LIVE SEMINARS

ADMINISTRATIVE ASSISTANT & FRONT DESK
- Front Desk Safety & Security
- Management Skills for Secretaries, Support Staff & Administrative Assistants
- Succeeding as an Administrative Professional
- The Conference for Administrative Assistants

BUSINESS SKILLS
- How to Bargain & Negotiate with Vendors and Suppliers

BUSINESS WRITING & GRAMMAR
- Business Writing for Results
- Engaging and Polished Business Writing and Grammar (2-Day)
- Mistake-Free Grammar & Proofreading

COMMUNICATION
- How to Become a Great Communicator
- How to Communicate with Tact and Professionalism (2-Day)
- How to Deliver Presentations with Ease and Confidence
- How to Handle Emotionally Charged Situations in the Workplace

COMPUTER SOFTWARE
- Advanced Microsoft® Excel® - Diving Deeper
- Advanced Microsoft® Excel® - Macros, PivotTables, Charts and More
- Microsoft® Access® - Database Design, Queries and Reports
- Microsoft® Excel® Basics
- Microsoft® Excel®: Beyond the Basics

CUSTOMER SERVICE
- How to Deliver Exceptional Customer Service

FINANCE & ACCOUNTING
- Collections Law
- How to Manage & Organize Accounts Payable
- How to Use QuickBooks*
- Sales & Use Tax Workshop
- Understanding Financial Statements

HUMAN RESOURCES
- Comprehensive Guide to Human Resource Management (2-Day)
- Employment Law
- FMLA Compliance
- Human Resources for Anyone with Newly Assigned HR Responsibilities
- Payroll Law
- The Essentials of HR Law
- Training the Trainer
- Workers’ Comp

MANAGEMENT & LEADERSHIP
- A Crash Course for the First-Time Manager or Supervisor
- Be the Manager Your Employees Want to Follow
- Criticism & Discipline Skills for Managers and Supervisors
- Employment Laws All Managers Need to Know
- Facilities Management - A 2-Day Comprehensive Course
- How Managers Become Great Leaders
- How to Supervise Bad Attitudes and Negative Behaviors
- How to Supervise People
- Leadership & Management Skills for Women
- Leadership, Team-Building and Coaching Skills for Managers and Supervisors
- Management & Leadership Skills for New Managers and Supervisors (2-Day)
- Managing with Assertive Confidence
- Overcoming Negativity
- The Exceptional Team Leader
- The Indispensable Office Manager
- The Leadership Conference
- The Management Conference
- The Manager’s Guide to Employee Development
- Transitioning to Supervisor

MARKETING
- Digital Marketing
- Grow Your Business with Social Media
- The Social Media Marketing Conference

OSHA & WORKPLACE SAFETY
- Cal/OSHA Compliance
- HIPAA Compliance for Healthcare Professionals
- OSHA Compliance
- OSHA Compliance for Healthcare Professionals

PERSONAL DEVELOPMENT
- Dealing with Difficult People
- Developing Emotional Intelligence
- Managing Emotions Under Pressure
- Strategies to Build Rapport and Work Well with Others
- The Women’s Conference

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

TIME MANAGEMENT
- Managing Multiple Priorities, Projects and Deadlines
- Time Management for the Overwhelmed

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
ADMINISTRATIVE ASSISTANT & FRONT DESK
- 50 Training Activities for Administrative, Secretarial, and Support Staff
- Assertiveness Skills for the Receptionist
- Effective Telephone Communication Skills for Receptionists
- Filing and Record-Keeping
- Introducing Office Management
- Managing the Front Desk
- Organizational Structure of an Office
- Organizing and Alphabetizing Files
- Organizing Computer Files
- Overview for the New Administrative Assistant
- Professional Telephone Skills
- Safety and Security Begins at the Front Desk
- Telephone Techniques: Greeting
- Telephone Techniques: Handling Angry Callers
- Telephone Techniques: Hold Please
- Telephone Techniques: Phone Etiquette
- Telephone Techniques: Taking Calls
- Telephone Techniques: Taking Messages

BUSINESS SKILLS
- A Unified Communications Strategy for Content
- All About Details (Part 1 of 2): Paying Attention to Detail
- All About Details (Part 2 of 2): How to NOT Miss the Details!
- Analyzing Social Networks in Your Organization
- Are Tattoos Workplace Appropriate
- Becoming an Asset: Understanding Your Industry
- Building a Framework for Execution
- Business Analysis
- Business Attire Basics for Men: Black Tie Attire
- Business Attire Basics for Men: Black Tie Optional Attire
- Business Attire Basics for Men: Business Casual Attire
- Business Attire Basics for Men: Business Formal Attire
- Business Attire Basics for Men: Casual Attire
- Business Attire Basics for Men: Semi-Formal/Cocktail Attire
- Business Attire Basics for Women: Black Tie Attire
- Business Attire Basics for Women: Black Tie Optional Attire
- Business Attire Basics for Women: Business Casual Attire
- Business Attire Basics for Women: Business Formal Attire
- Business Attire Basics for Women: Casual Attire
- Business Attire Basics for Women: Semi-Formal/Cocktail Attire
- Business Meals: Attending a Business Meal
- Business Meals: Hosting a Business Meal
- Business Planning for Beginners
- Business Process Reengineering (BPR): Introduction (Part 1 of 6)
- Business Process Reengineering (BPR): The 3 Cs (Part 2 of 6)
- Business Process Reengineering (BPR): Characteristics (Part 3 of 6)
- Business Process Reengineering (BPR): Requirements (Part 4 of 6)
- Business Process Reengineering (BPR): Key Steps (Part 5 of 6)
- Business Process Reengineering (BPR): Pitfalls (Part 6 of 6)
- Business Recovery after a Natural Disaster
- Business Travel: Before Leaving
- Business Travel: Business Travel
- Business Travel: Hotel, Motel, Holiday Inn
- Business Travel: International Business Travel
- Business Travel: I've Got a Plane to Catch
- Business Travel: My Bags Are Packed
- Business Travel: Safe Travels
- Business Travel: Staying Healthy
- Business Travel: Technology Security
- Business Travel: There's an App for That
- Career Advancement: Documenting Your Performance (Part 1 of 7)
- Career Advancement: Preparing for Your Appraisal (Part 2 of 7)
- Career Advancement: So, You Want to Get a Raise (Part 3 of 7)
- Career Advancement: Adding Value as an Employee (Part 4 of 7)
- Career Advancement: Asking for a Raise (Part 5 of 7)
- Career Advancement: Setting Yourself Up for a Promotion (Part 6 of 7)
- Career Advancement: Getting a Promotion (Part 7 of 7)
- Character Matters! Character and Courage
- Character Matters! Connecting Character in the Workplace
- Character Matters! Standing on Principle
- Character Matters! The Character Makeover
- Character Matters! Your Moral Compass
- Cognitive Flexibility: Flexible Thinking at Work (Part 1 of 4)
- Cognitive Flexibility: Benefits of Cognitive Flexibility (Part 2 of 4)
- Cognitive Flexibility: Increase Your Cognitive Flexibility (Part 3 of 4)
- Cognitive Flexibility: Physical Influence on Cognitive Flexibility (Part 4 of 4)
- Communicating Your Ethics to Your Customers (Part 10 of 13)
- Communicating Your Ethics To Your Team (Part 9 of 13)
- Concept Evaluation: Finding Support
- Concept Evaluation: Making Decisions
- Coordinating With Others: Coordinating Gone Wrong! (Part 1 of 4)
- Coordinating With Others: Preparing to Coordinate a Project (Part 2 of 4)
- Coordinating With Others: Traits of an Effective Coordinator (Part 3 of 4)
- Coordinating With Others: How Coordinators Exert Control (Part 4 of 4)
- Coping with Change: Change Behavior
- Coping with Change: Change Model
- Coping with Change: Change Phases
- Corporate Social Responsibility
- Creating a Statement of Values (Part 11 of 13)
- Creativity: 01. Getting Creative
- Creativity: 02. Logic vs Creativity
- Creativity: 03. Techniques
- Creativity: 04. Defining Problems
- Criminal versus Civil Law for Business
- Crisis Control: Apology Accepted
- Crisis Control: Keeping Your Promises
- Crisis Control: The Cover-up
- Crisis Control: Your Ethical Appearance
- Critical Thinking 101: Characteristics of Critical Thinkers
- Critical Thinking 101: Developing Yourself as a Critical Thinker
- Critical Thinking 101: Leveraging
- Critical Thinking at Work
- Critical Thinking 101: Recognizing
- Critical Thinking Errors
- Critical Thinking 101: Why We Need Critical Thinking
- Critical Thinking: Asking Effective Questions
- Cutting Edge Communication: Accepting Change
- Cutting Edge Communication: Arrogance and Humility
- Cutting Edge Communication: Brainstorming and Solving
- Cutting Edge Communication: Creating Workforce Agility
- Cutting Edge Communication: Overcoming Fears
- Cutting Edge Communication: Trying Myers-Briggs
- Cutting Edge Success at Work: Appreciate Feedback
- Cutting Edge Success at Work: Be Confident and Assertive
- Cutting Edge Success at Work: Build Employability Skills
- Cutting Edge Success at Work: Communicate Effectively
- Cutting Edge Success at Work: Demonstrate Strengths
- Cutting Edge Success at Work: Impress at Job Interviews
- Do You Need a Meeting? Infographic
- During Meetings
- Effective Online Meetings 1: Manage
- Effective Online Meetings 2: Plan
- Effective Online Meetings 3: Technology
- Effective Online Meetings 4: Structure
- Effective Online Meetings 5: Design
- Effective Online Meetings 6: Preparation
- Effective Online Meetings 7: Presentation
- Effective Online Meetings 8: Follow-Up
- Eliminating the Execution Gap
- Ethical Decision-Making Skills: Ethical Issues and Problems (Section 1)

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• Ethical Decision-Making Skills: Connecting Character (Section 2)
• Ethical Decision-Making Skills: What You Need to Know (Section 3)
• Ethical Decision-Making Skills: Actions for Success (Section 4)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 1)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 2)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 3)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 4)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 5)
• Ethical Issues in Advertising and Marketing
• Ethical Situations to Consider (Spanish)
• Ethics and Business Conduct for Government Contractors
• Ethics and Business Conduct for Government Contractors (Refresher Version)
• Ethics and Code of Conduct
• Ethics and Social Responsibility in Management
• Ethics Begins With Respect (Part 4 of 13)
• Ethics For Managers
• Ethics in the Workplace
• Ethics Requires Self-Discipline (Part 6 of 13)
• Ethics: An Employee’s Perspective
• Ethics: Everything You Ever Wanted To Know About Conflicts Of Interest But Were Too Lazy To Ask
• Ethics: How To Avoid Sexual Harassment In Under Four Minutes!
• Ethics: How To Deal With Anybody For Whom Episode 5 Was Hard To Understand
• Ethics: How To Handle Customer Information. Boring Title, Awesome Video
• Ethics: Privacy - Or The Total Lack Of It, Depending On What You Do!
• Ethics: Probably The Best Reason Ever For Not Taking Bribes
• Ethics: The Remarkably Obvious Difference Between A Gift And A Bribe
• Ethics: To Borrow, Or Not To Borrow? That Is The Question, And This Video Is The Answer!
• Ethics: Why Even Bother With Ethics Training?
• Exploring Competition in Business
• Gathering Data: Costs and Benefits
• Gathering Data: Identifying and Addressing Risks
• Gathering Data: SWOT Analysis
• Gathering Data: Understanding Financial Metrics
• Gift and Hospitality in the Workplace - Part 1: Ethical Issues and Problems
• Gift and Hospitality in the Workplace - Part 2: Workplace Skills for Success
• Government’s Role in Managing the Economy
• Grammolegals, Legal Documents and a Glossary
• Honesty Made Simple: Avoiding “Spin” and Other Relative Nonsense
• Honesty Made Simple: Honesty and Personal Values at Work
• Honesty Made Simple: Making Honesty Intrinsic
• Honesty Made Simple: Something for Nothing - The Reality Behind Employee Theft
• Honesty Made Simple: What Makes You Ethical?
• How Ethics affect Attitude and Behavior
• How Much Does Your Meeting Cost?
• How to Avoid Lapsing Into Unethical Behavior (Part 7 of 13)
• How to Deal with People Who Want You to Compromise Your Ethics (Part 8 of 13)
• How To Work a Room: After The Event
• How To Work a Room: Attending an Event
• How To Work a Room: Preparing for an Event
• Identifying and Overcoming Business Challenges
• Identifying Business Opportunities
• Igniting Creativity: You Can Be Creative! (Part 1 of 11)
• Igniting Creativity: Creativity vs. Logic (Part 2 of 11)
• Igniting Creativity: The Creative Process, Part 1 (Part 3 of 11)
• Igniting Creativity: The Creative Process, Part 2 (Part 4 of 11)
• Igniting Creativity: Adopting a Creative Mindset (Part 5 of 11)
• Igniting Creativity: Conducting a Brainstorming Session (Part 6 of 11)
• Igniting Creativity: How to Be Innovative (Part 7 of 11)
• Ignitng Creativity: Innovating With SCAMPER (Part 8 of 11)
• Igniting Creativity: Idea Generation Techniques (Part 9 of 11)
• Igniting Creativity: Becoming a More Creative Thinker (Part 10 of 11)
• Igniting Creativity: Fostering Creativity at Work (Part 11 of 11)
• International Travel for Business
• Introduction to Math: Adding and Subtracting
• Introduction to Math: Choosing the Right Operation
• Introduction to Math: Estimation Basics
• Introduction to Math: Finding Averages
• Introduction to Math: Inequalities
• Introduction to Math: Multiplying and Dividing
• Introduction to Math: Positive and Negative Numbers
• Introduction to Math: Understanding Decimals
• Introduction to Math: Understanding Fractions
• Introduction to Math: Understanding Percentages
• Introduction to Math: Understanding the Metric System
• Job Offer Math: Benefits by the Numbers
• Job Offer Math: Cost of Living Comparisons
• Job Offer Math: Medical Insurance Basics
• Job Offer Math: Understanding a Job Offer
• Keys to Lively and Effective Meetings
• Know What You Stand For (Part 5 of 13)
• Knowledge Management: Getting and Sharing Best Practices
• Knowledge Management: Removing the Blocks to Success: Best Practices
• Knowledge Management: Understanding Best Practices
• Leadership and Change: Making Change a Core Competency (Part 1 of 9)
• Leadership and Change: Understanding What Drives Change (Part 2 of 9)
• Leadership and Change: The Resistance to Change (Part 3 of 9)
• Leadership and Change: Creating a Case for Change (Part 4 of 9)
• Leadership and Change: Thinking Strategically About Change (Part 5 of 9)
• Leadership and Change: Implementing a Change Initiative (Part 6 of 9)
• Leadership and Change: Establishing a Culture of Agility (Part 7 of 9)
• Leadership and Change: Overcoming a Fear of Change (Part 8 of 9)
• Leadership and Change: Agility Quick Tips (Part 9 of 9)
• Leading Team Meetings
• Learning What You Don’t Know
• Leveraging Video for Unified Communications
• Linking Ethical Behavior to Your Organization’s Structure
• Lose the Meeting Blues
• Lose the Meeting Blues (Spanish)
• Maintaining Your Statement of Values (Part 12 of 13)
• Making Travel Plans and Reservations
• Managing Meetings
• Mathematical Foundation
• Measuring the Health of the Economy
• Meeting Agendas and Minutes
• Meeting For Results
• Minimizing Gossip and Rumor
• Misgoverning Corporations: An Overview
• Moral Conscience and Ethical Balance at Work: Absolutes and Ethical Relativism in the Workplace
• Moral Conscience and Ethical Balance at Work: Ethical Balance
• Moral Conscience and Ethical Balance at Work: Feeling Ethical
• Moral Conscience and Ethical Balance at Work: What is a Conscience?
• Moral Conscience and Ethical Balance at Work: Your Guilt Trip
• New Employee Math: Budgeting Basics
• New Employee Math: How to Fill Out a W-4
• New Employee Math: Investment Basics
• New Employee Math: Retirement Savings Basics
• New Employee Math: Savings
• New Employee Math: Taxation Basics
• New Employee Math: Your First Paycheck
• Office Etiquette
• Operations Processes
• Opportunities in International Business
• Organizational Ethics
• People Matter! Beginning with Respect
• People Matter! Ethics and Human Value
• People Matter! Ethics and Respect Connection: Do you “Care”? People Matter! Roadblocks to Respect
• Planning for a Business Trip

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<table>
<thead>
<tr>
<th>ONLINE COURSES</th>
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- Privacy and Ethical Behavior
- Product Liability: Strict Liability and Negligence
- Product Liability: Vicarious Agency and Damages
- Professional Excellence Episode 1: What (Not) To Talk About at Work!
- Professional Excellence Episode 2: Shouting, Rampant Negativity, and Other Terrible Ideas!
- Professional Excellence Episode 3: Gossip: For People Who Don’t Want Friends!
- Professional Excellence Episode 4: Meetings Aren’t Actually for Texting - Sorry!
- Professional Excellence Episode 5: How to Use the Internet for Good and Not Evil
- Professional Excellence Episode 6: How to Use Email So That People Don’t Want to Hurt You
- Professional Excellence Episode 7: The Speakerphone Why Talk When Shouting Will Do?
- Professional Excellence Episode 8: Various Ways to Succeed (And Fail) at Introductions
- Professional Excellence Episode 9: How to Shake Someone’s Hand
- Professional Excellence Episode 10: Meeting Groups of People
- Professional Excellence Episode 11: Exchanging Business Cards, Following Up, and Networking Events
- Promoting an Ethical Culture (Part 13 of 13)
- Promoting an Ethical Culture in Your Organization
- Proper Introductions: In-Person Introductions
- Public Law: Government and the Economic Environment
- Public Law: Introducing the Principles
- Public Law: Understanding Statutory and Administrative Law
- Reading the Field: Conducting a SWOT Analysis
- Recognizing Trade Controls
- Reducing International Trade Barriers
- Remembering Names and Faces
- Reviewing Law and the Legal System
- S.C.A.M.P.E.R.
- Setting Agendas and Taking Minutes
- Specialized Math: Calculating Production Costs
- Specialized Math: Compound vs. Simple Interest
- Specialized Math: Determining Pricing
- Specialized Math: Interest Rates
- Specialized Math: Inventory Basics
- Specialized Math: Mark-ups and Mark-downs
- Specialized Math: Net vs. Gross
- Specialized Math: Payroll Basics
- Specialized Math: Understanding Annuitities
- Specialized Math: Understanding Loans
- Specialized Math: Understanding Profits and Profit Margins
- Specialized Math: Understanding Ratios, Proportions, and Percentages
- Specialized Math: Understanding ROI
- Stages of Corporate Responsibility
- Stakeholders and Your Ethical Duty to Them
- Stand-Up Meetings: Common Pitfalls
- Stand-Up Meetings: Effective Leadership
- Stand-Up Meetings: Meaningful Participation
- Statistics: Data Analysis Basics
- Statistics: Introduction to Statistics
- Statistics: Managing Data
- Statistics: Understanding Probability
- Stewardship of Company Assets - Part 1: Ethical Issues and Problems
- Stewardship of Company Assets - Part 2: Workplace Skills for Success
- Tactics of Innovation with Joel Barker
- Telling the Story: After Approval
- Telling the Story: Presentation
- Telling the Story: The Art of Persuasion
- Telling the Story: Writing a Proposal
- The Four States of Knowing
- The Global Business Environment: Maximizing Cultural Awareness
- The Global Business Environment: Working in Different Economies
- The Globalization of Business
- The Impact of Social Media Within Your Organization
- The Invisible Meeting
- The Meeting: Opportunity or Time Waster?
- The Smell Test: A First Look at Ethics in Business
- Travel and Automobile Expense Reports
- Understanding Employment Discrimination for Employees
- Understanding Negligence Torts in Business
- Understanding Organizational Behavior
- Understanding Successful Negotiation
- Use Resistance as Your Friend-Follower
- What is Economics?
- When Change Isn’t a Choice-Follower
- Why Be Ethical? Because It’s The Right Thing To Do (Part 1 of 13)
- Why Be Ethical? Because Your Customers Demand It (Part 2 of 13)
- Why Be Ethical? Because You’ll be Happier (Part 3 of 13)
- Workplace Law

### BUSINESS WRITING & GRAMMAR

- Bad Email Habits: What Message Are You Sending?
- Be a Grammar Genius!
- Be a Pronoun Expert!
- Business Writing and Editing for Professionals
- Clear Up the Grammar Confusion
- Common Comma Errors
- Commonly Misused Words - Skills and Drills
- Conquering Your Inbox Before It Conquers You
- Effective and Appropriate Email Use
- Effective Business Proposals
- Effective Writing Skills: Common Word Usage Errors (Part 6 of 18)
- Effective Writing Skills: Basic Grammar Rules (Part 7 of 18)
- Effective Writing Skills: Punctuation Marks -- Basic (Part 8 of 18)
- Effective Writing Skills: Punctuation Marks -- Advanced (Part 9 of 18)
- Effective Writing Skills: Constructing Effective Sentences (Part 10 of 18)
- Effective Writing Skills: Constructing Effective Paragraphs (Part 11 of 18)
- Effective Writing Skills: Getting Started on Your Writing Project (Part 12 of 18)
- Effective Writing Skills: Creating Your First Draft (Part 13 of 18)
- Effective Writing Skills: Reviewing Your Document (Part 14 of 18)
- Effective Writing Skills: Basic Spelling Rules (Part 15 of 18)
- Effective Writing Skills: Formatting Business Letters (Part 16 of 18)
- Effective Writing Skills: Composing Effective Reports (Part 17 of 18)
- Effective Writing Skills: Writing Persuasive Proposals (Part 18 of 18)
- Email Etiquette Infographic
- Grammar Guide: Abbreviations
- Grammar Guide: Active & Passive Verbs
- Grammar Guide: Adjectives
- Grammar Guide: Adverbs
- Grammar Guide: Apostrophes
- Grammar Guide: Colons & Semicolons
- Grammar Guide: Commas
- Grammar Guide: Common Errors
- Grammar Guide: End Punctuation
- Grammar Guide: Indefinite Pronouns
- Grammar Guide: Interrogative Pronouns
- Grammar Guide: Irregular Verbs
- Grammar Guide: Misused Words
- Grammar Guide: Parentheses
- Grammar Guide: Personal Pronouns
- Grammar Guide: Plural Nouns
- Grammar Guide: Quotation Marks
- Grammar Guide: Regular Verbs
- Grammar Guide: Sentences & Paragraphs
- Grammar Shootout - SkillBuilder Game
- Great Grammar and Painless Proofreading
- Measurements and Magnitudes with Numbers
- Numbers and Numerals
- Political Awareness in Government Agencies
- Proposals That Work for Government Agencies
- Sending an Email
- Sentence Construction - Skills and Drills
- Thank You Notes
- Using Active Voice - Skills and Drills
- Using Numbers for Time and Money
- Using Numbers in Sentences - Skills and Drills
- Using Words or Figures for Numbers
- Write Effective and Appropriate Emails
- Writing for the Web

