Live Seminars

Administrative Assistant & Front Desk

- Front Desk Safety & Security
- Succeeding as an Administrative Professional
- The Administrative Assistant Conference

Business Writing & Grammar

- Business Writing for Results
- Email Writing for the Workplace
- Mistake-Free Grammar & Proofreadina
- Technical Writing for Business

Communication

- Give Effective Feedback and Maintain Positive Relationships
- How to Avoid Bad Communication Habits
- How to Become a Great Communicator
- . How to Communicate with Tact and Professionalism (2-Day)
- How to Handle Emotionally Charged Situations in the Workplace
- The Introvert's Guide to Handling Conflict and Communication

Computer Software

- Advanced Microsoft® Excel®-Macros, PivotTables, Charts and More
- Easily Master Microsoft® Excel® PivotTables®
- How To Create Powerful Excel® Dashboards
- · Maximizing Productivity with Microsoft® Teams
- Microsoft Excel Automation and Power Queries
- Microsoft® Excel® Basics
- Microsoft® Excel®: Beyond the Basics

Customer Service

• How to Deliver Exceptional Customer Service

Finance & Accounting

- Cash Flow Forecasting for Small and Medium-Sized Businesses
- Collections Law
- How to Manage & Organize Accounts Payable
- How to Manage Inventory & Cycle Counts
- How to Plan and Monitor a Budget
- How to Use QuickBooks®
- Sales & Use Tax Workshop
- The Controller's Workshop
- Understanding Financial Statements

Human Resources

- $^{\bullet}~$ Al in Human Resources: Transforming Practices for the Modern Workplace
- Compliant Records Management
- Comprehensive Training for HR Managers (2-Day)
- Diversity, Equity and Inclusion in the Workplace
- Employment Law
- FMLA Compliance
- How to Have Sensitive and Difficult Employee Conversations
- Human Resources for Anyone with Newly Assigned HR Responsibilities
- Learn to Write Effective Policies & Procedures
- One-Person HR Department
- Payroll Law
- The Essentials of HR Law
- Training the Trainer
- Workers' Comp

Management & Leadership

- A Crash Course for the First-Time Manager or Supervisor
- Basic Accounting Skills for the Business Professional
- Coaching Skills and Leadership Lessons
- Create Effective Employee Development Plans
- Criticism & Discipline Skills for Managers and Supervisors
- Cultivate Effective Leadership Skills
- Data-Driven Decision Making and Analysis Course
- Delegation Training to Empower Employees
- Establishing a Powerful Mentoring Program
- Facilities Management A 2-Day Comprehensive Course
- How Managers Become Great Leaders
- How to Improve Employee Accountability with Remote and In-Person Teams
- How to Supervise Bad Attitudes and Negative Behaviors
- How to Supervise People
- Inspiring Employee Motivation and Engagement
- 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)
- Overcoming Negativity
- Set Employee Goals and Define Performance Expectations
- The Exceptional Team Leader
- The Indispensable Office Manager
- The Manager's Guide to Confident Communication
- The Manager's Role as Trainer and Coach
- Transitioning from Operational Manager to Strategic Leader
- Transitioning to Supervisor

OSHA & Workplace Safety

- 10-Hour OSHA Safety Training for General Industry
- Cal/OSHA Training
- HIPAA Compliance for Healthcare Professionals
- OSHA Training

Personal Development

- Dealing with Difficult People
- Developing Emotional Intelligence
- How to Balance Work and Life in Challenging Times
- Managing Emotions Under Pressure
- Strategic Thinking and Planning
- Strategies to Build Rapport and Work Well with Others
- Why Diversity Matters and How to Recognize and Overcome Unconscious

Project Management

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

Time Management

- Managing Multiple Priorities, Projects and Deadlines
- Strategic Goal-Setting
- Time Management for the Overwhelmed



OnDemand Courses

Administrative Assistant & Front Desk

- 50 Training Activities for Administrative, Secretarial, and Support Staff
- · Acting as Gatekeeper
- · Anticipating Needs
- · Assertiveness Skills for the Receptionist
- Be the Point Person
- Detail-Oriented Skill Development
- Effective Telephone Communication Skills for Receptionists
- Making Travel Arrangements
- · Managing the Front Desk
- Organization: Calendars
- · Organization: Emails
- · Organization: Filing Systems
- Organization: Taking Inventory
- Organization: Voicemails
- Planning and Coordinating Events
- Preparing a Room for a Meeting
- Prioritization Techniques
- Professional Telephone Skills
- Routing a Problem
- Safety & Security Begins at the Front Desk
- Telephone Techniques: Angry Callers
- Telephone Techniques: Greeting
- Telephone Techniques: Hold, Please
- Telephone Techniques: Phone Etiquette
- Telephone Techniques: Taking Calls
- Telephone Techniques: Taking Messages
- The Exceptional Secretary, Administrative Professional and Executive

Business Skills

- Al Business Essentials Part 1: ChatGPT
- Basics: Introduction to Business Math
- Basics: Multiplying and Dividing Signed Numbers
- Basics: Positive and Negative Numbers
- Be a Math Rockstar
- Re a Math Rockstar Part 21
- 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
- Rusiness Attire Rusins for Men. Rusiness 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 statistics: Mean, Median and Mode
- Business statistics: Standard Deviation
- · Business statistics: The Bell Curve

- Rusiness statistics: Variance
- Business statistics: Weighted Averages
- Business Travel: Before Leavina
- Business Travel: Business Travel
- Business Travel: Hotel, Motel, Holiday Inn
- Business Travel: International Business Travel
- Business Travel: My Baas Are Packed
- Business Travel: Safe Travels

- Business Travel: There's an App for That
- Change Management: Change Behaviors
- Change Management: Change for Managers
- Change Management: Change Phases
- Complete Interviewing Skills Part 2
- Complete Interviewing Skills Part 4
- Concept Evaluation: 01. Identifying Opportunities
- Concept Evaluation: 02. Finding Support
- Concept Evaluation: 03. Making Decisions
- Conversions: Decimal to Percent and Fraction
- Conversions: Fraction to Decimal and Percent
- Conversions: Percent to Decimal and Fraction
- Creativity: 01. Getting Creative
- · Creativity: 02. Logic vs Creativity

