



BUSINESS STRATEGY and OPERATIONS**Operations Curriculum****The Foundations of Six Sigma****Link to description**

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Quick Wins in Six Sigma Implementation

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Communicating Properly during Layoffs	_pc_bi_hrbi005
Involving Employees in Corporate Change	_pc_bi_lsbi011
Communicating Organizational Change	_pc_bi_mgbi015
Beyond Change: Working with Agility	_pc_bi_pabi009
Developing People	_pc_ch_lach013
Instituting a Quality Improvement Program	_pc_ch_pech002
Developing Leadership Skills	
Motivating Your Employees	ald_01_a01_bs_enus
Communicating Vision to Your Employees	ald_01_a02_bs_enus
Leading through Positive Influence	ald_01_a03_bs_enus
Leveraging Emotional Intelligence	ald_01_a04_bs_enus
Communicating a Shared Vision	_pc_bi_lsbi001

Motivating Human Behavior	_pc_ch_lsch002
The Emotionally Intelligent Leader	_pc_ch_lach014
Crafting an Organizational Vision	_pc_ch_lach040
Leader as Motivator	_pc_ch_lach008
Leveraging Leadership Techniques	
Key Elements of Business Execution	ald_02_a01_bs_enus
Building Innovation Cultures and Leaders	ald_02_a02_bs_enus
Leading Your Team through Change	ald_02_a03_bs_enus
Building a Leadership Development Plan	ald_02_a04_bs_enus
Aligning Unit Goals and Imperatives	ald_02_a05_bs_enus
Leading Teams through Change	_pc_bi_lsb003
Knowing When to Take Leadership Risks	_pc_bi_lsb006
Wanted - Innovation Leaders	_pc_bi_lsb013
Developing a Business Execution Culture	_pc_ch_lach001
Leading Change	_pc_ch_lach004
Leading Innovation	_pc_ch_lach010
Creating a Positive Atmosphere	
Positive Atmosphere: Establishing an Engaged Workforce	ald_03_a01_bs_enus
Positive Atmosphere: Establishing a Positive Work Environment	ald_03_a02_bs_enus
Positive Atmosphere: How Organizational Learning Drives Positive Change	ald_03_a03_bs_enus
Improving Leadership Skills	
Becoming an Inspirational Leader	ald_04_a01_bs_enus
Assessing Your Own Leadership Performance	ald_04_a02_bs_enus
Women In Leadership	
Gender and Leadership	ald_05_a01_bs_enus
Choosing to Lead as a Woman	ald_05_a02_bs_enus
Career and Family Challenges for Women Leaders	ald_05_a03_bs_enus
Leading Virtual Teams	
Establishing Effective Virtual Teams	ald_06_a01_bs_enus
Facing Virtual Team Challenges	ald_06_a02_bs_enus

PROFESSIONAL EFFECTIVENESS

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Communication Curriculum

Getting Results without Direct Authority

Influencing Key Decision Makers

[_pc_bi_lsbi015](#)

Influence and Persuasion

[_pc_ch_lach016](#)

Workplace Conflict

Preventing Unhealthy Workplace Conflict

[comm_39_a01_bs_enus](#)

Working Out and Through Conflict

[comm_39_a02_bs_enus](#)

Adapting Your Conflict Style

[comm_39_a03_bs_enus](#)

Confrontation: What's the Best Approach

[_pc_bi_mgbi009](#)

Personal Conflict Styles

[_pc_bi_pabi002](#)

Coping with Accusations in the Workplace

[_pc_ch_lsch003](#)

Managing Conflict

[_pc_ch_lach009](#)

Conflict: Avoid, Confront, or Delay?

[_pc_ch_pach004](#)

Meeting the Challenge of Workplace Conflict

[_pc_ch_coch001](#)

Issue-focused Negotiation

Issue-focused Negotiation: Are You Ready?

[comm_40_a01_bs_enus](#)

You and Your Negotiating Counterpart

[comm_40_a02_bs_enus](#)

Reaching a Negotiated Agreement

[comm_40_a03_bs_enus](#)

Effective Body Language in Negotiations

[_pc_bi_pfb013](#)

Vendor Negotiations: Choosing the Best Approach

[_pc_ch_lach032](#)

Tailoring Your Negotiating Approach

[_pc_ch_coch002](#)

Developing Your Emotional Intelligence

Emotional Intelligence: Owning Your Emotions

[comm_41_a01_bs_enus](#)

Emotional Intelligence: Building Self-Management Skills

[comm_41_a02_bs_enus](#)

Emotional Intelligence: Being Aware of the Emotions of Others

[comm_41_a03_bs_enus](#)

Emotional Intelligence: Applying EI at Work

[comm_41_a04_bs_enus](#)

How High Is Your EQ?

