

### LIVE SEMINARS

#### COMMUNICATION/PERSONAL DEVELOPMENT

- Communication Skills for Women <sup>(CPE)</sup>
- Creative Problem Solving and Strategic Thinking <sup>(CPE)</sup>
- Dealing with Difficult People <sup>(CPE)</sup>
- Developing Emotional Intelligence <sup>(CPE)</sup>
- How to Communicate with Tact and Professionalism (2-day) <sup>(CPE)</sup>
- How to Deliver Presentations with Ease and Confidence <sup>(CPE)</sup>
- How to Manage Conflict and Confrontation <sup>(CPE)</sup>
- Managing Emotions Under Pressure <sup>(CPE)</sup>
- Master the Art of Working with People <sup>(CPE)</sup>
- Professional Communication: What Message Are You Sending? <sup>(CPE)</sup>
- Speed Reading with Evelyn Wood Reading Dynamics® <sup>(CPE)</sup>
- The Women's Conference <sup>(CPE)</sup>

#### COMPUTER: MICROSOFT®, DESIGN, WEB

- Advanced Microsoft® Excel® <sup>(CPE)</sup>
- Discover the Power of Crystal Reports® <sup>(CPE)</sup>
- Excel® 2013: Beyond the Basics <sup>(CPE)</sup>
- How to Use QuickBooks® <sup>(CPE)</sup>
- Mastering Microsoft® Excel® (2 day) <sup>(CPE)</sup>
- Microsoft® Access® for Beginners <sup>(CPE)</sup>
- Microsoft® Excel® 2007/2010 Basics <sup>(CPE)</sup>
- Microsoft® Excel® 2007/2010: Beyond the Basics <sup>(CPE)</sup>
- Microsoft® Excel® 2013 Basics <sup>(CPE)</sup>
- Outlook®: Beyond Email and Calendar <sup>(CPE)</sup>
- Outlook®: Tips, Tricks and Secrets Unlocked <sup>(CPE)</sup>
- The Adobe® Photoshop® Conference

#### CUSTOMER SERVICE

- How to Deliver Exceptional Customer Service <sup>(CPE)</sup>

#### EVERLYN WOOD LIBRARY

- Speed Reading with Evelyn Wood Reading Dynamics® <sup>(CPE)</sup>

#### FINANCE AND ACCOUNTING

- Collections Law <sup>(CPE)</sup>
- Discover the Power of Crystal Reports® <sup>(CPE)</sup>
- Finance and Accounting for Non-Financial People <sup>(CPE)</sup>
- How to Manage and Organize Accounts Payable <sup>(CPE)</sup>
- How to Manage Inventory & Cycle Counts <sup>(CPE)</sup>
- How to Read and Understand Financial Statements <sup>(CPE)</sup>
- How to Use QuickBooks® <sup>(CPE)</sup>
- Payroll Law <sup>(CPE)</sup>
- Sales & Use Tax Workshop <sup>(CPE)</sup>
- The Controller's Workshop <sup>(CPE)</sup>

#### FRONT DESK & ADMINISTRATIVE TRAINING

- Event Planning -- A One-Day Workshop <sup>(CPE)</sup>
- Safety & Security Begins at the Front Desk
- The Conference for Administrative Assistants <sup>(CPE)</sup>
- The Exceptional Assistant <sup>(CPE)</sup>

#### GRAMMAR & WRITING SKILLS

- Business Writing for Results <sup>(CPE)</sup>
- Exceptional Business Writing and Goof-Proof Grammar (2-day) <sup>(CPE)</sup>
- Mistake-Free Grammar & Proofreading <sup>(CPE)</sup>

#### HR TRAINING

- \*Cal/OSHA 30-Hour Compliance Course (5-day)
- Cal/OSHA Compliance <sup>(CPE)</sup>
- Comprehensive Training for HR Managers(2-day) <sup>(CPE)</sup>
- Employment Law <sup>(CPE)</sup>
- FMLA Compliance
- HIPAA Compliance 2014 for Healthcare Professionals <sup>(CPE)</sup>
- How to Write Clear & Concise Policies and Procedures
- Human Resources for Anyone with Newly Assigned HR Responsibilities <sup>(CPE)</sup>
- \*OSHA 30-Hour Compliance Course (5-day)
- OSHA Compliance <sup>(CPE)</sup>
- Payroll Law <sup>(CPE)</sup>
- The Essentials of HR Law <sup>(CPE)</sup>
- Workers' Comp <sup>(CPE)</sup>

#### MARKETING

- Discover the Power of Crystal Reports® <sup>(CPE)</sup>
- Social Media Marketing 101 <sup>(CPE)</sup>
- The Social Media Marketing Conference <sup>(CPE)</sup>

#### MEDICAL PROFESSION TRAINING

- OSHA Compliance for Medical and Dental Practices <sup>(CPE)</sup>

#### MANAGEMENT, SUPERVISION & LEADERSHIP

- Creative Leadership Workshop <sup>(CPE)</sup>
- Criticism & Discipline Skills for Managers and Supervisors <sup>(CPE)</sup>
- Essential Skills for the First-Time Manager or Supervisor <sup>(CPE)</sup>
- Executive Leadership Strategies (2-Day) <sup>(CPE)</sup>
- Facilities Management - A 2-Day Comprehensive Course <sup>(CPE)</sup>
- Finance and Accounting for Non-Financial People <sup>(CPE)</sup>
- How to Bargain & Negotiate with Vendors & Suppliers <sup>(CPE)</sup>

- How to Deal With Unacceptable Employee Behavior <sup>(CPE)</sup>
- How to Improve Employee Accountability
- How to Lead a Team
- How to Manage People <sup>(CPE)</sup>
- How to Read and Understand Financial Statements <sup>(CPE)</sup>
- Leadership, Team-Building and Coaching Skills <sup>(CPE)</sup>
- Making the Transition from Staff to Supervisor <sup>(CPE)</sup>
- Management & Leadership Skills for Managers and Supervisors (2-Day) <sup>(CPE)</sup>
- The Indispensable Office Manager <sup>(CPE)</sup>
- The Management Conference <sup>(CPE)</sup>
- The Ultimate Supervisor <sup>(CPE)</sup>

#### MICROSOFT EXCEL TRAINING

- Advanced Microsoft® Excel® <sup>(CPE)</sup>
- Excel® 2013: Beyond the Basics <sup>(CPE)</sup>
- Mastering Microsoft® Excel® (2 day) <sup>(CPE)</sup>
- Microsoft® Excel® 2007/2010 Basics <sup>(CPE)</sup>
- Microsoft® Excel® 2007/2010: Beyond the Basics <sup>(CPE)</sup>
- Microsoft® Excel® 2013 Basics <sup>(CPE)</sup>

#### MICROSOFT OFFICE TRAINING

- Advanced Microsoft® Excel® <sup>(CPE)</sup>
- Excel® 2013: Beyond the Basics <sup>(CPE)</sup>
- Mastering Microsoft® Excel® (2 day) <sup>(CPE)</sup>
- Microsoft® Excel® 2007/2010 Basics <sup>(CPE)</sup>
- Microsoft® Excel® 2007/2010: Beyond the Basics <sup>(CPE)</sup>
- Microsoft® Excel® 2013 Basics <sup>(CPE)</sup>
- Outlook: Beyond Email and Calendar <sup>(CPE)</sup>
- Outlook: Tips, Tricks and Secrets Unlocked <sup>(CPE)</sup>

#### OSHA AND WORKPLACE SAFETY

- \*Cal/OSHA 30-Hour Compliance Course (5-day)
- Cal/OSHA Compliance <sup>(CPE)</sup>
- \*OSHA 30-Hour Compliance Course (5-day)
- OSHA Compliance <sup>(CPE)</sup>
- OSHA Compliance for Medical and Dental Practices <sup>(CPE)</sup>

#### PROJECT MANAGEMENT

- Fundamentals of Project Management (2-Day) <sup>(CPE)</sup>
- Project Management Workshop <sup>(CPE)</sup>

#### TIME MANAGEMENT

- Event Planning -- A One-Day Workshop <sup>(CPE)</sup>
- Managing Multiple Priorities, Projects and Deadlines <sup>(CPE)</sup>
- Speed Reading with Evelyn Wood Reading Dynamics® <sup>(CPE)</sup>
- Taking Control of Your Workday

Topics are continually added and updated. For your current local schedule visit us at [www.pryor.com](http://www.pryor.com) and enter your zip code. Fred Pryor Seminars and CareerTrack are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. The majority of these courses are CPE Accredited Courses.

\* Not included but available at a discount

### ON-DEMAND COURSES

#### AUDIO CONFERENCE

- 60 Secrets to Successful Employee Orientation <sup>(CPE)</sup>
- Building Teamwork One Individual at a Time <sup>(CPE)</sup>
- Conduct Effective Interviews and Hire the Right People <sup>(CPE)</sup>
- Confronting Workplace Conflict <sup>(CPE)</sup>
- Conquering Sales Objections <sup>(CPE)</sup>
- Control Chaos and Clear Out the Clutter
- Creative Ways to Reward and Motivate Employees <sup>(CPE)</sup>
- Criticism & Discipline Skills for Managers and Supervisors <sup>(CPE)</sup>
- Dealing with Difficult Patients and Their Families
- Dealing with Difficult Students
- Do's & Don'ts of Records Retention and Destruction <sup>(CPE)</sup>
- EEO Regulatory Compliance and Reporting
- Effective Email & Memo Writing for Paralegals
- Effective Emergency Management & Disaster Planning <sup>(CPE)</sup>
- Effective Negotiation Tactics for Supervisors <sup>(CPE)</sup>
- Effective Techniques for Dealing with Difficult Customers <sup>(CPE)</sup>
- Eliminate the Confusion of FMLA <sup>(CPE)</sup>
- FLSA Rules, Regulations and Classification Standards
- FMLA Update 2012: Are You Compliant?
- Fred Pryor on Leadership
- Getting Past the Gatekeeper
- Great Grammar and Painless Proofreading <sup>(CPE)</sup>
- Great Layout & Design: Tips, Tricks and the Latest Trends
- How to Avoid the Most Common Mistakes New Managers Make <sup>(CPE)</sup>
- How to Bargain Better with Vendors and Suppliers <sup>(CPE)</sup>
- How to Clearly Communicate Employee Benefits <sup>(CPE)</sup>
- How to Deal with Employee Complaints and Concerns <sup>(CPE)</sup>
- How to Manage Emotions in the Workplace <sup>(CPE)</sup>
- How to Manage, Train and Motivate the Change-Resistant Employee <sup>(CPE)</sup>
- How to Overcome Disruptive Workstyle Differences <sup>(CPE)</sup>
- How to Read, Interpret and Troubleshoot Contracts <sup>(CPE)</sup>
- How to Retain Your Best and Brightest Employees <sup>(CPE)</sup>
- How to Succeed as a One Person HR Department <sup>(CPE)</sup>
- How to Supervise Bad Attitudes & Negative Behaviors <sup>(CPE)</sup>
- How to Supervise Off-Site Employees <sup>(CPE)</sup>
- Human Resources Law Update <sup>(CPE)</sup>
- I-9 & Immigration Law Compliance 2012
- Legally Terminate Employees: 10 Critical Things You Must Know <sup>(CPE)</sup>
- Managing the Front Desk <sup>(CPE)</sup>
- OSHA Blood Borne Pathogens
- OSHA Exposure Control 2013 Update
- OSHA Needle Sticks
- Performance Reviews with Less Stress and Better Results <sup>(CPE)</sup>
- Professional Telephone Skills <sup>(CPE)</sup>

- Safety and Security Begins at the Front Desk <sup>(CPE)</sup>
- Selling Value Over Price <sup>(CPE)</sup>
- Simple Scripts for Problems at Work <sup>(CPE)</sup>
- Speak Up and Be Heard! A Confidence-Boosting Course for Women <sup>(CPE)</sup>
- Survive the 10 Toughest Conversations Every Supervisor Dreads <sup>(CPE)</sup>
- Teams that Work <sup>(CPE)</sup>
- The 6 Keys to Effective Succession Planning <sup>(CPE)</sup>
- The Secrets of Successful Time Management <sup>(CPE)</sup>
- Transitioning from Staff to Supervisor <sup>(CPE)</sup>
- UCC Article 9 Update <sup>(CPE)</sup>

#### COMMUNICATION/PERSONAL DEVELOPMENT

- 100 Ways to Motivate Others
- 20 Reproducible Assessment Instruments for the New Work Culture
- 365 Ways to Live Cheap
- 60 Minutes of PowerPoint® Secrets <sup>(CPE)</sup>
- 675 Ways to Develop Yourself and Your People
- 90 Days 90 Ways
- Active Learning Techniques <sup>(CPE)</sup>
- Active Listening
- Adapting for DISC Styles
- After the Presentation
- Analyzing the Upcoming Negotiation
- Applications of Nonverbal Communication
- Are You Really Listening?
- Are You Really Listening? (Spanish)
- Assertive Communication Skills for Managers <sup>(CPE)</sup>
- Assertive Verbal Skills
- Assertive Verbal Skills: Dealing with Feelings
- Assertive Verbal Skills: Getting Started
- Assertive Verbal Skills: Identifying Manipulators
- Assertive Verbal Skills: Manipulation in Business
- Assertive Verbal Skills: Your Assertive Rights
- Bad Email Habits: What Message Are You Sending? <sup>(CPE)</sup>
- Basic Questions
- Be Ready for the Worst
- Before the Presentation
- Building Influence in the Workplace
- Business Meals: Attending a Business Meal
- Business Meals: Hosting a Business Meal
- Business Meals: Table Manners
- Closing
- Conduct Effective Witness Interviews
- Conduct Successful Online Meetings <sup>(CPE)</sup>
- Conflict Management: Conflict Process
- Conflict Management: Maintaining Self-Control
- Conflict Management: Special Situations
- Conflict Management: Unavoidable Truths
- Confronting Workplace Conflict <sup>(CPE)</sup>
- Control Chaos and Clear Out the Clutter
- Creating Effective Sales Proposals <sup>(CPE)</sup>
- Creating Slides
- Dealing with Difficult Parents
- Dealing with Difficult Students
- Defining Moments
- Delight Your Customers
- Delivering Knock Your Socks Off Service
- Developing the Right Mindset
- DISC Style: High D
- DISC Style: High I
- DISC Style: High S
- DISC Style: High C
- DISC: Introduction
- DISC: Leading High D
- DISC: Leading High I
- DISC: Leading High S
- DISC: Leading High C
- DISC: Questionnaire
- DISC: Selling High D
- DISC: Selling High I
- DISC: Selling High S
- DISC: Selling High C
- DISC: Understanding DISC Styles
- Don't Press Send
- Effective and Appropriate Email Use
- Effective Negotiation Tactics for Supervisors <sup>(CPE)</sup>
- Email Metrics 101 <sup>(CPE)</sup>
- Emotional Intelligence for Sales Success
- Emotional Intelligence: Emotional Intelligence and DISC
- Emotional Intelligence: Developing Effective Relationships
- Emotional Intelligence: Developing Empathy
- Emotional Intelligence: Developing Self-Awareness
- Emotional Intelligence: Developing Self-Regulation
- Emotional Intelligence: Developing Social Motivation
- Emotional Intelligence: What is Emotional Intelligence
- Ethics and Business Conduct
- Ethics for Everyone
- Ethics for Managers: Controlling Employee Behavior
- Ethics for Managers: Leadership To Dos
- Ethics for Managers: Why Traditional Approaches Don't Work
- Evaluate Your Performance
- Fred Pryor on Leadership
- Generations at Work
- Get Clients Now!
- Global Trends in Human Resource Management
- Goal-Setting in the Workplace
- Gorgeous, Sexy and Rich
- Graphics and Effects
- Grow Regardless
- Handling Conflict: An Employees' Guide
- Handling Distractions
- Handling Questions
- Handouts
- Harmonizing Work, Family and Personal Life
- Healthy Communication: Everyone's OK
- Healthy Communication: Games Workers Play
- Healthy Communication: Hired to Win
- Healthy Communication: How We Recognize Each Other
- Healthy Communication: PAC Analysis
- Healthy Communication: Personal Tapes

Topics are continually added and updated. Fred Pryor Seminars and CareerTrack are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors.

### ON-DEMAND COURSES (continued)

- Healthy Communication: The OK Workers
- High Impact Visual Aids
- How Do You Know What You Don't Know?
- How to Bargain Better with Vendors and Suppliers <sup>(CPE)</sup>
- How to Leave Phone Messages that Get Returned
- How to Make a Point
- How to Manage Emotions in the Workplace <sup>(CPE)</sup>
- How to Overcome Disruptive Workstyle Differences <sup>(CPE)</sup>
- How to Work a Room
- Identify and Prevent Bullying at Your School
- Identifying and Developing Leverage
- Improve Your Memory, Improve Your Productivity <sup>(CPE)</sup>
- Interpersonal Communication
- Interpersonal Communication (Spanish)
- Introduction to Negotiating
- Leadership Fundamentals
- Let's Work It Out
- Living Large on Less
- Logistics
- Lose the Meeting Blues
- Lose the Meeting Blues (Spanish)
- Love 'em or Lose 'em
- Making Learning Stick
- Making Them Believe
- Managers as Mentors
- Managers, Not MBAs
- Managing an Age Diverse Workforce
- Managing Challenging Clients
- Managing Conflict: A Collaborative Approach
- Managing Human Resources for the Millennial Generation
- Managing Knock Your Socks off Service
- Managing Money
- Managing People in a Downturn
- Managing Workplace Bullying
- Managing Your Time
- Marketing Greatest Hits
- Marketing in the 21st Century and Beyond
- Marketing Plans
- Mastering Your BlackBerry<sup>®</sup>
- Measuring for Success
- Microsoft<sup>®</sup> PowerPoint<sup>®</sup> 2010 - Adding Visuals and Media
- Microsoft<sup>®</sup> PowerPoint<sup>®</sup> 2010 - Customizing and Delivering a Presentation
- Microsoft<sup>®</sup> PowerPoint<sup>®</sup> 2010 - Getting Started With Microsoft<sup>®</sup> PowerPoint<sup>®</sup>
- Money for the Cause
- Money Secrets of the Rich
- Motivation
- Negotiating Styles
- Negotiation - On the Road to Success
- Next Generation Talent Management
- No Magic Bullet
- Nonverbal Communication: Artifacts
- Nonverbal Communication: Body Movement Scan (Part 1)
- Nonverbal Communication: Body Movement Scan (Part 2)
- Nonverbal Communication: Body Position Scan (Part 1)
- Nonverbal Communication: Body Position Scan (Part 2)
- Nonverbal Communication: Effective Voice Skills
- Nonverbal Communication: Introduction to Nonverbal Communication
- Office Etiquette
- On Selecting, Developing and Managing Talent
- Opening
- Operations Rules
- Organizing
- OSHA Compliance and Management Handbook
- OSHA in the Real World
- Participating in a High Performance Team
- People People
- Performance Intervention Maps
- Personal Brands
- Personal Leadership Power
- Personal Time Management
- Place Branding
- Positioned
- Power Speaking
- Power Speaking (Spanish)
- PowerPoint<sup>®</sup> 2007 - Manage Graphics
- PowerPoint<sup>®</sup> 2007 - Presentation
- PowerPoint<sup>®</sup> 2007 - Using Special Graphic Effects
- Pragmatic Project Management
- Presentation Nonverbals
- Presentations Skills: Introduction
- Presenting Numbers Visually
- Pricing Perspectives
- PROAction: Change, Innovation and Opportunity
- ProActive Sales Management
- Productive Performance Appraisals
- Project Management for Non-project Managers
- Project Management for Small Business
- Project Management for Small Projects
- Project Management Fundamentals
- Project Management, Planning and Control
- Proper Introductions
- Psyching Up, Not Out
- Punching Up Your Presentation
- Put the Moose on the Table
- Put Your Business on Autopilot
- Reaching Agreement
- Ready for Retirement
- Recognizing and Dealing With Tactics
- Recruiting, Interviewing, Selecting & Orienting New Employees
- Remembering Names and Faces
- Respect - How to Be Liked
- Respect - How to Be Respected
- Respect - Working with Dislike
- Return on Investment (ROI) Basics
- Reverse Psychology Marketing
- Revolutionize Your Customer Experience
- Risk
- ROI at Work
- Safe Money Millionaire
- Safety Committees
- Safety Management
- Sales Force Design for Strategic Advantage
- Sales Forecasting Management
- Sell Without Selling
- Sense and Respond
- Service Failure
- Service Is Front Stage
- Setting Your Development Goals
- Simple Scripts for Problems at Work <sup>(CPE)</sup>
- Solving the Compensation Puzzle
- Speak Up and Be Heard! A Confidence-Boosting Course for Women <sup>(CPE)</sup>
- Staffing to Support Business Strategy
- Stop Bullying at Work
- Straight Talk On Bad Language
- Strategic Customer Management
- Strategic Marketing Planning for the Small to Medium-sized Business
- Strategic Staffing
- Stress Management - Avoidable Stress
- Stress Management - Handling Stress
- Stress Management - Managing Stress
- Stress Management - Unavoidable Stress
- Stress Management - Understanding Stress
- Stress Management for Women <sup>(CPE)</sup>
- Structures for Strategy
- Structuring
- Success for Hire
- Success Principles for Leaders
- Successful Customer Care in a Week
- Successful Marketing
- Successful Project Management in a Week
- Supercompetent
- Supervisor's Passport to Success
- Switching Between Presenters
- Take Charge of Your Talent
- Talent Leadership
- Telephone Techniques Part 1
- Telephone Techniques Part 2
- Telephone Techniques Part 3
- Telework: How to Telecommute Successfully
- The 77 Deadly Sins of Project Management
- The Accidental Salesperson
- The Age of Productivity
- The AMA Handbook of Project Management
- The Better Money Method
- The Brand Glossary
- The Complete Reference Checking Handbook
- The Cultural Fit Factor
- The Customer Service Survival Kit
- The Daily You
- The DNA of Customer Experience
- The Dream
- The Empress Has No Clothes
- The Executive Guide to Integrated Talent Management
- The Facility Manager's Handbook
- The Golden Crossroads
- The Great Conversationalist
- The Hidden Drivers of Success
- The Lean Office