- · Creativity: 05. Generate and Evaluate
- Creativity: 06. Staying Creative
- Critical Observation
- Critical Thinkina: Askina Effective Questions
- Decimals: Adding and Subtracting Decimals
- **Decimals: Dividing Decimals**
- Decimals: Introduction to Decimals
- Decimals: Multiplying Decimals
- **Decimals: Rounding Decimals**

- Email Etiquette: 01. To Email or Not To Email?
- Email Etiquette: 02. Spelling and Grammar Check
- Email Etiquette: 03. Subject Line
- Email Etiquette: 04. Formatting Your Email
- Email Etiquette: 05. Sending Attachments
- Email Etiquette: 06. Reply Time
- Email Etiquette: 08. Using Reply All
- Estimation: Computing Estimation
- Estimation: Visual Estimation

- Estimation: What, When, and Why to Use
- Ethics Essentials: 4 Steps for Handling Potentially Unethical Situations
- Ethics Essentials: Common Ethical Traps in Business
- Ethics Essentials: Cultivating an Ethical Work Culture
- Ethics Essentials: Draft and Maintain a Statement of Values
- Ethics Essentials: Ethical Decision Making
- Ethics Essentials: Expressing Ethics to Customers
- Ethics Essentials: How to Avoid and Prevent Unethical Behavior
- Ethics Essentials: The Benefits of Being Ethical
- Ethics Essentials: What are Business Ethics?
- Ethics For Managers
- Ethics for Small Businesses
- Focusing Your Perspective: Locus of Control
- Focusing Your Perspective: The Circles of Control
- Formulas: Basic Number Properties
- Formulas: Basic Operations
- Formulas: Order of Operations
- Fractions: Adding and Subtracting Fractions
- Fractions: Least Common Denominator
- Fractions: Multiplying and Dividing Fractions
- Fractions: Positive, Negative and Equivalent Fractions Fractions: Proper Fractions, Improper Fractions, Mixed Numbers, and
- Fraction Conversions
- Fractions: Simplifying Fractions • Fun at Work: 01: The Importance of Humor
- Fun at Work: 02: What's Funny?
- Fun at Work: 03: What's NOT Funny?
- Gathering Data: Costs and Benefits
- Gathering Data: Identifying and Addressing Risks
- Gathering Data: SWOT Analysis
- Gathering Data: Understanding Financial Metrics
- Geometry: Area of a Circle Geometry: Area of a Square or Rectangle
- Geometry: Area of a Triangle
- · Geometry: Circumference
- Geometry: Geometric Shapes · Geometry: Lines and Angles
- Geometry: Perimeter
- Geometry: Volume of a Box
- Geometry: Volume of a Cylinder
- · Geometry: Volume of a Pyramid
- Graphs: Bar Graph
- · Graphs: Circle Graphs · Graphs: Control Chart
- Graphs: Line Graphs and Trend Analysis
- Graphs: Pareto Chart
- Graphs: XY Grid
- How Much Does Your Meeting Cost?
- How to Deal with Workplace Changes: How to Avoid Getting Laid Off
- How to Deal with Workplace Changes: When a Coworker Leaves
- · 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
- Insider Trading
- Insider Trading Prevention

- Business statistics: When to Use Mean, Median and Mode

- Business Travel: I've Got a Plane to Catch
- Business Travel: Staying Healthy
- Business Travel: Technology Security

- Change Management: Change Model
- Complete Interviewing Skills Part 1
- Complete Interviewing Skills Part 3
- Complete Interviewing Skills Part 5

- Creativity: 03. Techniques
- · Creativity: 04. Defining Problems

- **Decimals: Scientific Notation Decimals: Significant Digits**
- Do You Need a Meeting? Infographic

- Email Etiquette: 07. When to Cc and Bcc
- Email Etiquette: 09. Forwarding Emails



OnDemand Courses

- Introduction to Math: Adding and Subtracting
- Introduction to Math: Choosing the Right Operation
- Introduction to Math: Estimation Basics
- Introduction to Math: Fighting the Fear
- 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
- Leading Group Discussions: 4 Types of Questions Facilitators Should Ask
- Leading Group Discussions: 8 Roles of a Great Facilitator
- Leading Group Discussions: Effective Conflict Management for Facilitators
- Leading Group Discussions: Facilitating in a Remote or Hybrid Work Environment
- Leading Group Discussions: How Facilitators Can Encourage Participation
- Managing Meetings
- 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
- Office Etiquette: Appearance
- Office Etiquette: Environment
- Office Etiquette: Food
- Office Etiquette: Interactions
- Percents: Calculating from a Survey
- Percents: Discounts and Markup
- Percents: Growth and Loss
- Percents: Margin
- Percents: Percentiles
- Proper Introductions: In-Person Introductions
- Quick Reference: Effective Meeting Management
- Ratios: Calculating Ratios
- Ratios: Solving Proportion Equations
- Remembering Names and Faces
- SCAMPER Brainstorming
- 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 Annuities

- Specialized Math: Understanding Loans
- Specialized Math: Understanding Profits and Profit Margins
- Specialized Math: Understanding Ratios, Proportions, and Percentages
- Specialized Math: Understanding ROI
- Statistics: Data Analysis Basics
- Statistics: Introduction to Statistics
- Statistics: Organizing Data
- Statistics: Understanding Probability
- Telling the Story: After Approval
- Telling the Story: Presentation
- Telling the Story: The Art of Persuasion
- Telling the Story: Writing a Proposal
- The Impact of Social Media Within Your Organization
- The Metric System: Conversion Rates
- The Metric System: Converting Celsius to Fahrenheit
- The Metric System: Prefix Terms and Metric Measures
- The Virtual Interview: During Your Virtual Interview
- The Virtual Interview: Preparing for Your Virtual Interview
- This vs. That: Assertive vs. Aggressive
- This vs. That: Compromise vs. Cave
- This vs. That: Concise vs. Curt
- This vs. That: Confident vs. Conceited
- This vs. That: Finished vs. Flawless
- This vs. That: Persistent vs. Pestering
- . This vs. That: Reserved vs. Rude
- Time value of money: Excel Functions
- Time value of money: Future Value of a Payment Series
- Time value of money: Future Value of an Amount
- Time value of money: Interest Rates
- Time value of money: Money Value Over Time
- Time value of money: Number of Periods
- Time value of money: Present Value of a Payment Series
- Time value of money: Present Value of an Amount
- Your Professional Network: Being a Member
- Your Professional Network: Building Your Network
- Your Professional Network: Giving Back to Your Community
- Your Professional Network: Promoting Your Personal Brand
- Your Professional Network: The Benefits of a Professional Network