[_pc_bi_pfb009](#)

Emotional Intelligence at Work	_pc_ch_pach014
Getting Results through Personal Power	
Personal Power and Credibility	comm_42_a01_bs_enus
Building Personal Power through Influence	comm_42_a02_bs_enus
Influence Others with Political Savvy	comm_42_a03_bs_enus
How to Succeed in Listening	
Be a Better Listener	comm_43_a01_bs_enus
Roadblocks to Excellent Listening	comm_43_a02_bs_enus
Active Listening Skills for Professionals	comm_43_a03_bs_enus
Mastering Active Listening in the Workplace	comm_43_a04_bs_enus
Listening to Improve Conversation	_pc_bi_pabi001
Effective Listening	_pc_ch_lach030
Listening with Skill	_pc_ch_pach002
Constructive Feedback	
Feedback and Its Vital Role in the Workplace	comm_44_a01_bs_enus
Delivering Feedback	comm_44_a02_bs_enus
Receiving Feedback	comm_44_a03_bs_enus
Making Feedback a Regular Occurrence	comm_44_a04_bs_enus
Criticism in Context	_pc_bi_pfb016
Giving Appropriate Feedback	_pc_ch_lach006
Giving Feedback to Coworkers	_pc_ch_pach006
Engaging Others with Tact and Diplomacy	
Diplomacy and Tact for Every Day	comm_45_a01_bs_enus
Diplomacy and Tact in Challenging Situations	comm_45_a02_bs_enus
Connecting with Others through Diplomacy and Tact	comm_45_a03_bs_enus
Using Humor with Diplomacy and Tact	comm_45_a04_bs_enus
Working with Difficult People	
Difficult People: Why They Act That Way and How to Deal with Them	comm_46_a01_bs_enus
Difficult People: Can't Change Them, so Change Yourself	comm_46_a02_bs_enus
Difficult People: Strategies to Keep Everyone Working Together	comm_46_a03_bs_enus

Coping with Aggressive Behavior in the Workplace	_pc bi_pabi008
Blame Backfires--Conquer Negative Thinking	_pc bi_pfb003
Reacting to Co-workers Who Try Taking Advantage	_pc ch_pfch003
Managing and Controlling Anger	
The Essentials for Anger Management	comm 47 a01 bs enus
Cross-Cultural Communication	
How Culture Impacts Communication	comm 48 a01 bs enus
Using Communication Strategies to Bridge Cultural Divides	comm 48 a02 bs enus
Communicating with a Cross-cultural Audience	_pc bi_pfb020
Dispute Resolution in International Contracts	_pc ch_lsch005
Communicating with Senior Executives	
Capturing the Attention of Senior Executives	comm 49 a01 bs enus
Effective Business Meetings	
Planning Meetings Fit for Purpose	comm 50 a01 bs enus
Running Meetings in Better Directions	comm 50 a02 bs enus
Effective Business Writing	
Audience and Purpose in Business Writing	comm 51 a01 bs enus
Clarity and Conciseness in Business Writing	comm 51 a02 bs enus
Editing and Proofreading Business Documents	comm 51 a03 bs enus
Writing for Business	_pc bi_pabi012
Written Communication	_pc ch_pach015
Writing a Business Case	
Developing an Effective Business Case	acm 01 a01 bs enus
Using E-mail Effectively in the Workplace	
Writing Effective E-mails and Instant Messages	acm 02 a01 bs enus
Sending E-mails to the Right People	acm 02 a02 bs enus
Organizing Your E-mail	acm 02 a03 bs enus
Essential Skills for Professional Telephone Calls	
Keeping Business Calls Professional	acm 03 a01 bs enus
Practical Grammar for Business Writing	

Using the Parts of Speech	acm 04 a01 bs enus
Getting the Details Right: Spelling Basics	acm 04 a02 bs enus
Abbreviating, Capitalizing, and Using Numbers	acm 04 a03 bs enus
Using Punctuation Marks	acm 04 a04 bs enus
Creating Well-constructed Sentences	acm 04 a05 bs enus
Troublesome Words and Phrases: Common Usage Mistakes in Writing	acm 04 a06 bs enus
Making the Most of Your Presentations	
Planning an Effective Presentation	acm 05 a01 bs enus
Building Your Presentation	acm 05 a02 bs enus
Ensuring Successful Presentation Delivery	acm 05 a03 bs enus
Handling Difficult Questions as a Presenter	_pc bi_pabi007
Skills for Communication Success	
The Art and Science of Communication	acm 07 a01 bs enus
Making an Impact with Non-verbal Communication	acm 07 a02 bs enus
Trust Building through Effective Communication	acm 07 a03 bs enus
Choosing the Right Interpersonal Communication Method to Make You	acm 07 a04 bs enus
Become a Great Listener	acm 07 a05 bs enus
Do We Have a Failure to Communicate?	acm 07 a06 bs enus
Making Yourself Approachable	_pc bi_pabi011
Asserting Yourself in the Workplace	_pc ch_pach016
Developing Your Listening Skills	
Listening Even When it's Difficult to Listen	acm 14 a01 bs enus
Using Active Listening in Workplace Situations	acm 14 a02 bs enus
Dealing with Workplace Conflict	
The Many Approaches to Facing Workplace Conflict	acm 11 a01 bs enus
Facing and Resolving Conflict in the Workplace	acm 11 a02 bs enus
Developing Effective Negotiation Skills	
The First Steps in Negotiating	acm 12 a01 bs enus
Negotiating the Best Solution	acm 12 a02 bs enus
Achieving Emotional Intelligence	

