LIVE SEMINARS

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

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

CUSTOMER SERVICE
• How to Deliver Exceptional Customer Service

EVELYN WOOD LIBRARY
• Speed Reading with Evelyn Wood

FINANCE AND ACCOUNTING
• Collections Law
• Discover the Power of Crystal Reports®
• Finance and Accounting for Non-Financial People
• How to Manage and Organize Accounts Payable
• How to Manage Inventory & Cycle Counts
• How to Read and Understand Financial Statements
• How to Use QuickBooks®
• Payroll Law
• Sales & Use Tax Workshop
• The Controller’s Workshop

FRONT DESK & ADMINISTRATIVE TRAINING
• Event Planning -- A One-Day Workshop
• Safety & Security Begins at the Front Desk
• The Conference for Administrative Assistants
• The Exceptional Assistant

GRAMMAR & WRITING SKILLS
• Business Writing for Results
• Exceptional Business Writing and Goof-Proof Grammar (2-day)
• Mistake-Free Grammar & Proofreading

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

MARKETING
• Discover the Power of Crystal Reports®
• Social Media Marketing 101
• The Social Media Marketing Conference

MEDICAL PROFESSION TRAINING
• OSHA Compliance for Medical and Dental Practices

MANAGEMENT, SUPERVISION & LEADERSHIP
• Creative Leadership Workshop
• Criticism & Discipline Skills for Managers and Supervisors
• Essential Skills for the First-Time Manager or Supervisor
• Executive Leadership Strategies (2-Day)
• Facilities Management - A 2-Day Comprehensive Course
• Finance and Accounting for Non-Financial People
• How to Bargain & Negotiate with Vendors & Suppliers
• How to Deal With Unacceptable Employee Behavior
• How to Improve Employee Accountability
• How to Lead a Team
• How to Manage People
• How to Read and Understand Financial Statements
• Leadership, Team-Building and Coaching Skills
• Making the Transition from Staff to Supervisor
• Management & Leadership Skills for Managers and Supervisors (2-Day)
• The Indispensable Office Manager
• The Management Conference
• The Ultimate Supervisor

MICROSOFT EXCEL TRAINING
• Advanced Microsoft® Excel® (2-day)
• Excel® 2013: Beyond the Basics
• Mastering Microsoft® Excel® (2-day)
• Microsoft® Excel® 2007/2010 Basics
• Microsoft® Excel® 2007/2010: Beyond the Basics
• Microsoft® Excel® 2013 Basics
• Microsoft® Excel® 2013 Foundations
• Outlook®: Beyond Email and Calendar
• Outlook®: Tips, Tricks and Secrets Unlocked

MICROSOFT OFFICE TRAINING
• Advanced Microsoft® Excel® (2-day)
• *Cal/OSHA Compliance
• *Cal/OSHA Compliance (2-day)
• *OSHA 30-Hour Compliance Course (5-day)
• OSHA Compliance
• Payroll Law
• The Essentials of HR Law
• Workers’ Comp
• OSHA Compliance
• OSHA Compliance

OSHA AND WORKPLACE SAFETY
• *Cal/OSHA 30-Hour Compliance Course (5-day)
• Cal/OSHA Compliance
• *OSHA 30-Hour Compliance Course (5-day)
• OSHA Compliance
• OSHA Compliance
• OSHA Compliance

PROJECT MANAGEMENT
• Fundamentals of Project Management (2-Day)
• Project Management Workshop

TIME MANAGEMENT
• Event Planning -- A One-Day Workshop
• Managing Multiple Priorities, Projects and Deadlines
• Speed Reading with Evelyn Wood
• Taking Control of Your Workday

* Not included but available at a discount

Topics are continually added and updated. For your current local schedule visit us at 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.