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
- Business Writing Essentials: Components of a Business Letter
- Business Writing Essentials: Composing Effective Reports
- Business Writing Essentials: Conquering the Blank Page
- Business Writing Essentials: Elements of a Professional Email
- Business Writing Essentials: Reviewing Your Document
- Business Writing Essentials: Writing an Imperfect First Draft
- Business Writing Essentials: Writing Paragraphs
- Business Writing Essentials: Writing Sentences
- Business Writing: Abbreviations
 Business Writing: Acronyms
- Business Writing: Appropriate Language

- Business Writing: Executive Reports & Memos
- Business Writing: Misused Words
- Business Writing: Processes
- Business Writing: Proposals
- Business Writing: Sentences and Paragraphs
- Clear Up the Grammar Confusion
- Common Comma Errors
- Commonly Misused Words Skills and Drills
- Conquering Your Inbox Before It Conquers You
- Email Etiquette Infographic
- Grammar Guide Essentials: Abbreviations
- Grammar Guide Essentials: Active and Passive Verbs
- Grammar Guide Essentials: Adjectives
- Grammar Guide Essentials: Adverbs
- Grammar Guide Essentials: Apostrophes
- Grammar Guide Essentials: Colons and Semicolons
- Grammar Guide Essentials: Commas
- Grammar Guide Essentials: Common Errors
- Grammar Guide Essentials: End Punctuation
- Grammar Guide Essentials: Indefinite Pronouns
- Grammar Guide Essentials: Interrogative Pronouns
- Grammar Guide Essentials: Irregular Verbs
 Grammar Guide Essentials: Misused Words
- Grammar Guide Essentials: Parentheses
- Grammar Guide Essentials: Personal Pronouns
- Grammar Guide Essentials: Plural Nouns
- Grammar Guide Essentials: Quotation Marks
- Grammar Guide Essentials: Regular Verbs
- Grammar Guide Essentials: Sentences and Paragraphs
- Grammar Shootout SkillBuilder Game
- Great Grammar and Painless Proofreading
 Knowledge Check: Basic Grammar and Proofreadina
- Lunch and Learn: Business Writing Practice
- Lunch and Learn: Business Writing F
- Lunch and Learn: Organizing Writing
 Lunch and Learn: Proofreading Practice
- Note-Takina: Note-Takina Basics
- Note-Taking: Note-Taking Strategies
- Note-Taking: Producing Official Minutes
- Note-Taking: Writing and Typing Ergonomics
- Political Awareness in Government Agencies
- Proofreading: Creating a Cheat Sheet
- Proofreading: How to Proofread
 Proofreading: Spell Check and Autocorrect
- Proofreading: Top 10 Writing Mistakes
- Frootiedding: Top To Willing Mistakes
- Proposals That Work for Government Agencies
- Punctuation: Apostrophes
- Punctuation: CommasPunctuation: Ending Sentences
- Punctuation: Quotation Marks
- Punctuation: Semicolons and Colons
 Quick Reference: Digital Communication Checklist
- Sentence Construction Skills and Drills
- Technical Writing
- Thank You Notes
- Using Active Voice Skills and Drills



OnDemand Courses

- Using Numbers in Sentences Skills and Drills
- Writing Basics: Capitalization
- Writing Basics: Parts of a Sentence
- Writing Basics: Parts of Speech
- Writing Basics: Why Care About Writing?
- Writing Clearly: Active Voice vs. Passive Voice
- Writing Clearly: Fragments and Run-Ons
- Writing Clearly: Organize Your Writing
- Writing Clearly: Thinking About Tone
- Writing Conversationally
- Writing for the Web
- Writing in Plain Language: Lesson 1 Introduction
- Writing in Plain Language: Lesson 10 Writing Shorter Paragraphs
- Writing in Plain Language: Lesson 11 Using Bulleted Lists
- Writing in Plain Language: Lesson 12 Practicing
- Writing in Plain Language: Lesson 2 Organizing Your Content
- Writing in Plain Language: Lesson 3 Writing Shorter Sentences
- Writing in Plain Language: Lesson 4 Using the Readability Tool
- Writing in Plain Language: Lesson 5 Using Active Voice
- Writing in Plain Language: Lesson 6 Choosing Your Words
- Writing in Plain Language: Lesson 7 Writing Plain for Business
- Writing in Plain Language: Lesson 8 Using Your Audience's Language
- Writing in Plain Language: Lesson 9 Using Emphasis

Communication

- Active Listening Skills to Improve Communication
- Art of Small Talk
- 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
- Assertive Verbal Skills: Communication Techniques
- Assertive Verbal Skills: Dealing With Manipulation
- Assertiveness Challenge: Do You Use The Four R's?
- Avoid Overcommunication and Share Your Message Effectively
- Barriers to Effective Communication
- Become a Relatable and Approachable Manager
- Brain Bites Empathy: The Key to Active Listening: Lesson 1 What is Empathy?
- Brain Bites Empathy: The Key to Active Listening: Lesson 2 Empathy and Emotional Intelligence
- Brain Bites Empathy: The Key to Active Listening: Lesson 3 Identifying **Emotions of Others**
- Communicating Empathy
- Brain Bites Empathy: The Key to Active Listening: Lesson 5 Empathy in the Digital Age
- · Bridge the Generational Gaps
- Building Influence in the Workplace
- Colorful Connections Communication Basics (P)
- Colorful Connections Recognizing the Personalities (P)
- Colorful Connections Team Building Basics (P)

