing.



### BUSINESS ETIQUETTE AND PROFESSIONALISM (Beginner)

*Broaden Your Knowledge of Proper Business Etiquette and Professional Conduct.*

#### COURSE DESCRIPTION

Proper business etiquette dictates how to act in a professional manner in a variety of different situations. Understanding the basic fundamentals of business etiquette acts as a guide for polite behavior for business functions and workplace activities. From maintaining a professional appearance to handling ethical dilemmas, this online video training course covers everything you need to maintain your professionalism no matter the circumstances.



### TAKING INITIATIVE (Beginner)

*Learn to Identify Opportunities and Proactively Pursue Them.*

#### COURSE DESCRIPTION

Research has shown that individuals that take initiative are more employable and earn more rewards, promotions and higher salaries. This course is designed to show you how to become a person who makes things happen! Learn what taking the initiative really means, why it is important to take the initiative, how to become proactive and how to identify and avoid barriers.

## SOFT SKILLS



### FINDING WORK-LIFE BALANCE (Beginner)

Achieve Optimal Work-Life Balance with the Tips in this Course.

#### COURSE DESCRIPTION

When you have achieved optimal work-life balance, it provides benefits not only for you, but also for your family, your employer and your career. Work-life balance is an achievable goal for everyone. Explore aspects of good and bad work-life balance and find how you can select positive components to improve your work-life balance.



### GOAL SETTING (Beginner)

Make a Plan, Set Goals, and Follow Through.

#### COURSE DESCRIPTION

Setting goals remains an integral trait of successful individuals and organizations. This online employee training program developed out of the desire to revitalize and remotivate stagnant workers. The course teaches how to reassess values and how to approach goals with a specific plan in mind. By identifying concrete goals, it allows you to put yourself on the right path for success.



### PROBLEM SOLVING (Beginner)

Learn How to Create and Implement Strategies to Solve Problems.

#### COURSE DESCRIPTION

Problems surface daily in our personal, professional, and academic lives. In this course, you will learn how to identify and clearly define your problem and the desired solution. This course uses a case study as an example, guiding you through the entire problem-solving process. This step-by-step exploration will teach you strategies to successfully solve your problems.



### MEMORY IMPROVEMENT (Beginner)

Apply Techniques Presented in this Course to Improve Your Memory.

#### COURSE DESCRIPTION

Improving your memory does far more than helping you remember small details. In fact, finding ways to improve your memory can also increase your productivity throughout your work days tremendously. Through these online video tutorials, you will learn about the key functions of the brain involved in the memory process. Additionally, this course covers the kinds of nutrients needed to keep your memory functioning at peak conditions.

## SOFT SKILLS



### BUSINESS INTELLIGENCE (Beginner)

*Learn how to Identify and Develop Business Intelligence.*

#### COURSE DESCRIPTION

In this course, we will define Business Intelligence and you will learn how to identify, develop and share it to your advantage. You will also learn how to gather facts and data, analyze the information, and use that information to make decisions. Using business intelligence will create a competitive advantage for the individual and the organization.



## BUSINESS PLANNING



### ROOT CAUSE ANALYSIS (Beginner)

*Learn how to break down a problem, resolve it, and implement a decision.*

#### COURSE DESCRIPTION

Problems in the office occur every day, and if you don't get to the root of the problem, the issue will likely happen again. Use this course to learn about Root Cause Analysis and how you can use it to define problems and evaluate decisions. By the end of this course, you should be able to identify problems from the source and resolve them appropriately using Root Cause Analysis.



### SETTING ORGANIZATIONAL GOALS (Advanced)

*Learn How to Set, Measure, and Manage Organizational Goals.*

#### COURSE DESCRIPTION

Every organization should have written goals that are part of their business plan. When we set goals for an organization we achieve many things. We are able to define clear objectives for the organization. We are able to offer guidance to employees by communicating the direction we want to go towards and clear objectives that we want to be met. This course will help you create, measure and manage organizational goals.



### PLANNING A BUSINESS (Advanced)

*Develop the Tools and Techniques You Need to Start a New Business.*

#### COURSE DESCRIPTION

Starting your own business is no easy task. Discover where to begin and gain a strong understanding of what it takes to start a business. Begin by determining who you are as a business and what to expect from your efforts. Establish the details of your business, develop your business plan, and determine your customer base. Make starting your own business just a little bit easier as you take the first step towards owning and running your business.



### OPERATING A BUSINESS (Advanced)

*Learn the Ins and Outs of Establishing and Running a New Business.*

#### COURSE DESCRIPTION

Keeping a business open, growing, and prospering is often more difficult than getting it off the ground. Most people who have started their own business are usually pursuing a long-desired dream. They start quickly enough and manage to find their way into the marketplace. Once there, the big question arises: Now what? This course provides the tools and knowledge necessary to successfully establish and run a new business.

## BUSINESS PLANNING



### PROTECTING YOUR BUSINESS (Intermediate)

*Learn How to Minimize Risk and Protect Your Company.*

#### COURSE DESCRIPTION

This workshop offers solutions on how to address risks to minimize negative impact so that, no matter what, your business will continue as a source of income, wealth, and pride. Identify, evaluate, and shield against risks such as hiring and training, maintaining customer relations, selecting marketing campaigns, and even insulating against the death of an owner or key employee.



### SUSTAINABLE BUSINESS (Advanced)

*Learn How to Create and Manage a Green Business.*

#### COURSE DESCRIPTION

This course teaches you about sustainable business practices, including an understanding of the global supply chain, the use of limited resources, and the impact of business practices on the environment. Sustainable business practices take into account suppliers, consumers, and government regulations. After completing this course, you will understand how to position a business using eco-advantage, how to minimize waste, pollution, and inefficiency, and how to implement strategies that lead to sustainable growth.



### ORGANIZATIONAL STRATEGY (Intermediate)

*Learn to create and implement an organizational strategy.*

#### COURSE DESCRIPTION

Every business needs an organizational strategy. This strategy helps to align employees with the mission and goals of the organization. This course will introduce you to what an organizational strategy is, what makes an effective organizational strategy and how you can implement the strategy.



### UTILIZING VIRTUAL BUSINESSES (Intermediate)

*Embrace the Freedom of the Virtual Business World.*

#### COURSE DESCRIPTION

In today's global business community, a thriving business doesn't require the burden of a central location. Whether you are starting a new business or converting a current business, this course demonstrates the benefits of operating in the virtual world, teaches the skills of competing with virtual leverage, and shows how to create a winning team of talent working from virtual hubs.

## BUSINESS PLANNING



### BUSINESS PLAN WRITING (Advanced)

*Discover the Components to Successfully Plan Out Your Business.*

#### COURSE DESCRIPTION

Business plan writing remains an integral aspect of any successful business venture. This business plan writing course allows you to learn business skills online in a manner laid out for your convenience. The course includes everything from what investors need to target to the key elements of a successful marketing approach. As a result of taking the course, you will feel more equipped to handle the various aspects of your business



## COMMUNICATION SKILLS



### TIPS FOR COMMUNICATING EFFECTIVELY (Beginner)

*Discover ways to communicate clearly and effectively.*

#### COURSE DESCRIPTION

Communicating effectively is a key part of being successful in business. Clear and effective communication can help foster good working relationships and build networks and rapport. These Tips for Communicating Effectively will teach you the different methods of communication and how you can communicate effectively through them.



### MODERN COMMUNICATION METHODS (Beginner)

*Effective Business Communications.*

#### COURSE DESCRIPTION

In this communication training program, you will learn to practice effective communication skills. In addition to the communication skills exercises, this course will give you in-depth knowledge on how to communicate with other business professionals, using different mediums. The communication skills training course outline includes lessons on overcoming communication barriers, as well as adapting your style of communication, and much more.



### EMAIL ESSENTIALS (Beginner)

*Master the Skills to Communicate Effectively Through E-Mail.*

#### COURSE DESCRIPTION

Emails now exist as the standard form of communication for most businesses in today's workplace. With so much of an emphasis on emails, businesses now seek out skilled candidates in email communication. Thankfully, this business skills training course covers key topics in how to become an effective business email communicator. By covering everything from learning the language of business to how to properly utilize tone, you'll become more prepared for business emails than ever before.



### THE ART OF NEGOTIATION (Advanced)

*Work Your Way around Obstacles and Negotiate Successfully.*

#### COURSE DESCRIPTION

In nearly every aspect of life, understanding how to negotiate successfully remains a key skill to master. When it comes to important business skills, the art of negotiation sits somewhere near the peak. This business skills training course explores the multiple factors that affect negotiations. Additionally, this course delves into the steps of the negotiation process and proven tactics for success.

## COMMUNICATION SKILLS



### GENDER COMMUNICATION (Beginner)

*Learn How to Communicate Clearly and Effectively with Both Genders.*

#### COURSE DESCRIPTION

This course examines the intricacies of gender and how gender affects communication. Begin by defining gender and its relationship to language and investigate the similarities between men and women in both verbal and nonverbal communication. Explore gender in various situations and relationships, all with the goal of understanding how to communicate effectively between genders.



### GENERATIONAL COMMUNICATION (Beginner)

*Learn to Understand and Communicate with People of All Ages.*

#### COURSE DESCRIPTION

Many organizations struggle in learning how to best capitalize on the presence of both youth and experience in the workplace. This employee training program demonstrates techniques to help you work with and respect everyone on the team. You'll discover the similarities between generations and examine the work styles they tend to favor. As a result, you'll be adept at finding solutions to crossing the gap between generations.



### GROUP COMMUNICATION (Intermediate)

*Learn to Communicate Clearly and Effectively in Groups.*

#### COURSE DESCRIPTION

The ability to communicate effectively in a group remains a key business skill in most organizations. This course brings the discussion of the principles and methods of group communication to light. At the heart of the issue remains the topic of how to effectively utilize verbal and nonverbal methods to communicate in business groups. This group communications course also explores the concepts of group problem solving, conflict resolution, and the role of leadership.



### INTERCULTURAL COMMUNICATION (Beginner)

*Learn to Communicate Better with People from Different Cultures.*

#### COURSE DESCRIPTION

In this course, you will learn how to successfully communicate with people across diverse cultures. Gain valuable information on effective cultural norms, including topics such as micro-cultures, co-cultures, and group communication dynamics. Reflective exercises will help you process the information and concepts discussed in this course.

## COMMUNICATION SKILLS



### EFFECTIVE COMMUNICATION (Beginner)

*Improve Your Personal Communication Skills.*

#### COURSE DESCRIPTION

Regardless of the industry, finding methods of effective communication remains essential for success. This course teaches the various elements involved in the communication process. Additionally, you'll discover the barriers to effective communication that must be overcome to communicate effectively. Armed with this knowledge, you'll find yourself with the tools to become a more effective communicator.



### INTERPERSONAL COMMUNICATION (Beginner)

*Learn to Effectively Communicate with all of Your Stakeholders.*

#### COURSE DESCRIPTION

For the majority of the population, a large part of life revolves around interactions with other people. While interpersonal communications may not be a priority many people consider, a few simple techniques can drastically improve conversations. This online training course discusses the communication process as well as the understanding of self-concept and credibility. Additionally, the course explores the topics of trust, assertiveness, perception, personality types, and more.



### WRITING BUSINESS REPORTS (Intermediate)

*Learn How to Best Communicate to Your Audience with a Winning Business Report.*

#### COURSE DESCRIPTION

Business report writing requires a combination of skill and diligence. This online training program demonstrates writing a business report and creating business report format templates. By researching and including relevant information, you know just how to start a business report that is backed by facts, not opinions. By the program's end, you will understand how to use different styles of reports to best communicate your objectives.



### BUSINESS WRITING (Beginner)

*Discover How to Successfully Write Business Documents.*

#### COURSE DESCRIPTION

Analyze the art of communication by exploring the various aspects of business writing. Learn how to plan and organize your message and get advice on proper grammar usage, including sentence and paragraph construction. Learn the correct format for letters, memos, job application documents, and recommendation letters, as well as emails. Finally, discover how businesses use technology to communicate through writing.

## COMMUNICATION SKILLS



### BUSINESS WORD PROCESSING (Beginner)

*Create Attractive and Professional Business Documents.*

#### COURSE DESCRIPTION

Learn the standards and etiquette for professional documents, emails, correspondences, and reports. This course starts with an overview of Microsoft Word 2007, continues with a description of the skills required for effective word processing, and progresses to more in-depth applications of word processing. This course also touches on the process of compiling career portfolios, writing business plans, and more advanced topics such as using mail merge, designing newsletters, and editing with proofreader marks.



### BUSINESS GRAMMAR (Beginner)

*Develop a Polished and Formal Style in Written Presentation.*

#### COURSE DESCRIPTION

Business language draws from a colorful palette of expressions and concepts, reflecting the diversity of people – from countries across the globe and from every social class. Successful business people need to be clear communicators in both the written and spoken worlds. Business grammar is the foundation for clear and precise communication.



### TWO-WAY COMMUNICATION (Beginner)

*Communicate better with two-way communication.*

#### COURSE DESCRIPTION

Communication is both a give and take in the two-way communication process. You just don't want to talk at people, you want to create an engaging environment and invite engaging conversations. In this Two-Way Communication course, you will learn how to use two-way communication with technology, how you can improve your two-way communication skills, and different methods of using two-way communication.



### STRATEGIC NEGOTIATIONS (Advanced)

*Learn negotiation strategies and develop your negotiating skills.*

#### COURSE DESCRIPTION

To successfully get what you want in negotiations, you need a set of skills to perfect your negotiation strategy. In this Strategic Negotiation course, you will learn how to identify different types of negotiation strategies and pinpoint which business negotiation tactic fits best. This course will also get you familiar with facilitating negotiations based on ambiance, cross-cultural differences, social cues, and much more.

## COMMUNICATION SKILLS



### ACTIVE LISTENING (Beginner)

*Enhance your listening and comprehension abilities with these active listening skills.*

#### COURSE DESCRIPTION

Active Listening is a key component of being an effective communicator. After learning these skills, you will be able to understand and respond to others in a more meaningful way. Skills such as questioning, summarizing and paraphrasing will all help guide you to become the best listener you can be.



### COMMUNICATION COMPONENTS (Beginner)

*Learn about the different components within the communication process and how to improve each of them.*

#### COURSE DESCRIPTION

The communication process has many components attached to it and each of them can be improved. From the intent and content of the message to the audience that is receiving it, these components have been a part of our lives since we learned how to talk. In this course, we will discuss every aspect that is involved when communicating and how you can improve your communicating skills.



### COMMON COMMUNICATION CHALLENGES (Beginner)

*Learn about the common ways communication can fall short and how you can prevent it from happening.*

#### COURSE DESCRIPTION

Whether it's due to equipment failure, anxiety, mistakes or a difficult audience, communicating can be a difficult part of any job. In this course, you will be introduced to these common communication challenges and what you can do to prevent them from happening. With this knowledge, you will be able to confidently speak in front of any audience, even if an obstacle occurs!



### COMMUNICATION BEHAVIOR TYPES (Beginner)

*Learn about the four different communication behavior types and how to effectively communicate with each of them.*

#### COURSE DESCRIPTION

There are four different communication behavior types that we all experience everyday. These individuals can be difficult to communicate with, but with these tools, you will learn how to effectively communicate with each of them. In this course, you will be introduced to the four different behavior types, what challenges they may bring to the conversation, and how to efficiently get them involved in any situation.

## COMMUNICATION SKILLS



### POWERFUL PRESENTATIONS (Intermediate)

*Improve your Presentation Skills and Tailor Your Message to any Audience.*

#### COURSE DESCRIPTION

Developing successful presentation skills is a necessity. Learn proven tactics that will enable you to make an impact on an audience of any size. Avoid presentation pitfalls that are proven to alienate current clients, scare off potential customers, and damage sales and profits. This course will empower you to speak with confidence, captivate your audience, and achieve the intended results.



### COMMUNICATING ORGANIZATIONAL CHANGE (Intermediate)

*Learn How to Successfully Communicate Organizational Change.*

#### COURSE DESCRIPTION

The process of implementing changes within a business often proves to be stressful for all parties involved. Still, there are many times where organizational changes become necessary in order to achieve success. This course provides the business skills required in order to effectively communicate these changes across an organization. By obtaining a clearer understanding of the different types of organizational change, you will become better adept at gaining the support of your employees.



### PUBLIC SPEAKING (Beginner)

*Discover Strategies for Being Successful in Public Speaking.*

#### COURSE DESCRIPTION

Learn how to speak confidently in a public presentation. Obtain the skills to prepare and deliver an informative speech, an expository speech based on research, and a persuasive speech. Learn about audience analysis, topic selection, purpose and thesis statements, organizational strategies, speech outlines, use of presentation aids, delivery strategies, and how to overcome speech anxiety.



### BUILDING RAPPORT (Beginner)

*Learn How to Build Rapport Through Different Communication Methods.*

#### COURSE DESCRIPTION

When you build rapport, you create and develop mutual trust, friendship and affinity with someone else. This can be extremely beneficial in business. In this course, you will learn why building rapport is important in communication and how to gain rapport through different communication methods including face-to-face, through writing, and through public address.

## CAREER DEVELOPMENT



### CAREER SUCCESS STRATEGIES (Beginner)

*Develop the Strategies to Become Successful in Your Career.*

#### COURSE DESCRIPTION

Develop career success, whether you are changing jobs, reentering the workforce, or beginning a new career. Learn how to set goals, stay motivated, and use time management skills to give yourself a competitive edge. Delve into the fundamentals of strategic communication and learn how to be effective in both writing and presentations. Take advantage of your personal learning style and build your portfolio to achieve career success.



### SKILL ASSESSMENT (Beginner)

*Discover Your Purpose—Identify Your Unique Set of Strengths.*

#### COURSE DESCRIPTION

In this course, you will learn how to identify your unique temperament, recognize your personalized skills and strengths, articulate how you can add individual value to an organization, and set goals for your future.



### GREEN COLLAR CAREERS (Beginner)

*Live Out Your Passion for Protecting and Conserving the Earth.*

#### COURSE DESCRIPTION

Take your passion for pollution prevention and energy for the environment to a new level. Live out your dreams and transition into a green collar career. It's not easy going green, but if going green is more than a cliché for you, this class can lead you toward a career that has the future in mind.



### EVALUATE YOUR CAREER (Beginner)

*Step Boldly into the Next Phase of Your Career.*

#### COURSE DESCRIPTION

Everyone who makes a career move deals with obstacles. Although every transition is unique, the obstacles involved are predictable. This course is about managing obstacles for a smooth career transition, so you can focus on where you're going instead of what you have to overcome.

## CAREER DEVELOPMENT



### WORKING TO GET HIRED (Beginner)

*Learn How to Find and Get the Job You Want.*

[COURSE DESCRIPTION](#)

This course teaches you how to improve the chances of landing your dream job. By focusing on the secrets of a powerful job search, a winning cover letter, an outstanding resume, and an impressive interview. This workshop teaches you how to make your job search more efficient and effective.



### BUILDING YOUR RESUME (Beginner)

*Write a Resume That Will Highlight Your Skills and Get You Hired.*

[COURSE DESCRIPTION](#)

Whether you are new to the job market, transitioning from one career to the next, or looking to enhance your current resume, this course will assist you in building the best resume for your situation. Discover how to create an eye-catching resume by highlighting keywords and transferrable experience. Next, we will discover what type of resume you should use based on your experience, industry, and career field. Finally, learn how to market your resume and compose a well-written cover letter.



### EMPLOYMENT SEARCH (Beginner)

*Jump-Start Your Job Search and Learn How to Land the Job You Want.*

[COURSE DESCRIPTION](#)

In this course, you will learn about the process of searching for employment, as well as how to prepare for your search and maintain purpose and direction by taking the time to plan ahead and set goals. We will review the importance of researching companies, professions, and career paths so that you meet your long-term and short-term goals.