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COMMUNICATION

• A Positive Approach to Speaking
• Active Listening
• Active Listening Skills to Improve Communication
• Aggressive Manipulators
• Assertive Communication: The Continuum
• Assertive Communication: The Nonverbal Side
• Assertive Communication: The Three-Part Model
• Assertive Communication: Tips for Naturally Aggressive People
• Assertive Communication: Tips for Naturally Passive People
• Assertive Communication: Tips for Self-Regulation
• Assertiveness: What Kind of Communicator Are You?
• Building Great Relationships at Work (Part 1 of 5)
• Building Great Relationships with Co-Workers (Part 2 of 5)
• Building Great Relationships with Bosses (Part 3 of 5)
• Building Great Relationships with Subordinates (Part 4 of 5)
• Building Great Relationships: Building Relationships with Jerks (Part 5 of 5)
• Building Influence in the Workplace
• Building Strategic Relationships (Part 1 of 4): Planning for Strategic Relationships
• Building Strategic Relationships (Part 2 of 4): What You Have to Offer
• Building Strategic Relationships (Part 3 of 4): Starting the Relationship
• Building Strategic Relationships (Part 4 of 4): Tips for Strengthening the Relationship
• Building Your Personal Brand
• Colorful Connections - Communication Basics (P)
• Colorful Connections - Recognizing the Personalities (P)
• Colorful Connections - Team Building Basics (P)
• Conflict: Manage Conflict Situations
• Conflict: Manage Your Emotions
• Conflict: Respond to Tension
• Conflict: Workplace Tension
• Confronting Workplace Conflict
• Cutting Edge Basic English: A Typical Day
• Cutting Edge Basic English: Asking for Help
• Cutting Edge Basic English: Be Careful
• Cutting Edge Basic English: Can I Help?
• Cutting Edge Basic English: Chatting
• Cutting Edge Basic English: Comparing
• Cutting Edge Basic English: Do You Like Them?
• Cutting Edge Basic English: Friends and Family
• Cutting Edge Basic English: Giving Information
• Cutting Edge Basic English: How Do You Feel?
• Cutting Edge Basic English: How Was Your Week?
• Cutting Edge Basic English: Instructions and Advice
• Cutting Edge Basic English: Let's Go
• Cutting Edge Basic English: Meeting People
• Cutting Edge Basic English: Thanks
• Cutting Edge Basic English: What Are You Going to Do?
• Cutting Edge Basic English: What Do You Do?
• Cutting Edge Basic English: What's Happening?
• Cutting Edge Basic English: Where Can We Meet?
• Cutting Edge Basic English: You Choose
• Cutting Edge Communication: Building Relationships
• Cutting Edge Communication: Presenting with Passion
• Cutting Edge Communication: Surviving Team Conflicts
• Dealing with Anger and Emotions: Quick Tips
• Dealing with Anger and Emotions: Quick Tips (French-Canadian)
• Dealing with Anger and Emotions: Quick Tips (Spanish)
• Dealing with Difficult Parents
• Dealing with Feelings
• Defining Moments
• DISC Styles: D
• DISC Styles: I
• DISC Styles: S
• DISC Styles: C
• DISC: Introduction
• DISC: Leading D
• DISC: Leading I
• DISC: Leading S
• DISC: Leading C
• DISC: Questionnaire
• DISC: Understanding DISC Styles
• Elevator Pitch
• English at Work Series: Agreeing and Disagreeing
• English at Work Series: Asking Questions
• English at Work Series: Clarifying and Explaining
• English at Work Series: Communicating Feedback
• English at Work Series: Comparing and Contrasting
• English at Work Series: Complaining and Criticizing
• English at Work Series: Considering Options
• English at Work Series: Describing Feelings
• English at Work Series: Describing People
• English at Work Series: Discussing Responsibilities
• English at Work Series: Encouraging Others
• English at Work Series: Expressing Ideas and Attitudes
• English at Work Series: Giving Reasons
• English at Work Series: Giving Warnings
• English at Work Series: Greeting and Introducing
• English at Work Series: Making Suggestions
• English at Work Series: Saying What’s Needed
• English at Work Series: Saying Where People Are
• English at Work Series: Talking about Rules
• Enhancing Interpersonal Communication Skills Final Exam
• EQ Toolbox: Becoming Socially Aware
• EQ Toolbox: Becoming Socially Aware (French)
• EQ Toolbox: Becoming Socially Aware (French-Canadian)
• EQ Toolbox: How to Be More Self-Aware
• EQ Toolbox: How to Be More Self-Aware (French)
• EQ Toolbox: How to Be More Self-Aware (French-Canadian)
• EQ Toolbox: How to Express Empathy (French-Canadian)
• EQ Toolbox: How to Express Empathy (Spanish)
• EQ Toolbox: Managing Your Relationships
• EQ Toolbox: Managing Your Relationships (French)
• EQ Toolbox: Managing Your Relationships (French-Canadian)
• EQ Toolbox: Managing Your Relationships (Spanish)
• Foundations of Assertive Communication
• Foundations of Assertive Communication (French)
• Foundations of Assertive Communication (French-Canadian)
• Foundations of Assertive Communication (Spanish)
• Handling Conflict: An Employees’ Guide
• Having Great Conversations: The Conversational Mindset (Part 1 of 4)
• Having Great Conversations: Mastering Small Talk (Part 2 of 4)
• Having Great Conversations: Achieving Productive Conversations (Part 3 of 4)
• Having Great Conversations: Practical Tips for Conversations (Part 4 of 4)
• Healthy Communication: 01. Types of Communication at Work
• Healthy Communication: 02. How to Communicate Well at Work
• Healthy Communication: 03. How Not to Communicate
• Healthy Communication: 04. Using Email at Work
• Healthy Communication: 05. Communicating with Your Remote Team
• High Impact Visual Aids
• How Perceptual Style affects Behavior
• How to Appreciate Complaints
• How to Be Assertive – Not Aggressive
• How to Be Assertive – Not Aggressive (French)
• How to Be Assertive – Not Aggressive (French-Canadian)
• How to Be Assertive - Not Aggressive (Spanish)
• How to Find Common Ground
• How to Manage Emotions in the Workplace
• How to Overcome Disruptive Workstyle Differences
• How to Start a Conversation With a Stranger
• How to Tell Someone No
• How to Tell Someone You Have Body Odor
• How to Tell Someone You Forgot Their Name
• How to Work With Someone You Dislike
• Interpersonal Communication
• Interpersonal Communication (Spanish)
• Introduction to Negotiation
• Introduction to Negotiation (French)
• Introduction to Negotiation (French-Canadian)
• Introduction to Negotiation (Spanish)
• Keep Your Cool: Attitude
• Keep Your Cool: Control
• Keep Your Cool: Signs
• Keep Your Cool: Truths
• Keep Your Cool: Vending

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• Access® 2013 Part 3: Form Validation
• Access® 2013 Part 3: Implement Security
• Access® 2013 Part 3: Link Tables to External Data Sources
• Access® 2013 Part 3: Manage a Database
• Access® 2013 Part 3: Modify a Database Switchboard
• Access® 2013 Part 3: Organize Information with Tab Pages
• Access® 2013 Part 3: Package a Database with a Digital Signature
• Access® 2013 Part 3: Restrict Records Using a Condition
• Access® 2013 Part 3: Set Passwords
• Access® 2013 Part 3: Set Startup Options
• Access® 2013 Part 3: Split a Database for Multiple User Access
• Access® 2013 Part 3: Validate Data Using a Macro
• Acrobat® X Pro: Advanced
• Acrobat® X Pro: Basic
• Add a Bookmark to an Audio or Video Clip in Microsoft® PowerPoint® 2016
• Add a Button to a Form in Microsoft® Access® 2016
• Add a Lookup Field to a Form in Microsoft® Access® 2016
• Add a New Contact in Microsoft® Outlook® 2016
• Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016
• Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016
• Add A Screen Recording to Your Presentation NEW! in Microsoft® PowerPoint® 2016
• Add a Screenshot to Your Presentation in Microsoft® PowerPoint® 2016
• Add a Table to a Document in Microsoft® Word 2013
• Add a Table to a Document in Microsoft® Word 2016
• Add a User Defined Field in Microsoft® Outlook® 2016
• Add a User-Defined Field in Microsoft® Outlook® 2016
• Add an Automatic Sort to a Query in Microsoft® Access® 2016
• Add Audio to a Presentation in Microsoft® PowerPoint® 2016
• Add Graphics to Messages in Microsoft® Outlook® 2016
• Add Headers and Footers in Microsoft® PowerPoint® 2016
• Add Information to Page Headers and Footers in Microsoft® Word 2016
• Add Information to the Tops or Bottoms of Pages in Microsoft® Word 2013
• Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2013
• Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2016
• Add Style to Images in Microsoft® PowerPoint® 2016
• Add Style to Images in Microsoft® Word 2013
• Add Style to Images in Microsoft® Word 2016
• Add Video to a Presentation in Microsoft® PowerPoint® 2016
• Add Voting and Tracking Options to an Email in Microsoft® Outlook® 2016
• Add Voting and Tracking Options to an Email in Microsoft® PowerPoint® 2016
• Add, Respond to, and Delete Reviewer Comments in Microsoft® PowerPoint® 2016
• Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2013
• Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2016
• Adjust Document Margins in Microsoft® Word 2013
• Adjust Document Margins in Microsoft® Word 2016
• Adjust Line and Paragraph Spacing in Microsoft® Word 2013
• Adjust Line and Paragraph Spacing in Microsoft® Word 2016
• Adjust Row Height and Column Width in Microsoft® Excel® 2013
• Adjust Row Height and Column Width in Microsoft® Excel® 2016
• Adjust Slide Size in Microsoft® PowerPoint® 2016
• Adjust Text Alignment and Tabs in Microsoft® Word 2013
• Adjust Text Alignment and Tabs in Microsoft® Word 2016
• Advanced Microsoft® Excel® Tips for the Power User
• Adjust Text Alignment and Techniques for Microsoft® Word Users
• Aggregate Query Data in Microsoft® Access® 2016
• Animate a Chart in Microsoft® PowerPoint® 2016
• Animate a Chart in Microsoft® PowerPoint® 2016
• Animate a Chart in Microsoft® PowerPoint® 2016
• Animate a SmartArt Graphic in Microsoft® PowerPoint® 2016
• Animate Text and Images in Microsoft® PowerPoint® 2016
• Apply a Consistent Look and Feel to a Document in Microsoft® Word 2013
• Apply a Consistent Look and Feel to a Document in Microsoft® Word 2016
• Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016
• Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016
• Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016
• Apply a Follow Up Flag to an Item in Microsoft® Outlook® 2016
• Apply a Watermark to a Page in Microsoft® Word 2013
• Apply a Watermark to a Page in Microsoft® Word 2016
• Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2013
• Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016
• Apply Borders and Shading to Text or a Page in Microsoft® Word 2013
• Apply Borders and Shading to Text or a Page in Microsoft® Word 2016
• Apply Borders and Shading to Text or a Page in Microsoft® Word 2016
• Apply Filters in Microsoft® Access® 2016
• Apply Password Security to a Document in Microsoft® Word 2013
• Apply Password Security to a Document in Microsoft® Word 2016
• Apply Password Security to a Document in Microsoft® Word 2016
• Apply Simple Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2013
• Apply Simple Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016
• Apply Styling to Text in Microsoft® Word 2013
• Apply Styling to Text in Microsoft® Word 2016
• Archive Old Data with AutoArchive in Microsoft® Outlook® 2016
• Arrange Images Around Text in Microsoft® Word 2013
• Arrange Images Around Text in Microsoft® Word 2016
• Arrange Text in Columns in Microsoft® Word 2013
• Arrange Text in Columns in Microsoft® Word 2016
• Assign a Primary Key in Microsoft® Access® 2016
• Assign a Task to Another Outlook User in Microsoft® Outlook® 2016
• Assign a Task to Another Outlook User in Microsoft® Outlook® 2016
• Attach a File to Your Message in Microsoft® Outlook® 2016
• Bookmark Cells and Groups of Cells for Easy Reference in Microsoft® Excel® 2013
• Bookmark Groups of Cells for Easy Reference in Microsoft® Excel® 2016
• Browse Text and Objects in Your Document in Microsoft® Word 2013
• Browse Text and Objects in Your Document in Microsoft® Word 2016
• Business Process Modeling with ConceptDraw® Business Process Diagrams Solution
• Calculate Percentages in a PivotTable in Microsoft® Excel® 2013
• Calculate Percentages in a PivotTable in Microsoft® Excel® 2016
• Calculate the Difference Between Two Times in Microsoft® Excel® 2013
• Calculate the Difference Between Two Times in Microsoft® Excel® 2016
• Categorize Items in Microsoft® Outlook® 2016
• Change a Field’s Name and Properties in Microsoft® Access® 2016
• Change Data Field Type in a Table in Microsoft® Access® 2016
• Change Field Properties in a Query in Microsoft® Access® 2016
• Change How Content Is Displayed in Microsoft® Word 2013
• Change How Content Is Displayed in Microsoft® Word 2016
• Change How Data Is Displayed in a PivotTable in Microsoft® Excel® 2013
• Change How Data Is Displayed in a PivotTable in Microsoft® Excel® 2016
• Change Tab Order in a Form in Microsoft® Access® 2016
• Change the Background in Microsoft® PowerPoint® 2016
• Change the Color of a Note in Microsoft® Outlook® 2016
• Change the Default Calendar Settings in Microsoft® Outlook® 2016
• Change the Default Task Options in Microsoft® Outlook® 2016
• Change the Default Task Options in Microsoft® Outlook® 2016
• Change the Default Task Options in Microsoft® Outlook® 2016
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• Change the Default Task Options in Microsoft® Outlook® 2016
• Change the Default Task Options in Microsoft® Outlook® 2016

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• Check to See if Excel® Data is in the Right Format in Microsoft® Excel® 2016
• Choose a File Format When Saving a Workbook in Microsoft® Excel® 2013
• Choose a File Format When Saving a Workbook in Microsoft® Excel® 2016
• Choose What Is Transferred When You Cut/Copy and Paste in Microsoft® Excel® 2013
• Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2013
• Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2016
• Cite Sources in a Document in Microsoft® Word 2013
• Cite Sources in a Document in Microsoft® Word 2016
• Clean Clutter Out of Your Inbox in Microsoft® Outlook®
• Clean Clutter Out of Your Inbox in Microsoft® Outlook® 2016
• Communicate with a Contact Group in Microsoft® Outlook® 2016
• Compare Two Tables and Search for Differences in Microsoft® Access® 2016
• Comparing and Combining Presentations in Microsoft® PowerPoint® 2016
• ConceptDraw® PRO v9 Video Lessons (Intermediate Level)
• ConceptDraw® PROJECT v6 Video Lessons for Mac® (Advanced Level)
• ConceptDraw® PROJECT v6 Video Lessons for Mac® (Beginner Level)
• ConceptDraw® PROJECT v6 Video Lessons (Advanced Level)
• ConceptDraw® PROJECT v6 Video Lessons (Beginner Level)
• ConceptDraw® PROJECT v6 Video Lessons (Intermediate Level)
• ConceptDraw® PROJECT v6 Video Lessons for Mac® (Intermediate Level)
• Configure a SmartArt Graphic in Microsoft® Excel® 2013
• Connect to a SharePoint List in Microsoft® Access® 2016
• Connect to External Data in Microsoft® Access® 2016
• Connect Text to Numbers in Microsoft® Excel® 2016
• Copy a Formula to Multiple Cells in Microsoft® Excel® 2013
• Copy a Formula to Multiple Cells in Microsoft® Excel® 2016
• Copy Styles to Other Workbooks in Microsoft® Excel® 2013
• Copy Styles to Other Workbooks in Microsoft® Excel® 2016
• Count the Number of Work Days Between Two Dates in Microsoft® Excel® 2013
• Count the Number of Work Days Between Two Dates in Microsoft® Excel® 2016
• Create a Calculated Field in a Form in Microsoft® Access® 2016
• Create a Calculated Field in a Report in Microsoft® Access® 2016
• Create a Calculated Field in a Table in Microsoft® Access® 2016
• Create a Calculated Field in a Table in Microsoft® Access® 2016
• Create a Calendar in a Query Field in Microsoft® Access® 2016
• Create a Calendar Group in Microsoft® Outlook® 2016
• Create a Chart from Your PivotTable in Microsoft® Excel® 2013
• Create a CrossTab Query in Microsoft® Access® 2016
• Create a Custom Electronic Business Card in Microsoft® Outlook® 2016
• Create a Custom Shape in Microsoft® PowerPoint® 2016
• Create a Custom Theme in a Document in Microsoft® Word 2016
• Create a Custom Theme in Microsoft® PowerPoint® 2016
• Create a Custom Theme in Microsoft® Word 2013
• Create a Data Macro in Microsoft® Access® 2016
• Create a Field for Pictures, Files, or Hyperlinks in Microsoft® Access® 2016
• Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016
• Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016 NEW!
• Create a Form with Fillable Fields in Microsoft® Word 2013
• Create a Form with Fillable Fields in Microsoft® Word 2016
• Create a Form with Form Wizard in Microsoft® Access® 2016
• Create a Grouped Report in Microsoft® Access® 2016
• Create a List of All Illustrations in a Document in Microsoft® Word 2016
• Create a List of Illustrations in a Document in Microsoft® Word 2013
• Create a Lookup Field in Microsoft® Access® 2016
• Create a Mailing Labels Report in Microsoft® Access® 2016
• Create a Navigation Form to Simplify Database Use in Microsoft® Access® 2016
• Create a New Calendar in Microsoft® Outlook® 2016
• Create a New Contacts Folder in Microsoft® Outlook® 2016
• Create a New Email Folder in Microsoft® Outlook® 2016
• Create a New Email Folder in Microsoft® Outlook® 2016
• Create a New Email Message in Microsoft® Outlook® 2016
• Create a New Expression Using the Expression Builder in Microsoft® Access® 2016
• Create a New Note in Microsoft® Outlook® 2016
• Create a New Query in Microsoft® Access® 2016
• Create a New Relationship in Microsoft® Access® 2016
• Create a New Task in Microsoft® Access® 2016
• Create a New Task in Microsoft® Outlook® 2016
• Create a Personalized Signature in Microsoft® Outlook® 2016
• Create a Photo Album in Microsoft® PowerPoint® 2016
• Create a PivotChart in Microsoft® Excel® 2016
• Create a PivotTable Calculated Field Excel 2016
• Create a PivotTable Calculated Field in Microsoft® Excel® 2013
• Create a PivotTable Calculated Item in Microsoft® Excel® 2013
• Create a PivotTable Calculated Item in Microsoft® Excel® 2016
• Create a PivotTable from Multiple Sheets in Microsoft® Excel® 2016
• Create a PivotTable in Microsoft® Excel® 2013
• Create a PivotTable in Microsoft® Excel® 2016
• Create a PowerPoint Presentation from a Word Document in Microsoft® PowerPoint® 2016
• Create a PowerPoint Presentation from a Word Document in Microsoft® PowerPoint® 2016
• Create a PowerPoint Presentation from a Word Document in Microsoft® Word 2013
• Create a Query from More than One Table in Microsoft® Access® 2016
• Create a Query that Prompts Users for Search Criteria in Microsoft® Access® 2016
• Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016
• Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016
• Create a Query that Searches for Records within a Date Range in Microsoft® Access® 2016
• Create a Query Using Yes/No Fields in Microsoft® Access® 2016
• Create a Self-Running Show in Microsoft® PowerPoint® 2016
• Create a Slicer in Microsoft® Excel® 2013
• Create a Slide Transition in Microsoft® PowerPoint® 2016
• Create a Table of Authorities in Microsoft® Word 2013
• Create a Table of Authorities in Microsoft® Word 2016
• Create a Table of Contents in Microsoft® Word 2013
• Create a Table of Contents in Microsoft® Word 2016
• Create a User Interface (UI) Macro in Microsoft® Access® 2016
• Create a Yes/No Field in a Table in Microsoft® Access® 2016
• Create a Yes/No Field in a Table in Microsoft® Access® 2016
• Create an Appointment in Microsoft® Outlook®
• Create an Appointment in Microsoft® Outlook® 2016
• Create an Index in Microsoft® Word 2013
• Create an Index in Microsoft® Word 2016
• Create an Input Mask for Easier Data Entry in Microsoft® Access® 2016
• Create an Interactive Activity in Microsoft® PowerPoint® 2016
• Create and Manage a Contact Group in Microsoft® Outlook® 2016