- · Communicating with Confidence
- Communicating with Respect and Professionalism
- Communicating with the C-Suite: If You Have an Idea
- Communicating with the C-Suite: If You Want to Impress
- Communicating with the C-Suite: Saying You Disagree
- Communicating with the C-Suite: When They're New
- Communicating with the C-Suite: When You're New Communication Essentials: Communicating With Different Audiences
- Communication Essentials: Communication Methods and When To Use Each
- Communication Essentials: Types of Communication
- Communication Fundamentals
- Confident Communication
- Confident Communication in a Professional Work Environment
- Conflict Resolution: Manage Conflict Situations
- Conflict Resolution: Manage Your Emotions
- Conflict Resolution: Respond to Tension
- Conflict Resolution: Workplace Tension
- Confronting Workplace Conflict
- Connect with Others Using Nonverbal Cues
- Creating Collaboration: How to Collaborate
- Creating Collaboration: The Process
- Cross-Cultural Considerations: 01. What Is Culture?
- Cross-Cultural Considerations: 02. What's Your Culture?
- Cross-Cultural Considerations: 03. Cultural Intelligence
- Cross-Cultural Considerations: 04. Working Across Cultures
- Cross-Cultural Considerations: 05. The Concept of Time
- Dealing with Anger and Emotions: Quick Tips
- Dealing with Anger and Emotions: Quick Tips (French)
- Dealing with Anger and Emotions: Quick Tips (French-Canadian)
- Dealing with Anger and Emotions: Quick Tips (Spanish)
- Dealing With Difficult Coworkers: The Complainer
- Dealing With Difficult Coworkers: The Gossip
- Dealing With Difficult Coworkers: The Nitpicker
- Dealing With Difficult Coworkers: The Nonresponder
- Dealing With Difficult Coworkers: The Procrastinator
- Dealing with Difficult Parents
- **Defining Moments**
- Delegate More Effectively with Open Transparency
- Determining the Styles of Others
- DISC: Questionnaire
- DISC: Understanding DISC Styles
- Effective Digital Communication: Avoid Misunderstandings
- Effective Digital Communication: Avoid Time-Wasting Mistakes
- Effective Digital Communication: Maximize Impact & Response
- Effective Digital Communication: Minimize Confusion Through Consistency
- Emotional Intelligence: Developing Effective Relationships
- Emotional Intelligence: Developing Empathy
- Emotional Intelligence: Developing Self-Awareness
- Emotional Intelligence: Developing Self-Motivation
- Emotional Intelligence: Developing Self-Regulation
- Emotional Intelligence: How To Improve Your Emotional Intelligence Emotional Intelligence: The Keys to Working More Effectively with Others
- Emotional Intelligence: Using DISC to Anticipate Emotions
- Emotional Intelligence: What Is Emotional Intelligence?
- Ensure Your Apology is Received and Believed

- EQ Toolbox: Becoming Socially Aware (French)
- EQ Toolbox: Becoming Socially Aware (French-Canadian)
- EQ Toolbox: Becoming Socially Aware (Spanish)
- 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 be More Self-Aware (Spanish)
- EQ Toolbox: How to Express Empathy (French)
- 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
- Healthy Communication: 02. How to Communicate Well at Work
- High D
- High I
- High S
- How to Be a Great Conversationalist
- How to Be Assertive Not Aggressive (French)
- How to Be Assertive Not Aggressive (French-Canadian)
- How to Be Assertive Not Aggressive (Spanish)
- How to Make Efficient Phone Calls
- How to Manage Emotions in the Workplace
- How to Talk to Upset Customers
- How to Talk to Your Boss
- · Instant Messaging at Work
- Interpersonal Communication Introduction to DISC
- Introduction to Negotiation
- Introduction to Negotiation (French)
- Introduction to Negotiation (French-Canadian)
- Introduction to Negotiation (Spanish) Know When to Use Email
- Leading a High C
- · Leading a High D
- Leading a High I
- Leading a High S • Lunch and Learn: Confident Communication
- · Lunch and Learn: Delivering Bad News
- · Lunch and Learn: Email Etiquette
- Lunch and Learn: Negotiation Practice
- Lunch and Learn: Practice Saying No • Making Group Decisions
- · Making Meetings Work
- Making Them Believe
- Manage Yourself in the Midst of Conflict • Manage Yourself in the Midst of Conflict (French)
- Manage Yourself in the Midst of Conflict (French-Canadian)

- Assertive Verbal Skills: Developing Assertiveness
- Become an Empathetic Assertive Leader
- Brain Bites Empathy: The Key to Active Listening: Lesson 4 -



OnDemand Courses

- Manage Yourself in the Midst of Conflict (Spanish)
- Managing Conflict in Special Circumstances
- Managing Conflict in Special Circumstances (French)
- Managing Conflict in Special Circumstances (French-Canadian)
- Managing Conflict in Special Circumstances (Spanish)
- Managing Conflict Step-by-Step
- Managing Conflict Step-by-Step (French)
- Managing Conflict Step-by-Step (French-Canadian)
- Managing Conflict Step-by-Step (Spanish)
- Manipulative Communication: Identifying Manipulative Communicators
- Manipulative Communication: Working With Manipulative Communicators
- Mastering Communication Skills With Tact and Confidence
- Mixing DISC Styles
- Navigating Large Organization Communication Guidelines
- Nonverbal Communication: 01. Defining Nonverbal Communication
- Nonverbal Communication: 02. Aligning Nonverbal Communication with Intentions
- Nonverbal Communication: 03. Appearance
- Nonverbal Communication: 04. Workplace Standards
- Nonverbal Communication: 05. Leveraging Nonverbals for Success
- Persuasion in Business Communications
- Persugsion: The Art of Communication: Lesson 1 The Core of Communication
- Persuasion: The Art of Communication: Lesson 10 Framing
- Persugsion: The Art of Communication: Lesson 11 Other Tips
- Persugsion: The Art of Communication: Lesson 2 Understanding the Persuasion Situation
- Persuasion: The Art of Communication: Lesson 3 Essential Elements of Persunsion
- Persuasion: The Art of Communication: Lesson 4 Logical Data
- Persuasion: The Art of Communication: Lesson 5 Reputation and Character
- Persuasion: The Art of Communication: Lesson 6 Emotional or Passionate Anneals
- Persuasion: The Art of Communication: Lesson 7 Recognizing the
- Persuasion: The Art of Communication: Lesson 8 Neuro-Linquistic Programming (NLP), Part 1
- Persuasion: The Art of Communication: Lesson 9 NLP, Part 2
- Persuasive Communication: 01. Introduction
- Plan and Lead a Successful Meetina
- Powerful Listening Skills (French)
- Powerful Listening Skills (French-Canadian)
- Powerful Listening Skills (Spanish)
- Practice: Assertive Communication
- Practice: Stealth vs. Direct Messages
- Presentation Room Set Up Infographic
- Presentation Skills Basics: After the Presentation
- Presentation Skills Basics: Audio Visuals
- Presentation Skills Basics: Closing and Q&A
- Presentation Skills Basics: Creating Slides
- Presentation Skills Basics: Designing Handouts
- Presentation Skills Basics: Handling Distractions
- Presentation Skills Basics: Know Your Audience
- Presentation Skills Basics: Psyching Up, Not Out
- Presentation Skills Basics: Punching Up your Presentation