### JOB INTERVIEW SUCCESS (Beginner)

*Learn the Skills to Start Your Career.*

[COURSE DESCRIPTION](#)

Learn about the job search and interview process, including the proper steps to succeed before, during, and after an interview. Discover what you need to know about the company, position, and salary before you go into your interview. Review the different types of interviews, learn how to close the sale, and find the appropriate method for following up on an interview. Gain and practice all the tools for job interview success.

## CAREER DEVELOPMENT



### ADMINISTRATIVE ASSISTANT (Beginner)

*Don't Stress! Learn to Organize and Prioritize Effectively.*

#### COURSE DESCRIPTION

Administrative assistants play a vital role in the day-to-day operations of your business. While you may find it overwhelming at times, there are things you can do to become a better assistant. This online employee training course details techniques to help you prioritize your workload. Not only will this help you balance your work, but it will also make you a more skilled and versatile assistant.



### CAREER COACHING (Intermediate)

*Principles and Practices for Effective Coaching Relationships.*

#### COURSE DESCRIPTION

This career coaching course explores the key strategies involved in becoming a more effective guide for the people you work with. Whether you work with individuals, small groups, or large organizations, these coaching strategies will help you improve. This online training course contains valuable information that can help improve new coaches as well as seasoned veterans. Either way, the strategies within will lead to you becoming a more effective coach.



### INTRODUCTION TO BUSINESS (Beginner)

*Learn the Fundamentals of How to Excel in the Business World.*

#### COURSE DESCRIPTION

Discover the fundamentals of business. Learn about economic systems, competition concepts, supply and demand, management theory, and leadership. Analyze an industry to determine product feasibility, perform market research, and develop a marketing plan. Finally, discover how to plan a budget and make investment decisions, as well as develop the components of a business plan.

## SALES



### B2B AND B2C SALES (Beginner)

*Learn the differences between B2B and B2C sales and the skills needed for each.*

#### COURSE DESCRIPTION

How you sell to a business and how you sell to individuals are different. And every salesperson needs to know and understand the differences between B2B and B2C sales. This course will teach you those differences, including how to understand a consumer and the organizational buying process. You will also learn about customer relationship management and how technological advancements have made CRM essential in selling.



### STRATEGIC SALES FOR ACCOUNT MANAGERS (Intermediate)

*Strategically Approach Key Accounts and Influence Gatekeepers.*

#### COURSE DESCRIPTION

Professional sales have transitioned from one approach for all customers to strategic management of accounts based on criteria that add value and profitability to the company. Strategic Account Management allows companies to create strategies for their major customers that are mutually beneficial. This course focuses on the significance of strategic sales as it relates to account management.



### PROFESSIONAL SELLING (Beginner)

*Close More Deals and Learn to Sell Successfully and Efficiently.*

#### COURSE DESCRIPTION

This course will cover the basics of selling, teaching you the techniques you need to improve your close rates. You will discover the characteristics of a great salesperson and how to gauge the personality of the buyer. Learn about the details concerning the selling cycle and closing process, enabling you to close more sales and use your time in a more efficient manner.



### SALES MANAGEMENT (Intermediate)

*Motivate and Develop Your Sales Team.*

#### COURSE DESCRIPTION

A key aspect of business management skills lies in a leader's ability to motivate their staff. This course not only explores motivational techniques, but also provides advanced methods to empower salespeople within your organization. Additionally, this course teaches the importance of meeting your goals and how to make an impact on the market. Also, you'll learn more about the sales process, client relations, brand imaging, and prospecting.

## SALES

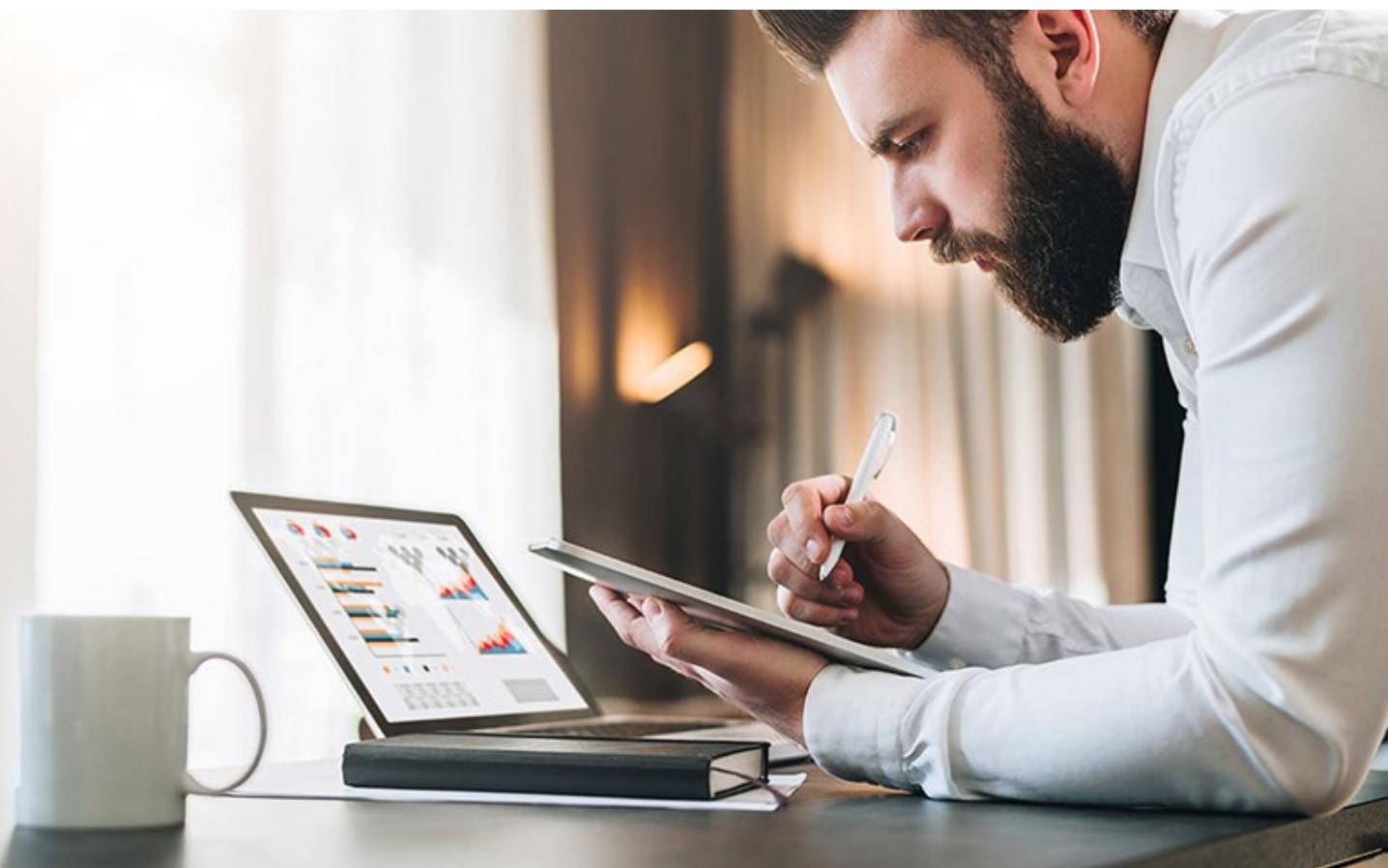


### RETAIL MANAGEMENT (Intermediate)

*Out-Class the Competition and Reap the Profits and Mindshare.*

#### COURSE DESCRIPTION

Retail workers make up a large percentage of the American workforce. Stepping into a management position within the retail industry requires dynamic and innovative thinking. This course offers employee training solutions for retail employees currently interested in a management position. It offers a balance between theory and practice in terms of how retail developed in a business context. Additionally, it provides a look at how retail outlets work and apply retail marketing to their business.



## MARKETING



### CONTENT MARKETING (Beginner)

*Learn to create and utilize content to market your business.*

[COURSE DESCRIPTION](#)

Customers do plenty of research before buying a product, and you can help them by providing content. By doing this, you are participating in Content Marketing and are becoming a trusted source. This Content Marketing course will show you what content marketing is, the different types of content and how to make the most of that content.



### CUSTOMER SEGMENTATION (Intermediate)

*Learn how segmenting your customers can help grow your business.*

[COURSE DESCRIPTION](#)

Customer Segmentation plays a key role in the marketing strategy of almost all successful organizations. Customers expect personalized conversations based on their unique needs in today's business environment – not some mass email that you send to everyone who has a heartbeat and a dollar. An organization can use Customer Segmentation as the principal basis for allocating resources to product development, marketing, service and delivery programs.



### MARKETING STRATEGIES (Intermediate)

*Learn How to Brand Your Company and Advertise Your Products.*

[COURSE DESCRIPTION](#)

Changes within the marketing world occur rapidly. This training course introduces the core concepts of marketing including strategy, ethical and legal concerns, the marketing mix, and more. Additionally, this course also begins to explore the vast world of online marketing. This course gives you the opportunity to examine marketing from multiple perspectives, providing a comprehensive view of the industry. Attain a more complete understanding of the marketing process in this online learning platform.



### MARKETING PRINCIPLES (Intermediate)

*Learn the Important Differences between Sales and Marketing.*

[COURSE DESCRIPTION](#)

Marketing principles change and evolve at a rapid pace. This course explores the current ways in which marketers conduct customer research and identify customer needs. Additionally, this online training program details how to locate your target market and promote your organization's product or service. This marketing principles course teaches the necessary tools to market your products and your brand more effectively.

## MARKETING



### STRATEGIC BRAND MANAGEMENT (Advanced)

*Develop, Protect, and Expand Your Brand.*

#### COURSE DESCRIPTION

The process of strategic brand management utilizes an analytical approach to achieve branding goals. By incorporating both right brain and left brain thinking, strategic brand management creates a unique combination of creative business strategies. Through the integration of these creative business strategies with traditional business management skills, a more effective brand management plan arises. This course provides an extensive and comprehensive overview of all the processes that go into strategic brand management.



### CONSUMER BEHAVIOR (Advanced)

*Learn About Consumer Behavior to Target and Serve Your Customers.*

#### COURSE DESCRIPTION

Identifying consumer patterns persists as one of the top skills an effective marketer can possess. This course will not only teach you why consumers behave the way they do, but also explore the post purchase process. Learn about the marketing mix, internal and external influences, and how consumers make decisions. Finally, this course explores concepts pertaining to where businesses can work to develop strong customer relationships.



### LEVERAGING TECHNOLOGY (Intermediate)

*Learn to Successfully Leverage Technology in Your Business.*

#### COURSE DESCRIPTION

Advances in technology present business with an ever-present challenge. This course seeks to help you understand how to best utilize technology to improve your business. After all, technology aids in making your business more efficient and profitable. These important business skills help your business keep up with your competition and maintain your place as a leader in your industry.



### DATA WAREHOUSING (Intermediate)

*Use Data Warehousing to Improve Your Decision-Making Process.*

#### COURSE DESCRIPTION

This course provides crucial business skills training in regards to the technical and business aspects of data warehousing. Data warehousing represents a core component of business intelligence. This process allows businesses the ability to compare and analyze business data. With this information at their fingertips, organizations can adjust their business plan accordingly. Other key topics of data warehousing covered include data modeling, aligning multiple projects and activities, and creating infoObjects.

## CUSTOMER SERVICE



### CUSTOMER SERVICE (Beginner)

*Develop Beneficial Relationships with Your Customers.*

#### COURSE DESCRIPTION

Industry competition sits at an all-time high in today's business world. With competitors so close in terms of product quality, customer service may shine as your organization's competitive advantage. Excellent customer service produces a steady stream of repeat business and referrals, leading to long-term longevity and success. This online employee training course covers specific techniques to address confrontation and conflict and basic principles to improve customer relationships.



### CUSTOMER SERVICE PROFESSIONALISM (Intermediate)

*Provide Excellent Service and Solutions to Your Customers.*

#### COURSE DESCRIPTION

Behind every successful business exists a strong commitment to customer service professionalism. This online employee training course seeks to not only teach new skills but to help customer service representatives improve the skills they already possess. The secret to fantastic customer service lies in your ability to incorporate these skills into your everyday life. Once fully integrated into your daily habits, providing world-class customer service becomes second nature.



### BUILDING CUSTOMER LOYALTY (Intermediate)

*Increase Customer Retention by Learning the Keys to Building Loyalty.*

#### COURSE DESCRIPTION

Every business understands the key to their success lies in their ability to attract new customers. That said, the ability to retain existing customers also plays a vital role in the success of a business. This online training course seeks to shed some light on the skills that help businesses foster loyal behavior from their customers. After all, returning customers ensure continuing revenue, repeat purchases, and overall long-term success



### QUALITY AWARENESS (Beginner)

*Increase Customer Satisfaction by Developing Quality Awareness.*

#### COURSE DESCRIPTION

At the core of every successful business lies customer satisfaction. In order to maintain 100% customer satisfaction, a business must have Quality Awareness. Without Quality of product, processes and services, a business will retain minimal customers. Without customers, they cease to exist.

## CUSTOMER SERVICE

### HANDLING CUSTOMER COMPLAINTS (Beginner)



Give your company a leading edge by enhancing your customer service skills.

#### COURSE DESCRIPTION

It's never fun to deal with difficult customers, but in the realm of customer service, you are bound to run into someone who is not happy for one reason or another. This course will show you how to handle customer complaints. By the end of this course, you will know how to address customer issues as well as the importance of building customer relationships. Each lesson includes helpful tips that you can utilize to improve your customer service skills.

### EXCEEDING CUSTOMER EXPECTATIONS (Beginner)



Discover how to have the best customer service.

#### COURSE DESCRIPTION

Today's customers have high expectations of the companies they buy from. Customers want to feel they are being heard, are part of something, and are having their needs met. Surpassing their expectations will keep your company competitive. This course will teach you the elements of customer care, how to connect with your customers, build a loyal following, and handle complaints.

### PROCESS IMPROVEMENT (Beginner)



Learn how to improve processes in the workplace.

#### COURSE DESCRIPTION

In this course, you will be introduced to the basics of process improvement and how to implement these practices in your workplace. You will learn about the different types of improvement and be able to explain what processes are and why they are important.

### LEAN AND CONTINUOUS PROCESS IMPROVEMENT (Intermediate)



Learn to improve your process with lean tools .

#### COURSE DESCRIPTION

No matter what industry you are in, you can always improve your daily operations so that you, your employees, and company are all constantly improving. In this course, we will study methods used by top brands for process improvement. We will also explain the concepts and tools of lean thinking as well as introduce a process improvement method developed by Toyota and how you can use it to your advantage.

## HUMAN RESOURCES



### ORGANIZATIONAL BEHAVIOR (Advanced)

*Prepare to Lead Successful Organizations.*

#### COURSE DESCRIPTION

Prepare to lead high-performing, successful organizations. Learn how to combine the skills, talents, and resources of individuals and groups to best solve the organizational problem at hand. Discover how to diagnose problems, make effective decisions, influence others, and shape organizational culture. Gain the fundamental tools to analyze organizational dynamics and lead within an organization.



### EMPLOYEE ENGAGEMENT (Intermediate)

*Learn to Keep Your Employees Motivated and Satisfied with Their Job.*

#### COURSE DESCRIPTION

In this course, you will learn how to increase employee engagement in your company. You will be able to identify disengaged employees and utilize techniques to enhance motivation and group cohesiveness. The course delves into topics, such as knowing your people, using reward systems, and distributing power and responsibility.



### RISK MANAGEMENT: IDENTIFYING RISKS (Intermediate)

*Learning to Identify Risks is the First Step in the Risk Management Process.*

#### COURSE DESCRIPTION

Risk Identification is a critical first step in the process of Risk Management. By identifying events or issues early--before they occur--your business can be better equipped to deal with these problems if and when they do occur. Failure to identify risks can leave a business vulnerable. This course gives you the tools to consider all possibilities.



### HR MANAGEMENT (Intermediate)

*Develop a Comprehensive and Sustainable HR Strategy.*

#### COURSE DESCRIPTION

This human resources course introduces the varying roles and responsibilities of human resources and management. Human resources encompass many important factors that all contribute to the success of an organization. HR departments work primarily in implementing change within an organization and in talent acquisition. This course within our online business training platform introduces the various responsibilities expected from effective human resource management.

## HUMAN RESOURCES



### ANTI-BRIBERY (Beginner)

*Learn to identify and prevent bribery.*

#### COURSE DESCRIPTION

Bribery is illegal, yet still occurs in nearly every country. In fact, trillions of dollars change hands in bribes. That's why it's important to be able to identify when someone is trying to bribe you and ways you prevent bribery. This course will show which occupations and activities are considered to have a high risk for bribes, along with how to identify locations that can have a high risk. You will also learn how some international organizations are preventing bribery.

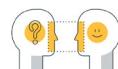


### STRATEGIC STAFFING (Intermediate)

*Develop Sufficient Staffing Techniques for Your Company.*

#### COURSE DESCRIPTION

The success of your organization rests heavily on the team of employees you hire. This online training program seeks to teach the proper strategies for finding the right people for your organization. The course includes information detailing how to plan, recruit, select, train, and retain fantastic employees for your team. Additionally, this course also includes best practices for successful human resource planning.



### UNCONSCIOUS BIAS (Essential)

*Learn to Identify and Overcome Unconscious Bias.*

#### COURSE DESCRIPTION

It is very normal to have biases, and everyone has a bias of some kind. Our unconscious bias is an unintentional bias we are not actively aware of. It occurs automatically and we may not be aware of it. This course is designed to give you an overview of what unconscious bias is, the types of unconscious bias and tips you can use to overcome your own unconscious bias.



### HUMAN RELATIONS IN BUSINESS (Intermediate)

*Understand and Improve Your Human Relation Skills.*

#### COURSE DESCRIPTION

Human relation skills are vital in business. Learn the skills of motivation, communication, leadership, and team building. Become familiar with the processes of conflict management, effective negotiations, and managing change and stress to increase your effectiveness in the workplace.

## HUMAN RESOURCES



### CREATING A CODE OF CONDUCT (Advanced)

*Create the Perfect Code of Conduct and Ethics for Your Business.*

#### COURSE DESCRIPTION

In this course, you will learn how to create a code of conduct and ethics fit for your business. Topics will include the process of writing the document and the training methods needed to fully inform your employees on how to be in compliance to your code. The course will also cover how to enforce your code of conduct and ethics, as well as understanding the multicultural considerations for multinational companies.



### CODE OF CONDUCT AND ETHICS FOR EMPLOYEES (Beginner)

*Learn why codes of conduct and ethics are important*

#### COURSE DESCRIPTION

Codes of conduct and ethics serve an important role in all companies. They act as guidelines for the company's character and expectations. This Code of Conduct and Ethics for Employees course will teach you what each code covers, the differences between the two, and how you can keep yourself and other employees accountable.



### BUSINESS ETHICS (Advanced)

*Learn to Incorporate your Company's Values into a Strong Ethics Policy.*

#### COURSE DESCRIPTION

Business Ethics is what is used to gauge the fairness of production, trade, and social responsibility. It is the development of values in response to a long history of ethical reflection. This course covers important topics related to ethical business decision making such as: ethics in the workplace, effective corporate codes, global business and ethics, corporate regulatory and compliance.



### CONFLICT MANAGEMENT (Intermediate)

*Fix Problems and Enable Growth through Positive Changes.*

#### COURSE DESCRIPTION

Although conflicts are generally perceived as negative, this course provides the tools and methods to manage conflict and turn it into a source of positive changes. Earn the trust of the people you work with by being a neutral "conflict facilitator", able to apply the fundamentals of dispute, conflict, and resolution.