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• Create and Manage Rules in Microsoft® Outlook®
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• Create and Print Handouts in Microsoft® PowerPoint® 2016
• Create and Re-Name a Table in Microsoft® Excel® 2016
• Create and Run a Report in Microsoft® Access® 2016
• Create and Use List Boxes in Microsoft® Access® 2016
• Create Charts and Graphs in Microsoft® Access® 2016
• Create Custom Layouts in Microsoft® PowerPoint® 2016
• Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2013
• Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2016
• Create Forms Quickly with AutoForm in Microsoft® Access® 2016
• Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
• Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
• Create Rules to Control Data Entry in Microsoft® Access® 2016
• Create Templates in Microsoft® Word 2013
• Create Templates in Microsoft® Word 2016
• Create Your Own Fillable List of Items in Microsoft® Excel® 2013
• Create Your Own Fillable List of Items in Microsoft® Excel® 2016
• Create Your Own Style or Format in Microsoft® Excel® 2013
• Create Your Own Style or Format in Microsoft® Excel® 2016
• Create Your Own Styles and Style Sets in Microsoft® Word 2013
• Create Your Own Styles and Style Sets in Microsoft® Word 2016
• Crop and Resize Images in Microsoft® PowerPoint® 2016
• Crop, Resize or Rotate an Image in Microsoft® Excel® 2016
• Crop, Resize, or Rotate an Image in Microsoft® Word 2016
• Customize and Manage Views in Microsoft® Outlook® 2016
• Customize Form Headers in Microsoft® Access® 2016
• Customize Spellcheck and Grammar Check Options in Microsoft® Word 2013
• Customize Spellcheck and Grammar Check Options in Microsoft® Word 2016
• Customize the Quick Access Toolbar and Status Bar in Microsoft® Office 2016
• Customize the Quick Access Toolbar and Status Bar in Microsoft® Office 2016
• Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2013
• Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2016
• Customize the Quick Access Toolbar in Microsoft® Excel® 2013
• Customize the Quick Access Toolbar in Microsoft® Excel® 2016
• Customize the Ribbon in Microsoft® Excel® 2013
• Customize the Ribbon in Microsoft® Excel® 2016
• Customize the Ribbon in Microsoft® Outlook® 2016
• Customize the Ribbon in Microsoft® PowerPoint® 2016
• Customize the Ribbon in Microsoft® Word 2013
• Customize the Ribbon in Microsoft® Word 2016
• Customize Your Environment in Microsoft® Excel® 2013
• Customize Your Excel Environment in Microsoft® Excel® 2016
• Customize Your PowerPoint Environment in Microsoft® PowerPoint® 2016
• Customize Your Presentations in Microsoft® PowerPoint® 2016
• Customize Your Sparklines in Microsoft® Excel® 2016
• Customize Your Sparklines in Microsoft® Excel® 2016
• Customize Your Word Environment in Microsoft® Word 2013
• Customize Your Word Environment in Microsoft® Word 2016
• Customize Your Word Window in Microsoft® Word 2013
• Define Shortcut Keys in Microsoft® Word 2013
• Define Shortcut Keys in Microsoft® Word 2016
• Delete a PivotTable in Microsoft® Excel® 2013
• Delete a Slicer in Microsoft® Excel® 2013
• Delete a Sparkline or Sparkline Group in Microsoft® Excel® 2013
• Deliver a Presentation over the Internet in Microsoft® PowerPoint® 2016
• Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2013
• Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2016
• Divide Documents into Sections in Microsoft® Word 2013
• Divide Documents into Sections in Microsoft® Word 2016
• Divide Documents into Sections in Microsoft® Word 2016
• Document a Database in Microsoft® Access® 2016
• Download ConceptDraw® - Windows®
• Download ConceptDraw® Mac®
• Draw Math Equations New in Microsoft® PowerPoint® 2016
• Dreamweaver® CSS: Advanced
• Dreamweaver® CSS: Basic
• Dreamweaver® CSS6: Advanced
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dummies®: Exploiting Microsoft® Skype® for Business Through Outlook® or SharePoint® Online
dummies®: Making Your Presence Known in Microsoft® Skype® for Business
dummies®: Managing Frequent Microsoft® Skype® for Business Contacts
• Edit an Image’s Colors in Microsoft® PowerPoint® 2016
• Edit an Image’s Colors in Microsoft® Word 2013
• Edit an Image’s Colors in Microsoft® Word 2016
• Edit Grouping, Sorting, and Total Options in Reports in Microsoft® Access® 2016
• Evernote Training
• Excel® 2013 Part 1: Absolute Cell References
• Excel® 2013 Part 1: Add Borders and Color to Cells
• Excel® 2013 Part 1: Align Cell Contents
• Excel® 2013 Part 1: Apply Cell Styles
• Excel® 2013 Part 1: Apply Number Formats
• Excel® 2013 Part 1: Cell Names and Range Names
• Excel® 2013 Part 1: Column Width and Row Height Alteration Methods
• Excel® 2013 Part 1: Create a Basic Worksheet
• Excel® 2013 Part 1: Create Formulas in a Worksheet
• Excel® 2013 Part 1: Customize Advanced Options
• Excel® 2013 Part 1: Customize Formula Options
• Excel® 2013 Part 1: Customize General and Language Options
• Excel® 2013 Part 1: Customize Proofing and Save Options
• Excel® 2013 Part 1: Customize the Functionality of Excel® by Enabling Add-Ins
• Excel® 2013 Part 1: Customize the Quick Access Toolbar
• Excel® 2013 Part 1: Customize the Ribbon
• Excel® 2013 Part 1: Customize Trust Center Options
• Excel® 2013 Part 1: Cut and Paste Commands
• Excel® 2013 Part 1: Define the Basic Page Layout for a Workbook
• Excel® 2013 Part 1: Format Worksheet Tabs
• Excel® 2013 Part 1: Identify the Elements of the Application Window
• Excel® 2013 Part 1: Identify the Elements of the Workbook Window
• Excel® 2013 Part 1: Insert MIN and MAX Functions in a Worksheet
• Excel® 2013 Part 1: Insert SUM and AVERAGE Functions in a Worksheet
• Excel® 2013 Part 1: Manage the View of Workbooks and Workbooks
• Excel® 2013 Part 1: Manage Workbooks
• Excel® 2013 Part 1: Modify Fonts
• Excel® 2013 Part 1: Refine the Page Layout and Apply Print Options
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• Excel® 2013 Part 1: The Find and Replace Commands
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- Microsoft Excel® 2007 Speed Up Data Entry
- Microsoft Excel® 2007 VBA Programming
- Microsoft Excel® 2010 Advanced
- Microsoft Excel® 2010 Analyzing Data
- Microsoft Excel® 2010 Automating and Protecting a Workbook
- Microsoft Excel® 2010 Basic
- Microsoft Excel® 2010 Intermediate
- Microsoft Excel® 2010 References and Ranges in Formulas
- Microsoft Excel® 2010 VBA Programming
- Microsoft Excel® 2010 Working with Charts
- Microsoft Excel® 2010 Working with PivotTables
- Microsoft Excel® 2010 Working With Workbooks
- Microsoft Excel® 2013 Advanced
- Microsoft Excel® 2013 Analyzing Your Data Part 1
- Microsoft Excel® 2013 Analyzing Your Data Part 2
- Microsoft Excel® 2013 Applying Advanced Formatting
- Microsoft Excel® 2013 Basic
- Microsoft Excel® 2013 Collaborating with Others
- Microsoft Excel® 2013 Creating and Modifying Charts
- Microsoft Excel® 2013 Creating and Opening Workbooks
- Microsoft Excel® 2013 Formatting Data
- Microsoft Excel® 2013 Intermediate
- Microsoft Excel® 2013 Intermediate Student Manual
- Microsoft Excel® 2013 Managing the Excel® Environment
- Microsoft Excel® 2013 MOS Certification Comprehensive Vol 1-2
- Microsoft Excel® 2013 MOS Certification Comprehensive Vol 2 of 2
- Microsoft Excel® 2013 Moving Around and Entering Data
- Microsoft Excel® 2013 Printing Workbooks
- Microsoft Excel® 2013 Shortcuts, Tips, and Tricks
- Microsoft Excel® 2013 Using Basic Formulas Part 1
- Microsoft Excel® 2013 Using Basic Formulas Part 2
- Microsoft Excel® 2013 Working with Shapes and Graphics
- Microsoft Excel® 2013 Working with Tables
- Microsoft Excel® Assessment
- Microsoft Excel® Charts and Graphs Made Easy
- Microsoft Excel® Forms and Reporting Made Easy
- Microsoft Excel® Formulas Made Easy
- Microsoft Excel® Macros for Finance Professionals
- Microsoft Excel® Macros Made Easy
- Microsoft Excel® Made Easy
- Microsoft Excel® PivotTables Made Easy
- Microsoft Excel® PivotTables Made Easy 2013
- Microsoft Office 2007 Customize Office
- Microsoft Office 2007 New Features
- Microsoft Office 2007 Web Components and Collaboration
- Microsoft Office 2010 New Features
- Microsoft Office 2010 Performing Mail Merge
- Microsoft Office 2010 Working with Macros in Excel® and Word
- Microsoft Office 2013 What's New Training
- Microsoft Office 2016
- Microsoft Office 365® - Calendar: Settings
- Microsoft Office 365® - Calendar: Share Your Calendar
- Microsoft Office 365® - Delve®: Boards
- Microsoft Office 365® - Delve®: First Steps in Delve®
- Microsoft Office 365® - Delve®: People
- Microsoft Office 365® - Excel® Online: Edit a Workbook Simultaneously With Another Person
- Microsoft Office 365® - Excel® Online: Limitations of Excel® Online
- Microsoft Office 365® - Excel® Online: Open and Edit an Excel® Online Workbook
- Microsoft Office 365® - Mobile: First Steps
- Microsoft Office 365® - Mobile: Using OneDrive®
- Microsoft Office 365® - OneDrive®: Recycle Bin
- Microsoft Office 365® - OneDrive®: Share Files
- Microsoft Office 365® - OneDrive®: Sync Files
- Microsoft Office 365® - People: First Steps
- Microsoft Office 365® - PowerPoint® Online: Create a Presentation with PowerPoint® Online
- Microsoft Office 365® - PowerPoint® Online: Edit a Presentation Online
- Microsoft Office 365® - PowerPoint® Online: Limitations of PowerPoint® Online
- Microsoft Office 365® - PowerPoint® Online: Open a PowerPoint® Online Presentation
- Microsoft Office 365® - SharePoint® Sites: Calendar
- Microsoft Office 365® - SharePoint® Sites: Document Library - First Steps
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- Microsoft Office 365® - SharePoint® Sites: Picture Library
- Microsoft Office 365® - SharePoint® Sites: Share a Site
- Microsoft Office 365® - SharePoint® Sites: Sync Libraries
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- Microsoft Office 365® - Skype® For Business: Skype® Meeting Options
- Microsoft Office 365® - Skype®: Create Your First Sway®
- Microsoft Office 365® - Tasks: First Steps
- Microsoft Office 365® - Video: Access a Video
- Microsoft Office 365® - Video: Search for Videos
- Microsoft Office 365® - Word Online: Create a New Document
- Microsoft Office 365® - Word Online: Edit a Document Simultaneously
- Microsoft Office 365® - Word Online: Limitations of Word Online
- Microsoft Office 365® - Word Online: Open and Edit a Word Document Online
- Microsoft Office 365® - Yammer®: First Steps
- Microsoft Office 365® - Yammer®: Instant Messaging
- Microsoft Office 365® - Calendar - Add Calendar Items
- Microsoft Office 365®: Excel® Online - Create a New Workbook with Excel® Online
- Microsoft Office 365®: Mobile - Accessing Videos with the Video App
- Microsoft Office 365®: Mobile - Using Skype® for Business
- Microsoft Office 365®: Mobile - Working with the Excel® App
- Microsoft Office 365®: Mobile - Working with the Mail App
- Microsoft Office 365®: Mobile - Working with the PowerPoint® App
- Microsoft Office 365®: Mobile - Working with the Word App
- Microsoft Office 365®: OneDrive® - Upload Files
- Microsoft Office 365®: OneNote®
- Microsoft Office 365®: People - Groups
- Microsoft Office 365®: SharePoint® Sites - Discussion Board
- Microsoft Office 365®: SharePoint® Sites - Document Library: Set and Manage Alerts
- Microsoft Office 365®: SharePoint® Sites - Document Library: Understanding Versioning
- Microsoft Office 365®: Skype® For Business - Advanced Presentation Features
- Microsoft Office 365®: Skype® For Business - Audio and Video Settings
- Microsoft Office 365®: Skype® For Business - Record an Online Meeting
- Microsoft Office 365®: Sway® - Share Your Sway® Presentation
- Microsoft Office 365®: Video - Upload Videos
- Microsoft Office 365®: Yammer® - External Groups
- Microsoft Office 365®: Yammer® - Working With Groups
- Microsoft Office Suite 2010 What's New Training
- Microsoft Outlook® 2007 Advanced
- Microsoft Outlook® 2007 Basic
- Microsoft Outlook® 2007 Intermediate
- Microsoft Outlook® 2007 Manage Tasks
- Microsoft Outlook® 2007 Organize Messages
- Microsoft Outlook® 2007 Save Time with Email
- Microsoft Outlook® 2010 - Sending Email
- Microsoft Outlook® 2010 Advanced
- Microsoft Outlook® 2010 Basic

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13
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- Outlook® 2013 Part 1: Create and Update Contacts
- Outlook® 2013 Part 1: Customize Reading Options
- Outlook® 2013 Part 1: Customize the Background and Theme of the Outlook® Interface
- Outlook® 2013 Part 1: Customize the Quick Access Toolbar
- Outlook® 2013 Part 1: Customize the Ribbon
- Outlook® 2013 Part 1: Delete Email Messages
- Outlook® 2013 Part 1: Email a Message with an Image
- Outlook® 2013 Part 1: Enhance an Email Message with SmartArt and Themes
- Outlook® 2013 Part 1: Format Message Content
- Outlook® 2013 Part 1: Identify the Elements of the Application Window
- Outlook® 2013 Part 1: Identify the Workspaces
- Outlook® 2013 Part 1: Manage Appointments
- Outlook® 2013 Part 1: Manage Notes
- Outlook® 2013 Part 1: Manage Tasks
- Outlook® 2013 Part 1: Organize Messages Using Folders
- Outlook® 2013 Part 1: Paste in an Email Message
- Outlook® 2013 Part 1: Print an Email Message
- Outlook® 2013 Part 1: Print Your Calendar
- Outlook® 2013 Part 1: Print Your Contacts
- Outlook® 2013 Part 1: Propose a New Time for a Meeting
- Outlook® 2013 Part 1: Read and Respond to Emails
- Outlook® 2013 Part 1: Recall a Sent Message
- Outlook® 2013 Part 1: Respond to a Meeting Request
- Outlook® 2013 Part 1: Specify Font Options
- Outlook® 2013 Part 1: Use Commands to Manage Messages
- Outlook® 2013 Part 1: Use Flags to Manage Messages
- Outlook® 2013 Part 1: Use Outlook® Help
- Outlook® 2013 Part 1: Use Tags to Manage Messages
- Outlook® 2013 Part 1: Use Tracking Options
- Outlook® 2013 Part 1: View and Organize Your Contacts
- Outlook® 2013 Part 1: View the Calendar
- Outlook® 2013 Part 1: Work with Attachments
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- Outlook® 2013 Part 2: Assign a Task
- Outlook® 2013 Part 2: Change Data File Settings
- Outlook® 2013 Part 2: Create a Data File
- Outlook® 2013 Part 2: Delegate Folder Access by Using Folder Permissions
- Outlook® 2013 Part 2: Edit an Electronic Business Card
- Outlook® 2013 Part 2: Export Contacts
- Outlook® 2013 Part 2: Filter Messages
- Outlook® 2013 Part 2: Forward Contacts
- Outlook® 2013 Part 2: Insert Advanced Characters and Objects in an Email
- Outlook® 2013 Part 2: Language Options
- Outlook® 2013 Part 2: Manage a Task Assigned to You
- Outlook® 2013 Part 2: Manage Additional Calendars
- Outlook® 2013 Part 2: Manage Advanced Calendar Options
- Outlook® 2013 Part 2: Manage Journal Entries
- Outlook® 2013 Part 2: Manage Junk Mail
- Outlook® 2013 Part 2: Manage Meeting Responses
- Outlook® 2013 Part 2: Manage Your Mailbox
- Outlook® 2013 Part 2: Modify Message Settings and Properties
- Outlook® 2013 Part 2: Organize Messages
- Outlook® 2013 Part 2: Reply to a Task Request
- Outlook® 2013 Part 2: Search Messages
- Outlook® 2013 Part 2: Share Your Calendar with Another User
- Outlook® 2013 Part 2: Share Your Contacts with Another User
- Outlook® 2013 Part 2: Sort Messages
- Outlook® 2013 Part 2: Use Automatic Replies
- Outlook® 2013 Part 2: Use Search Folders
- Outlook® 2013 Part 2: Work with a Contact Group
- Package Your Presentation for CD in Microsoft® PowerPoint® 2016
- Page Setup in Microsoft® Excel® 2013
- Page Setup in Microsoft® Excel® 2016
- PageMaker® 7: Advanced
- PageMaker® 7: Basic
- PageMaker® 7: Intermediate
- Perform Calculations in a Table in Microsoft® Word 2013
- Perform Calculations in a Table in Microsoft® Word 2016
- Personalize and Customize Documents in Microsoft® Excel® 2013
- Personalize and Customize Documents in Microsoft® Excel® 2016
- Personalize and Customize Documents in Microsoft® Word 2016
- Photoshop® CS5: Advanced
- Photoshop® CS5: Basic
- Photoshop® CS5: Production
- Photoshop® CS6: Advanced
- Photoshop® CS6: Basic
- Photoshop® CS6: Production
- Play Your Slide Show in Presenter View in Microsoft® PowerPoint® 2016
- Power BI® - Access from Anywhere with Power BI Mobile
- Power BI® - Add Annotations Using Text Boxes
- Power BI® - Append: Activate the Power BI Service
- Power BI® - Append: Installing Power BI Pro
- Power BI® - Commenting on Reports and Dashboards
- Power BI® - Create Calculated Columns if the Data Source is Insufficient
- Power BI® - Create Virtual Columns Using Measures
- Power BI® - Create YoY Comparisons Conveniently
- Power BI® - Customize the Design of a Report
- Power BI® - Edit Field Properties in Power BI® to Improve Readability
- Power BI® - Elaborate a Power BI Report to Enable Decision Making
- Power BI® - Enrich Visualizations with Conditional Formatting
- Power BI® - Enrich Visualizations with Radial Gauges - Speedometer and Thermometer
- Power BI® - Format Axes to Make Data Comparable
- Power BI® - From Complex Reports to Clear Dashboards
- Power BI® - Getting Started with Power BI Pro
- Power BI® - If Default Visualizations are not Enough: Add Custom Visuals
- Power BI® - Import Data from a CSV File into Power BI
- Power BI® - Import Data from a PDF File into Power BI
- Power BI® - Import Data from Access Databases into Power BI
- Power BI® - Import Data from Websites into Power BI
- Power BI® - Improve a Power BI Report to Increase Informative Value
- Power BI® - Improve Datasets by Extracting Data from Fields and Adding Fields
- Power BI® - Manage Roles and Assign Users
- Power BI® - Optimize Reports for Mobile Devices
- Power BI® - Optimizing Power BI with Advanced Settings
- Power BI® - Perform Advanced Data Analysis by Using Filters and Slicers
- Power BI® - Power BI Service - First Steps
- Power BI® - Provide Reports in Microsoft Teams
- Power BI® - Save Key Findings in Easy-to-Access Bookmarks
- Power BI® - Set Up Alerts for Target Values
- Power BI® - Share Reports for Collaboration
- Power BI® - Take Advantage of Predefined Calculations Using Quick Measures
- Power BI® - Update Data in Power BI
- Power BI® - Use Data Gateways to Access Local Data Safely
- Power BI® - Using Data from Excel Tables in Power BI
- Power BI® - Using Data from Normalized Excel Spreadsheets in Power BI
- Power BI® - Visualize Benchmarks with Reference Lines
- Power BI® - Visualize Data on Maps to Valorise Reports
- Power BI® - What is Power BI®?
- Power BI® Translation Tools in Microsoft® Power BI® 2016
- Power BI® 2013 Part 1: Add, Delete and Modify Slides
- Power BI® 2013 Part 1: Animate Objects
- Power BI® 2013 Part 1: Apply Transitions
- Power BI® 2013 Part 1: Arrange Objects
- Power BI® 2013 Part 1: Arrange Slides
- Power BI® 2013 Part 1: Create a Chart
- Power BI® 2013 Part 1: Create a Presentation from a Template
- Power BI® 2013 Part 1: Create a Table
- Power BI® 2013 Part 1: Create and Save a PowerPoint® Presentation