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### ON-DEMAND COURSES (continued)

- The Mobile Marketing Handbook
- The Money Flow
- The Negotiation Process
- The Network is Your Customer
- The New Rules of Green Marketing
- The New Rules of Lead Generation
- The Performance Engagement Model
- The Power To Change
- The Principles of Project Management
- The Productivity Tip System
- The Putdown Game: Putdown Offenders
- The Putdown Game: Removing the Payoff
- The Putdown Game: Response Strategies
- The Road to Audacity
- The Rules of Attraction
- The Service Providers
- The Small Business Guide to Government Contracts
- The Virtual World of Work
- Think Big, Live Large
- Thinking on Purpose for Project Managers
- Trouble at Work
- Ultimate Basic Business Skills
- Up Your Service!
- Uplifting Service
- Using Audio Visuals
- Using Decision Keys (Framing)
- Using Your Executive Coach
- Verbal Communications
- Weathering Storms
- When Managers Rebel
- Work and People
- Working in Adversarial Relationships
- Working Well with Everyone: The Diversity Continuum
- Working Well with Everyone: The Mistake of Stereotyping
- Workplace Counselling
- Write Powerful Copy for the Web and More <sup>(CPE)</sup>
- Writing Effective Emails
- Writing Performance Reviews
- Writing Speech Information
- Zip! Tips
- Access<sup>®</sup> 2010 Basic
- Access<sup>®</sup> 2010 Intermediate
- Access<sup>®</sup> 2010 Advanced
- Access<sup>®</sup> 2010 Customizing Data
- Access<sup>®</sup> 2013
- Access<sup>®</sup> 2013 Basic
- Acrobat<sup>®</sup> Connect Professional
- Acrobat<sup>®</sup> Pro 6 Intro
- Acrobat<sup>®</sup> Pro 6 Intermediate
- Acrobat<sup>®</sup> Pro 7 Intro
- Acrobat<sup>®</sup> Pro 7 Advanced
- Acrobat<sup>®</sup> Pro 8 Intro PC
- Acrobat<sup>®</sup> Pro 9 Accessibility Features Mac<sup>®</sup>
- Acrobat<sup>®</sup> Pro 9 Intro Mac<sup>®</sup>
- Acrobat<sup>®</sup> Reader
- Acrobat<sup>®</sup> X Pro Basic
- Acrobat<sup>®</sup> X Pro Advanced
- Acrobat<sup>®</sup> XI Pro
- Adobe<sup>®</sup> CS5.5 What's New
- Adobe<sup>®</sup> Media Encoder Creative Cloud
- Adobe<sup>®</sup> Presenter 6
- Advanced Excel<sup>®</sup> Tips for the Power User <sup>(CPE)</sup>
- Advanced Tips and Techniques for Microsoft<sup>®</sup> Word Users <sup>(CPE)</sup>
- After Effects<sup>®</sup> CS4
- After Effects<sup>®</sup> CS5
- After Effects<sup>®</sup> CS6 What's New
- Aperture<sup>®</sup> 2
- Aperture<sup>®</sup> 3 Importing and Editing
- Aperture<sup>®</sup> 3 Organizing and Sharing
- ATLAS.ti 5
- Audacity 1.2.4 Mac<sup>®</sup>
- AutoCAD<sup>®</sup> 2012
- AutoCAD<sup>®</sup> 2013
- Bad Email Habits: What Message Are You Sending? <sup>(CPE)</sup>
- Blackboard<sup>®</sup> 9.1 Service Pack 11
- Blackboard Learn<sup>®</sup> 9.1 SP12 What's New
- Camtasia<sup>®</sup> 7.1
- Camtasia<sup>®</sup> 8 What's New
- Captivate<sup>®</sup> 5.5
- Captivate<sup>®</sup> 6 What's New
- Cloud Computing Security
- Comic Life 2
- Computing Literacy Basics
- Contribute<sup>®</sup> CS3
- Contribute<sup>®</sup> CS4
- Delicious
- Diigo<sup>™</sup> 4
- Dragon NaturallySpeaking<sup>™</sup> 9
- Dragon NaturallySpeaking<sup>™</sup> 10 Computer Control
- Dragon NaturallySpeaking<sup>™</sup> 10 Dictation
- Dragon NaturallySpeaking<sup>™</sup> 11 Dictation
- Dreamweaver<sup>®</sup> Creative Cloud What's New
- Dreamweaver<sup>®</sup> CS3 Intro Mac<sup>®</sup>
- Dreamweaver<sup>®</sup> CS3 Advanced Mac<sup>®</sup>
- Dreamweaver<sup>®</sup> CS3 Intro PC
- Dreamweaver<sup>®</sup> CS4 Intro Mac<sup>®</sup>
- Dreamweaver<sup>®</sup> CS4 Advanced Mac<sup>®</sup>
- Dreamweaver<sup>®</sup> CS5 Basic
- Dreamweaver<sup>®</sup> CS5 Advanced
- Dreamweaver<sup>®</sup> CS5 Intro Mac<sup>®</sup>
- Dreamweaver<sup>®</sup> CS5 Advanced Mac<sup>®</sup>
- Dreamweaver<sup>®</sup> CS6 Advanced
- Dreamweaver<sup>®</sup> CS6 Basic
- Dreamweaver<sup>®</sup> CS6 Building A Simple Website
- Dreamweaver<sup>®</sup> CS6 Intro Mac<sup>®</sup>
- DriverHive
- Drupal Gardens 7.2 Basic
- DVD Studio Pro<sup>®</sup> 2
- Effective Network Security <sup>(CPE)</sup>
- Encore<sup>®</sup> DVD
- Encore<sup>®</sup> DVD 2
- EndNote<sup>®</sup> 9
- EndNote<sup>®</sup> X5
- Entourage<sup>®</sup> 2008
- Entourage<sup>®</sup> X
- Epson<sup>®</sup> BrightLink<sup>®</sup> Projectors and TeamBoard Draw Mac<sup>®</sup>
- Epson<sup>®</sup> Projector Remotes
- eReaders-Getting to Know Your Device (iPad<sup>®</sup>)
- European Computer Driving Licence
- Excel<sup>®</sup> 2007 - Intro
- Excel<sup>®</sup> 2007 - Basic
- Excel<sup>®</sup> 2007 - Intermediate
- Excel<sup>®</sup> 2007 - Advanced
- Excel<sup>®</sup> 2007 - Analyzing Data
- Excel<sup>®</sup> 2007 - Build Formulas
- Excel<sup>®</sup> 2007 - Charting Workshop
- Excel<sup>®</sup> 2007 - Dynamic Formulas
- Excel<sup>®</sup> 2007 - Enter and Edit Data
- Excel<sup>®</sup> 2007 - Formatting and Layout Options
- Excel<sup>®</sup> 2007 - Getting Started
- Excel<sup>®</sup> 2007 - Print Perfectly
- Excel<sup>®</sup> 2007 - Quick Calculations
- Excel<sup>®</sup> 2007 - Speed Up Data Entry
- Excel<sup>®</sup> 2007 - Power User
- Excel<sup>®</sup> 2007 - VBA Programming
- Excel<sup>®</sup> 2007 - Pivot Tables
- Excel<sup>®</sup> 2008 - Intro
- Excel<sup>®</sup> 2008 - Intermediate
- Excel<sup>®</sup> 2008 - Advanced
- Excel<sup>®</sup> 2010 - Analyzing Data
- Excel<sup>®</sup> 2010 - Automating and Protecting a Workbook
- Excel<sup>®</sup> 2010 - References and Ranges in Formulas
- Excel<sup>®</sup> 2010 - Working with Charts
- Excel<sup>®</sup> 2010 - Working with PivotTables
- Excel<sup>®</sup> 2010 - Working With Workbooks
- Excel<sup>®</sup> 2010 - Intro
- Excel<sup>®</sup> 2010 - Basic
- Excel<sup>®</sup> 2010 - Intermediate
- Excel<sup>®</sup> 2010 - Advanced
- Excel<sup>®</sup> 2010 - Charting
- Excel<sup>®</sup> 2010 - Statistical Analysis
- Excel<sup>®</sup> 2010 - VBA Programming
- Excel<sup>®</sup> 2010 - Advanced Training
- Excel<sup>®</sup> 2010 - Charting Training
- Excel<sup>®</sup> 2010 - Pivot Tables
- Excel<sup>®</sup> 2011 - Intro Training
- Excel<sup>®</sup> 2011 - Intermediate Training
- Excel<sup>®</sup> 2011 - Advanced
- Excel<sup>®</sup> 2013

### COMPUTER: MICROSOFT<sup>®</sup>, DESIGN, WEB

- 60 Minutes of Access<sup>®</sup> Secrets <sup>(CPE)</sup>
- 60 Minutes of Adobe<sup>®</sup> Acrobat<sup>®</sup> Secrets
- 60 Minutes of Excel<sup>®</sup> Secrets <sup>(CPE)</sup>
- 60 Minutes of Outlook<sup>®</sup> Secrets <sup>(CPE)</sup>
- 60 Minutes of Photoshop<sup>®</sup> Secrets
- 60 Minutes of PowerPoint<sup>®</sup> Secrets <sup>(CPE)</sup>
- Access<sup>®</sup> 2007 Intro
- Access<sup>®</sup> 2007 Basic
- Access<sup>®</sup> 2007 Intermediate
- Access<sup>®</sup> 2007 Advanced
- Access<sup>®</sup> 2007 Application Development
- Access<sup>®</sup> 2007 Build a Database
- Access<sup>®</sup> 2007 Creating Forms
- Access<sup>®</sup> 2007 Creating Queries
- Access<sup>®</sup> 2007 Finding the Information You Want
- Access<sup>®</sup> 2007 Queries Part Two
- Access<sup>®</sup> 2007 VBA Programming
- Access<sup>®</sup> 2010 Intro

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### ON-DEMAND COURSES (continued)

- Excel® 2013 - Analyzing Your Data Part 1
- Excel® 2013 - Analyzing Your Data Part 2
- Excel® 2013 - Applying Advanced Formatting
- Excel® 2013 - Collaborating with Others
- Excel® 2013 - Creating and Modifying Charts
- Excel® 2013 - Creating and Opening Workbooks
- Excel® 2013 - Formatting Data
- Excel® 2013 - Managing the Excel® Environment
- Excel® 2013 - Moving Around and Entering Data
- Excel® 2013 - Printing Workbooks
- Excel® 2013 - Shortcuts, Tips, and Tricks
- Excel® 2013 - Using Basic Formulas Part 1
- Excel® 2013 - Using Basic Formulas Part 2
- Excel® 2013 - Working With Shapes and Graphics
- Excel® 2013 - Working With Tables
- Excel® 2013 - Basic
- Excel® 2013 - Intermediate
- Excel® 2013 - Advanced
- Excel® 2013 - Charting
- Excel® 2013 - Evaluating Data
- Excel® 2013 - Frequently Used Formulas and Functions
- Excel® 2013 - Intermediate Student Manual
- Excel® 2013 - Pivot Tables
- Explore and Experience Microsoft® Office 2010 (CPE)
- eZediaMX™ - QuickStart and Orientation
- eZediaQTI™
- eZediaQTI™ 2
- Facebook® Training
- FAFSA
- FileMaker® Pro 5
- FileMaker® Pro 7 - Intro PC
- FileMaker® Pro 7 - Intermediate PC
- FileMaker® Pro 7 - Advanced PC
- FileMaker® Pro 8 - What's New for Mac®
- FileMaker® Pro 9 - Intro PC
- FileMaker® Pro 9 - Advanced PC
- FileMaker® Pro 12
- Final Cut Pro® - Basics
- Final Cut Pro® - Features
- Final Cut Pro® - Workshop #1
- Final Cut Pro® - Workshop #2
- Final Cut Pro® 4
- Final Cut Pro® 6-Basics
- Final Cut Pro® HD
- Final Cut Pro® X
- Final Cut® Express 4
- Finale NotePad
- Firefox®
- Firefox® 17
- Firefox® 2
- Firefox® 3.6
- Fireworks® 8 Mac®
- Fireworks® CS3 - Intro
- Fireworks® CS3 - Advanced
- Fireworks® CS4 - Intro Mac®
- Fireworks® CS5 - Mac®
- Fireworks® CS6 - PC
- Fireworks® CS6 - What's New
- Fireworks® CS6 - What's New for Mac®
- FirstClass® 8 E-mail Client Mac®
- FirstClass® 9 E-mail Client Mac®
- FirstClass® Email Client
- Flash® ActionScript® 2.0 - Applied
- Flash® ActionScript® 2.0 - Fundamentals
- Flash® ActionScript® 3.0 - Fundamentals
- Flash® Creative Cloud - What's New
- Flash® CS3 Professional - Intro Mac®
- Flash® CS3 Professional - Intro PC
- Flash® CS4 Professional - Advanced
- Flash® CS4 Professional - Intro Mac®
- Flash® CS5 Advanced PC
- Flash® CS5 Intro Mac®
- Flash® CS5 Basic
- Flash® CS5 Advanced
- Flash® CS6 ActionScripting a Scene
- Flash® CS6 Basic
- Flash® CS6 Advanced
- Flash® CS6 Creating Animations
- Flash® Professional 8 Advanced PC
- Flash® Professional 8 Intro PC
- Flickr
- FreeHand® MX Mac®
- Freeway
- GarageBand®
- GarageBand® 2
- GarageBand® 3 What's New
- GarageBand® '08
- GarageBand® '09
- GarageBand® '11 Training
- Getting Started with Google Docs™(CPE)
- GIMP 2.4 Mac®
- GIMP 2.6 Training
- Giffy
- Gmail™
- Google™ Documents Sharing and Collaborating
- Google™ Forms Training
- Google™ Presentations Collaborating and Sharing
- Google Chrome™ 5
- Google Chrome™ 23
- Google Custom Search™ Workshop
- Google Docs™ - A Focus on Documents
- Google Docs™ - A Focus on Presentations
- Google Docs™ - A Focus on Spreadsheets-Advanced
- Google Docs™ - A Focus on Spreadsheets-Intro
- Google Docs™ - Spreadsheet Basics
- Google Docs™ - Spreadsheet Editing & Formatting
- Google Docs™ - Spreadsheet Sharing
- Google Drive™ Introduction
- Google Earth™
- Google Earth™ 4
- Google Sites™
- Google SketchUp™
- Google SketchUp™ 7
- GraphicConverter
- GroupWise® 7 Client
- GroupWise® 7 Client Mac®
- GroupWise® 7 WebAccess
- How to Make IT Documentation Less Painful
- HTML Basics (CPE)
- HTML5 & CSS3 Basics
- HTML5 Advanced
- HTML5 Basic
- IBM SPSS STATISTICS 19
- iBooks® Author
- iDVD® 6
- iDVD® '08
- iDVD® '09
- Illustrator® Creative Cloud What's New
- Illustrator® CS3 Intro Mac®
- Illustrator® CS3 Advanced PC
- Illustrator® CS4 Intro PC
- Illustrator® CS4 Advanced Mac®
- Illustrator® CS5 Basic
- Illustrator® CS5 Intro Mac®
- Illustrator® CS5 Advanced Mac®
- Illustrator® CS5 Advanced
- Illustrator® CS5 Advanced PC
- Illustrator® CS6 Basic
- Illustrator® CS6 Advanced
- iMovie® 08
- iMovie® 09
- iMovie® 11
- Increasing Search Engine Optimization (CPE)
- InDesign® Creative Cloud What's New
- InDesign® CS3 Intro
- InDesign® CS3 Advanced Mac®
- InDesign® CS4 Intro
- InDesign® CS4 Advanced
- InDesign® CS5 Basic
- InDesign® CS5 Advanced
- InDesign® CS5 Intro PC
- InDesign® CS5 Advanced PC
- InDesign® CS5 Production
- InDesign® CS6 Intro Mac®
- InDesign® CS6 Intro PC
- InDesign® CS6 Basic
- InDesign® CS6 Intermediate
- InDesign® CS6 Advanced
- InDesign® CS6 Creating a Simple Newsletter
- InDesign® CS6 What's New for Mac®
- InDesign® CS6 What's New for PC
- Internet Explorer® 7
- Internet Explorer® 8
- Internet Explorer® 10
- Introduction to Personal Computers, Windows® 7 Edition
- iOS 7 Getting Started
- iPad® iOS 4
- iPad® iOS 5
- iPad® iOS 6 What's New
- iPhoto® 08
- iPhoto® 09
- iPhoto® 11
- iTunes® 7
- iTunes® 10
- iWeb™
- iWeb™ 08
- iWeb™ 09
- JAWS® 9
- JAWS® 12
- jQuery & JavaScript Basics
- jQuery Mobile

Topics are continually added and updated. Fred Pryor Seminars and CareerTrack are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors.

