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As of May 2010*

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Business Strategy and Operations

BUSINESS LAW

Fundamentals of Business Law

A Manager's Introduction to Business Law
Contracts in Commercial Transactions
Employment and Labor Law
American Business Formations in the 21st Century
Intellectual Property and Proprietary Rights
Lawsuits and Negotiations

Managing Customer-Driven Process Improvement

Why Customer Driven?
Identifying What the Customer Wants
Translating Requirements into Process Goals
Understanding Processes
Implementing Improvements
Managing Process Improvements
Managing Customer-Driven Process Improvement Simulation

Lean Manufacturing

Lean Logic
Lean Value
Lean Techniques
Lean Strategies
TestPrep Final Exam: Lean Manufacturing

Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment

Lean and Six Sigma
Six Sigma Projects and the Black Belt Role
Six Sigma Leadership and Change Management

Six Sigma Black Belt (2007 BOK): Organizational Process Management & Measures

Critical Requirements and Benchmarking for Six Sigma
Business Performance and Financial Measures in Six Sigma

Six Sigma Black Belt (2007 BOK): Team Management

Forming Project Teams for Six Sigma
Motivation and Communication in Six Sigma Teams
Managing Six Sigma Team Performance

Six Sigma Black Belt (2007 BOK): Define

Using Voice of the Customer in Six Sigma
Developing Project Charters and Tracking Six Sigma Projects

OPERATIONS

Business Strategy and Operations

Six Sigma Black Belt (2007 BOK): Measure

Process Characteristics for Six Sigma
Data Collection and Measurement in Six Sigma
Six Sigma Measurement Systems
Basic Statistics and Graphical Methods for Six Sigma
Probability for Six Sigma
Process Capability for Six Sigma

Six Sigma Black Belt (2007 BOK): Analyze

Correlation and Regression Analysis in Six Sigma
Multivariate Analysis and Attribute Data Analysis in Six Sigma
Hypothesis Testing Concepts and Tests for Means in Six Sigma
Tests for Variances and Proportions, ANOVA, & Chi-square Tests in Six Sigma
Nonparametric Tests in Six Sigma Analysis
Non-Statistical Analysis Methods in Six Sigma

Six Sigma Black Belt (2007 BOK): Improve

Designing and Planning Experiments in Six Sigma
Conducting Experiments and Analyzing Results in Six Sigma
Improvement Methods and Implementation Issues in Six Sigma

Six Sigma Black Belt (2007 BOK): Control

Statistical Process Control (SPC) in Six Sigma
Non-Statistical Control Tools and Maintaining Controls in Six Sigma
Sustaining Improvements and Gains from Six Sigma Projects

Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks & Methodologies

Common Design for Six Sigma Methodologies, Design for X, and Robust Design
Special Design Tools in Design for Six Sigma

Certified Manager of Quality/Organizational Excellence

Leadership
Team Dynamics
Developing and Deploying Strategic Plans
Managerial Skills and Abilities
Communication Skills and Project Management
Quality Systems, Models, and Theories
Problem-Solving and Process Management Tools
Measurement: Assessment and Metrics
Customer-Focused Management
Supply Chain Management
Training and Development

Business Strategy and Operations

Six Sigma: Champion Training

Introduction to Six Sigma for Champions

Six Sigma Process Improvement

Six Sigma Projects and Project Teams

Managing and Deploying Six Sigma

Six Sigma Green Belt: Six Sigma and the Organization

Six Sigma and Lean in the Organization

Design for Six Sigma in the Organization

Six Sigma Green Belt: Define

Processes and Customer Analysis in Six Sigma Projects

Basics of Six Sigma Projects and Teams

Tools for Planning and Managing Six Sigma Project Opportunities

Using Six Sigma Analysis Tools and Metrics for Project Decisions

Six Sigma Green Belt: Measure

Modeling and Analyzing Processes in Six Sigma

Statistics and Probability in Six Sigma

Data Classification and Collection in Six Sigma

Summarizing and Presenting Data in Six Sigma

Probability Distributions and Measurement Systems Analysis in Six Sigma

Measuring Process Capability and Performance in Six Sigma

Six Sigma Green Belt: Analyze

Exploratory Data Analysis in Six Sigma

Introduction to Hypothesis Testing and Testing for Means in Six Sigma

Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma

Six Sigma Green Belt: Improve and Control

Design of Experiments and Validation of Solutions in Six Sigma

Statistical Process Control and Control Plans in Six Sigma

Using Basic Control Charts in Six Sigma

Six Sigma Foundations

Introduction to Six Sigma

Logistics Management

Overview of Logistics Management

Inventory Management

Supply Chain Logistics Management

Business Strategy and Operations

ISO 9000:2000 Overview

The Who, What & Why of ISO 9000:2000
Building a Quality Management System
Quality-minded Management
Customer Satisfaction Through Resource Management
Processes for Quality Products and Services
Continual Quality Improvement
Steps for Successful ISO Registration
Transitioning from ISO 9000:1994 to ISO 9001:2000

Supply Chain Management

The Fundamentals of Supply Chain Management
Supply Chain Management Strategies
Supply Chain Planning and Inventory Management
Supply Chain Management and e-Business
Supply Chain Transportation and Facility Design

Mentoring Asset

Mentoring Six Sigma Green Belt (SSGB)

Test Prep

TestPrep Six Sigma Green Belt Certification (SSGB)

Moving From an Operational Manager to a Strategic Thinker

Thinking Strategically
Sustaining Competitive Advantage
The Imperatives of Innovation and Leadership in Strategy
Planning and Implementing a Business Strategy
Moving from an Operational Manager to a Strategic Thinker Simulation

Leading and Implementing Sustainable Green Business Strategies

Introduction to Green Business and Sustainability
Green Business: Planning Sustainability Strategies
Green Business: Implementing Sustainability Strategies

Strategic IT Planning

Setting the Stage for IT Success
Strategic Decision Making
IT Challenges: Present and Future
Strategic IT Planning Simulation

Business Strategy and Operations

The Fundamentals of Globalization

Globalization and Our Changing World

Globalization and Your Company

The Process of Globalizing a Product or Service

Managing from a Global Viewpoint

The Fundamentals of Globalization Simulation

Systems Thinking in the 21st Century

What is Systems Thinking?