Navigating Your Own Emotions	acm 13 a01 bs enus
Navigating Other People's Emotions	acm 13 a02 bs enus
Navigating the Workplace with Emotional Intelligence	acm 13 a03 bs enus
The Art of Feedback	
Polishing Your Feedback Skills	acm 15 a01 bs enus
Gaining a Positive Perspective on Feedback	acm 15 a02 bs enus
Communicating Tactfully and Diplomatically	
Acting with Diplomacy and Tact	acm 16 a01 bs enus
Navigating Challenging Situations with Diplomacy and Tact	acm 16 a02 bs enus
Storytelling Basics	
Fundamentals of Business Storytelling	acm 17 a01 bs enus
Writing Skills for Technical Professionals	
Improving Your Technical Writing Skills	acm 06 a01 it enus
Personal Development Curriculum	
Doing Business Professionally	
Reframing Negative Situations	_pc bi hrbi008
Optimizing Your Work/Life Balance	
Employee Exhaustion: Managing a Well-balanced Workload	_pc bi mgbi010
Creating Work/Life Balance	_pc ch lach036
Building and Maintaining Trust	
Rebuilding Trust	_pc bi pabi005
Perseverance and Resilience	
Persevering through Setbacks	_pc ch pach011
Problem Solving and Decision Making	
Solving Problems: Framing the Problem	pd 29 a01 bs enus
Solving Problems: Generating and Evaluating Alternatives	pd 29 a02 bs enus
Making and Carrying Out Tough Decisions	pd 29 a03 bs enus
Playing the Devil's Advocate in Decision Making	_pc bi pfb005
Turning Problems Around with Reverse Brainstorming	_pc bi lsbi017
Uncovering the Root Problem	_pc ch lach003

Problem Solving: Process, Tools, and Techniques	_pc_ch_pach003
Decisions: Making the Right Move	_pc_ch_pech001
Thinking Critically	
Thinking Critically: Coming to Terms with Assumptions	pe_01_a01_bs_enus
Thinking Critically: Getting Your Arms around Arguments	pe_01_a02_bs_enus
Thinking Critically: Drawing Conclusions with Confidence	pe_01_a03_bs_enus
Critical Thinking	_pc_ch_lach025
Applying Your Best Thinking	_pc_ch_pech003
Perseverance at Work	
Forging Ahead with Perseverance and Resilience	pe_03_a01_bs_enus
Reaching Goals Using Perseverance and Resilience	pe_03_a02_bs_enus
Perseverance: Flexibility in Action	_pc_bi_pabi004
Building, Rebuilding and Sustaining Trust	
The Building Blocks of Building Trust	pe_04_a01_bs_enus
The Fruits of Integrity: Building Trust at Work	_pc_ch_pach012
Improving Your Work/Life Balance	
Taking Stock of Your Work/Life Balance	pd_30_a01_bs_enus
Staying Balanced in a Shifting World	pd_30_a02_bs_enus
Take a Deep Breath and Manage Your Stress	pd_30_a03_bs_enus
Managing Workplace Stress	_pc_bi_hrbi006
Navigating through Organizational Change	
Organizations Change So Get Ready	pd_31_a01_bs_enus
Redefining Yourself after Organizational Change	pd_31_a02_bs_enus
Managing the Stress of Organizational Change	_pc_bi_mgbi004
The Importance of Flexibility in the Workplace	_pc_bi_pfb007
Developing Organizational Agility	_pc_ch_pach024
Improving Your Personal Productivity	
Organize Your Physical and Digital Workspace	pd_32_a01_bs_enus
Avoid Procrastination by Getting Organized Instead	pd_32_a02_bs_enus
Maximize Your Productivity by Managing Time and Tasks	pd_32_a03_bs_enus

Achieve Productivity in Your Personal Life	pd 32 a04 bs enus
Polishing Your Professional Edge	
Becoming an Accountable Professional	pe 05 a01 bs enus
Becoming Your Own Best Boss	pe 05 a02 bs enus
Becoming More Professional through Business Etiquette	pe 05 a03 bs enus
Developing a Personal Accountability Framework	pe 05 a04 bs enus
Safe Small Talk	_pc bi pfbi012
Broadening Your Learning Horizons	_pc bi pabi013
Reframing Negative Situations	_pc bi hrbi008
Managing Goals	_pc ch lach027
Targeting Personal Learning	_pc ch pach022
360 Degree Relationships	
Cultivating Relationships with Your Peers	apd 04 a01 bs enus
Building Your Professional Network	apd 04 a02 bs enus
Building Rapport with Your Boss	apd 04 a03 bs enus
Peer Political Styles	_pc bi pabi010
Building Better Relationships through Understanding	_pc ch pach017
Building Peer Relationships	_pc ch pach019
Diversity on the Job	
Bridging the Diversity Gap	apd 01 a01 bs enus
Your Role in Workplace Diversity	apd 01 a02 bs enus
Understanding Workplace Diversity	_pc bi hrbi002
Managing Diversity	_pc ch lach015
Performing Under Pressure	
Managing Pressure and Stress to Optimize Your Performance	apd 07 a01 bs enus
Managing Your Career	
Developing Your Career	_pc ch lach037
Developing a Plan to Further Your Career	apd 03 a01 bs enus
Getting Your Career on the Right Track	apd 03 a02 bs enus
Using Performance Appraisals to Advance Your Career	apd 03 a03 bs enus