### ON-DEMAND COURSES (continued)

- Keynote® 08
- Keynote® 09 What's New
- KompoZer
- Kurzweil 3000® Version 4
- Kurzweil 3000® Version 10
- Kurzweil 3000® Version 11
- Kurzweil 3000® Version 12
- Mac® 10.5 Leopard Orientation
- Mac® 10.5 Leopard Universal Access
- Mac® 10.6 Snow Leopard What's New
- Mac® 10.7 Lion Universal Access
- Mac® 10.7 Lion What's New
- Making the Most of Crystal Reports® (CPE)
- MediaWorks
- Microsoft® Access® 2013 - Creating and Opening a Database
- Microsoft® Access® 2013 - Entering and Editing Table Data
- Microsoft® Access® 2013 - Navigating in a Database
- Microsoft® 70-680 TS: Configuring Windows® 7
- Microsoft® 70-680 TS: Configuring Windows® 7 (Practice Exam)
- Microsoft® 70-685 PRO: Windows® 7, Enterprise Desktop Support Technician
- Microsoft® 70-685 PRO: Windows® 7, Enterprise Desktop Support Technician (Practice Exam)
- Microsoft® 70-686 PRO: Windows® 7, Enterprise Desktop Administrator
- Microsoft® 70-686 PRO: Windows® 7, Enterprise Desktop Administrator (Practice Exam)
- Microsoft® 70-687: Configuring Windows® 8
- Microsoft® 70-687: Configuring Windows® 8 (Practice Exam)
- Microsoft® 70-688: Managing and Maintaining Windows® 8
- Microsoft® Access® 2010 - Getting Started With Microsoft® Access® 2010
- Microsoft® Access® 2010 - Performing Advanced Database Operations
- Microsoft® Access® Database Security (CPE)
- Microsoft® Access® Forms & Reports (CPE)
- Microsoft® Access® Queries Made Easy (CPE)
- Microsoft® Excel® Charts and Graphs Made Easy
- Microsoft® Excel® Forms & Reporting Made Easy
- Microsoft® Excel® Formulas Made Easy (CPE)
- Microsoft® Excel® Macros for Financial Professionals (CPE)
- Microsoft® Excel® Made Easy (CPE)
- Microsoft® Excel® PivotTables Made Easy 2010
- Microsoft® Office 2007 - Access
- Microsoft® Office 2007 - Access (Practice Exam)
- Microsoft® Office 2007 - Excel
- Microsoft® Office 2007 - Excel (Practice Exam)
- Microsoft® Office 2007 - Outlook
- Microsoft® Office 2007 - Outlook (Practice Exam)
- Microsoft® Office 2007 - PowerPoint
- Microsoft® Office 2007 - PowerPoint (Practice Exam)
- Microsoft® Office 2007 - Word
- Microsoft® Office 2007 - Word (Practice Exam)
- Microsoft® Office 2010 - Access
- Microsoft® Office 2010 - Access (Practice Exam)
- Microsoft® Office 2010 - Excel
- Microsoft® Office 2010 - Excel (Practice Exam)
- Microsoft® Office 2010 - Excel Expert
- Microsoft® Office 2010 - Outlook
- Microsoft® Office 2010 - Outlook (Practice Exam)
- Microsoft® Office 2010 - Performing Mail Merge
- Microsoft® Office 2010 - PowerPoint
- Microsoft® Office 2010 - PowerPoint (Practice Exam)
- Microsoft® Office 2010 - Word
- Microsoft® Office 2010 - Word (Practice Exam)
- Microsoft® Office 2010 - Word Expert
- Microsoft® Office 2010 - Working With Macros in Excel® and Word
- Microsoft® PowerPoint® 2010 - Adding Visuals and Media
- Microsoft® PowerPoint® 2010 - Customizing and Delivering a Presentation
- Microsoft® PowerPoint® 2010 - Getting Started With Microsoft® PowerPoint®
- Microsoft® Project Tips and Tricks (CPE)
- Microsoft® SharePoint® Tips and Tricks (CPE)
- Microsoft® Word 2010 - Working With Advanced Features
- Microsoft® Word 2010 - Working with Documents
- Microsoft® Word 2010 - Working With Visual Elements
- Microsoft® Word 2013: Adding Page Elements
- Microsoft® Word 2013: Adding Special Formatting
- Microsoft® Word 2013: Applying Styles
- Microsoft® Word 2013: Creating and Opening Documents
- Microsoft® Word 2013: Formatting Paragraphs
- Microsoft® Word 2013: Proofreading
- Microsoft® Word 2013: Setting Up Your Document
- Moodle™ 2.4 Instructor Training
- Moodle™ 2.4 Student Training
- Moving from Technical Professional to Manager
- NEO
- NeoOffice® 3 Calc - Intro
- NeoOffice® 3 Impress - Intro
- NeoOffice® 3 Writer - Intro
- NetVibes
- NoteTaker
- Numbers® 08
- Numbers® 09 What's New
- Nvu Advanced
- Nvu Intro
- Office® 2007 - Customize Office
- Office® 2007 Creating Accessible Documents
- Office® 2007 Web Components and Collaboration
- Office® 2007: New Features
- Office® 2010 New Features
- Office® 2013 - What's New
- Office® Suite 2007 - Accessibility Features
- Office® Suite 2007 What's New
- Office® Suite 2008 What's New
- Office® Suite 2010 What's New
- Office® Suite 2011 What's New
- Office® Web Apps
- OneNote® 2007
- OneNote® 2010
- OpenOffice.org® 2 Base Intro
- OpenOffice.org® 2 Calc Advanced
- OpenOffice.org® 2 Calc Intermediate
- OpenOffice.org® 2 Calc Intro
- OpenOffice.org® 2 Draw
- OpenOffice.org® 2 Impress Adv
- OpenOffice.org® 2 Impress Intro
- OpenOffice.org® 2 Mail Merge
- OpenOffice.org® 2 Newsletter
- OpenOffice.org® 2 Writer Advanced
- OpenOffice.org® 2 Writer Intermediate
- OpenOffice.org® 2 Writer Intro
- OpenOffice.org® 3.1 Calc Intro
- OpenOffice.org® 3.1 Impress Advanced
- OpenOffice.org® 3.1 Impress Intro
- OpenOffice.org® 3.1 Writer Intermediate
- OpenOffice.org® 3.1 Writer Intro
- Organizational Behavior
- Organizational Communication
- Organizational Learning
- Organizational Skills
- Outlook® 2007
- Outlook® 2007 Basic
- Outlook® 2007 Intermediate
- Outlook® 2007 Advanced
- Outlook® 2007 - Manage Tasks
- Outlook® 2007 - Organize Messages
- Outlook® 2007 - Save Time with Email
- Outlook® 2010
- Outlook® 2010 Basic
- Outlook® 2010 Intermediate
- Outlook® 2010 - Managing Appointments
- Outlook® 2010 - Managing Tasks
- Outlook® 2010 - Sending and Receiving Email Messages
- Outlook® 2011
- Outlook® 2013
- Outlook® 2013 Basic
- Outlook® 2013 Advanced
- Outlook® Web Access 2007
- Outlook® Web Access 2010
- PageMaker® 7 Basic
- PageMaker® 7 Intermediate
- PageMaker® 7 Advanced
- Pages® 08 Intro
- Pages® 08 Advanced
- Pages® 09 What's New
- Paint
- Photo Story 3
- Photoshop® Creative Cloud What's New
- Photoshop® CS3 Extended Intro Mac®
- Photoshop® CS3 Extended Advanced Mac®
- Photoshop® CS3 Extended Intro PC
- Photoshop® CS4 Intro Mac®
- Photoshop® CS4 Advanced Mac®
- Photoshop® CS5 Extended Intro Mac®
- Photoshop® CS5 Extended Intro PC
- Photoshop® CS5 Extended Advanced PC
- Photoshop® CS5 Basic
- Photoshop® CS5 Advanced
- Photoshop® CS5 Advanced Mac®
- Photoshop® CS5 Production

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### ON-DEMAND COURSES (continued)

- Photoshop® CS5 Tips and Tricks
- Photoshop® CS6 Intro
- Photoshop® CS6 Basic
- Photoshop® CS6 Advanced
- Photoshop® CS6 Brush Techniques
- Photoshop® CS6 Color Basics
- Photoshop® CS6 Production
- Photoshop® CS6 Video Editing
- Photoshop® CS6 What's New
- Photoshop® Elements 6 Mac®
- Photoshop® Elements 7
- Photoshop® Elements 8
- Photoshop® Elements 9
- Photoshop® Elements 11
- Photoshop® Lightroom Mac®
- PHP Basics
- Picasa™ 2
- Picasa™ 3.5
- Picasa™ 3.9
- PMP® Certification Advanced PMBOK 2004 Topics
- PMP® Certification Project Management Basics
- PowerPoint® 2007 Manage Graphics
- PowerPoint® 2007 Presentation
- PowerPoint® 2007 Using Special Graphic Effects
- PowerPoint® 2007 Getting Started
- PowerPoint® 2007 Intro
- PowerPoint® 2007 Basic
- PowerPoint® 2007 Intermediate
- PowerPoint® 2007 Advanced
- PowerPoint® 2007 Sales Presentations
- PowerPoint® 2008 Advanced
- PowerPoint® 2010 Getting Started
- PowerPoint® 2010 Intro
- PowerPoint® 2010 Basic
- PowerPoint® 2010 Advanced
- PowerPoint® 2011 Intro
- PowerPoint® 2011 Advanced
- PowerPoint® 2013 Adding Media
- PowerPoint® 2013 Intro
- PowerPoint® 2013 Basic
- PowerPoint® 2013 Advanced
- PowerPoint® 2013 Animation Effects
- PowerPoint® 2013 Shapes Smart Art
- PowerPoint® 2013 Working with Pictures
- Premiere® Elements 4
- Premiere® Elements 7
- Premiere® Elements 8
- Premiere® Elements 9
- Premiere® Elements 10
- Premiere® Elements 11
- Premiere® Pro 1.5
- Premiere® Pro CS3
- Premiere® Pro CS4
- Premiere® Pro CS5
- Premiere® Pro CS6
- Premiere® Pro CS6 What's New
- Prezi
- Pro Tools 11 for Aspiring Musicians
- Project Management Essentials
- Project Management Basic, 2nd edition
- Project Management Intermediate, 2nd Edition
- Project Management Advanced, 2nd Edition
- Project Teams
- Project® 2007
- Project® 2007 Basic
- Project® 2007 Advanced
- Project® 2010
- Project® 2010 Basic
- Project® 2010 Advanced
- Project® 2013
- Publisher® 2007
- Publisher® 2007 Basic
- Publisher® 2007 Advanced
- Publisher® 2010
- Publisher® 2010 Basic
- Publisher® 2010 Advanced
- QuarkXPress 6.5
- QuickBooks® 2011
- QuickBooks® 2012
- QuickBooks®: A 60 Minute Crash Course <sup>(CPE)</sup>
- QuickTime® Pro 6.5
- Safari®
- Safari® 4
- Safari® 6
- SharePoint® 2013 Basic
- Sharepoint® Designer 2007 Basic
- Sharepoint® Designer 2007 Advanced
- Sharepoint® Foundation 2010 Basic
- Sharepoint® Foundation 2010 Advanced
- SharePoint® Server 2007 Basics
- SharePoint® Server 2007 Advanced
- SharePoint® Server 2010 Basics
- SharePoint® Server 2010 Advanced
- Skype 4.0
- Skype 6
- Soundbooth® CS4
- SQL Basics
- Studio Plus v.9 Intro
- Statistical Analysis with Excel®
- Studio Plus v.9 Advanced
- Twitter™
- Visio® 2007
- Visio® 2010
- Visio® 2010 Basic
- Visio® 2010 Advanced
- Visio® 2013
- Visio® Professional 2007 Basic
- Visio® Professional 2007 Advanced
- Weebly
- Windows Vista® Accessibility Features
- Windows Vista® Calendar
- Windows Vista® Mail
- Windows Vista® Orientation
- Windows Vista® Photo Gallery
- Windows XP®
- Windows XP® Accessibility Features
- Windows XP® Tips and Tricks
- Windows® 7
- Windows® 7 Basic
- Windows® 7 Advanced
- Windows® 7 Accessibility Features
- Windows® 7 New Features
- Windows® 8
- Windows® 8 Mail App
- Windows® 8 What's New
- Windows® 8.1 Overview
- Windows® Live Movie Maker
- Windows® Media Player 10
- Windows® Media Player 11
- Word 2007 Review and Collaborate
- Word 2007 Type and Edit Your Document
- Word 2007 Using Advanced Formatting
- Word 2007 Getting Started
- Word 2007 Intro
- Word 2007 Basic
- Word 2007 Intermediate
- Word 2007 Advanced
- Word 2007 Mail Merge
- Word 2007 Newsletter
- Word 2007 VBA Programming
- Word 2008 Intro
- Word 2008 Intermediate
- Word 2008 Advanced
- Word 2010 Citation and Bibliography
- Word 2010 Intro
- Word 2010 Basic
- Word 2010 Intermediate
- Word 2010 Advanced
- Word 2010 Mail Merge
- Word 2010 Newsletter
- Word 2011 Intro
- Word 2011 Advanced
- Word 2013 Intro
- Word 2013 Basic
- Word 2013 Advanced
- Word 2013 Building References
- Word 2013 Creating Forms
- Word 2013 Mail Merge
- Word 2013 Newsletter
- Word 2013 Tables and Graphics
- Word 2013 Tracking Changes and Comments
- WordPress
- XHTML and CSS3 Training
- XML

### CUSTOMER SERVICE

- 1 to 1: Customer Service Success
- Building Great Customer Experiences
- Choosing the Right CRM Software <sup>(CPE)</sup>
- Creating Great Customer Conversations
- CRM in Real Time
- Customer CEO
- Customer Experience
- Customer Loyalty
- Customer Relationship Management
- Customer Sense
- Customer Service Basics
- Customer Service: Cutting Expenses
- Customer Service: Do They Like You
- Customer Service: The Next Level
- Dangerous Customer Service
- Dealing with Customers Lawfully: A Rapid Skill Builder Booklet

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### ON-DEMAND COURSES (continued)

- Delight Your Customers
- Delivering Knock Your Socks Off Service
- Effective Techniques for Dealing with Difficult Customers <sup>(CPE)</sup>
- Feedback Surveys: Planning
- Feedback Surveys: Reporting and Interpreting
- Feedback Surveys: Response Formats
- Feedback Surveys: Satisfaction Items
- Feedback Surveys: Writing Statements
- Feedback: Advisory Panels
- Feedback: Basics
- Feedback: Complaint Tracking
- Feedback: Focus Groups
- Feedback: Interviews
- Feedback: Introduction to Feedback
- Feedback: MBWA
- Feedback: Mystery Shopper
- Feedback: Question of the Week
- Feedback: Report Cards and Phone Calls
- Feedback: Ways to Get Feedback
- Handling Angry Callers
- Handling Consumer Complaints
- Handling Customer Complaints in Hospitality
- Hospitality ADA Compliance
- How to Deliver Effective Online Customer Support <sup>(CPE)</sup>
- How to Resolve Customer Complaints on the Spot <sup>(CPE)</sup>
- Improving Customer Service: A Rapid Skill Builder Booklet
- Influencing
- IT Help Desk Management
- Lead with Your Customer
- Love 'em or Lose 'em
- Lower Your Call Center Costs <sup>(CPE)</sup>
- Quality Customer Service: Customer Interactions
- Quality Customer Service: Four Basic Elements
- Quality Customer Service: Phone Calls
- The 4 P's in Creating Loyal Customers
- What NOT to Say to Your Customers <sup>(CPE)</sup>

### FINANCE AND ACCOUNTING

- 365 Ways to Live Cheap
- A 9 Part Framework for ALM
- A 9 Part Framework of ALM
- Accounting and Valuation <sup>(CPE)</sup>
- Accounting for Derivatives
- Accounting in a Nutshell
- Accounts Receivables and Inventory Lending
- ACH
- Actuarial Principles (Asset Liability Management)
- Actuarial Principles (Insurance Concepts)
- Adult Financial Abuse
- Adult Financial Abuse - California
- Advanced Measuring Volatility and Correlation
- Advanced Scenario Analysis and Stress Tests
- ALCO Meetings
- Allied Irish Banks
- ALM Policies and Procedures
- An Overview
- Analysis and Evaluation of Risk Exposures
- Analysis of Financing Liabilities <sup>(CPE)</sup>
- Analysis of Income Taxes <sup>(CPE)</sup>

- Analysis of Retirement Needs
- Analyst Conflicts of Interest
- Analyzing Risks
- Analyzing the Resources of the Person
- Annuities (Asset Liability Management)
- Annuities (Insurance)
- Application Issues for Liquidity Standards
- Application of Analytical Techniques
- Approaches to Budgeting <sup>(CPE)</sup>
- Arithmetic for Money Markets
- Asset Backed Commercial Paper
- Asset Classification and Loan Loss Provisioning
- Asset Liability Organization
- Asset Quality
- Audit Committee
- Audit of ALM
- Audit Report Writing for Internal Auditors
- Auditor Independence
- Auto Loan Receivables Securitization
- Auto Loans
- Back Testing
- Bank and Institutional Applications
- Bank Assets
- Bank Bribery Act
- Bank Distribution
- Bank Financing for Beginners
- Bank Regulations
- Bank Secrecy Part 1: Before You Start
- Bank Secrecy Part 2: Overview
- Bank Secrecy Part 3: Currency Transaction Report
- Bank Secrecy Part 4: Suspicious Activity Report
- Bank Secrecy Part 5: Customer Identification
- Bank Secrecy Part 6: Know Your Customer
- Bank Secrecy Part 7: Politically Exposed Persons
- Bank Secrecy Part 8: Recordkeeping and Retention
- Bank Secrecy Part 9: USA Patriot Act
- Banking Corporate Governance
- Banking Technology
- Bankruptcy Law for Collection Professionals <sup>(CPE)</sup>
- Banks
- Basic and Causal Models
- Basic Concepts
- Basic Concepts in Financial Planning
- Basic Financial Measures
- Basics of Accounting
- Basics of Bank Marketing
- Basics: Introduction to Business Math
- Basics: Multiplying and Dividing Signed Numbers
- Basics: Positive and Negative Numbers
- Basis Point Value (Asset Liability Management)
- Basis Point Value: Fixed Income Markets
- Bills and Letters of Credit
- Bills of Exchange
- Board of Directors
- Bond Pricing
- Bond Pricing and Yield Measures
- Bond Trading Strategies
- Bookkeeping Basics <sup>(CPE)</sup>
- Borrowing Causes and Sources of Repayment
- Brady Bonds
- Branch Security - Fraud Aspects