Building a Healthy System

Systems-thinking Models and Thinking Skills

System Archetypes

Redesigning Your Organization: Part 1

Redesigning Your Organization: Part II

Taking Systems Thinking into Your Personal Life

Business Strategy and Operations

Strategic Marketing in Action

Elements of Marketing Strategy

Analyzing the Market

Competitive Factors in Strategic Marketing

Writing a Marketing Plan: Phase 1

Writing the Marketing Plan: Creative Strategy

Creating a Marketing Campaign

Marketing Management

Financial Analysis for Successful Marketing

Strategic Brand Management

Introduction to Brand Management

Building Brand Equity

Managing the Creative Elements of Brand

Promoting Your Brand to Consumers

Evaluating Brand Effectiveness

Managing and Maintaining Brand Equity

Online Branding Strategy

Introduction to Online Branding

The Online Branding Environment

Strategies for Building an Online Brand

Competitive Marketing Strategies

Competitive Strategies for a New Marketplace

Surpassing the Competition

Product Management Essentials

Introduction to Product Management

Developing a New-product Strategy

Pricing and Profitability for Product Managers

Finance, Human Resources & Administration

Fundamental Finance for non-Finance Professionals

Principles of Financial Management

The Basics of Budgeting

Management of Cash Flows

Financial Statements

Accounting 101

Accounting Fundamentals

Accrual Accounting Procedures

Accounting Systems and Closing Activities

Accounting for Cash Control

Accounting for Merchandising Businesses

TestPrep Final Exam: Accounting 101

Practical Budgeting Skills for Business

Creating and Analyzing an Operating Budget

The Ins and Outs of Capital Budgeting

Effective Budget Management

Advanced Business Finance

Introduction to Advanced Finance

Investment Project Analysis and Selection

Raising Capital and Financing Decisions

Managing Working Capital

Corporate Restructuring

Financial Risk Management

International Finance

TestPrep Final Exam: Advanced Business Finance

Accounting 102

Accounting for Partnerships

Accounting for Corporations

Analyzing Cash Flow Statements

Master Budgets

TestPrep Final Exam: Accounting 102

Auditing: A Practical Approach

Introduction to Auditing

Introduction to Internal Auditing

Principles of Internal Auditing

Introduction to External Auditing

Principles of External Auditing

Finance, Human Resources & Administration

...cont'd

Managerial Accounting

- Overview of Managerial Accounting
- Managerial Decisions and Capital Budgeting
- Managing for Asset Control
- Cost Accounting Decisions

ADMINISTRATIVE SUPPORT

Essential Skills for Administrative Support Professionals (NEW! One Hour Series)

- Administrative Professionals: Representing Your Boss (One Hour)
- Administrative Professionals: Common Administrative Support Tasks (One Hour)
- Administrative Professionals: Maximizing Your Relationship with Your Boss (One Hour)
- Administrative Professionals: Interacting with Others (One Hour)
- Administrative Professionals: Putting Your Best Foot Forward (One Hour)

KNOWLEDGE MANAGEMENT

Knowledge Management Fundamentals

- The Art of Knowledge Management
- Knowledge as Capital
- Putting Knowledge to Work
- Managing Knowledge Workers
- Being a Knowledge Activist
- Final Exam: Knowledge Management Fundamentals

The 21st Century Learning Curve

- Knowledge as Strategy: Performance Improvement
- The Power of the Learning Organization
- The Potential of Self-directed Learning
- Benchmarking for Best Practices
- Implementing and Evaluating Self-directed Learning
- Performance Support

Achieving Measurable Performance Impact from Training

- Training for Business Results

Finance, Human Resources & Administration

Diversity on the Job (NEW! One Hour Series)

Diversity on the Job: The Importance of Diversity and the Changing Workplace (One Hour)

Diversity on the Job: Diversity and You (One Hour)

Effective Hiring and Interviewing

What to Consider When Hiring

Interviewing Effectively

Choosing the Best Applicant

Effective Hiring and Interviewing Simulation

HRCI Senior Professional in Human Resources (SPHR)

HR's Strategic Role in the Organization (HRCI/SPHR - 2007-aligned)

Management of the HR Process (HRCI/SPHR - 2007-aligned)

Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR - 2007-aligned)

Strategic Approaches to Human Resource Development (HRCI/SPHR - 2007-aligned)

Strategic Approaches to Total Rewards (HRCI/SPHR - 2007-aligned)

Strategic Approaches to Labor Relations (HRCI/SPHR - 2007-aligned)

Strategic Approaches to Risk Management (HRCI/SPHR - 2007-aligned)

Final Exam: HRCI/SPHR (Senior Professional Human Resource)

HRCI Professional in Human Resources (PHR)

Human Resources Fundamentals (HRCI/PHR - 2007-aligned)

Strategic Management (HRCI/PHR - 2007-aligned)

Affirmative Action and the EEO (HRCI/PHR - 2007-aligned)

Employment Management (HRCI/PHR - 2007-aligned)

Recruiting and Selecting Candidates (HRCI/PHR - 2007-aligned)

Offers, Contracts, and Exit from the Organization (HRCI/PHR - 2007-aligned)

Developing Employees (HRCI/PHR - 2007-aligned)

Developing Human Resources (HRCI/PHR - 2007-aligned)

Compensating Employees (HRCI/PHR - 2007-aligned)

Programs to Benefit Employees (HRCI/PHR - 2007-aligned)

Employment Relations (HRCI/PHR - 2007-aligned)

Sexual Harassment at Work (HRCI/PHR - 2007-aligned)

Non-Unionized Workplaces (HRCI/PHR - 2007-aligned)

Unionized Workplaces (HRCI/PHR - 2007-aligned)

Health and Safety in the Workplace (HRCI/PHR - 2007-aligned)

Risk Assessment and Prevention (HRCI/PHR - 2007-aligned)

Recruiting & Retention Strategies

Recruiting Talent

Retaining Your Talent Pool

Behavioral Interviewing

Building a Firm Foundation

Screening Applicants

Preparing for the Behavioral Interview

Conducting the Behavioral-based Interview

Preparing as the Interviewee

Experiencing the Behavioral-based Interview

Behavioral Interviewing Simulation

Recruiting and Retention Strategies for the Tight Labor Market

Recruiting for the 21st Century: The Market

Recruiting for the 21st Century: Strategies

Recruiting Successfully

Online Recruiting

Facilitating Effective Hiring

Retention

Test Preps

TestPrep Professional in Human Resources (PHR) 2007-aligned

Mentoring Assests

The Mentoring Professional in Human Resources (PHR)

Management and Leadership

Effectively Managing Top Performers

Managing and Rewarding Top Performers

Advanced Management Skills

Managing in a Global Business Environment

Managing Cross-Functions

Managing for High Performance

Managing Managers

Managing Upward Relationships

Advanced Management Skills Simulation

Moving into a Management

Taking on a Management Role

Becoming a Manager: Responsibilities and Fears

Becoming a Manager: Leading and Communicating

A New Manager and the Company's Future

Moving into a Management Role Simulation

Leadership and Management Simulation

Crucial Skills for Tomorrow's Managers

Tomorrow's Managers' Competencies

Tomorrow's Managers' Development Tools

Managing as Coach and Counselor

Managing as Project Champion

A Primer for Ensuring Accountability

Crucial Skills for Tomorrow's Managers Simulation

Problem Performance Management

Problem Performance Prevention

Problem Performance Identification

Problem Performance Improvement

Addressing Problem Performance

Avoiding Problem Performance Simulation

Dealing with Problem Performance Simulation

Managing Organizational Change (NEW! One Hour Series)

Starting the Change Process (One Hour)

Managing the Change Process (One Hour)

Integrating Change in Your Organization (One Hour)

Using Change Process to Support Employees Simulation (One Hour)

Management and Leadership

Effective Delegation

The Basics of Delegation
Delegation: the Personal Approach
Managing Delegation
Delegating Effectively Simulation

Facilitating Successfully

The Facilitator Role
Facilitative Fundamentals: Tools and Techniques
Facilitating Meetings and Work Groups
Facilitating Difficult Situations
Facilitative Tools and Formats: Offering Options
Facilitative Leadership
Facilitating Successfully Simulation

Business Coaching Essentials (NEW! One Hour Series)

Business Coaching: Getting Ready to Coach (One Hour)
Business Coaching: Conducting Coaching Sessions (One Hour)
Business Coaching: Building the Coaching Relationship (One Hour)
Business Coaching: Using Different Coaching Styles (One Hour)