- Presentation Skills Basics: Setting the Stage
- Presentation Skills Basics: Setting Up Your Presentation
- Presentation Skills Basics: Structuring Your Presentation
- Putdown Offenders
- Quick Tips: Engaging Difficult Participants
- Self-Assessment: Are You Assertive?
- Self-Assessment: Comfort With Open Dialogue
- Self-Assessment: Emotional Intelligence
- Self-Assessment: Listening and Dialogue Skills
- Self-Assessment: What's Your Communication Style?
- Simple Scripts for Problems at Work
- Speak Up and Be Heard! A Confidence-Boosting Course for Women
- Speech Writing
- · Storytelling as a Tool
- Storytelling in Business: Lesson 1 Why Storytelling
- Storytelling in Business: Lesson 2 Where to Use Storytelling in the Workplace
- Storytelling in Business: Lesson 3 Strategic Storytelling in Presentations
- Storytelling in Business: Lesson 4 Personal Story Generator, Part 1
- Storytelling in Business: Lesson 5 Personal Story Generator, Part 2
- Storytelling in Business: Lesson 6 Story Files
- Storytelling in Business: Lesson 7 Finding Your Stories
- Storytelling in Business: Lesson 8 Capturing Business Stories
- Storytelling in Business: Lesson 9 Storytelling Tips
- Straight Talk On Bad Language
- Styles of Negotiation
- Styles of Negotiation (French)
- Styles of Negotiation (French-Canadian)
- Styles of Negotiation (Spanish)
- The Art of Nonverbal Communication (French)
- The Art of Nonverbal Communication (French-Canadian)
- The Art of Nonverbal Communication (Spanish)
- The Basics of Emotional Intelligence
- The Basics of Emotional Intelligence (French)
- The Basics of Emotional Intelligence (French-Canadian)
- The Basics of Emotional Intelligence (Spanish)
- The Power of Saying No
- Use Live Chat Effectively with Customers
- Verbal Communication
- What Kind of Communicator Are You?
- When and How to Use Humor at Work

Computer Skills

- Creating Passwords
- Latest App Trends
- SharePoint for Site Owners: Lesson 10 Adding an Excel File as a List
- SharePoint for Site Owners: Lesson 12 Customizing the Look and Feel
- SharePoint for Site Owners: Lesson 13 Customizing the Quick Launch Bar
- SharePoint for Site Owners: Lesson 14 Assigning Permissions
- SharePoint for Site Owners: Lesson 2 Creating a New Site
- SharePoint for Site Owners: Lesson 3 Navigating to a Site
- SharePoint for Site Owners: Lesson 4 Creating a Subsite
- SharePoint for Site Owners: Lesson 6 Versioning and Checkout

- SharePoint for Site Owners: Lesson 7 Adding Alerts
- SharePoint for Site Owners: Lesson 8 Creating a Custom List
- SharePoint for Site Owners: Lesson 9 Creating a Lookup Field
- SharePoint Online Basics: 01 Introduction
- SharePoint Online Basics: 02 Site Creation Communication Sites
- SharePoint Online Basics: 03 Site Creation Team Sites
- SharePoint Online Basics: 04 Working With Documents
- SharePoint Online Basics: 05 Co-Authoring, Check Out, and Versions
- SharePoint Online Basics: 06: Major Versions
- SharePoint Online Basics: 07: Minor Versions and Content Approval
- SharePoint Online Basics: 08: Document Metadata
- SharePoint Online Basics: 09: Classic Experience and Changing Views
- SharePoint Online Basics: 10: Navigation in SharePoint
- SharePoint Online Basics: 11: Lists
- SharePoint Online Basics: 12: List Apps and Calendars
- SharePoint Online Basics: 13: Search
- SharePoint Online Basics: 14: Customization
- SharePoint Online Essentials: 01: Intro to SharePoint Online
- SharePoint Online Essentials: 02: SharePoint Creating Teams Sites
- SharePoint Online Essentials: 03: SharePoint Communication Sitespication Sites
- SharePoint Online Essentials: 04 SharePoint- Adding Pages