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ON-DEMAND COURSES

AUDIO CONFERENCE
- 60 Secrets to Successful Employee Orientation
- Building Teamwork One Individual at a Time
- Conduct Effective Interviews and Hire the Right People
- Confronting Workplace Conflict
- Conquering Sales Objections
- Control Chaos and Clear Out the Clutter
- Creative Ways to Reward and Motivate Employees
- Criticism & Discipline Skills for Managers and Supervisors
- Dealing with Difficult Patients and Their Families
- Dealing with Difficult Students
- Do’s & Don’ts of Records Retention and Destruction
- EEO Regulatory Compliance and Reporting
- Effective Email & Memo Writing for Paralegals
- Effective Emergency Management & Disaster Planning
- Effective Negotiation Tactics for Supervisors
- Effective Techniques for Dealing with Difficult Customers
- Eliminate the Confusion of FMLA
- 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
- Great Layout & Design: Tips, Tricks and the Latest Trends
- How to Avoid the Most Common Mistakes New Managers Make
- How to Bargain Better with Vendors and Suppliers
- How to Clearly Communicate Employee Benefits
- How to Deal with Employee Complaints and Concerns
- How to Manage Emotions in the Workplace
- How to Manage, Train and Motivate the Change-Resistant Employee
- How to Overcome Disruptive Workstyle Differences
- How to Read, Interpret and Troubleshoot Contracts
- How to Retain Your Best and Brightest Employees
- How to Succeed as a One Person HR Department
- How to Supervise Bad Attitudes & Negative Behavior
- How to Supervise Off-Site Employees
- Human Resources Law Update
- I-9 & Immigration Law Compliance 2012
- Legally Terminate Employees: 10 Critical Things You Must Know
- Managing the Front Desk
- OSHA Blood Borne Pathogens
- OSHA Exposure Control 2013 Update
- OSHA Needle Sticks
- Performance Reviews with Less Stress and Better Results
- Professional Telephone Skills
- Safety and Security Begins at the Front Desk
- Selling Value Over Price
- Simple Scripts for Problems at Work
- Speak Up and Be Heard! A Confidence-Boosting Course for Women
- Survive the 10 Toughest Conversations Every Supervisor Dreads
- Teams that Work
- The 6 Keys to Effective Succession Planning
- The Secrets of Successful Time Management
- Transitioning from Staff to Supervisor
- UCC Article 9 Update
- 100 Ways to Motivate Others
- 20 Reproducible Assessment Instruments for the New Work Culture
- 365 Ways to Live Cheap
- 60 Minutes of PowerPoint® Secrets
- 675 Ways to Develop Yourself and Your People
- 90 Days 90 Ways
- Active Learning Techniques
- 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
- 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?
- 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
- Conflict Management: Conflict Process
- Conflict Management: Maintaining Self-Control
- Conflict Management: Special Situations
- Conflict Management: Unavoidable Truths
- Confronting Workplace Conflict
- Control Chaos and Clear Out the Clutter
- Creating Effective Sales Proposals
- 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
- Email Metrics 101
- 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 Employee’s 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
- How to Leave Phone Messages that Get Returned
- How to Make a Point
- How to Manage Emotions in the Workplace
- How to Overcome Disruptive Workstyle Differences
- How to Work a Room
- Identify and Prevent Bullying at Your School
- Identifying and Developing Leverage
- Improve Your Memory, Improve Your Productivity
- Interpersonal Communication
- Interpersonal Communication: Arts, Artifacts, and Art
- 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
- 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 Great 100-Hit Songs
- Marketing in the 21st Century and Beyond
- Marketing Plans
- Mastering Your Blackberry®
- Measuring for Success
- Microsoft® PowerPoint® 2010 - Adding Visuals and Media
- Microsoft® PowerPoint® 2010 - Customizing and Delivering a Presentation
- Microsoft® PowerPoint® 2010 - Getting Started With
- Microsoft® PowerPoint®
- 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: 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® 2007 - Manage Graphics
- PowerPoint® 2007 - Manage Graphics
- PowerPoint® 2007 - Presentation
- PowerPoint® 2007 - Using Special Graphic Effects
- Pragmatic Project Management
- Presentation Nonverbal
- Presentations Skills: Introduction
- Presenting Numbers Visually
- Pricing Perspectives
- PROACTION: Change, Innovation and Opportunity
- 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
- Ready for Retiremet
- 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
- Solving the Compensation Puzzle
- Speak Up and Be Heard! A Confidence-Boosting Course for Women
- 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
- 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 Management
- Telephone Techniques Part 1
- Telephone Techniques Part 2
- Telephone Techniques Part 3
- Telework: How to Telecommute Successfully
- The 7 Deadly Sins of Project Management
- The Accidental Salesperson
- The Age of Productivity
- The AMA Handbook of Project Management
- The Better Money Method
- The Branding
- 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
- Writing Effective Emails
- Writing Performance Reviews
- Writing Speech Information
- Zip! Tips