## HUMAN RESOURCES



### COMPENSATION AND BENEFITS (Advanced)

*Explore Employee Compensation and Evaluate Benefits Options.*

#### COURSE DESCRIPTION

This course focuses on how organizations use compensation and benefits to achieve their goals. It explores compensation design, analysis, and evaluation. The design of pay systems, paying for performance, and the administration of pay systems are appraised and assessed in this course.





## MICROSOFT OFFICE 2016



### EXCEL 2016 INTRODUCTION (Beginner)

*Learn What is New in MS Excel 2016, as Well as Explore the Excel 2016 Platform.*

#### COURSE DESCRIPTION

Microsoft Excel is a powerful spreadsheet program that is used for storing, organizing, and manipulating data. This is an introductory course that is appropriate if you are a beginning user of Excel. In this course, you will learn what is new in Excel 2016 as well as introductory concepts of Excel.



### EXCEL 2016 ADVANCED (Intermediate / Advanced)

*Maximize Your Productivity with the Advanced Features of Excel.*

#### COURSE DESCRIPTION

This course is designed to take the Excel user to the next level by introducing advanced features including: Data management and analysis, Pivot tables, macros, and much more. Put your basic Excel functions into overdrive with this advanced level course.



### WORD 2016 INTRODUCTION (Beginner)

*Learn the Word interface to Streamline Your Workflow.*

#### COURSE DESCRIPTION

In this course, you will navigate the Microsoft Word 2016 interface along with some of its new features. We will show you a series of tools and techniques to help you become proficient in creating and editing documents. Learning these techniques will help you create professional documents with a consistent layout.



### WORD 2016 ADVANCED (Intermediate / Advanced)

*Advanced Editing Tools and Techniques to Manage Long Documents.*

#### COURSE DESCRIPTION

In this course, you will learn how to apply advanced formatting and layout options to your documents, along with reference tools to manage long documents. We will start by discovering the advanced features for the tools from the Introduction course. Then we will continue on our learning path to discover new tools such as performing a Mail Merge, inserting a Table of Contents, and creating Forms.

## MICROSOFT OFFICE 2016



### OUTLOOK 2016 INTRODUCTION (Beginner)

*Arrange and Organize Outlook 2016 to Work for Your Business Needs.*

#### COURSE DESCRIPTION

Microsoft Outlook 2016 Introduction will provide an overview into various uses and understanding of best practices when it comes to MS Outlook 2016 to effectively manage your inbox, schedule your calendar, organize your contacts, manage your tasks and much more. Also included: Outlook's note-taking capability and some shortcut options available for all.



### OUTLOOK 2016 ADVANCED (Intermediate / Advanced)

*Explore Powerful Outlook Settings for Professional and Personal Use.*

#### COURSE DESCRIPTION

Microsoft Outlook 2016 Advanced will provide an advanced look at the ever-popular professional mail management tool. The advanced course explores Outlook as much more than an email client – delving into its many tools and uses and exploring Microsoft best practices when it comes to Outlook calendar management to effectively manage your schedule. This course is aimed at corporate users but will greatly benefit anyone who uses Outlook to manage your inbox, schedule your calendar, organize your contacts, manage your tasks or for any other purposes.



### POWERPOINT 2016 INTRODUCTION (Beginner)

*Make Your Presentations More Engaging with New Features of PowerPoint 2016.*

#### COURSE DESCRIPTION

Discover what's new in Microsoft PowerPoint 2016. In this course, you will learn the fundamentals of this powerful presentation software. Explore the basics of putting together a presentation using: templates, text, graphics, audio and video. Learn to record narration and save your file as a video presentation.



### POWERPOINT 2016 ADVANCED (Intermediate / Advanced)

*Learn Advanced Techniques for Increasing Audience Interest in Your Presentations.*

#### COURSE DESCRIPTION

Ready to take your presentations to the next level? This course in Microsoft PowerPoint 2016 Advanced will teach you how to make your presentations stand out from the crowd. Learn advanced techniques for: customizing templates and working with master slides, understand object layering and advanced graphics tools, as well as presentation management and broadcasting.

## MICROSOFT OFFICE 2016



### ACCESS 2016 INTRODUCTION (Beginner)

*Learn How to Create and Use a Database, Along with Design Fundamentals.*

#### COURSE DESCRIPTION

Microsoft Access is an application used to create relational databases for data storage, data analysis and reporting. In this course, you will be introduced to the fundamentals of database design. Learn how to create and join tables to build the core of your database. Next, navigate and create queries, forms, and reports, which make up the usability of your database. After completing this course, you will be able to get more out of your data.



### ACCESS 2016 ADVANCED (Intermediate / Advanced)

*Learn to Manage and Customize Databases in This Advanced Course.*

#### COURSE DESCRIPTION

Microsoft Access can be used to store, manipulate, and report your data in a variety of ways. Continuing from the knowledge obtained in our intro course, we will learn advanced techniques to manage the objects we are familiar with. We will also learn how to use the Macro object. By the end of this course, you will be able to manage your own database and customize it to your needs.



### PROJECT 2016 INTRODUCTION (Beginner)

*Get Started with Microsoft Project 2016 or Update Your Previous Project Knowledge with this Course.*

#### COURSE DESCRIPTION

Microsoft Project 2016 Introduction will provide viewers with a basic understanding of how to get started using the Microsoft-based project management tool known as Project. After completing this course, you should be able to use MS Project 2016 to setup and start a new project, setup and work with a new project calendar, create tasks and dependencies, allocate and manage project resources, and prepare and deliver a solid project plan.



### PROJECT 2016 ADVANCED (Intermediate / Advanced)

*Monitor and Control Projects with a Deeper Understanding of Project 2016.*

#### COURSE DESCRIPTION

This course will give you a quick refresher of Project 2016 basics, as well as a deeper understanding of the scheduling capabilities of Project 2016. Learn Earned Value Analysis and advanced capabilities of the reporting tools. Exporting to other applications are also included.

## MICROSOFT OFFICE 2016



### VISIO 2016 INTRODUCTION (Beginner)

*Update Your Previous Visio Knowledge or get to Know Microsoft Visio 2016 for the First Time with this Course.*

#### COURSE DESCRIPTION

Microsoft Visio 2016 will provide viewers with an overview of the differences between Visio 2016 and previous Visio versions as well as the various versions of Visio 2016. Additionally, this training will provide an in-depth understanding of how to use Visio 2016 effectively to build drawings for personal and professional use, how to place and manipulate shapes and connector lines, and how to format it all to provide a complete design that will be inviting to your entire audience.



### VISIO 2016 ADVANCED (Intermediate / Advanced)

*Get to Know Advanced Features of Diagrams and Custom Shape Design.*

#### COURSE DESCRIPTION

Microsoft Visio 2016 Advanced teaches advanced topics and in-depth understanding of how to use MS Visio 2016 to effectively create advanced diagrams and drawings, connect data to shapes, and effectively work with layering. We will also look at creating new shapes and we will cover other advanced topics such as scale, perspective, and area measurements.

## MICROSOFT OFFICE 2013



### EXCEL 2013 INTRODUCTION (Beginner)

*This Course is Designed to Explain the Basic Features of Excel 2013.*

#### COURSE DESCRIPTION

This course is designed for the Excel 2013 user who is completely new to Excel. Therefore, this course will describe and explain the user interface first. Then you will learn how to enter, edit, delete and format data in cells. You will learn how to work with a group (range) of cells in Excel, first to add values, then to edit the values, and finally to create charts and tables from these values. In addition, you will learn to add images for background, for headings and more.



### EXCEL 2013 ADVANCED (Intermediate / Advanced)

*Master New Formulas and Functions with This Advanced Course.*

#### COURSE DESCRIPTION

This course on Microsoft's Excel 2013 software explains advanced features and does little review of basics. Start by learning to modify and customize how Excel looks and works, including using templates. Learn more advanced techniques for computation, combining functions and formulas with conditional or logical tests. Explore tables and their features, as well as learn to group data in other ways. Learn to protect the work while collaborating with others and exchanging data with other Windows programs. Also included is an introduction to scenarios and programming using macros.

## MICROSOFT OFFICE 2013



### WORD 2013 INTRODUCTION (Beginner)

*Learn the Basics to Create Professional Looking Documents.*

#### COURSE DESCRIPTION

In this course, you will get started with a general tour of the Microsoft Office 2013 Word interface. If you are new to this software, you will become familiar with the Ribbon tabs and the options and buttons available to help you create documents. Documents are a necessity in business. Learning to properly format documents is an essential skill for anyone. This course includes: formatting text, paragraphs and pages, adding visual effects such as: graphs, and tables, creating lists, formatting outlines and many other functions to creating documents.



### WORD 2013 ADVANCED (Intermediate / Advanced)

*Learn the Advanced Editing Features Microsoft Word has to Offer.*

#### COURSE DESCRIPTION

In this course, you will learn advanced features of the Microsoft Office 2013 Word interface. Documents are a necessity in business, as well as other fields. Take your word processing skills to the next level with instruction in: working with multi-page documents, using templates and applying themes and styles. Learn how to use Mail Merge, create hyperlinks to websites and other documents. Gain knowledge in advanced illustration features and learn how to insert other file formats into Word documents.



### POWERPOINT 2013 INTRODUCTION (Beginner)

*Enhance Your Presentations and Improve your Productivity.*

#### COURSE DESCRIPTION

This course will give you the tools necessary to create effective and powerful presentations in order to excel your professional career. The course will also provide you with the ability to expand your reach through utilizing creative methods for a presentation that is bar none.



### POWERPOINT 2013 ADVANCED (Intermediate / Advanced)

*Manage Your Meeting Media Presentations with Advanced Features.*

#### COURSE DESCRIPTION

Discover the advanced features of PowerPoint 2013. Utilize PowerPoint for powerful presentations and compelling designs. Learn the advanced features of PowerPoint to become more organized while handling important meetings and conferences. Learn to manage SmartArt, audio, and hyperlinks in presentations.

## MICROSOFT OFFICE 2013



### OUTLOOK 2013 INTRODUCTION (Beginner)

*Learn Introductory Skills for Email, Planning and Organization.*

#### COURSE DESCRIPTION

Learn the essential functions and features of Microsoft Outlook 2013 software, including: how to use the calendar and schedule appointments, create and send email, create task lists, and manage your contacts. Learn how to attach files and compress picture files when sending email. Get organized, increase productivity and plan effectively by utilizing this desktop organizer.



### OUTLOOK 2013 ADVANCED (Intermediate / Advanced)

*Get Organized with This Microsoft Outlook 2013 Advanced Course.*

#### COURSE DESCRIPTION

Discover the advanced features of Outlook 2013. Utilize Outlook for more than just emailing. Learn the advanced features of Outlook to become more organized while handling your everyday work flow. Learn to manage messages, contacts, calendars, and more.



### PROJECT 2013 INTRODUCTION (Beginner)

*Learn the Basics of this Project Management Software.*

#### COURSE DESCRIPTION

Introduction to Microsoft Project 2013 will provide viewers with a basic understanding of how to get started using the Microsoft-based project management tool known as Project. After completing this course, you should be able to use MS Project 2013 to setup and start a new project, setup and work with a new project calendar, create tasks and dependencies, allocate and manage project resources, and prepare and deliver a solid project plan.



### PROJECT 2013 ADVANCED (Intermediate / Advanced)

*Improve Your Project Management Skills with MS Project 2013.*

#### COURSE DESCRIPTION

Microsoft Project 2013 Advanced will provide you with an overview of the introduction topics and in depth understanding of how to use MS Project 2013 to effectively monitor your project progress, advanced scheduling techniques including scheduling from the end of the project, rather than the start. The course will cover analyzing earned value, as well as advanced reporting and customization methods.

## MICROSOFT OFFICE 2013



### ACCESS 2013 INTRODUCTION (Beginner)

*Learn the Basics of Database Design.*

#### COURSE DESCRIPTION

Microsoft Access is an information management software that enables you to store information for reference, reporting, and analysis; eliminating the need for extensive spreadsheets. Understand how to begin using tables, fields and records. Learn the basics of designing and developing database applications with this course.



### ACCESS 2013 ADVANCED (Intermediate / Advanced)

*Take Control of Your Data by Learning Advanced Features of Database Design.*

#### COURSE DESCRIPTION

This course is designed for those with some experience with the features and functionalities of Microsoft Access. Learn the advanced features and functions of Access to develop and support robust database systems, manipulate and query data, develop forms, and design sophisticated data analysis reports.



### VISIO 2013 INTRODUCTION (Beginner)

*Learn to Basics of Organizational and Flow Charts.*

#### COURSE DESCRIPTION

Learn the basics of Microsoft's diagramming program, Visio. This course provides in-depth understanding of how to use MS Visio 2013 effectively to build drawings for personal and professional use, how to place and manipulate shapes and connector lines, and how to format it all to provide a complete design that will be inviting to your entire audience. Learn to build organizational charts, seating charts, floor plans, and flowcharts.



### VISIO 2013 ADVANCED (Intermediate / Advanced)

*Learn Advanced Visio Techniques to Create Customized Layouts.*

#### COURSE DESCRIPTION

Graphically organize concepts and chart ideas by utilizing the advanced concepts and features of Visio. Learn how to work with more advanced custom shape designs to create technical layouts, work flow designs, and advanced diagram types. The Visio software enables users an easy way to map out technology assets, process enhancements, networks, and other business functions.

## MICROSOFT OFFICE 2010



### ACCESS 2010 INTRODUCTION (Beginner)

*Organize Your Data and Create Your Own Databases.*

#### COURSE DESCRIPTION

Explore the basics of database creation and management in this introductory Access 2010 course. Learn how to perform the daily tasks associated with any database, including creating databases, tables, forms, and reports. Learn how to filter records, as well as search your database with effective queries.



### ACCESS 2010 ADVANCED (Intermediate / Advanced)

*Use Advanced Techniques to Design and Create Relational Databases.*

#### COURSE DESCRIPTION

Take your skills in Microsoft Access 2010 to the next level. Learn how to design relational databases, relate tables, create forms and sub forms, and enhance the use of specialty forms. Discover how to use interactive queries to produce reports and create simple macros to automate everyday tasks. Finally, explore working with Microsoft Excel and Word to exchange and manipulate data effectively.



### ACCESS 2010 NEW FEATURES (Beginner)

*Work with Databases More Easily Using Access 2010's New Features.*

#### COURSE DESCRIPTION

Discover all the exciting new changes to Access 2010. Learn about Access's new features, such as the Backstage View, compatibility with previous versions, the new ribbon, data trends, the Expression Builder, and improvements to macros. Develop your proficiency in Access and use the new features to make working with databases easy.



### EXCEL 2010 INTRODUCTION (Beginner)

*Create Spreadsheets and Perform Basic Calculations with Formulas.*

#### COURSE DESCRIPTION

Learn the basics of Microsoft Excel 2010, the popular spreadsheet program. Begin with a tour of the Excel Window and learn how to create a worksheet, add and edit data and images, and save for printing in various formats. Discover the various built-in math, financial, and text related functions that Excel provides. Begin your journey toward becoming proficient in creating professional spreadsheets in Excel 2010.

## MICROSOFT OFFICE 2010



### EXCEL 2010 ADVANCED (Intermediate / Advanced)

Analyze, Manage, Visualize, and Share Your Data.

#### COURSE DESCRIPTION

Learn advanced features, starting with how to customize both the Quick Access Toolbar and the Ribbon by adding new buttons and tabs, removing buttons and/or tabs and more. Make complex by adding conditions, testing conditions and naming cells in formulas. Learn advanced ways to use tables and templates, collaboration, and macros.



### EXCEL 2010 NEW FEATURES (Beginner)

Learn the New and Enhanced Features of Excel 2010.

#### COURSE DESCRIPTION

Discover the new and enhanced features of Microsoft Excel 2010. Begin by comparing Excel 2010's features with the older 2007 version, including basic feature additions and corrections. Explore the new features designed to help with general productivity and to assist in making business presentations and calculations. Finally, learn how to utilize new features to share your Excel work and access Excel material through the Web.



### WORD 2010 INTRODUCTION (Beginner)

Learn Word's Enhanced Features to Create and Edit Documents.

#### COURSE DESCRIPTION

Learn how to use Microsoft Word 2010 to create, edit, format, and print documents. Gain familiarity with the best practices for word processing, explore the Ribbons, and learn numerous timesaving tips. Customize the Word screen, discover new features, and experience hands-on instruction.



### WORD 2010 ADVANCED (Intermediate / Advanced)

Utilize Advanced Features in Word to Create Complex Documents.

#### COURSE DESCRIPTION

Learn how to use the many advanced features of Microsoft Word 2010. Work with large documents, use styles for quick formatting, insert references, use mail merge, and create hyperlinks within documents. Discover how to publish your work to blogs and how to save text in PDF, XML, and HTML formats. Enhance your documents with the more sophisticated features of Word 2010.

## MICROSOFT OFFICE 2010



### WORD 2010 NEW FEATURES (Beginner)

*Get Up to Speed with the New Features of Word 2010.*

#### COURSE DESCRIPTION

Discover the difference between Microsoft Word 2010 and its previous versions, specifically Word 2007. Learn about the new enhancements of the most frequently used features and discover how to work with them.



### OUTLOOK 2010 INTRODUCTION (Beginner)

*Get Organized with Email, Contacts, and the Calendar.*

#### COURSE DESCRIPTION

Learn all about the functions and features of Microsoft Outlook 2010, including: how to use the calendar and schedule appointments, create and send email, create task lists, and manage your contacts. Learn how to attach files and compress picture files when sending email. Make your life easier by utilizing this desktop organizer.



### OUTLOOK 2010 ADVANCED (Intermediate / Advanced)

*Delve Further into Outlook's Advanced Email Capabilities & Features.*

#### COURSE DESCRIPTION

Discover the advanced features of Outlook 2010. Experience a more sophisticated approach to utilizing Outlook than just emailing. Learn the features to become more organized while handling your everyday work flow, dealing with email, tracking information, arranging meetings, and structuring your work environment.



### OUTLOOK 2010 NEW FEATURES (Beginner)

*Save Time with the Exciting New Features of Outlook 2010.*

#### COURSE DESCRIPTION

Discover the new features of Microsoft Outlook 2010. Learn about the new Backstage View and the improved ribbon tools. Find out how to save time by managing emails and learn how to categorize emails and combine multiple email accounts, calendars, and address books. Finally, explore how different views make locating information easier.

## MICROSOFT OFFICE 2010



### POWERPOINT 2010 INTRODUCTION (Beginner)

*Add Graphics, Themes, and Media Clips to Your Presentations.*

#### COURSE DESCRIPTION

Discover how to create customized presentations designed to impress your audience. Use the Office button and ribbons to navigate PowerPoint 2010. Design your presentation layout with headers and footers, apply themes, and format text. Learn how to add tables, shapes, Clip Art, SmartArt, and media clips.



### POWERPOINT 2010 ADVANCED (Intermediate / Advanced)

*Add Graphics, Themes, and Media Clips to Your Presentations.*

#### COURSE DESCRIPTION

Explore the advanced features of PowerPoint 2010. Learn how to apply transitions and add animation to give movement to your presentation. Incorporate business elements and documents from outside the PowerPoint program, and finalize your presentation for printing, broadcasting, presenting live, or sharing on the Web. Discover more features for greater flexibility when creating dynamic presentations.