Computer Software

- 60 Minutes of Access® Secrets
- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Excel® 2013 Secrets
- 60 Minutes of Excel® Secrets
- 60 Minutes of Microsoft® PowerPoint® Secrets
- 60 Minutes of Outlook® 2013 Secrets
- 60 Minutes of Outlook® Secrets
- 60 Minutes of Photoshop® Secrets
- Accept or Decline a Task Assignment in Microsoft® Outlook® 2016
- Accept or Decline a Task Assignment in Microsoft® Outlook® 2016 eTip
- Acrohat® X Pro- Advanced
- Acrobat® X Pro- Rusic
- Add a Bookmark to an Audio or Video Clip in Microsoft® PowerPoint®
- 2016 • Add a Bookmark to an Audio or Video Clip in Microsoft® PowerPoint®
- 2016 eTin
- Add a Button to a Form in Microsoft® Access® 2016
- Add a Button to a Form in Microsoft® Access® 2016 eTip
- Add a Lookup Field to a Form in Microsoft® Access® 2016 • Add a Lookup Field to a Form in Microsoft® Access® 2016 - eTip
- · Add a New Contact in Microsoft® Outlook® 2016
- Add a New Contact in Microsoft® Outlook® 2016 eTip
- Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016
- Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016 - eTip
- Add A Screen Recording to Your Presentation NEW! in Microsoft® PowerPoint® 2016
- Add A Screen Recording to Your Presentation NEW! in Microsoft® PowerPoint® 2016 - eTip
- Add a Screenshot to Your Presentation in Microsoft® PowerPoint® 2016
- Add a Screenshot to Your Presentation in Microsoft® PowerPoint® 2016 eTip

- SharePoint for Site Owners: Lesson 1 Introduction
- SharePoint for Site Owners: Lesson 11 Editing the Home Page

- SharePoint for Site Owners: Lesson 5 Adding a Document Library



- Add a Table to a Document in Microsoft® Word 2016
- Add a Table to a Document in Microsoft® Word 2016 eTip
- Add a User Defined Field in Microsoft® Outlook® 2016 eTip
- Add a User-Defined Field in Microsoft® Outlook® 2016
- Add a Video to a Presentation in Microsoft® PowerPoint® 2016
- Add an Automatic Sort to a Query in Microsoft® Access® 2016
- Add an Automatic Sort to a Query in Microsoft® Access® 2016 eTip
- Add Audio to a Presentation in Microsoft® PowerPoint® 2016
- Add Audio to a Presentation in Microsoft® PowerPoint® 2016 eTip
- Add Graphics to Messages in Microsoft® Outlook® 2016
- Add Graphics to Messages in Microsoft® Outlook® 2016 eTip
- Add Headers and Footers in Microsoft® PowerPoint® 2016
- Add Headers and Footers in Microsoft® PowerPoint® 2016 eTip
- · Add Information to Page Headers and Footers in Microsoft® Word 2016
- Add Information to Page Headers and Footers in Microsoft® Word 2016 aTin
- Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2016
- Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2016 - eTip
- Add Style to Images in Microsoft® PowerPoint® 2016
- Add Style to Images in Microsoft® PowerPoint® 2016 eTip
- · Add Style to Images in Microsoft® Word 2016
- Add Style to Images in Microsoft® Word 2016 eTip
- Add Video to a Presentation in Microsoft® PowerPoint® 2016 eTip
- Add Voting and Tracking Options to an Email in Microsoft® Outlook® 2016
- Add Voting and Tracking Options to an Email in Microsoft® Outlook® 2016 - a Tin
- Add, Respond to, and Delete Reviewer Comments in Microsoft® PowerPoint® 2016
- Add, Respond to, and Delete Reviewer Comments in Microsoft® PowerPoint® 2016 - eTip
- Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2016
- Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2016 - eTip
- · Adjust Document Margins in Microsoft® Word 2016
- Adjust Document Margins in Microsoft® Word 2016 eTip
- Adjust Line and Paragraph Spacing in Microsoft® Word 2016
- Adjust Line and Paragraph Spacing in Microsoft® Word 2016 eTip
- Adjust Row Height and Column Width in Microsoft® Excel® 2016
- Adjust Row Height and Column Width in Microsoft® Excel® 2016 eTip
- Aujust now theight und colonial within in withosoft Excels 2010 6
- Adjust Slide Size in Microsoft® PowerPoint® 2016
- Adjust Slide Size in Microsoft® PowerPoint® 2016 eTip
- Adjust Text Alignment and Tabs in Microsoft® Word 2016
- Adjust Text Alignment and Tabs in Microsoft® Word 2016 eTip
- Adobe Acrobat DC Essentials: Lesson 1 Introduction to Acrobat
- Adobe Acrobat DC Essentials: Lesson 10 Modifying PDF Documents
- Adobe Acrobat DC Essentials: Lesson 11 Editing Content
- Adobe Acrobat DC Essentials: Lesson 12 Adding Page Elements
- Adobe Acrobat DC Essentials: Lesson 13 Comments and Markup
- Adobe Acrobat DC Essentials: Lesson 14 Compare Documents
- Adobe Acrobat DC Essentials: Lesson 15 Initiate Shared Reviews, Part 1
- Adobe Acrobat DC Essentials: Lesson 16 Initiate Shared Reviews, Part 2
- Adobe Acrobat DC Essentials: Lesson 17 Digital Signatures
- Adobe Acrobat DC Essentials: Lesson 18 Optimizing PDFs, Part 1

- Adobe Acrobat DC Essentials: Lesson 19 Optimizing PDFs, Part 2
- Adobe Acrobat DC Essentials: Lesson 2 Navigating in a Document
- Adobe Acrobat DC Essentials: Lesson 3 Creating a PDF Document
- Adobe Acrobat DC Essentials: Lesson 4 Creating PDFs from a Webpage
- Adobe Acrobat DC Essentials: Lesson 5 PDF Portfolios
- Adobe Acrobat DC Essentials: Lesson 6 Using Find
- Adobe Acrobat DC Essentials: Lesson 7 Advanced Search
- Adobe Acrobat DC Essentials: Lesson 8 Bookmarks
- Adohe Acrobat DC Essentials: Lesson 9 Links and Ruttons
- Advanced Microsoft® Excel® Tips for the Power User
- Advanced Tips and Techniques for Microsoft® Word Users
- Agaregate Query Data in Microsoft® Access® 2016
- Aggregate Query Data in Microsoft® Access® 2016 eTip
- Animate a Chart in Microsoft® PowerPoint® 2016
- Animate a Chart in Microsoft® PowerPoint® 2016 eTip
- Animate a SmartArt Graphic in Microsoft® PowerPoint® 2016
- Animate a SmartArt Graphic in Microsoft® PowerPoint® 2016 eTip
- Animate Text and Images in Microsoft® PowerPoint® 2016
- Animate Text and Images in Microsoft® PowerPoint® 2016 eTip
- Apply a Consistent Look and Feel to a Document in Microsoft® Word 2016
- Apply a Consistent Look and Feel to a Document in Microsoft® Word
 2016 eTip
- 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 - eTip
- Apply a Follow Up Flag to an Item in Microsoft® Outlook® 2016
- Apply a Follow Up Flag to an Item in Microsoft® Outlook® 2016 eTip
- Apply a Watermark to a Page in Microsoft® Word 2016
- Apply a Watermark to a Page in Microsoft® Word 2016 eTip
- Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft®