- Branch Security Management
- Budget Management <sup>(CPE)</sup>
- Budgetary Control <sup>(CPE)</sup>
- Business Financing for Beginners
- Business Marketing Face to Face
- Business Planning for Beginners
- Business Statistics: Mean, Median and Mode
- Business Statistics: Standard Deviation
- Business Statistics: The Bell Curve
- Business Statistics: Variance
- Business Statistics: Weighted Averages
- Business Statistics: When to use Mean, Median and Mode
- Calculating Percentages
- Capital Adequacy Planning - Overview
- Capital Markets
- Caps, Floors, Collars and Captions
- Case Studies - Asia and Australia
- Case Studies - Barings Bank
- Case Studies - CDOs, CLOs, CBOs
- Case Studies - Different Products
- Case Studies - Metallgesellschaft
- Case Studies - Non-Performing Loans
- Case Studies - North America and Europe
- Case Studies - Foreign Exchange Exposure
- Case Study - Metallgesellschaft
- Case Study - Orange County
- Check 21
- Check Kiting
- Check Processing
- Classic Credit Derivatives
- Collateralized Mortgage Obligations
- Commercial Lending
- Commercial Paper
- Commercial Paper Funding Facility (CPFF)
- Commission Resources and Authority
- Commodity and Equity Futures
- Commodity Derivatives
- Commodity Markets
- Commodity Risk
- Commodity Swaps
- Components of Check Fraud
- Composite Rating
- Conceptual Approach to Credit Risk Modeling
- Confederation Life Insurance
- Consumer Privacy Act
- Contingency Funding Plan - 2
- Control and Oversight Mechanisms Corporate
- Control and Oversight Mechanisms Retail
- Convenience Store Diet
- Conversions: Decimal to Percent and Fraction
- Conversions: Fraction to Decimal and Percent
- Conversions: Percent to Decimal and Fraction
- Convexity - Treasury Analytics
- Convexity (Asset Liability Management)
- Core Principles and Methodology
- Corporate and Criminal Fraud Accountability
- Corporate Applications
- Corporate Fraud and Accountability
- Corporate Governance - Best Practices
- Corporate Governance in Banks

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### ON-DEMAND COURSES (continued)

- Corporate Governance Overview
- Corporate Responsibility
- Corporate Scandals
- Corporate Social Responsibility
- Corporate Tax Returns
- COSO and CobiT in Support of GRC Needs
- Counterparty Credit Risk - Case Studies
- Credit and Economic Growth
- Credit Card Operations
- Credit Card Receivables Securitization
- Credit Default Swaps
- Credit Derivatives - Accounting
- Credit Derivatives - Regulations
- Credit Documentation and Sanctioning
- Credit Enhancement
- Credit Exposure
- Credit Monitoring and Loan Recovery
- Credit Portfolio Management
- Credit Portfolio Securitization Structures
- Credit Portfolio View
- Credit Risk
- Credit Risk - Securitization Framework
- Credit Risk - Standardized Approach
- Credit Risk I
- Credit Risk II
- Credit Risk in Derivative Products
- Credit Risk Management
- Credit Risk Management (Global Banking)
- Credit Spread Options
- Credit Union and Banks: The Differences
- Credit Union Regulations
- Credit Union Services
- Credit Unions
- Cross Selling
- CSFB's Credit Risk
- Currency Futures
- Currency Options
- Currency Risk Sharing Agreement
- Currency Swaps
- Customer Identification Program
- Customer Relationship Management
- Data Maintenance and Testing
- Data Maintenance Framework
- Data Maintenance Framework Retail
- Dealing With Weak Banks
- Debt Information for Teens
- Decimals: Adding and Subtracting Decimals
- Decimals: Dividing Decimals
- Decimals: Introduction to Decimals
- Decimals: Multiplying Decimals
- Decimals: Rounding Decimals
- Decimals: Scientific Notation
- Decimals: Significant Digits
- Demand Deposits
- Deposit Accounts
- Depreciation Accounting <sup>(CPE)</sup>
- Derivative Instruments <sup>(CPE)</sup>
- Description of Advanced VaR models
- Documentation
- Dollars and Sense
- Draft and Direct Collections
- Duration
- Duration - Asset Liability Management
- Duration II - Asset Liability Management
- Duration III - Asset Liability Management
- Duration IV
- Earnings Ability
- E-banking
- ECOA Reg - B
- Economic Exposure
- Effective Inventory Management <sup>(CPE)</sup>
- Efficiency and Equity
- Elasticity
- Electronic Transfer of Funds
- Elements of an AMA Framework
- Elements of Financial Statement <sup>(CPE)</sup>
- Elite!
- Emerging Market Risk
- Emerging Markets
- Energy Markets
- Enterprise - Wide Risk Management (ERM)
- Equity Options
- Equity Risk
- Equity Structured Products
- Equity Swaps
- Equity Valuation Models - I
- Equity Valuation Models - II
- Escrow Accounts
- Estate Planning - An Overview
- Estimating Potential Losses - Data
- Estimating Potential Losses - Loss Distributions
- Estimation of Working Capital Requirements <sup>(CPE)</sup>
- Estimation: Computing Estimation
- Estimation: Visual Estimation
- Estimation: What, When and Why to Use
- European Option Pricing
- Evaluation of Performance of Mutual Funds <sup>(CPE)</sup>
- Exotic Options
- Export Letters of Credit
- External Ratings
- Fair Credit Reporting Act
- Fair Debt Collection Practices Act
- Fair Housing Act
- FDIC
- Final Statements of Accounts of Banks
- Finalization of Accounts <sup>(CPE)</sup>
- Financial Analysis for Lending
- Financial Independence For Women
- Financial Privacy - Exceptions and Reuse of Information
- Financial Privacy - Section 501(b) of the GLB Act
- Financial Privacy - Security Guidelines
- Financial Privacy Regulation
- Financial Products for Investors
- Financial Products for Savers
- Financial Reporting Standards <sup>(CPE)</sup>
- Financial Statement Analysis - 1 <sup>(CPE)</sup>
- Financial Statement Analysis - 2 <sup>(CPE)</sup>
- Financial Statements - A Preview
- Financing Working Capital I <sup>(CPE)</sup>
- Financing Working Capital II <sup>(CPE)</sup>
- Fiscal Policy
- Fixed Income Markets Overview
- Floor Plan Lending
- Flotation - Introduction
- Flotation - Methods
- Flotation - Special Mention
- Foreign Exchange Risk
- Formulas: Basic Number Properties
- Formulas: Basic Operations
- Formulas: Order of Operations
- Forward Market
- Forward Rate Agreements
- Forward Rate Agreements - Funds Transfer Pricing
- Forward Rate Agreements - Futures and Forwards
- Fractions: Least Common Denominator
- Fractions: Multiplying and Dividing Fractions
- Fractions: Positive, Negative and Equivalent Fractions
- Fractions: Proper Fractions, Improper Fractions, Mixed Numbers
- Fractions: Simplifying Fractions
- Front Office Controls
- Fundamentals of Financial Statements
- Fundamentals of International Trade and Banking
- Funds Transfer Pricing - Practices
- Future Flow Receivables Securitization
- Futures Contracts and Hedging <sup>(CPE)</sup>
- Futures Fundamentals
- General Insurance - Individuals
- Geometry Lines and Angles
- Geometry: Area of a Square or Rectangle
- Geometry: Area of a Triangle
- Geometry: Circumference
- Geometry: Geometric Shapes
- Geometry: Perimeter
- Geometry: Volume of a Box
- Geometry: Volume of a Cylinder
- Geometry: Volume of a Pyramid
- Gibson Greetings
- Gift and Gift Tax
- Global Equity Markets
- Goals and Investment Objectives
- Gorgeous, Sexy and Rich
- Governance, Risk and Compliance - Demystified
- Government and Markets
- Government's Place in the Market
- Graphs: Bar Graph
- Graphs: Circle Graphs
- Graphs: Control Chart
- Graphs: Line Graphs and Trend Analysis
- Graphs: Pareto Chart
- Graphs: XY Grid
- GRC - Case Study
- Group Insurance
- Growing Relevance of ALM
- Handling Consumer Complaints
- Health, Long-term Care and Disability Insurance
- Healthcare Receivable Securitization
- Heat Stress
- High Yield Bonds
- Home Equity Loans
- Home Mortgage Disclosure Act

Topics are continually added and updated. Fred Pryor Seminars and CareerTrack are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors.

### ON-DEMAND COURSES (continued)

- How Letters of Credit Work
- How to Read, Interpret and Troubleshoot Contracts <sup>(CPE)</sup>
- How to Understand and Administer a Budget <sup>(CPE)</sup>
- HPA
- HRM in Bank Branches
- Identity Theft: Red Flags Rule
- Import Letters of Credit
- Indian Financial System - An Overview
- Inflation
- Instruments of Money Markets
- Insurance - Linked Securitization
- Insurance Risk Securitization - I
- Insurance Risk Securitization - II
- Interest Rate Futures
- Interest Rate Futures(CPE)
- Interest Rate Gap Analysis - I
- Interest Rate Gap Analysis - II
- Interest Rate Gap I
- Interest Rate Gap II
- Interest Rate Risk
- Interest Rate Swap Variants
- Interest Rate Swaps
- Interest Rates
- Interest Rates, Zero Curves and Duration(CPE)
- Internal Control System
- Internal Controls in Banks
- Internal Rating Systems
- Internal Ratings Based Approach
- International Initiatives
- International Payment Terms
- International Standards Convergence <sup>(CPE)</sup>
- Introduction to Accounting <sup>(CPE)</sup>
- Introduction to Banking
- Introduction to Bookkeeping and Accounting
- Introduction to Financial Planning
- Introduction to Financial Statement Analysis <sup>(CPE)</sup>
- Introduction to Marketing
- Introduction to Operational Risk
- Inventory Accounting <sup>(CPE)</sup>
- Investor Applications
- IRB Approach - Minimum Requirements
- IRB Approach - Overview
- IRB Approach - Rules for Exposures
- IRB Systems for Corporate Credit - Overview
- IRB-Retail - Introduction
- IRS 1099 2013 Update
- Journey to Lean
- JP Morgans Credit Metrics
- Key Principles
- Key Risk Indicators
- KMV Portfolio Manager
- Know Your Numbers: Blood Pressure
- Know Your Numbers: Body Mass Index
- Know Your Numbers: Cholesterol
- Know Your Numbers: Glucose
- Leases and Off-Balance-Sheet Debt <sup>(CPE)</sup>
- Legal Aspects
- Legal Issues
- Legal Risk and Taxation Rules
- Lending Against Real Estate
- Lending Against Shares
- Lending Laws
- Letter of Credit and Loan Commitments
- Life Insurance
- Liquidity Crises - Case Studies
- Liquidity Management
- Liquidity Measurement Systems 1
- Liquidity Measurement Systems 2
- Liquidity Measurement Systems 3
- Liquidity Risk
- Liquidity Risk Measurement and Standards
- Liquidity Strategies 1
- Liquidity Strategies 2
- Loan Accounting and Disclosure
- Loan Processing: Compliance
- Loan Processing: Taking the Application
- Loan Processing: The Decision
- Loan Processing: Underwriting
- Loan Processing: Verification
- Long-Lived Assets - The Capitalization Decision
- Long-Term Financing
- Long-Term Interest Rate Futures - T-bond Futures
- Loss Control
- Loss Data Collection Methodology
- Loss Prediction and Prevention
- Lufthansa
- Make More Money
- Management Applications
- Management Competence
- Management of Bond Fund Portfolio <sup>(CPE)</sup>
- Management of Cash <sup>(CPE)</sup>
- Management of Equity Fund Portfolio <sup>(CPE)</sup>
- Management of Inventory <sup>(CPE)</sup>
- Management of Receivables <sup>(CPE)</sup>
- Management of Settlement Risk in Foreign Exchange
- Market Discipline
- Market Risk - Capital Overview
- Market Risk - Internal Models Approach
- Market Risk - Measurement Framework
- Market Risk - Models
- Market Risk - Standardized Measurement Approach
- Marketing of Bank Services
- Markets in Action
- Mathematical Foundation
- Measurement Framework
- Measuring Volatility
- Monetary Policy
- Money Market Deposits
- Money Market Investor Funding Facility (MMIFF)
- Money Markets
- Money, Banks and the Federal Reserve
- Monitoring Cycles, Jobs and the Price Level
- Monitoring Tools
- Monitoring Trade Loans
- Monopolistic Competition and Oligopoly
- Monte Carlo Simulation
- Mortgage Loans
- Mortgage-Backed Securitization (Commercial)
- Municipal Bonds
- Mutual Funds - The Concept <sup>(CPE)</sup>
- National Flood Insurance Program
- Negotiable Instruments and Endorsement
- Non-Financial Analysis
- Objectives of ALM
- Office of Foreign Assets Control
- Operational Risk in Insurance
- Operational Risk in Various Banking Sectors
- Operational Risk Management
- Operational Risk Management - Framework
- Operational Risk Management - Primer
- Operational Risk Measurement - Approaches
- Option Embedded Bonds
- Options - American Style
- Options - Fundamentals
- Options - The Greeks
- Options on Futures
- ORM in Practice
- Output and Costs
- Overview of ALM in Insurance Companies
- Overview of Budgeting <sup>(CPE)</sup>
- Overview of CAMELS
- Overview of Credit Function
- Overview of Deposit Function
- Overview of Foreign Exchange Market
- Overview of Life and Property and Casualty Industry
- Overview of Project Valuation
- Overview of Term Loans
- Overview of the Dodd-Frank Act
- Overview of Working Capital <sup>(CPE)</sup>
- Overview to Credit Derivatives
- Overview to Derivative Products - I
- Overview to Derivative Products - II
- Overview to Money Markets
- P&G
- Paralegal Proofing
- Paralegals v. Difficult Clients
- Percents: Calculating From a Survey
- Percents: Discounts and Markup
- Percents: Growth and Loss
- Percents: Margin
- Percents: Percentiles
- Perfect Competition
- Petty Cash Accounting <sup>(CPE)</sup>
- Portfolio Management
- Portfolio Risk
- Practical Tools and Techniques
- Practice of Bookkeeping in Banks
- Preparation of Budgets <sup>(CPE)</sup>
- Pre-settlement & Settlement Risk
- Pricing Credit Derivative Instruments
- Pricing of Futures
- Prime Brokerage
- Principles and Practice of Lending
- Principles of Insurance
- Privacy Acts Regulations Policies
- Privacy Laws and Practices
- Privacy Notices and Their Content
- Problem Loans
- Product Strategy and Product Delivery
- Project Management
- Project Valuation Methods
- Prospectus and Annual Reports of Mutual Fund <sup>(CPE)</sup>

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### ON-DEMAND COURSES (continued)

- Public Company Accounting Oversight Board
- Qualifying Criteria For Operational Risk
- Quality Customer Service: Customer Interactions
- Quality Customer Service: Four Basic Elements
- Quality Customer Service: Phone Calls
- Quantification of IRB Systems - EAD and Maturity Retail
- Quantification of IRB Systems - LGD Corporate
- Quantification of IRB Systems - LGD Retail
- Quantification of IRB Systems - PD
- Quantification of IRB Systems - PD Retail
- Quantification: Special Cases
- QuickBooks®: A 60 Minute Crash Course (CPE)
- RAROC
- Ratings Approach to Asset Securitization
- Ratios: Calculating Ratios
- Ratios: Solving Proportion Equations
- Reconciliation of Books (CPE)
- Reform, Recovery and Enforcement Act of 1989
- Reg CC - Expedited Funds Availability Act
- Regulation Banking
- Regulation BB
- Regulation DD
- Regulation E
- Regulation E: Electronic Check Conversion (ECK)
- Regulation E: Electronic Terminal Receipts and Periodic Statements
- Regulation E: Error Resolution Procedures
- Regulation E: Issuances of Access Devices
- Regulation E: Overviews
- Regulation O
- Regulation W
- Regulations in Insurance Industry
- Regulations of Mutual Funds Industry (CPE)
- Regulatory Issues
- Regulatory Landscape
- Regulatory Treatment of Operational Risk Under Basel II
- Reinsurance
- Reinsurance-Asset Liability Management
- Repurchase Agreements (Repos)
- Research Skills and Strategies for Paralegals
- Residential Mortgage Backed Securities - Basic Structures
- Residential Mortgage Backed Securities - Complex Structures
- Residential Mortgage Backed Securities - Prepayments
- RESPA
- Responsibilities of the Teller
- Retail Risk Segmentation Systems for IRB
- Retailer Profitability Model (for Retailers): Frequency
- Retailer Profitability Model (for Retailers): Introduction Frontline (Restaurant)
- Retailer Profitability Model (for Retailers): Introduction Frontline (Retail)
- Retailer Profitability Model (for Retailers): Items Per Customer
- Retailer Profitability Model (for Retailers): Price Per Item
- Retailer Profitability Model (for Retailers): Reach
- Retailer Profitability Model: Part 1
- Retailer Profitability Model: Part 2
- Retailer Profitability Model: Part 3
- Retirement Planning - Social Security
- Review of Statistical Concepts
- Right to Financial Privacy Act Part 1
- Right to Financial Privacy Act Part 2
- Risk Adjusted Performance Measurement
- Risk Identification
- Risk Management
- Risk Management Lessons from the Global Banking Crisis
- Risk Management Principles
- Risk Quantification - 1
- Risk Quantification - 2
- Risk Self-Assessment
- Risks Involved In Credit Derivatives
- Role of Liquidity In ALM
- Sarbanes-Oxley - Studies and Reports
- Scope of ALM
- Securities for Lending
- Sensitivity to Market Risk
- Shareholders and Stakeholders
- Short-Term Financing
- Simulation and Scenario Analysis - I
- Simulation and Scenario Analysis - II
- Software Applications
- Specific Issues
- Standardized Approach - Credit Risk
- Standardized Measurement Method
- Standby Letters of Credit
- Stock Index Futures
- Strategies for ALM
- Structure and Constituents of Mutual Funds (CPE)
- Structuring Trade Loans
- Sumitomo
- Supervisors and External Auditors
- Supervisory Requirements
- Supervisory Review Process for Securitization
- Supervisory Self-Assessment
- Swap Valuation(CPE)
- Swaps (CPE)
- Swaps-Fundamentals
- Tax
- Taxation
- Teller Cash Handling
- Teller Functions
- Temporary Guarantee Program for Money Market Mutual Funds
- Terrorist Related Money Laundering
- The Accounting Process (CPE)
- The Fundamentals of Cash Flow Forecasting (CPE)
- The Metric System: Conversion Rates
- The Metric System: Converting Celsius to Fahrenheit
- The Metric System: Prefix Terms and Metric Measures
- Time Deposits
- Time Value of Money
- Time Value of Money: Excel® Functions
- Time Value of Money: Future Value of a Payment Series
- Time Value of Money: Future Value of an Amount
- Time Value of Money: Interest Rates
- Time Value of Money: Money Value Over Time
- Time Value of Money: Number of Periods
- Time Value of Money: Present Value of a Payment Series
- Time Value of Money: Present Value of an Amount
- Trading and Derivatives Activities
- Trading Liquidity Risk 1
- Trading Liquidity Risk 2
- Trading Liquidity Risk 3
- Trading Liquidity Risk 4
- Transaction Exposure
- Transfer of Property
- Translation Exposure
- Treasury Bills
- Treasury Inflation Protected Securities (TIPS)
- Treasury Management - Scope and Importance
- Treasury Management Systems
- Treasury Policy
- Treasury Securities
- Truth in Lending Act and Regulation Z
- Types of Budgets (CPE)
- Types of Check Fraud
- Types of Deposits - Advantages and Disadvantages
- UCC Article 9 Update (CPE)
- UCP600: An Overview
- UCP600: Part 1
- UCP600: Part 2
- UCP600: Part 3
- UCP600: Part 4
- UCP600: Part 5
- UCP600: Part 6
- Understanding the Balance Sheet (CPE)
- Understanding the Cash Flow Statement
- Understanding the Income Statement (CPE)
- Underwriting and Claims
- Validation
- Value at Risk
- Value at Risk I
- Value at Risk II
- Value at Risk-I
- Value at Risk-II
- VaR Models
- Various Types of Mutual Fund Products (CPE)
- Warrants
- What is Money Laundering
- White-Collar Crime Penalty Enhancements
- Wolfsberg Principles on Correspondent Banking
- Working Capital
- Yield Curve Analysis