The Essentials of Mentoring

Mentoring Effectively
Mentoring as a Manager
Implementing a Mentoring Program for the Organization
Mentoring Strategies for the 21st Century
Achieving Success: the Help of a Mentor
Mentoring On-line
The Essentials of Mentoring Simulation

Appraising Performance

Assessing Performance Continuously
Performance Reviews
Appraising Performance Simulation

Moving from Technical Professional to Management Simulation

Management Development for Technical Professionals
Communication Skills for Successful Management
Process Management Skills
Leadership Development for Technical Professionals
Strategies for Transitioning into Management
Transitioning From Technical Professional to Management
From Technical Professional to Leadership Simulation

Management and Leadership

360-Degree Performance Appraisal

About 360-Degree Performance Feedback
Elements of a 360-degree Performance Review
Delivering 360-Degree Performance Feedback
360-Degree Performance Appraisal Simulation

The Fundamentals of Business Crises Management

Preparing for Business Crises
Responding to Business Crises
Recovering from Business Crises
Business Crisis Management Simulation

Managing Technical Professionals

Understanding Technical Professionals
Attracting Motivating and Retaining Technical Professionals
Models for Managing Technical Professionals
Developing Career Plans for Your Technical Professionals
Managing Technical Professionals Simulation

Managing Contractors and Temporary Employees

Doing Business with Independent Contractors
Hiring Temporary (Contingent) Employees
Managing Contingent Employees
Legal Pitfalls Regarding Independent Contractors
Working with Temporary Agencies
Hiring and Managing Contractors Simulation
TestPrep Final Exam: Managing Contractors and Temporary Employees

Management and Leadership

Moving from Management to Leadership

Recognizing a Leader

The Communication of a Shared Vision

Leading by Enabling

Communication and Leadership

Coaching Performance

Leadership and Change

The Model Leader

Moving from Management to Leadership Simulation

Growing from Management into Leadership Simulation

Leadership Essentials (NEW! One Hour Series)

Leadership Essentials: Motivating Employees (One Hour)

Leadership Essentials: Communicating Vision (One Hour)

Leadership Essentials: Building Your Influence as a Leader (One Hour)

Leadership Essentials: Leading with Emotional Intelligence (One Hour)

Leadership Essentials: Leading Business Execution (One Hour)

Leadership Essentials: Leading Innovation (One Hour)

Leadership Essentials: Leading Change (One Hour)

Leadership Essentials: Creating Your Own Leadership Development Plan (One Hour)

Business Execution

Foundations for Business Execution

Creating a Business Execution Culture

Business Execution in Action

Business Execution Simulation

Leading the Workforce Generations

Introduction to Work Force Generations

Attracting, Developing, and Retaining Generations

Leading Silent Generation and Baby Boom Workers

Leading Generations X and Next

Making Cross-generational Teams Work

Cross-generational Workers in the 21st Century

Leading the Workforce Generations Simulation

Succession Planning for Business Environment

Succession Planning Overview

Succession Planning Strategies

Succession Planning and Human Resources

Succession Planning Management

Initiating a Succession Plan Simulation

Implementing a Succession Plan Simulation

Professional Effectiveness

How to Write an Effective Internal Business Case

Preparing a Business Case

Writing a Business Case

Presenting Your Case

Preparing an Effective Internal Business Case Simulation

Interpersonal Communications (NEW! One Hour Series)

Interpersonal Communication: Communicating with Confidence (One Hour)

Interpersonal Communication: Targeting Your Message (One Hour)

Interpersonal Communication: Listening Essentials (One Hour)

Interpersonal Communication: Communicating Assertively (One Hour)

Interpersonal Communication: Being Approachable (One Hour)

Effective Listening

Listening Basics

Listening to Comprehend

Higher Purpose Listening

Enhancing Listening Skills

Effective Listening Simulation

Fundamentals of Working with Difficult People (NEW! One Hour Series)

Working with Difficult People: Identifying Difficult People (One Hour)

Working with Difficult People: How to Work with Aggressive People (One Hour)

Working with Difficult People: How to Work with Negative People (One Hour)

Working with Difficult People: How to Work with Procrastinators (One Hour)

Working with Difficult People: How to Work with Manipulative People (One Hour)

Working with Difficult People: How to work with Self-serving People (One Hour)

Working with Difficult People: Dealing with Micromanagers (One Hour)

Working with Difficult People: Dealing with People in Different Roles (One Hour)

Giving Successful Presentations

Presenting Successfully

Delivering the Message

Available Presentation Resources

Giving Successful Presentations Simulation

The Effective Business Meeting

Planning an Effective Business Meeting

Leading an Effective Business Meeting

Participating Effectively in a Business Meeting

The Effective Business Meeting Simulation

Professional Effectiveness

Workplace Conflict (NEW! One Hour Series)

Workplace Conflict: Recognizing and Responding to Conflict (One Hour)

Workplace Conflict: Strategies for Resolving Conflicts (One Hour)

Getting the Results You Want: Negotiating to Win

Crafting Deals

Connecting and Communicating

The Process of Negotiation

The Dynamics of Interacting

Negotiating Inclusively

What to Do When the Going Gets Tough

Mastering Negotiation

Winning Negotiation Simulation

Emotional Intelligence at Work

Defining Emotional Intelligence

Emotional Intelligence in the Workplace

Emotional Intelligence and Teamwork

Increasing Emotional Intelligence

Emotionally Intelligent Leadership

Emotional Intelligence at Work Simulation

Professionalism and Business Etiquette

Standard Business Etiquette

Communication Business Etiquette

Etiquette at the Business Meeting

Business Etiquette for Supervisors

Professionalism and Business Etiquette Simulation

Building Improved Work Relationships

Effective Interfunctional Relationships

Effective Intercultural Relationships

Effective Intergender Relationships

Effective Relationships with Customers

Effective Relationships with Business Partners

Building Improved Work Relationships Simulation

Obtaining Results without Authority

Getting Results by Building Relationships

Results and Teamwork without Authority

Leading without Authority

Creating Change, Gaining Allies

Communicating to Get Results

Obtaining Results from the Boss

Getting Results with No Authority Simulation

Professional Effectiveness

Business Writing Basics (NEW! One Hour Series)

- Business Writing: Know Your Readers and Your Purpose (One Hour)
- Business Writing: How to Write Clearly and Concisely (One Hour)
- Business Writing: Editing and Proofreading (One Hour)

International Communications

- The Impact of Culture on Communication
- The Art of Global Communication
- Improving Your Cross-cultural Communications
- International Communications Simulation
- Cross-cultural Communications Simulation

Business Grammar Basics (NEW! One Hour Series)

- Business Grammar: Parts of Speech (One Hour)
- Business Grammar: Working with Words (One Hour)
- Business Grammar: The Mechanics of Writing (One Hour)
- Business Grammar: Punctuation (One Hour)
- Business Grammar: Sentence Construction (One Hour)
- Business Grammar: Common Usage Errors (One Hour)

Email Essentials for Business (NEW! One Hour Series)

- Using E-mail and Instant Messaging Effectively (One Hour)
- Addressing and Redistributing E-mail (One Hour)
- Managing Your E-mail (One Hour)

Telephone Essentials For Business Professionals (NEW! One Hour Series)

- Essential Skills for Professional Telephone Calls (One Hour)