COMPUTER: MICROSOFT®, DESIGN, WEB

- 60 Minutes of Access® Secrets
- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Excel® Secrets
- 60 Minutes of Outlook® Secrets
- 60 Minutes of Photoshop® Secrets
- 60 Minutes of PowerPoint® Secrets
- Access® 2007 Intro
- Access® 2007 Basic
- Access® 2007 Intermediate
- Access® 2007 Advanced
- Access® 2007 Application Development
- Access® 2007 Build a Database
- Access® 2007 Creating Forms
- Access® 2007 Creating Queries
- Access® 2007 Finding the Information You Want
- Access® 2007 Queries Part Two
- Access® 2007 VBA Programming
- Access® 2010 Intro
- Access® 2010 Basic
- Access® 2010 Intermediate
- Access® 2010 Advanced
- Access® 2010 Customizing Data
- Access® 2013
- Access® 2013 Basic
- Acrobat® Connect Professional
- Acrobat® Pro 6 Intro
- Acrobat® Pro 6 Intermediate
- Acrobat® Pro 7 Intro
- Acrobat® Pro 7 Advanced
- Acrobat® Pro 8 Intro PC
- Acrobat® Pro 9 Accessibility Features Mac®
- Acrobat® Pro 9 Intro Mac®
- Acrobat® Reader
- Acrobat® X Pro Basic
- Acrobat® X Pro Advanced
- Acrobat® XI Pro
- Adobe® CS5.1 What's New
- Adobe® Media Encoder Creative Cloud
- Adobe® Presenter 6
- Advanced Excel® Tips for the Power User
- Advanced Tips and Techniques for Microsoft® Word Users
- After Effects® CS4
- After Effects® CS5
- After Effects® CS6 What's New
- Aperture® 2
- Aperture® 3 Importing and Editing
- Aperture® 3 Organizing and Sharing
- ATLAS.ti 5
- Audacity 1.2.4 Mac®
- AutoCAD® 2012
- AutoCAD® 2013
- Bad Email Habits: What Message Are You Sending?
- Blackboard® 9.1 Service Pack 11
- Blackboard Learn® 9.1 SP12 What's New
- Camtasia® 7.1
- Camtasia® 8 What's New
- Captivate® 5.5
- Captivate® 6 What's New
- Cloud Computing Security
- Comic Life 2
- Computing Literacy Basics
- Contribute® CS3
- Contribute® CS4
- Delicious
- Diigo® 4
- Dragon NaturallySpeaking™ 9
- Dragon NaturallySpeaking™ 10 Computer Control
- Dragon NaturallySpeaking™ 10 Dictation
- Dragon NaturallySpeaking™ 11 Dictation
- Dreamweaver® Creative Cloud What's New
- Dreamweaver® CS3 Intro Mac®
- Dreamweaver® CS3 Advanced Mac®
- Dreamweaver® CS3 Intro PC
- Dreamweaver® CS4 Intro Mac®
- Dreamweaver® CS4 Advanced Mac®
- Dreamweaver® CS5 Basic
- Dreamweaver® CS5 Advanced
- Dreamweaver® CSS Intro Mac®
- Dreamweaver® CSS Advanced Mac®
- Dreamweaver® CSS Advanced
- Dreamweaver® CSS Building A Simple Website
- Dreamweaver® CSS Intro Mac®
- DriverHive
- Drupal Gardens 7.2 Basic
- DVD Studio Pro® 2
- Effective Network Security
- Encore® DVD
- Encore® DVD 2
- EndNote® 9
- EndNote® YS
- Entourage® 2008
- Entourage® X
- Epson® BrightLink® Projectors and TeamBoard Draw Mac®
- Epson® Projector Remotes
eReaders-Getting to Know Your Device (iPad®)
- European Computer Driving Licence
- Excel® 2007 - Intro
- Excel® 2007 - Basic
- Excel® 2007 - Intermediate
- Excel® 2007 - Advanced
- Excel® 2007 - Analyzing Data
- Excel® 2007 - Build Formulas
- Excel® 2007 - Charting Workshop
- Excel® 2007 - Dynamic Formulas
- Excel® 2007 - Enter and Edit Data
- Excel® 2007 - Formatting and Layout Options
- Excel® 2007 - Getting Started
- Excel® 2007 - Print Perfectly
- Excel® 2007 - Quick Calculations
- Excel® 2007 - Speed Up Data Entry
- Excel® 2007 - Power User
- Excel® 2007 - VBA Programming
- Excel® 2007 - Pivot Tables
- Excel® 2008 - Intro
- Excel® 2008 - Intermediate
- Excel® 2008 - Advanced
- Excel® 2010 - Analyzing Data
- Excel® 2010 - Automating and Protecting a Workbook
- Excel® 2010 - References and Ranges in Formulas
- Excel® 2010 - Working with Charts
- Excel® 2010 - Working with PivotTables
- Excel® 2010 - Working With Workbooks
- Excel® 2010 - Intro
- Excel® 2010 - Basic
- Excel® 2010 - Intermediate
- Excel® 2010 - Advanced
- Excel® 2010 - Charting
- Excel® 2010 - Statistical Analysis
- Excel® 2010 - VBA Programming
- Excel® 2010 - Advanced Training
- Excel® 2010 - Charting Training
- Excel® 2010 - Pivot Tables
- Excel® 2011 - Intro Training
- Excel® 2011 - Intermediate Training
- Excel® 2011 - Advanced
- Excel® 2013

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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)
- ezAdaTM MX, QuickStart and Orientation
- ezAdaQTI™
- ezAdaQTI™ 2
- FirstClass® Email Client Mac®
- FirstClass® 9 E-mail Client Mac®
- FirstClass® Email Client PC
- Flash® ActionScript® 2.0 - Applied
- Flash® ActionScript® 2.0 - Fundamentals
- Flash® ActionScript® 3.0 - Fundamentals
- Flash® Creative Cloud - What's New
- Flash® CS Professional - Intro Mac®
- Flash® CS Professional - Intro PC
- Flash® CS Professional - Advanced
- Flash® CS Professional - Intro Mac®
- Flash® CS Advanced PC
- Flash® CSS Intro Mac®
- Flash® CSS Basic
- Flash® CSS 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
- Gillify
- Gmail™
- Google™ Documents Sharing and Collaborating
- Google™ Forns Training
- Google™ Presentations Collaborating and Sharing
- Google Chrome™ 5
- Google Chrome™ 23
- Google Custom Search™ Workshop
- Google Docs™ Sm - A Focus on Documents
- Google Docs™ Sm - A Focus on Presentations
- Google Docs™ Sm - A Focus on Spreadsheets-Advanced
- Google Docs™ Sm - A Focus on Spreadsheets-Intro
- Google Docs™ Sm - Spreadsheet Basics
- Google Docs™ Sm - Spreadsheet Editing & Formatting
- Google Docs™ Sm - 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
- Illustrator® CS6 Advanced Mac®
- Illustrator® CS6 Basic
- Illustrator® CS6 Intermediate
- Illustrator® CS6 Advanced
- Illustrator® CS6 Creating a Simple Newsletter
- Illustrator® CS6 What's New for Mac®
- Illustrator® 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
- iPhone® 08
- iPhone® 09
- iPhone® 11
- iTunes® 7
- iTunes® 10
- iWeb™
- iWeb™ 08
- iWeb™ 09
- JAVA® 9
- JAVA® 12
- jQuery & JavaScript Basics
- jQuery Mobile

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ON-DEMAND COURSES (continued)

- Keynote® 08
- Keynote® 09 What's New
- KompoZer
- Kurzei® 3000® Version 4
- Kurzei® 3000® Version 10
- Kurzei® 3000® Version 11
- Kurzei® 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 (Practice Exam)
- 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
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- Microsoft® Office 2010 - Access
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- Microsoft® Office 2010 - Excel
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- Microsoft® Office 2010 - Excel Expert
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- Microsoft® Office 2010 - Performing Mail Merge
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- Microsoft® Office 2010 - Word
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- 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 (NCE)
- NeoOffice® 3 Calc - Intro
- NeoOffice® 3 Impress - 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
- OpenOffice.org® 2 Calc
- 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
- 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
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- Outlook® 2010 - Managing Appointments
- Outlook® 2010 - Managing Tasks
- Outlook® 2010 - Sending and Receiving Email Messages
- Outlook® 2011
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- Outlook® Web Access 2007
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- 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 Advanced PC
- Photoshop® CS5 Basic
- Photoshop® CS5 Advanced
- Photoshop® CSS Advanced Mac®
- Photoshop® CSS Production