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ONLINE COURSES

- PowerPoint® 2013 Part 2: Deliver Your Presentation
- PowerPoint® 2013 Part 2: Edit Objects
- PowerPoint® 2013 Part 2: Edit Text
- PowerPoint® 2013 Part 2: Insert a Chart
- PowerPoint® 2013 Part 2: Insert a Table
- PowerPoint® 2013 Part 2: Insert Shapes
- PowerPoint® 2013 Part 2: Insert a Chart from Excel®
- PowerPoint® 2013 Part 2: Insert a Table from Other Office Applications
- PowerPoint® 2013 Part 2: View and Navigate the PowerPoint® Environment
- PowerPoint® 2013 Part 1: Use Bullet and Number Lists
- PowerPoint® 2013 Part 1: Use PowerPoint® Help
- PowerPoint® 2013 Part 1: View and Navigate a Presentation
- PowerPoint® 2013 Part 1: Work with Themes
- PowerPoint® 2013 Part 2: Add Action Buttons to a Presentation
- PowerPoint® 2013 Part 2: Add and Manage Comments
- PowerPoint® 2013 Part 2: Add and Manage Sections
- PowerPoint® 2013 Part 2: Add Audio to a Presentation
- PowerPoint® 2013 Part 2: Add Headers and Footers
- PowerPoint® 2013 Part 2: Add SmartArt to a Presentation
- PowerPoint® 2013 Part 2: Add Video to a Presentation
- PowerPoint® 2013 Part 2: Annotate a Presentation
- PowerPoint® 2013 Part 2: Compare and Merge Presentations
- PowerPoint® 2013 Part 2: Convert a Presentation to a Video
- PowerPoint® 2013 Part 2: Create a Custom Slide Layout
- PowerPoint® 2013 Part 2: Create a Custom Slide Show
- PowerPoint® 2013 Part 2: Create Custom Animation Effects
- PowerPoint® 2013 Part 2: Customize the Quick Access Toolbar
- PowerPoint® 2013 Part 2: Customize the Ribbon
- PowerPoint® 2013 Part 2: Customize the Status Bar
- PowerPoint® 2013 Part 2: Modify SmartArt
- PowerPoint® 2013 Part 2: Modify the Notes Master and the Handout Master
- PowerPoint® 2013 Part 2: Package a Presentation
- PowerPoint® 2013 Part 2: Present a Slide Show Online
- PowerPoint® 2013 Part 2: Record a Presentation
- PowerPoint® 2013 Part 2: Secure a Presentation
- PowerPoint® 2012 Part 2: Set PowerPoint® Options
- PowerPoint® 2013 Part 2: Set Up a Slide Show
- PowerPoint® 2013 Part 2: Set Video Playback Options
- PowerPoint® 2013 Part 2: Share a Presentation on the Web
- PowerPoint® 2013 Part 2: Timing Slide Transitions
- PowerPoint® 2013 Part 2: Work with Slide Masters
- PowerPoint® 2013 Part 2: Work with Windows® Simultaneously
- Prepare Excel Data for Use in Access in Microsoft® Access® 2016
- Prepare Excel Data for Use in Access in Microsoft® Access® 2016
- Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
- Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
- Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
- Print a Calendar in Microsoft® Outlook® 2016
- Print Multiple Worksheets in Microsoft® Excel® 2016
- Print to a Specific Number of Pages in Microsoft® Excel® 2013
- Print to a Specific Number of Pages in Microsoft® Excel® 2016
- Print Your Tasks in Microsoft® Outlook® 2016
- Proof Your Presentation with Spell Check and Thesaurus Tools in Microsoft® PowerPoint® 2016
- Protect Your Data in Microsoft® Excel® 2016
- Pryor + Admin Tutorial - Assign Training
- Pryor + Admin Tutorial - Dashboard
- Pryor + Admin Tutorial - Password Reset
- Pull Data from a Website or Network Location in Microsoft® Excel® 2013
- Pull Data from a Website or Network Location in Microsoft® Excel® 2016 NEW!
- QuickBooks®: Apply a Late Fee to a Payment
- QuickBooks®: Bank Reconciliation
- QuickBooks®: Bank Reconciliation Discrepancy
- QuickBooks®: Charts of Accounts
- QuickBooks®: Class Tracking
- QuickBooks®: Customize AR Forms
- QuickBooks®: Edit and Merge Accounts
- QuickBooks®: Edit Preference
- QuickBooks®: Entering Bills
- QuickBooks®: Entering Checks
- QuickBooks®: Entering Credit Card Charges
- QuickBooks®: Estimates
- QuickBooks®: File Backup
- QuickBooks®: Home Page Interface
- QuickBooks®: How to Set Up New Company
- QuickBooks®: Invoicing
- QuickBooks®: Items List
- QuickBooks®: Journal Entry
- QuickBooks®: Loan Manager
- QuickBooks®: Mastering the Chart of Accounts
- QuickBooks®: Memorized Transactions
- QuickBooks®: Mileage Tracking
- QuickBooks®: New Asset Via Check Register
- QuickBooks®: New Asset Via Journal Entry
- QuickBooks®: Pay Bills
- QuickBooks®: Pay Credit Card Bills
- QuickBooks®: Receive Payments
- QuickBooks®: Sales Tax
- QuickBooks®: Setting up a Customer
- QuickBooks®: Setting Up Jobs
- QuickBooks®: Setting Up Late Fees
- QuickBooks®: Setting Up Users
- QuickBooks®: Setting Up Vendors
- QuickBooks®: Statements
- QuickBooks®: Sub Accounts
- Record a Macro in Microsoft® Excel® 2013
- Record a Macro in Microsoft® Excel® 2016
- Record a Narration in Microsoft® PowerPoint® 2016
- Record and Play Back a Series of Actions in Microsoft® Word 2013
- Record and Play Back a Series of Actions in Microsoft® Word 2016
- Remove the Background from an Image in a Document in Microsoft® Word 2013
- Remove the Background from an Image in Microsoft® PowerPoint® 2016
- Remove the Background from an Image in Microsoft® Word 2016
- Rename a Field in a Row in Microsoft® Access® 2016
- Rename a Query Field in Microsoft® Access® 2016
- Rename a Report Field in Microsoft® Access® 2016
- Require a Password for a Database in Microsoft® Access® 2016
- Research a Topic with Smart Lookup New! in Microsoft® PowerPoint® 2016
- Research a Topic with Smart Lookup NEW! in Microsoft® Word 2016
- Reuse Slides in a Presentation in Microsoft® PowerPoint® 2016
- Save a Document as an App in Microsoft® Word 2013
- Save a Document as an App in Microsoft® Word 2016
- Save a Presentation as an App in Microsoft® PowerPoint® 2016
- Save a Presentation as an App in Microsoft® PowerPoint® 2016
- Save a Workbook as a Template in Microsoft® Excel® 2013
- Save a Workbook as a Template in Microsoft® Excel® 2016
- Save and Convert PDF in Microsoft® Word 2013
- Save and Convert PDF in Microsoft® Word 2016
- Save Your Document to OneDrive® in Microsoft® Word 2016
- Save Your Documents to Windows Live OneDrive® in Microsoft® Word 2013
- Save/Your Presentation to OneDrive® in Microsoft® PowerPoint® 2016
- Save/Your Presentation to OneDrive® in Microsoft® PowerPoint® 2016
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• Save Your Workbook to OneDrive® in Microsoft® Excel® 2016
• Save Your Workbook to Windows Live OneDrive® in Microsoft® Excel® 2013
• Schedule a Meeting in Microsoft® Outlook® 2016
• Search Your Email Messages in Microsoft® Outlook®
• Search Your Email Messages in Microsoft® Outlook® 2016
• Select and Apply a Theme to Your Documents in Microsoft® Excel® 2013
• Select and Apply a Theme to Your Documents in Microsoft® Excel® 2016
• Send an Out of Office Reply in Microsoft® Outlook® 2016
• Send an Out of Office Reply in Microsoft® Outlook® 2016
• Send Documents from Word in Microsoft® Word 2013
• Send Documents from Word in Microsoft® Word 2016
• Send Presentations from PowerPoint in Microsoft® PowerPoint® 2016
• Sending Documents from Excel in Microsoft® Excel® 2013
• Sending Documents from Excel in Microsoft® Excel® 2016
• Set a Recurring Appointment in Microsoft® Outlook® 2016
• Set a Trigger on a Video or Audio Bookmark in Microsoft® PowerPoint® 2016
• Set Properties for Content Controls in Microsoft® Word 2013
• Set Properties for Content Controls in Microsoft® Word 2016
• Set Up Show in Microsoft® PowerPoint® 2016
• Set Up Your Outlook Window Layout in Microsoft® Outlook® 2016
• Set Up Your Outlook® Window Layout in Microsoft® Outlook® 2016
• Share a Calendar in Microsoft® Outlook® 2016
• Share Your Documents Using Windows Live OneDrive® in Microsoft® Word 2013
• Share Your Workbook Using Windows Live OneDrive® in Microsoft® Excel® 2013
• 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 Google Docs™
• Show in Favorites in Microsoft® Outlook®
• Show in Favorites in Microsoft® Outlook® 2016
• Sort and Group Email Messages in Microsoft® Outlook®
• Sort and Group Email Messages in Microsoft® Outlook® 2016
• Sort and Group Tasks in Microsoft® Outlook® 2016
• Sort Table Data in Microsoft® Access® 2016
• Stack and Group Images in a Document in Microsoft® Word 2013
• Stack and Group Images in a Document in Microsoft® Word 2016
• Stack and Group Objects in Microsoft® PowerPoint® 2016
• Troubleshoot Formula and Function Errors in Microsoft® Excel® 2013
• Troubleshoot Formula and Function Errors in Microsoft® Excel® 2016
• Update a Contact in Microsoft® Outlook® 2016
• Update Tasks and Send Status Reports in Microsoft® Outlook® 2016
• Use a Query to Append Table Data in Microsoft® Access® 2016
• Use Advanced Options for Filters in Microsoft® Access® 2016
• Use an Image as a Slide Background in Microsoft® PowerPoint® 2016
• Use AutoCorrect to Save Time and Correct Errors in Microsoft® Word 2016
• Use AutoCorrect to Save Time and Prevent Errors in Microsoft® Word 2013
• Use AutoFill to Quickly Fill Cells from a List and Create Your Own Fillable List of Items in Microsoft® Excel® 2016
• Use AutoFill to Quickly Fill Cells from a List in Microsoft® Excel® 2013
• Use AutoFill to Quickly Fill Cells from a List in Microsoft® Excel® 2016
• Use Conditional Formulas in Microsoft® Excel® 2013
• Use Conditional Functions in Microsoft® Excel® 2016
• Use Data Filters in Microsoft® Excel® 2013
• Use Data Filters in Microsoft® Excel® 2016
• Use Data from an Excel® Spreadsheet to Populate Fields in a Document in Microsoft® Word 2013
• Use Data Variations to Create Scenarios in Microsoft® Excel® 2016
• Use Find and Replace in Microsoft® PowerPoint® 2016
• Use Graphics to Compare Cell Values in Microsoft® Excel® 2013
• Use Graphics to Compare Cell Values in Microsoft® Excel® 2016
• Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook® 2016
• Use Slide Masters in Microsoft® PowerPoint® 2016
• Use Smart Guides in Microsoft® PowerPoint® 2016
• Use Sparklines to Display Trends in Microsoft® Excel® 2016
• Use Sparklines to Display Trends in Microsoft® Excel® 2016
• Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016
• Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016
• Use the Quick Analysis Tool in Microsoft® Excel® 2013
• Use the Quick Analysis Tool in Microsoft® Excel® 2016
• Using Microsoft® Windows® 10 - Accessing Windows® 10: Navigate the Windows® 10 Desktop
• Using Microsoft® Windows® 10 - Accessing Windows® 10: Sign in to Windows® 10
• Using Microsoft® Windows® 10 - Accessing Windows® 10: Use the Start Menu
• Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Change Start Menu Options
• Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Customize the Desktop and Lock Screen
• Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Work with Tiles and Tile Groups
• Using Microsoft® Windows® 10 - Installing and Removing Devices: Manage Peripheral Devices
• Using Microsoft® Windows® 10 - Installing and Removing Devices: Print a Document
• Using Microsoft® Windows® 10 - Managing Files and Folders: Manage Files and Folders with File Explorer
• Using Microsoft® Windows® 10 - Managing Files and Folders: Upload and Share Files with OneDrive®
• Using Microsof® Windows® 10 - Using Cortana® and Edge: Browse the Web with Edge
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Customize Cortana’s User Interface
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Customize Cortana’s User Interface
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Get to Know Cortana®
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Search with Cortana®
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Use Cortana® as a Personal Assistant
• Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Change Privacy Settings
• Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Check for Viruses in Windows® Defender
• Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Set New Password Types
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications (Video Course)
• Using Microsof® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Install an App from Windows® Store
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Multitask with Open Apps
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Set up the Mail App
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Use Desktop Applications
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Use Windows® Universal Apps
• View and Re-Order Animations in Microsoft® PowerPoint® 2016
• Visualize Geographic Data in Microsoft® Excel® 2016 NEW!
• What is a Dashboard

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• What's New in Office 2013 and Windows® 8: Connect to Social Networks
• What's New in Office 2013 and Windows® 8: Create and Rearrange Groups on the Start Screen
• What's New in Office 2013 and Windows® 8: Customize the Desktop
• What's New in Office 2013 and Windows® 8: Customize Tiles
• What's New in Office 2013 and Windows® 8: Edit a PDF
• What's New in Office 2013 and Windows® 8: Edit Documents
• What's New in Office 2013 and Windows® 8: Incorporate a Clustered Column Chart
• What's New in Office 2013 and Windows® 8: Incorporate a Combo Chart
• What's New in Office 2013 and Windows® 8: Incorporate Objects
• What's New in Office 2013 and Windows® 8: Install an App
• What's New in Office 2013 and Windows® 8: Leverage the Enhanced Presenter View
• What's New in Office 2013 and Windows® 8: Libraries
• What's New in Office 2013 and Windows® 8: Log in to Windows® 8
• What's New in Office 2013 and Windows® 8: Navigate through Outlook® 2013
• What's New in Office 2013 and Windows® 8: Office 2013 and the Cloud
• What's New in Office 2013 and Windows® 8: Open a PST File
• What's New in Office 2013 and Windows® 8: Pin to Start and Unpin from Start
• What's New in Office 2013 and Windows® 8: Quick Analysis
• What's New in Office 2013 and Windows® 8: Read Documents
• What's New in Office 2013 and Windows® 8: Slicers
• What's New in Office 2013 and Windows® 8: The Control Panel
• What's New in Office 2013 and Windows® 8: The File Explorer
• What's New in Office 2013 and Windows® 8: The Start Screen
• What's New in Office 2013 and Windows® 8: The Task Manager
• What's New in Office 2013 and Windows® 8: Use Modern Apps
• What's New in Office 2013 and Windows® 8: Work with Tables
• What's New in Office 2013 and Windows® 8: Workflow with Online Templates
• What's New in Office 2013 and Windows® 8: Workflow with Templates
• Windows® 7: Changing Folder Options
• Windows® 7: Customizing the Desktop
• Windows® 7: Customizing the Start Menu
• Windows® 7: Getting Help
• Windows® 7: Installing a Printer
• Windows® 7: Managing Folders
• Windows® 7: Navigation in Explorer
• Windows® 7: Open and Close Programs
• Windows® 7: Opening and Saving a File
• Windows® 7: Organizing Windows®
• Windows® 7: Parts of a Windows® Window
• Windows® 7: Searching with Explorer
• Windows® 7: Using Control Panel
• Windows® 7: Using Keyboard Shortcuts
• Windows® 7: Using the Desktop
• Windows® 7: Using the Menu Bar and Ribbon Strip
• Windows® 7: Using the Mouse
• Windows® 7: Using the Start Menu
• Windows® 7: Using the Taskbar
• Windows® 7: What are Folders and Libraries?
• Windows® 8.1: Access and Identify the Charms
• Windows® 8: Access and Identify the Charms
• Word 2013 Part 1: Add a Watermark
• Word 2013 Part 1: Add Headers and Footers
• Word 2013 Part 1: Add Images to a Document
• Word 2013 Part 1: Additional Save Options
• Word 2013 Part 1: Align Text Using Tabs
• Word 2013 Part 1: Apply a Page Border and Color
• Word 2013 Part 1: Apply Borders and Shading
• Word 2013 Part 1: Apply Character Formatting
• Word 2013 Part 1: Apply Styles
• Word 2013 Part 1: AutoCorrection
• Word 2013 Part 1: Check Accessibility
• Word 2013 Part 1: Check Spelling and Grammar
• Word 2013 Part 1: Control Page Layout
• Word 2013 Part 1: Control Paragraph Layout
• Word 2013 Part 1: Convert Text to Table
• Word 2013 Part 1: Create a Word Document
• Word 2013 Part 1: Customize a List
• Word 2013 Part 1: Customize the Word Interface
• Word 2013 Part 1: Customize the Word Options
• Word 2013 Part 1: Display a Document
• Word 2013 Part 1: Display Text as List Items
• Word 2013 Part 1: Find and Replace Text
• Word 2013 Part 1: Format a Table
• Word 2013 Part 1: Help
• Word 2013 Part 1: Insert a Table
• Word 2013 Part 1: Insert Symbols and Special Characters
• Word 2013 Part 1: Manage Formatting
• Word 2013 Part 1: Modify a Table
• Word 2013 Part 1: Modify Text
• Word 2013 Part 1: Navigate and Select Text
• Word 2013 Part 1: Other Proofing Tools
• Word 2013 Part 1: Printing
• Word 2013 Part 1: Rename a List
• Word 2013 Part 1: Saving
• Word 2013 Part 1: Sort a List
• Word 2013 Part 1: Working with the Ribbon
• Word 2013 Part 2: Add WordArt and Other Text Effects
• Word 2013 Part 2: Adjust Image Appearance
• Word 2013 Part 2: Advanced Image Management
• Word 2013 Part 2: Apply Document Themes
• Word 2013 Part 2: Automate Tasks Using Macros
• Word 2013 Part 2: Control Cell Layout
• Word 2013 Part 2: Control Paragraph Flow
• Word 2013 Part 2: Create a Chart
• Word 2013 Part 2: Create a Data Source Using Word
• Word 2013 Part 2: Create a Document Using a Template
• Word 2013 Part 2: Create a Macro
• Word 2013 Part 2: Create a Template
• Word 2013 Part 2: Create and Modify Building Blocks
• Word 2013 Part 2: Create and Modify Text Styles
• Word 2013 Part 2: Create Complex Illustrations with SmartArt
• Word 2013 Part 2: Create Custom List or Table Styles
• Word 2013 Part 2: Create Text Boxes and Pull Quotes
• Word 2013 Part 2: Draw Shapes
• Word 2013 Part 2: Insert and Format Screenshots
• Word 2013 Part 2: Insert Building Blocks
• Word 2013 Part 2: Insert Columns
• Word 2013 Part 2: Insert Fields Using Quick Parts
• Word 2013 Part 2: Insert Section Breaks
• Word 2013 Part 2: Insert Video
• Word 2013 Part 2: Integrate Pictures and Text
• Word 2013 Part 2: Link Text Boxes to Control Text Flow
• Word 2013 Part 2: Merge Envelopes and Labels
• Word 2013 Part 2: Perform Calculations in a Table
• Word 2013 Part 2: Resize an Image
• Word 2013 Part 2: Sort Table Data
• Word 2013 Part 2: The Mail Merge Features

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**ONLINE COURSES**

- Word 2013 Part 3: Add a Digital Signature to a Document
- Word 2013 Part 3: Add Bookmarks
- Word 2013 Part 3: Add Captions
- Word 2013 Part 3: Add Citations and a Bibliography
- Word 2013 Part 3: Add Cross-References
- Word 2013 Part 3: Add Hyperlinks
- Word 2013 Part 3: Coauthor Documents
- Word 2013 Part 3: Compare and Merge Document Versions
- Word 2013 Part 3: Compare Document Changes
- Word 2013 Part 3: Create a Master Document
- Word 2013 Part 3: Create a New Document Version
- Word 2013 Part 3: Create Forms
- Word 2013 Part 3: Form Data Conversion
- Word 2013 Part 3: Insert a Table of Contents
- Word 2013 Part 3: Insert an Ancillary Table
- Word 2013 Part 3: Insert an Index
- Word 2013 Part 3: Insert Blank and Cover Pages
- Word 2013 Part 3: Insert Footnotes and Endnotes
- Word 2013 Part 3: Manage Outlines
- Word 2013 Part 3: Manipulate Forms
- Word 2013 Part 3: Merge Document Changes
- Word 2013 Part 3: Modify Legacy Form Field Properties
- Word 2013 Part 3: Modify User Information
- Word 2013 Part 3: Review a Document
- Word 2013 Part 3: Review Tracked Changes
- Word 2013 Part 3: Set Formatting and Editing Restrictions
- Word 2013 Part 3: Share a Document
- Word 2013 Part 3: Suppress Information
  - Work with Office 365® - First Steps in Office 365®: First Steps in Office 365®
  - Work with Office 365® - First Steps in Office 365®: Login to Office 365®
  - Work with Office 365® - How to use the Mail App: First Steps in the Mail App
  - Work with Office 365® - How to use the Mail App: Mail App Settings
  - Work with Office 365® - How to use the Mail App: Manage Your Mail for Efficiency
  - Work with Office 365® - How to use the Mail App: Productivity Tips and Tricks
  - Work with Office 365® - How to use the Mail App: Read and Reply to Mail
  - Work with Office 365® - How to use the Mail App: Share Folders with Others
  - Work with Office 365® - How to use the mail App: Work with Folders
  - Work with Office 365®: How to use the Calendar App: Navigate the Calendar Application
  - Work with Office 365®: How to use the Mail App — Send Mail
  - Working With Excel® 2016: Add a Timeline Slicer
  - Working With Excel® 2016: Add Conditional Formatting to Data With Quick Analysis
  - Working With Excel® 2016: Drill Deeper into your Data
  - Working With Excel® 2016: Insert and Format a Chart
  - Working With Excel® 2016: Select a Template in Excel®
  - Working With Excel® 2016: Update Data with Flash Fill
  - Working With Outlook® 2016: Attach a Cloud Document to an Email
  - Working With Outlook® 2016: Manage your Inbox Using Folders (incl. Clutter)
  - Working With Outlook® 2016: Navigate Through Mail, Calendars, People, and Tasks
  - Working With Outlook® 2016: Work With Groups
  - Working With PowerPoint® 2016: Applying a New Theme to a Presentation
  - Working With PowerPoint® 2016: Incorporate Objects
  - Working With PowerPoint® 2016: Using Presenter View During a Presentation
  - Working With Word 2016: Edit a PDF (Part 1 of 2)
  - Working With Word 2016: Edit a PDF (Part 2 of 2)
  - Working With Word 2016: Edit Documents - Co-Edit a Document
  - Working With Word 2016: Edit Documents - Reposition a Video
  - Working With Word 2016: Edit Documents - Simple Markup
  - Working With Word 2016: Edit Documents - Working With Comments
  - Working With Word 2016: Embed Videos (Part 1 of 2)
  - Working With Word 2016: Embed Videos (Part 2 of 2)
  - Working With Word 2016: Read Documents
  - Working With Word 2016: Work With Tables (Part 1 of 2)
  - Working With Word 2016: Work With Tables (Part 2 of 2)

**CUSTOMER SERVICE**

- 1 to 1: Customer Service Success
- 10 Steps to Successful Customer Service
- 14 Things to Improve Your Customer Service in 5 Seconds - Quick Reference
- A Customer Complains: Now What?
- Attitudes in Customer Service
- Basics of a Great Customer Conversation
- Breaking Out of the Non-Person Box
- Building Great Customer Experiences
- Characteristics of a Value-Centered Organization
- Creating Great Customer Conversations
- CRM in Real Time
- Customer CEO
- Customer Experience
- Customer Lifetime Value
- Customer Loyalty
- Customer Relationship Management
- Customer Sense
- Customer Service and DISC Styles
- Customer Service Basics
- Customer Service Episode 1: A Tale of Two Businesses
- Customer Service Episode 2: Pay Attention to Your Environment
- Customer Service Episode 3: Little Things Matter
- Customer Service Episode 4: Your Wait Time is Approximately Forever
- Customer Service Episode 6: A Playful Way to Annoy Your Customers
- Customer Service Episode 7: Dealing with Irate Customers
- Customer Service Episode 8: Follow Every Rule
- Customer Service Episode 9: Using Proper English and Grammar Can Only Hurt Your Career
- Customer Service Episode 10: Sound Excited Already!
- Customer Service Gone Viral
- Customer Service Later
- Customer Service: 01. Service Quality Indicators
- Customer Service: 02. Helping Customers Increase Income
- Customer Service: 03. Helping Your Customers Increase Their Revenue
- Customer Service: Are You With Me?
- Customer Service: Cutting Corners
- Customer Service: I’m Right, You’re Wrong
- Customer Service: It’s Not My Problem
- Customer Service: Service Delayed is Service Denied
- Customer Service: The Invisible Customer
- Dangerous Customer Service
- Dealing with Customers Lawfully: A Rapid Skill Builder Booklet
- Delight Your Customers
- Delivering a Powerful Customer Experience
- Delivering a Powerful Customer Experience (French)
- Delivering a Powerful Customer Experience (French-Canadian)
- Delivering a Powerful Customer Experience (Spanish)
- Delivering Knock Your Socks Off Service
- Delivering Stellar Customer Service
- Diffusing Hostility Through Customer Service
- Diffusing Hostility Through Customer Service (Spanish)
- Diffusing Techniques for Healing Customer Relationships
- Effective Techniques for Dealing with Difficult Customers
- Feedback: Feedback Basics
- Feedback: Social Media Feedback
- Feedback: Surveys
- Feedback: What To Do With Feedback
- Forces of Change
- Fun Facts About Customer Service
- Get Ready for an Irate Customer Worksheet
- Great Tips for Great Service
- Handling an Angry Customer
- Handling Consumer Complaints
- Handling Customer Complaints in Hospitality
- Handling the Difficult Customer
- Healing Customer Relationships
- Hospitality ADA Compliance
- How to Deliver Effective Online Customer Support
- How to Engage Your Customer
- How to Engage Your Customer (French)
- How to Engage Your Customer (French-Canadian)
- How to Engage Your Customer (Spanish)

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• How to Improve a Situation With an Upset Customer - Quick Reference
• How to Lead and Empower Your Customer Service Team
• How to Resolve Customer Complaints on the Spot
• How to Say You're Sorry
• How to Tell a Customer "No"
• Improving Customer Service: A Rapid Skill Builder Booklet
• Key Qualities in Building Customer Loyalty
• Know and Work With the Expectations of Those You Serve
• Lead With Your Customer
• Learn to Be On-Stage to Provide the Best Service
• Lower Your Call Center Costs
• Maintaining a Positive Service Attitude
• Manager Your Body Language - And Read Theirs
• Over-Service to Leave a Lasting Impression
• Package Your Service with Warmth
• Phone Etiquette
• Projecting Competence and Credibility
• Promote Your Service Value
• Quality Customer Service: Customer Interactions
• Quality Customer Service: Four Basic Elements
• Quality Customer Service: Phone Calls
• Recruit and Hire Stellar Customer Service Representatives
• Revolutionize Your Customer Experience
• Service as a DIS-satisfier
• Service Failure
• Service Impact Series: Credibility Through Honesty
• Service Impact Series: Cross-Cultural Communication
• Service Impact Series: Dimensions of Service
• Service Impact Series: Levels of Learning
• Service Impact Series: The Angry Customer
• SMILEI (Spanish)
• Take Care of Yourself to Provide Sustainable Service
• Taking C.A.R.E. of Business
• Taking the Customer Point of View
• TeleCare®: Your Role as Advocate
• TeleCare®: Your Role as Detective
• TeleCare®: Your Role as Healer
• TeleCare®: Your Role as Host
• TeleCare®: Your Role as Teacher
• The "First Person" Syndrome
• The 3 Traits of Great Customer Service
• The 4 Ps in Creating Loyal Customers
• The 5 Values of Great Customer Service
• The Customer Service Survival Kit
• The Customer Service Zone
• The DNA of Customer Experience
• The Service Providers
• The Two Factors in Customer Service
• Turn Lemons into Lemonade: Handling Complaints Effectively
• Turning Around an Angry Customer
• Turning Around an Angry Customer (French)
• Turning Around an Angry Customer (French-Canadian)
• Turning Around an Angry Customer (Spanish)

• Turning Customer Satisfaction into Customer Loyalty
• Understand What Those You Serve Value: Evaluation Values
• Understand What Those You Serve Value: Selection Values
• Up Your Service!
• Uplifting Service
• What NOT to Say to Your Customers
• When Things Go Wrong
• When You Can't Say Yes
• Who Affects Service the Most?
• Who Gets Your Attention?
• Who is Your Customer?
• Why Customers Don't Complain
• Win Over that Difficult Person
• You Have to LOVE Customers

EVELYN WOOD LIBRARY
• Memory Dynamics: Exaggeration
• Vocabulary Dynamics: How it Works

FINANCE & ACCOUNTING
• 365 Ways to Live Cheap
• Accounting - Asset Securitization
• Accounting Ethics & Integrity
• Accounting for Derivatives
• Accounting in a Nutshell
• Accounting Statements, Balance Sheets and More!
• Accrual Accounting, Part 1
• Accrual Accounting, Part 2
• ACH
• Adult Financial Abuse
• Adult Financial Abuse - California
• Advanced Scenario Analysis and Stress Tests
• Aggregate Supply and Aggregate Demand
• Analysis and Evaluation of Risk Exposures
• Analysis of Financing Liabilities
• Analysis of Income Taxes
• Analysis of Retirement Needs
• Analyst Conflicts of Interest
• Analyzing Financial Leverage for a Business
• Analyzing Risks
• Annuities (Asset Liability Management)
• Annuities (Insurance)
• Application of Analytical Techniques
• Applying Break-even Analysis in the Workplace
• Audit Committee
• Audit Report Writing for Internal Auditors
• Auditor Independence
• Back Office Controls
• Balancing the Books
• Bankruptcy Law for Collection Professionals
• Basic Concepts in Financial Planning
• Basic Financial Measures
• Be Audit Secure: Part 1 - Introduction
• Be Audit Secure: Part 2 - Reasonable Basis
• Be Audit Secure: Part 3 - The Rule of 3's
• Be Audit Secure: Part 4 - Policies and Procedures
• Be Audit Secure: Part 5 - Standard Operating Procedures
• Be Audit Secure: Part 6 - Communication