### FRONT DESK & ADMINISTRATIVE TRAINING

- 50 Training Activities for Administrative, Secretarial and Support Staff
- Assertiveness Skills for the Receptionist
- Effective Telephone Communication Skills

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### ON-DEMAND COURSES (continued)

- for Receptionists <sup>(CPE)</sup>
- Managing the Front Desk <sup>(CPE)</sup>
- Professional Telephone Skills <sup>(CPE)</sup>
- Safety and Security Begins at the Front Desk <sup>(CPE)</sup>

#### GRAMMAR & WRITING SKILLS

- Business Writing and Editing for Professionals <sup>(CPE)</sup>
- Business Writing: Abbreviations
- Business Writing: Acronyms
- Business Writing: Appropriate Language
- Business Writing: Executive Reports & Memos
- Business Writing: Misused Words
- Business Writing: Processes
- Business Writing: Proposals
- Business Writing: Sentences and Paragraphs
- Effective and Appropriate Email Use
- Great Grammar and Painless Proofreading <sup>(CPE)</sup>
- Parts of Speech: Active/Passive Verbs
- Parts of Speech: Adjectives
- Parts of Speech: Adverbs
- Parts of Speech: Conjunction
- Parts of Speech: Indefinite Pronouns
- Parts of Speech: Interrogative Pronouns
- Parts of Speech: Irregular Verbs
- Parts of Speech: Other Nouns
- Parts of Speech: Personal Pronouns
- Parts of Speech: Plural Nouns
- Parts of Speech: Possessive Pronouns
- Parts of Speech: Prepositions
- Parts of Speech: Reflexive and Reciprocal Pronouns
- Parts of Speech: Regular Verbs
- Parts of Speech: Relative Pronouns
- Punctuation: Apostrophes
- Punctuation: Colons and Semicolons
- Punctuation: Commas
- Punctuation: Common Errors
- Punctuation: End Punctuation
- Punctuation: Parentheses
- Punctuation: Quotation Marks
- Web Writing Basics <sup>(CPE)</sup>

#### HR TRAINING

- 25 Role Plays for Interview Training
- 60 Secrets to Successful Employee Orientation <sup>(CPE)</sup>
- 7 Steps to Better Written Policies and Procedures
- AB 1825: Sexual Harassment Prevention for Managers
- AB 1825: Sexual Harassment Prevention for Managers (Spanish)
- Achieving 100% Compliance of Policies and Procedures
- Age Discrimination in Employment Act
- Americans with Disabilities Act
- Analyze Human Capital with HR Metrics <sup>(CPE)</sup>
- Avoiding Sexual Harassment Writing and Communicating an Effective Policy
- Avoiding Wrongful Termination
- Background Checks
- Background Screening and Investigations
- Bad Apples
- Best Practices in Policies and Procedures

- Beyond Training and Development
- Call Centers and Human Resource Management
- Can Pay Be Strategic
- Career Contentment
- Conduct Effective Interviews and Hire the Right People <sup>(CPE)</sup>
- Creating a Bully- Free Workplace: Employee Edition
- Creating a Bully- Free Workplace: Manager Edition
- Dealing with Diversity
- Developing an Effective Safety Culture
- Discrimination: The Protected Classes
- Diversity - Inclusive Leadership: Facilitating Training
- Diversity - Inclusive Leadership: Setting the Stage
- Do's & Don'ts of Records Retention and Destruction <sup>(CPE)</sup>
- EEO Regulatory Compliance and Reporting
- Electronic Record Keeping for HR Professionals <sup>(CPE)</sup>
- Eliminate the Confusion of FMLA <sup>(CPE)</sup>
- Employee Discipline for Managers and Supervisors
- Employee Privacy
- Ergonet: A Training Guide for Healthy Office Work
- Establishing a System of Policies and Procedures
- Ethics and Business Conduct
- Ethics and Business Conduct for Government Contractors
- Ethics and Business Conduct for Government Contractors (Refresher Version)
- Fair Labor Standards Act Part 1
- Fair Labor Standards Act Part 2
- Family Medical Leave Act
- Feedback That Works
- Field Tested
- Finding Opportunities
- FLSA Rules, Regulations and Classification Standards
- FMLA Update 2012: Are You Compliant?
- Generate and Evaluate
- Getting Creative
- Global Trends in Human Resource Management
- Gold Start
- Handbook for Strategic HR
- Handling References
- Hazard Communication - Material Safety Data Sheet
- Hazard Communication - Your Right To Know
- Hazard Communication Labels
- Hazard Communication OSHA Changes
- HIPAA: Background
- HIPAA: Disclosing PHI
- HIPAA: HHS Requirements
- HIPAA: Introduction
- HIPAA: Minimum Necessary
- HIPAA: Patient Rights Notification
- HIPAA: Penalties
- HIPAA: PHI
- HIPAA: Protecting PHI
- HIPAA: Risk Analysis and Administrative Safeguards
- HIPAA: Security Rule
- HIPAA: Summary
- How to Clearly Communicate Employee Benefits <sup>(CPE)</sup>
- How to Deal with Employee Complaints and Concerns <sup>(CPE)</sup>
- How to Effectively Employ Online Training
- How to Hire the Right People
- How to Legally Terminate Employees on Leave <sup>(CPE)</sup>
- How to Retain Your Best and Brightest Employees <sup>(CPE)</sup>
- How to Study Effectively
- How to Succeed as a One Person HR Department <sup>(CPE)</sup>
- How to Write Comprehensive Policies and Procedures <sup>(CPE)</sup>
- Human Resources in Research and Practice
- Human Resources Law Update <sup>(CPE)</sup>
- I-9 & Immigration Law Compliance 2012
- Immersion
- Interviewing Checklist
- Introduction to California Anti-Harassment
- Leading HR
- Legally Firing
- Legally Hiring
- Legally Terminate Employees: 10 Critical Things You Must Know <sup>(CPE)</sup>
- Let's Work It Out
- Living Large on Less
- Logic: A Roadblock?
- Maintaining a Drug-Free Workplace: Employee Edition
- Maintaining a Drug-Free Workplace: Manager's Edition
- Managing an Age Diverse Workforce
- Managing Challenging Clients
- Managing Human Resources for the Millennial Generation
- Managing Knock Your Socks off Service
- Managing Money
- Managing People in a Downturn
- Managing Workplace Bullying
- Managing Your Time
- Marketing Greatest Hits
- Marketing in the 21st Century and Beyond
- Marketing Plans
- Measuring for Success
- Military FMLA
- Money for the Cause
- Money Secrets of the Rich
- Motivation
- New Employee Training for School and College Districts
- New Employee Training for School and College Districts (Spanish)
- New Hire Orientation (ESH at Work)
- Next Generation Talent Management
- No Magic Bullet
- On Selecting, Developing, and Managing Talent
- Operations Rules
- OSHA and Workplace Safety for HR Professionals <sup>(CPE)</sup>
- OSHA Compliance and Management Handbook
- OSHA in the Real World
- People People
- Performance Intervention Maps
- Performance Reviews with Less Stress and Better Results <sup>(CPE)</sup>
- Personal Brands
- Place Branding
- Positioned

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### ON-DEMAND COURSES (continued)

- Pragmatic Project Management
- Pregnancy Discrimination Act
- Preventing Discrimination and Harassment on Campus
- Preventing Employment Discrimination for Employees
- Preventing Unlawful Workplace Harassment for Managers
- Preventing Workplace Violence
- Pricing Perspectives
- Privacy Laws and Practices
- ProActive Sales Management
- Productive Performance Appraisals
- Project Management for Non-project Managers
- Project Management for Small Business
- Project Management for Small Projects
- Project Management Fundamentals
- Project Management, Planning and Control
- Put the Moose on the Table
- Put Your Business on Autopilot
- Ready for Retirement
- Recruit and Hire Stellar Customer Service Representatives
- Recruiting 101 <sup>(CPE)</sup>
- Recruiting Through Social Media
- Recruiting, Interviewing, Selecting & Orienting New Employees
- Retaliation
- Return on Investment (ROI) Basics
- Reverse Psychology Marketing
- Revolutionize Your Customer Experience
- Risk
- ROI at Work
- Safe Money Millionaire
- Safety Committees
- Safety Management
- Sales Force Design for Strategic Advantage
- Sales Forecasting Management
- Sell Without Selling
- Sense and Respond
- Service Failure
- Service Is Front Stage
- Setting Your Development Goals
- Sexual Harassment Prevention for Managers
- Sexual Harassment: Avoiding Sexual Harassment for Everyone
- Sexual Harassment: Avoiding Sexual Harassment for Managers
- Sexual Harassment: Avoiding Sexual Harassment Investigating Complaints
- Sexual Harassment: Avoiding Sexual Harassment Supervisor Responsibility
- Solving the Compensation Puzzle
- Staffing to Support Business Strategy
- Stop Bullying at Work
- Strategic Customer Management
- Strategic Marketing Planning for the Small to Medium-sized Business
- Strategic Staffing
- Structures for Strategy
- Studying In Groups
- Substance Abuse
- Substance Abuse in the Workplace: Drugs and Detection
- Substance Abuse in the Workplace: Signs and Symptoms
- Substance Abuse in the Workplace: Testing Procedures
- Success for Hire
- Success Principles for Leaders
- Successful Customer Care in a Week
- Successful Employee Onboarding <sup>(CPE)</sup>
- Successful Marketing
- Successful Project Management in a Week
- Supercompetent
- Supervisor's Passport to Success
- Take Charge of Your Talent
- Talent Leadership
- Telework: How to Telecommute Successfully
- Ten Symptoms of an Unhealthy Organization
- Ten Symptoms of an Unhealthy Organization: The Cure
- Termination Checklist
- The 77 Deadly Sins of Project Management
- The Accidental Salesperson
- The Age of Productivity
- The AMA Handbook of Project Management
- The Better Money Method
- The Brand Glossary
- The Complete Reference Checking Handbook
- The Cultural Fit Factor
- The Customer Service Survival Kit
- The Daily You
- The DNA of Customer Experience
- The Dream
- The Empress Has No Clothes
- The Executive Guide to Integrated Talent Management
- The Facility Manager's Handbook
- The Family Medical Leave Act
- The Golden Crossroads
- The Hidden Drivers of Success
- The Impact of Social Media Within Your Organization
- The Lean Office
- The Mobile Marketing Handbook
- The Money Flow
- The Network Is Your Customer
- The New Rules of Green Marketing
- The New Rules of Lead Generation
- The Performance Engagement Model
- The Principles of Project Management
- The Productivity Tip System
- The Road to Audacity
- The Rules of Attraction
- The Service Providers
- The Small Business Guide to Government Contracts
- The Virtual World of Work
- Think Big, Live Large
- Thinking on Purpose for Project Managers
- Trouble at Work
- Ultimate Basic Business Skills
- Understanding Harassment - California
- Understanding Harassment - Introduction to Understanding Harassment
- Understanding Harassment - Keeping Your Workplace Free of Harassment
- Understanding Harassment - Levels of Sexual Harassment
- Understanding Harassment - Office Instigators
- Understanding Harassment - Understanding Offenders
- Understanding Harassment - Understanding Targets
- Understanding Harassment - Warning Signs
- Understanding Sexual Harassment
- Understanding Unlawful Workplace Harassment
- Unlawful Harassment for Colleges: Employee Version
- Up Your Service!
- Uplifting Service
- Using Your Executive Coach
- Valuing Diversity
- Valuing Diversity for Managers
- Weathering Storms
- When Managers Rebel
- When To Study
- Where To Study
- Work and People
- Working in Adversarial Relationships
- Working Well with Everyone: The New Melting Pot
- Working Well with Everyone: The Power of Engagement
- Working Well with Everyone: The Power of Inclusion
- Workplace Bullying
- Workplace Counselling
- Workplace Violence
- Writing Performance Reviews
- Zip! Tips

### IT TRAINING

- 100-101 Interconnecting Cisco® Networking Devices Part 1 - ICND1 v2
- 100-101 Interconnecting Cisco® Networking Devices Part 1 - ICND1 v2 (Practice Exam)
- 200-101 Interconnecting Cisco® Networking Devices Part 2 - ICND2 v2
- 200-101 Interconnecting Cisco® Networking Devices Part 2 - ICND2 v2 (Practice Exam)
- 640-461 ICOMM v8.0-Introducing Cisco® Voice and Unified Communications Administration
- 640-554 Implementing Cisco® IOS Network Security - IINS
- 640-554 Implementing Cisco® IOS Network Security - IINS (Practice Exam)
- 640-816 Cisco® ICND2 CCNA Interconnecting Cisco® Networking Devices Part 2
- 640-816 Cisco® ICND2 CCNA Interconnecting Cisco® Networking Devices Part 2 (Practice Exam)
- 640-822 Cisco® ICND1 CCENT Interconnecting Cisco® Networking Devices Part 1
- 640-822 Cisco® ICND1 CCENT Interconnecting Cisco® Networking Devices Part 1 (Practice Exam)
- 642-813 Implementing Cisco® IP Switched Networks

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### ON-DEMAND COURSES (continued)

- 642-813 Implementing Cisco® IP Switched Networks (Practice Exam)
- 642-832 Troubleshooting and Maintaining Cisco® IP Networks
- 642-832 Troubleshooting and Maintaining Cisco® IP Networks (Practice Exam)
- 642-902 Implementing Cisco® IP Routing
- 642-902 Implementing Cisco® IP Routing (Practice Exam)
- Certified Wireless Network Administrator (CWNA)
- Certified Wireless Network Administrator (CWNA) (Practice Exam)
- CISSP: Certified Information Systems Security Professional
- CISSP: Certified Information Systems Security Professional (Practice Exam)
- Cloud Computing Security
- CompTIA A+® 220-801
- CompTIA A+® 220-801 (Practice Exam)
- CompTIA A+® 220-802
- CompTIA A+® 220-802 (Practice Exam)
- CompTIA CDIA+® 5th Edition 225-030
- CompTIA CDIA+® 5th Edition 225-030 (Practice Exam)
- CompTIA Linux+® LX0-101 & LX0-102
- CompTIA Linux+® LX0-101 & LX0-102 (Practice Exam)
- CompTIA Network+® N10-005
- CompTIA Network+® N10-005 (Practice Exam)
- CompTIA Project+® PK0-003
- CompTIA Project+® PK0-003 (Practice Exam)
- CompTIA Security+® SY0-301
- CompTIA Security+® SY0-301 (Practice Exam)
- CompTIA Server+® 2009
- CompTIA Server+® 2009 (Practice Exam)
- CompTIA Strata® FC0-U41
- CompTIA Strata® FC0-U41 (Practice Exam)
- Crystal Reports® XI
- Effective Network Security (CPE)
- European Computer Driving Licence
- Information Technology Infrastructure Library (ITIL 2011)
- Information Technology Infrastructure Library (ITIL 2011) (Practice Exam)
- ISACA Certified Information Systems Auditor - CISA
- Microsoft® 70-236 TS: Configuring Exchange Server 2007
- Microsoft® 70-236 TS: Configuring Exchange Server 2007 (Practice Exam)
- Microsoft® 70-237 PRO: Designing Messaging Solutions with Exchange Server 2007
- Microsoft® 70-237 PRO: Designing Messaging Solutions with Exchange Server 2007 (Practice Exam)
- Microsoft® 70-238 PRO: Deploying Messaging Solutions with Exchange Server 2007
- Microsoft® 70-238 PRO: Deploying Messaging Solutions with Exchange Server 2007 (Practice Exam)
- Microsoft® 70-243: Administering and Deploying System Center 2012 Configuration Manager
- Microsoft® 70-246: Monitoring and Operating a Private Cloud with System Center 2012
- Microsoft® 70-331: Core Solutions of SharePoint Server 2013
- Microsoft® 70-332: Advanced Solutions of Sharepoint Server 2013
- Microsoft® 70-341: Core Solutions of Exchange Server 2013
- Microsoft® 70-342: Advanced Solutions of Exchange Server 2013
- Microsoft® 70-410: Installing and Configuring Windows Server® 2012
- Microsoft® 70-410: Installing and Configuring Windows Server® 2012 (Practice Exam)
- Microsoft® 70-411: Administering Windows Server® 2012
- Microsoft® 70-411: Administering Windows Server® 2012 (Practice Exam)
- Microsoft® 70-412: Configuring Advanced Windows Server® 2012 Services
- Microsoft® 70-412: Configuring Advanced Windows Server® 2012 Services (Practice Exam)
- Microsoft® 70-413: Designing and Implementing a Server Infrastructure
- Microsoft® 70-414: Implementing and Advanced Server Infrastructure
- Microsoft® 70-417: Upgrading Your Skills to MCSA Windows Server® 2012
- Microsoft® 70-432 TS: SQL Server 2008, Implementation and Maintenance
- Microsoft® 70-432 TS: SQL Server 2008, Implementation and Maintenance (Practice Exam)
- Microsoft® 70-433 TS: SQL Server 2008, Database Development
- Microsoft® 70-433 TS: SQL Server 2008, Database Development (Practice Exam)
- Microsoft® 70-448 TS: SQL Server 2008, Business Intelligence Development and Maintenance
- Microsoft® 70-448 TS: SQL Server 2008, Business Intelligence Development and Maintenance (Practice Exam)
- Microsoft® 70-450 PRO: Designing, Optimizing, and Maintaining a Database Administration Solution Using SQL Server 2008
- Microsoft® 70-450 PRO: Designing, Optimizing, and Maintaining a Database Administration Solution Using SQL Server 2008 (Practice Exam)
- Microsoft® 70-451 PRO: Designing Database Solutions and Data Access Using Microsoft® SQL Server 2008
- Microsoft® 70-451 PRO: Designing Database Solutions and Data Access Using Microsoft® SQL Server 2008 (Practice Exam)
- Microsoft® 70-452 PRO: Designing a Business Intelligence Infrastructure Using Microsoft® SQL Server 2008
- Microsoft® 70-452 PRO: Designing a Business Intelligence Infrastructure Using Microsoft® SQL Server 2008 (Practice Exam)
- Microsoft® 70-461 Querying SQL Server 2012
- Microsoft® 70-461 Querying SQL Server 2012 (Practice Exam)
- Microsoft® 70-462 Administering SQL Server 2012 Databases
- Microsoft® 70-462 Administering SQL Server 2012 Databases (Practice Exam)
- Microsoft® 70-463 Implementing a Data Warehouse with SQL Server 2012
- Microsoft® 70-463 Implementing a Data Warehouse with SQL Server 2012 (Practice Exam)
- Microsoft® 70-464 Developing Microsoft® SQL Server 2012 Databases
- Microsoft® 70-465 Designing Database Solutions for Microsoft® SQL Server 2012
- Microsoft® 70-466: Implementing Data Models and Reports with Microsoft® SQL Server 2012
- Microsoft® 70-466: Implementing Data Models and Reports with Microsoft® SQL Server 2012 (Practice Exam)
- Microsoft® 70-467: Designing Business Intelligence Solutions with Microsoft® SQL Server 2012
- Microsoft® 70-483: Programming in C#.Net
- Microsoft® 70-502: .NET Framework 3.5 - Windows® Presentation Foundation - C#
- Microsoft® 70-502: .NET Framework 3.5 - Windows® Presentation Foundation - C# (Practice Exam)
- Microsoft® 70-502: .NET Framework 3.5 - Windows® Presentation Foundation - VB
- Microsoft® 70-502: .NET Framework 3.5 - Windows® Presentation Foundation - VB (Practice Exam)
- Microsoft® 70-503: .NET Framework 3.5 - Windows® Communication Foundation - C#
- Microsoft® 70-503: .NET Framework 3.5 - Windows® Communication Foundation - C# (Practice Exam)
- Microsoft® 70-503: .NET Framework 3.5 - Windows® Communication Foundation - VB
- Microsoft® 70-503: .NET Framework 3.5 - Windows® Communication Foundation - VB (Practice Exam)
- Microsoft® 70-504: .NET Framework 3.5 - Workflow Foundation - C#
- Microsoft® 70-504: .NET Framework 3.5 - Workflow Foundation - C# (Practice Exam)
- Microsoft® 70-504: .NET Framework 3.5 - Workflow Foundation - VB
- Microsoft® 70-504: .NET Framework 3.5 - Workflow Foundation - VB (Practice Exam)
- Microsoft® 70-505: .NET Framework 3.5 - Windows® Forms Application Development - C#
- Microsoft® 70-505: .NET Framework 3.5 - Windows® Forms Application Development - C# (Practice Exam)
- Microsoft® 70-505: .NET Framework 3.5 - Windows® Forms Application Development - VB
- Microsoft® 70-505: .NET Framework 3.5 - Windows® Forms Application Development - VB (Practice Exam)
- Microsoft® 70-511 TS: Windows® Applications Development with Microsoft .NET Framework 4 - C#
- Microsoft® 70-511 TS: Windows® Applications Development with Microsoft .NET Framework 4 - C# (Practice Exam)
- Microsoft® 70-511 TS: Windows® Applications Development with Microsoft .NET Framework 4 - VB