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ON-DEMAND COURSES (continued)

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• Photoshop® CS6
• 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® 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 (CPA)
• 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
• Weekly
• 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
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• 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 (CPD)
• 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
- 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 Consumer Complaints in Hospitality
- Hospitality ADA Compliance
- How to Deliver Effective Online Customer Support
- How to Resolve Customer Complaints on the Spot
- 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
- Quality Customer Service: Customer Interactions
- Quality Customer Service: Four Basic Elements
- Quality Customer Service: Phone Calls
- The 4 Ps in Creating Loyal Customers
- What NOT to Say to Your Customers

FINANCE AND ACCOUNTING

- 365 Ways to Live Cheap
- A 9 Part Framework for ALM
- A 9 Part Framework of ALM
- Accounting and Valuation
- 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
- Analysis of Income Taxes
- 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
- 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
- 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
- Borrowing Causes and Sources of Repayment
- Brady Bonds
- Branch Security - Fraud Aspects
- Branch Security Management
- Budget Management
- Budgetary Control
- 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 Capsules
- Case Studies - Asia and Australia
- Case Studies - Barings Bank
- Case Studies - CDOS, CLOs, CBOs
- Case Studies - Different Products
- Case Studies - Metalgesellschaft
- Case Studies - Non-Performing Loans
- Case Studies - North America and Europe
- Case Studies - Foreign Exchange Exposure
- Case Study - Metalgesellschaft
- 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 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)**

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ON-DEMAND COURSES (continued)

- How Letters of Credit Work
- How to Read, Interpret and Troubleshoot Contracts
- How to Understand and Administer a Budget
- 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
- Internal Control System
- Internal Ratings in Banks
- Internal Rating Systems
- Internal Ratings Based Approach
- International Initiatives
- International Payment Terms
- International Standards Convergence (CPE)
- Introduction to Accounting (CPE)
- Introduction to Banking
- Introduction to Bookkeeping and Accounting
- Introduction to Financial Planning
- Introduction to Financial Statement Analysis (CPE)
- Introduction to Marketing
- Introduction to Operational Risk
- Inventory Accounting (CPE)
- 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
- KVW 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 (CPE)
- 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
- Liquidity Risk - 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 (CPE)
- Management of Cash (CPE)
- Management of Equity Fund Portfolio (CPE)
- Management of Inventory (CPE)
- Management of Receivables (CPE)
- 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 (CPE)
- 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 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 (CPE)
- 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 (CPE)
- Portfolio Management
- Portfolio Risk
- Practical Tools and Techniques
- Practice of Bookkeeping in Banks
- Preparation of Budgets (CPE)
- Pre-settlement & Settlement Risk
- Pricing Credit Derivative Instruments
- Pricing of Futures
- Prime Brokerage
- Principles and Practice of Lending
- Principles of Insurance
- Privacy Acts Regulation 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 (CPE)

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)

• 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 (CPAs)
• RAROC
• Ratings Approach to Asset Securitization
• Ratios: Calculating Ratios
• Ratios: Solving Proportion Equations
• Reconciliation of Books (CPAs)
• 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 (CPAs)
• 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 (CPAs)
• Structuring Trade Loans
• Sumitomo
• Supervisors and External Auditors
• Supervisory Requirements
• Supervisory Review Process for Securitization
• Supervisory Self-Assessment
• Swap Valuation (CPE)
• Swaps (CPAs)
• Swaps-Fundamentals
• Tax
• Taxation
• Teller Cash Handling
• Teller Functions
• Temporary Guarantee Program for Money Market Mutual Funds
• Terrorist Related Money Laundering
• The Accounting Process (CPAs)
• The Fundamentals of Cash Flow Forecasting (CPAs)
• 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: 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 (CPAs)
• Types of Check Fraud
• Types of Deposits - Advantages and Disadvantages
• UCC Article 9 Update (CPAs)
• 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 (CPAs)
• Understanding the Cash Flow Statement
• Understanding the Income Statement (CPAs)
• 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 (CPAs)
• 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

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)

GRAMMAR & WRITING SKILLS

- Business Writing and Editing for Professionals (CPE)
- 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: Paragraphs
- Business Writing: Sentences and Paragraphs
- Effective and Appropriate Email Use
- Great Grammar and Painless Proofreading (CPE)
- 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 (CPE)

HR TRAINING

- 25 Role Plays for Interview Training
- 60 Secrets to Successful Employee Orientation (CPE)
- 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 (CPE)
- 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 (CPE)
- 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 (CPE)
- EEO Regulatory Compliance and Reporting
- Electronic Record Keeping for HR Professionals (CPE)
- Eliminate the Confusion of FMLA (CPE)
- 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: HMS 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 (CPE)
- How to Deal with Employee Complaints and Concerns (CPE)
- How to Effectively Employ Online Training
- How to Hire the Right People
- How to Legally Terminate Employees on Leave (CPE)
- How to Retain Your Best and Brightest Employees (CPE)
- How to Study Effectively
- How to Succeed as a One Person HR Department (CPE)
- How to Write Comprehensive Policies and Procedures (CPE)
- Human Resources in Research and Practice
- Human Resources Law Update (CPE)
- I-9 & Immigration Law Compliance 2012
- Immersion
- Interviewing Checklist
- Introduction to California Anti-Harassment
- Leading HR
- Legally Hiring
- Legally Terminate Employees: 10 Critical Things You Must Know (CPE)
- 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 (CPE)
- OSHA Compliance and Management Handbook
- OSHA in the Real World
- People People
- Performance Intervention Maps
- Performance Reviews with Less Stress and Better Results (CPE)
- Personal Brands
- Place Branding
- Positioned