### POWERPOINT 2010 NEW FEATURES (Beginner)

*Discover the New Tools and Features of PowerPoint 2010.*

#### COURSE DESCRIPTION

Discover the exciting new features of Microsoft PowerPoint 2010. Begin by comparing PowerPoint 2010 with its previous version to gain a strong understanding of how the program has improved. Learn how to embed video and apply 3D slide transitions, as well as save time by working in the Backstage view and customizing your ribbons. Discover new co-authoring capabilities, and share your presentation on the Web.

## MICROSOFT OFFICE 2007



### EXCEL 2007 INTRODUCTION (Beginner)

*Create Professional Spreadsheets and Get Started with Formulas.*

#### COURSE DESCRIPTION

Acquire the skills to effectively use Microsoft Excel 2007. Gain experience with Excel's tools by creating spreadsheets and formulas, practicing data entry, formatting data, and more.



### EXCEL 2007 ADVANCED (Intermediate / Advanced)

*Analyze, Manage, and Share Your Data with Advanced Features.*

#### COURSE DESCRIPTION

Put Microsoft Excel's more advanced features and functions under your fingertips. Learn to make your work easier with 'if statements,' cost extensions, amortization tables, and much more.



### ACCESS 2007 INTRODUCTION (Beginner)

*Learn to Create Your Own Easy-to-Use Databases.*

#### COURSE DESCRIPTION

Control complex tasks by creating and updating database information with Microsoft Access. This introductory course covers the basic concepts in accessing, manipulating, and using database information so you can start putting this powerful program to use.



### ACCESS 2007 ADVANCED (Intermediate / Advanced)

*Start Managing and Manipulating Your Databases.*

#### COURSE DESCRIPTION

Learn advanced techniques to help you manage, search for, and report large amounts of data. This advanced course in Microsoft Access shows you how to set up tables and fields, use forms to enhance data integrity, run queries, and create useful reports.

## MICROSOFT OFFICE 2007



### POWERPOINT 2007 ([Beginner](#))

*Create Customized Presentations That Will Impress Your Audience.*

[COURSE DESCRIPTION](#)

This course is designed to teach you the principles, concepts, and techniques involved in developing effective presentations. Learn how to create PowerPoint presentations from scratch, as well as how to add special features to make presentations more attractive.



### WORD 2007 INTRODUCTION ([Beginner](#))

*Create, Edit, and Format Your Personal and Professional Documents.*

[COURSE DESCRIPTION](#)

Let us introduce you to the 2007 version of Microsoft Word. Discover the new interface, navigate the toolbar, and learn how to create, edit, and format professional documents. This course also includes shortcuts that will make your work easier.



### WORD 2007 ADVANCED ([Intermediate / Advanced](#))

*Enhance Your Documents with Tables, Graphs, and Images.*

[COURSE DESCRIPTION](#)

This advanced course helps you take your Word documents and projects to the next level. Enhance documents with tables, use customized document types, add stylized images, and more.

## MICROSOFT OFFICE 2007



### OUTLOOK 2007 (Beginner)

*Organize Your Calendars and Communicate Faster with Email.*

[COURSE DESCRIPTION](#)

Learn the basic and advanced topics in Microsoft Office Outlook 2007. Microsoft Outlook is a program for email, contact, and scheduling management. Explore the most commonly used features Outlook has to offer to improve organization and work more efficiently in both your personal and business environments.



### PUBLISHER 2007 INTRODUCTION (Beginner)

*Learn How to Utilize Text and Graphics in Your Documents.*

[COURSE DESCRIPTION](#)

Discover the fundamentals of this desktop publishing software application, used to design all kinds of documents for publishing, marketing, and advertising. Learn the basics of the most commonly used Publisher menus and functions. Work with text and graphics in a typical Publisher publication and learn how to create letterhead, flyers, and business cards.



### PUBLISHER 2007 ADVANCED (Intermediate / Advanced)

*Create Professional Newsletters, Brochures, Websites, and More.*

[COURSE DESCRIPTION](#)

Learn more about the advanced features and tools of Publisher 2007. Discover how to create a newsletter, brochure, greeting card, poster, and website. Enhance your project by inserting and formatting tables and graphics, and gain valuable tips on writing effectively and working with images.

## MICROSOFT OFFICE 2003



### EXCEL 2003 INTRODUCTION (Beginner)

*Create Spreadsheets Perfect for Personal and Professional Use.*

#### COURSE DESCRIPTION

This course offers an overview of Excel's interface and experience. Create spreadsheets and formulas, practice data entry, format data, and more. Also, find out how to use Excel's spreadsheets to achieve your goals.



### EXCEL 2003 ADVANCED (Intermediate / Advanced)

*Analyze, Manage, and Format Your Data with Ease.*

#### COURSE DESCRIPTION

Understand the more advanced features of Excel 2003, the spreadsheet program widely used for financial and data management. Learn how to use array formulas, special formatting, and VLOOKUP to make tasks easier.



### POWERPOINT 2003 (Beginner)

*Create Polished, Professional Presentations Designed to Impress.*

#### COURSE DESCRIPTION

Update your presentations with Microsoft PowerPoint 2003. Learn how to format text, add shapes, insert Clip Art and pictures, and add tables and charts. This course even includes tips for delivery and a bonus lesson on how to create greeting cards.

## MICROSOFT OFFICE 2003



### WORD 2003 INTRODUCTION (Beginner)

*Create Professional-Looking Documents Designed to Impress.*

#### COURSE DESCRIPTION

In this introductory course, students become familiar with the most commonly used features of Microsoft Word. From functional tables to formatting, data entry to editing, this course helps you start creating professional documents that are suitable for the workplace.



### WORD 2003 ADVANCED (Intermediate / Advanced)

*Enhance Your Documents with Styles, Images, and Templates.*

#### COURSE DESCRIPTION

This course discusses advanced Microsoft Word 2003 features that will make your work and life easier. Learn how to work with styles, create formulas, track changes, and more.



### OUTLOOK 2003 (Beginner)

*Organize Your Life and Make Communicating Easier with Email.*

#### COURSE DESCRIPTION

Microsoft Outlook makes organizing your life possible. Outlook is a personal information manager equipped with email applications, multiple calendars and contact managers, and task management tools.

## OPERATING SYSTEMS



### WINDOWS 7 (Beginner)

*Get Familiar with the Newest Microsoft Operating System.*

#### COURSE DESCRIPTION

Windows 7 is the latest operating system released by Microsoft. In this course, you will learn how to use this powerful program, from basic interface features to advanced desktop customization. You will also learn about networking and file management, as well as ways to make your computer run faster and more efficiently.



### MICROSOFT WINDOWS XP (Beginner)

*Enjoy a Rich Computing Experience with this Operating System.*

#### COURSE DESCRIPTION

This course introduces students to the Microsoft Windows XP operating system. Although it is not intended as a certification preparation course, we will be following the instructional guidelines for the Windows XP 70-270 certification training for a thorough look at Windows XP. Learn how to install Windows XP, use the control panel, customize the desktop, and more.



### WINDOWS 8 (Beginner)

*Learn to Navigate Microsoft's Unique Mobile Themed OS-Windows 8.*

#### COURSE DESCRIPTION

Designed as a forward-thinking operating system of the future, Windows 8, applies mobile themes to the PC. Learn how to utilize all the essential features Windows 8 operating system offers: mobile integration, cloud storage, and security enhancements. This course shows step-by-step the software interface, file and folder behaviors, the new apps, working with external devices and how setup networks.



### WINDOWS 10 (Beginner)

*Explore the Many New Features of Windows 10.*

#### COURSE DESCRIPTION

Learn all the essential features of Windows 10. This course will walk you through installation of the software, as well as customizing and personalizing the features. Explore some of the new apps and start working with files and applications. Learn how to manage folders, use Cortana to search and navigate, browse the web with Microsoft Edge browser, work with Mail, Calendars, Sharing and People.

## ADOBE CREATIVE CLOUD



### INTRODUCTION TO ADOBE CREATIVE CLOUD (Beginner)

*Getting Started with the Creative Cloud Platform.*

#### COURSE DESCRIPTION

This course is a general overview of features that make the platform great for creative projects and collaborating in team environments. It also details the step-by-step process of getting started. Learn how to sign up for Adobe Creative Cloud, install the Desktop App, and download your software.



### DREAMWEAVER CC INTRODUCTION (Beginner)

*Learn to Build a Website with the Basics of Dreamweaver*

#### COURSE DESCRIPTION

This course provides the fundamental understanding for the creation of websites utilizing Dreamweaver's powerful software tools. This course will demonstrate knowledge of the Internet as a communication delivery system, authoring page layouts and structure formatting.



### PHOTOSHOP CC INTRODUCTION (Beginner)

*Enhance Your Photo Editing and Graphic Designing Skills.*

#### COURSE DESCRIPTION

An introductory look at the fundamentals of Adobe Photoshop, a pixel based image editing software application used by professional graphic artists and photographers to create and modify images for use in print, multimedia and web design. This graphic design training course includes topics on navigating the creative cloud, navigating the Photoshop software, workspace and documents, brushes, using color, selections, layers, and retouching.



### PHOTOSHOP CC ADVANCED (Intermediate / Advanced)

*Advanced Skills to Enhance Your Photo Editing & Graphic Design Skills.*

#### COURSE DESCRIPTION

An advanced look at the fundamentals of Adobe Photoshop, a pixel based image editing software application used by professional graphic artists and photographers to create, as well as modify images. This graphic design training course includes topics on compositing, layers, and filters, working with type, vectors, advanced brushes, automating, and more.

## ADOBECREATIVE CLOUD



### ILLUSTRATOR CC INTRODUCTION (Beginner)

*Getting Started with the Basic Fundamentals of Adobe Illustrator.*

#### COURSE DESCRIPTION

An introduction to the fundamentals of Adobe Illustrator, an image editing software used by professional graphic artists. This graphic design training course includes topics on: working with the tools and user interface, drawing shapes, using the pen and curvature tools, editing Bezier paths, tracing images, layer basics, transforming, working with color basics and more.



### ILLUSTRATOR CC ADVANCED (Intermediate / Advanced)

*An in Depth Course on the Advanced Features of Adobe Illustrator.*

#### COURSE DESCRIPTION

This course provides the fundamental understanding for the creation of websites utilizing Dreamweaver's powerful software tools. This course will demonstrate knowledge of the Internet as a communication delivery system, authoring page layouts and structure formatting.



### INDESIGN CC INTRODUCTION (Beginner)

*Learn the Fundamentals of Adobe InDesign for Desktop Publishing.*

#### COURSE DESCRIPTION

An introduction to the fundamentals of Adobe InDesign, this powerful program gives you complete creative control in creating documents whether it is for a professional or home printer, the web or PDF files. These lessons will give you enough information to feel confident at handling most document formatting and design.



### INDESIGN CC ADVANCED (Intermediate / Advanced)

*Create Professional Print Media with Advanced Concepts and Features.*

#### COURSE DESCRIPTION

Learn the advanced concepts and features of Adobe InDesign used to create professional-quality, full color documents for print and electronic media. InDesign is a powerful page-design and production application that offers precision, control and seamless integration with other Adobe professional graphics software. Produce professional documents with this advanced course.

## ADOBE CS5



### ILLUSTRATOR CS5 (Beginner)

*Design Your Own Illustrations and Create Logos, Ads, and More.*

#### COURSE DESCRIPTION

Utilize the software program Adobe Illustrator CS5 to create and organize text and graphic images into personal and commercial output. Learn how to generate effective typography, utilize a variety of color palettes and libraries, develop unique brushes and patterns, apply transparency and other special effects, transform objects and manipulate perspective, utilize blends and gradients to produce airbrush effects, make use of pathfinder tools, and import and export different graphic file formats.



### INDESIGN CS5 INTRODUCTION (Beginner)

*Learn the Popular Program of Publishing Professionals.*

#### COURSE DESCRIPTION

Discover the basic features of Adobe InDesign CS5. Learn how to create, edit, and format single and multipage documents. Enhance your documents with color, graphics, and tables, and create various projects, such as books and flyers.



### INDESIGN CS5 ADVANCED (Intermediate / Advanced)

*Become a Publishing Expert with Interactive Documents.*

#### COURSE DESCRIPTION

Gain a more complete understanding of InDesign CS5, the popular program of publishing professionals. Learn how to use the advanced features of the styles palettes, work with graphics, format tables, create interactive documents, and export files for a variety of media. Continue your journey toward becoming an expert in InDesign CS5.



### INDESIGN CS5 NEW FEATURES (Beginner)

*Get Up to Speed with InDesign's Exciting New Features.*

#### COURSE DESCRIPTION

Discover the new features of InDesign CS5. Find out how InDesign CS5 has changed from its previous version with new tools and layout features. Explore the new features of creating interactive documents with animation and sound, tracking text, selecting and transforming document elements, creating multiple page sizes in a single document, and modifying paragraph controls. Get up to speed on all the new and exciting changes to InDesign.

## ADOBE CS4



### TYPOGRAPHY WITH INDESIGN (Beginner)

*Understand the Ins and Outs of Types and Letterforms.*

#### COURSE DESCRIPTION

Learn the fundamentals of typographic design, an essential component of all visual communication, whether functional or creative. Learn how to utilize good typography to improve the message meaning and impact, whether in print, video, or multimedia. Develop a solid understanding and use of type and letterforms within a composition to effectively communicate quality information.



### AFTER EFFECTS CS4 (Beginner)

*Learn How to Produce High-Quality Motion Graphics.*

#### COURSE DESCRIPTION

Learn how to create motion graphics footage for broadcast and Internet video, DVD menu systems, mobile content, and film. This course will take you step by step through a series of demonstrations and exercises. Build your first animated sequence and learn how to use keyframes efficiently by trying a multitude of special effects. Experiment with masks, titles, shapes, and footage in 3D space. Gain the basic skills to get up and running quickly with Adobe After Effects CS4.



### PHOTOSHOP CS4 INTRODUCTION (Beginner)

*Learn How to Manipulate and Enhance Your Photos.*

#### COURSE DESCRIPTION

Learn all about the basic functions of Adobe Photoshop CS4, including how to combine multiple scanned images into one composite form and practice nondestructive editing. Learn how to use proper color correcting techniques, create and manipulate graphics, edit photographs, and add special effects to projects. Finally, explore saving files for optimum clarity and file size.



### PHOTOSHOP CS4 ADVANCED (Intermediate / Advanced)

*Advanced Techniques in Photo Editing.*

#### COURSE DESCRIPTION

Learn some of the advanced functions of Adobe Photoshop CS4, including how to: create and enhance web icons, use Photoshop's animation features, work with digital color and other advanced photo-editing features, create product illustrators, as well as many other nondestructive editing techniques.

## ADOBE CS4



### ILLUSTRATOR CS4 INTRODUCTION (Beginner)

*Design Your Own Illustrations and Create Logos, Ads, and More.*

#### COURSE DESCRIPTION

Take the first step toward creating professional graphics and visual effects with Adobe Illustrator CS4. Learn the power of two- and three-dimensional vector artwork, including how to improve your productivity with brushes and how to create formats for text along curves, within shapes, and as objects. Customize shape and object drawing as well as image tracing with the Pencil and Line tools. Build your foundation for creating dynamic images with this number one graphics software in logo design, illustrations, and Web development.



### ILLUSTRATOR CS4 ADVANCED (Intermediate / Advanced)

*Design Your Own Illustrations and Create Logos, Ads, and More.*

#### COURSE DESCRIPTION

In this course, students use the computer to create and organize text and vector graphic images for personal and commercial output. Students will produce and manipulate vector graphic images through the software program Adobe Illustrator CS4. Students will generate effective typography, utilize a variety of color palettes and libraries, develop unique brushes and patterns, apply transparency and other special effects, transform objects and manipulate perspective, utilize blends and gradients to produce airbrush effects, make use of pathfinder tools, understand CMYK and RGB, and import and export different graphic file formats.



### INDESIGN CS4 INTRODUCTION (Beginner)

*Start Publishing Your Own Brochures, Books, Magazines, and More.*

#### COURSE DESCRIPTION

Learn to use Adobe InDesign, the popular program of publishing professionals. This course begins with the basics of setting up multipage documents and explains how to create text and graphic documents using Adobe's desktop publishing software. Start producing sophisticated layouts with typeset headings, text, and graphic images. Learn to use professional graphic design, layout, typography, and typesetting techniques. This course also discusses how to properly prepare work to be sent to the service bureau or production house. Start here and learn InDesign from cover to cover.



### INDESIGN CS4 ADVANCED (Intermediate / Advanced)

*Start Producing Sophisticated Interactive Layouts.*

#### COURSE DESCRIPTION

Learn to use Adobe InDesign CS4, the popular program of publishing professionals. This advanced course delves further into the program and discusses working with character, paragraph, and object styles. Learn how to work with longer documents, import and modify graphics, and create and format tables. Start producing layouts and learn how to prepare them for publication in print and on the Web. Continue your InDesign training here and get a deeper understanding of this publishing program.

## ADOBE CS4



### DESIGN & LAYOUT (Beginner)

*Experiment with Design Concepts and Develop Your Own Style.*

#### COURSE DESCRIPTION

The emphasis of this course is on the process of creating effective, efficient, and dynamic solutions to complex visual communication problems. Each stage of the design process is explored, with emphasis on developing a creative problem-solving approach and refining a personal design sense.



### FLASH CS4 (Beginner)

*Bring Your Creations to Life with Interactive Animation.*

#### COURSE DESCRIPTION

This course covers the basics of Adobe Flash CS4 Professional, a program used to create animations, games, and user interfaces. Beginning with a simple introductory animation project, this course introduces the concepts and techniques necessary to get the most out of this software tool.



### GRAPHIC DESIGN PRINCIPLES (Beginner)

*Learn About Design, Composition, Components, and Concept.*

#### COURSE DESCRIPTION

This online course introduces the visual communication principles and concepts of successful graphic design. Topics include form, color palettes, text and image relationships, typography, grid structures, and layout design. Refine and develop your personal design sensibility by applying appropriate and creative design presentations within cultural and historical contexts.

## ADOBE CS4



### DREAMWEAVER CS4 INTRODUCTION (Beginner)

*Create Professional Websites with Rich Interactive Content.*

#### COURSE DESCRIPTION

Learn the fundamentals of Adobe Dreamweaver CS4, one of the main professional website development tools used in the industry today. Explore the advantages of various approaches to developing websites and webpages with Dreamweaver, and gain a basic understanding of Web design, script development, and website organization.



### DREAMWEAVER CS4 ADVANCED (Intermediate / Advanced)

*Create Websites and Pages and Edit Them on a Live Web Server.*

#### COURSE DESCRIPTION

Adobe Dreamweaver CS4 is one of the main professional website development tools in the industry today. This advanced Web design course will help you understand how to program complex websites using creative imagery and professional development and design techniques.

## ADOBE CS3



### PHOTOSHOP CS3 INTRODUCTION (Beginner)

*Put Your Best Image Forward by Editing Photos and Graphics.*

#### COURSE DESCRIPTION

Familiarize yourself with the tool of professional photographers, Web designers, and graphic artists everywhere. Learn to enhance and adjust your pictures as this course takes you through the beginning stages of creating, manipulating, and editing digital images.



### PHOTOSHOP CS3 INTERMEDIATE (Intermediate)

*Enhance Your Photos with Layering, Retouching, and More.*

#### COURSE DESCRIPTION

Continue learning how to revolutionize your digital images. Offering a more in-depth analysis of Photoshop, this course features layers and describes how to manage layering for a smooth, organized piece. Learn how to retouch photographs and create special effects. Take a step towards becoming proficient in Photoshop CS3.



### PHOTOSHOP CS3 ADVANCED (Advanced)

*Make Your Old Photos New Again and Create Innovative Images.*

#### COURSE DESCRIPTION

Make old photos like new. Eliminate red-eye. Combine images. Experiment with layers. Create a new world. This advanced Photoshop course will teach you the art of salvaging original photos with sophisticated photo restoration methods. You will also be introduced to the art of creating new images with photo manipulation techniques.