Effective Use of Feedback for Business

- An Essential Guide to Giving Feedback
- Coping with Criticism and Feedback
- Giving Feedback to Colleagues
- Team Feedback: A guide
- Giving Feedback: A Manager's Guide
- Effective Feedback for Employees and Colleagues Simulation
- Effective Use of Feedback for Teams Simulation

Anger Management in The Workplace

- Experiencing Anger
- Managing Your Anger
- Managing Anger in the Workplace Simulation

Professional Effectiveness

FOUNDATION SKILLS

Basic Business Math Skills

Whole Numbers, Fractions, and Equations

Decimals and Percents

Ratios, Averages and Graphs

PERSONAL DEVELOPMENT

Effective Time Management (NEW! One Hour Series)

Time Management: Analyzing Your Use of Time (One Hour)

Time Management: Planning and Prioritizing Your Time (One Hour)

Time Management: Avoiding Time Stealers (One Hour)

Business Ethics

Making Decisions Ethically

Business Ethics for Managers

Understanding Organizational Ethics

Social Responsibility in Corporations

Business Ethics Simulation

Handling Organizational Change

Views on Organizational Change

Preparing for Change

Communication during Organizational Change

Handling Organizational Change Simulation

Problem Solving and Decision Making Strategies (NEW! One Hour Series)

Problem Solving: The Fundamentals (One Hour)

Problem Solving: Determining and Building Your Strengths (One Hour)

Problem Solving: Digging Deeper (One Hour)

Decision Making: The Fundamentals (One Hour)

Decision Making: Tools and Techniques (One Hour)

Doing Business Professionally

Working for Your Inner Boss: Personal Accountability

Managing from Within: Self-empowerment

Goals and Goal Setting

Creating a Positive Attitude

Pursuing Successful Lifelong Learning

Doing Business Professionally Simulation

Professional Effectiveness

Generating Creative & Innovative Ideas (NEW! One Hour Series)

- Generating Creative and Innovative Ideas: Enhancing Your Creativity (One Hour)
- Generating Creative and Innovative Ideas: Maximizing Team Creativity (One Hour)
- Generating Creative and Innovative Ideas: Verifying and Building on Ideas (One Hour)

Managing Your Career (NEW! One Hour Series)

- Managing Your Career: Creating a Plan (One Hour)
- Managing Your Career: Getting on the Right Track (One Hour)
- Managing Your Career: Professional Networking Essentials (One Hour)
- Managing Your Career: You and Your Boss (One Hour)
- Managing Your Career: Leveraging the Performance Appraisal (One Hour)

Ethics in Business

- Ethics in Business

Optimizing Your Work / Life Balance (NEW! One Hour Series)

- Optimizing Your Work/Life Balance: Analyzing Your Life Balance (One Hour)
- Optimizing Your Work/Life Balance: Maintaining Your Life Balance (One Hour)
- Optimizing Your Work/Life Balance: Taking Control of Your Stress (One Hour)

Working without a Net: The Business of Risk

- Risk Basics
- Approaches to Risk Management
- Decisions and Risk
- Strategic Planning and Risk Management
- Risk Strategies: The Cutting Edge
- Working without a Net: Decisions Simulation

Achieving Organizational Excellence Through Critical Thinking

- The Role of Critical Thinking in Organizations
- Developing Fundamental Critical Thinking Skills
- Strategies for Facilitating Critical Thinking
- Critical Thinking Skills for Managing
- Organizational Scope of Critical Thinking
- Critical Thinking Strategies Simulation

Project Effectiveness

Project Management for Non-Project Managers

Project Management Fundamentals

Transitioning into a Project Management Role

Initiating and Planning a Project

Managing a Project

Troubleshooting and Closing the Project

Project Management for Non-Project Managers Simulation

Program Management (PMI® Standard-aligned)

An Introduction to Program Management

Program Life Cycle and Organization

Program Management Processes and the Initiating Process Group

Program Planning

The Executing Process Group

Monitoring, Controlling, and Closing Programs

Portfolio Management (PMI® Standard-aligned)

Introduction to Portfolio Management

Portfolio Management Processes and the Organization

Portfolio Management Process Groups

Project Management Foundations (PRINCE2-aligned)

Overview of Project Managing a PRINCE2-aligned Project

Project Planning and Controlling a PRINCE2-aligned Project

Managing Quality and Risk in a PRINCE2-aligned Project

Initial and Ongoing Processes in a PRINCE2-aligned Project

Controlling, Managing and Closing a PRINCE2-aligned Project

Techniques for Managing a PRINCE2-aligned Project

Project Management Essentials (PMBOK® Guide-Fourth Edition-aligned)

Managing Projects within Organizations

Project Management Overview

Project Management Process Groups

Project Integration Management (PMBOK® Guide-Fourth Edition-aligned)

Integrated Initiation and Planning

Integrated Project Execution, Monitoring, and Control

Integrated Project Change Control and Close

Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)

Project Requirements and Defining Scope

Create Work Breakdown Structure

Monitoring and Controlling Project Scope

Project Effectiveness

Project Time Management (PMBOK® Guide - Fourth Edition-aligned)

Defining and Sequencing Project Activities
Estimating Activity Resources and Durations
Developing and Controlling the Project Schedule

Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)

Estimating and Budgeting Project Costs
Controlling Costs

Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)

Project Quality Planning
Quality Assurance and Quality Control

Project Human Resource Management (PMBOK® Guide - Fourth Edition-aligned)

Planning Project Human Resources
Managing Project Human Resources
Planning and Managing Project Human Resources Simulation

Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)

Stakeholders and the Communication Management Plan
Processes for Managing Project Communications
Communicating Effectively with Project Stakeholders Simulation

Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)

Risk Management Planning
Performing Risk Analysis
Risk Response, Monitor, and Control
Identifying Project Risks

Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)

Planning Project Procurement
Managing Procurements

Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management
Core PMI® Values and Ethical Standards

Program Management Overview

Introduction to Program Management
Program Life Cycle and Benefits Management

Project Effectiveness

Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)

An Introduction to Project Management
Project Life Cycles and Stakeholders
Introduction to Project Process Groups and Initiating a Project
Project Planning
Executing, Monitoring & Controlling, and Closing a Project
Project Management Essentials Simulation

Project Integration Management (PMBOK® Guide - Third Edition-aligned)

Initiating a Project and Preparing the Project Plan
Project Integration: Executing and Completing a Project

Project Scope Management (PMBOK® Guide - Third Edition-aligned)

Planning Project Scope
Controlling Project Scope

Project Time Management (PMBOK® Guide - Third Edition-aligned)

Elements of Project Time Management
Project Scheduling

Project Cost Management (PMBOK® Guide -Third Edition-aligned)

Estimating Activity Costs
Budgeting and Controlling Costs

Project Quality Management (PMBOK® Guide - Third Edition-aligned)

Planning for Quality
Performing Quality Assurance and Control

Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)

Elements of Project Human Resource Management
Implementing Project Human Resource Management
Project Human Resources Management Simulation

Project Communications Management (PMBOK® Guide - Third Edition-aligned)

Communications Planning and Information Distribution
Performance Reporting and Stakeholder Management
Project Communications Management Simulation

Project Risk Management (PMBOK® Guide - Third Edition-aligned)

Planning and Identifying Project Risk
Analyzing Project Risk
Responding to and Controlling Project Risk

Project Procurement Management (PMBOK® Guide - Third Edition-aligned)

Planning Project Procurement and Requesting Seller Responses
Choosing Sellers and Administering and Closing Contracts
Project Procurement Management Simulation