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)

- 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 (TD)
- Successful Marketing
- Successful Project Management in a Week
- Supervisory’s Passport to Success
- Take Charge of Your Talent
- Talent Leadership
- Telework: How to Telecommute Successfully
- 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 toAudacity
- 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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<td>Training Rewards</td>
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<tr>
<td>642-832 Troubleshooting and Maintaining Cisco® IP Networks</td>
<td>On-Demand Courses</td>
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<td>642-902 Implementing Cisco® IP Routing</td>
<td>Microsoft Store</td>
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<td>642-902 Implementing Cisco® IP Routing (Practice Exam)</td>
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<td>Certified Wireless Network Administrator (CWNA)</td>
<td>Microsoft Store</td>
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<tr>
<td>Certified Wireless Network Administrator (CWNA) (Practice Exam)</td>
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<td>CISSP: Certified Information Systems Security Professional</td>
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<td>CISSP: Certified Information Systems Security Professional (Practice Exam)</td>
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<td>Cloud Computing Security</td>
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<td>CompTIA Security+® SY0-301</td>
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<td>CompTIA Security+® SY0-301 (Practice Exam)</td>
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<td>CompTIA Server+® 2009</td>
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<td>CompTIA Server+® 2009 (Practice Exam)</td>
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<td>Crystal Reports® XI</td>
<td>Training Rewards</td>
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<td>Effective Network Security® (ENPS)</td>
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<td>European Computer Driving Licence</td>
<td>Training Rewards</td>
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<td>Information Technology Infrastructure Library (ITIL 2011)</td>
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<td>Training Rewards</td>
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<tr>
<td>ISACA Certified Information Systems Auditor - CISA</td>
<td>Microsoft Store</td>
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<tr>
<td>Microsoft® 70-236 TS: Configuring Exchange Server 2007</td>
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<tr>
<td>Microsoft® 70-236 TS: Configuring Exchange Server 2007 (Practice Exam)</td>
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<tr>
<td>Microsoft® 70-237 PRO: Designing Messaging Solutions with Exchange Server 2007</td>
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<tr>
<td>Microsoft® 70-238 PRO: Designing Messaging Solutions with Exchange Server 2007</td>
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<tr>
<td>Microsoft® 70-238 PRO: Designing Messaging Solutions with Exchange Server 2007 (Practice Exam)</td>
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<td>Microsoft® 70-243: Administering and Deploying System Center 2012 Configuration Manager</td>
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<td>Microsoft® 70-245: Monitoring and Operating a Private Cloud with System Center 2012</td>
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<tr>
<td>Microsoft® 70-245: Monitoring and Operating a Private Cloud with System Center 2012 (Practice Exam)</td>
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<td>Microsoft® 70-246: Monitoring and Operating a Private Cloud with System Center 2012</td>
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<td>Microsoft® 70-246: Monitoring and Operating a Private Cloud with System Center 2012 (Practice Exam)</td>
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<td>Microsoft® 70-331: Core Solutions of SharePoint Server 2012</td>
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<td>Microsoft® 70-332: Advanced Solutions of SharePoint Server 2013</td>
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<td>Microsoft® 70-341: Core Solutions of Exchange Server 2013</td>
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<td>Microsoft® 70-342: Advanced Solutions of Exchange Server 2013</td>
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<td>Microsoft® 70-410: Installing and Configuring Windows Server® 2012</td>
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<td>Microsoft® 70-410: Installing and Configuring Windows Server® 2012 (Practice Exam)</td>
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<td>Microsoft® 70-411: Administering Windows Server® 2012</td>
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<tr>
<td>Microsoft® 70-411: Administering Windows Server® 2012 (Practice Exam)</td>
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<td>Microsoft® 70-412: Configuring Advanced Windows Server® 2012 Services</td>
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<tr>
<td>Microsoft® 70-412: Configuring Advanced Windows Server® 2012 Services (Practice Exam)</td>
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<td>Microsoft® 70-413: Designing and Implementing a Server Infrastructure</td>
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<td>Microsoft® 70-414: Implementing and Advanced Server Infrastructure</td>
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<tr>
<td>Microsoft® 70-417: Upgrading Your Skills to MCSA Windows Server® 2012</td>
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<td>Microsoft® 70-423: SQL Server 2008, Implementation and Maintenance</td>
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<td>Microsoft® 70-423: SQL Server 2008, Implementation and Maintenance (Practice Exam)</td>
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<td>Microsoft® 70-433: SQL Server 2008, Database Development</td>
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<td>Microsoft® 70-433: SQL Server 2008, Database Development (Practice Exam)</td>
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<td>Microsoft® 70-448: SQL Server 2008, Business Intelligence Development and Maintenance (Practice Exam)</td>
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<td>Microsoft® 70-448: SQL Server 2008, Business Intelligence Development and Maintenance</td>
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<td>Microsoft® 70-448: SQL Server 2008, Business Intelligence Development and Maintenance (Practice Exam)</td>
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<td>Microsoft® 70-450 PRO: Designing, Optimizing, and Maintaining a Database Administration Solution Using SQL Server 2008 (Practice Exam)</td>
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<td>Microsoft® 70-451 PRO: Designing Database Solutions and Data Access Using Microsoft® SQL Server 2008</td>
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<td>Microsoft® 70-452 PRO: Designing a Business Intelligence Infrastructure Using Microsoft® SQL Server 2008 (Practice Exam)</td>
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<td>Microsoft® 70-461 Querying SQL Server 2012</td>
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<td>Microsoft® 70-461 Querying SQL Server 2012 (Practice Exam)</td>
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<td>Microsoft® 70-462 Administering SQL Server 2012 Databases</td>
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<td>Microsoft® 70-462 Administering SQL Server 2012 Databases (Practice Exam)</td>
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<td>Microsoft® 70-463 Implementing a Data Warehouse with SQL Server 2012</td>
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<td>Microsoft® 70-463 Implementing a Data Warehouse with SQL Server 2012 (Practice Exam)</td>
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<tr>
<td>Microsoft® 70-464 Developing Microsoft® SQL Server 2012 Databases</td>
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<tr>
<td>Microsoft® 70-465 Designing Database Solutions for Microsoft® SQL Server 2012</td>
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<td>Microsoft® 70-466 Implementing Data Models and Reports with Microsoft® SQL Server 2012</td>
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<tr>
<td>Microsoft® 70-466: Implementing Data Models and Reports with Microsoft® SQL Server 2012 (Practice Exam)</td>
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<td>Microsoft® 70-467: Designing Business Intelligence Solutions with Microsoft® SQL Server 2012</td>
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<td>Microsoft® 70-483: Programming in C#.Net</td>
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<td>Microsoft® 70-502: .NET Framework 3.5 - Windows® Presentation Foundation - C#</td>
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<td>Microsoft® 70-502: .NET Framework 3.5 - Windows® Presentation Foundation - C# (Practice Exam)</td>
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<td>Microsoft® 70-502: .NET Framework 3.5 - Windows® Presentation Foundation - VB</td>
<td>Microsoft Store</td>
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<tr>
<td>Microsoft® 70-502: .NET Framework 3.5 - Windows® Communication Foundation - C#</td>
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<td>Microsoft® 70-503: .NET Framework 3.5 - Windows® Communication Foundation - VB (Practice Exam)</td>
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<td>Microsoft® 70-503: .NET Framework 3.5 - Windows® Communication Foundation - VB</td>
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<tr>
<td>Microsoft® 70-503: .NET Framework 3.5 - Windows® Communication Foundation - VB (Practice Exam)</td>
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<td>Microsoft® 70-504: .NET Framework 3.5 - Workflow Foundation - C#</td>
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<td>Microsoft® 70-504: .NET Framework 3.5 - Workflow Foundation - C# (Practice Exam)</td>
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<td>Microsoft® 70-504: .NET Framework 3.5 - Workflow Foundation - VB (Practice Exam)</td>
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<td>Microsoft® 70-505: .NET Framework 3.5 - Windows® Forms Application Development - C#</td>
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<td>Microsoft® 70-505: .NET Framework 3.5 - Windows® Forms Application Development - VB</td>
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<td>Microsoft® 70-505: .NET Framework 3.5 - Windows® Forms Application Development - VB (Practice Exam)</td>
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<td>Microsoft® 70-511 TS: Windows® Applications Development with Microsoft® .NET Framework 4 - C#</td>
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<td>Microsoft® 70-511 TS: Windows® Applications Development with Microsoft® .NET Framework 4 - C# (Practice Exam)</td>
<td>Microsoft Store</td>
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<tr>
<td>Microsoft® 70-511 TS: Windows® Applications Development with Microsoft® .NET Framework 4 - VB</td>
<td>Training Rewards</td>
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</tbody>
</table>