 Fixed © 2014
- Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016 - eTip
- 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 eTip
- · Apply Filters in Microsoft® Access® 2016
- Apply Filters in Microsoft® Access® 2016 eTip
- Apply Password Security to a Document in Microsoft® Word 2016
- Apply Password Security to a Document in Microsoft® Word 2016 eTip
- Apply Simple Formatting to Numbers, Dates, and Times in Microsoft®

 Fixed (2014)
- Apply Simple Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016 - eTip
- Apply Styles to Text in Microsoft® Word 2016
- Apply Styles to Text in Microsoft® Word 2016 eTip
- Archive Old Data with AutoArchive in Microsoft® Outlook® 2016
- * Archive Old Data with AutoArchive in Microsoft® Outlook® 2016 eTip
- Arrange Images Around Text in Microsoft® Word 2016
- Arrange Images Around Text in Microsoft® Word 2016 eTip
- Arrange Text in Columns in Microsoft® Word 2016
- Arrange Text in Columns in Microsoft® Word 2016 eTip
 Assign a Primary Key in Microsoft® Access® 2016
- Assign a Primary Key in Microsoft® Access® 2016 eTip
- Assign a Task to Another Outlook® User in Microsoft® Outlook® 2016

- Assign a Task to Another Outlook® User in Microsoft® Outlook® 2016 eTin
- Attach a File to Your Message in Microsoft® Outlook® 2016
- Attach a File to Your Message in Microsoft® Outlook® 2016 eTip
- Bookmark Groups of Cells for Easy Reference in Microsoft® Excel® 2016
- Bookmark Groups of Cells for Easy Reference in Microsoft® Excel® 2016 - eTin
- Brain Bites Microsoft Loop
- Brain Bites Using Windows 10: Lesson 1 Introduction
- Brain Bites Using Windows 10: Lesson 2 Using Windows 10
- Brain Bites Using Windows 10: Lesson 3 Cortana and Search
- Brain Bites Using Windows 10: Lesson 4 File Explorer and Quick Access
- Brain Bites Using Windows 10: Lesson 5 Snap, Taskview, and Virtual
 Desktop
- Brain Bites Using Windows 10: Lesson 6 Window 10 Apps
- Brain Bites Using Windows 10: Lesson 7 Customization and Tips
- Brain Bites Windows 11 Essentials: Lesson 1 Intro to Windows 11
- Brain Bites Windows 11 Essentials: Lesson 2 Taskbar and Start Menu
- Brain Bites Windows 11 Essentials: Lesson 3 Taskbar Corner
- Brain Bites Windows 11 Essentials: Lesson 4 Snap, Task View, and
 Virtual Desktons
- Brain Bites Windows 11 Essentials: Lesson 5 File Explorer and Quick
- Brain Bites Windows 11 Essentials: Lesson 6 Windows Apps
- Brain Rites Windows 11 Essentials: Lesson 7 Customization and Settings
- Browse Text and Objects in Your Document in Microsoft® Word 2016
- Browse Text and Objects in Your Document in Microsoft® Word 2016 eTip
- Business Process Modeling with ConceptDraw® Business Process
 Diagrams Solution
- Calculate Percentages in a PivotTable in Microsoft® Excel® 2016
- Calculate Percentages in a PivotTable in Microsoft® Excel® 2016 eTip
- Calculate the Difference Between Two Times in Microsoft® Excel® 2016
- Calculate the Difference Between Two Times in Microsoft® Excel® 2016 -
- Categorize Items in Microsoft® Outlook® 2016
- Categorize Items in Microsoft® Outlook® 2016 eTip
- Change a Field's Name and Properties in Microsoft® Access® 2016
- Change a Field's Name and Properties in Microsoft® Access® 2016 eTip
- Change Data Field Type in a Table in Microsoft® Access® 2016
- Change Data Field Type in a Table in Microsoft® Access® 2016 eTip
- Change Field Properties in a Query in Microsoft® Access® 2016
- Change Field Properties in a Query in Microsoft® Access® 2016 eTip
- Change How Content Is Displayed in Microsoft® Word 2016
- Change How Content Is Displayed in Microsoft® Word 2016 eTip
- Change How Data Is Displayed in a PivotTable in Microsoft® Excel® 2016
 Change How Data Is Displayed in a PivotTable in Microsoft® Excel®
- Change Tab Order in a Form in Microsoft® Access® 2016
- Change Tab Order in a Form in Microsoft® Access® 2016 eTip
- Change the Background in Microsoft® PowerPoint® 2016
- Change the Background in Microsoft® PowerPoint® 2016 eTip
- Change the Color of a Note in Microsoft® Outlook® 2016
 Change the Color of a Note in Microsoft® Outlook® 2016 eTip
- Change the Default Calendar Settings in Microsoft® Outlook® 2016
- Change the Default Calendar Settings in Microsoft® Outlook® 2016 eTip
 Change the Default Task Options in Microsoft® Outlook® 2016