• Be Audit Secure: Part 7 - Training
• Be Audit Secure: Part 8 - Internal Audits
• Board of Directors
• Bookkeeping and Accounting
• Bookkeeping Basics
• Budgeting: How to Budget Expenses
• Business and Financial Information for Small Businesses
• Business Financing for Beginners
• Business Graphs, Charts and Other Calculations
• Business Math
• Cash Flow Management - How to Read Cash Flow Statements
• Cash Flow Management - Managing Receivables
• Certificates of Deposit
• Challenges Facing the Accounting Profession
• Check 21
• Check Processing
• Components of Check Fraud
• Conducting Internal Payroll Audits in 2016 Part Five: I-9 Hot Tips
• Conducting Internal Payroll Audits in 2016 Part Four: Why You Must Audit Your W-4s
• Conducting Internal Payroll Audits in 2016 Part Seven: Audit Secure® Must Haves
• Conducting Internal Payroll Audits in 2016 Part Six: Exempt Status Classification of Workers
• Conducting Internal Payroll Audits in 2016 Part Two: Independent Contractor Classification
• Conducting Internal Payroll Audits in 2017 Part One: 4 Things the DOL Will Request During Your Audit
• Conducting Internal Payroll Audits Part Five: I-9 Hot Tips
• Conducting Internal Payroll Audits Part Four: Why You Must Audit Your W-4s
• Conducting Internal Payroll Audits Part One: 4 Things the DOL Will Request During Your Audit
• Conducting Internal Payroll Audits Part Seven: Audit Secure® Must Haves
• Conducting Internal Payroll Audits Part Six: Exempt Status Classification of Workers
• Conducting Internal Payroll Audits Part Three: W-9 Compliance Tips and Penalties for Noncompliance
• Conducting Internal Payroll Audits Part Two: Independent Contractor Classification
• Conducting Internal Payroll Audits Part Two: Independent Contractor Classification
• Consumer Privacy Act
• Corporate and Criminal Fraud Accountability
• Corporate Bonds
• Corporate Fraud Accountability
• Corporate Responsibility - SOX
• Corporate Tax Returns - SOX
• Correlation and Regression Analysis
• Cost of Capital: What does money cost?
• Cost of Sales - COGS
• Cost of Sales - Discounts
• Cost of Sales - Inventory

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• Preparation of Budgets
• Principles of Accounting - Cash vs Accrual
• Principles of Accounting - Common Accounting Terms
• Principles of Accounting - Fraud
• Principles of Accounting - Principles of Accounting
• Principles of Insurance
• Privacy Acts Regulations Policies
• Privacy Notices and Their Content
• Project Valuation Methods
• QuickBooks® 2011
• QuickBooks® 2012
• QuickBooks®: A 60 Minute Crash Course
• QuickBooks®: Payroll
• Reconciliation of Books
• Records Retention Guidelines for
  Financial Institutions
• Reform, Recovery and Enforcement Act of 1989
• Reg CC - Expedited Funds Availability Act
• Regulation BB
• Regulation CC - Expedited Funds Availability Act
• Regulation E: Error Resolution Procedures
• Regulation E: Issuances of Access Devices
• Regulation E: Overviews
• Regulation O
• Regulation W
• RESPA
• Responsibilities of the Teller
• Retirement Planning - Social Security
• Reviewing the Basics of Business Structures
• Right to Financial Privacy Act Part 1
• Right to Financial Privacy Act Part 2
• Risk Self-Assessment
• ROI: Calculating Internal Rate of Return
• ROI: Calculating Net Present Value
• ROI: Calculating the Payback Method
• Saving Money
• Six Sigma Black Belt - V1
• Six Sigma Green Belt - V1
• Stock Index Futures
• Supervisory Requirements
• Tax
• Tax Planning
• Taxation
• Teller Cash Handling
• The Fundamentals of Cash Flow Forecasting
• The Many Forms of Money
• The Triple Bottom Line
• Time Value of Money
• Transfer of Property
• Truth in Lending Act and Regulation Z
• Types of Check Fraud
• UCC Article 9 Update
• Understanding Bonds and their Values
• Understanding Credit
• Understanding Financial Information
• Understanding the Balance Sheet
• Understanding the Cash Flow Statement
• Understanding the Income Statement
• Understanding the Hiring and Claims
• Use and Understand Purchase Agreements
• Using ROA and ROE as Performance Indicators
• Value at Risk
• Various Types of Mutual Fund Products
• Vocabulary Challenge: Basics Accounting
• What is Money Laundering
• Yield Curve Analysis

HUMAN RESOURCES
• 5 Ways To Engage Employees (plus one)
• 60 Secrets to Successful Employee Orientation
• 7 Steps to Better Written Policies and Procedures
• 90 Days 90 Ways
• A Drug-free Workplace
• A Drug-free Workplace for Construction
• A Drug-free Workplace for General Industry
• A Drug-free Workplace for Health Care
• A Drug-free Workplace for Manufacturing
• A Drug-free Workplace for Transportation
• A Framework for Excellence
• A New Way to Train Employees
• A Six-Step Learning Cycle
• Achieving 100% Compliance of
  Policies and Procedures
• Active Shooter & Workplace Violence (Spanish)
• Age Discrimination Law and Cooperation
• Alcohol Abuse: 01. Training Responsibilities
• Alcohol Abuse: 02. Rules and Regulations
• Alcohol Abuse: 03. Who Should I Test?
• Alcohol Abuse: 04. How Do I Know
  if Someone is Impaired?
• Alcohol Abuse: 05. What Are the Testing Procedures?
• Alcohol Abuse: 06. What Happens If My
  Employee Fails an Alcohol Test?
• Alcohol Abuse: 07. What Happens If My
  Employee Refuses an Alcohol Test?
• Alcohol Abuse: 08. Record Keeping
• Alcohol Abuse: 09. Employee Training
• An Introduction to HIPAA
• Analyze Human Capital with HR Metrics
• Analyzing Pay Theories
• Anti-Harassment Training for
  Employees (California) (Spanish)
• Anti-Harassment Training for
  Supervisors (California) (Spanish)
• Anti-Harassment Training for Supervisors (Illinois)
• Anti-Harassment for Everyone
• Anti-Harassment for Managers
• Anti-Harassment: Anti-Harassment in Review
• Anti-Harassment: History of Sexual Harassment
• Anti-Harassment: Investigating Complaints
• Anti-Harassment: Writing and Communicating an
  Anti-Harassment Policy
• Appropriate Interview Questions - Quick Reference
• Are You Really Listening?
• Are You Really Listening? (Spanish)
• As Simple As Respect: Diversity, Respect and
  Inclusion In the Workplace
• As Simple As Respect: Diversity, Respect and
  Inclusion In the Workplace
• Avoiding Wrongful Terminations
• Background Screening and Investigations
• Bad Apples
• Becoming a “Learning Organization”
• Beginning Development for Training Programs
• Best Practices in Policies and Procedures
• Beyond Training and Development
• Building Framework for the Development of
  Training Programs
• California Anti-Harassment: 01. History of Sexual Harassment
• California Anti-Harassment: 02. Anti-
  Harassment for Everyone
• California Anti-Harassment: 03. Anti-
  Harassment for Managers
• California Anti-Harassment: 04. Examples and Scenarios
• California Anti-Harassment: 05. Writing and
  Communicating an Anti-Harassment Policy
• California Anti-Harassment: 06. Investigating Complaints
• California Anti-Harassment: 07. Anti-Harassment in Review
• California Anti-Harassment: Summary of SB 396 Changes
• California Preventing Sexual
  Harassment for Employees
• California Preventing Workplace
  Harassment for Managers
• California Understanding Harassment: 01. Introduction to Understanding Harassment
• California Understanding Harassment: 02. Creating a Healthy Culture
• California Understanding Harassment: 03. Understanding Offenders
• California Understanding Harassment: 04. Understanding Targets
• California Understanding Harassment: 05. Warning Signs
• California Understanding Harassment: 06. Bystander Training
• California Understanding Harassment: 07. Understanding Harassment in Review
• California Workplace Harassment Prevention for
  Managers and Supervisors
• Call Centers and Human Resource Management
• Can Pay Be Strategic
• Can You Request A Medical Exam for
  Employee on Intermittent FMLA Leave?
• Career Contentment
• Career Development Programs
• Choosing a Program Backbone
• Choosing an Interview Format and
  Considering Legal Issues
• Communicating in a Diverse World
• Completing the Framework for
  Developing Training Programs
• Conduct Effective Interviews and
  Hire the Right People

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• Conduct Effective Witness Interviews
• Conduct the Interview
• Conducting a Performance Evaluation
• Conference and Revamping Evaluation
• Create a Drug-Free Workplace
• Creating a Bully-Free Workplace: Employee Edition
• Creating a Bully-Free Workplace: Manager Edition
• Creating Effective Program Notes
• Creating Engagement Among Employees
• Creating Great Business Video: 3 Levels of Video Content
• Creating Great Business Video: Building the Production Team
• Creating Great Business Video: Introduction
• Creating Great Business Video: The Case for Video
• Creating Great Business Video: The New Learner
• Creating Great Business Video: Animation Formats
• Creating Great Business Video: Background Formats
• Creating Great Business Video: Basics of Structure
• Creating Great Business Video: Coaching the Presenter
• Creating Great Business Video: Color Formats
• Creating Great Business Video: Creating Tests
• Creating Great Business Video: Creating Viewer Notes
• Creating Great Business Video: Desktop Video
• Creating Great Business Video: Graphic Formats
• Creating Great Business Video: Instructional Design Guidelines
• Creating Great Business Video: Instructional Design Tips
• Creating Great Business Video: Lighting
• Creating Great Business Video: Mini-Studio Video
• Creating Great Business Video: Mobile Video
• Creating Great Business Video: Narrating Screen Captures
• Creating Great Business Video: Presentation Tips
• Creating Great Business Video: Presenter Appearance
• Creating Great Business Video: Presenter Body Language
• Creating Great Business Video: Presenter Gestures
• Creating Great Business Video: Presenter Images
• Creating Great Business Video: Presenter Voice
• Creating Great Business Video: Project Scope Issues
• Creating Great Business Video: Quality Recording
• Creating Great Business Video: Reading a Script
• Creating Great Business Video: Recording Set-Up
• Creating Great Business Video: Running a Teleprompter
• Creating Great Business Video: Structuring Programs
• Creating Great Business Video: Structuring Scenes
• Creating Great Business Video: Text Formats
• Creating Great Business Video: Using a Teleprompter
• Creating Great Business Video: Video Authoring
• Creating Great Business Video: Write for Mental Engagement
• Creating Great Business Video: Writing Guidelines
• Creating Great Business Video: Writing Processes
• Criteria Categories and Linkages
• Current Labor Challenges and Labor Laws
• Dealing with Diversity
• Dealing with Drug and Alcohol Abuse for Managers and Supervisors (Spanish)
• Dealing With Performance Issues
• Deciding on a Pay System
• Delaware: Preventing Sexual Harassment for Employees
• Delaware: Preventing Sexual Harassment for Managers
• Delivering Training Masterfully
• Determine the Competencies Required
• Determining Internal and External Pay Factors
• Develop the List of Questions
• Developing a Communication Package
• Developing Trainer Skills
• Dialogue - Now You're Talking! Communicating in a Diverse World (Spanish)
• Dialogue Among Generations
• Dialogue Between Genders
• Dialogue for Cultural Understanding
• Disability Discrimination and Accommodation for Managers
• Disclosing Protected Health Information and HIPAA
• Discrimination: The Protected Classes
• Diversity Challenges: What Would You Do?
• Diversity: Face to Face
• Do Respect
• Do you have to pay them?
• Document the Job Requirements
• Don’t Forget Forgetting!
• Don & Don’ts of Records Retention and Destruction
• Drugs and Alcohol at Work Protected?
• EEOC Reg - B
• Electronic Record Keeping for HR Professionals
• Eliminate the Confusion of FMLA
• Employee Engagement - Bad Deal or Real Deal?
• Employee Privacy
• Employee: How to be Accountable
• Employee: What is Accountability?
• Employing Workers with Disabilities - Beneficial to Business
• Engagement vs Interaction
• Establishing a System of Policies and Procedures
• Exploring Training Programs: The Four Levels
• Exploring the Global Business Environment
• Exploring the Need for Labor Unions
• Fair Labor Standards Act (FLSA) for Employees
• Fair Labor Standards Act (FLSA) for Managers
• Fair Labor Standards Act: Updated May 2016
• Family and Medical Leave Act
• FAQ: Seasonal Employee Hours and Pay
• FCPA Anti-Corruption and Bribery
• Five Ways to Avoid a Discrimination Claim
• FLSA Rules, Regulations and Classification Standards
• Follow-Up and Coaching
• Foreign Corrupt Practices Act (FCPA): Overview
• Foreign Corrupt Practices Act (FCPA): Overview (Spanish)
• Form W9: Payee Identification and Tax Determination
• Gateway to Inclusion
• Generation Z
• Get People to Take Your Training!
• Get Rid of Time-Off Ted, Attitude Alice and Slackers Sam
• Getting to Know the Generations
• Global Cultural Awareness
• Global Trends in Human Resource Management
• Handbook for Strategic HR
• Handling References
• Harassment Hurts: It's Personal (Spanish)
• Harassment Retaliation Action Plan
• Harmonizing Work, Family and Personal Life
• HIPAA Privacy and Security Basics
• HIPAA: 1. The Basics
• HIPAA: 2. What is HIPAA?
• HIPAA: 3. HITECH - Understanding Business Associates
• HIPAA: 4. What is Protected Health Information?
• HIPAA: 5. The Privacy Rule - Authorization
• HIPAA: 6. The Privacy Rule - Disclosures
• HIPAA: 7. The Security Rule
• HIPAA: 8. Enforcement
• HIPAA: 9. Breaches
• HIPAA: 10. Penalties
• HIPAA: 11. General Disclosures - FAQ
• HIPAA: 12. Marketing - FAQ
• HIPAA: 13. Protection Against Violations - Risk Analysis
• HIPAA: 14. Protection Against Violations - Safeguards
• HIPAA: 15. Quick Learn for Employees
• HIPAA: 16. Consumer Rights
• HIPAA: 17. Disclosure to Family and Friends
• HIPAA: 18. For Emergency Responders
• HIPAA: 19. GINA
• HIPAA: How Did We Get Here?
• HIPAA: What Health and Human Services Requires
• Hire Team-Oriented Employees
• Hostility, Harassment, and Workplace Headaches
• How Personality affects Employee Behavior
• How to Avoid a Wrongful Termination Claim
• How to Avoid Discrimination Claims
• How to Clearly Communicate Employee Benefits
• How to Create a Hostile Work Environment
• How to Identify and Prevent Workplace Sexual Harassment
• How to Improve Your Engagement at Work
• How to Legally Terminate Employees on Leave
• How to Maintain a Drug-Free Workplace
• How to Pay Attention and Listen!
• How to Rollout Your Training Initiative Successfully
• How to Strategically Measure Training Success
• How to Succeed as a One Person HR Department
• How to Write Comprehensive Policies and Procedures
• How Well Do You Know Your Employees?
• How Working Memory Works
• HR: The Cornerstone of Successful Organizations
• Human Resources in Research and Practice
• Human Resources Law Update 2019
• Human Resources Law Update 2020 - Beneficial to Business
• HUD & Immigration Law Compliance - Update 2019
• Ideas for Improving Engagement

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• Ideocracy of an MTV Workplace
• Implementing Successful Training
• Improving And Consider Employee Engagement
• Insights to Better Mentoring
• Internal Investigations and Confidentiality
• Interviewing Tips
• Introduction to Compensation and Benefits
• Introduction to Managing Employee Performance
• Introduction to Performance Appraisals and Appraisal Systems
• Introduction to Performance Excellence
• Laws Relating to Pay
• Leading HR
• Legal Aspects of Interviewing and Hiring
• Legally Terminate Employees:
• Critical Things You Must Know
• Looking at Employment Contracts
• Maine Sexual Harassment Training for Employees
• Maine Sexual Harassment Training for Managers
• Managing Cognitive Load
• Managing Employee Performance: A Look at Influences and Discipline
• Managing Four Generations in the Workplace
• Managing Harmony
• Managing Harmony (Spanish)
• Managing Substance Abuse in the Workplace: Employee Edition
• Managing Substance Abuse in the Workplace: Manager Edition
• Managing Workplace Bullying
• Matching Applicants with Job Specifications and Conducting Interviews
• Measuring Employee Engagement
• Media Options and Learning
• Medical Marijuana in the Workplace
• Memory Fix Teaching
• Military FMLA
• More Methods for Training Delivery
• Multi-Purposed Learning
• New York Preventing Sexual Harassment for Employees
• New York Preventing Sexual Harassment for Managers
• New York State Anti-Harassment Introduction
• New York State Anti-Harassment Scenarios
• No FEAR Act
• Onboarding Tools
• Onboarding: Best Practices
• Onboarding: Orientations
• Onboarding: The Power of Day One
• Onboarding: Transmitting Culture
• Onboarding: Why You Should Care
• Opening the Right Doors
• Opening the Right Doors (Spanish)
• Orientation: Where Do We Go From Here?
• Overcome Training Barriers and Get Great Usage
• Overcoming Personal Barriers to Diversity
• Overcoming Unconscious Bias
• Pay Types and Considerations
• Powerful Practices for Legally Recruiting and Hiring
• Pregnancy Discrimination Act
• Prejudice and Discrimination
• Prevent Harassment Claims: Know the Warning Signs
• Prevent Harassment Claims: Write and Communicate Your Policy
• Preventing Bribery and Corruption in a Global Economy
• Preventing Employment Discrimination: Campus Edition
• Preventing Harassment & Bullying in the Workplace
• Preventing Harassment in Industry
• Preventing Harassment in Industry (Spanish)
• Preventing Harassment in the Office (Spanish)
• Preventing Sexual Harassment for Employees (Spanish)
• Preventing Sexual Harassment for Managers
• Preventing Sexual Harassment... for Employees
• Preventing Sexual Harassment... for Managers and Supervisors
• Preventing Sexual Harassment: A Leader’s Perspective
• Preventing Sexual Harassment: An Employee’s Perspective
• Preventing Unlawful Retaliation in the Workplace
• Preventing Unlawful Workplace Harassment Employee Edition
• Preventing Unlawful Workplace Harassment Manager Edition
• Preventing Workplace Harassment: A Leader’s Perspective
• Preventing Workplace Violence
• Preventing Workplace Violence: A Leader’s Perspective
• Preventing Workplace Violence: An Employee’s Perspective
• Primary Threats to Performance Excellence
• Privacy Laws and Practices
• Providing Government-Mandated Benefits
• Psychology of the Hiring Process
• Quantify Performance Goals if Possible
• Realities of Attention
• Recognizing the Signs of Substance Abuse in the Workplace
• Recruiting 101
• Recruiting, Interviewing, Selecting & Orienting New Employees
• Research Your Research
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 1
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 2
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 3
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 4
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 5
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 6
• Retail Violence Prevention: Hazard Prevention and Control
• Retail Violence Prevention: Introduction
• Retail Violence Prevention: Program Roles and Security Analysis
• Retail Violence Prevention: Training and Program Evaluation
• Retaining Distressed Employees
• Retaliation
• Role of “Seductive Content” (No, not that!)
• See, Know and Do Goals
• Self Evaluation and Common Pitfalls in Performance Appraisals
• Should We Pay Interns?
• Six Sigma: Six Sigma and Lean
• Six Sigma: Six Sigma Basics
• Social Media Privacy and Security in the Medical Profession
• Speed Up Training “Time to Market”
• Staying Out of Trouble
• Stereotyping and Diversity
• Stop Bullying at Work
• Substance Abuse: 01. Training Responsibilities
• Substance Abuse: 02. Rules and Regulations
• Substance Abuse: 03. Who Should I Test?
• Substance Abuse: 04. How Do I Know if Someone is Impaired?
• Substance Abuse: 05. What Are the Testing Procedures?
• Substance Abuse: 06. What Happens if My Employee Fails a Drug Test?
• Substance Abuse: 07. What Happens if My Employee Refuses a Drug Test?
• Substance Abuse: 08. Record Keeping
• Substance Abuse: 09. Employee Training
• Substance Abuse: Addressing Abuse
• Substance Abuse: Problems and Effects
• Substance Abuse: Supervisors’ Responsibilities
• Substances of Abuse
• Successful Employee Onboarding
• Survey Says: Why People Leave Their Jobs
• The Baby Boomers
• The Case for e-Learning
• The Collective Bargaining Process
• The Comprehensive Reference Checking Handbook
• The Employee Engagement Continuum
• The Facts about Workplace Substance Abuse
• The Fine Line of Employee Privacy
• The Five Whys
• The Four Stages of Employee Training
• The Gen Xers
• The Millennials
• The Minimum Requirements for HIPAA Compliance
• The Rookie Manager: The Disciplinary Conference and Grievances
• The Supervisor’s Responsibilities with Substance Abuse
• The Traditionalists
• The Value of Diversity
• The Value of Diversity (French)
• The Value of Diversity (French-Canadian)
• The Value of Diversity (Spanish)
• The What and Why of Employee Engagement
• Three-Level Content Strategy Model

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ONLINE COURSES

- Tuberculosis in the Healthcare Environment: Reducing Risk - Engineering Controls
- Tuberculosis in the Healthcare Environment: Reducing Risk - Medical Surveillance
- Tuberculosis in the Healthcare Environment: TB Risks in Healthcare Environments
- Tuberculosis in the Healthcare Environment: The Resurgence of Tuberculosis
- Tuberculosis in the Healthcare Environment: Working With and Treating Active TB
- Unlawful Harassment for Colleges: Employee Version
- Who is your Customer?: I Can't Find This
- Who is your Customer?: I'm Just Looking
- Who is your Customer?: I'm on a Mission
- Who is your Customer?: I'm With My Kids. Please Hurry.
- Who is your Customer?: I've Got a Coupon for That
- Who is your Customer?: I've Got Time and Money
- Working Capital
- Working in Retail: How to Give Exceptional Service
- Working in Retail: How to Handle Feedback
- Working in Retail: How to Stay Positive with Customers
- Working in Retail: How to Upsell
- Working in Retail: Managing Retail Employees