Conquering Career Stagnation	_pc bi pfbi019
Building and Managing Upward Relationships	_pc ch pach008
Planning Your Career	_pc ch pach013
Exploring Self-development	_pc ch pach023
Business Ethics Essentials	
Developing Your Business Ethics	apd 05 a01 bs enus
Office Politics – What Will You Do?	_pc ch pfch004
Ethics, Integrity, and Trust	_pc ch lach005
The Ethics Enigma	_pc ch pach020
Public Speaking Strategies	
Writing and Preparing an Effective Speech	apd 06 a01 bs enus
Conquering the Challenges of Public Speaking	apd 06 a02 bs enus
Creativity in the Workplace	
Unleashing Personal and Team Creativity	apd 02 a01 bs enus
Verifying and Building on Creative Ideas	apd 02 a02 bs enus
Time Management	
Aligning Goals and Priorities to Manage Time	apd 08 a01 bs enus
Make the Time You Need: Get Organized	apd 08 a02 bs enus
The Art of Staying Focused	apd 08 a03 bs enus
Coping with Information Overload	_pc bi pfbi002
Prioritizing Personal and Professional Responsibilities	_pc bi mgbi003
Planning for Interruptions Helps with Procrastination	_pc bi pfbi014
Setting and Managing Priorities	_pc ch lach018
Coping with Conflicting Priorities	_pc ch pach005
Setting Goals	_pc ch pach007
Getting Time under Control	_pc ch pach021
The Dangers of Multitasking	_pc bi pabi003
Discovering Your Strengths	
Uncovering and Utilizing Your Talents and Skills	apd 10 a01 bs enus
Self-improvement for Lifelong Success	apd 10 a02 bs enus

Establishing Self-confidence for Life	apd 10 a03 bs enus
Overcoming Procrastination	
Procrastination: Admitting it is the First Step	apd 11 a01 bs enus
Beating Procrastination by Boosting Your Creativity and Drive	apd 11 a02 bs enus
Improving Your Memory	
Improving Your Memory Skills	apd 12 a01 bs enus
Improving Your Reading Speed	
Improving Your Reading Speed and Comprehension	apd 13 a01 bs enus
Unconscious Bias	
Understanding Unconscious Bias	apd 14 a01 bs enus
Overcoming Your Own Unconscious Biases	apd 14 a02 bs enus
Overcoming Unconscious Bias in the Workplace	apd 14 a03 bs enus
Facing Problems and Making Decisions	
Getting to the Root of a Problem	apd 15 a01 bs enus
Defining Alternative Solutions to a Problem	apd 15 a02 bs enus
Choosing and Using the Best Solution	apd 15 a03 bs enus
Managing Projects with No Direct Authority	_pc bi pmbi001
Ensuring Management Buy-in on a Project	_pc bi pmbi002
Managing Conflict in Project Teams	_pc bi pmbi003
Managing Scope on a Project	_pc bi pmbi004
Weighing the Costs of Project Change	_pc bi pmbi005
Managing Vendor Relationships	_pc bi pmbi006
Anticipating and Solving Problems as a Project Champion	_pc bi pmbi007
Addressing Stakeholder Conflicts	_pc bi pmbi008
Portfolios, Programs, and Projects: What's the Difference?	_pc bi pmbi009
Controlling Project Cost	_pc bi pmbi010
Project Management Essentials	_pc ch lach041

Link to description

Supporting Project Managers

[_pc_ch_lach042](#)**Developing Your Critical Thinking Skills**

Confronting Your Assumptions

[apd_17_a01_bs_enus](#)

Investigating Arguments

[apd_17_a02_bs_enus](#)

Reaching Sound Conclusions

[apd_17_a03_bs_enus](#)**Creating Lasting Organizational Change**

Facilitating Sustainable Change

[apd_18_a01_bs_enus](#)

Moving Forward with Change Planning

[apd_18_a02_bs_enus](#)

Making Change Stick

[apd_18_a03_bs_enus](#)

PROJECT EFFECTIVENESS**Link to description****Project Management Curriculum****PRINCE2®: Practitioner**

PRINCE2® Practitioner Exam Information

[prin_prac_a01_bs_enus](#)**Project Integration (PMBOK® Guide Fifth Edition)**

Project Initiation and the Project Charter (PMBOK® Guide Fifth Edition)

[apj_02_a01_bs_enus](#)

Managing Project Work (PMBOK® Guide Fifth Edition)

[apj_02_a02_bs_enus](#)

Change Control and Project Close-out (PMBOK® Guide Fifth Edition)

[apj_02_a03_bs_enus](#)

Using Lessons Learned for Continuous Improvement

[apj_02_a04_bs_enus](#)

Managing Projects for Strategic Alignment

[apj_02_a05_bs_enus](#)**Project Scope (PMBOK® Guide Fifth Edition)**

Collect Requirements and Define Scope (PMBOK® Guide Fifth Edition)

[apj_03_a01_bs_enus](#)

Create Work Breakdown Structure (PMBOK® Guide Fifth Edition)

[apj_03_a02_bs_enus](#)

Validate and Control Scope (PMBOK® Guide Fifth Edition)

[apj_03_a03_bs_enus](#)