### FLASH CS3 INTRODUCTION (Beginner)

*Start Working with Animation and Add Movement to Your Projects.*

#### COURSE DESCRIPTION

Enter a new dimension and learn to animate like a professional. This course introduces you to Flash CS3, the most popular animation program among today's interactive design professionals. Taking you through the interface and beginning concepts of working with animation, this class will jump-start your interest and knowledge of creating engaging material.

## ADOBE CS3



### FLASH CS3 INTERMEDIATE (Intermediate)

*Add Drama to Your Projects with Animation Techniques.*

#### COURSE DESCRIPTION

Sharpen your Adobe Flash CS3 skills and increase your knowledge of interactive content in this intermediate Flash course. This course will take you through the more sophisticated animation techniques required to add enhanced drama to your material. Get started with projects that feature special effects, motion guides, buttons, and more.



### FLASH CS3 ADVANCED (Advanced)

*Perfect Your Animations and Present Them to the World.*

#### COURSE DESCRIPTION

Learn the advanced techniques of Adobe Flash CS3. By the end of this course, you will be on your way to creating engaging and interactive professional-grade animation to incorporate into your projects. Learn how to import images and files, add audio to your video, and gain the skills to continue improving your animation through practice and application.



### DREAMWEAVER CS3 INTRODUCTION (Beginner)

*Learn the Basics of Building Your Own Website.*

#### COURSE DESCRIPTION

Explore the wide world of Web design. In this course, you will learn all about how the Internet works and how to create a website fit for publishing. This course will teach you how to insert images into a website, wrap text around images, and make your website public. Start here to begin your journey towards becoming a webpage designer.



### DREAMWEAVER CS3 INTERMEDIATE (Intermediate)

*Enhance Your Website with Customized and Interactive Layouts.*

#### COURSE DESCRIPTION

Explore new layout techniques in this intermediate course on Adobe Dreamweaver CS3. Learn how to insert tables into your webpage design and gain new control over where items appear on the page. Discover how to customize tables and insert interactive buttons for more advanced web pages.

## ADOBE CS3



### DREAMWEAVER CS3 ADVANCED (Advanced)

*Perfect Your Website by Mastering Design, Features, and Layout.*

#### COURSE DESCRIPTION

Discover advanced Web design techniques to create complex and customized projects. Learn how to achieve total control of page layout, positioning, and content by using Cascading Style Sheets (CSS). By the end of this course, you will have new power over the layout, design, and features of your website, along with the tools to build any webpage you require.



### ILLUSTRATOR CS3 INTRODUCTION (Beginner)

*Start Creating Graphics and Visual Effects.*

#### COURSE DESCRIPTION

Take the first step towards creating professional graphics and visual effects. Learn how to create a custom drawing, input text, and add color and effects to images. This course will teach you the basics so you can build a foundation for a future in illustration design.



### ILLUSTRATOR CS3 INTERMEDIATE (Intermediate)

*Start Adding 3D Effects to Your Illustrations.*

#### COURSE DESCRIPTION

This intermediate course in Illustrator CS3 teaches you the more sophisticated functions of vector-based design. Take your graphics to the next level by learning how to create paths and 3D shapes.



### ILLUSTRATOR CS3 ADVANCED (Advanced)

*Master the Manipulation of Shapes by Learning How to Trace.*

#### COURSE DESCRIPTION

This advanced Illustrator CS3 course begins with the use of Live Trace to create stylized vector illustrations based on bitmap images. This course continues with the creation of compound paths, fill rules, and multi-strokes for added flexibility during illustration. Finish with special effects and filters to blend, distort, and manipulate shapes.

## ADOBE CS3



### INDESIGN CS3 INTRODUCTION (Beginner)

*Learn the Basics of Working with Text in a Layout.*

#### COURSE DESCRIPTION

Become your own publisher with InDesign CS3. Learn to create polished, professional works such as brochures, books, magazines, and more. This introductory course covers the basics of page layout, tool use, and the creation of multipage projects.



### INDESIGN CS3 ADVANCED (Intermediate / Advanced)

*Learn How to Create Customized, Ready-To-Publish Materials.*

#### COURSE DESCRIPTION

Go in-depth with InDesign CS3. In this course, you will practice the more advanced techniques used by creative professionals to create customized brochures, flyers, and page layouts. Learn the tricks of the trade to complete print-ready, polished products.

## APPLE



### INTRODUCTION TO MACINTOSH (Beginner)

*Learn How to Use a Macintosh Computer.*

#### COURSE DESCRIPTION

Get familiar with the fundamentals of using a Macintosh Computer. Learn how to create and organize files and folders on the computer's hard drive, as well as back up the system and retrieve files with Time Machine. Discover how to customize the user interface and behavior of the computer, and integrate Internet use and email features with Apple applications and the Safari browser. Finally, learn how to keep your computer safe by implementing advice on protecting a Macintosh from malicious software.



### FINAL CUT PRO 7 INTRODUCTION (Beginner)

*Learn the Basic Principles of Nonlinear Editing.*

#### COURSE DESCRIPTION

Learn the basic principles and workflow of nonlinear editing using the Final Cut Pro 7 editing software program. Explore the basic setup of the system preferences and learn how to start a project and where to store it. Learn how to capture, import, and organize media clips, as well as apply basic titles and transitions. Get familiar with the basic editing techniques to create and fine tune a small scene before outputting your material to a different format.



### FINAL CUT PRO 7 ADVANCED (Intermediate / Advanced)

*Learn Advanced Techniques to Edit Like a Pro.*

#### COURSE DESCRIPTION

Discover the advanced techniques that will help you refine your edits and produce high-quality material. Learn about three-point editing and its variations, as well as all the intricacies involved in trimming. Layer multiple clips, graphics, text, animations, effects, and other elements to create a desired look. Gain valuable organization tips, as well as a professional understanding of the art of tightening up an edit.

## COMPUTER BASICS



### INFORMATION SECURITY FOR IT PROFESSIONALS (Intermediate)

*Learn to protect important company information.*

#### COURSE DESCRIPTION

Information Security, also known as InfoSec, is important for the prevention of unauthorized access, use, disclosure, modification, inspection, recording, or destruction of information within an organization. Many organizations around the world are vulnerable to data breaches. This Information Security course is designed to give you an introduction to the threats organizations face and ways to address these threats with policies and user training.



### INFORMATION SECURITY FOR END USERS (Beginner)

*Learn how to protect your online information.*

#### COURSE DESCRIPTION

Knowing how to keep information safe isn't just for IT professionals. Everyone needs to know how they can safeguard their private information. This Information Security for End Users course will give an introduction to what information security is and what you can do to keep your information safe. You will learn how to assess your risk, best practices for using public WiFi, creating strong passwords, keeping information secure on social media and more.



### CYBERSECURITY (Beginner)

*Learn to secure your electronic data.*

#### COURSE DESCRIPTION

Cybersecurity consists of all the technologies and practices that keep computer systems and electronic data safe. This course is designed to help you protect your systems and data by understanding network architecture, identifying security tools, and understanding malware. You will also learn the different classes of attacks, how to categorize incidents, and application security.



### COMPUTER LITERACY (Beginner)

*Get Rid of Your Frustration by Learning Basic Computer Skills.*

#### COURSE DESCRIPTION

Get a hands-on introduction to the personal and academic use of a microcomputer. This course includes a preview of computer hardware and software, and covers basic operating system commands, personal computer ethics, and both personal and academic applications in word processing, spreadsheets, and databases.

## COMPUTER BASICS



### HOW TO BURN A CD (Beginner)

*Start Burning Pictures, Data, and Music to CDs.*

#### COURSE DESCRIPTION

Learn how to burn pictures, data, or music to compact discs, commonly referred to as CDs. Discover the different types of CDs available, as well as various methods for copying or burning material from your computer to your CD. Gain an understanding of the two popular media players, Windows Media Player and iTunes, and how they are used specifically for burning CDs. Finally, learn how to use Windows Media Center, the program that comes installed on every computer with a Windows operating system.



### HOW TO PRINT PICTURES (Beginner)

*Print Pictures at Home from Your Own Computer.*

#### COURSE DESCRIPTION

This course will teach you the basics of printing pictures from your computer. Find out what materials are required to produce and print professional photography—printer, paper, and the appropriate software. Discover how to print from your computer or directly from a printer with integrated memory card readers. This is an entry-level course that requires basic computer operating skills.



### HOW TO DOWNLOAD PICTURES (Beginner)

*Download Pictures to Your Computer from a Camera or a Flash Drive.*

#### COURSE DESCRIPTION

In this introductory course, you will learn the basics of downloading pictures to your personal computer. This is a basic course that requires minimal computer skills. Discover how to download pictures from a digital camera and from a flash or memory card. Learn how to save to and organize picture folders, attach pictures to an email, save pictures from a received email, and download images from the Internet.

## SOCIAL MEDIA



### LINKEDIN FOR BUSINESS (Beginner)

*Launch your first Pay Per Click Campaign with LinkedIn.*

#### COURSE DESCRIPTION

In this course, you will learn how to create a new LinkedIn Group or subgroup based on your industry of choice. The course will also cover the advantages of subgroups in reaching a ready-to-buy audience and attracting viewers to your profile. Additionally, you will learn how to engage and participate effectively in group discussions along with tips to launch paid advertising through your LinkedIn page.



### YOUTUBE FOR BUSINESS (Beginner)

*Learn to Promote your Business with Video Marketing Content.*

#### COURSE DESCRIPTION

In this course, you will learn about YouTube as the world's second largest search engine and how to create, as well as optimize your YouTube channel. Learn about profile options, how to create videos, publication considerations, and how to interact on YouTube. This course also covers specific benefits for search engine optimization on YouTube and instructions to manage your YouTube Channel.



### TWITTER FOR BUSINESS (Beginner)

*Attract Leads at a Growing Rate with Twitter.*

#### COURSE DESCRIPTION

Twitter is a free social networking, micro-blogging service. In this course, you will learn to use Twitter to interact with your customers using minute-by-minute marketing. Additionally, you will attract followers to your website by including links to your "tweets" and giving your company a personalized voice with each update. Use Twitter effectively to make the best of your marketing plan.



### FACEBOOK FOR BUSINESS (Beginner)

*Start Marketing on the Largest Social Media Platform.*

#### COURSE DESCRIPTION

In this course you will learn about Facebook and its significant impact on marketing. You will be able to increase product exposure and improve your sales by creating a business profile, worthy Ads, and more. Understand how to reduce your marketing expenses through planning your budget and customizing your target audience. Fine tune your target audience and link your company content to other social media outlets.

## SOCIAL MEDIA



### PINTEREST FOR BUSINESS (Beginner)

Promote Your Brand and Drive Traffic with this Visual Social Network.

#### COURSE DESCRIPTION

In this course, you will learn about Pinterest's demographics and what makes it unique among the many social media platforms. Gain insight into what you need to consider before employing a Pinterest Strategy, and learn step-by-step how to create a profile and manage your first Board. This course also covers specific opportunities for marketing and how to manage your profile once it goes live.



## ACCOUNTING



### QUICKBOOKS 2010 INTRODUCTION (Beginner)

*Set Up and Work with a Service Business.*

#### COURSE DESCRIPTION

This introductory course will teach you how to set up and work with a service business using QuickBooks 2010. Begin by deciding what industry your business is in to define its accounting needs. Learn how to customize your accounts and set up your customers, vendors, and sale items. Discover the steps to completing common transactions by creating sales receipts, invoices, bills, and more. Finally, learn how to view reports and save your company data.



### QUICKBOOKS 2010 ADVANCED (Intermediate / Advanced)

*Set Up and Work with a Merchandising Business.*

#### COURSE DESCRIPTION

This advanced course will teach you how to set up and work with a merchandising business using QuickBooks 2010. Learn the difference between a service business and a merchandising business. Work with customer information and payroll, add information to customer accounts, enter invoices, view the various reports, record customer payments, and create and print paychecks. Learn how to receive inventory items and work with purchase orders. Finally, discover how to make end-of-period entry adjustments and create end-of-period reports.



### QUICKBOOKS 2009 (Beginner)

*Be Your Own Accountant and Manage Accounts with Ease.*

#### COURSE DESCRIPTION

QuickBooks is the standard for small business finance programs. Discover how to use QuickBooks' tools to simplify the management of your business' accounting information. Become aware of your cash flow, discover the power of organized money management, and gain new control over your business.

## ENGINEERING SOFTWARE



### AUTOCAD 2010 (Beginner)

Create and Perfect Your Own Drafting Projects.

#### COURSE DESCRIPTION

This course introduces students to the most popular computer-aided design software for two-dimensional and three-dimensional drafting. It gives beginning drafters a smooth introduction to drawing concepts, providing step-by-step guidance on how to create accurate drawings, precisely and quickly modify objects, and extract information from drawings.



## COMPUTER PROGRAMMING



### C++ PROGRAMMING INTRODUCTION (Beginner)

*Create and Perfect Your Own Drafting Projects.*

#### COURSE DESCRIPTION

The process of creating a computer program is about finding solutions to problems. In this introductory course, students become familiar with one of the most popular programming languages, C++. Discover how C++ uses the basic structures of programming and learn how to create objects with attributes and behaviors to get tasks done. No previous programming experience or knowledge is necessary to start creating your first C++ program.



### C++ PROGRAMMING ADVANCED (Intermediate / Advanced)

*Build On and Test More Difficult Computer Programs.*

#### COURSE DESCRIPTION

Learn how to design and implement increasingly difficult C++ programs in this advanced programming course. Develop appropriate and efficient methods to test your programs and build upon basic programming skills. Course topics include polymorphism, inheritance, class libraries, and the standard template library, advanced file input/output operations, recursion, virtual functions, exception handling, and data structures such as linked lists, stacks, queues, and binary trees.



### JAVA PROGRAMMING (Beginner)

*Learn to Write Generic Code Executable in Multiple Platforms.*

#### COURSE DESCRIPTION

Learn how to think like an object-oriented programmer and start developing simple Java applications. Explore the basics of the Java language and learn how to utilize tools (such as Integrated Development Environments) to simplify the programming process. Discover proper code formatting and organization to allow you to seamlessly integrate with other programmers. Finally, learn helpful debugging techniques and common testing methods.

# SAFETY



## WORKPLACE PHYSICAL SAFETY



### FIRST AID (Essential)

*Basic First Aid Can Often Limit the Severity of any Type of Injury.*

#### COURSE DESCRIPTION

Most work facilities experience a few minor workplace injuries every day. These can range from minor cuts and blisters to severe chemical burns. These types of injuries, big or small, severely hamper an employee's productivity, and in turn, the company's. This online employee training course explains basic first aid procedures that can help prevent or limit further injury. Some topics include eye injuries, strains, choking, and more.



### BACK SAFETY IN OFFICE ENVIRONMENTS (Essential)

*Learn the Importance of Overall Back Care, Both at Work and at Home.*

#### COURSE DESCRIPTION

For many employees, back injuries are something that "happens to the other person not to me." Yet four out of five people will experience some type of back problem during their lives. And many back injuries are caused by common activities experienced both on and off the job such as lifting, climbing, reaching, etc.



### FIGHTING FATIGUE IN THE WORKPLACE (Essential)

*Learn how fatigue can impact job performance.*

#### COURSE DESCRIPTION

Worker fatigue cost businesses more than \$130 billion per year. Feeling exhausted interferes with our ability to work effectively, not only reducing our productivity but putting us in danger. Fatigue increases the chances of workplace accidents and death. This course will show you how to prevent fatigue on the job.



### EYE SAFETY (Essential)

*Discover How Eye Injuries Can Occur and How to Prevent Them.*

#### COURSE DESCRIPTION

Most employees take "healthy eyes" for granted. But our eyes are really very fragile, and statistics show that eye injuries occur frequently in the workplace. This course will show how many eye problems are caused by not paying attention to the work employees are doing, or not wearing the appropriate protective equipment. They remind employees that eye injuries can easily happen to them and show them how to prevent these injuries.

## WORKPLACE PHYSICAL SAFETY



### HAND, WRIST AND FINGER SAFETY (Essential)

*Avoid Hazards to the Most Injured Parts of the Body while at Work.*

#### COURSE DESCRIPTION

Each year over 500,000 people injure their hands, wrists or fingers. Nearly one out of four “on-the-job” accidents involve these parts of the body. To help reduce these problems it is important for employees to learn about the most common hazards to these areas of the body. This course will review hand, wrist and finger hazards and help employees to take the steps necessary to avoid them.



### HEAT STRESS (Essential)

*Learn Steps on How to Prevent Heat Stress.*

#### COURSE DESCRIPTION

The body is a powerful machine, capable of performing massive amounts of work. And like any machine, when it's pushed hard, your body can produce a lot of heat. Whether you're outside under a hot sun, inside a busy factory, or bundled up against the cold, you need to be careful when your body heats up. This course will review how heat affects the body, the steps employees can take to prevent heat stress, and elementary first aid that can be given to a worker affected by a heat-related illness.



### WORKPLACE STRESS (Essential)

*Identify Potentially Stressful Situations and Learn How to Cope.*

#### COURSE DESCRIPTION

A significant number of people encounter stress in their workplace on a daily basis. This troublesome truth takes a toll on worker's productivity, but also on their personal well-being. The problem lies in the fact that these stressed out workers too often sit overlooked. Our team training solutions seek to help employees identify potentially stressful situations. Furthermore, this course seeks to help employees better understand how to cope with the stress of work.



### HEARING CONSERVATION AND SAFETY (Essential)

*Learn to Protect Your Hearing from Being Damaged in a Noisy Work Environment.*

#### COURSE DESCRIPTION

Tens of thousands of people suffer hearing loss because of noise in the workplace. OSHA has created the Occupational Noise Exposure Standard to help prevent you from suffering hearing loss. This course will teach you what type of noise is the most hazardous and how you can protect your ears.

## WORKPLACE AREA SAFETY



### OFFICE SAFETY (Essential)

*Identify Hazards that Exist in the Office, and How Important it is to use Good Safety Practices During Work.*

#### COURSE DESCRIPTION

Office safety remains a high priority for many businesses, and for good reason. Accidents and injuries in the office account for thousands of hours of lost time. Furthermore, workplace injuries account for millions of dollars lost in Worker's Compensation and medical costs every year. This online training course details safe work procedures in order to reduce the risk of injury.



### OFFICE ERGONOMICS (Essential)

*Employees Using Proper Ergonomic Techniques can be Safer and More Productive.*

#### COURSE DESCRIPTION

Every job makes a different set of demands on the body. While there is much debate about many aspects of ergonomics, everyone agrees on one thing which is by using the proper ergonomic techniques, employees can be safer and more productive as well as feel better at the end of the day. This course address how to recognize ergonomic problems, the potential of adverse effects and practical solutions employees themselves can use to help deal with ergonomic problems in the office.



### FIRE PREVENTION IN THE OFFICE (Essential)

*Learn Steps on How to Prevent and Fight Office Fires.*

#### COURSE DESCRIPTION

An office fire remains the worst-case scenario for most employers. The problem lies in the fact that many employees do not realize their actions may be putting everyone at risk of an office fire. With this in mind, our online employee training course reviews the basic steps to take in order to prevent fires. Furthermore, this course also discusses what actions to take in the event of an office fire emergency.

## WORKPLACE AREA SAFETY



### INDOOR AIR QUALITY (Essential)

*Learn to Recognize and Help Prevent Poor Indoor Air Quality.*

#### COURSE DESCRIPTION

Air quality inside your workplace can affect your health. Knowing the signs of bad air quality and how to solve the problem will create a better workplace. Learn to recognize the symptoms of bad air quality and the main factors that affect indoor air quality with this course.