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### ON-DEMAND COURSES (continued)

- Microsoft® 70-511 TS: Windows® Applications Development with Microsoft .NET Framework 4 - VB (Practice Exam)
- Microsoft® 70-513 TS: Windows® Communication Foundation Development with Microsoft .NET Framework 4 - C#
- Microsoft® 70-513 TS: Windows® Communication Foundation Development with Microsoft .NET Framework 4 - C# (Practice Exam)
- Microsoft® 70-513 TS: Windows® Communication Foundation Development with Microsoft .NET Framework 4 - VB
- Microsoft® 70-513 TS: Windows® Communication Foundation Development with Microsoft .NET Framework 4 - VB (Practice Exam)
- Microsoft® 70-515 TS: Web Application Development with Microsoft .NET Framework 4 - C#
- Microsoft® 70-515 TS: Web Application Development with Microsoft .NET Framework 4 - C# (Practice Exam)
- Microsoft® 70-515 TS: Web Application Development with Microsoft .NET Framework 4 - VB
- Microsoft® 70-515 TS: Web Application Development with Microsoft .NET Framework 4 - VB (Practice Exam)
- Microsoft® 70-516 TS: Accessing Data with Microsoft .NET Framework 4 - C#
- Microsoft® 70-516 TS: Accessing Data with Microsoft .NET Framework 4 - C# (Practice Exam)
- Microsoft® 70-516 TS: Accessing Data with Microsoft .NET Framework 4 - VB
- Microsoft® 70-516 TS: Accessing Data with Microsoft .NET Framework 4 - VB (Practice Exam)
- Microsoft® 70-518 PRO: Designing and Developing Windows® Applications Using Microsoft .NET Framework 4 (Practice Exam)
- Microsoft® 70-518 PRO: Designing and Developing Windows® Applications Using Microsoft .NET Framework 4 (Practice Exam 1)
- Microsoft® 70-519 PRO: Designing and Developing Web Applications Using Microsoft .NET Framework 4 (Practice Exam 1)
- Microsoft® 70-519 PRO: Designing and Developing Web Applications Using Microsoft .NET Framework 4 (Practice Exam 2)
- Microsoft® 70-536 TS: Microsoft .NET Framework - Application Development Foundation C#
- Microsoft® 70-536 TS: Microsoft .NET Framework - Application Development Foundation C# (Practice Exam)
- Microsoft® 70-536 TS: Microsoft .NET Framework - Application Development Foundation VB
- Microsoft® 70-536 TS: Microsoft .NET Framework - Application Development Foundation VB (Practice Exam)
- Microsoft® 70-554 UPGRADE: MCSD Microsoft .NET Skills to MCPD Enterprise Application Developer by Using Microsoft .NET Framework in C# Part 2 (Practice Exam)
- Microsoft® 70-554 UPGRADE: MCSD Microsoft .NET Skills to MCPD Enterprise Application Developer by Using Microsoft .NET Framework in VB Part 2 (Practice Exam)
- Microsoft® 70-561 .NET Framework 3.5 - ADO.NET Application Development - C#
- Microsoft® 70-561 .NET Framework 3.5 - ADO.NET Application Development - C# (Practice Exam)
- Microsoft® 70-561 .NET Framework 3.5 - ADO.NET Application Development - VB
- Microsoft® 70-561 .NET Framework 3.5 - ADO.NET Application Development - VB (Practice Exam)
- Microsoft® 70-562 .NET Framework 3.5 - ASP.NET Application Development - C#
- Microsoft® 70-562 .NET Framework 3.5 - ASP.NET Application Development - C# (Practice Exam)
- Microsoft® 70-562 .NET Framework 3.5 - ASP.NET Application Development - VB
- Microsoft® 70-562 .NET Framework 3.5 - ASP.NET Application Development - VB (Practice Exam)
- Microsoft® 70-563 .NET Framework 3.5 - Designing and Developing Windows® Applications - C#
- Microsoft® 70-563 .NET Framework 3.5 - Designing and Developing Windows® Applications - C# (Practice Exam)
- Microsoft® 70-563 .NET Framework 3.5 - Designing and Developing Windows® Applications - VB
- Microsoft® 70-563 .NET Framework 3.5 - Designing and Developing Windows® Applications - VB (Practice Exam)
- Microsoft® 70-564 .NET Framework 3.5 - Designing and Developing ASP.NET Applications - C#
- Microsoft® 70-564 .NET Framework 3.5 - Designing and Developing ASP.NET Applications - C# (Practice Exam)
- Microsoft® 70-564 .NET Framework 3.5 - Designing and Developing ASP.NET Applications VB
- Microsoft® 70-564 .NET Framework 3.5 - Designing and Developing ASP.NET Applications VB (Practice Exam)
- Microsoft® 70-565 .NET Framework 3.5 - Designing and Developing Enterprise Applications C#
- Microsoft® 70-565 .NET Framework 3.5 - Designing and Developing Enterprise Applications C# (Practice Exam)
- Microsoft® 70-565 .NET Framework 3.5 - Designing and Developing Enterprise Applications VB
- Microsoft® 70-565 .NET Framework 3.5 - Designing and Developing Enterprise Applications VB (Practice Exam)
- Microsoft® 70-630 Configuring Microsoft® Office SharePoint® Server 2007
- Microsoft® 70-630 Configuring Microsoft® Office SharePoint® Server 2007 (Practice Exam)
- Microsoft® 70-631 Configuring Windows® SharePoint Services 3.0
- Microsoft® 70-631 Configuring Windows® SharePoint® Services 3.0 (Practice Exam)
- Microsoft® 70-640 TS: Configuring Windows® Server 2008 Active Directory
- Microsoft® 70-640 TS: Configuring Windows® Server 2008 Active Directory (Practice Exam)
- Microsoft® 70-642 TS: Configuring Windows® Server 2008 Network Infrastructure
- Microsoft® 70-642 TS: Configuring Windows® Server 2008 Network Infrastructure (Practice Exam)
- Microsoft® 70-643 TS: Configuring Windows® Server 2008 Applications Infrastructure
- Microsoft® 70-643 TS: Configuring Windows® Server 2008 Applications Infrastructure (Practice Exam)
- Microsoft® 70-646 PRO: Windows Server® 2008, Server Administrator
- Microsoft® 70-646 PRO: Windows Server® 2008, Server Administrator (Practice Exam)
- Microsoft® 70-647 PRO: Windows Server® 2008, Enterprise Administrator
- Microsoft® 70-647 PRO: Windows Server® 2008, Enterprise Administrator (Practice Exam)
- Microsoft® 70-648 TS: Upgrading Your MCSA on Windows Server® 2003 to Windows Server® 2008 (Practice Exam)
- Microsoft® 70-648 TS: Upgrading Your MCSA on Windows Server® 2003 to Windows Server® 2008 (Practice Exam)
- Microsoft® 70-649 TS: Upgrading Your MCSE on Windows Server® 2003 to Windows Server® 2008 (Practice Exam)
- Microsoft® 70-649 TS: Upgrading Your MCSE on Windows Server® 2003 to Windows Server® 2008 (Practice Exam)
- Microsoft® 70-659 TS: Server Virtualization Using Windows Server® 2008 R2 and Hyper-V
- Microsoft® 70-659 TS: Server Virtualization Using Windows Server® 2008 R2 and Hyper-V (Practice Exam)
- Microsoft® 70-662 TS: Configuring Microsoft® Exchange Server 2010
- Microsoft® 70-662 TS: Configuring Microsoft® Exchange Server 2010 (Practice Exam)
- Microsoft® 70-663 TS: Designing and Deploying Messaging Solutions with Microsoft® Exchange Server 2010
- Microsoft® 70-663 TS: Designing and Deploying Messaging Solutions with Microsoft® Exchange Server 2010 (Practice Exam)
- Microsoft® 70-667/668: Configuring and Administering SharePoint® 2010
- Microsoft® 70-667/668: Configuring and Administering SharePoint® 2010 (Practice Exam 1)
- Microsoft® 70-667/668: Configuring and Administering SharePoint® 2010 (Practice Exam 2)
- Microsoft® 70-667/668: Configuring and Administering SharePoint® 2010 (Practice Exam 3)
- Microsoft® 70-680 TS: Configuring Windows® 7
- Microsoft® 70-680 TS: Configuring Windows® 7 (Practice Exam)
- Microsoft® 70-685 PRO: Windows® 7, Enterprise Desktop Support Technician

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### ON-DEMAND COURSES (continued)

- Microsoft® 70-685 PRO: Windows® 7, Enterprise Desktop Support Technician (Practice Exam)
- Microsoft® 70-686 PRO: Windows® 7, Enterprise Desktop Administrator
- Microsoft® 70-686 PRO: Windows® 7, Enterprise Desktop Administrator (Practice Exam)
- Microsoft® 70-687: Configuring Windows® 8
- Microsoft® 70-687: Configuring Windows® 8 (Practice Exam)
- Microsoft® 70-688: Managing and Maintaining Windows® 8
- Oracle® Database 11g Certified Associate (OCA)
- Oracle® Database 11g Certified Associate (OCA) (Practice Exam)
- Oracle® Database SQL Expert
- Oracle® Database SQL Expert (Practice Exam)
- Project Management Professional (PMP)®
- Protecting Your PC from the Bad Guys
- VMware vSphere® 4
- VMware vSphere® 4 (Practice Exam)
- VMware vSphere® 5
- VMware vSphere® 5 (Practice Exam)

### MARKETING

- 10 Steps to Successful Customer Service
- 49 Marketing Secrets (that Work) to Grow Sales
- Account Types
- Adapting for DISC Styles
- Analyzing the Upcoming Negotiation
- Avoid Social Media Blunders
- Avoid the Top Mistakes Sales Reps Make
- Awesome Lead Generation <sup>(CPE)</sup>
- Billion Dollar Branding
- Boosting Sales
- Breaking Through
- Building GREAT Sales Relationships
- Building Professional Trust & Rapport
- Business Condition: Analyzing the Opportunity
- Buyer Roles: Selling to Key Account Buyers
- Buyer Wins: Identifying Personal and Organizational Wins
- Buying Criteria: Influencing the Decision Criteria
- Case Studies and Testimonials
- Characteristics of the Sale: Analytics and Metrics
- Characteristics of the Sale: Introduction to the Sales Cycle LINE
- Characteristics of the Sale: Key Account Selling Overview
- Characteristics of the Sale: Product Knowledge
- Characteristics of the Sale: Sales Cycle LINE A
- Characteristics of the Sale: Sales Cycle LINE B
- Click Here to Order
- Closing Skills
- Closing the Sale
- Coaching Basics
- Coaching Sales Reps
- Company Messages
- Company Overview Presentations
- Conducting an Effective Analysis
- Conducting Competitor Research Online <sup>(CPE)</sup>
- Connections

- Conquering Sales Objections <sup>(CPE)</sup>
- Corporate Identity
- Corporate Image
- Creating a GREAT Sales Company
- Creating an Elevator Pitch
- Cross Selling
- Dealing with Competition
- Decision Makers and DM Processes
- Determining Customer Needs
- Developing the Right Mindset
- Developing Your Territory: Building the Sales Plan
- Developing Your Territory: Summarizing the Business Situation
- Direct Advertising
- DISC: Selling High D
- DISC: Selling High I
- DISC: Selling High S
- DISC: Selling High C
- DISC: Understanding DISC Styles
- DO IT! Marketing
- Drive Sales with LinkedIn
- Easy E-Newsletters <sup>(CPE)</sup>
- Effective Email & Memo Writing for Paralegals
- Effective Prospecting
- Email Marketing Strategies <sup>(CPE)</sup>
- Emotional Intelligence for Sales Success
- Evaluate Your Performance
- Finding Unmet Needs
- Get Clients Now!
- Getting Past the Gatekeeper
- Gotchas!
- Graphics and Effects
- Great Layout & Design: Tips, Tricks and the Latest Trends
- Great Legal Marketing
- Grow Regardless
- Guerrilla Facebook® Marketing
- Guerrilla Marketing During Tough Times
- Guerrilla Marketing on the Front Lines
- Handling Objections
- Handling Tough Customers
- High Impact Visual Aids
- How to Be a Super Sales Coach <sup>(CPE)</sup>
- How to Develop Your Sales Plan <sup>(CPE)</sup>
- How to Sell More
- Identifying and Developing Leverage
- Impact-Based Sales Presentations
- Improving Sales with the Sales Cycle
- Increasing Search Engine Optimization <sup>(CPE)</sup>
- Influencing
- Introduction to Key Account Selling
- Introduction to Negotiating
- Key Account Selling Worksheet
- Leading the Sales Force
- Lean but Agile
- Lifetime Customer Value
- Long-Term Development
- Marketing Your Medical Practice
- Mastering Your BlackBerry®
- Modern Phone Sales Techniques <sup>(CPE)</sup>
- Motivate Your Sales Team <sup>(CPE)</sup>

- No Push Closing
- No, But, If
- Objection Series: Doubt
- Objection Series: Indifference
- Objection Series: Misunderstanding
- Objection Series: True Negative
- Obtaining Referrals
- Opening the Call
- Overcoming Objections
- Preparing for Sales Activities
- Quick Sell
- Reaching Agreement
- Recognizing and Dealing With Tactics
- Recruiting Through Social Media
- Retailer Hot Buttons Part 1
- Retailer Hot Buttons Part 2
- Running a Sales Meeting
- Sales Call Planning Worksheet
- Sales Communications: Internal Sales Communication
- Sales Communications: Writing Sales Proposals
- Sales Materials
- Sell for Success
- Selling at a Distance: Gathering Prospect Information
- Selling at a Distance: Phone Selling
- Selling at a Distance: The Virtual Presentation
- Selling Benefits
- Selling In New Products
- Selling To Different Customer Roles
- Selling Value Over Price <sup>(CPE)</sup>
- Setting Agendas and Expectations
- Setting Sales Call Goals
- Smile!
- Social Networking: Facebook®
- Social Networking: Instant Messaging
- Social Networking: LinkedIn®
- Social Networking: Twitter™
- Speaking Customer
- Stages of the Sale: Conceptual Selling
- Strategy and Planning
- Successful Email Marketing <sup>(CPE)</sup>
- Successful Selling in Today's Economy <sup>(CPE)</sup>
- Summary/Checkpoint
- Target and Awareness Advertising
- Territory Administration: Personal Management Tracking
- Territory Administration: Record Keeping
- Territory Administration: Using CRM Effectively
- Territory Administration: Using Portable Media
- Territory Development Introduction: Exceptional Service
- Territory Development Introduction: How Customers Want To Be Sold To
- Territory Development Introduction: The New Sales Skills
- Territory Development Introduction: The Realities of Selling in the 21st Century
- Territory Development Introduction: The Sales Funnel
- Territory Management: Analyzing Territory
- Territory Management: Decision Makers vs. Influencers

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### ON-DEMAND COURSES (continued)

- Territory Management: Managing a New Territory
- Territory Management: Managing Your Sales Pipeline
- Territory Management: Prioritizing Your Territory
- The 5-Minute Call De-Brief
- The 5-Minute Call Pre-Brief
- The Impact of Social Media Within Your Organization
- The Negotiation Process
- The Sales Process: Advanced Questioning Techniques
- The Sales Process: DISC
- The Sales Process: No Fuss Closing
- The Sales Process: Overcoming Objections
- The Sales Process: Uncovering needs
- The Secrets of Successful Business Blogging (CPE)
- Turning Features into Benefits
- Understanding Marketing Web Analytics
- Understanding the Media Part 1
- Understanding the Media Part 2
- Understanding the Media Part 3
- Understanding the Media Part 4
- Using Audio Visuals
- Using Decision Keys (Framing)
- Value - Added Selling
- Vertical Messages
- Web Writing Basics (CPE)
- What Customers Want from Salespeople: No Push Selling
- When to Shut Up
- Building Profit Through Building People
- Building Stakeholders Relations and CSR
- Building Teamwork One Individual at a Time (CPE)
- Change Management
- Change Management: A Look at the Future
- Change Management: The Change Agenda
- Change Management: When You're Through Changing....You're Through!
- Characteristics of Leaders
- Choosing the Right CRM Software (CPE)
- Coaching Basics
- Coaching Skills: Adapting Your Style
- Coaching Skills: Giving Feedback
- Coaching Skills: Introduction
- Coaching Skills: Leadership Styles
- Coaching Skills: The Coaching Process
- Concerned Conversations
- Conduct Effective Interviews and Hire the Right People (CPE)
- Conducting Competitor Research Online (CPE)
- Conflict Management: Conflict Process
- Conflict Management: Maintaining Self-Control
- Conflict Management: Special Situations
- Conflict Management: Unavoidable Truths
- Connections
- Cooperative Time Management
- Creating a Bully- Free Workplace: Manager Edition
- Creating Focus During Change
- Creating Followership
- Creative Ways to Reward and Motivate Employees (CPE)
- Criteria for Performance Excellence
- Criticism & Discipline Skills for Managers and Supervisors (CPE)
- CRM in Real Time
- Customer CEO
- Customer Experience
- Customer Loyalty
- Customer Sense
- Daily Leadership Checklist
- Dangerous Customer Service
- Dealing with Customers Lawfully: A Rapid Skill Builder Booklet
- Dealing with Diversity
- Dealing with Resistance
- Debt Information for Teens
- Defining Moments
- Delegation
- Developing Followers
- Developing Yourself as a Leader
- DISC: Leading High D
- DISC: Leading High I
- DISC: Leading High S
- DISC: Leading High C
- Diversity - Inclusive Leadership: Facilitating Training
- Diversity - Inclusive Leadership: Setting the Stage
- Effective Delegation
- Effective Emergency Management & Disaster Planning (CPE)
- Effective Negotiation Tactics for Supervisors (CPE)
- Effective Performance Reviews
- Employee Discipline for Managers and Supervisors
- Employee Engagement: Creating an Engaged Organization
- Employee Engagement: Managing for Engagement
- Employee Engagement: Measuring Employee Engagement
- Employee Engagement: Ridiculous or Strategic?
- Employee Engagement: The Business Case for Engagement
- Employee Privacy
- Empowering Followers
- Ethics and Business Conduct
- Ethics and Business Conduct for Managers
- Ethics for Everyone
- Ethics for Managers: Controlling Employee Behavior
- Ethics for Managers: Leadership To Dos
- Ethics for Managers: Why Traditional Approaches Don't Work
- Facilities Management
- Failure is Obsolete
- Feedback That Works
- Field Tested
- Fred Pryor on Leadership
- Generations at Work
- Get Rid of Time-Off Ted, Attitude Alice and Slacker Sam (CPE)
- Global Trends in Human Resource Management
- Goal-Setting in the Workplace
- Going from Coworker to Boss
- Handling Complaints in the Medical Profession
- Handling References
- Helping Employees Use Their Time Wisely
- How to Avoid the Most Common Mistakes New Managers Make (CPE)
- How to Bargain Better with Vendors and Suppliers (CPE)
- How to be a Followable Leader Part 1
- How to be a Followable Leader Part 2
- How to Deal with Employee Complaints and Concerns (CPE)
- How to Hire the Right People
- How to Legally Terminate Employees on Leave (CPE)
- How to Manage, Train and Motivate the Change-Resistant Employee (CPE)
- How to Motivate Employees
- How to Overcome Disruptive Workstyle Differences (CPE)
- How to Read, Interpret and Troubleshoot Contracts (CPE)
- How to Retain Your Best and Brightest Employees (CPE)
- How to Supervise Bad Attitudes & Negative Behaviors (CPE)
- How to Supervise Off-Site Employees (CPE)
- How to Work a Room
- Impedership
- Improve Your Project Management
- Interviewing Checklist
- Introduction to Leadership
- Journey to Lean
- Lead with Your Customer
- Leadership and Power
- Leadership Fundamentals
- Leading a High-Performance Team