Project Time (PMBOK® Guide Fifth Edition)	
Define and Sequence Activities (PMBOK® Guide Fifth Edition)	apj_04_a01_bs_enus
Estimate Resources and Durations (PMBOK® Guide Fifth Edition)	apj_04_a02_bs_enus
Develop and Control the Schedule (PMBOK® Guide Fifth Edition)	apj_04_a03_bs_enus
Project Management Ethics and Values	
Ethics and Project Management	apj_12_a01_bs_enus
Ethical Standards and PMI® Core Values	apj_12_a02_bs_enus
Project Cost (PMBOK® Guide Fifth Edition)	
Creating a Project Budget (PMBOK® Guide Fifth Edition)	apj_05_a01_bs_enus
Keeping Your Project on Budget (PMBOK® Guide Fifth Edition)	apj_05_a02_bs_enus
Project Quality (PMBOK® Guide Fifth Edition)	
Planning Project Quality (PMBOK® Guide Fifth Edition)	apj_06_a01_bs_enus
Perform Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	apj_06_a02_bs_enus
Quality Management and Continuous Improvement	apj_06_a03_bs_enus
HR Management (PMBOK® Guide Fifth Edition)	
Putting Together the Team (PMBOK® Guide Fifth Edition)	apj_07_a01_bs_enus
Develop and Manage Your Team (PMBOK® Guide Fifth Edition)	apj_07_a02_bs_enus
PRINCE2® Foundation (2009-aligned)	
PRINCE2® Project Management Overview (2009-aligned)	apj_14_a01_it_enus
PRINCE2® Project Planning and Risk Management (2009-aligned)	apj_14_a02_it_enus
PRINCE2® Project Quality Planning and Control (2009-aligned)	apj_14_a03_it_enus
PRINCE2® Project Start Up, Initiation, and Direction (2009-aligned)	apj_14_a04_it_enus
PRINCE2® Project Control, Management, and Closure (2009-aligned)	apj_14_a05_it_enus
Tailoring PRINCE2® for your Project Environment (2009-aligned)	apj_14_a06_it_enus
Communications (PMBOK® Guide Fifth Edition)	
Managing Project Communications (PMBOK® Guide Fifth Edition)	apj_08_a01_bs_enus
Controlling Communications (PMBOK® Guide Fifth Edition)	apj_08_a02_bs_enus
Risk Management (PMBOK® Guide Fifth Edition)	
Risk Planning (PMBOK® Guide Fifth Edition)	apj_09_a01_bs_enus
Risk Identification (PMBOK® Guide Fifth Edition)	apj_09_a02_bs_enus

Risk Analysis (PMBOK® Guide Fifth Edition)	apj_09_a03_bs_enus
Risk Control (PMBOK® Guide Fifth Edition)	apj_09_a04_bs_enus
PMI Agile Certified Practitioner (PMI-ACP)®	
Agile Principles and Methodologies	apj_13_a01_it_enus
Agile Project Planning	apj_13_a02_it_enus
Agile Project Scheduling and Monitoring	apj_13_a03_it_enus
Agile Stakeholder Engagement and Team Development	apj_13_a04_it_enus
Agile Key Exam Concepts	apj_13_a05_it_enus
Procurement (PMBOK® Guide Fifth Edition)	
Procurement Planning (PMBOK® Guide Fifth Edition)	apj_10_a01_bs_enus
Procurement Management (PMBOK® Guide Fifth Edition)	apj_10_a02_bs_enus
Stakeholders (PMBOK® Guide Fifth Edition)	
Project Stakeholders (PMBOK® Guide Fifth Edition)	apj_11_a01_bs_enus
Stakeholder Engagement (PMBOK® Guide Fifth Edition)	apj_11_a02_bs_enus
CompTIA Project+ PK0-004	
Project Selection and Initiation	ib_prop_a01_it_enus
Scope, Schedule and Cost Planning	ib_prop_a02_it_enus
Resource and Risk Planning	ib_prop_a03_it_enus
Communication, Changes and Documentation	ib_prop_a04_it_enus
Controlling Project Work, and Closing	ib_prop_a05_it_enus
Planning and Controlling the Project Schedule	ib_prop_a06_it_enus
Project Management Practical Exercises	ib_prop_a07_it_enus
Quality and Procurement Planning	ib_prop_a08_it_enus
Project Planning Documents	ib_prop_a09_it_enus
Project Documents and Terminology	ib_prop_a10_it_enus
Project Management (PMBOK® Guide Fifth Edition)	
Introduction to Project Management (PMBOK® Guide Fifth Edition)	apj_01_a01_bs_enus
Project Fundamentals (PMBOK® Guide Fifth Edition)	apj_01_a02_bs_enus
The Process Groups (PMBOK® Guide Fifth Edition)	apj_01_a03_bs_enus
Project Management for All	