IT
- 12 Tips for Ensuring GDPR Compliance
- Agile Software Development: An Introduction
- Are You on the Software Police's Most Wanted List?
- AS/NET Core Using MVC, Part 1 of 6: Introduction
- AS/NET Core Using MVC, Part 2 of 6: Granite Project
- AS/NET Core Using MVC, Part 3 of 6: Products and Actions
- AS/NET Core Using MVC, Part 4 of 6: Homepage and Shopping Cart
- AS/NET Core Using MVC, Part 5 of 6: Users and Appointments Cart
- AS/NET Core Using MVC, Part 6 of 6: Advanced Topics
- Authentication, Authorization and Accounting: Best Practices
- Best Practices for Improving Data Quality
- Big Data in the Enterprise: An Introduction
- Big Data: Good for the Customer
- Not Just the Business
- Big Iron in the House: The Role of the Mainframe Today
- CASP (Part 1 of 9): Cryptography
- CASP (Part 2 of 9): Network Security
- CASP (Part 3 of 9): Enterprise Storage and Host Security
- CASP (Part 4 of 9): Cloud Security
- CASP (Part 5 of 9): Internet Communications Security
- CASP (Part 6 of 9): Application Security
- CASP (Part 7 of 9): Risk Management
- CASP (Part 8 of 9): Incident Response
- CASP (Part 9 of 9): Assessments
- Certified Ethical Hacker (Part 1 of 8): Intro to Ethical Hacking
- Certified Ethical Hacker (Part 2 of 8): Operating Systems and Hacking
- Certified Ethical Hacker (Part 3 of 8): Threats and System Hacking
- Certified Ethical Hacker (Part 4 of 8): Malware and Social Engineering
- Certified Ethical Hacker (Part 5 of 8): Sessions and Web Servers
- Certified Ethical Hacker (Part 6 of 8): Web Apps and SQL Injection
- Certified Ethical Hacker (Part 7 of 8): Wireless Networks and Firewalls
- Certified Ethical Hacker (Part 8 of 8): Cloud and Cryptography
- Certified Information Security Manager (CISM) (Part 1 of 4): Governance
- Certified Information Security Manager (CISM) (Part 4 of 4): Incident Management
- Certified Information Systems Security Professional (CISSP) (Part 1 of 9): Risk and Authentication
- Certified Information Systems Security Professional (CISSP) (Part 4 of 9): Cryptography and Network Topologies
- Certified Information Systems Security Professional (CISSP) (Part 7 of 9): Malware and Business Continuity
- Certified Information Systems Security Professional (CISSP) (Part 8 of 9): Incident Management
- Cisco CCNP Implementing Cisco IP Routing, Part 1 of 4: Planning and EIGRP
- Cisco CCNP Implementing Cisco IP Routing, Part 2 of 4: OSPF and Routing
- Cisco CCNP Implementing Cisco IP Routing, Part 3 of 4: Paths and Filtering
- Cisco CCNP Implementing Cisco IP Routing, Part 4 of 4: Branch Office and IPv6
- Cisco IP Switched Networks (CCNP Switch), Part 1 of 7: Network Design
- Cisco IP Switched Networks (CCNP Switch), Part 2 of 7: Campus Area Network
- Cisco IP Switched Networks (CCNP Switch), Part 3 of 7: Spanning Tree
- Cisco IP Switched Networks (CCNP Switch), Part 4 of 7: Inter VLAN-Routing
- Cisco IP Switched Networks (CCNP Switch), Part 5 of 7: Advanced Switch Configuration
- Cisco IP Switched Networks (CCNP Switch), Part 6 of 7: L3 First Hop Redundancy Protocol
- Cisco IP Switched Networks (CCNP Switch), Part 7 of 7: Security
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 1 of 5: Complex Enterprise Networks
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 2 of 5: Apps and Switched Solutions
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 3 of 5: Routing and Addressing
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 4 of 5: Performance and Convergence
- Cloud Computing Security Knowledge (CCSK) Version 3
- Cloud Computing: Trends, Strategies and Best Practices
- CompTIA A+ Cert, (Part 1 of 13): Fundamentals
- CompTIA A+ Cert, (Part 2 of 13): Best Practices
- CompTIA A+ Cert, (Part 3 of 13): PC Components
- CompTIA A+ Cert, (Part 4 of 13): Windows and Environments
- CompTIA A+ Cert, (Part 5 of 13): Networking Technologies
- CompTIA A+ Cert, (Part 6 of 13): SOHO, Mobile, and Printers
- CompTIA A+ Cert, (Part 7 of 13): Security
- CompTIA A+ Cert, (Part 8 of 13): Troubleshooting
- CompTIA A+ Cert, (Part 9 of 13): PC Hardware
- CompTIA A+ Cert, (Part 10 of 13): Computer Networking
- CompTIA A+ Cert, (Part 11 of 13): Working with Mobile Devices
- CompTIA A+ Cert, (Part 12 of 13): Working with Operating Systems
- CompTIA A+ Cert, (Part 13 of 13): Network and PC Security
- CompTIA NET+ Cert 007 Update, Part 1 of 5: Network Concepts
- CompTIA NET+ Cert 007 Update, Part 2 of 5: Infrastructure
- CompTIA NET+ Cert 007 Update, Part 3 of 5: Network Operations
- CompTIA NET+ Cert 007 Update, Part 4 of 5: Network Security
- CompTIA NET+ Cert 007 Update, Part 5 of 5: Network Troubleshooting
- CompTIA Security+ (Part 1 of 9): Overview and Malware
- CompTIA Security+ (Part 2 of 9): Mobile Devices and Hardening
- CompTIA Security+ (Part 3 of 9): Virtualization and Secure Dev
- CompTIA Security+ (Part 4 of 9): Network Design and Cloud
- CompTIA Security+ (Part 5 of 9): Securing Networks

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
Part 1 of 5: Scalable Networks
Interconnecting Cisco Networking Devices (CCNA), (Part 4 of 4): Medium Networks and IPv6
Interconnecting Cisco Networking Devices (CCENT) (Part 2 of 4): Internet Connectivity
Interconnecting Cisco Networking Devices (CCENT) (Part 4 of 4): Medium Networks and IPv6
Interconnecting Cisco Networking Devices (CCNA), Part 1 of 5: Scalable Networks

Interconnecting Cisco Networking Devices (CCNA), Part 2 of 5: Troubleshoot Connectivity
Interconnecting Cisco Networking Devices (CCNA), Part 3 of 5: Multi-Area Networks
Interconnecting Cisco Networking Devices (CCNA), Part 4 of 5: Wide Area Networks
Interconnecting Cisco Networking Devices (CCNA), Part 5 of 5: Network Device Management

Introducing IoT: The Internet of Things
ITIL 4 (Part 1 of 5): Service Management
ITIL 4 (Part 2 of 5): Four Dimensions
ITIL 4 (Part 3 of 5): Guiding Principles
ITIL 4 (Part 4 of 5): Continual Improvement
ITIL 4 (Part 5 of 5): Asset Management
ITIL Foundation, Part 1 of 5: Introduction
ITIL Foundation, Part 2 of 5: Principles, Models, and Concepts
ITIL Foundation, Part 3 of 5: Lifecycle Phases
ITIL Foundation, Part 4 of 5: Strategy and Design Proc

Java EE (Part 1 of 8): Servlets and JSP Fundamentals
Java EE (Part 2 of 8): Servlets, JSP Security, and JS Faces
Java EE (Part 3 of 8): EJB 3.0 and JPA
Java EE (Part 4 of 8): EJB 3.0 in the Enterprise
Java EE (Part 5 of 8): AJAX Fundamentals
Java EE (Part 6 of 8): AJAX with DWR, DOJO, and Security
Java EE (Part 7 of 8): JAX-WS Web Services
Java EE (Part 8 of 8): JAX-WS Web Service Controls
Java EE Programming: Ajax with Spring 3.0
Java EE Programming: Hibernate
Java EE Programming: Spring 3.0
Java EE: Integrating Hibernate and Spring 3.0
Java EE: Web Development Using Spring 3.0
Java SE 9 (Part 1 of 14): Install and Introduction
Java SE 9 (Part 2 of 14): Intellij and Operators
Java SE 9 (Part 3 of 14): Classes and Objects
Java SE 9 (Part 4 of 14): Composition and Arrays
Java SE 9 (Part 5 of 14): Interfaces and Streams
Java SE 9 (Part 6 of 14): Swing and Flashcard Application
Java SE 9 (Part 7 of 14): Intro to Java FX
Java SE 9 (Part 8 of 14): Application Login
Java SE 9 (Part 9 of 14): Expressions, DB and Threads
Java SE 9 (Part 10 of 14): Project Setup and Login
Java SE 9 (Part 11 of 14): Errors and ListView
Java SE 9 (Part 12 of 14): Custom Lists and Updates
Java SE 9 (Part 13 of 14): Vaadin and HTTP Introduction
Java SE 9 (Part 14 of 14): Weather Application
JavaScript (Part 1 of 6): Fundamentals
JavaScript (Part 2 of 6): Objects, Arrays, and Expressions
JavaScript (Part 3 of 6): Functions
JavaScript (Part 4 of 6): Object Constructors
JavaScript (Part 5 of 6): Web
JavaScript (Part 6 of 6): Objects
Legacy Modernization - In a Budget Constraining Environment
Managing Supply Chain Risk
Microsoft Azure Services (Part 1 of 4): Overview and Storage
Microsoft Azure Services (Part 2 of 4): Network Services
Microsoft Azure Services (Part 3 of 4): Compute Services
Microsoft Azure Services (Part 4 of 4): Apps and Database
Microsoft Azure Services (Part 5 of 4): Big Data
Microsoft Azure Services (Part 6 of 4): Enterprise App Integration
Microsoft Azure Services (Part 7 of 4): Internet of Things
Microsoft Azure Services (Part 8 of 4): Security
Microsoft Azure Services (Part 9 of 4): Monitoring and Diagnostics
Microsoft 70-243: Administering and Deploying SCCM 2012
Microsoft 70-346: Managing Office 365® Identities and Requirements
Microsoft 70-410: Installing and Configuring Windows® Server 2012
Microsoft 70-411: Administering Windows® Server 2012
Microsoft 70-461: Querying SQL Server® 2012
Microsoft 70-462: Administering SQL Server® 2012 Databases
Microsoft 70-464: Developing Microsoft® SQL Server® 2012 Databases
Microsoft 70-640 TS: Windows® Server 2008 Active Directory, Configuring
Microsoft 70-642 TS: Windows® Server 2008 Network Infrastructure, Configuring
Microsoft 70-646 Pro: Windows® Server 2008, Server Administrator
Microsoft 70-687: Configuring Windows® 8
Microsoft SharePoint® Designer 2007 Advanced
Microsoft SharePoint® Designer 2007 Basic
Microsoft SharePoint® Foundation 2010 Advanced
Microsoft SharePoint® Foundation 2010 Basic
Microsoft SharePoint® Server 2010 Advanced
Mobile Application Management: An Introduction
Mobile Payments: Trends and Insights
Mobile Strategy for B2B: It’s All About the Quality of the Visit
Modern Information Systems - IT Infrastructure: Part 2
Modern Information Systems - IT Infrastructure: Part 1
Optimize Your Website for MOBILE!
Oracle® 12c OCP 120-061: SQL Fundamentals
PCI DSS: What You Need to Know
Phishing
Privacy Issues
Privileged User Accounts: Best Practices
Protecting Your Data with the CCPA
Protecting Your PC
Red Teams: Securing the Enterprise
Rootkits: A Growing Security Threat
Sage 50 Certificate Course
• Online Courses
  - Scrum Master, Part 1 of 2: Waterfall to Agile
  - Scrum Master, Part 2 of 2: Artifacts and Sprints
  - Secure Document Sharing with Mobile Devices
  - Semantic Intelligence: The Enabler of Mobile Search and Advertising
  - Semantic Technologies: Enabling Next-Generation Web Advertising
  - Sharepoint® 2016 - Calendar
  - Sharepoint® 2016 - Discussion Board
  - Sharepoint® 2016 - Document Library - First Steps
  - Sharepoint® 2016 - Document Library - Set and Manage Alerts
  - Sharepoint® 2016 - Document Library - Understanding Versioning
  - Sharepoint® 2016 - First Steps
  - Sharepoint® 2016 - Introduction
  - Sharepoint® 2016 - Lists
  - Sharepoint® 2016 - Picture Library
  - Sharepoint® 2016 - Share a Site
  - Sharepoint® 2016 - Sync Libraries
  - Sharepoint® 2016 - Tasks
  - Storage Optimization: An Introduction
  - Survey Says: How to Identify Phishing Emails
  - Testing Methodologies and Improvements: Thinking Outside the Box
  - The Five Big Bang Theory of the Internet
  - The Role of Technology in Counter-Terrorism
  - Theft and the Protection of Data
  - User-Centered Design: Benefits, Challenges and Best Practices
  - Virtual Appliances: An Introduction
  - Virtual Teams: Strategies for Success
  - Virtualization: An Introduction
  - What Is the GDPR?

Management & Leadership

- 100 Ways to Motivate Others
- 20 Reproducible Assessment Instruments for the New Work Culture
- 25 Role Plays for Interview Training
- 5 Excuses Managers Make to Avoid Terminating a Problem Employee
- 5 Steps to an Employee Training and Engagement Plan
- 8 Steps to Effective Team Meetings
- A Coach’s Guide to Embracing Leadership Styles
- A Coach’s Guide to Embracing Leadership Styles (French)
- A Coach’s Guide to Embracing Leadership Styles (French-Canadian)
- A Coach’s Guide to Embracing Leadership Styles (Spanish)
- A Coach’s Guide to Feedback
- A Coach’s Guide to Feedback (French)
- A Coach’s Guide to Feedback (French-Canadian)
- A Coach’s Guide to Feedback (Spanish)
- A Manager’s Guide to Virtual Teams
- A Manager’s Overview of the Family Medical Leave Act
- A Motivator’s Tool Kit
- Accountability: 1 Simple Technique to Provide Useful Feedback
- Accountability: 3-Step Formula to Setting Clear Expectations
- Accountability: 4 Barriers to Building a Culture of Accountability
- Accountability: Ask Better Questions - Get Better Answers
- Accountability: The Secret to Help Your Team Get Better - Faster
- Accountability: Turn Your Team Into Problem Solvers
- Accountability: What is Accountability?
- Accountable - What to Do When a Team Member Misses the Mark
- Achieving Buy-In for Change: Part 1
- Achieving Buy-In for Change: Part 2
- Adapting Your Coaching Style
- Adapting Your Coaching Style (French)
- Adapting Your Coaching Style (French-Canadian)
- Adapting Your Coaching Style (Spanish)
- Adapting Your Coaching Style for Different Personalities
- Addressing Workplace Dysfunctions: Understanding Dysfunctions (Part 1 of 4)
- Addressing Workplace Dysfunctions: Identifying Organizational Dysfunctions (Part 2 of 4)
- Addressing Workplace Dysfunctions: Recognizing Relationship Dysfunctions (Part 3 of 4)
- Addressing Workplace Dysfunctions: Strategies for Resolving Relationship Dysfunctions (Part 4 of 4)
- An Introduction to Coaching
- An Introduction to Coaching (French)
- An Introduction to Coaching (French-Canadian)
- An Introduction to Coaching (Spanish)
- An Introduction to Effective Leadership
- An Introduction to Effective Leadership (French)
- An Introduction to Effective Leadership (French-Canadian)
- An Introduction to Effective Leadership (Spanish)
- Analyzing Employee Performance: Can-Do, Will-Do Actions
- Analyzing Employee Performance: Can-Do, Will-Do Introduction
- Analyzing Employee Performance: Can-Do, Will-Do Questions and Tips
- Assertive Communication Skills for Managers
- Barriers to Communication Success, Part 1
- Barriers to Communication Success, Part 2
- Be an Interview Superstar
- Become a Followable Leader Final Exam
- Become An Effective Leader, Part 1
- Become An Effective Leader, Part 2
- Become a Great Leader: Building an Effective Leadership Team
- Become a Great Leader: Characteristics
- Become a Great Leader: Creating Followership
- Become a Great Leader: Developing Followers
- Become a Great Leader: Developing Yourself
- Become a Great Leader: Effective Delegation
- Become a Great Leader: Empowering Followers
- Becoming a Great Leader: Fundamentals
- Becoming a Great Leader: How to be a Follow-able Leader
- Becoming a Great Leader: How to Motivate Employees
- Becoming a Great Leader: Introduction
- Becoming a Great Leader: Leadership and Power
- Becoming a Great Leader: Motivational Leadership
- Becoming a Great Leader: Putting it All Together
- Becoming a Servant Leader
- Behavioral Based Interviewing
- Benefits and Pitfalls of Planning
- Budget Management
- Budgeting Essentials - Budget Reporting
- Budgeting Essentials - Budgeting Expenses
- Budgeting Essentials - Budgeting Revenue
- Budgeting Essentials - What is Budgeting
- Budgeting Essentials - Zero Based Budgeting
- Build Your Team
- Building and Sustaining a Nimble Culture
- Building More Effective Organizations
- Building Profit Through Building People
- Building Stakeholders Relations and CSR
- Building Teamwork One Individual at a Time
- Change Management: After the Announcement (French)
- Change Management: After the Announcement (French-Canadian)
- Change Management: After the Announcement (Spanish)
- Change Management: An Introduction
- Change Management: An Introduction (French)
- Change Management: An Introduction (French-Canadian)
- Change Management: An Introduction (Spanish)
- Change Management: Analysis
- Change Management: Analysis (French)
- Change Management: Analysis (French-Canadian)
- Change Management: Analysis (Spanish)
- Change Management: Creating Employee Excitement
- Change Management: Creating Employee Excitement (French)
- Change Management: Creating Employee Excitement (French-Canadian)
- Change Management: Creating Employee Excitement (Spanish)
- Change Management: Preparing for Change
- Change Management: Preparing for Change (French)
- Change Management: Preparing for Change (French-Canadian)
- Change Management: Preparing for Change (Spanish)
- Change Management: The Phases of Change
- Change Management: The Phases of Change (French)

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ONLINE COURSES

• Leaders Working with Leaders: Building Your Team (Spanish)
• Leadership & Engagement: A Correlation?
• Leadership and Delegation: Can You Do It All? (Part 1 of 6)
• Leadership and Delegation: How to Delegate Work (Part 2 of 6)
• Leadership and Delegation: Levels of Freedom (Part 3 of 6)
• Leadership and Delegation: Delegating Authority (Part 4 of 6)
• Leadership and Delegation: Accountability in Delegation (Part 5 of 6)
• Leadership and Delegation: Your Delegation Toolkit (Part 6 of 6)
• Leadership and Empowerment: Engagement, Delegation, and Empowerment (Part 1 of 6)
• Leadership and Empowerment: Common Empowerment Misconceptions (Part 2 of 6)
• Leadership and Empowerment: Understanding Empowerment (Part 3 of 6)
• Leadership and Empowerment: Preparing for Empowerment in Your Organization (Part 4 of 6)
• Leadership and Empowerment: How to Implement Empowerment (Part 5 of 6)
• Leadership and Empowerment: Why Empowerment Fails (Part 6 of 6)
• Leadership and Problem Solving
• Leadership and Vision, Mission, and Values: Determining Vision Statements (Part 1 of 5)
• Leadership and Vision, Mission, and Values: Understanding Mission Statements (Part 2 of 5)
• Leadership and Vision, Mission, and Values: Choosing Organizational Values (Part 3 of 5)
• Leadership and Vision, Mission, and Values: The Differences Among Vision, Mission, and Values Statements (Part 4 of 5)
• Leadership and Vision, Mission, and Values: Writing Vision, Mission, and Values Statements (Part 5 of 5)
• Leadership Fundamentals for Success Final Exam
• Leadership of a Diverse Group
• Leadership vs. Management
• Leadership: Giving Non-Cash Recognition
• Leadership: Trusting Others
• Leading A Diverse Workforce, Part 1
• Leading A Diverse Workforce, Part 2
• Leading a High-Performance Team
• Leading a High-Performance Team (Spanish)
• Leading a Team: 01. Leading a Team
• Leading a Team: 02. Team Building and the Tucker Model
• Lean: Common Tools
• Lean: Excellence through Lean Six Sigma
• Lean: Introduction to SS
• Lean: Principles
• Lean: The Basics
• Learn to Lead: Coaching to Promote Performance
• Learn to Lead: Collaboration - The Key to Successful Solutions
• Learn to Lead: Creative Collaborating
• Learn to Lead: How to Lead When Things Go Sideways
• Learn to Lead: Motivation Mission
• Learn to Lead: Three Tips for Motivating Leadership
• Learn to Lead: You Got This! Make Decisions With Confidence
• Learning to Lead Final Exam
• Logistics Operations and Management
• Love ‘em or Lose ‘em
• Make Effective Decisions
• Making a Plan that Works
• Making Decisions as a Group
• Manage Diversity and Grow
• Manage Diversity and Grow (French)
• Manage Diversity and Grow (French-Canadian)
• Manage Diversity and Grow (Spanish)
• Management Basics
• Management Skills - What Does it Take?
• Manager: Getting Started on Accountability
• Manager: Leading Accountable Teams
• Manager: Transforming into a Culture of Accountability
• Managers as Mentors
• Manager’s Guide to Employee Performance Improvement
• Manager’s Guide to the Americans with Disabilities Act
• Manager’s Toolbox: Background Checks
• Manager’s Toolbox: Battling a Toxic Environment
• Manager’s Toolbox: Battling a Toxic Environment (French)
• Manager’s Toolbox: Battling a Toxic Environment (French-Canadian)
• Manager’s Toolbox: Building an Engaged Organization
• Manager’s Toolbox: Building an Engaged Team
• Manager’s Toolbox: Building an Engaged Team (French)
• Manager’s Toolbox: Building an Engaged Team (French-Canadian)
• Manager’s Toolbox: Building an Engaged Team (Spanish)
• Manager’s Toolbox: Employee Termination Checklist
• Manager’s Toolbox: Interviewing Checklist
• Manager’s Toolbox: Modeling Engagement Behaviors
• Manager’s Toolbox: Modeling Engagement Behaviors (French)
• Manager’s Toolbox: Modeling Engagement Behaviors (French-Canadian)
• Manager’s Toolbox: Modeling Engagement Behaviors (Spanish)
• Manager’s Toolbox: The Power of Positive Language
• Manager’s Toolbox: The Power of Positive Language (French)
• Manager’s Toolbox: The Power of Positive Language (French-Canadian)
• Manager’s Toolbox: The Power of Positive Language (Spanish)