#### MEDICAL PROFESSION TRAINING

- Bloodborne Pathogens
- Chemical Hazard Communication
- Chronic Disease Management
- Dealing with Difficult Patients and Their Families
- How to Reduce Missed Medical Appointments
- Making the Transition from Staff to Supervisor for Nurses
- Marketing Your Medical Practice
- Medical OSHA Compliance
- Medical Records and Patient Information Distribution
- Radiation Safety
- The Family Medical Leave Act

#### MANAGEMENT, SUPERVISION & LEADERSHIP

- 10 Steps to Successful Project Management
- 100 Ways to Motivate Others
- 20 Reproducible Assessment Instruments for the New Work Culture
- 25 Role Plays for Interview Training
- 675 Ways to Develop Yourself and Your People
- 7 Steps to Better Written Policies and Procedures
- A Manager's Guide to Virtual Teams
- AB 1825: Sexual Harassment Prevention for Managers
- AB 1825: Sexual Harassment Prevention for Managers (Spanish)
- Analyzing Poor Performers
- Assertive Communication Skills for Managers (CPE)
- Assertiveness without Aggressiveness
- Avoiding Wrongful Termination
- Building an Effective Leadership Team
- Building More Effective Organizations

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### ON-DEMAND COURSES (continued)

- Leading a High-Performance Team (Spanish)
- Leading the Sales Force
- Lean but Agile
- Legally Firing
- Legally Hiring
- Legally Terminate Employees: 10 Critical Things You Must Know <sup>(CPE)</sup>
- Let's Work It Out
- Living Large on Less
- Logistics Operations and Management
- Love 'em or Lose 'em
- Maintaining a Drug-Free Workplace: Manager's Edition
- Making the Transition from Staff to Supervisor for Nurses
- Making Them Believe
- Management Basics
- Managers as Mentors
- Managers, Not MBAs
- Managing an Age Diverse Workforce
- Managing Challenging Clients
- Managing Conflict: A Collaborative Approach
- Managing Different Generations
- Managing Human Resources for the Millennial Generation
- Managing Knock Your Socks off Service
- Managing Money
- Managing People in a Downturn
- Managing People Offsite
- Managing Workplace Bullying
- Managing Workplace Safety and Health
- Managing Your Time
- Marketing Greatest Hits
- Marketing in the 21st Century and Beyond
- Marketing Plans
- Maximizing Employee Performance
- Maximizing Employee Performance (Spanish)
- Measuring for Success
- Meeting the Delegation Challenge
- Meeting the Delegation Challenge (Spanish)
- Mentoring: Creating a Mentoring Program
- Mentoring: How to be a Mentor
- Mentoring: How to be a Protege
- Mentoring: Making a Mentoring Agreement
- Mentoring: Matching Proteges with Mentors
- Mentoring: Mentoring Meeting Guidelines
- Mentoring: What is Mentoring?
- Mentoring: Why a Mentoring Program?
- Money for the Cause
- Money Secrets of the Rich
- Motivate Your Sales Team <sup>(CPE)</sup>
- Motivating and Retaining the Teenage Worker
- Motivating Won't Dos
- Motivation
- Motivational Leadership
- New Hire Orientation (ESH at Work)
- Next Generation Talent Management
- No Magic Bullet
- On Selecting, Developing and Managing Talent
- Operations Rules
- OSHA Compliance and Management Handbook
- OSHA in the Real World
- Paralegal Roles from Pleading to Judgement
- Participating in a High Performance Team
- People People
- Performance Intervention Maps
- Performance Reviews with Less Stress and Better Results <sup>(CPE)</sup>
- Personal Brands
- Place Branding
- Positioned
- Pragmatic Project Management
- Preparing for Your PCI Audit <sup>(CPE)</sup>
- Pricing Perspectives
- Privacy Laws and Practices
- ProActive Sales Management
- Productive Performance Appraisals
- Productivity Through Praise
- Progressive Discipline
- Project Management for Non-project Managers
- Project Management for Small Business
- Project Management for Small Projects
- Project Management Fundamentals
- Project Management, Planning and Control
- Put the Moose on the Table
- Put Your Business on Autopilot
- Putting It All Together
- Ready for Retirement
- Recruiting, Interviewing, Selecting & Orienting New Employees
- Retailer Profitability Model (for Retailers): Frequency
- Retailer Profitability Model (for Retailers): Introduction Frontline (Restaurant)
- Retailer Profitability Model (for Retailers): Introduction Frontline (Retail)
- Retailer Profitability Model (for Retailers): Items Per Customer
- Retailer Profitability Model (for Retailers): Price Per Item
- Retailer Profitability Model (for Retailers): Reach
- Retailer Profitability Model: Part 1
- Retailer Profitability Model: Part 2
- Retailer Profitability Model: Part 3
- Return on Investment (ROI) Basics
- Reverse Psychology Marketing
- Revolutionize Your Customer Experience
- Riding Along
- Risk
- ROI at Work
- S.M.A.R.T. Goals
- Safe Money Millionaire
- Safety Committees
- Safety for Managers and Supervisors
- Safety Management
- Sales Force Design for Strategic Advantage
- Sales Forecasting Management
- Sell Without Selling
- Sense and Respond
- Service Failure
- Service Is Front Stage
- Setting Your Development Goals
- Sexual Harassment Prevention for Managers
- Sexual Harassment: Avoiding Sexual Harassment for Managers
- Six Wrong Ways to Manage
- Solving the Compensation Puzzle
- Staffing to Support Business Strategy
- Staying Positive
- Stop Bullying at Work
- Strategic Customer Management
- Strategic Marketing Planning for the Small to Medium-sized Business
- Strategic Staffing
- Structures for Strategy
- Success for Hire
- Success Principles for Leaders
- Successful Customer Care in a Week
- Successful Marketing
- Successful Project Management in a Week
- Supercompetent
- Supervising a Pronoid
- Supervisor's Passport to Success
- Survive the 10 Toughest Conversations Every Supervisor Dreads <sup>(CPE)</sup>
- T.H.E. Answer for Business Success
- Take Charge of Your Talent
- Talent Leadership
- Teams that Work <sup>(CPE)</sup>
- Telework: How to Telecommute Successfully
- Ten Symptoms of an Unhealthy Organization
- Ten Symptoms of an Unhealthy Organization: The Cure
- Termination Checklist
- The 6 Keys to Effective Succession Planning <sup>(CPE)</sup>
- The 77 Deadly Sins of Project Management
- The Accidental Salesperson
- The Age of Productivity
- The AMA Handbook of Project Management
- The Better Money Method
- The Brand Glossary
- The Complete Reference Checking Handbook
- The Cultural Fit Factor
- The Customer Service Survival Kit
- The Daily You
- The DNA of Customer Experience
- The Dream
- The Empress Has No Clothes
- The Executive Guide to Integrated Talent Management
- The Facility Manager's Handbook
- The Golden Crossroads
- The Hidden Drivers of Success
- The Lean Office
- The Mobile Marketing Handbook
- The Money Flow
- The Network Is Your Customer
- The New Rules of Green Marketing
- The New Rules of Lead Generation
- The Performance Engagement Model
- The Principles of Project Management
- The Productivity Tip System
- The Road to Audacity
- The Rules of Attraction

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### ON-DEMAND COURSES (continued)

- The Service Providers
- The Small Business Guide to Government Contracts
- The Virtual World of Work
- Think Big, Live Large
- Thinking on Purpose for Project Managers
- Transforming the Organization
- Transitioning from Staff to Supervisor <sup>(CPE)</sup>
- Trouble at Work
- Ultimate Basic Business Skills
- Up Your Service!
- Uplifting Service
- Using ej4 to Lead
- Using Your Executive Coach
- Vision, Mission and Values
- Weathering Storms
- When Managers Rebel
- Work and People
- Working in Adversarial Relationships
- Workplace Counselling
- Writing Performance Reviews
- Zip! Tips

### MICROSOFT EXCEL TRAINING

- 60 Minutes of Excel<sup>®</sup> Secrets <sup>(CPE)</sup>
- Advanced Excel<sup>®</sup> Tips for the Power User <sup>(CPE)</sup>
- Excel<sup>®</sup> 2007 - Analyzing Data
- Excel<sup>®</sup> 2007 - Build Formulas
- Excel<sup>®</sup> 2007 - Charting Workshop
- Excel<sup>®</sup> 2007 - Dynamic Formulas
- Excel<sup>®</sup> 2007 - Enter and Edit Data
- Excel<sup>®</sup> 2007 - Formatting and Layout Options
- Excel<sup>®</sup> 2007 - Getting Started
- Excel<sup>®</sup> 2007 - Intro
- Excel<sup>®</sup> 2007 - Basic
- Excel<sup>®</sup> 2007 - Intermediate
- Excel<sup>®</sup> 2007 - Advanced
- Excel<sup>®</sup> 2007 - Print Perfectly
- Excel<sup>®</sup> 2007 - Quick Calculations
- Excel<sup>®</sup> 2007 - Speed Up Data Entry
- Excel<sup>®</sup> 2007 - Power User
- Excel<sup>®</sup> 2007 - VBA Programming
- Excel<sup>®</sup> 2007 - Pivot Tables
- Excel<sup>®</sup> 2008 - Intro
- Excel<sup>®</sup> 2008 - Intermediate
- Excel<sup>®</sup> 2008 - Advanced
- Excel<sup>®</sup> 2010 - Analyzing Data
- Excel<sup>®</sup> 2010 - Automating and Protecting a Workbook
- Excel<sup>®</sup> 2010 - References and Ranges in Formulas
- Excel<sup>®</sup> 2010 - Working with Charts
- Excel<sup>®</sup> 2010 - Working with PivotTables
- Excel<sup>®</sup> 2010 - Working With Workbooks
- Excel<sup>®</sup> 2010 - Intro
- Excel<sup>®</sup> 2010 - Basic
- Excel<sup>®</sup> 2010 - Intermediate
- Excel<sup>®</sup> 2010 - Advanced
- Excel<sup>®</sup> 2010 - Charting
- Excel<sup>®</sup> 2010 - Statistical Analysis
- Excel<sup>®</sup> 2010 - VBA Programming
- Excel<sup>®</sup> 2010 - Advanced Training
- Excel<sup>®</sup> 2010 - Charting Training
- Excel<sup>®</sup> 2010 - Pivot Tables

- Excel<sup>®</sup> 2011 - Intro Training
- Excel<sup>®</sup> 2011 - Intermediate Training
- Excel<sup>®</sup> 2013
- Excel<sup>®</sup> 2013 - Basic
- Excel<sup>®</sup> 2013 - Intermediate
- Excel<sup>®</sup> 2013 - Advanced
- Excel<sup>®</sup> 2013 - Analyzing Your Data Part 1
- Excel<sup>®</sup> 2013 - Analyzing Your Data Part 2
- Excel<sup>®</sup> 2013 - Applying Advanced Formatting
- Excel<sup>®</sup> 2013 - Collaborating with Others
- Excel<sup>®</sup> 2013 - Creating and Modifying Charts
- Excel<sup>®</sup> 2013 - Creating and Opening Workbooks
- Excel<sup>®</sup> 2013 - Formatting Data
- Excel<sup>®</sup> 2013 - Managing the Excel Environment
- Excel<sup>®</sup> 2013 - Moving Around and Entering Data
- Excel<sup>®</sup> 2013 - Printing Workbooks
- Excel<sup>®</sup> 2013 - Shortcuts, Tips and Tricks
- Excel<sup>®</sup> 2013 - Using Basic Formulas Part 1
- Excel<sup>®</sup> 2013 - Using Basic Formulas Part 2
- Excel<sup>®</sup> 2013 - Working With Shapes and Graphics
- Excel<sup>®</sup> 2013 - Working With Tables
- Excel<sup>®</sup> 2013 - Charting
- Excel<sup>®</sup> 2013 - Evaluating Data
- Excel<sup>®</sup> 2013 - Frequently Used Formulas and Functions
- Excel<sup>®</sup> 2013 - Intermediate Student Manual
- Excel<sup>®</sup> 2013 - Pivot Tables
- Microsoft<sup>®</sup> Access<sup>®</sup> 2013 - Creating and Opening a Database
- Microsoft<sup>®</sup> Access<sup>®</sup> 2013 - Entering and Editing Table Data
- Microsoft<sup>®</sup> Access<sup>®</sup> 2013 - Navigating in a Database
- Microsoft<sup>®</sup> Excel<sup>®</sup> Charts and Graphs Made Easy
- Microsoft<sup>®</sup> Excel<sup>®</sup> Forms & Reporting Made Easy
- Microsoft<sup>®</sup> Excel<sup>®</sup> Formulas Made Easy <sup>(CPE)</sup>
- Microsoft<sup>®</sup> Excel<sup>®</sup> Macros for Financial Professionals <sup>(CPE)</sup>
- Microsoft<sup>®</sup> Excel<sup>®</sup> Made Easy <sup>(CPE)</sup>
- Microsoft<sup>®</sup> Excel<sup>®</sup> PivotTables<sup>®</sup> Made Easy 2010
- Microsoft<sup>®</sup> Office 2007 - Excel<sup>®</sup>
- Microsoft<sup>®</sup> Office 2007 - Excel<sup>®</sup> (Practice Exam)
- Microsoft<sup>®</sup> Office 2010 - Excel<sup>®</sup>
- Microsoft<sup>®</sup> Office 2010 - Excel<sup>®</sup> (Practice Exam)
- Microsoft<sup>®</sup> Office 2010 - Excel<sup>®</sup> Expert
- Microsoft<sup>®</sup> Office 2010 - Working With Macros in Excel<sup>®</sup> and Word
- Statistical Analysis with Excel<sup>®</sup>

### MICROSOFT OFFICE TRAINING

- 60 Minutes of Access<sup>®</sup> Secrets <sup>(CPE)</sup>
- 60 Minutes of Excel<sup>®</sup> Secrets <sup>(CPE)</sup>
- Access<sup>®</sup> 2007 Application Development
- Access<sup>®</sup> 2007 Intro
- Access<sup>®</sup> 2007 Basic
- Access<sup>®</sup> 2007 Intermediate
- Access<sup>®</sup> 2007 Advanced
- Access<sup>®</sup> 2007 Build a Database
- Access<sup>®</sup> 2007 Creating Forms
- Access<sup>®</sup> 2007 Creating Queries
- Access<sup>®</sup> 2007 Finding the Information You Want
- Access<sup>®</sup> 2007 Queries Part Two
- Access<sup>®</sup> 2007 VBA Programming
- Access<sup>®</sup> 2010 Intro
- Access<sup>®</sup> 2010 Basic
- Access<sup>®</sup> 2010 Intermediate
- Access<sup>®</sup> 2010 Advanced
- Access<sup>®</sup> 2010 Customizing Data
- Access<sup>®</sup> 2013
- Access<sup>®</sup> 2013 Basic
- Excel<sup>®</sup> 2007 - Analyzing Data
- Excel<sup>®</sup> 2007 - Build Formulas
- Excel<sup>®</sup> 2007 - Charting Workshop
- Excel<sup>®</sup> 2007 - Dynamic Formulas
- Excel<sup>®</sup> 2007 - Enter and Edit Data
- Excel<sup>®</sup> 2007 - Formatting and Layout Options
- Excel<sup>®</sup> 2007 - Intro
- Excel<sup>®</sup> 2007 - Basic
- Excel<sup>®</sup> 2007 - Intermediate
- Excel<sup>®</sup> 2007 - Advanced
- Excel<sup>®</sup> 2007 - Print Perfectly
- Excel<sup>®</sup> 2007 - Quick Calculations
- Excel<sup>®</sup> 2007 - Speed Up Data Entry
- Excel<sup>®</sup> 2007 - Power User
- Excel<sup>®</sup> 2007 - VBA Programming
- Excel<sup>®</sup> 2007 - Pivot Tables
- Excel<sup>®</sup> 2008 - Intro
- Excel<sup>®</sup> 2008 - Intermediate
- Excel<sup>®</sup> 2008 - Advanced
- Excel<sup>®</sup> 2010 - Analyzing Data
- Excel<sup>®</sup> 2010 - Automating and Protecting a Workbook
- Excel<sup>®</sup> 2010 - References and Ranges in Formulas
- Excel<sup>®</sup> 2010 - Working with Charts
- Excel<sup>®</sup> 2010 - Working with PivotTables
- Excel<sup>®</sup> 2010 - Working With Workbooks
- Excel<sup>®</sup> 2010 - Intro
- Excel<sup>®</sup> 2010 - Basic
- Excel<sup>®</sup> 2010 - Intermediate
- Excel<sup>®</sup> 2010 - Advanced
- Excel<sup>®</sup> 2010 - Charting
- Excel<sup>®</sup> 2010 - Statistical Analysis
- Excel<sup>®</sup> 2010 - VBA Programming
- Excel<sup>®</sup> 2010 - Advanced Training
- Excel<sup>®</sup> 2010 - Charting Training
- Excel<sup>®</sup> 2010 - Pivot Tables
- Excel<sup>®</sup> 2011 - Intro Training
- Excel<sup>®</sup> 2011 - Intermediate Training
- Excel<sup>®</sup> 2011 - Advanced
- Excel<sup>®</sup> 2013
- Excel<sup>®</sup> 2013 - Basic
- Excel<sup>®</sup> 2013 - Intermediate
- Excel<sup>®</sup> 2013 - Advanced
- Excel<sup>®</sup> 2013 - Analyzing Your Data Part 1
- Excel<sup>®</sup> 2013 - Analyzing Your Data Part 2
- Excel<sup>®</sup> 2013 - Applying Advanced Formatting
- Excel<sup>®</sup> 2013 - Collaborating with Others
- Excel<sup>®</sup> 2013 - Creating and Modifying Charts
- Excel<sup>®</sup> 2013 - Creating and Opening Workbooks
- Excel<sup>®</sup> 2013 - Formatting Data
- Excel<sup>®</sup> 2013 - Managing the Excel Environment
- Excel<sup>®</sup> 2013 - Moving Around and Entering Data
- Excel<sup>®</sup> 2013 - Printing Workbooks
- Excel<sup>®</sup> 2013 - Shortcuts, Tips and Tricks