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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# (Practice Exam)
- Microsoft® 70-565 .NET Framework 3.5 - ADO.NET Application Development - VB (Practice Exam)
- Microsoft® 70-565 .NET Framework 3.5 - ADO.NET Application Development - C# (Practice Exam)
- Microsoft® 70-566 .NET Framework 3.5 - Designing and Developing Windows® Applications - VB (Practice Exam)
- Microsoft® 70-566 .NET Framework 3.5 - Designing and Developing Windows® Applications - C# (Practice Exam)
- Microsoft® 70-567 TS: Server Virtualization Using Microsoft® .NET Framework 4 - VB (Practice Exam)
- Microsoft® 70-567 TS: Server Virtualization Using Microsoft® .NET Framework 4 - C# (Practice Exam)
- Microsoft® 70-569 TS: Server Virtualization Using Windows Server® 2008 R2 and Hyper-V (Practice Exam)
- Microsoft® 70-659 TS: Designing and Developing ASP.NET Applications - VB (Practice Exam)
- Microsoft® 70-659 TS: Designing and Developing ASP.NET Applications - C# (Practice Exam)
- Microsoft® 70-660 TS: Designing and Developing ASP.NET Applications - VB (Practice Exam)
- Microsoft® 70-660 TS: Designing and Developing ASP.NET Applications - C# (Practice Exam)
- Microsoft® 70-661 TS: Designing and Deploying Web Applications Using Microsoft® .NET Framework 4 - VB (Practice Exam)
- Microsoft® 70-661 TS: Designing and Deploying Web Applications Using Microsoft® .NET Framework 4 - C# (Practice Exam)
- Microsoft® 70-662 TS: Configuring Windows® Server 2008, Server Administrator (Practice Exam)
- Microsoft® 70-662 TS: Configuring Windows® Server 2008, Enterprise Administrator (Practice Exam)
- Microsoft® 70-663 TS: Designing and Deploying Web Applications Using Microsoft® .NET Framework 4 - VB (Practice Exam)
- Microsoft® 70-663 TS: Designing and Deploying Web Applications Using Microsoft® .NET Framework 4 - C# (Practice Exam)
- Microsoft® 70-665 TS: Service Virtualization Using Windows® Server® 2008 R2 and Hyper-V (Practice Exam)
- Microsoft® 70-666 TS: Configuring and Administering SharePoint® 2010 (Practice Exam)
- Microsoft® 70-667/668: Configuring and Administering SharePoint® 2010 (Practice Exam)
- Microsoft® 70-667/668: Configuring and Administering SharePoint® 2010 (Practice Exam)
- Microsoft® 70-668 TS: Configuring Windows® 7 (Practice Exam)
- Microsoft® 70-669 TS: Configuring Windows® 7 (Practice Exam)
- Microsoft® 70-680 TS: Configuring Windows® 7 (Practice Exam)
- Microsoft® 70-682 TS: Configuring Windows® 7 (Practice Exam)
- Microsoft® 70-685 PRO: Windows® 7, Enterprise Desktop Support Technician (Practice Exam)