Project Effectiveness

Managing Software Project Outsourcing

Making the Right Outsourcing Decision
Planning the Outsourcing Deal
The Outsourcing Project
Determining Project Quality Standards and Milestones
Measuring Project Outsourcing Success

Project Management Professional Responsibility

Ethics and Professional Knowledge
Stakeholder Interests and Cultural Diversity

Strategic Project Management for IT Projects

Strategic Planning and Positioning for IT Projects
Strategic Approaches to Managing IT Projects
Estimating the IT Project Work Effort
IT Project Leadership, Authority & Accountability
Managing Multiple IT Projects
Cost Management and IT Project Trade-offs
Strategic Project Management for IT Projects Simulation
TestPrep Final Exam: Strategic Project Management for IT Projects

Project Management for IT Professionals

Introduction to IT Project Management
Functions of IT Project Management
The Life Cycle of an IT Project
Managing the Execution and Control of IT Projects
Managing Efficiencies of IT Projects
Project IT Management Simulation - The Early Stages
Project IT Management Simulation - Design to Rollout
Final Exam: Project Management for IT Professionals

Test Prep

TestPrep Certified Associate in Project Management (CAPM)
TestPrep Project Management Professional (PMP) PMBOK Guide Third Edition Aligned

Mentoring Assets

Mentoring Project Management Professional (PMP) PMBOK Guide Fourth Edition Aligned
Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 3rd Edi. Aligned

Project Management Express Guide Series

Project Management Professional Certification (PMP) 2005 Express Guide

Project Effectiveness

Optimizing Your Performance on a Team (NEW! One Hour Series)

- Being an Effective Team Member (One Hour)
- Establishing Team Goals and Responsibilities (One Hour)
- Elements of a Cohesive Team (One Hour)
- Effective Team Communication (One Hour)
- Using Feedback to Improve Team Performance (One Hour)

Leading Teams (NEW! One Hour Series)

- Leading Teams: Launching a Successful Team
- Leading Teams: Establishing Goals, Roles, and Guidelines
- Leading Teams: Developing the Team and its Culture
- Leading Teams: Building Trust and Commitment
- Leading Teams: Fostering Effective Communication and Collaboration
- Leading Teams: Motivating and Optimizing Performance
- Leading Teams: Dealing with Conflict
- Leading Teams: Managing Virtual Teams

Making Teams Work: Capitalizing on Conflict

- Team Conflict: The Seeds of Dissent
- Analyzing Workplace War Zones
- Getting Past Clashes: Valuing Team Diversity
- Conquering Conflict through Communication
- The Path to Peace and Harmony
- Manager's Performance Guide - Team Conflict Skills
- Making Teams Work Simulation

Certified Business Analysis Professional (CBAP™)

- Core Concepts in Business Analysis
- Enterprise Analysis and Making a Business Case
- Introduction to Requirements Planning
- Requirements Planning and Management
- Eliciting Requirements
- Analyzing Requirements Using Models
- Refining and Documenting Requirements
- Communicating and Implementing Requirements

Project Effectiveness

PERSONAL DEVELOPMENT

Telecommuting and the Remote Employee (NEW! One Hour Series)

Telecommuting Basics: Maximizing Productivity as a Remote Employee (One Hour)

Telecommuting Basics: Communication Strategies for the Remote Employee (One Hour)

COMMUNICATION

E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively

Addressing and Redistributing E-mail

Managing Your E-mail

Telephone Essentials for Business

Essential Skills for Professional Telephone Calls

Business Writing Basics

Business Writing: Know Your Readers and Your Purpose

Business Writing: How to Write Clearly and Concisely

Business Writing: Editing and Proofreading

Sales and Customer Facing Skills

Field Sales Skills

Field Sales Foundations

Planning Your Field Sales Approach

Applying Your Field Sales Approach

Completing Your Field Sales Approach

Field Sales Skills Simulation

Territorial Account Sales Skills

The Territorial Account Sales Approach

Understanding Your Target Customer's Business

Effectively Using Customer-focused Research Meetings

Gaining Access to Key Personnel at Your Target Accounts

Delivering High-impact Territorial Account Sales (TAS) Presentations

Territorial Account Sales Skills Simulation

Inside Sales Skills

Preparing for Outbound Sales Calls

Initiating Outbound Sales Calls

Completing Outbound Sales Calls

Preparing for Inbound Sales Calls

Completing Inbound Sales Calls

Inside Sales Skills Simulation

Inside Sales Skills Blended Learning Toolkit

Strategic Account Sales Skills

The Strategic Account Sales Approach

Understanding Your Customer

Conducting Effective Sales Research Meetings

Working with Your Customer's Key Players

Delivering High-Impact Sales Presentations

Strategic Account Sales Skills Simulation

Selling at the Executive Level

Prepare for Success

Strategic Planning

Progressing through the Complex Sale

Presenting Your Proposition

Negotiating to Mutual Benefit

From Executive-level Sale to Strategic Partnership

Preparing for the Executive-level Sale Simulation

Progressing through the Complex Sale Simulation

Closing Executive-level Sales Simulation

Sales and Customer Facing Skills

Sales Team Management

Building a Winning Sales Team
Using Business Tools to Manage Sales Teams
Motivating a Winning Sales Team
Communicating in Sales Teams
Sales Team Management Simulation

SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy

The Profession of Selling
Professional Selling in the Knowledge Economy
Professional Selling in the Knowledge Economy Simulation

SalesUniversity Sales Math 101: Developing a Sales Plan for Success

Sales Math 101: Developing a Sales Plan for Success

SalesUniversity Sales Manufacturing: A Success Model

Sales Manufacturing (TM): Identifying Sales Opportunities
Sales Manufacturing (TM): Sales Production
Sales Manufacturing: Opportunity Development Simulation

SalesUniversity Communication 101

Sales Communications Foundations
Sales Communications Essentials
Telesales Communications
Sales Communication Techniques Simulation

Excelling at Customer Service

Corporate Culture: Building the Service Foundation
The Fundamentals of Exceptional Customer Service
The Customer's Voice
Advancing Service Expertise
Customers, Confrontation and Conflict
Overcoming Difficult Service Situations
The EXCEL Acronym: Instilling Service Excellence
Service Teams and Service Stars
Excel at Customer Service Simulation
Providing Customer Service Simulation

Customer Service Representative, Professionalism

The Customer Service Representative (CSR)
Support Center Services and Work Environment |n
Team and Customer Relationships

Sales and Customer Facing Skills

Customer Service Representative, Skills

Customer Interactions
Communication Skills
Conflict, Stress, and Time Management

Customer Service Representative, Process

Customer Service Processes and Procedures
Quality in a Support Center
Support Center Tools, Technologies and Metrics
Dealing with Irrational Customers and Escalating Complaints

Frontline Call Center Skills

The Call Center Industry
Call Center Communication Skills
Call Center Customer Service
Call Center Telephone Sales
Frontline Call Center Skills Simulation

Measuring Customer Satisfaction

Discovering What Your Customers Want
Developing Customer Satisfaction Surveys
Customer Satisfaction: Analysis and Implementation
Measuring Customer Satisfaction Simulation

Internal Customer Service

Excellence in Internal Customer Service
Working with Internal Customers
Overcoming Internal Customer Service Problems
Internal Customer Service: Conflict and Complaints Simulation