Finding Your Bearings as a Project Manager	apj_15_a01_bs_enus
Getting the Big Picture by Defining the Project's Scope and Team	apj_15_a02_bs_enus
Mastering the Details of a Project's Schedule and Budget	apj_15_a03_bs_enus
Managing a Project to Minimize Risk and Maximize Quality	apj_15_a04_bs_enus
Navigating through Changes and Conflicts in Projects	apj_15_a05_bs_enus
Taking Final Steps to Bring a Project to its Close	apj_15_a06_bs_enus
PMP Exam Prep (PMBOK® Guide Fifth Edition)	
PMP Key Exam Concepts (PMBOK® Guide Fifth Edition)	apj_16_a01_bs_enus
PMP Practical Exercises (PMBOK® Guide Fifth Edition)	apj_16_a02_bs_enus
Project Integration (PMBOK® Guide Sixth Edition)	
Project Initiation and Planning (PMBOK® Guide Sixth Edition)	apj_17_a01_bs_enus
Managing Project Work (PMBOK® Guide Sixth Edition)	apj_17_a02_bs_enus
Project Changes and Closing (PMBOK® Guide Sixth Edition)	apj_17_a03_bs_enus
Capturing, Analyzing, and Using Project Lessons Learned	apj_17_a04_bs_enus
Strategically Focused Project Management	apj_17_a05_bs_enus
Project Scope (PMBOK® Guide Sixth Edition)	
Plan and Define Project Scope (PMBOK® Guide Sixth Edition)	apj_18_a01_bs_enus
Create Work Breakdown Structure (PMBOK® Guide Sixth Edition)	apj_18_a02_bs_enus
Validate and Control Scope (PMBOK® Guide Sixth Edition)	apj_18_a03_bs_enus
Project Schedule (PMBOK® Guide Sixth Edition)	
Define and Sequence Activities (PMBOK® Guide Sixth Edition)	apj_19_a01_bs_enus
Develop the Project Schedule (PMBOK® Guide Sixth Edition)	apj_19_a02_bs_enus
Control the Project Schedule (PMBOK® Guide Sixth Edition)	apj_19_a03_bs_enus
Project Cost (PMBOK® Guide Sixth Edition)	
Creating a Project Budget (PMBOK® Guide Sixth Edition)	apj_20_a01_bs_enus
Keeping Your Project on Budget (PMBOK® Guide Sixth Edition)	apj_20_a02_bs_enus
Project Quality (PMBOK® Guide Sixth Edition)	
Planning Quality Management (PMBOK® Guide Sixth Edition)	apj_21_a01_bs_enus
Manage and Control Quality (PMBOK® Guide Sixth Edition)	apj_21_a02_bs_enus
Quality Methodologies and Standards for Project Management	apj_21_a03_bs_enus

Resource Management (PMBOK® Guide Sixth Edition)	
Plan and Acquire Resources (PMBOK® Guide Sixth Edition)	apj_22_a01_bs_enus
Develop and Manage Resources (PMBOK® Guide Sixth Edition)	apj_22_a02_bs_enus
Communications (PMBOK® Guide Sixth Edition)	
Plan and Manage Communications (PMBOK® Guide Sixth Edition)	apj_23_a01_bs_enus
Monitor Project Communications (PMBOK® Guide Sixth Edition)	apj_23_a02_bs_enus
Project Risk (PMBOK® Guide Sixth Edition)	
Planning Risk Management (PMBOK® Guide Sixth Edition)	apj_24_a01_bs_enus
Identifying Risk (PMBOK® Guide Sixth Edition)	apj_24_a02_bs_enus
Analyzing Risk (PMBOK® Guide Sixth Edition)	apj_24_a03_bs_enus
Responding to Risk (PMBOK® Guide Sixth Edition)	apj_24_a04_bs_enus
Project Procurement (PMBOK® Guide Sixth Edition)	
Procurement Planning (PMBOK® Guide Sixth Edition)	apj_25_a01_bs_enus
Procurement Management (PMBOK® Guide Sixth Edition)	apj_25_a02_bs_enus
Project Stakeholders (PMBOK® Guide Sixth Edition)	
Planning Stakeholder Engagement (PMBOK® Guide Sixth Edition)	apj_26_a01_bs_enus
Managing Stakeholder Engagement (PMBOK® Guide Sixth Edition)	apj_26_a02_bs_enus
Project Management (PMBOK® Guide Sixth Edition)	
Project Management Introduction (PMBOK® Sixth Edition)	apj_28_a01_bs_enus
Project Fundamentals (PMBOK® Guide Sixth Edition)	apj_28_a02_bs_enus
The Process Groups (PMBOK® Guide Sixth Edition)	apj_28_a03_bs_enus
PRINCE2® - Foundation (2017 Update)	
PRINCE2® Project Management Overview (2017 Update)	apj_29_a01_bs_enus
PRINCE2® Project Planning and Risk Management (2017 Update)	apj_29_a02_bs_enus
PRINCE2® Project Quality and Control (2017 Update)	apj_29_a03_bs_enus
PRINCE2® Start, Direct, and Initiate Projects (2017 Update)	apj_29_a04_bs_enus
PRINCE2® Control, Manage, and Close Projects (2017 Update)	apj_29_a05_bs_enus
Adopting PRINCE2® for your Project Environment (2017 Update)	apj_29_a06_bs_enus
Mentoring Assets	
Mentoring PRINCE2: Foundation	mntprince2f

Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition	mntpmp5ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Edition	mntcapm5ed
Mentoring PRINCE2: Practitioner	mntprince2p
Mentoring PK0-004 CompTIA Project+	mntpk0004
Mentoring Project Management Professional (PMP) PMBOK Guide 6th Edition	mntpmp6ed

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TestPrep PRINCE2®: Foundation	ib_prin_a01_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Edition	pm_capm_a02_tp_enus
TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 Update)	pm_proj_a05_tp_enus
TestPrep PRINCE2®: Practitioner	prin_prac_a01_tp_enus

Team Building Curriculum

Optimizing Performance on a Team

Being an Effective Team Member	atm_02_a01_bs_enus
Strategies for Building a Cohesive Team	atm_02_a02_bs_enus
Effective Team Communication	atm_02_a03_bs_enus
Establishing Team Goals and Responsibilities, and Using Feedback Effectively	atm_02_a04_bs_enus
Power and Politics in Matrixed Teams	_pc_ch_mgch002