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### ON-DEMAND COURSES (continued)

- Excel® 2013 - Using Basic Formulas Part 1
- Excel® 2013 - Using Basic Formulas Part 2
- Excel® 2013 - Working With Shapes and Graphics
- Excel® 2013 - Working With Tables
- Excel® 2013 - Charting
- Excel® 2013 - Evaluating Data
- Excel® 2013 - Frequently Used Formulas and Functions
- Excel® 2013 - Intermediate Student Manual
- Excel® 2013 - PivotTables
- Microsoft® Access® 2013 - Creating and Opening a Database
- Microsoft® Access® 2013 - Entering and Editing Table Data
- Microsoft® Access® 2013 - Navigating in a Database
- Microsoft® Access® 2010 - Getting Started With Microsoft® Access® 2010
- Microsoft® Access® 2010 - Performing Advanced Database Operations
- Microsoft® Access® Database Security (CPE)
- Microsoft® Access® Queries Made Easy (CPE)
- Microsoft® Excel® Forms & Reporting Made Easy
- Microsoft® Office 2007 - Access®
- Microsoft® Office 2007 - Access® (Practice Exam)
- Microsoft® Office 2007 - Excel®
- Microsoft® Office 2007 - Excel® (Practice Exam)
- Microsoft® Office 2007 - Outlook®
- Microsoft® Office 2007 - Outlook® (Practice Exam)
- Microsoft® Office 2007 - PowerPoint®
- Microsoft® Office 2007 - PowerPoint® (Practice Exam)
- Microsoft® Office 2007 - Word
- Microsoft® Office 2007 - Word (Practice Exam)
- Microsoft® Office 2010 - Access®
- Microsoft® Office 2010 - Access® (Practice Exam)
- Microsoft® Office 2010 - Excel®
- Microsoft® Office 2010 - Excel® (Practice Exam)
- Microsoft® Office 2010 - Excel® Expert
- Microsoft® Office 2010 - Outlook®
- Microsoft® Office 2010 - Outlook® (Practice Exam)
- Microsoft® Office 2010 - Performing Mail Merge
- Microsoft® Office 2010 - PowerPoint®
- Microsoft® Office 2010 - PowerPoint® (Practice Exam)
- Microsoft® Office 2010 - Word
- Microsoft® Office 2010 - Word (Practice Exam)
- Microsoft® Office 2010 - Word Expert
- Microsoft® Office 2010 - Working With Macros in Excel® and Word
- Microsoft® PowerPoint® 2010 - Adding Visuals and Media
- Microsoft® PowerPoint® 2010 - Customizing and Delivering a Presentation
- Microsoft® PowerPoint® 2010 - Getting Started With Microsoft® PowerPoint®
- Microsoft® Word 2010 - Working With Advanced Features
- Microsoft® Word 2010 - Working with Documents
- Microsoft® Word 2010 - Working With Visual Elements
- Microsoft® Word 2013: Adding Page Elements
- Microsoft® Word 2013: Adding Special Formatting
- Microsoft® Word 2013: Applying Styles
- Microsoft® Word 2013: Creating and Opening Documents
- Microsoft® Word 2013: Formatting Paragraphs
- Microsoft® Word 2013: Proofreading
- Microsoft® Word 2013: Setting Up Your Document
- Office® 2007 Customize Office
- Office® 2007 Creating Accessible Documents
- Office® 2007 Web Components and Collaboration
- Office® 2007 New Features
- Office® 2010 New Features
- Office® 2013 What's New
- Office® Suite 2007 - Accessibility Features
- Office® Suite 2007 What's New
- Office® Suite 2008 What's New
- Office® Suite 2010 What's New
- Office® Suite 2011 What's New
- Office® Web Apps
- Outlook® 2007
- Outlook® 2007 - Manage Tasks
- Outlook® 2007 - Organize Messages
- Outlook® 2007 - Save Time with Email
- Outlook® 2007 - Basic
- Outlook® 2007 - Intermediate
- Outlook® 2007 - Advanced
- Outlook® 2010
- Outlook® 2010 - Managing Appointments
- Outlook® 2010 - Managing Tasks
- Outlook® 2010 - Sending and Receiving Email Messages
- Outlook® 2010 Basic
- Outlook® 2010 Intermediate
- Outlook® 2010 Advanced
- Outlook® 2011
- Outlook® 2013
- Outlook® 2013 Basic
- Outlook® 2013 Advanced
- Outlook® Web Access 2007
- Outlook® Web Access 2010
- PowerPoint® 2007 Manage Graphics
- PowerPoint® 2007 Presentation
- PowerPoint® 2007 Using Special Graphic Effects
- PowerPoint® 2007 Intro
- PowerPoint® 2007 Basic
- PowerPoint® 2007 Intermediate
- PowerPoint® 2007 Advanced
- PowerPoint® 2007 Getting Started
- PowerPoint® 2007 Sales Presentations
- PowerPoint® 2008 Advanced
- PowerPoint® 2010 Getting Started
- PowerPoint® 2010 Intro
- PowerPoint® 2010 Basic
- PowerPoint® 2010 Advanced
- PowerPoint® 2011 Intro
- PowerPoint® 2011 Advanced
- PowerPoint® 2013 Adding Media
- PowerPoint® 2013 Intro
- PowerPoint® 2013 Basic
- PowerPoint® 2013 Advanced
- PowerPoint® 2013 Animation Effects
- PowerPoint® 2013 Shapes Smart Art
- PowerPoint® 2013 Working with Pictures
- Publisher® 2007
- Publisher® 2007 Basic
- Publisher® 2007 Advanced
- Publisher® 2010
- Publisher® 2010 Basic
- Publisher® 2010 Advanced
- Word 2007 Review and Collaborate
- Word 2007 Type and Edit Your Document
- Word 2007 Using Advanced Formatting
- Word 2007 Intro
- Word 2007 Basic
- Word 2007 Intermediate
- Word 2007 Advanced
- Word 2007 Getting Started
- Word 2007 VBA Programming
- Word 2010 Basic
- Word 2010 Intermediate
- Word 2010 Advanced
- Word 2010 Citation and Bibliography
- Word 2010 Mail Merge
- Word 2010 Newsletter
- Word 2011 Intro
- Word 2013 Intro
- Word 2013 Basic
- Word 2013 Advanced
- Word 2013 Building References
- Word 2013 Creating Forms
- Word 2013 Mail Merge
- Word 2013 Tables and Graphics
- Word 2013 Tracking Changes and Comments

### OSHA AND WORKPLACE SAFETY

- 7 Safety Habits That Could Save Your Life
- Aerial Lift
- Alcohol Abuse in the Workplace: Detection Periods
- Alcohol Abuse in the Workplace: Signs and Symptoms
- Alcohol Abuse in the Workplace: Testing Procedures
- Avoiding Discrimination Problems: 5 Keys
- Back Injury Prevention
- Back SMARTS
- Bad Weather Driving Basics
- BBP for Healthcare
- Bloodborne Pathogens
- Chemical Hazard Communication
- Chemical Safety (HAZCOM)
- Combustible and Flammable Liquids
- Commercial Driver's License: Hazardous Materials
- Commercial Driver's License: License Preparation
- Commercial Driver's License: Vehicle Inspection
- Confined Spaces
- Confined Spaces: Hazards
- Confined Spaces: Introduction
- Confined Spaces: Permit Entry Part 1
- Confined Spaces: Permit Entry Part 2
- CSA Part 1
- CSA Part 2
- Defensive Driving
- Defensive Driving: Basics Part 1
- Defensive Driving: Basics Part 2
- Defensive Driving: Driving Distractions
- Defensive Driving: Road Rage

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### ON-DEMAND COURSES (continued)

- Developing an Effective Safety Culture
- DOT: Classification
- DOT: Hazardous Materials Transportation
- DOT: Loading and Unloading
- DOT: Marking, Labeling
- DOT: Shipping Papers
- Electrical Safety Awareness
- Emergency Exits
- Environmental Management Systems
- Ergonet: A Personal Assessment
- Ergonet: A Training Guide for Healthy Office Work
- Ergonomics for Manufacturing
- ESH at Work: Contractor Edition
- Fall Protection
- Fire Extinguisher Safety
- Fire Safety Prevention
- First Aid - Bites
- First Aid - Broken Bones
- First Aid - Burns
- First Aid - Choking
- First Aid - Cuts and Scrapes
- First Aid - Introduction
- Forklift Safety: Part 1
- Forklift Safety: Part 2
- Forklift Safety: Part 3
- Fuel Savings: ej4 Driving School
- Fuel Savings: Idle Time
- Fuel Savings: Oil, Tune and Tires
- Fuel Savings: Order Accuracy
- Fuel Savings: Power Curve
- Fuel Savings: Take Home Vehicles
- Handling References
- Hazardous Energy Control
- Hazardous Waste Management
- Hearing Conservation
- How to Lower Your Energy Bills: Creating a Comprehensive Energy Savings Plan
- How to Lower Your Energy Bills: Doing Your Part at Work
- How to Lower Your Energy Bills: Saving Fuel Costs
- Incident Command
- Indoor Air Quality: Carbon Dioxide
- Indoor Air Quality: Carbon Monoxide
- Introduction to Accident Investigation
- Introduction to Laser Safety
- Laboratory Safety
- Ladder Safety
- Lockout Tagout
- Machine Guard
- Managing Workplace Safety and Health
- Medical OSHA Compliance
- OSHA and Workplace Safety for HR Professionals <sup>(CPE)</sup>
- OSHA Blood Borne Pathogens
- OSHA Exposure Control 2013 Update
- OSHA HAZCOM Compliance 2013 Update
- OSHA Needle Sticks
- OSHA Record - Keeping Compliance
- Personal Protective Equipment
- Personal Protective Equipment: Eye & Face Protection

- Personal Protective Equipment: Foot Protection
- Personal Protective Equipment: Hand & Arm Protection
- Personal Protective Equipment: Head Protection
- Powered Industrial Truck Safety
- Powered Industrial Trucks and Power Pallet Trucks
- Propane Gas
- Radiation Safety
- Radioisotope Safety
- Respiratory Protection
- Safety for Managers and Supervisors
- Slip, Trip and Fall Prevention
- Two-Wheeled Handcart
- Understanding Harassment - Keeping Your Workplace Free of Harassment
- Working in Cold Weather
- Working In Hot Weather
- Workplace Ergonomics: PCs
- Workplace Ergonomics: Reducing Eye Strain
- Workplace Ergonomics: Stretching
- Workplace Ergonomics: Things You Can Do
- Workplace Ergonomics: Your Chair and You

#### PROJECT MANAGEMENT

- 10 Steps to Successful Project Management
- Fundamentals of Project Management
- Improve Your Project Management
- PMP® Certification Project Management Basics
- Project Management
- Project Management Essentials
- Project Management Basic, 2nd edition
- Project Management Intermediate, 2nd Edition
- Project Management Advanced, 2nd Edition
- Project Management Professional (PMP)®
- Stress-Free Event Planning <sup>(CPE)</sup>

#### TIME MANAGEMENT

- Before School Starts: Things To Do
- Business Process Modeling with ConceptDraw Business Process Diagrams Solution (Intermediate Level)
- ConceptDraw® PROJECT v6 Video Lessons for Mac® (Beginner Level)
- ConceptDraw® PROJECT v6 Video Lessons for Mac® (Intermediate Level)
- ConceptDraw® PROJECT v6 Video Lessons for Mac® (Advanced Level)
- ConceptDraw® PROJECT v6 Video Lessons (Beginner Level)
- ConceptDraw® PROJECT v6 Video Lessons (Intermediate Level)
- ConceptDraw® PROJECT v6 Video Lessons (Advanced Level)
- ConceptDraw® PROJECT v9 Video Lessons
- Control Chaos and Clear Out the Clutter
- Cooperative Time Management
- Creating Passwords
- Download ConceptDraw - Windows
- Download ConceptDraw Mac
- Global Vehicular Network
- Helping Employees Use Their Time Wisely

- HIPAA Hitech Breach Notification
- HIPAA Hitech Business Associates Part 1
- HIPAA Hitech Business Associates Part 2
- HIPAA Hitech Business Associates Part 3
- HIPAA Hitech Individual Rights
- HIPAA Hitech Introduction
- HIPAA Hitech Privacy Notice
- HIPAA Hitech Restrictions On PHI
- How to Connect a Social Media Flowchart with Action Mind Maps
- How to Connect Dashboard with Data
- How to Create a Social Media Flowchart
- How to Create Different UML Diagrams
- How to Draw Business Process Diagrams with RapidDraw Interface
- How to Exchange ConceptDraw MINDMAP™ Files with Mindjet MindManager
- How to Import Mind Maps from FreeMind
- How to Import Mind Maps from XMind
- How to Make a Mind Map Presentation from a MS PowerPoint® Presentation
- How to Make UML Diagrams
- How to Present a Social Media Response Plan to Your Team
- How to Use the Online Store
- Introducing CD Live Visual Dashboards
- It's About Time
- It's About Time (Spanish)
- Local Vehicular Network
- Lose the Meeting Blues
- Lose the Meeting Blues (Spanish)
- Managing Information Overload
- Meeting the Delegation Challenge
- Meeting the Delegation Challenge (Spanish)
- Multi User License Management
- Organizing and Selecting Social Media Response Messages
- Personal Time Management
- Power Speaking (Spanish)
- Sharing ConceptDraw MINDMAP™ Presentation Video on Facebook®
- Sharing ConceptDraw MINDMAP™ Presentation Videos on Google+™
- Sharing ConceptDraw MINDMAP™ Presentation Videos on YouTube™
- Sharing Microsoft® PowerPoint® Presentation Created with ConceptDraw MINDMAP™ on GoogleDocs™
- Stop Procrastinating - Getting Started
- Stop Procrastinating - The Pain
- Stress-Free Event Planning <sup>(CPE)</sup>
- The Secrets of Successful Time Management <sup>(CPE)</sup>
- What is a Dashboard
- What Is an Action Mind Map

#### WEBINARS

- 60 Minutes of Access® Secrets <sup>(CPE)</sup>
- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Outlook® Secrets <sup>(CPE)</sup>
- 60 Minutes of Photoshop® Secrets
- 60 Minutes of PowerPoint® Secrets <sup>(CPE)</sup>
- Active Learning Techniques <sup>(CPE)</sup>

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### **ON-DEMAND COURSES (continued)**

- Advanced Excel® Tips for the Power User (CPE)
- Advanced Tips and Techniques for Microsoft® Word Users (CPE)
- Analyze Human Capital with HR Metrics (CPE)
- Assertive Communication Skills for Managers (CPE)
- Assertiveness Skills for the Receptionist
- Audit Report Writing for Internal Auditors
- Avoid Social Media Blunders
- Avoid the Top Mistakes Sales Reps Make
- Awesome Lead Generation (CPE)
- Bad Email Habits: What Message Are You Sending? (CPE)
- Bankruptcy Law for Collection Professionals (CPE)
- Before School Starts: Things To Do
- Bookkeeping Basics (CPE)
- Budget Management (CPE)
- Business Writing and Editing for Professionals (CPE)
- Choosing the Right CRM Software (CPE)
- Chronic Disease Management
- Cloud Computing Security
- Conduct Effective Witness Interviews
- Conduct Successful Online Meetings (CPE)
- Conducting Competitor Research Online (CPE)
- Creating Effective Sales Proposals (CPE)
- Dealing with Difficult Parents
- Drive Sales with LinkedIn®
- Easy E-Newsletters (CPE)
- Effective Inventory Management (CPE)
- Effective Network Security (CPE)
- Effective Telephone Communication Skills for Receptionists (CPE)
- Electronic Record Keeping for HR Professionals (CPE)
- Email Marketing Strategies (CPE)
- Email Metrics 101 (CPE)
- Explore and Experience Microsoft® Office 2010 (CPE)
- Get Rid of Time-Off Ted, Attitude Alice, and Slacker Sam (CPE)
- Getting Started with Google Docs™ (CPE)
- Handling Complaints in the Medical Profession
- Handling Customer Complaints in Hospitality
- Hospitality ADA Compliance
- How to Be a Super Sales Coach (CPE)
- How to Deliver Effective Online Customer Support (CPE)
- How to Develop Your Sales Plan (CPE)
- How to Effectively Employ Online Training
- How to Legally Terminate Employees on Leave (CPE)
- How to Make IT Documentation Less Painful
- How to Reduce Missed Medical Appointments
- How to Resolve Customer Complaints on the Spot (CPE)
- How to Understand and Administer a Budget (CPE)
- How to Write Comprehensive Policies and Procedures (CPE)
- HTML Basics (CPE)
- Identify and Prevent Bullying at Your School
- Improve Your Memory, Improve Your Productivity (CPE)
- Increasing Search Engine Optimization (CPE)
- Infection Control for Healthcare Facilities
- IRS 1099 2013 Update
- IT Help Desk Management
- Lower Your Call Center Costs (CPE)
- Making the Most of Crystal Reports® (CPE)
- Making the Transition from Staff to Supervisor for Nurses
- Marketing Your Medical Practice
- Mastering Your BlackBerry®
- Medical OSHA Compliance
- Medical Records and Patient Information Distribution
- Microsoft® Access® Database Security (CPE)
- Microsoft® Access® Forms & Reports (CPE)
- Microsoft® Access® Queries Made Easy (CPE)
- Microsoft® Excel® Charts and Graphs Made Easy
- Microsoft® Excel® Formulas Made Easy (CPE)
- Microsoft® Excel® Macros for Financial Professionals (CPE)
- Microsoft® Excel® Made Easy (CPE)
- Microsoft® Excel® PivotTables Made Easy 2010
- Microsoft® Project Tips and Tricks (CPE)
- Microsoft® SharePoint® Tips and Tricks (CPE)
- Modern Phone Sales Techniques (CPE)
- Motivate Your Sales Team (CPE)
- OSHA and Workplace Safety for HR Professionals (CPE)
- OSHA HAZCOM Compliance 2013 Update
- OSHA Record - Keeping Compliance
- Paralegal Proofing
- Paralegal Roles from Pleading to Judgement
- Paralegals v. Difficult Clients
- Preparing for Your PCI Audit (CPE)
- QuickBooks®: A 60 Minute Crash Course (CPE)
- Recruit and Hire Stellar Customer Service Representatives
- Recruiting 101 (CPE)
- Recruiting Through Social Media
- Research Skills and Strategies for Paralegals
- Stress Management for Women (CPE)
- Stress-Free Event Planning (CPE)
- Successful Email Marketing (CPE)
- Successful Employee Onboarding (CPE)
- Successful Selling in Today's Economy (CPE)
- The Fundamentals of Cash Flow Forecasting (CPE)
- The Impact of Social Media Within Your Organization
- The Secrets of Successful Business Blogging (CPE)
- Understanding Marketing Web Analytics
- Web Writing Basics (CPE)
- What NOT to Say to Your Customers (CPE)
- Write Powerful Copy for the Web and More (CPE)