### FALL PROTECTION (Essential)

*Learn Skills You Need to Know to Work Safely when Off the Ground.*

#### COURSE DESCRIPTION

Accidental falls remain one of the most common workplace hazards in offices and work establishments across the world. Falls sometimes result in injuries that not only prevent the employee from working but cost employers large sums of money. This employee training program provides employees with the tools they require to work safely and prevent accidental falls.



### SAFETY HOUSEKEEPING (Essential)

*Prevent Workplace Accidents by Paying Attention to Safety Housekeeping.*

#### COURSE DESCRIPTION

Proper Safety Housekeeping helps to prevent accidental injuries before they happen. These tasks sometimes consist of simple tasks like picking up fallen objects and cleaning up wet floors. While seemingly mundane, these simple tasks help to create a safer work environment for all employees. This course provides employee training content to ensure all employees develop proper safety habits.

## WORKPLACE EQUIPMENT SAFETY



### COMPUTER WORKSTATION SAFETY (Essential)

*Learn How to Use a Computer Safely.*

#### COURSE DESCRIPTION

Today much of the work we do involves computers, whether it's in the warehouse or in the accounting department. And just like any other type of equipment, we need to know what potential problems may be involved in working with computers as well as how to use computers safely. In this course, we will review the safe use of computers, and offer practical solutions to many potential problems.



### HAND AND POWER TOOL SAFETY (Essential)

*Significantly Reduce Accidents by Applying Good General Safety Rules.*

#### COURSE DESCRIPTION

Hand and power tools are used every day in many types of business. They make our work easier and allow us to be more efficient. However, we often fail to see the hazards these tools present. This course will show how accidents can be significantly reduced by applying good general safety rules, and review what hazards are associated with the specific types of tools employees use.



### LADDER SAFETY (Essential)

*Learn How to Take Appropriate Precautions when Using Ladders.*

#### COURSE DESCRIPTION

Ladders are one of the most commonly used pieces of equipment in almost any work environment. From common stepladders to sophisticated extension ladders, they can be found almost everywhere. In this course, you will learn not to take ladders for granted and hot to take appropriate precautions when using them.



### COMPRESSED GAS CYLINDERS (Essential)

*Learn Procedures on How to Properly Handle Gas Storage Containers.*

#### COURSE DESCRIPTION

In today's work environments, compressed gas is used for many things such as refrigeration, welding, heating, and a number of other functions. Compressed gas can be dangerous, and employees who work with them need to know how to handle them properly. This course will provide the information employees need to handle and transport these potentially volatile storage containers.

## SOCIAL SAFETY



### CONFLICT RESOLUTION: OFFICE (Intermediate)

*Effectively Resolve Conflict Within the Office.*

#### COURSE DESCRIPTION

Workplace conflict can quickly become damaging and disruptive to your entire office. Teaching your team how to deal with these conflicts in an efficient and respectful manner ensures work can run smoothly. The key to these team training solutions is demonstrating how to address these conflicts in a calm, unemotional manner. The course also highlights the method of finding collaborative opportunities. This allows all parties involved to resolve the conflict by working together.



### CONFLICT RESOLUTION: INDUSTRIAL (Intermediate)

*Effectively Resolve Conflict on the Industrial Site.*

#### COURSE DESCRIPTION

Learn the techniques and strategies that can be used to limit the damage and disruption conflict can cause in the workplace. They show employees that when difficult situations are dealt with in a calm and unemotional way, compromise and collaboration are possible, and a lot can be gained from resolving a conflict.



### WORKPLACE HARASSMENT IN THE OFFICE (Essential)

*Gain Knowledgeable Tools on how to Prevent Workplace Harassment Before it Begins.*

#### COURSE DESCRIPTION

When people hear the phrase “workplace harassment,” most immediately think of sexual harassment. While sexual harassment is prevalent, there exist a wide range of behaviors that fall under the category of “workplace harassment.” Everything from practical jokes to intimidation techniques fall under the umbrella term of workplace harassment. This online employee training course discusses the various types of harassment found in workplaces of all types.



### DATING VIOLENCE (Essential)

*Learn to identify and protect yourself from dating violence.*

#### COURSE DESCRIPTION

Dating violence is an issue that has been gaining attention. It's a problem that existed but not many people paid attention to. Dating violence is similar to domestic violence but has some differences. This course will show you those differences, the warning signs of dating violence and how to keep yourself safe. You will also learn how technology plays a role in dating violence.

## SOCIAL SAFETY



### DEALING WITH DRUG & ALCOHOL ABUSE: EMPLOYEES (Beginner)

*Learn How Drugs and Alcohol can Affect Employees and the Workplace.*

#### COURSE DESCRIPTION

Drug and Alcohol abuse can affect us all and it has become a significant problem in many work environments. In this course, you will learn about substance abuse and the effects that it can have on coworkers and the work environment. The course will also discuss ways that employees can help prevent drug and alcohol abuse in the workplace.



### DEALING WITH DRUG & ALCOHOL ABUSE: MANAGERS (Intermediate)

*Learn What to do when an Employee has a Substance Abuse Problem.*

#### COURSE DESCRIPTION

Drug and Alcohol abuse is a significant problem in many work environments. This course will guide you in the appropriate management of drug or alcohol abuse in the workplace. Learn to recognize on-the-job substance abuse as well as how to handle substance abuse situations



### BULLYING AND DISRUPTIVE BEHAVIOR FOR EMPLOYEES (Beginner)

*Learn Practical Steps for Dealing with Bullies at Work.*

#### COURSE DESCRIPTION

This course gives you an in-depth look at workplace bullying, as well as other disruptive behaviors, and its effects on employees and morale. Learn to effectively handle bullies in your workplace. Learn to make your work environment a safer and more enjoyable place by learning the skills to defuse disruptive behavior.



### ALCOHOL RISK REDUCTION (Essential)

*Learn to be safe while drinking at college.*

#### COURSE DESCRIPTION

For many, college is a time to have fun and party with friends. Oftentimes, this involves drinking alcohol. But drinking can be risky. This course will help you learn how to remain safe if you drink and reduce the risks associated with drinking. You will also learn how to identify and handle excessive drinking and alcohol poisoning.

## SOCIAL SAFETY



### MANAGING BULLYING AND DISRUPTIVE BEHAVIORS (Intermediate)

*Learn How to Handle Bullying in the Workplace.*

#### COURSE DESCRIPTION

This online training course provides employee training solutions for managing workplace bullying. Disruptive behavior like this quickly becomes a distraction for all your employees, not just those directly involved. Furthermore, the presence of workplace bullying negatively affects team morale. This training program teaches how to effectively respond, investigate, and intervene in the event of bullying in the workplace.



### ACTIVE SHOOTER: SURVIVING AN ATTACK (Essential)

*Keep Yourself and Colleagues Safe During an Active Shooter Attack.*

#### COURSE DESCRIPTION

In today's turbulent world, the threat of facing an active shooter in the workplace is real. With this fact in mind, learning the skills required to survive have become essential. This employee training program seeks to teach these survival skills to ensure you can recognize when you are in danger. Your priority should be to keep yourself and your colleagues safe by running, hiding, or if necessary, fighting.



### WORKPLACE VIOLENCE (Essential)

*Recognize Warning Signs of Possible Violent Behavior.*

#### COURSE DESCRIPTION

The rising rates of workplace violence have led many employers to search for proper employee training solutions. No organization regardless of size is completely immune to workplace violence. This training course addresses how to safely address potentially violent situations. Topics discussed in the course include how to recognize the warning signs of possible violence, as well as how to defuse a dangerous situation.



### DOMESTIC VIOLENCE (Essential)

*Learn to identify and protect yourself from domestic violence.*

#### COURSE DESCRIPTION

Domestic violence is a problem for everyone. The Centers for Disease Control and Prevention even considers it a serious public health problem. This Domestic Violence course will teach you to identify the signs of domestic violence and how you can report it. You will also learn the laws that help protect victims of domestic violence and what to do if you are a witness.

## SOCIAL SAFETY



### STALKING (Intermediate)

*Learn to protect yourself from a stalker.*

#### COURSE DESCRIPTION

More people are stalked than you might think. In fact, 7.5 million people are stalked per year in the U.S. alone. This course will teach you the laws that protect you from stalkers, how to identify if you have a stalker and safety strategies for dealing with a stalker. You will also learn how to report a stalker and what cyberstalking is and ways you can prevent it.



### SEXUAL AND GENDER BASED VIOLENCE (Essential)

*Understand sexual and gender-based violence and how to prevent it.*

#### COURSE DESCRIPTION

Sexual Violence is a serious, preventable public health problem that affects millions of people each year. This course is designed to help you understand and identify sexual violence, gender-based violence, and how to prevent the various types of violence.



### RECOGNIZING AND DE-ESCALATING VIOLENCE (Essential)

*Learn to notice and address violence in the workplace.*

#### COURSE DESCRIPTION

Workplace violence is one of the leading causes of death in certain industries. Knowing how to recognize and defuse potentially violent situations can save someone's life, maybe even your own. This course will teach you the common indicators of a violent situation you should be on the lookout for, the factors that contribute to violence, and ways to intervene in and de-escalate violent situations.

## GENERAL SAFETY



### SAFETY ORIENTATION (Essential)

*Develop a Good Safety Attitude.*

#### COURSE DESCRIPTION

The topic of safety should be something that you think of in each aspect of your job. Employees should make it their ultimate goal to gain the skills necessary to anticipate danger before a workplace accident occurs. This Safety Orientation course offers team training solutions to help you develop a higher standard for safety in your workplace. After all, reducing the numbers of workplace injuries and creating a safe work environment helps everyone work more efficiently.



### FITNESS AND WELLNESS (Essential)

*Gain Benefits by Changing to a Healthy Lifestyle.*

#### COURSE DESCRIPTION

A quality fitness and wellness program can improve your employee safety record and your personal life. Studies have shown that accidents and injuries occur less frequently with employees who are healthier and more physically active. This online training program will teach employees how to make minimal changes to their lifestyle that produce gigantic benefits. While this process takes some time, the payoff, in the end will be worth it.



### DRIVING SAFETY (Essential)

*Gain Tips on How to Become a Safe Driver.*

#### COURSE DESCRIPTION

Driving safety remains an important topic whether it occurs at work or on your personal time. Understanding how small distractions can drastically affect your driving is a key to vehicle safety. This online video training course teaches how to inspect the vehicle for damage and operate the vehicle safely in various conditions. Additionally, you'll learn how to minimize distractions and deal with different types of driving-related emergencies.



### CPR AND AED FOR CARDIAC EMERGENCIES (Essential)

*Learn the basics of CPR and the use of an automated external defibrillator.*

#### COURSE DESCRIPTION

There are more than 350,000 cardiac arrests outside a hospital every year. Getting the heart restarted quickly can be the difference between life and death. Knowing cardiopulmonary resuscitation, or CPR, can save a life. This course will show you how to identify the signs of a cardiac emergency, the basics of CPR and how to use an automated external defibrillator.

## GENERAL SAFETY



### ELECTRICAL SAFETY (Essential)

*Discover Hazards and How to Work Safely Around Electricity.*

#### COURSE DESCRIPTION

Electricity is all around us. It lights up our homes, powers much of the machinery and equipment that we use, and runs many of our tools. We are so used to it, most employees “take it for granted.” Yet electricity can also be dangerous. Employees need to know how electricity works, and what they should do to protect themselves from its hazards. This course will remind employees about electrical hazards they may face in their jobs, and provides the information they need to work safely around electricity.

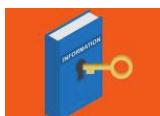


### USING FIRE EXTINGUISHERS (Essential)

*Discover How to use a Fire Extinguisher in Case of a Fire.*

#### COURSE DESCRIPTION

Workplace fires represent one of the most frightening emergency situations that could happen while at your job. Understanding how fires start and how to safely deal with them is an important step for all employees. This online video training course discusses how to prevent fires as well as how to use a fire extinguisher. Additionally, this course also goes over the different types of fire extinguishers that you may encounter.



### SAFETY AWARENESS FOR NEW EMPLOYEES (Beginner)

*Learn the Tools You Need to Keep Yourself and Coworkers Safe.*

#### COURSE DESCRIPTION

Safety remains the top priority for new employees regardless of the type of job. This online training course discusses important safety topics for new employees to remain aware of. New employees will instantly become well-versed in a variety of safety topics. Topics covered in this course include PPEs, electrical safety, forklift safety, MSDS sheets, and fire prevention.



### MAIL THREATS (Essential)

*Learn to identify and handle suspicious mail.*

#### COURSE DESCRIPTION

Organizations can face threats that come from many places, including the mail. This course is designed to teach you how to recognize suspicious mail and what you should do if you receive a suspicious piece of mail. You'll also learn about the different types of threats that may come through the mail and how your business can take preventative measures.

## INDUSTRIAL PHYSICAL SAFETY



### FIRST AID FOR INDUSTRIAL ENVIRONMENTS (Essential)

*Gain Basic First Aid Training to Avoid Injuries.*

#### COURSE DESCRIPTION

In most facilities, not a day goes by without some type of injury occurring. It can be as minor as a small cut or as serious as a chemical burn. Any injury can be painful and affect an employee's work performance as well as their life off the job. This training course shows employees that knowing basic first aid can often limit the severity of any type of injury, or even prevent a death.



### EYE SAFETY FOR INDUSTRIAL ENVIRONMENTS (Essential)

*Learn How to Prevent Eye Injuries Before They Happen.*

#### COURSE DESCRIPTION

Most employees take "healthy eyes" for granted. But our eyes are really very fragile, and statistics show that eye injuries occur frequently in the workplace. This course will show how many eye problems are caused by not paying attention to the work employees are doing, or not wearing the appropriate protective equipment. They remind employees that eye injuries can easily happen to them and show them how to prevent these injuries.



### HEAT STRESS FOR INDUSTRIAL ENVIRONMENTS (Essential)

*Learn How to Address Heat-Related Situations.*

#### COURSE DESCRIPTION

This course teaches employees that heat-related illnesses can occur in many situations, and reviews what can be done to address these situations. The program also discusses fundamental information on heat stress and other heat-related illnesses.

## INDUSTRIAL PHYSICAL SAFETY



### FALL PROTECTION FOR INDUSTRIAL ENVIRONMENTS (Essential)

*Learn to Work Safely off the ground.*

#### COURSE DESCRIPTION

Workplace falls remain a prevalent source of employee injury in all workplaces. The risk of falling increases dramatically when the workplace in question is an industrial site. This online employee training course seeks to educate employees on the proper safety techniques to ensure a safe work environment.



### SAFETY SHOWERS AND EYE WASHES (Essential)

*Learn How and When Showers and Eye Washes Should Be Used.*

#### COURSE DESCRIPTION

No matter how many precautions employees take, accidents sometimes happen. In these situations, quick action is essential, and if the incident involves a hazardous material, using a safety shower or eyewash can be extremely important. This course will go over situations where safety showers and eye washes should be used, as well as how to properly use them.



### HAND SAFETY FOR INDUSTRIAL ENVIRONMENTS (Essential)

*Avoid Hazards and Protect Your Hands.*

#### COURSE DESCRIPTION

Our hands, wrists and fingers are valuable tools, the most valuable we will ever own. Throughout the day our hands can encounter hazards such as: Machines with heavy or fast-moving parts that can pinch or grab, sharp tools that can cut or puncture, and corrosive materials that can damage the skin. These types of hazards can cause real problems. Fortunately, there are a number of ways that we can protect and care for our hands. This course will discuss the various types of activities employees can engage in where their hands, wrists and fingers can be subject to injury, and what they can do to avoid hazards and protect their hands.

## INDUSTRIAL AREA SAFETY



### INDUSTRIAL FIRE PREVENTION (Essential)

*Learn Steps on How to Prevent Industrial Fires.*

#### COURSE DESCRIPTION

Among all the safety problems an employee can encounter, fire can be the most frightening. Every year industrial fires cause hundreds of millions of dollars in damage and result in hundreds of employee injuries, a number of which are fatal. Yet many employees do not realize how their own actions can contribute to the risk of fire. This course takes a look at industrial fires, review steps that can be taken to help prevent fires and discuss what employees should do in case of a fire emergency.



### FIRE PREVENTION IN HEALTHCARE FACILITIES (Essential)

*Learn the Fire Precautions Within a Healthcare Facility.*

#### COURSE DESCRIPTION

Every year fires in healthcare facilities cause millions of dollars in damage and result in hundreds of injuries, a number of which are fatal. Yet many employees do not realize how their own actions, or inactions, can contribute to the risk of fire. This course will take a look at how fires start; review steps that can be taken to help prevent fires; and discuss what employees should do in case of a fire emergency.



### SLIPS, TRIPS AND FALLS (Essential)

*Learn to Prevent Dangerous Slips, Trips and Falls while at Work.*

#### COURSE DESCRIPTION

Most employees don't give much thought to the prospect of slipping, tripping or even falling on the job, yet these types of accidents account for more workplace injuries annually than any other accident category. Many of these injuries can be disabling or even fatal. This course will show employees the situations that can lead to slips, trips and falls, and what they can do to avoid or prevent these accidents.

## INDUSTRIAL AREA SAFETY



### LADDER SAFETY FOR INDUSTRIAL ENVIRONMENTS (Essential)

*Avoid Accidents and use Caution when Working with Ladders.*

#### COURSE DESCRIPTION

Ladders are one of the most commonly used pieces of equipment in almost any work environment. From common stepladders to sophisticated extension ladders, they can be found almost everywhere. This course will show that because they are so common, many employees take ladders for granted, and do not take the appropriate precautions when using ladders.



### CONFINED SPACE ENTRY (Essential)

*Learn to Work as Safely as Possible in Confined Spaces.*

#### COURSE DESCRIPTION

Working in a confined space is dangerous. OSHA has developed the General Industry and Construction, Permit Confined Space Regulations. This course gives an overview of confined spaces, the hazards associated with confined spaces, and how to work safely in confined spaces.



## INDUSTRIAL MATERIALS SAFETY



### MATERIALS HANDLING SAFETY (Essential)

*Learn to Safely Handle Various Types of Materials.*

#### COURSE DESCRIPTION

Many employees feel that moving and handling materials that they work with every day is an “ordinary” task, not something that they really need to be concerned about. There are hundreds of thousands of “materials handling” accidents every year from small splinters, cuts or scrapes to crushed fingers, hands and feet even deaths. This course will provide the information employees need to work safely when handling various types of materials.



### DEALING WITH HAZARDOUS SPILLS (Essential)

*Learn Cleanup Techniques when a Hazardous Spill Occurs.*

#### COURSE DESCRIPTION

Hazardous materials are a part of many work situations. They can be found in many different types of facilities and on many job sites from manufacturing and construction to retail and office environments. Some organizations have to deal with hazardous materials as part of their daily business, and have detailed plans and highly trained workers to handle a sudden spill. But other facilities only have to handle these materials infrequently, and may not have given much thought to what must be done in case of a spill. This course is designed to teach employees how to deal with a cleanup situation when a hazardous spill occurs.



### ACCIDENTAL RELEASE AND SPILL CLEANUP (Essential)

*Safely contain and clean up hazardous spills.*

#### COURSE DESCRIPTION

Hazardous materials and waste are part of many work situations and can be found on many types of job sites. OSHA feels that it is so important for employees to know how to recognize these potentially dangerous substances, as well as how to handle and dispose of them properly, they have mandated that anyone working with these substances receive comprehensive training in this area. This course discusses the plans and procedures necessary to safely contain and cleanup a hazardous materials spill.