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ON-DEMAND COURSES

- 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 Support Technician (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)
- Conquering Sales Objections
- 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
- Effective Email & Memo Writing for Paralegals
- 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
- Growth 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
- How to Develop Your Sales Plan
- How to Sell More
- Identifying and Developing Leverage
- Impact-Based Sales Presentations
- Improving Sales with the Sales Cycle
- Increasing Search Engine Optimization
- 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
- Motivate Your Sales Team
- 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
- 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
- Successful Selling in Today’s Economy
- 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
- Exceptional Service
- No Push Closing
- No, But, If
- Objection Series: Doubt
- Objection Series: Indifference
- Objection Series: Misunderstanding
- Objection Series: True Negative
- Obtaining Referrals
- Opening the Call
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- Preparing for Sales Activities
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- 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
- 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
- What Customers Want from Salespeople:
  - No Push Selling
  - When to Shut Up

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
- Assertiveness without Aggressiveness
- Avoiding Wrongful Termination
- Building an Effective Leadership Team
- Building More Effective Organizations
- Building Profit Through Building People
- Building Stakeholders Relations and CSR
- Building Teamwork: One Individual at a Time
- 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
- 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
- Conducting Competitor Research Online
- 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
- Criteria for Performance Excellence
- Criticism & Discipline Skills for Managers and Supervisors
- 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
- Effective Negotiation Tactics for Supervisors
- 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
- Getting Rid of Time-Off Ted, Attitude Alice and Slackers Sam
- 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
- How to Bargain Better with Vendors and Suppliers
- How to be a Followable Leader Part 1
- How to be a Followable Leader Part 2
- How to Deal with Employee Complaints and Concerns
- How to Hire the Right People
- How to Legally Terminate Employees on Leave
- How to Manage, Train and Motivate the Change-Resistant Employee
- How to Motivate Employees
- How to Overcome Disruptive Workstyle Differences
- How to Read, Interpret and Troubleshoot Contracts
- How to Return Your Best and Brightest Employees
- How to Supervise Bad Attitudes & Negative Behaviors
- How to Supervise Off-Site Employees
- 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

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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
- 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 Millennials 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 Protégés 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
- 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
- Personal Brands
- Place Branding
- Positioned
- Pragmatic Project Management
- Preparing for Your PCI Audit
- 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
- 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 Management
- 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
- T.H.E. Answer for Business Success
- Take Charge of Your Talent
- Talent Leadership
- Teams that Work
- 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
- 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

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)**

- 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 (CPE)
- Trouble at Work
- Ultimate Basic Business Skills
- Up Your Service!
- Uplifting Service
- Using e4j 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® Secrets (CPE)
- Advanced Excel® Tips for the Power User (CPE)
- Excel® 2007 - Analyzing Data
- Excel® 2007 - Build Formulas
- Excel® 2007 - Charting Workshop
- Excel® 2007 - Dynamic Formulas
- Excel® 2007 - Enter and Edit Data
- Excel® 2007 - Formatting and Layout Options
- Excel® 2007 - Getting Started
- Excel® 2007 - Intro
- Excel® 2007 - Basic
- Excel® 2007 - Intermediate
- Excel® 2007 - Advanced
- Excel® 2007 - Print Perfectly
- Excel® 2007 - Quick Calculations
- Excel® 2007 - Speed Up Data Entry
- Excel® 2007 - Power User
- Excel® 2007 - VBA Programming
- Excel® 2007 - Pivot Tables
- Excel® 2007 - 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® Office 2007 - Excel®
- Microsoft® Office 2007 - Excel® (Practice Exam)
- Microsoft® Office 2010 - Excel®
- Microsoft® Office 2010 - Excel® (Practice Exam)
- Microsoft® Office 2010 - Excel® Expert
- Microsoft® Office 2010 - Working With Macros in Excel® and Word
- Statistical Analysis with Excel®

**MICROSOFT OFFICE TRAINING**

- 60 Minutes of Access® Secrets (CPE)
- 60 Minutes of Excel® Secrets (CPE)
- Access® 2007 Application Development
- Access® 2007 Intro
- Access® 2007 Basic
- Access® 2007 Intermediate
- Access® 2007 Advanced
- Access® 2007 Building a Database
- Access® 2007 Creating Forms
- Access® 2007 Creating Queries
- Access® 2007 Finding the Information You Want
- Access® 2007 Queries Part Two
- Access® 2007 VBA Programming
- Access® 2010 Intro
- Access® 2010 Basic
- Access® 2010 Intermediate
- Access® 2010 Advanced
- Access® 2010 Customizing Data
- Access® 2013
- Access® 2013 Basic
- Excel® 2007 - Analyzing Data
- Excel® 2007 - Build Formulas
- Excel® 2007 - Charting Workshop
- Excel® 2007 - Dynamic Formulas
- Excel® 2007 - Enter and Edit Data
- Excel® 2007 - Formatting and Layout Options
- Excel® 2007 - Intro
- Excel® 2007 - Basic
- Excel® 2007 - Intermediate
- Excel® 2007 - Advanced
- Excel® 2007 - Print Perfectly
- Excel® 2007 - Quick Calculations
- Excel® 2007 - Speed Up Data Entry
- Excel® 2007 - Power User
- Excel® 2007 - VBA Programming
- Excel® 2008 - Pivot Tables
- Excel® 2008 - Intro
- Excel® 2008 - Intermediate
- Excel® 2008 - Advanced
- Excel® 2010 - Analyzing Access®
- Excel® 2010 - Formulas Made Easy (CPE)
- Excel® 2010 - PivotTables® Made Easy 2010
- Excel® 2010 - Charts and Graphs Made Easy
- Microsoft® Office 2007 - Access®
- Microsoft® Office 2010 - Access®
- Microsoft® Office 2010 - Access® (Practice Exam)
- Microsoft® Office 2010 - Access® Expert
- Microsoft® Office 2010 - Working with Macros in Excel® and Word
- Statistical Analysis with Excel®