Leveraging Team Leadership Skills

Building the Foundation for an Effective Team	atm_01_a01_bs_enus
Developing a Successful Team	atm_01_a02_bs_enus
Encouraging Team Communication and Collaboration	atm_01_a03_bs_enus
Handling Team Conflict	atm_01_a04_bs_enus
Leading a Cross-functional Team	atm_01_a05_bs_enus
Using Conflict to an Organization's Advantage	_pc_bi_mgbi002
Mediating Project Team Conflict	_pc_bi_pfb006
Facilitating Work-related Conflict Discussions	_pc_bi_pfb015
Building Trust Incrementally	_pc_bi_lsbi004
Inspiring Your Team	_pc_bi_lsbi010

Support Your Leader	_pc bi pfbi010
Managing Communications in a Virtual Team	_pc bi mgbi001
Choosing the Right Team Culture	_pc ch pfch006
Building and Leading Teams	_pc ch lach023
Meeting Team Performance Challenges	_pc ch pach010
Business Analysis	
Key Business Analysis Concepts (BABOK® v3)	
Business Analysis Overview	aba 02 a01 bs enus
The BA Planning and Monitoring Knowledge Area	aba 02 a02 bs enus
The BA Elicitation and Collaboration Knowledge Area	aba 02 a03 bs enus
The Requirements Life Cycle Management Knowledge Area	aba 02 a04 bs enus
The Strategy Analysis Knowledge Area	aba 02 a05 bs enus
RADD Knowledge Area: Part 1	aba 02 a06 bs enus
RADD Knowledge Area: Part 2	aba 02 a07 bs enus
The Solution Evaluation Knowledge Area	aba 02 a08 bs enus
Effective Business Analysis Techniques (BABOK®v3)	
Business Analysis Analytical Techniques	aba 03 a01 bs enus
Business Analysis Activities and Tools	aba 03 a02 bs enus
Business Analysis Documentation and Criteria	aba 03 a03 bs enus
Key Business Analysis Competencies (BABOK®v3)	
Personal Skills for Effective Business Analysis	aba 04 a01 bs enus
Business Analysis Professional Effectiveness Competencies	aba 04 a02 bs enus
Perspectives for Effective Business Analysis	aba 04 a03 bs enus
SALES and CUSTOMER FACING SKILLS	
Sales Curriculum	
Sales Foundations	
Educating and Collaborating with Customers	_pc bi sabi006
Solution Selling	
Turning Potential Customers into Allies	_pc ch sach008
Preparing to Implement Solutions	_pc ch sach010

Managing Implementation Problems	_pc bi sabi010
Connecting Customers and Solutions	_pc bi sabi008
Strategic Account Sales Skills	
Selling to Key Players	_pc bi spbi001
Planning for Effective Selling	_pc bi spbi004
Building Profitable Customer Relationships	_pc bi spbi017
Crafting Sales Strategies	_pc ch spch002
Performance Payout Plans	_pc ch spch004
Sales and Marketing: Two Sides of the Same Coin?	_pc bi spbi011
Connecting the Dots: Insightful Account Management	_pc bi sabi016
Succeeding in Account Management	_pc ch sach015
Sales Management	
Storming: Developing and Leading Your Sales Team	_pc bi spbi003
Sales Support Roles for Better Customer Interaction	_pc bi spbi007
Succeeding in Account Management	_pc ch sach015
Gaining Access through Cold Calls	_pc ch sach019
Overcoming Resistance to Coaching	_pc bi sabi021
Sales Foundations	
Prospecting: Panning for Sales Gold	asl 01 a01 bs enus
The Discovery Meeting: Starting Off on the Right Foot	asl 01 a02 bs enus
The Value Proposition: Getting Your Pitch Right	asl 01 a03 bs enus
Turning Objection into Opportunity during a Sales Call	asl 01 a04 bs enus
Negotiating Well and Going for the Close	asl 01 a05 bs enus
Don't Only Go for the Big Fish	_pc bi spbi009
The Ethics of Gift Giving	_pc bi spbi014
Using Persuasion Techniques to Boost Sales	_pc bi spbi018
Get it Together: Organizing Your Sales Approach	_pc bi sabi002
Presentations That Get People Talking	_pc bi sabi003
Building Momentum in Discovery Meetings	_pc bi sabi011
Appealing to Prospects	_pc bi sabi012

Getting Your Head around Pipeline Management	_pc bi sabi013
Initiating Discovery Meetings	_pc ch sach001
The Proof Is in the Proposal	_pc ch sach003
Using Customer Knowledge to Advance Sales	_pc ch sach006
Prospecting Strategically	_pc ch sach011
Responding to News of a Lost Sale	_pc ch sach017
Talking Value with Your Customers	_pc bi sabi004
Dealing with Questions, Objections, and Resistance	_pc bi sabi005
Dealing with Negotiation Challenges	_pc bi sabi009
Negotiating Contract Terms	_pc ch pach001
Communicating Your Company's Value	_pc ch sach004
Turning Obstacles into Opportunities	_pc ch sach005
Negotiating with Your Customer	_pc ch sach009
Effective Cold Calling	_pc bi sabi007
Prompting Action through Focused Communication	_pc bi sabi014
Regaining Your Customer's Trust	_pc bi sabi015
Talking about the Competition	_pc bi sabi017
Responding to Bad News	_pc bi sabi018
Communicating a High-impact Business Case	_pc bi sabi019
Making the Cold Call	_pc bi sabi020
Getting Organized to Meet Your Sales Goals	_pc ch sach002
Making Contact: Access Strategies	_pc ch sach007
Managing a Sales Pipeline	_pc ch sach012
Demonstrating Business Acumen	_pc ch sach013
Selling with Trust	_pc ch sach014
Using Competitive Selling Skills	_pc ch sach016
Aligning Your Business Case to Customer Priorities	_pc ch sach018
Effective Sales Coaching	_pc ch sach020