## INDUSTRIAL EQUIPMENT SAFETY



### FORKLIFT SAFETY (Intermediate)

*Learn the essentials of safely operating a forklift.*

#### COURSE DESCRIPTION

Forklifts are an essential tool for industrial workplaces but safety is essential to its proper use. This course is designed to show you how to inspect a forklift, understand how to keep a forklift stable under different conditions, and safety precautions for operating as well as refueling and recharging forklifts.



### FORKLIFT AND POWERED INDUSTRIAL TRUCK SAFETY (Intermediate)

*Learn to safely operate Powered Industrial Trucks and Forklifts.*

#### COURSE DESCRIPTION

Forklifts and powered industrial trucks make doing business easier. Safety is essential to the proper use of this equipment. This course is designed to show you OSHA safety standards including training, types of powered industrial trucks, inspection and maintenance, as well as safe operating procedures.



### TOOL SAFETY FOR INDUSTRIAL ENVIRONMENTS (Essential)

*Reduce Accidents by Using General Tool Safety.*

#### COURSE DESCRIPTION

Most people have injured themselves with a tool at least once in their lives. In fact, learning to use some tools seems to “require” a little pain. Unfortunately, tool accidents result in thousands of serious injuries and hundreds of deaths each year, most of which could have been avoided by simply handling tools safely. To avoid these types of accidents, employees need to know how to handle their tools safely. But this can be a difficult task since every tool has its own unique set of hazards. This course will show how accidents can be significantly reduced by applying good general safety rules, and reviews what hazards are associated with the specific types of tools we use.

## INDUSTRIAL EQUIPMENT SAFETY



### INDUSTRIAL PROTECTIVE EQUIPMENT (Essential)

Select the Appropriate Protective Equipment to Help Avoid Injuries.

#### COURSE DESCRIPTION

"On-the-job" injuries affect all types of people doing all types of work. Each year over 1,000,000 workers are injured at a cost to employers of over \$100 billion annually. However, studies have shown that the great majority of these workplace injuries could have been prevented if proper safety procedures and workplace practices had been followed. This course has been specifically created to assist construction workers in selecting proper Personal Protective Equipment.



### MACHINE GUARD SAFETY (Essential)

Minimize Risks by Properly Installing Safety Guards.

#### COURSE DESCRIPTION

Machinery comes in many sizes and shapes, and it can present many different types of hazards. Each year thousands of employees across the country are injured by the machines they are most familiar with and which they believe are safe. The risk of accidents from powered machinery is so great OSHA estimates that lack of machine guarding is the second most frequent safety violation in industry today. This course is designed to help employees understand the dangers of working with machinery and how those risks can be minimized by proper installation and use of safety guards and devices.



### WELDING SAFETY (Essential)

Discover the Many Welding Hazards and How to Work Safely.

#### COURSE DESCRIPTION

People have been welding in one form or another for over 2,000 years. But like many industrial processes, welding can be very dangerous. Whether an employee is working with the hazardous gases of an "oxyacetylene" unit, the high voltage of "stick welding", or the combination of gas and electricity that powers "MIG" and "TIG" operations, flying sparks, toxic fumes, electric shock and high temperatures are just some of the things that can make welding a dangerous proposition. This course explains to employees the number of hazards associated with welding and provides them with the information they need to work safely when involved with welding operations.

## SAFETY ADMINISTRATION



### SAFETY AUDITS (Intermediate)

*Examine Your Workplace to Ensure it's a Safe Working Environment.*

#### COURSE DESCRIPTION

The top priority for any workplace should be to ensure safety. Misplacing hazardous material could cause damage to important work materials or more importantly, harm other employees. It is important to properly train your employees. A safety audit should be your starting point when searching for employee training solutions for ensuring a safe workplace. These examinations conducted in the workplace help to ensure a safe environment for everyone.



### ACCIDENT INVESTIGATION (Advanced)

*Identify Causes of Accidents and How to Prevent Future Accidents.*

#### COURSE DESCRIPTION

"Accidents will happen". We have all heard that statement before. Unfortunately, sometimes it is true. In spite of our best efforts, things occasionally do go wrong. While many accidents seem to happen for obvious reasons, there may be things that contribute to an accident which are not always apparent. That is why it is vital to conduct a thorough Accident Investigation. This course explains the steps that are taken in an accident investigation, and highlights how important it is for employees to fully cooperate with any inquiry. It also explains that while an investigation's focus is to determine the cause of an accident, the overall goal is to prevent similar accidents from happening again.



## LABORATORY SAFETY



### ORIENTATION TO LABORATORY SAFETY (Essential)

*Learn the Importance of Safety in the Laboratory.*

#### COURSE DESCRIPTION

A laboratory can be a dangerous place, and with the daily pressures to get things done employees can be tempted to take shortcuts and ignore safety precautions. And with the increasing complexity of the equipment and procedures involved in experiments, employees need an even greater knowledge of safety practices and procedures. This course will show both new employees and “seasoned veterans” the importance of safety in the laboratory.



### ELECTRICAL SAFETY IN THE LABORATORY (Essential)

*Learn how to Reduce Potential Electrical accidents.*

#### COURSE DESCRIPTION

Today, laboratories rely on a vast array of electrically powered equipment. To work safely with this equipment, employees need to understand how electricity works, be aware of common electrical hazards and know how to use electricity safely. This course emphasizes the need for safety when using electricity and discusses how to reduce the potential for accidents involving electrical shock, fire, and explosions.



### LABORATORY MATERIAL (Essential)

*Learn Training Requirements with GHS Regulations.*

#### COURSE DESCRIPTION

Created specifically to assist facilities in complying with the employee training requirements of OSHA's newly adopted GHS regulations, these products discuss using GHS Safety Data Sheets. This course reviews the composition of GHS Safety Data Sheets, the information that's contained in each section and how SDS's are different from Material Safety Data Sheets.



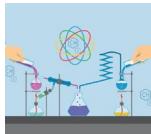
### PLANNING FOR LABORATORY EMERGENCIES (Intermediate)

*Minimize Damage and Prevent Laboratory Emergencies.*

#### COURSE DESCRIPTION

A caustic acid hose has just erupted. An experiment has shown unexpected reactions. What should employees do to deal with these and other emergencies? Employees need to know when and how they should act in an emergency situation. This course will discuss how to minimize damage and prevent injuries if a laboratory emergency should occur.

## LABORATORY SAFETY



### LABORATORY GAS CYLINDER SAFETY (Essential)

*Learn Cautionary Steps when Handling Compressed Gas Cylinders.*

#### COURSE DESCRIPTION

The energy possessed by a compressed gas cylinder can make it a virtual “missile” if it is not handled with the utmost care. And a leaking cylinder or fitting can lead to asphyxiation, a fire or even an explosion. Since compressed gas cylinders are frequently used in many laboratories, employees need to be familiar with the precautions that should be taken when dealing with them. This course examines how gas cylinders’ “work”, the hazards that are associated with them.



### LABORATORY GLASSWARE SAFETY (Essential)

*Understand Different Types of Glassware and How to Safely Handle.*

#### COURSE DESCRIPTION

Broken glassware causes more laboratory accidents than any other hazard. Because it is so fragile, glassware can easily fracture if it is bumped, dropped or too much pressure is applied to it. Some glassware accidents don’t require much more than a Band-Aid, while others can result in a lot of blood and the need for medical attention. And the threat of contamination from the materials in a broken container can also be a serious problem. This course will discuss the nature of various types of glassware, and the problems it can cause.



### LABORATORY FLAMMABLES AND EXPLOSIVES (Essential)

*Discover Flammable Explosives and Their Associated Hazards.*

#### COURSE DESCRIPTION

Flammables and explosives are some of the most dangerous materials used in a laboratory. When working with these substances, employees need to know their characteristics, as well as how to prevent accidents and injuries when using them. This course discusses the nature of flammable and explosive materials, as well as hazards associated with their use. It also reviews the proper handling procedures and personal protective equipment when working with these substances.



### OSHA FORMALDEHYDE STANDARD (Essential)

*Learn Required Standards when Handling Formaldehyde.*

#### COURSE DESCRIPTION

While formaldehyde is used in many laboratory operations, it can still be a significant health hazard. The results of mishandling formaldehyde can be serious. They can range from the short-term discomfort associated with minor burns or skin irritation to chronic effects from a lifetime of overexposure. This course will provide training that is required by this standard, focusing on the rules and procedures that the standard establishes for working with this potentially dangerous chemical.

## LABORATORY SAFETY



### PREVENTING CONTAMINATION (Essential)

*Learn to Recognize and Prevent Contaminations from Happening.*

#### COURSE DESCRIPTION

Handling hazardous chemicals and specimens requires a great deal of caution. If substances are not properly controlled, hazards can spread and contaminate other materials, work areas... even employees themselves. With many laboratories using toxic, corrosive and carcinogenic chemicals, employees need to do all they can to prevent contamination. This course emphasizes the need to recognize situations that could lead to contamination, and discuss what can be done to prevent contamination from occurring.



### LABORATORY HOODS (Essential)

*Learn how to properly place and test hoods in your laboratory*

#### COURSE DESCRIPTION

Many of the materials used in laboratories give off fumes, mists, vapors, particulates or aerosols which are hazardous. To minimize exposure to these materials, special precautions need to be taken. This often means within a "hood". This course will emphasize how to properly use laboratory hoods and how to test them to ensure correct functioning, as well as, discuss how hoods can protect an experiment, the facility, and most importantly, the employee.



### LABORATORY ERGONOMICS (Essential)

*Learn How to Set up Your Laboratory Correctly.*

#### COURSE DESCRIPTION

Many of the activities performed in a laboratory can exert stress and strain on muscles and joints, and ultimately cause significant injuries. To work safely and maintain good ergonomic health, employees need to know how to avoid movements and work patterns that can be harmful. This course discusses the need to set up work areas correctly, as well as how to minimize the strain of using laboratory equipment, tools and instruments.



### LABORATORY SHOWERS (Essential)

*Learn the Correct Way to use Safety Wash Equipment in Emergencies.*

#### COURSE DESCRIPTION

Employees may never need a safety shower or an eye wash, but if they do, knowing where they are located, and the proper procedures for using them, can prevent serious injury or possibly even save a life. This course reviews the correct ways to use this equipment and emphasize the need for quick action after a chemical splash or spill in a laboratory.

# COMPLIANCE



## SEXUAL HARASSMENT PREVENTION



### SEXUAL ASSAULT PREVENTION (Essential)

*Learn how to protect yourself and prevent sexual assault.*

#### COURSE DESCRIPTION

Sexual assault and rape can happen to anyone, anywhere, and in all contexts including marriage, dating relationships, friendships, child-parent/adult interactions, employer-employee relationships and interactions with strangers. This course is designed to help you identify healthy and unhealthy relationships, understand the importance of consent, as well as give you the skills to reduce your risk of becoming a victim and understand your role as a bystander.



### CA SEXUAL HARASSMENT PREVENTION: EMPLOYEES (Beginner)

*Understand and protect yourself from sexual harassment.*

#### COURSE DESCRIPTION

California State regulations define sexual harassment as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. This interactive course is designed to help you understand and identify sexual harassment, your responsibilities, your employer's responsibilities and compliance with federal and state laws. You will also learn how to file a complaint, the complaint process, and how to keep yourself safe.



### CA SEXUAL HARASSMENT PREVENTION: MANAGERS AND SUPERVISORS (Intermediate)

*Understand and protect employees from sexual harassment.*

#### COURSE DESCRIPTION

Federal and California state laws offer powerful protection against workplace sexual harassment. This interactive course is designed to help you understand and identify sexual harassment, your responsibilities, your organization's responsibilities and compliance with federal law. You will also learn the best practices for handling complaints, conducting investigations, and preventing retaliation.



### NY SEXUAL HARASSMENT PREVENTION: EMPLOYEES, SUPERVISORS, AND MANAGERS (Essential)

*Understand and protect yourself and other employees from sexual harassment.*

#### COURSE DESCRIPTION

Every employer in the State of New York is required to adopt a sexual harassment prevention policy that complies with the state's minimum standards. This course is designed to ensure employees understand what sexual harassment is, the federal and state laws pertaining to sexual harassment, how to protect themselves from sexual harassment and their employer's responsibilities.

## SEXUAL HARASSMENT PREVENTION



### CALIFORNIA SEXUAL HARASSMENT PREVENTION FOR SUPERVISORS (Intermediate)

*Learn to Recognize, Investigate and Resolve Reports of Sexual Harassment.*

#### COURSE DESCRIPTION

California has progressively led state-mandated sexual harassment training requirements for private-sector employers. Companies with 50 or more employees are required by law to provide two hours of sexual harassment prevention training to all supervisors in California within six months from the date they were hired or promoted, as well as every two years thereafter. Ensure your company stays compliant with this course in California Sexual Harassment Prevention for Supervisors.



### SEXUAL HARASSMENT PREVENTION: MANAGERS AND SUPERVISORS (Intermediate)

*Understand and protect employees from sexual harassment.*

#### COURSE DESCRIPTION

This course is designed to help you understand and identify sexual harassment, your responsibilities, your organization's responsibilities and compliance with federal law. You will also learn the best practices for handling complaints and preventing retaliation.



### SEXUAL HARASSMENT PREVENTION: EMPLOYEES (Beginner)

*Learn to keep yourself safe from and prevent sexual harassment.*

#### COURSE DESCRIPTION

This course is designed to help you understand and identify sexual harassment, your responsibilities, your employer's responsibilities and compliance with federal law. You will also learn how to file a complaint, the complaint process, and how to keep yourself safe.



### INVESTIGATING SEXUAL HARASSMENT COMPLAINTS (Advanced)

*Learn to properly investigate a sexual harassment claim.*

#### COURSE DESCRIPTION

This course is designed to guide you through the investigative process to ensure that you know how to properly handle complaints, conduct interviews, write reports, understand confidentiality and the responsibilities of your employer in a sexual harassment investigation.

## FEDERAL LAWS & REGULATIONS



### TITLE VI COMPLIANCE: AGENCIES AND PROGRAMS RECEIVING FEDERAL ASSISTANCE (Essential)

*Learn the basics of Title VI Compliance.*

#### COURSE DESCRIPTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of: race, color, and national origin in programs and activities receiving federal financial assistance. It is one of the hardest forms of discrimination to detect. This course is designed to help you understand the individuals who are covered by these protections, who must follow this law, and how Title VI is enforced.



### FERPA COMPLIANCE: FAMILY EDUCATION AND PRIVACY ACT (Essential)

*Learn who must protect student data and the penalties for violations.*

#### COURSE DESCRIPTION

FERPA is a federal law that applies to all public and private schools that receive federal funds under any applicable program of the U.S. Department of Education— most schools, colleges, and universities are subject to FERPA. This course will introduce you to this law which was enacted in 1974 to protect the privacy of student's educational records.



### REPORTING CHILD ABUSE: MANDATED REPORTER (Essential)

*Learn the responsibilities of Mandated Reporters and compliance.*

#### COURSE DESCRIPTION

In the United States, certain professions have been designated by law to report child abuse and maltreatment. This course gives Mandated Reporters the tools they need to identify child maltreatment and understand their responsibilities for reporting abuse to remain in compliance with the law.



### CLERY ACT COMPLIANCE (Essential)

*Learn how to keep your institution compliant with the Clery Act.*

#### COURSE DESCRIPTION

The Clery Act is designed to keep the public informed of crimes on and around the campuses of colleges and universities. Each institution that participates in federal student aid programs must comply with this law. This course will introduce you to the Clery Act and what is required of institutions.

## FEDERAL LAWS & REGULATIONS



### PREVENT DISCRIMINATION AND EMBRACE DIVERSITY (Essential)

*Learn to recognize and prevent discrimination in the workplace.*

#### COURSE DESCRIPTION

Discrimination is when people or groups of people are treated differently or denied their rights based solely on prejudices held by others. This Prevent Discrimination and Embrace Diversity course is designed to educate you on preventing discrimination in the workplace as well as understanding how equality and diversity in the workplace benefit business. You will learn strategies to prevent discrimination and develop ideas to implement inclusion for all employees.



### TITLE IX COMPLIANCE: FEDERALLY FUNDED EDUCATION PROGRAMS AND ACTIVITIES (Essential)

*Learn the basics of Title IX Compliance.*

#### COURSE DESCRIPTION

Title IX applies to institutions that receive federal financial assistance from the U.S. Government, including state and local educational agencies in the U.S. and its territories. This Title IX Course is designed to help you stay in compliance with the law by providing a general overview of what the law is and who it pertains to.



### ADA COMPLIANCE: PROVIDING REASONABLE ACCOMMODATION FOR EMPLOYEES (Intermediate)

*Learn how the Americans with Disabilities Act applies to the workplace.*

#### COURSE DESCRIPTION

The Americans with Disabilities Act protects individuals with disabilities from discrimination in many aspects of life. This includes protection at work. The ADA compliance course will show you what those protections are in the hiring process and at work. You will also learn what reasonable accommodations are and how requests for reasonable accommodations should be handled.



### ADA COMPLIANCE: PROVIDING REASONABLE ACCOMMODATION FOR THE PUBLIC (Intermediate)

*Learn what the ADA requires of public places.*

#### COURSE DESCRIPTION

The Americans with Disabilities Act protects Americans with disabilities and guarantees them equal access and opportunities. This includes any place that serves the public. This course will teach you what the ADA is and how it applies to public places. You'll learn what the ADA considers a public place and the accessibility standards for these places.

## FEDERAL LAWS & REGULATIONS



### FAIR LABOR STANDARDS ACT (Essential)

*Learn how the FLSA protects employees.*

#### COURSE DESCRIPTION

The Fair Labor Standards Act is designed to protect employees from unfair work practices. This includes unpaid overtime and being paid less than the minimum wage. The law also sets child labor standards. This course will introduce you to the components of the FLSA, who is subject to the law and what businesses must do to remain compliant.



### FMLA (Essential)

*Learn about who is eligible for job protected, unpaid leave under the Family and Medical Leave Act.*

#### COURSE DESCRIPTION

The Family and Medical Leave Act was introduced as a way to balance the demands of the workplace with the needs of families. In this course, you will learn who is eligible for the benefits under the FMLA, what rights and responsibilities employees and employers both have, where service members fall into all of this, and where employers make their biggest mistakes.



## HIPAA RULES AND COMPLIANCE



### HIPAA RULES AND COMPLIANCE (Advanced)

*Understand the Health Insurance Portability and Accountability Act.*

#### COURSE DESCRIPTION

The Health Insurance Portability and Accountability Act (HIPAA) was enacted by the United States to protect patient's private health information. This HIPAA training video is designed to help you understand HIPAA requirements, learn the regulations and how they affect individuals. Additionally, this HIPAA training online course provides information to help employers and employees to understand and comply with the law.



# HIPAA COMPLIANT

## BLOODBORNE PATHOGENS



### BLOODBORNE PATHOGENS AT WORK (Essential)

*Learn to Protect Yourself from Exposure to Bloodborne Diseases.*

#### COURSE DESCRIPTION

Exposure to bloodborne diseases is a serious concern in every work environment. This online bloodborne pathogens training course will guide you in protecting yourself from exposure to bloodborne pathogens including: HIV, Hepatitis and others. In this bloodborne pathogen training video, you'll learn how exposure can occur, regulations designed to protect you from exposure, and what to do in case of accidental exposure.



### BLOODBORNE PATHOGENS: FIRST RESPONDERS (Essential)

*Protect Yourself from Bloodborne Diseases as a First Responder.*

#### COURSE DESCRIPTION

Exposure to bloodborne diseases is a serious concern in every work environment. This course provides bloodborne pathogens training online and will guide you in protecting yourself from exposure to bloodborne pathogens including: HIV, Hepatitis and others. In this bloodborne pathogen training video, you'll learn how exposure can occur in first responder environments, regulations and required procedures designed to protect you from exposure, and what to do if exposure occurs.