Internal Customer Service Agent Skills

The Customer Service Agent in Action
Professional Skills for Customer Service Agents
Managing Challenges in Customer Service
Cross-selling in a Customer Service Call
Customer Service Agent Skills Simulation

Technical Support Agent Skills

The Contact Center and Technical Support Agent
Technical Support Essentials
Assessing Customer Behavior
Technical Support Agent Survival Skills
Technical Support Agent Skills Simulation

Sales and Customer Facing Skills

Managing A Customer-Focused Department

- Identifying Your Customer's Expectations
- Using Surveys to Measure Customer Satisfaction
- Bridge The Expectations Gap
- Leading A Customer-focused Team
- Managing a Customer-focused Department Simulation

IT Infrastructure Library (ITIL) v3 Foundation Syllabus v4.2

- ITIL V3 Foundation Syllabus v4.2: ITIL and the Service Lifecycle
- ITIL V3 Foundation Syllabus V4.2: Service Strategy Fundamentals
- ITIL V3 Foundation Syllabus v4.2: Service Strategy Processes
- ITIL V3 Foundation Syllabus v4.2: Service Design Fundamentals
- ITIL V3 Foundation Syllabus v4.2: Service Design Processes
- ITIL V3 Foundation Syllabus v4.2: Service Transition Processes and Principles
- ITIL V3 Foundation Syllabus v4.2: Service Operation Principles and Functions
- ITIL V3 Foundation Syllabus v4.2: Service Operation Processes
- ITIL V3 Foundation Syllabus v4.2: Continual Service Improvement Fundamentals

IT Infrastructure Library (ITIL) Foundations V3

- ITIL V3 - ITIL and the Service Lifecycle
- ITIL V3 - Service Strategy Fundamentals
- ITIL V3 - Service Strategy Processes
- ITIL V3 - Service Design Fundamentals
- ITIL V3 - Service Design Processes
- ITIL V3 - Service Transition Processes and Principles
- ITIL V3 - Service Operation Principles and Functions
- ITIL V3 - Service Operation Processes
- ITIL V3 - Continual Service Improvement Fundamentals

Inbound Call Center Management

- The Inbound Call Center
- Inbound Call Center Management: Leadership
- Inbound Call Centers: People Management
- Inbound Call Center Technology
- Performance Metrics for an Inbound Call Center

Mentoring Assets

- Mentoring ITIL V3 Foundation (ITV3F)

TestPreps

- TestPrep ITIL V3 Foundation (ITV3F)

Sales and Customer Facing Skills

CONSULTING SKILLS

Consulting with the External Client

Essentials of External Consulting
The Client-Consultant Relationship
Diagnosing and Planning
Managing Delivery
Evaluation and Review
Consulting with the External Client Simulation

Consulting with the Internal Client

Essentials of Internal Consulting
Internal Consulting Skills
Establishing a Relationship with Internal Clients
A Workable Solution for Internal Clients
Evaluating Internal Assignments
Consulting with the Internal Client Simulation

Internal Consulting for the Technical Professional

The Technical Professional as Internal Consultant
Creating Effective Contracts
Using Data as a Technical Professional Consultant
Resistance and Technical Professional Consultants

INDUSTRY FOUNDATIONS

Industry Overviews

The Automotive Industry Overview: Version 2
The Oil and Gas Industry Overview: Version 2
The Pharmaceutical Industry Overview: Version 2
The Food and Beverage Industry Overview: Version 2
The Health Care Industry Overview: Version 2
The Banking Industry Overview: Version 2
The Manufacturing Industry Overview: Version 2
The Retail Industry Overview: Version 2
The Telecommunications Industry Overview: Version 2
The Insurance Industry Overview: Version 2

Industry Overview Series

Industry Overview: Information Technology
Industry Overview: Federal Government

Desktop Computer Skills

Adobe PhotoShop CS4

Photoshop CS4: Getting Started

Photoshop CS4: Beyond the Basics

Adobe Illustrator CS4

Illustrator CS4: Getting Started

Illustrator CS4: Beyond the Basics

Adobe InDesign CS4

Adobe InDesign CS4: Fundamentals

Adobe Dreamweaver CS4

Setting up a Site and Adding Content in Dreamweaver CS4

Adding Links and Images in Dreamweaver CS4

Tables, Accessibility, and Standards in Dreamweaver CS4

Reusing Content in Dreamweaver CS4

Creating Interactive Web Pages in Dreamweaver CS4

Cascading Style Sheets in Dreamweaver CS4

Dreamweaver CS4 Site Maintenance and Advanced Concepts

Adobe Flash CS4

Introduction to Adobe Flash CS4 Professional

Drawing and Working with Images in Flash CS4

Using Flash CS4 Libraries, Text, and Components

Animation in Flash CS4

ActionScript and Multimedia in Flash CS4

Workflow and Adobe Integration in Flash CS4

Creating Navigation and Publishing Movies in Flash CS4

Adobe AIR for Flash Developers

Adobe AIR for Flash Developers

Adobe Fireworks CS4

Adobe Fireworks CS4: Fundamentals

Adobe Reader 9

Adobe Reader 9

Adobe Acrobat 9

Adobe Acrobat 9: Fundamentals

Adobe Reader 6.0

Using Adobe Reader 6.0

Desktop Computer Skills

Adobe Flash CS3

Introduction to the Features of Flash CS3
Drawing and Working with Symbols in Flash CS3
Using Text and Components in Flash CS3
Animation in Flash CS3
ActionScript, Sound, and Video in Flash CS3
Workflow and Program Integration in Flash CS3
Creating Navigation and Publishing Movies in Flash CS3

Adobe Dreamweaver CS3

Setting up a Site and Adding Content in Dreamweaver CS3
Adding Links, Images, and Flash Objects in Dreamweaver CS3
Tables, Accessibility, and Standards in Dreamweaver CS3
Reusing Content in Dreamweaver CS3
Creating Interactive Web Pages in Dreamweaver CS3
Cascading Style Sheets in Dreamweaver CS3
Dreamweaver CS3 Site Maintenance and Advanced Concepts

Adobe Photoshop CS3

Photoshop CS3 Basics
Selections and Layers in Photoshop CS3
Advanced Tools in Photoshop CS3
Photoshop CS3 Animation and Automation

Adobe Illustrator CS3

Getting Started with Illustrator CS3
Coloring Objects and Using Brushes in Illustrator CS3
Manipulating Objects in Illustrator CS3
Using Type and Symbols in Illustrator CS3
Importing and Tracing Images, and Applying Effects in Illustrator CS3
Exporting and Printing Artwork in Illustrator CS3

Adobe Acrobat 8.0

Creating and Working with PDFs in Adobe Acrobat 8
Editing and Reviewing in Adobe Acrobat 8
Forms and Document Security in Adobe Acrobat 8
Advanced Features of Adobe Acrobat 8

Adobe Reader 8.0

Using Adobe Reader 8

Desktop Computer Skills

Information Security Best Practices for Business Users

Introduction to information security
Operational information security
Malicious code and information security
Information security and the Internet

Microsoft Office 2007: New Features

New Features for End Users in Microsoft Office 2007
Microsoft Office Excel, PowerPoint, and Outlook 2007
Microsoft Access 2007 and Microsoft Publisher 2007
Sharing and Collaboration in Microsoft Office Enterprise 2007

Microsoft Office 2007: Beginning Word

Getting Started with Word 2007
Working with Text and Paragraphs in Word 2007
Structuring, Editing, Saving, and Opening Documents in Word 2007
Printing, Help, and Automated Formatting in Word 2007
Working with Documents in Word 2007

Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007
Advanced Document Navigation and Document Reviews in Word 2007
Using Tables, Charts, and Graphics in Word 2007

Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007
Advanced Document Features in Word 2007
Collaborative Features in Word 2007

Microsoft Office 2007: Beginning Excel

Getting Started with Excel 2007
Manipulating and Formatting Data and Worksheets
Reviewing and Printing in Excel 2007
Excel 2007 Formulas and Functions
Excel 2007 Charts, Pictures, Themes, and Styles

Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel 2007
Advanced Data Management in Excel 2007
Advanced Customization in Excel 2007

Desktop Computer Skills

Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007
Protecting and Sharing Excel 2007 Workbooks
Exchanging Data with Excel 2007

Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007
Adding Graphics to Presentations in PowerPoint 2007
Adding Multimedia and Animations to Presentations in PowerPoint 2007

Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in PowerPoint 2007
Distributing Presentations in PowerPoint 2007

Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007
Formatting and Managing E-mail in Outlook 2007
Using the Calendar in Outlook 2007
Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007
Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007

Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and Using the Journal
Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007
Working with SharePoint, Calendars, and Forms in Outlook 2007

Microsoft Office 2007: Outlook for the Power User

Data Security, Archiving, and Working Offline in Outlook 2007
Instant, Text, and Unified Messaging in Outlook 2007
Business Contact Manager with Outlook 2007

Microsoft Office 2007: Beginning Access

Getting Started with Access 2007
Basic Access 2007 Tables
Basic Access 2007 Forms
Queries and Reports in Access 2007

Microsoft Office 2007: Advanced Access

Importing and Exporting Data and Data Presentation in Access 2007
Advanced Data Management in Access 2007

Microsoft Office 2007: Access for the Power User

Programmability and Administration in Access 2007
Database Administration in Access 2007

Desktop Computer Skills

Microsoft Office 2007: Beginning Visio

Creating Visio 2007 Diagrams
Enhancing and Customizing Diagrams in Visio 2007
Collaborating and Using Visio 2007 With Other Programs

Microsoft Office 2007: Beginning Project

Specifying and Assigning Resources in Project 2007

Microsoft Office 2007: Advanced Project

Advanced Customization with MS Project 2007
Project Data Management and Performance with MS Project 2007

Microsoft Office 2007: Publisher

Creating Customized Publications with Publisher 2007
Extending Publisher 2007 Beyond Publications

Microsoft Office SharePoint Server 2007 End User

SharePoint 2007 Essentials
Creating and Managing Personal Sites and Searches in SharePoint 2007

Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

Microsoft Office 2007: Collaborating with Groove and Communicator
Microsoft Office 2007: Sharing Information with OneNote 2007

Microsoft Office Project Server 2007: Managing Projects

Initiating Projects with Project Server 2007
Planning Projects with Project Server 2007
Managing Resource Capacity in Project Server 2007
Executing Projects with Project Server 2007
Monitoring, Controlling, and Closing Projects with Project Server 2007

Microsoft Office 2007: Outlook Web Access

Using Outlook Web Access 2007
Outlook Web Access 2007 Advanced Features

Microsoft Office Live Meeting 2007 for End Users

Attending a Microsoft Office 2007 Live Meeting
Hosting a Microsoft Office 2007 Live Meeting

Desktop Computer Skills

Microsoft Office XP - Advanced Access 2002

Advanced Database Design in Access 2002
Advanced Database Features in Access 2002

Microsoft Office XP: Advanced Excel 2002

Advanced Data Management in Excel 2002
Advanced Data Manipulation and Analysis in Excel 2002

Microsoft Office XP: Advanced FrontPage 2002

Building and Modifying Web Sites in FrontPage 2002
Enhancing and Publishing Web Sites in FrontPage 2002

Microsoft Office XP: Advanced Outlook 2002

Managing Outlook 2002

Microsoft Office XP: Advanced PowerPoint 2002

Customizing, Running, and Broadcasting PowerPoint 2002 Presentations
PowerPoint 2002 Customization and Office XP Integration

Microsoft Office XP: Advanced Word 2002

Advanced Formatting and Navigation in Word 2002
Advanced Document Features in Word 2002
Collaborative Features in Word 2002

Microsoft Office XP: Beginning FrontPage 2002

FrontPage 2002 Basics
Enhancing and Managing Web Sites with FrontPage 2002

Microsoft Office XP: Beginning Outlook 2002

Introducing Outlook 2002

Microsoft Office XP: Beginning PowerPoint 2002

Creating Presentations using PowerPoint 2002

Microsoft Office XP: Beginning Word 2002

Creating Documents in Word 2002
Working with Documents in Word 2002

Microsoft Office XP: Common Features Across Office Applications

Common Features in Microsoft Office XP

Microsoft Office XP: New Features for Advanced Users

Office XP for the Advanced User

Desktop Computer Skills

MICROSOFT OFFICE XP

Microsoft Office XP: New Office-wide Features

New Features Review of Microsoft Office XP

Microsoft Office XP: New Features for End-Users

New and Enhanced Features for End-Users in Office XP

Microsoft Office XP: Beginning Access 2002

Introduction to Access 2002

Intermediate Access 2002

Microsoft Office XP: Beginning Excel 2002

Basic Features of Excel 2002

Optimizing Excel 2002

WINDOWS 7

Microsoft Windows 7: First Look for End Users

Microsoft Windows 7: First Look for End Users

WINDOWS XP

Microsoft Windows XP: Getting Started

Introducing Windows XP

Microsoft Windows XP - New Features

Windows XP: Fundamentals

Windows XP: Advanced

Microsoft Windows XP for Beginners

Getting Started with Microsoft Windows XP

Up and Running with Microsoft Windows XP

MICROSOFT OFFICE 2003

Microsoft Office 2003: New Features

Microsoft Office 2003: New Features for End Users

Microsoft Office 2003: New Features for Outlook Users

Microsoft Office 2003: New Applications

Microsoft Office 2003: New Features for Advanced Users

Microsoft Office 2003: Getting Started

Introduction to Microsoft Office 2003

Formatting and Printing Files in Office 2003

Desktop Computer Skills

Microsoft Office 2003: Beginning Word

Getting Started with Word 2003
Working with text and paragraphs in Word 2003
Structuring, editing, saving, and opening documents in Word 2003
Printing, Help, and Automated Formatting in Word 2003
Working with Documents in Word 2003
Working with Tables and Media Features in Word 2003

Microsoft Office 2003: Advanced Word

Advanced Formatting in Word 2003
Advanced Document Navigation in Word 2003
Advanced Data Manipulation Features in Word 2003
Using Tables, Charts, and Graphs in Word 2003
Advanced Document Features in Word 2003
Collaborative Features in Word 2003

Microsoft Office 2003: Beginning Excel

Basic Features of Excel 2003
Printing and Collaborating in Excel 2003
Excel 2003 Formulas and Functions
Formatting Data in Excel 2003
Excel 2003 Chart and Multimedia Features

Microsoft Office 2003: Advanced Excel

Advanced Customization in Excel 2003
Advanced formatting in Excel 2003
Advanced Data Management in Excel 2003
Advanced Data Analysis in Excel 2003
Advanced Validation and Collaboration in Excel 2003
Advanced Data Exchange in Excel 2003