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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 - PowerPoint®
- Microsoft® Office 2010 - PowerPoint® (Practice Exam)
- Microsoft® Office 2010 - Word
- Microsoft® Office 2010 - Word (Practice Exam)
- Outlook® 2007 - Basic
- Outlook® 2007 - Advanced
- 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® 2014 Web Access 2007
- Outlook® 2014 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® 2012 Adding Media
- PowerPoint® 2013 Advanced
- PowerPoint® 2013 Basic
- PowerPoint® 2013 Intro
- 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 Scratches
- 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
- 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
- Propylene Gas
- Radiation Safety
- Radioisotope Safety
- Respiratory Protection
- Safety for Managers and Supervisors
- Skip, 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

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
- The Secrets of Successful Time Management
- What is a Dashboard
- What Is an Action Mind Map
- WEBINARS
- 60 Minutes of Access® Secrets
- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Outlook® Secrets
- 60 Minutes of Photoshop® Secrets
- 60 Minutes of PowerPoint® Secrets
- Active Learning Techniques

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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 (CPE)
- Audit Report Writing for Internal Auditors (CPE)
- Avoid the Top Mistakes Sales Reps Make (CPE)
- 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 (CPE)
- Bookkeeping Basics (CPE)
- Budget Management (CPE)
- Business Writing and Editing for Professionals (CPE)
- Choosing the Right CRM Software (CPE)
- Chronic Disease Management (CPE)
- Cloud Computing Security (CPE)
- Conduct Effective Witness Interviews (CPE)
- Conduct Successful Online Meetings (CPE)
- Conducting Competitor Research Online (CPE)
- Creating Effective Sales Proposals (CPE)
- Dealing with Difficult Parents (CPE)
- Drive Sales with LinkedIn® (CPE)
- 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 Slackers Sam (CPE)
- Getting Started with Google Docs™ (CPE)
- Handling Complaints in the Medical Profession (CPE)
- Handling Customer Complaints in Hospitality (CPE)
- Hospitality ADA Compliance (CPE)
- How to Be a Super Sales Coach (CPE)
- How to Develop Your Sales Plan (CPE)
- How to Effectively Employ Online Training (CPE)
- How to Legally Terminate Employees on Leave (CPE)
- How to Make IT Documentation Less Painful (CPE)
- How to Reduce Missed Medical Appointments (CPE)
- 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 (CPE)
- Improve Your Memory, Improve Your Productivity (CPE)
- Increasing Search Engine Optimization (CPE)
- Infection Control for Healthcare Facilities (CPE)
- IRS 1099 2013 Update (CPE)
- IT Help Desk Management (CPE)
- Lower Your Call Center Costs (CPE)
- Making the Most of Crystal Reports® (CPE)
- Making the Transition from Staff to Supervisor for Nurses (CPE)
- Marketing Your Medical Practice (CPE)
- Mastering Your BlackBerry® (CPE)
- Medical OSHA Compliance (CPE)
- Medical Records and Patient Information Distribution (CPE)
- Microsoft® Access® Database Security (CPE)
- Microsoft® Access® Forms & Reports (CPE)
- Microsoft® Access® Queries Made Easy (CPE)
- Microsoft® Excel® Charts and Graphs Made Easy (CPE)
- Microsoft® Excel® Formulas Made Easy (CPE)
- Microsoft® Excel® Macros for Financial Professionals (CPE)
- Microsoft® Excel® Made Easy (CPE)
- Microsoft® Excel® PivotTables Made Easy 2010 (CPE)
- Microsoft® Excel® Pivot Tables and Macros (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 (CPE)
- OSHA Record - Keeping Compliance (CPE)
- Paralegal Roles from Pleading to Judgement (CPE)
- Paralegals v. Difficult Clients (CPE)
- Preparing for Your PCI Audit (CPE)
- QuickBooks®: A 60 Minute Crash Course (CPE)
- Recruit and Hire Stellar Customer Service Representatives (CPE)
- Recruiting 101 (CPE)
- Recruiting Through Social Media (CPE)
- Research Skills and Strategies for Paralegals (CPE)
- Stress Management for Women (CPE)
- Stress-Free Event Planning (CPE)
- Successful Email Marketing (CPE)
- Successful Employee Onboarding (CPE)
- Successful Recruiting for Today's Economy (CPE)
- The Fundamentals of Cash Flow Forecasting (CPE)
- The Impact of Social Media Within Your Organization (CPE)
- The Secrets of Successful Business Blogging (CPE)
- Training Rewards (CPE)
- Understanding Marketing Web Analytics (CPE)
- Web Writing Basics (CPE)
- What NOT to Say to Your Customers (CPE)
- Write Powerful Copy for the Web and More (CPE)