### BLOODBORNE PATHOGENS: HEALTHCARE FACILITIES (Essential)

*Learn to Protect Yourself from Exposure to Bloodborne Diseases.*

#### COURSE DESCRIPTION

Exposure to bloodborne diseases is a serious concern in every work environment. This bloodborne pathogen online training course will guide you in protecting yourself from exposure to bloodborne pathogens including: HIV, Hepatitis and others. In this bloodborne pathogen training video, you'll learn how exposure can occur in healthcare facilities, regulations and required procedures designed to protect you from exposure, and what to do if exposure occurs.

## HAZARD COMMUNICATION



### EVACUATION PROCEDURES (Advanced)

*Learn How to Evacuate Safely from a Facility During an Emergency Situation.*

#### COURSE DESCRIPTION

Getting everyone out of a building during an emergency is critical. This course gives a basic overview of how to safely evacuate from a facility as well as understand the roles of the evacuation team, how to prepare for an evacuation, and how to cope with fire, explosions, or hazardous materials during a crisis.

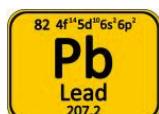


### LOCKOUT/TAGOUT (Essential)

*Learn to use the Lockout/Tagout Practices for Hazardous Energy.*

#### COURSE DESCRIPTION

Powered equipment can help you get jobs done quicker and easier. This hazardous energy also presents with certain dangers. That's why OSHA has the Lockout/Tagout regulations. This course will show you how and when to follow these regulations.



### LEAD EXPOSURE IN GENERAL INDUSTRY (Essential)

*Learn How to Safely Work in areas Where Lead is Present.*

#### COURSE DESCRIPTION

Working with lead can be a serious health risk. That is why OSHA has a Lead Standard that companies must follow. This course will teach you the Lead Standard and how to handle areas where you may be exposed to lead.



### ASBESTOS AWARENESS (Essential)

*Learn to Protect Yourself from Exposure to Asbestos.*

#### COURSE DESCRIPTION

Asbestos is a lightweight, versatile material that was used in many products, homes, and commercial buildings. This course is designed to help you understand the OSHA Asbestos Standard, how asbestos can affect your health, and how to avoid exposure.

## HAZARD COMMUNICATION



### HAZARD COMMUNICATION IN THE HOSPITALITY INDUSTRY (Essential)

*Learn about Hazardous Materials and How to Protect Yourself in the Workplace.*

#### COURSE DESCRIPTION

Employees in all industries have a “Right to Know” about potentially hazardous materials that they may encounter in the workplace. This course is designed to give you a basic understanding of OSHA’s HazCom Standard, GHS Safety Data Sheets, classifications of chemicals, carcinogens, routes of entry, PPE, and what to do when there are leaks and spills in the hospitality industry.



### GHS SAFETY DATA SHEETS (Essential)

*Learn to Safely Handle and Store Chemicals.*

#### COURSE DESCRIPTION

OSHA has adopted the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). The OSHA Hazard Communication Standard does not require this new SDS format. However, OSHA does encourage the use of this new SDS format. Furthermore, most of the large chemical manufacturers in the United States appear to be adopting this GHS format. This online video training course educates employees about the GHS SDS format.



### EMERGENCY PLANNING (Advanced)

*Keep Your Role in and the Importance of an Emergency Action Plan.*

#### COURSE DESCRIPTION

Emergency Planning enables organizations to address emergencies in a well-organized manner. Planning ahead enables organizations to act quickly and effectively to combat any problems that arise. The Emergency Action Plan is critical to the safety of all personnel in an organization. This course addresses planning, the threat of terrorism, employees’ roles, and emergency action drills.



### HAZARD COMMUNICATION: CLEANING AND MAINTENANCE OPERATIONS (Essential)

*Protect Yourself from Hazardous Materials in the Workplace.*

#### COURSE DESCRIPTION

“Right to Know” regulations inform employees about potentially hazardous materials that they may encounter in the workplace. This course is designed to give you a basic understanding of OSHA’s HazCom Standard, GHS Safety Data Sheets, classifications of chemicals, carcinogens, routes of entry, PPE, and what to do when there are leaks and spills for Cleaning and Maintenance operations.

## HAZARD COMMUNICATION



### HAZARD COMMUNICATIONS IN INDUSTRIAL FACILITIES (Essential)

*Work Safely with Hazardous Materials by Understanding OSHA's HazCom Standard.*

#### COURSE DESCRIPTION

OSHA's Hazard Communication Standard and other state laws are often called "Right to Know" Regulations and are used to inform employees of the potentially hazardous materials that they may encounter in the workplace. This course is designed to give you a basic understanding of OSHA's HazCom Standard, GHS Safety Data Sheets, classifications of chemicals, carcinogens, routes of entry, PPE, and what to do when there are leaks and spills.



### HAZARDOUS MATERIALS LABELS (Essential)

*Understand the Different Characteristics of Labeling Systems.*

#### COURSE DESCRIPTION

Preventing injury due to hazardous materials becomes much easier when containers are labeled correctly. Proper labeling is key to workplace safety for identifying what to do in the event of an emergency. Many organizations have developed labeling systems to ensure that these labels can be clearly identified by anyone. This online video tutorial is designed to help employees understand the characteristics of these labeling systems.



## WORKPLACE SAFETY



### OSHA RECORDKEEPING FOR MANAGERS AND SUPERVISORS (Intermediate)

*Learn the proper OSHA Recordkeeping methods.*

#### COURSE DESCRIPTION

OSHA requires recordkeeping of work-related injuries and illnesses. You will learn how to make your company's facilities a safer place to work by learning how to track hazards that contribute to injury and illness in the workplace.



### OSHA RECORDKEEPING FOR EMPLOYEES (Beginner)

*Learn your role in reporting work-related injuries and illnesses.*

#### COURSE DESCRIPTION

OSHA requires recordkeeping of work-related injuries and illnesses. You will learn how these records pertain to you and the safety of your work facilities. Learn your rights and how to help keep your work environment safe by properly reporting incidents and accidents.



### INTRODUCTION TO OSHA (Essential)

*Understand OSHA's Role in Creating Safe Work Environments.*

#### COURSE DESCRIPTION

The Occupational Safety and Health Administration was created to help keep you safe at work. OSHA's aim is to provide a safe and healthy workplace. This course will cover what your rights are under OSHA, what your employer is required to do and how you can report any potential violations to OSHA.

# FINANCE



## TELLER



### SIGNATURE VERIFICATION AND FORGERY (Essential)

*Learn the Fundamentals of Techniques Used to Forge Signatures.*

#### COURSE DESCRIPTION

Bank tellers play a vital role in detecting fraud, serving as a frontline defense for the bank. When it comes to fraud detection, signature verification continues to be the top priority for the majority of bank tellers. This online employee training program seeks to teach bank tellers the fundamentals of understanding and identifying common signature forging techniques. Additionally, this course goes over the steps used to confirm information on a check in order to make an accurate check cashing decision.



### DETECTING COUNTERFEITS (Essential)

*Learn to Detect Counterfeits and Keep Them out of Circulation.*

#### COURSE DESCRIPTION

This course is designed to teach tellers the fundamentals of counterfeit detection. Tellers will learn the security features common to most of the world's currency, as well as tools used to detect counterfeits.



## REGULATORY & COMPLIANCE



### FATCA BASICS (Beginner)

*Learn the Basic Concepts and General Framework of FATCA.*

#### COURSE DESCRIPTION

The Foreign Account Tax Compliance Act is also known by the acronym FATCA. FATCA started as a United States law to address the financial crime of offshore tax evasion by United States citizens. FATCA has since evolved into a global reform for tax compliance. This course examines the basic principles of FATCA and its general framework.



### FATCA REQUIREMENTS (Beginner)

*Discover the In-depth Requirements of FATCA.*

#### COURSE DESCRIPTION

The Foreign Account Tax Compliance Act is also known by the acronym FATCA. FATCA started as a United States law to address the financial crime of offshore tax evasion by United States citizens. FATCA has since evolved into a global reform for tax compliance. This course examines the FATCA requirement for U.S. and foreign individuals and entities.



### FATCA IMPLEMENTATION (Intermediate)

*Identify How to Implement the Requirements of FATCA.*

#### COURSE DESCRIPTION

The Foreign Account Tax Compliance Act is also known by the acronym FATCA. FATCA started as a United States law to address the financial crime of offshore tax evasion by United States citizens. FATCA has since evolved into a global reform for tax compliance. This course examines the general processes, as well as the key challenges of implementing FATCA requirements.

## REGULATORY & COMPLIANCE



### FATCA COMPLIANCE (Advanced)

*Evaluate the processes for FATCA Compliance.*

#### COURSE DESCRIPTION

The Foreign Account Tax Compliance Act (FATCA), started as a United States law to address financial crime. Specifically, FATCA sought to address offshore tax evasion committed by United States citizens. Since its inception, FATCA has changed and evolved into a global reform for tax compliance. These banking courses examine the general framework and steps to ensure compliance with FATCA requirements.



### CORPORATE GOVERNANCE FOR FINANCIAL INSTITUTIONS (Advanced)

*Build Subject Matter Expertise in the Area of Corporate Governance.*

#### COURSE DESCRIPTION

The implementation and maintenance of strong corporate governance policies ensures that proper oversight is in place to hold the organization accountable to the standards, laws, and regulations that it should be abiding by. Effective corporate governance helps an organization to achieve its objectives and fulfill its obligations. This course provides a framework for financial institutions seeking to promote public confidence in the safety and soundness of their financial institution.



## FRAUD PREVENTION



### UNDERSTANDING FRAUD (Beginner)

*Learn the Background Perspectives on the Basics of Fraud.*

#### COURSE DESCRIPTION

In the broadest sense, fraud can encompass any crime for gain that uses deception as its principal motive. The typical organization loses 5% of revenues per year because of fraud. This course provides the basics of what fraud is and how it impacts markets.



### FRAUD SCHEMES (Intermediate)

*Discover Weaknesses that Open Organizations to Potential Fraud Risks.*

#### COURSE DESCRIPTION

There is much more an organization should do, beyond acting with good intentions to control and prevent fraud. Organizations need to proactively identify areas for potential fraud risk and develop mitigation strategies. This course reviews the responsibilities and ethics involved in the prevention of fraud, as well as how to leverage analytics to control fraud risks.



### CONTROLLING FRAUD (Advanced)

*Learn Basic Fraud Control Strategies.*

#### COURSE DESCRIPTION

There is much more an organization should do, beyond acting with good intentions to control and prevent fraud. Organizations need to proactively identify areas for potential fraud risk and develop mitigation strategies. This course reviews the responsibilities and ethics involved in the prevention of fraud, as well as how to leverage analytics to control fraud risks.

## TREASURY MANAGEMENT



### TREASURY DEPARTMENT FUNDAMENTALS (Beginner)

*Learn the Basic Operations of the Treasury Department.*

#### COURSE DESCRIPTION

Corporate treasury, once considered an offshoot of accounting, now sits directly linked to banking. Company treasurers seek to protect company assets and financial transactions from risks. Banks provide corporations with many services to help protect their assets. KnowledgeCity's employee training solutions provides training for the key roles, internal controls, and technologies available to treasuries.



### CASH MANAGEMENT (Intermediate)

*Learn the Concepts of Treasury Cash Management.*

#### COURSE DESCRIPTION

The Treasury possesses a variety of cash management functions that allow banks to provide services to their customers. These services enable corporate customers to make decisions and streamline their cash management. Additionally, they allow customers to automate payments such as payroll and collections. This online training course explains key concepts of cash management including cash flow forecasting, working capital, and debt-equity financing.



### INVESTMENTS (Advanced)

*Learn About the Different Treasury Investment Products.*

#### COURSE DESCRIPTION

When banks and corporations need their capital and liquidity managed, they seek out treasuries. A great deal of the management process involves investments. This online training program reviews investment strategies, accounting for investments, money markets, and investment management outsourcing. By the program's end, you will be able to explain the various parts of the investment process.

## TREASURY MANAGEMENT



### TREASURY RISK MANAGEMENT (Advanced)

*Learn the Fundamentals of Managing Risk in the Treasury.*

#### COURSE DESCRIPTION

Managing financial risk helps to reduce variability in an organization's future cash flow. For treasury professionals, familiarizing yourself with treasury risk scenarios and mitigation becomes a vital part of your job. In this online employee training program, you will learn how cash flow and profitability vary due to external changes in FX rates, interest rates, and commodity prices. By understanding how to best handle these risks, the company's value and success remains on the right path.



## ACCOUNTING



### BASIC ACCOUNTING (Beginner)

*Understand How to Perform Standard Accounting Tasks.*

#### COURSE DESCRIPTION

Basic Accounting is a course designed to give both a textbook and real-world experience that will prepare the student for subsequent accounting courses. This course will give you the knowledge needed to succeed in the workplace. The sections covered in this Basic Accounting course fit in line with full cycle accounting. Full cycle accounting includes all functions in accounting, such as accounts payable, accounts receivables, payroll, and general ledger.



### INTRODUCTION TO ACCOUNTING (Beginner)

*Get a Solid Foundation of Introductory Accounting Knowledge.*

#### COURSE DESCRIPTION

This course goes into the fundamentals of accounting. You will learn the basic definitions and business transactions covered in most accounting courses. You will also explore financial statements, adjusting and closing journal entries, and workplace accounting. You will come away with a firm accounting foundation.



### FINANCIAL ACCOUNTING (Intermediate)

*Understand the Most Common Business Accounting Practices.*

#### COURSE DESCRIPTION

This course offers thorough, working knowledge of financial accounting by reviewing the business basics for a merchandising firm, asset accounts, receivables, inventories, and long-term assets.

## ACCOUNTING



### BUSINESS MATHEMATICS (Beginner)

*Subtract Confusion and Multiply Your Value by Adding Math Skills.*

#### COURSE DESCRIPTION

This course is designed to meet the needs of business students who wish to gain proficiency in mathematical applications in the business world. This includes topics such as markup, depreciation, property tax, interest, and payrolls. We will also be focusing on solving word problems in an accounting and business context.



### MANAGERIAL ACCOUNTING (Intermediate)

*Learn How to Operate Your Organization More Efficiently.*

#### COURSE DESCRIPTION

Managerial accounting supports an organization by providing managers with strategic financial analysis, enabling them to make the organization more efficient and effective. This course teaches the fundamental aspects of a managerial accounting system, including forecasting and planning, performing variance analysis, and reviewing and monitoring costs to ensure profits are maximized and costs are minimized.



### MANAGING ASSETS (Advanced)

*Learn How to Utilize Your Organization's Resources Effectively.*

#### COURSE DESCRIPTION

Assets are the economic resources for any organization. Liquid assets, such as cash and inventory, are especially essential to an organization's ability to operate. This course teaches how to properly establish, implement, and monitor asset accounts, to ensure that the organization's assets will be managed effectively.



### MANAGERIAL BUDGETING (Intermediate)

*Choose a Budgeting Approach and Prepare an Effective Budget.*

#### COURSE DESCRIPTION

Modern businesses operate with significant degrees of uncertainty and complexity. Over time, this uncertainty and complexity in business has led to the development of various managerial tools, techniques and procedures useful in managing businesses successfully. Of all these, budgeting is the most common and widely used standard device for planning and control. This course provides fundamental understanding of budgeting, budgeting process, and includes a practical guide for preparing and mastering financial budgets.

## FINANCE & INVESTING



### INVESTING AND MANAGING (Intermediate)

*Learn How to Purchase and Manage Residential Properties.*

#### COURSE DESCRIPTION

Learn all about purchasing and managing residential properties. Analyze investments, compare investment returns, investigate alternative financing methods, and explore the laws pertaining to property management, including the rights of both the owner and the tenant.



### BASIC INVESTING (Beginner)

*Understand the Basics of Developing an Investment Portfolio.*

#### COURSE DESCRIPTION

Invest in your portfolio by learning the basics concerning stocks, mutual funds, and bonds. This course covers basic financial principles, such as compounding money and savings. Regardless of past investing experiences, each student will learn helpful tips for designing their own portfolios.



### PERSONAL FINANCIAL PLANNING (Beginner)

*Discover How to Manage Your Own Finances.*

#### COURSE DESCRIPTION

This course is an introduction to personal financial planning and money management. Our emphasis will be on practical, personal financial management concepts and skills. We will examine the many choices we make as we strive to effectively manage both the day-to-day and long-term personal and financial goals.



### ADVANCED INVESTING (Advanced)

*Master the Techniques of Managing an Investment Portfolio.*

#### COURSE DESCRIPTION

Learn how to take care of your money in any market situation. Review the basics of economics before delving into more complicated formulas. These valuable lessons are easy-to-understand and designed to help you make sound financial decisions. Learn about intricate indexes, indicators, and various options. The stock market is not going to wait. Become an intelligent, confident investor today.

## RETAIL BANKING



### RETAIL BANKING (Essential)

*Learn the Fundamentals of Retail Banking Products and Services.*

#### COURSE DESCRIPTION

This course is designed to teach you the fundamentals of retail banking products and services offered at many banks around the world, including: checking accounts, savings accounts, certificates of deposit, wealth management, stock accounts, and private banking. It is vital that tellers are knowledgeable on these products and services, as most of the business activity at branches will center around these functions.



### MORTGAGE LOANS (Intermediate)

*Understand the Basics of Mortgage Loans.*

#### COURSE DESCRIPTION

Mortgage loans are fairly complex. This course is designed to teach you the fundamentals of mortgage loans including: the characteristics of both the primary and secondary markets, the various borrowing costs that exist within mortgages, lender protection, loan eligibility requirements, securitization, home equity loans, reverse mortgages, and more. By the end of this course, you will be able to explain the different types of mortgage loans that are available for potential homeowners as well as the process of obtaining a mortgage.



### AUTO LOANS (Beginner)

*Learn the Basics of Auto Loan Products and Services.*

#### COURSE DESCRIPTION

Auto loans are the third largest category of outstanding household debt, behind mortgage and student loans. This course is designed to teach you the fundamentals of Auto Loan products and services offered at many banks around the world. By the end of this course, you will be able to explain the auto loan market structure, auto loan basics including: underwriting and interest, as well as bank leases, refinancing, and repossession.



### LINES OF CREDIT AND CREDIT CARDS (Beginner)

*Learn the Basics of Lines of Credit and Credit Cards.*

#### COURSE DESCRIPTION

Credit cards generated close to 200 billion in transactions globally at merchants around the world. It is vital that tellers be knowledgeable of these products and services. This course is designed to teach you the fundamentals of credit services offered at many banks around the world. By the end of this course, you should be able to explain the approval process, rates and fees, interest and more.

## TRADE FINANCE



### TRADE FINANCE BASICS (Intermediate)

*Learn the Basic Concepts of Trade Finance and Market Impact.*

#### COURSE DESCRIPTION

Trade finance is critical to the proper functioning of not only international commerce, but domestic commerce as well. This course is designed to teach the basics of trade finance, the roles and responsibilities of banks, and the future of trade finance.



### TRADE FINANCE: METHODS OF PAYMENTS (Intermediate)

*Learn how trade is financed both domestically and abroad.*

#### COURSE DESCRIPTION

Finance for importers and exporters is fundamental to their business. This course is designed to teach general concepts which will introduce the technical components of trade finance. In this course, you will learn about the methods used to finance trade including: cash in advance, letters of credit, documentary collections, and open account terms.





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# KNOWLEDGECITY

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# CATALOG 2019

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