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<table>
<thead>
<tr>
<th>Course Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Courses</td>
<td></td>
</tr>
<tr>
<td>• Manager's Toolbox: Time Management and Your Team</td>
<td></td>
</tr>
<tr>
<td>• Manager's Toolbox: Time Management and Your Team (French)</td>
<td></td>
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<tr>
<td>• Manager's Toolbox: Understanding Employee Privacy</td>
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<td>• Managers, Not MBAs</td>
<td></td>
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<td>• Managing an Age Diverse Workforce</td>
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<td>• Managing Boundaries</td>
<td></td>
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<td>• Managing Challenging Clients</td>
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<td>• Managing Conflict: A Collaborative Approach</td>
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<td>• Managing Different Generations</td>
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<td>• Managing for Accountability</td>
<td></td>
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<tr>
<td>• Managing for Engagement: Creating an Engaged Organization</td>
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<tr>
<td>• Managing for Engagement: Measuring Employee Engagement</td>
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<td>• Managing for Engagement: Rewarding Employee Engagement</td>
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<td>• Managing for Engagement: Setting Clear Expectations</td>
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<td>• Managing for Engagement: Understanding Employee Privacy</td>
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<td>• Managing for Engagement: Positive Role Model</td>
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<td>• Managing for Engagement: Risk Assessment</td>
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<td>• Managing for Engagement: Safety</td>
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<td>• Managing for Engagement: Team Development</td>
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<td>• Managing for Engagement: Teams within an Organization</td>
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<td>• Managing for Engagement: The Grapevine</td>
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<td>• Managing for Engagement: The Production Process</td>
<td></td>
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<td>• Managing for Engagement: Through Facility Layouts</td>
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<td>• Managing for Engagement: Up: The Art of Managing Your Manager</td>
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<tr>
<td>• Managing for Engagement: Virtual Teams: Techniques and Best Practices</td>
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<tr>
<td>• Managing for Engagement: Marketing the Culture of Your Organization</td>
<td></td>
</tr>
<tr>
<td>• Maslow's Theory of Motivation</td>
<td></td>
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<tr>
<td>• Maximizing Employee Performance (Spanish)</td>
<td></td>
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<td>• Maximizing Employee Performance (Spanish)</td>
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<tr>
<td>• Maximizing the Benefits of Your Organization's Structure</td>
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<td>• Maximizing the Effectance Experience</td>
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<tr>
<td>• Meal &amp; Rest Break Training: CA</td>
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<td>• Manager &amp; Supervisors</td>
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<tr>
<td>• Measuring Success</td>
<td></td>
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<tr>
<td>• Meeting the Delegation Challenge</td>
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<tr>
<td>• Meeting the Delegation Challenge (Spanish)</td>
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<tr>
<td>• Mentoring: Creating a Successful Mentoring Relationship</td>
<td></td>
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<tr>
<td>• Mentoring: How to Create a Mentoring Program</td>
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<tr>
<td>• Mentoring: How to Match Mentors and Mentees</td>
<td></td>
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<tr>
<td>• Mentoring: Making a Mentoring Agreement</td>
<td></td>
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<td>• Mentoring: Mentoring Meeting Guidelines</td>
<td></td>
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<tr>
<td>• Mentoring: The What and the Why</td>
<td></td>
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<tr>
<td>• Mentoring: What is a Mentoring Program</td>
<td></td>
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<tr>
<td>• Mergers, Acquisitions &amp; Divestments</td>
<td></td>
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<tr>
<td>• Mistakes Leaders Make: Eight Signs of a Dysfunctional Organization</td>
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<tr>
<td>• Mistakes Leaders Make: Fixing the Dysfunction</td>
<td></td>
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<tr>
<td>• Mistakes Leaders Make: Impedership</td>
<td></td>
</tr>
<tr>
<td>• Mistakes Leaders Make: Six Wrong Ways to Manage</td>
<td></td>
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<tr>
<td>• Motivating and Retaining the Teenager Worker</td>
<td></td>
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<tr>
<td>• Motivating Employees: Appraising Performance</td>
<td></td>
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<tr>
<td>• Motivating Employees: Creating an Inspiring Workplace</td>
<td></td>
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<tr>
<td>• Motivating Employees: Designing Satisfying Jobs</td>
<td></td>
</tr>
<tr>
<td>• Motivating Employees: Part 1</td>
<td></td>
</tr>
<tr>
<td>• Motivating Employees: Part 2</td>
<td></td>
</tr>
<tr>
<td>• Motivating Employees: Rewarding Performance</td>
<td></td>
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<tr>
<td>• Motivating Your People and Being a Positive Role Model</td>
<td></td>
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<tr>
<td>• Motivation</td>
<td></td>
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<tr>
<td>• Motivation and Job Performance</td>
<td></td>
</tr>
<tr>
<td>• Motivation: Ethical Strategies</td>
<td></td>
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<tr>
<td>• Motivational Theorists Whose Theories Work in Practice</td>
<td></td>
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<tr>
<td>• Moving from Technical Professional to Manager</td>
<td></td>
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<tr>
<td>• Negotiating With Suppliers</td>
<td></td>
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<tr>
<td>• Next Generation Talent Management</td>
<td></td>
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<tr>
<td>• No Magic Bullet</td>
<td></td>
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<tr>
<td>• On Selecting, Developing and Managing Talent</td>
<td></td>
</tr>
<tr>
<td>• Onboarding Remote Employees</td>
<td></td>
</tr>
<tr>
<td>• Open-Book Management (Part 1 of 4): The Missing Link</td>
<td></td>
</tr>
<tr>
<td>• Open-Book Management (Part 2 of 4): Addressing Your Fears</td>
<td></td>
</tr>
<tr>
<td>• Open-Book Management (Part 3 of 4): Key Elements</td>
<td></td>
</tr>
<tr>
<td>• Open-Book Management (Part 4 of 4): Tips for Implementation</td>
<td></td>
</tr>
<tr>
<td>• Operational Plans: Budgets</td>
<td></td>
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<tr>
<td>• Operational Plans: The Single Use Plan</td>
<td></td>
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<tr>
<td>• Operational Plans: The Standing Plan</td>
<td></td>
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<tr>
<td>• Operations Management for Service Providers</td>
<td></td>
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<tr>
<td>• Operations Management in Manufacturing</td>
<td></td>
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<tr>
<td>• Operations Rules</td>
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<td>• Organization for Efficiency</td>
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<td>• Organizational Behavior</td>
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<td>• Organizational Communication</td>
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<td>• Organizational Learning</td>
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<td>• Organizational Skills</td>
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<td>• Organizational Strategy</td>
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<td>• Overcoming Resistance When Coaching</td>
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<td>• People People</td>
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<tr>
<td>• Performance Excellence: Cost</td>
<td></td>
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<tr>
<td>• Performance Excellence: Introduction</td>
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<td>• Performance Excellence: Requirements</td>
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<td>• Performance Excellence: Terms</td>
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<td>• Performance Gaps: A Diagram for Success: Find the Right Solution to</td>
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<td>Improve Performance</td>
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<td>• Performance Gaps: Got Gaps? Discover the Real Reason for Performance</td>
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<td>• Performance Gaps: Setting Clear Expectations: What You Say &amp; What They</td>
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<td>• Performance Gaps: Solve Performance Gaps: When They Can't Do It</td>
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<td>• Performance Gaps: Solve Performance Gaps: When They Won't Do It</td>
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<td>• Performance Gaps: Test Your Skills: Tackle Performance Gaps Head-On</td>
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<td>• Performance Gaps: Uncover What You Don't Know About Your Team's Performance Gaps</td>
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<td>• Performance Intervention Maps</td>
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<td>• Performance Management: A Systems View</td>
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<td>• Performance Management: The Coaching Conversation</td>
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<td>• Performance Reviews with Less Stress and Better Results</td>
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<td>• Performance Reviews: 7 Steps to Prepare</td>
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<td>• Placing a Product: Creating Value With Supply Chains</td>
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<td>• Placing a Product: Exploring Distribution</td>
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<td>• Preventing for Your PCI Audit</td>
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<td>• Preventing Age Discrimination for Managers and Supervisors</td>
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<td>• Preventing Employment Discrimination for Managers and Supervisors</td>
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<td>• Preventing Unlawful Workplace Harassment in Federal Agencies - Manager</td>
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<td>• Pricing a Product</td>
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<td>• Principles of Planning</td>
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<td>• Product Development and Patents</td>
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<td>• Productive Performance Appraisals</td>
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<td>• Productivity Through Praise</td>
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<td>• Progressive Discipline</td>
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<td>• Project Management for Non-Project Managers</td>
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<td>• Proper Introductions: Virtual Introductions</td>
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<td>• Providing Feedback</td>
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<td>• Put On Your Manager's Hat</td>
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<td>• Put the Moose on the Table</td>
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<td>• Put Your Business on Autopilot</td>
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<td>• Rational Decision Making</td>
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<td>• Recruiting Crash Course: Be an Effective Interview</td>
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<td>• Recruiting Crash Course: Job Postings</td>
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<td>• Recruiting Crash Course: Legal Pitfalls in Recruiting</td>
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<td>• Recruiting Crash Course: Sourcing Applicants</td>
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<td>• Recruiting Crash Course: The Recruitment Process</td>
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<td>• Religious Discrimination and Accommodation for Managers and Supervisors</td>
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<td>• Return on Investment (ROI) Basics</td>
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<td>• Risk</td>
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<td>• Risk Management Basics: Defining Hazards</td>
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<td>• Risk Management Basics: Embedding Processes</td>
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<td>• Risk Management Basics: Healthy Risk Culture</td>
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<td>• Risk Management Basics: Identifying Risk</td>
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<td>• Risk Management Basics: Risk Assessment</td>
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<td>• Risk Management Basics: Risk Management Techniques</td>
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<td>• ROI at Work</td>
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<td>• S.M.A.R.T. Goals</td>
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Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
ONLINE COURSES

- Sense and Respond
- Servant Leadership 101
- Service is Front Stage
- Six Sigma: Six Sigma and Kaizen
- Solving the Compensation Puzzle
- Staffing to Support Business Strategy
- Staying Positive
- Strategic Customer Management
- Strategic Planning for Long-Term Success (Part 1 of 4): Vision
- Strategic Planning for Long-Term Success (Part 2 of 4): Self-Assessment
- Strategic Planning for Long-Term Success (Part 3 of 4): Process
- Strategic Planning for Long-Term Success (Part 4 of 4): Meeting Tips
- Strategic Planning: A Definition
- Strategic Problem Solving for Better Decision Making
- Strategic Staffing
- Structures for Strategy
- Success for Hire
- Success Principles for Leaders
- Successful Customer Care in a Week
- Succession Planning
- Succession Planning: 8 Critical Steps
- Succession Planning: 01. The Importance of Succession Planning
- Succession Planning: 02. What is a HiPo?
- Succession Planning: 03. Creating a Policy
- Succession Planning: 04. Identifying HiPos
- Succession Planning: 05. HiPos vs. High Performers
- Succession Planning: 06. Retaining and Developing HiPos
- Succession Planning: People Back-up
- Succession Planning: The Private Business
- Succession Planning: The Transition Process
- Supervising a Pronoid
- Supervising Remote Employees
- Supervisor's Passport to Success
- Survive the 10 Toughest Conversations Every Supervisor Dreads
- Talent Leadership
- Team Building: Characteristics of a Successful Team
- Team Building: Effective Team Members
- Team Building: Team Development and Tunkan Model
- Team Building: Teams in Crisis Situations
- Team Building: Types of Teams
- Team Building: What is Team Building?
- Teams that Work
- Telework: How to Telecommute Successfully
- Terminating Employees
- The Age of Productivity
- THE Answer for Business Success
- The Benefits of an Environmental Management System
- The Cultural Fit Factor
- The Daily You
- The Decision Making Process, Part One
- The Decision Making Process, Part Two
- The Disciplinary Conference and Grievances
- The Executive Guide to Integrated Talent Management
- The External Environment
- The Facility Manager's Handbook
- The Golden Crossroads
- The Hidden Drivers of Success
- The Lean Office
- The Network is Your Customer
- The New Realities of Change
- The Performance Engagement Model
- The Product Life Cycle
- The Productivty Tip System
- The Progressive Discipline Process
- The Readiness Stairs Model
- The Road to Audacity
- The Rules of Attraction
- The Secret to Employee Motivation
- The Theory of Reinforcement
- The Three Types of Effectance
- The Value of Followers: Traits of a Great Follower (Part 1 of 3)
- The Value of Followers: Leaders as Followers (Part 2 of 3)
- The Value of Followers: Becoming a Followable Leader (Part 3 of 3)
- The Virtual World of Work
- The Why Behind Poor Performance
- Tips for Effective Delegation
- Top 10 Mistakes of Managers
- Tracking Progress with Controls
- Transforming the Organization
- Transitioning from Staff to Supervisor
- Ultimate Basic Business Skills
- Understanding Motivation: Managing Expectations
- Understanding Motivation: Meeting Employee Needs
- Understanding Motivation: Processes that Inspire
- Understanding Power, Influence, and Leadership
- Understanding Power, Influence, and Leadership (French)
- Understanding Power, Influence, and Leadership (French-Canadian)
- Understanding Power, Influence, and Leadership (Spanish)
- Understanding the Impact of Culture in Your Organization
- Use Resistance as Your Friend-Leader
- Using the Right Style
- Using Your Executive Coach
- Valuing Diversity for Managers
- Vision, Mission and Values
- Wage & Hour Basics: CA Managers & Supervisors
- What Change Leaders Do
- What Every Leader Needs
- What Every Leader Needs (French)
- What Every Leader Needs (French-Canadian)
- What Every Leader Needs (Spanish)
- What Every Mentor Needs
- What is a Product?
- What Is A Supervisor
- What Makes a Leader?
- What Makes a Leader? (French)
- What Makes a Leader? (French-Canadian)
- What Makes a Leader? (Spanish)
- What Managers Don't Know Can Hurt You
- When Change Isn't a Choice-Leader
- When Managers Rebel
- Where Do Product Ideas Come From?
- Why Teamwork Works
- Work and People
- Work Habits for Remote Employees
- Work Teams: Some Basic Guidelines
- Work With the Confused Employee
- Working within the General and Specific Environment
- Workplace Harassment Prevention: Managers and Supervisor Edition
- Would I Work for Me?
- Writing Performance Reviews
- You Get What You Manage: The Pygmalion Effect

MARKETING

- 10 Mistakes in Marketing
- 49 Marketing Secrets (that Work) to Grow Sales
- Billion Dollar Branding
- Boosting Sales
- Brand Marketing
- Breaking Through
- Building Brand and Reputation
- Business Marketing Face to Face
- Competitive Marketing in Tourism
- Conducting Competitor Research Online
- Creating Your Brand Proposition
- Determining Customer Needs
- Developing a Value Proposition
- DO IT Marketing
- Easy E-Newsletters
- Email Metrics 101
- Great Layout & Design: Tips, Tricks and the Latest Trends
- Great Legal Marketing
- Grow Regardless
- Guerrilla Facebook® Marketing
- Guerrilla Marketing During Tough Times
- Guerrilla Marketing on the Front Lines
- How to Create a Social Media Flowchart
- Increasing Search Engine Optimization
- Increasing Website Traffic
- Introduction to Marketing
- Lead Development: Social Media Networking
- Lean but Agile
- Leveraging LinkedIn to Increase Sales
- Managing Bad Press
- Marketing Communications: Budgeting
- Marketing Communications: Goals and Objectives
- Marketing Communications: Integrated Marketing Communications
- Marketing Communications: Promoting Your Product
- Marketing Communications: Resonating with your Audience
- Marketing Communications: Tracking Campaigns
- Marketing Environment Basics
- Marketing Greatest Hits
- Marketing in the 21st Century and Beyond

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRIC, PDC and PDU credits.
ONLINE COURSES

- Marketing Plans
- Marketing: Selecting Target Markets
- Mastering Social Media
- Place Branding
- Pricing Perspectives
- Reverse Psychology Marketing
- Setting a Marketing Communications Budget
- Social Networking Crash Course: Building Your Network
- Social Networking Crash Course: Facebook
- Social Networking Crash Course: LinkedIn
- Social Networking Crash Course: Safety Tips
- Social Networking Crash Course: Twitter
- Social Networking: Does it Work at Work?
- Social Networking: Facebook®
- Social Networking: Instant Messaging
- Social Networking: LinkedIn®
- Social Networking: Twitter
- Stakeholder Reputation Research
- Strategic Marketing Planning for the Small to Medium-Sized Business
- Successful Email Marketing
- Successful Marketing
- The Brand Glossary
- The Four P's: Marketing Strategies
- The Mobile Marketing Handbook
- The New Rules of Green Marketing
- The Secrets of Successful Business Blogging
- The Value of Podcasts
- Write Powerful Copy for the Web and More
- SharePoint 2013 Site Owner (Part 1 of 2): Templates
- SharePoint 2013 Site Owner (Part 2 of 2): Managing Sites

OSHA & WORKPLACE SAFETY

- 5 Common Safety Hazards in the Office Infographic
- 7 Safety Habits That Could Save Your Life
- A Manager’s Guide to Safety in the Workplace
- Accident Investigation
- Active Shooter & Workplace Violence
- Aggressive Driving
- Asbestos Awareness
- Automated External Defibrillators (AEDs): Saving Sudden Cardiac Arrest Victims
- Back Injury Prevention
- Back to Work. Back to Safety. Re-gaining Safety Habits after Time Away from Work. (Spanish)
- BBP for Healthcare
- Bloodborne Pathogens
- Bloodborne Pathogens and Personal Protective Equipment (PPE)
- Bloodborne Pathogens and the Needlestick Safety and Prevention Act
- Bloodborne Pathogens Overview
- Carbon Dioxide for Managers
- Carbon Monoxide for Managers
- CDL: 01. Basics
- CDL: 02. Basic Vehicle Control
- CDL: 03. Transporting Cargo Safety

- CDL: 04. Transporting Hazardous Materials
- CDL: 05. Hazardous Driving Conditions
- CDL: 06. Accident and Fire Procedures
- CDL: 07. Vehicle Inspections
- Cell Phones in the Workplace: A Dangerous Distraction
- Cell Phones in the Workplace: A Dangerous Distraction (Spanish)
- Chemical Hazard Communication
- Cold Stress
- Combustible and Flammable Liquids
- Compressed Gas Cylinders
- Confined Space Entry
- Confined Spaces: Atmosphere
- Confined Spaces: Personnel and Permits
- Confined Spaces: Professional Protective Equipment
- Controlling Workplace Exposure to Bloodborne Pathogens
- Crane Safety (Spanish)
- Crane Safety in Industrial & Construction Environments
- Creating Safety in Welding Operations
- Creating Safety in Welding Operations, (Spanish)
- Crystalline Silica
- CSA Training for Employees
- CSA Training for Managers
- Dealing With Hazardous Spills
- Dealing with Hazardous Spills (Spanish)
- Defensive Driving
- Developing an Effective Safety Culture
- Distracted Driving
- Distracted Driving (Spanish)
- DOT HAZMAT: General Awareness (Spanish)
- DOT HAZMAT: Security Awareness (Spanish)
- DOT HAZMAT: In Depth Security Training (Spanish)
- DOT HAZMAT: Safety Training (Spanish)
- DOT: Classification
- DOT: Hazardous Materials Transportation
- DOT: Loading and Unloading
- DOT: Marking, Labeling and Placarding
- DOT: Packaging
- DOT: Shipping Papers
- Electrical Safety Awareness
- Electrical Safety for Everyone
- Electrical Safety for Everyone (Spanish)
- Electrical Safety for Qualified Workers
- Electrical Safety for Qualified Workers (Spanish)
- Electrical Safety in the Laboratory
- Electrocution Hazards in Construction Environments Part 1... Types of Hazards and How You Can Protect Yourself
- Electrocution Hazards in Construction Environments Part II... Employer Requirements
- Emergency Preparedness & Response
- Emergency Preparedness & Response (Spanish)
- Environmental Management Systems
- ErgoNet: A Training Guide for Healthy Office Workers
- Ergonomics for Manufacturing
- Exposure Monitoring and Medical Surveillance (HAZWOPER)
- Fall Factors: Understanding & Preventing Slips, Trips & Falls
- Fall Factors: Understanding & Preventing Slips, Trips & Falls (Spanish)
- Fall Protection
- Fall Protection in Construction Environments
- Fire Extinguisher Safety
- Fire Prevention & Response
- Fire Prevention in Healthcare Facilities
- Fire Prevention in the Office
- Fire Prevention in the Office (Spanish)
- Fire Safety for Industrial Workers
- Fire Safety for Industrial Workers (Spanish)
- Fire Safety for Office Workers
- First Aid - Bites, Cuts, and Scraps
- First Aid - Broken Bones
- First Aid - Burns
- First Aid - Choking
- First Aid - Introduction
- Flammable and Combustible Liquids for Managers
- Flammables and Explosives in the Laboratory
- Forklift Safety Lessons for the Safe Operator (Spanish)
- Forklift Safety Lessons for the Safe Operator
- Forklift Safety Lessons for the Safe Pedestrian
- Forklift Safety Lessons for the Safe Pedestrian (Spanish)
- Fuel Savings: e4 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
- GHS Labeling in Construction Environments
- GHS Safety Data Sheets in Construction Environments
- GHS Safety Data Sheets in the Laboratory
- Good Housekeeping: Everyone's Responsibility
- Good Housekeeping: Everyone’s Responsibility (Spanish)
- Hand and Power Tool Safety
- Handling Compressed Gas Cylinders in the Laboratory
- Hazard Communication in Construction Environments
- Hazard Communication in Healthcare Facilities
- Hazardous Chemicals in Labs
- Hazardous Energy Control
- Hazardous Waste Management
- HazCom & the Global Harmonizing System
- HazCom & the Global Harmonizing System (Spanish)
- HAZCON: What’s New with OSHA?
- HAZWOPER for Cleanup Sites (Part 1 of 4)
- HAZWOPER for Cleanup Sites (Part 2 of 4)
- HAZWOPER for Cleanup Sites (Part 3 of 4)
- HAZWOPER for Cleanup Sites (Part 4 of 4)
- HAZWOPER for Emergency Response 1
- HAZWOPER for Emergency Response 2
- HAZWOPER for TSD Facilities 1
- HAZWOPER for TSD Facilities 2
- Hearing Conservation
- Hearing Conservation & You

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
• Hearing Conservation & You (Spanish)
• Heat Stress
• 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
• Hydrogen Sulfide Employee Training
• Hydrogen Sulfide Employee Training (Spanish)
• I Chose to Look the Other Way: Three Stories of Workplace Safety
• I Chose to Look the Other Way: Three Stories of Workplace Safety (Spanish)
• Indoor Air Quality: Carbon Dioxide
• Introduction to Accident Investigation
• Introduction to GHS for Construction Workers
• Introduction to Laser Safety
• Job Safety Analysis, Safety Awareness & You
• Job Safety Analysis, Safety Awareness & You (Spanish)
• Laboratory Ergonomics
• Laboratory Hoods
• Laboratory Safety
• Ladder Safety
• Lead Exposure
• Lessons Learned From Hand Injuries [Non-Graphic]
• Lessons Learned From Hand Injuries [Non-Graphic] (Spanish)
• Lockout Tagout: Energy Control Programs Details, Questions, & Expectations
• Lockout Tagout: Introduction
• Lockout Tagout: Training
• Machine Guard
• Machine Guard Safety for Managers
• Machine Guarding & Operator Safety
• Machine Guarding & Operator Safety (Spanish)
• Making Safety Work: Overview of Workplace Safety & Responsibilities
• Making Safety Work: Overview of Workplace Safety & Responsibilities (Spanish)
• Managing Workplace Safety and Health
• Medical OSHA Compliance
• Medical Surveillance Programs (HAZWOPER)
• More High-Impact Lockout/Tagout
• More High-Impact Lockout/Tagout (Spanish)
• Move It Safely: Avoiding Injury While Moving Materials
• Orientation to Laboratory Safety
• OSHA and Workplace Safety for HR Professionals
• OSHA Compliance Update: MSDS to SDS
• OSHA Formaldehyde Standard
• OSHA in the Real World
• OSHA Record-Keeping Compliance
• OSHA TOOLBOX: HAZCOM - Labeling Protocol
• OSHA TOOLBOX: HAZCOM - Safety Data Sheet
• OSHA Toolbox: HAZCOM – What You Need to Know
• OSHA Toolbox: What Matters Regarding Bloodborne Pathogens
• OSHA’S HAZWOPER Requirements
• OSHA’S HAZWOPER Standard
• Personal Protective Equipment
• Personal Protective Equipment: Eye & Face Protection
• Personal Protective Equipment: Foot Protection
• Personal Protective Equipment: General Overview
• Personal Protective Equipment: Hand & Arm Protection
• Personal Protective Equipment: Head Protection
• Planning for Laboratory Emergencies
• Powered Industrial Truck Safety
• PPE: Your Last Layer of Protection
• PPE: Your Last Layer of Protection (Spanish)
• Preventing Contamination in the Laboratory
• Preventing Fires in Hot Work Operations
• Preventing Hearing Loss
• Preventing Slips & Falls
• Principle to Practice with David Lynn, CSP
• Principle to Practice with David Lynn, CSP (Spanish)
• Propane Gas
• Propane Gas Safety for Managers
• Proper Use of a Fire Extinguisher
• Protecting Our Sight
• Protecting Our Sight (Spanish)
• Radiation Safety
• Radioisotope Safety
• Respiratory Protection
• Rigging Safety in Industrial & Construction Environments
• Safe Forklift Operation
• Safe Handling of Laboratory Glassware
• Safe Use & Operation of Industrial Cranes
• Safe Use & Operation of Industrial Cranes (Spanish)
• Safety Bob’s Comprehensive Construction Safety Orientation
• Safety Bob’s Comprehensive Construction Safety Orientation (Spanish)
• Safety Decision-Making: Overcoming Human Nature
• Safety Decision-Making: Overcoming Human Nature (Spanish)
• Safety First: Fire Extinguisher Use
• Safety Management
• Safety Showers and Eye Washes in the Laboratory
• Safety Toolbox: Driving Defensively
• Safety Toolbox: Driving in Poor Conditions
• Safety Toolbox: Fall Protection
• Safety Toolbox: Prevent Slips, Trips, and Falls
• Safety Toolbox: Protect Your Back
• Safety Toolbox: The Safe Use of Aerial Lifts
• Safety Toolbox: The Safe Use of Ladders
• Safety Toolbox: Using Lockout Tagout
• Safety Toolbox: What You Need to Know About Emergency Exits
• Severe Weather Alert: Are You Prepared? (Spanish)
• Severe Weather Alert: Emergency Preparedness and Response
• Slip, Trip and Fall Prevention
• Stormwater Pollution Prevention Plan General Awareness Training
• Stormwater Pollution Prevention Plan General Awareness Training (Spanish)
• Supported Scaffolding Safety in Industrial and Construction Environments
• Survive Inside: Employee Safety in Confined Spaces
• Survive Inside: Employee Safety in Confined Spaces (Spanish)
• Surviving the Fall: Proper Use of Your Personal Fall Arrest System
• Surviving the Fall: Proper Use of Your Personal Fall Arrest System (Spanish)
• Take Time for Safety
• Take Time for Safety (Spanish)
• The Hazard Communications Program
• The Lockout/Tagout Program
• The Lockout/Tagout Program (Non-Graphic)
• Understanding & Preventing Heat-Related Illnesses
• Understanding & Preventing Heat-Related Illnesses (Spanish)
• Understanding Your Facility's Stormwater Pollution Prevention Plan
• Understanding Your Facility's Stormwater Pollution Prevention Plan (Spanish)
• Warehouse Ergonomics
• Workers’ Comp 10 Must Ask Questions
• Workers’ Compensation Basics
• Working in Cold Weather
• Working in Hot Weather
• Workplace Safety in Action: Safety Committees
• Workplace Safety in Action: Safety Committees (Spanish)