Customer Service Curriculum

Frontline Call Center Skills

The Importance of Call Tracking and Ticketing	_pc bi ctbi003
Creating an Effective On-hold Message	_pc bi ctbi008
Aligning Agent Behaviors with Caller Types	_pc bi ctbi010
Inbound Call Center Management	
Converting a Call Center to a Profit Center	_pc bi ctbi001
Managing Your Call Center More Efficiently	_pc bi ctbi002
Customer Service Training - The Interview and Beyond	_pc bi ctbi004
Disaster Recovery - Keeping the Lines Open	_pc bi ctbi005
Preventing Agent Absenteeism through Better Working Conditions	_pc bi ctbi006
Prioritizing Rewards and Recognition in Call Centers	_pc bi ctbi011
Customer Focus	
Listening to Your Customers	_pc bi spbi002
Creating a Customer-focused Organization	_pc ch lach020
Developing Your Customer Focus	_pc ch pach009
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)	
ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	ib iosb a01 it enus
ITIL® 2011 Edition OSA: Introduction to Event Management	ib iosb a02 it enus
ITIL® 2011 Edition OSA: Introduction to Incident Management	ib iosb a03 it enus
ITIL® 2011 Edition OSA: Incident Management Interactions	ib iosb a04 it enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	ib iosb a05 it enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and C	ib iosb a06 it enus
ITIL® 2011 Edition OSA: Introduction to Problem Management	ib iosb a07 it enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and	ib iosb a08 it enus
ITIL® 2011 Edition OSA: Introduction to Access Management	ib iosb a09 it enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk	ib iosb a10 it enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	ib iosb a11 it enus
ITIL® 2011 Edition OSA: Introduction to Functions	ib iosb a12 it enus
ITIL® 2011 Edition OSA: Function Activities	ib iosb a13 it enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerati	ib iosb a14 it enus
Customer Service Skills	

Interacting with Customers	acs 02 a01 bs enus
Communicating Effectively with Customers	acs 02 a02 bs enus
Controlling Conflict, Stress, and Time in a Customer Service Environr	acs 02 a03 bs enus
Dealing with Customer Service Incidents and Complaints	acs 02 a04 bs enus
Polishing Your Skills for Excellent Customer Service	acs 02 a05 bs enus
Essentials of Customer Service	
Rapport Building in Customer Service	acs 03 a01 bs enus
Providing On-site Customer Service	acs 03 a02 bs enus
Providing Telephone Customer Service	acs 03 a03 bs enus
Providing Effective Internal Customer Service	acs 03 a04 bs enus
Facing Confrontation in Customer Service	acs 03 a05 bs enus
Designing a Customer Service Strategy	acs 03 a06 bs enus
Aligning Performance to Key Indicators	_pc bi ctbi007
The Angry Caller: What's Your Plan?	_pc bi spbi016
ITIL® 2011 Foundation	
Overview of the ITIL® Service Lifecycle	acs 01 a01 it enus
ITIL® Service Strategy Concepts	acs 01 a02 it enus
ITIL® Service Strategy Processes	acs 01 a03 it enus
ITIL® Service Design Concepts	acs 01 a04 it enus
ITIL® Service Design Processes	acs 01 a05 it enus
ITIL® Service Transition Concepts and Processes	acs 01 a06 it enus
ITIL® Service Operation Concepts	acs 01 a07 it enus
ITIL® Service Operation Processes	acs 01 a08 it enus
ITIL® Continual Service Improvement	acs 01 a09 it enus
Industry Foundations	
Industry Overviews	
The Telecommunications Industry Overview: Version 4	indo 01 a11 bs enus
The Health Care Industry Overview: Version 4	indo 01 a12 bs enus
The Insurance Industry Overview: Version 4	indo 01 a13 bs enus
The Banking Industry Overview: Version 4	indo 01 a14 bs enus

The Oil and Gas Industry Overview: Version 4	indo_01_a15_bs_enus
The Retail Industry Overview: Version 4	indo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 3	indo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 5	indo_01_a18_bs_enus
The Information Technology Industry Overview: Version 4	indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 4	indo_01_a20_bs_enus
The Education Industry Overview: Version 2	indo_01_a21_bs_enus
The Utilities Industry Overview: Version 2	indo_01_a22_bs_enus
The Chemicals Industry Overview: Version 2	indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 2	indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 2	indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 2	indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 2	indo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 2	indo_01_a28_bs_enus
The Automotive Industry Overview: Version 3	indo_01_a29_bs_enus
The Food and Beverage Industry Overview: Version 4	indo_01_a30_bs_enus
The Agriculture Industry Overview: Version 4	indo_01_a31_bs_enus

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Mentoring Assets

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