Microsoft Office 2003: Beginning PowerPoint

Creating Basic Presentations using PowerPoint 2003
Slide Layout and Design in PowerPoint 2003
Using Visuals in PowerPoint 2003 Presentations
Finalizing PowerPoint 2003 presentations

Microsoft Office 2003: Advanced PowerPoint

Customizing PowerPoint 2003 Presentations
Preparing PowerPoint 2003 Presentations for Effective Delivery
Running, Broadcasting, and Reviewing PowerPoint 2003 Presentations
Settings, Customization, and Office 2003 Integration with PowerPoint 2003

Microsoft Office 2003: Beginning Access

Getting Started with Access 2003
Basic Access 2003 Tables
Basic Access 2003 Forms
Using Queries and Reports in Access 2003
Personalizing and Maintaining Access 2003

Desktop Computer Skills

Microsoft Office 2003: Advanced Access

Enhancing Tables, Forms, and Reports in Access 2003
Advanced Querying in Access 2003
Working with Data and Presentation in Access 2003
Access 2003 and the Web
Access 2003 Programmability
Database Administration in Access 2003

Microsoft Office 2003: Beginning Outlook

Sending and Receiving Messages in Outlook 2003
Formatting and Managing Messages in Outlook 2003
Scheduling events, Appointments, and meetings in Outlook 2003
Using Task Lists, Contact Lists, and Notes in Outlook 2003

Microsoft Office 2003: Advanced Outlook

Customizing E-mail, Views, Navigation, and E-mail Accounts in Outlook 2003
Tracking, Categorizing, Searching, and Printing in Outlook 2003
Configuring Rules, Alerts, and Junk Mail Settings in Outlook 2003
Sharing Folders, Schedules, and Contacts and Using SharePoint Data in Outlook 2003

Microsoft Office 2003: Outlook for the Power User

Data Security in Outlook 2003
Archiving and Storing Data, and Using IRM in Outlook 2003
Working in Outlook 2003 from Multiple Locations
Newsreaders, Online Meetings, Instant Messaging, and Faxing Information in Outlook 2003
Customizing Toolbars and Commands and Creating Forms in Outlook 2003
Outlook 2003 and Business Contact Manager

Microsoft Office 2003: Beginning Project Professional

Creating and Defining a Project
Specifying and Assigning Resources
Tracking and Reporting Progress using Project Professional 2003

Microsoft Office 2003: Advanced Project Professional

Advanced Customization
Sharing Project Data and Working with Macros
Organizing and Managing Project Information
Working Collaboratively
Enterprise Project Management
Advanced Analysis of your Project

Microsoft Office 2003: Visio for Beginners

Creating Diagrams with Visio 2003
Developing Diagrams with Visio 2003
Visio 2003 and Other Programs

Desktop Computer Skills

MICROSOFT OFFICE 2003

Microsoft Office 2003: Beginning FrontPage

- Getting Started with FrontPage 2003
- Working with graphics, hyperlinks and tables in FrontPage 2003
- Working with Web Sites in FrontPage 2003
- Organizing Content Using Templates and Frames in FrontPage 2003
- Structuring and Publishing Web Sites in FrontPage 2003

Microsoft Office 2003: Advanced FrontPage

- Working with Code in FrontPage 2003
- Importing and Working with Data in FrontPage 2003
- Enhancing Web Sites with Advanced FrontPage 2003 Features
- Administering Web Sites in FrontPage 2003
- Using Windows SharePoint Services and FrontPage 2003

Microsoft Office 2003: Publisher

- Getting Started with Publisher 2003
- Working with Text Boxes, Text, and Tables in Publisher 2003
- Printing and Working with Graphics and Objects in Publisher 2003
- Working with E-mail and Web Sites in Publisher 2003
- Working with Mail and Catalog Merges in Publisher 2003
- Advanced Design Techniques and Printing with Publisher 2003

MS PROJECT 2002

Microsoft Project 2002: Beginners

- Getting Started with Project 2002
- Up and Running with Project 2002
- Tracking and Reporting with Project 2002

Microsoft Project 2002: Advanced

- Data Sources, Templates, and Customization in Project 2002
- Workgroup, Collaboration, and Advanced Reporting Options in Project 2002

HOME & PERSONAL

QuickBooks Pro 2009 Fundamentals

- QuickBooks Pro 2009: Getting Started

Home Networking with Microsoft Windows XP

- Home Networking with Microsoft Windows XP

Desktop Computer Skills

Lotus Notes 8: New Features for End Users

Lotus Notes 8: New Features for End Users

Lotus Notes 8: End User

Getting Started with Lotus Notes 8 and Using Mail

Scheduling Events and Managing Applications

Working with Instant Messaging, Contacts, and Blogs

Using Productivity Tools and Accessing Lotus Notes 8 Remotely

Lotus Notes 7: End User

Getting Started with Lotus Notes 7 and Mail

Managing Mail, Instant Messaging, and Contacts in Lotus Notes 7

Working with Databases, the Calendar, and the To Do List in Lotus Notes 7

Using Lotus Notes 7 Remotely

Microsoft Internet Explorer 8: End User

Internet Explorer 8: Basic Features

Internet Explorer 8: Advanced Features

Microsoft Internet Explorer 7: End User

Fundamentals of Internet Explorer 7

Customization and Security in Internet Explorer 7

Microsoft Internet Explorer 6

Fundamentals of Internet Explorer 6

Moving on with Internet Explorer 6

Internet Explorer 5.5: Getting Started

Getting Started with Internet Explorer 5.5

Crystal Reports XI: Report Writing Basics

Reporting Basics with Crystal Reports XI

Managing Data and Distributing Reports with Crystal Reports XI

Desktop Computer Skills

WINDOWS VISTA

Microsoft Windows Vista: New Features for End Users

Windows Vista User Experience

Windows Vista Security and Performance Improvements

Microsoft Windows Vista for the End User

Getting Started with Windows Vista

Work with Files, Programs, and Printing in Windows Vista

Navigating the Web and System Maintenance with Windows Vista

MENTORING ASSETS

Mentoring Assets

Mentoring Word 2000

Mentoring Excel 2000

Mentoring Access 2000

Mentoring Outlook 2000

Mentoring PowerPoint 2000

Mentoring Excel 2000 Expert

Mentoring Word 2000 Expert

Mentoring Word 2002

Mentoring Excel 2002

Mentoring Access 2002

Mentoring Outlook 2002

Mentoring PowerPoint 2002

Mentoring Word 2002 Expert

Mentoring Excel 2002 Expert

Mentoring Word 2003

Mentoring Microsoft Project 2000 Core

Mentoring Microsoft Project 2002 Comprehensive

Mentoring Word 2003 Expert

Mentoring Excel 2003 Expert

Mentoring Excel 2003

Mentoring Access 2003

Mentoring PowerPoint 2003

Mentoring Outlook 2003

Mentoring Using Word 2007

Mentoring Using Excel 2007

Mentoring Using PowerPoint 2007

Mentoring Using Outlook 2007

Mentoring Using Access 2007

Mentoring 70-632 TS: Microsoft Office Project 2007, Managing Projects

Desktop Computer Skills

Test Preps

TestPrep Using Word 2007

TestPrep Using Excel 2007

TestPrep Using PowerPoint 2007

TestPrep Using Outlook 2007

TestPrep Using Access 2007

TestPrep 70-632 TS: Microsoft Office Project 2007, Managing Projects

Contact Information

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