PERSONAL DEVELOPMENT
• 01. How to Know What You Don't Know: Getting Up to Speed
• 02. How to Know What You Don't Know: Identifying Blind Spots
• 7 Levers to Success
• Achieving Best Practice in Crisis Management
• Achieving Mindfulness at Work (Part 1 of 2): The Case for Mindfulness
• Achieving Mindfulness at Work (Part 2 of 2): Elevating Your Workplace Mindfulness
• Active Learning Techniques
• After Work Socializing
• Are You Stressed?
• Around the Coffee Machine
• Art of Authenticity: Introduction: Becoming a More Authentic Leader (Part 1 of 7)
• Art of Authenticity: Selves Awareness: Being Your Selves With Skill (Part 2 of 7)
• Art of Authenticity: Art Naturally: Managing Multiple Selves (Part 3 of 7)
• Art of Authenticity: Balancing Act (Part 4 of 7)
• Art of Authenticity: Total Transparency: Best Practices or Myth? (Part 5 of 7)
• Art of Authenticity: Authenticity GPS -- Navigating Ethical Minefields (Part 6 of 7)
• Art of Authenticity: Psychological Guardrails: Stay Focused on Your Values (Part 7 of 7)
• Avoiding Faulty Decision Making
• Become Action Oriented Exam
• Body Language: At Work
• Body Language: Introduction
• Body Language: Movement

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• Stress Management - Managing Stress
• Stress Management - Undeniable Stress
• Stress Management - Understanding Stress
• Stress Management for Women
• Stress Management: Stress Awareness Comes First
• Stress Management: Taking Care of Yourself
• Stretching in the Workplace
• Studying in Groups
• Supercompetent
• Take Charge of Your Talent
• The Better Money Method
• The Empress Has No Clothes
• The Money Flow
• The Psychology of Decision-Making
• The ROI of Green
• The Science of Sleep: How Much Sleep Do You Need
• The Science of Sleep: Sleep Hygiene
• The Science of Sleep: Sleeping for Shift Work
• The Science of Sleep: The Science of Sleep
• Think Big, Live Large
• Understanding & Controlling Ergonomic Risk Factors
• Understanding & Controlling Ergonomic Risk Factors (Spanish)
• Understanding Decision Making
• Understanding Emotion in the Workplace
• Understanding Ergonomic Design
• Understanding Hazardous Waste
• Understanding Headaches: Surprising Headache Triggers
• Understanding Headaches
• Understanding Stress
• Understanding Stress at Work
• Unknown Knowns: Getting Started
• Unknown Knowns: Leading Knowledge Transfer
• Unknown Knowns: The Knowledge Transfer Process
• Unknown Knowns: Understanding Better Practices
• Using DISC to Raise Your Emotional-IQ
• Vocabulary Retention Tips and Tricks
• Water Conservation
• What can be done about job stress?
• What is Stress?
• What Stresses Employees at Work?
• When to Study
• Where to Study
• Work Hacks: 5 Hacks for Workplace Sanity
• Work Hacks: 5 Hacks to a Clean and Comfortable Space
• Work Hacks: 6 Hacks to Controlling Your Inbox
• Work Hacks: 7 Hacks for Office Productivity
• Work Hacks: 7 Hacks to Maintain Work/Home Balance
• Work Hacks: Go Green
• Working in Adversarial Relationships
• Working Well with Everyone: Diversity = Greatness
• Working Well with Everyone: The Power of Inclusion
• Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance
• Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French)
• Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance
• Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (Spanish)
• Workplace Life Jacket: 8 Tips to Control Your Email
• Workplace Life Jacket: 8 Tips to Control Your Email (French)
• Workplace Life Jacket: 8 Tips to Control Your Email (French-Canadian)
• Workplace Life Jacket: Tips for an Organized Workspace
• Workplace Life Jacket: Tips for an Organized Workspace (French)
• Workplace Life Jacket: Tips for an Organized Workspace (French-Canadian)
• Workplace Life Jacket: Tips for Increase Productivity
• Workplace Life Jacket: Tips for Increase Productivity (French)
• Workplace Life Jacket: Tips for Increase Productivity (French-Canadian)
• Workplace Life Jacket: Tips to Remain Sane
• Workplace Life Jacket: Tips to Remain Sane (French)
• Workplace Life Jacket: Tips to Remain Sane (French-Canadian)
• Workplace Life Jacket: Tips to Remain Sane
• Workplace Stress
• Workplace Stress (Spanish)
• You Are What You Eat: Brain Food
• You Are What You Eat: Meal Planning
• You Are What You Eat: Reading Food Labels
• You Are What You Eat: You Are What You Eat
• Your Body is Talking: What is it Saying?
• Zip! Tips

PROJECT MANAGEMENT
• 10 Steps to Successful Project Management
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 01 - The Process
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 02 - The Exam
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 03 - Agile Principles & Mindset Part 01
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 03 - Agile Principles & Mindset Part 02
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 04 - Value Driven Delivery
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 05 - Stakeholder Engagement
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 06 - Boosting Team Performance
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 07 - Adaptive Planning
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 08 - Problem Detection & Resolution
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 09 - Continuous Improvement
• Agile Certified Practitioner (ACP) Exam Prep: Final Exam
• Agile Project Management
• Business Intelligence: Best Practices for Successful Project Management
• Certified Associate in Project Management (CAPM) 5th Edition
• Characteristics of Projects
• Conducting a Post-Project Evaluation
• Controlling Change
• Creating Project Schedules: Building a Gantt Chart
• Creating Project Schedules: Determine Task Sequence
• Creating Project Schedules: Estimating Task Length
• Creating Project Schedules: Identify Tasks: Create a Work Breakdown Structure
• Creating Project Schedules: Introduction to Project Scheduling
• Creating Project Schedules: Project Scheduling Software
• Executive Strategy & Management: Section 1 - The Basics of Project Management
• Executive Strategy & Management: Section 2 - Teams & Leadership
• Executive Strategy & Management: Section 3 - Project Communication
• Executive Strategy & Management: Section 4 - Stakeholder Management
• Executive Strategy & Management: Section 5 - The Basics of Project Management
• Executive Strategy & Management: Section 6 - Scope and Requirements
• Executive Strategy & Management: Section 7 - Developmental Methodologies
• Executive Strategy & Management: Section 8 - Effective Budgets and Schedules
• Executive Strategy & Management: Section 9 - Project Performance
• Executive Strategy & Management: Section 10 - Change Management
• Managing Project Constraints
• Managing Project Teams: Lesson 01 - Knowing Your Team
• Managing Project Teams: Lesson 02 - Managing Your Team
• Money for the Cause
• PMP Exam Prep: Chapter 01 - Application and the PMP Exam

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<table>
<thead>
<tr>
<th>Course Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Management: Creating Insight-Based Account Relationships (Part 5 of 6)</td>
<td>Account Management: Providing a Total Account Solution (Part 6 of 6)</td>
</tr>
<tr>
<td>Addressing Objections in Sales</td>
<td>Avoid the Top Mistakes Sales Reps Make</td>
</tr>
<tr>
<td>Building GREAT Sales Relationships</td>
<td>Characteristics of the Sale: Analytics and Metrics</td>
</tr>
<tr>
<td>Characteristics of the Sale: Introduction to the Sales Cycle LINE</td>
<td>Characteristics of the Sale: Key Account Selling Overview</td>
</tr>
<tr>
<td>Characteristics of the Sale: Product Knowledge</td>
<td>Characteristics of the Sale: Sales Cycle LINE A</td>
</tr>
<tr>
<td>Characteristics of the Sale: Sales Cycle LINE B</td>
<td>Choosing an Effective Closing Method Material</td>
</tr>
<tr>
<td>Claiming vs. Creating Value in Negotiation</td>
<td>Closing the Sale</td>
</tr>
<tr>
<td>Conquering Sales Objections</td>
<td>Creating Effective Sales Proposals</td>
</tr>
<tr>
<td>Cross Selling</td>
<td>Dealing with Difficult Situations</td>
</tr>
<tr>
<td>Defining the Wants and Needs of Customers</td>
<td>Developing Your Territory: Building the Sales Plan</td>
</tr>
<tr>
<td>Developing Your Territory: Summarizing the Business Situation</td>
<td>DISC: Selling D</td>
</tr>
<tr>
<td>DISC: Selling I</td>
<td>DISC: Selling S</td>
</tr>
<tr>
<td>DISC: Selling C</td>
<td>Effective Selling in Any Situation</td>
</tr>
<tr>
<td>Emotional Intelligence for Sales Success</td>
<td>Establishing Trust with Customers</td>
</tr>
<tr>
<td>Establishing Trust with Customers</td>
<td>Finding Good Prospects</td>
</tr>
<tr>
<td>Following up on Your Sale</td>
<td>Follow-Up After the Sale</td>
</tr>
<tr>
<td>Get Clients Now!</td>
<td>Getting Past the Gatekeeper</td>
</tr>
<tr>
<td>Handling Tough Customers</td>
<td>How to Develop Your Sales Plan</td>
</tr>
<tr>
<td>How to Leave Phone Voicemail that Get Returned</td>
<td>Lead Development: Elevator</td>
</tr>
<tr>
<td>Lead Development: The Marketing Link</td>
<td>Lead Speech Value Proposition</td>
</tr>
<tr>
<td>Leading the Sales Force</td>
<td>Managing an Enterprise Account: Finding Unmet Needs</td>
</tr>
<tr>
<td>Managing an Enterprise Account: Five Minute Debrief</td>
<td>Managing an Enterprise Account: Five Minute Pre Brief</td>
</tr>
<tr>
<td>Managing an Enterprise Account: Handling Objections</td>
<td>Managing an Enterprise Account: Introduction</td>
</tr>
<tr>
<td>Managing an Enterprise Account: Introduction</td>
<td>Managing an Enterprise Account: No Push Selling</td>
</tr>
<tr>
<td>Managing an Enterprise Account: Selling Benefits</td>
<td>Managing an Enterprise Account: Value Added Selling</td>
</tr>
<tr>
<td>Managing an Enterprise Account: No Push Close</td>
<td>Managing Your Sales Prospects</td>
</tr>
<tr>
<td>Modern Phone Sales Techniques</td>
<td>Motivate Your Sales Team</td>
</tr>
<tr>
<td>Negotiating a Job Offer</td>
<td>Negotiating for Success</td>
</tr>
<tr>
<td>Negotiating: 01. Introduction to Negotiating</td>
<td>Negotiating: 02. Framing</td>
</tr>
<tr>
<td>Negotiating: 03. Styles</td>
<td>Negotiating: 04. Identifying Leverage</td>
</tr>
<tr>
<td>Negotiating: 05. Analyzing Upcoming Negotiations</td>
<td>Negotiating: 06. Planning for Negotiations</td>
</tr>
<tr>
<td>Negotiating: 07. The Negotiation Process</td>
<td>Negotiating: 08. Reaching Agreement</td>
</tr>
<tr>
<td>Negotiating: 11. Dealing with Strategies</td>
<td>Negotiations: Solving the Tough Problems</td>
</tr>
<tr>
<td>No, But, If</td>
<td>Objection Series: Doubt</td>
</tr>
<tr>
<td>Objection Series: Indifference</td>
<td>Objection Series: Misunderstanding</td>
</tr>
<tr>
<td>Objection Series: True Negative</td>
<td>Preparing for Your Sales Pre-approach</td>
</tr>
<tr>
<td>Preparation Skills: Closing</td>
<td>Prospecting by Phone: 7 Guidelines for Cold Call Management</td>
</tr>
<tr>
<td>Prospecting by Phone: Avoiding Common Mistakes</td>
<td>Prospecting by Phone: Cold Call Guidelines</td>
</tr>
<tr>
<td>Prospecting by Phone: Does Cold Calling Work?</td>
<td>Prospecting by Phone: Great Incoming Greetings</td>
</tr>
<tr>
<td>Prospecting by Phone: Standing Out from the Crowd</td>
<td>Prospecting by Phone: The 4-Minute Call</td>
</tr>
<tr>
<td>Prospecting by Phone: The Great Voice Message, Part 1</td>
<td>Prospecting by Phone: The Great Voice Message, Part 2</td>
</tr>
<tr>
<td>Prospecting by Phone: Quicksell</td>
<td>Prospecting by Phone: Standing Out from the Crowd</td>
</tr>
<tr>
<td>Prospecting by Phone: Standing Out from the Crowd</td>
<td>Prospecting by Phone: The 4-Minute Call</td>
</tr>
<tr>
<td>Prospecting by Phone: The Great Voice Message, Part 2</td>
<td>Prospecting by Phone: The Great Voice Message, Part 3</td>
</tr>
<tr>
<td>Prospecting by Phone: Voice Message</td>
<td>Quicksell</td>
</tr>
<tr>
<td>Prospecting by Phone: Writing Sales Proposals</td>
<td>Researching Prospects &amp; Industry Online</td>
</tr>
<tr>
<td>Riding Along with Sales Reps</td>
<td>Running a Sales Meeting</td>
</tr>
<tr>
<td>Running a Sales Meeting</td>
<td>Sales and Ethics: Connecting Your Values to Your Career</td>
</tr>
<tr>
<td>Sales and Ethics: Making Ethical Decisions</td>
<td>Sales and Ethics: Managing Conflicts of Interest</td>
</tr>
<tr>
<td>Sales Force Design for Strategic Advantage</td>
<td>Sales Communications: Internal Sales Communication</td>
</tr>
<tr>
<td>Sales Forecasting Management</td>
<td>Sales Communications: Writing Sales Proposals</td>
</tr>
<tr>
<td>Sales Strategies for Handling Objections</td>
<td>Sales Force Design for Strategic Advantage</td>
</tr>
<tr>
<td>Sales: Attitude is Everything</td>
<td>Sales: Attitude is Everything (French)</td>
</tr>
<tr>
<td>Sales: Attitude is Everything (French-Canadian)</td>
<td>Sales: Attitude is Everything (Spanish)</td>
</tr>
<tr>
<td>Sales: Boost Your Selling Power</td>
<td>Sales: Boost Your Selling Power (French)</td>
</tr>
<tr>
<td>Sales: Boost Your Selling Power (French-Canadian)</td>
<td>Sales: Boost Your Selling Power (French-Canadian)</td>
</tr>
<tr>
<td>Sales: Boost Your Selling Power (Spanish)</td>
<td>Sales: Boost Your Selling Power (Spanish)</td>
</tr>
<tr>
<td>Sales: Create Sales Proposals</td>
<td>Sales: Create Sales Proposals (French)</td>
</tr>
<tr>
<td>Sales: Create Sales Proposals (French-Canadian)</td>
<td>Sales: Create Sales Proposals (Spanish)</td>
</tr>
<tr>
<td>Sales: Overcoming Objections</td>
<td>Sales: Overcoming Objections (French)</td>
</tr>
<tr>
<td>Sales: Overcoming Objections (French-Canadian)</td>
<td>Sales: Overcoming Objections (Spanish)</td>
</tr>
<tr>
<td>Sales: Qualifying Prospects</td>
<td>Sales: Qualifying Prospects (French)</td>
</tr>
<tr>
<td>Sales: Qualifying Prospects (French-Canadian)</td>
<td>Sales: Qualifying Prospects (Spanish)</td>
</tr>
<tr>
<td>Sales: Setting Goals and Manage Time (French)</td>
<td>Sales: Setting Goals and Manage Time (Spanish)</td>
</tr>
<tr>
<td>Sales: Setting Goals and Manage Time (French-Canadian)</td>
<td>Sales: Setting Goals and Manage Time (Spanish)</td>
</tr>
<tr>
<td>Sales: Selling at a Distance: Gathering Prospect Information</td>
<td>Selling at a Distance: Phone Selling</td>
</tr>
<tr>
<td>Selling at a Distance: The Virtual Presentation</td>
<td>Selling New Products</td>
</tr>
<tr>
<td>Selling To Different Customer Roles</td>
<td>Selling Value Over Price</td>
</tr>
<tr>
<td>Setting and Managing Your Sales Goals</td>
<td>Speaking Customer</td>
</tr>
<tr>
<td>Speaking Customer</td>
<td>Strategicizing for Your Sales Presentation</td>
</tr>
<tr>
<td>Successful Selling in Today's Economy</td>
<td>Taking Effective Call Notes</td>
</tr>
<tr>
<td>Territory Administration: Personal Management Tracking</td>
<td>Territory Administration: Record Keeping</td>
</tr>
<tr>
<td>Territory Administration: Using CRM Effectively</td>
<td>Territory Administration: Using Portable Media</td>
</tr>
<tr>
<td>Territory Development Introduction: Exceptional Service</td>
<td>Territory Development Introduction: The New Sales Skills</td>
</tr>
<tr>
<td>Territory Development Introduction: The Realities of Selling in the 21st Century</td>
<td>Territory Development Introduction: The Sales Funnel</td>
</tr>
<tr>
<td>Territory Development Introduction: The Sales Funnel</td>
<td>Territory Management: Analyzing Territory</td>
</tr>
<tr>
<td>Territory Management: Decision Makers vs. Influencers</td>
<td>Territory Management: Managing a New Territory</td>
</tr>
<tr>
<td>Territory Management: Managing Your Sales Pipeline</td>
<td>Territory Management: Prioritizing Your Territory</td>
</tr>
<tr>
<td>Territory Management: Prioritizing Your Territory</td>
<td>The Accidental Salesperson</td>
</tr>
<tr>
<td>The Distance Sales Cycle</td>
<td>The New Rules of Lead Generation</td>
</tr>
<tr>
<td>The New Rules of Lead Generation</td>
<td>The Qualifying Process</td>
</tr>
<tr>
<td>The Sales Process: Advanced Questioning Techniques</td>
<td>The Sales Process: Advancement</td>
</tr>
</tbody>
</table>

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Online Courses

- The Sales Process: DISC
- The Sales Process: No Fuss Closing
- The Sales Process: Overcoming Objections
- The Sales Process: Uncovering Needs
- Turning Features into Benefits
- Understanding Techniques for a Sales Approach
- Understanding the B2B Buying Process
- Upsell With Confidence
- Using Adaptive Selling to Make the Sale
- When to Shut Up
- Working with Psychological Biases in Negotiation
- Writing Effective Sales e-Mails

Time Management

- 10 Benefits of Daily Routines
- 8-Week Get Organized Diet - Quick Reference
- Common Time Management Problems: 01. Procrastination
- Common Time Management Problems: 02. Precrastination
- Control Your Work Day: 9 Good Time Management Tips
- Cooperative Time Management
- Creating a Work Plan
- Creating Extra Time
- Developing Your Daily Routine
- Effective Time Management: 01. How to Manage Your Time
- Effective Time Management: 02. How to Time Block
- Effective Time Management: 03. How to Use the Pomodoro Technique
- Effective Time Management: 04. How to Create a Bullet Journal
- Effective vs. Efficient
- Experiencing An Ideal Day
- Handling Interruptions
- How to Avoid Self-Inflicted Delay
- How to Communicate with Time in Mind
- How to Manage Your Time Effectively
- How to Manage Your Time Effectively (French)
- How to Manage Your Time Effectively (French-Canadian)
- How to Manage Your Time Effectively (Spanish)
- It's About Time
- It's About Time (Spanish)
- Manage Your Time By Organizing Paperwork
- Managing the Time of Your Life Part I
- Managing the Time of Your Life Part II
- Managing Your Time
- March of Time in the Global Village
- Meeting Deadlines and Avoiding Procrastination
- Planning Your Week
- Prioritize Your Tasks
- Save Time and Save Stress
- Setting and Managing Priorities: Strategic Priorities and the Baldrige Framework (Part 1 of 6)
- Setting and Managing Priorities: Identifying Organizational Priorities (Part 2 of 6)
- Setting and Managing Priorities: Identifying Personal Priorities (Part 3 of 6)
- Setting and Managing Priorities: Ranking Your Priorities (Part 4 of 6)
- Setting and Managing Priorities: Planning Your Priorities (Part 5 of 6)
- Setting and Managing Priorities: Priority Management Toolkit (Part 6 of 6)
- Starving Out the Interrupting Time Gobblers
- Stop Procrastinating
- Survey Says: Top Time-Wasters at Work
- Tackle These 10 Time Wasters Worksheet
- The Daily To-Do List: Your Basic Tool
- The Secrets of Successful Time Management
- The Time of Your Life
- The Time of Your Life (French)
- The Time of Your Life (French-Canadian)
- The Time of Your Life (Spanish)
- Time Management and Preventing Procrastination
- Time Management for Managers
- Time Management: Clear Mental Clutter
- Time Management: Make Meetings Work
- Time Management: Prioritize Your Work
- Time Management: Time Manage Projects
- Time Tracking Log Worksheet
- Tips for Sticking to Your Routine
- To-Do List Tool: Paired Comparison
- To-Do List Tool: Rocks, Pebbles, and Sand
- Using Your Prime Energy Time for Priority Tasks
- Work Life Balance Tool
- Working More Efficiently

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