- Change the Default Task Options in Microsoft® Outlook® 2016 eTip
- Change Your Default Email Settings in Microsoft® Outlook® 2016
- Change Your Default Email Settings in Microsoft® Outlook® 2016 eTip
- Check to See if Entered Data is in the Right Format in Microsoft® Excel® 2016
- Check to See if Entered Data Is in the Right Format in Microsoft® Excel® 2016 - eTip
- Choose a File Format When Saving a Workbook in Microsoft® Excel® 2016
- Choose a File Format When Saving a Workbook in Microsoft® Excel® 2016 pTin
- Choose What Is Transferred When You Cut/Copy and Paste in Microsoft® Excel® 2016
- Choose What Is Transferred When You Cut/Copy and Paste in Microsoft® Fxcel® 2016 - eTin
- Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2016
- Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2016 - eTip
- Cite Sources in a Document in Microsoft® Word 2016
- Cite Sources in a Document in Microsoft® Word 2016 eTip
- Clean Clutter Out of Your Inbox in Microsoft® Outlook® 2016
- Clean Clutter Out of Your Inbox in Microsoft® Outlook® 2016 eTip
- Communicate with a Contact Group in Microsoft® Outlook® 2016
- Communicate with a Contact Group in Microsoft® Outlook® 2016 eTip
- Compare and Combine Presentations in Microsoft® PowerPoint® 2016 eTip
- Compare Two Tables and Search for Differences in Microsoft® Access® 2016
- Compare Two Tables and Search for Differences in Microsoft® Access® 2016 - eTip
- Comparing and Combining Presentations in Microsoft® PowerPoint® 2016
- ConceptDraw® PRO v9 Video Lessons (Intermediate 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 (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 for Mac®(Intermediate Level)
- Connect to a SharePoint List in Microsoft® Access® 2016 eTip
- Connect to External Data in Microsoft® Access® 2016
- Connect to External Data in Microsoft® Access® 2016 eTip
- Convert Text to Numbers in Microsoft® Excel® 2016
- Convert Text to Numbers in Microsoft® Excel® 2016 eTip
- Copy a Formula to Multiple Cells in Microsoft® Excel® 2016
- * Copy a Formula to Multiple Cells in Microsoft® Excel® 2016 eTip
- * Copy Styles to Other Workbooks in Microsoft® Excel® 2016
- Copy Styles to Other Workbooks in Microsoft® Excel® 2016 eTip
- Count the Number of Work Days Between Two Dates in Microsoft® Excel® 2016
- Count the Number of Work Days Between Two Dates in Microsoft® Excel® 2016 - eTip
- Create a Calculated Field in a Form in Microsoft® Access® 2016
- * Create a Calculated Field in a Form in Microsoft® Access ${\mathbb R}$ 2016 eTip
- Create a Calculated Field in a Report in Microsoft® Access® 2016
- Create a Calculated Field in a Report in Microsoft® Access® 2016 eTip
- Create a Calculated Field in a Table in Microsoft® Access® 2016

- Create a Calculated Field in a Table in Microsoft® Access® 2016 eTip
- Create a Calculation in a Query Field in Microsoft® Access® 2016
- Create a Calculation in a Query Field in Microsoft® Access® 2016 eTip
- Create a Calendar Group in Microsoft® Outlook® 2016
- Create a Calendar Group in Microsoft® Outlook® 2016 eTip
- Create a Crosstab Query in Microsoft® Access® 2016
- Create a Crosstab Query in Microsoft® Access® 2016 eTip
- Create a Custom Electronic Business Card in Microsoft® Outlook® 2016
- Create a Custom Electronic Business Card in Microsoft® Outlook® 2016 eTin
- Create a Custom Shape in Microsoft® PowerPoint® 2016
- Create a Custom Shape in Microsoft® PowerPoint® 2016 eTip
- Create a Custom Theme in a Document in Microsoft® Word 2016
- Create a Custom Theme in a Document in Microsoft® Word 2016 eTip
- Create a Custom Theme in Microsoft® PowerPoint® 2016
- Create a Custom Theme in Microsoft® PowerPoint® 2016 eTip
- Create a Data Macro in Microsoft® Access® 2016
- Create a Data Macro in Microsoft® Access® 2016 eTip
- Create a Field for Pictures, Files, or Hyperlinks in Microsoft® Access® 2016
- Create a Field for Pictures, Files, or Hyperlinks in Microsoft® Access® 2016 - eTin
- Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016
 NFWI
- Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016
 NFWL a Tim
- Create a Form with Fillable Fields in Microsoft® Word 2016
- Create a Form with Fillable Fields in Microsoft® Word 2016 eTip
- Create a Form with Form Wizard in Microsoft® Access® 2016
- Create a Form with Form Wizard in Microsoft® Access® 2016 eTip
- Create a Grouped Report in Microsoft® Access® 2016
- Create a Grouped Report in Microsoft® Access® 2016 eTip
- Create a List of All Illustrations in a Document in Microsoft® Word 2016
- Create a List of All Illustrations in a Document in Microsoft® Word 2016 eTin
- Create a Lookup Field in Microsoft® Access® 2016
- Create a Lookup Field in Microsoft® Access® 2016 eTip
- Create a Mailing Labels Report in Microsoft® Access® 2016
- Create a Mailing Labels Report in Microsoft® Access® 2016 eTip
- Create a Navigation Form to Simplify Database Use in Microsoft® Access® 2016
- Create a Navigation Form to Simplify Database Use in Microsoft®
 Access® 2016 eTip
- Create a New Calendar in Microsoft® Outlook® 2016 eTip
- Create a New Contacts Folder in Microsoft® Outlook® 2016
- Create a New Contacts Folder in Microsoft® Outlook® 2016 eTip
- Create a New Email Folder in Microsoft® Outlook® 2016
- Create a New Email Folder in Microsoft® Outlook® 2016 eTip
- Create a New Email Message in Microsoft® Outlook® 2016
- Create a New Email Message in Microsoft® Outlook® 2016 eTip
- Create a New Expression Using the Expression Builder in Microsoft®
 Access® 2016
- Create a New Expression Using the Expression Builder in Microsoft® Access® 2016 - eTip
- Create a New Note in Microsoft® Outlook® 2016
- Create a New Note in Microsoft® Outlook® 2016 eTip
- Create a New Query in Microsoft® Access® 2016

- Create a New Query in Microsoft® Access® 2016 eTip
- Create a New Relationship in Microsoft® Access® 2016
- Create a New Relationship in Microsoft® Access® 2016 eTip
- Create a New Table from a Query in Microsoft® Access® 2016
- Create a New Table from a Query in Microsoft® Access® 2016 eTip
- Create a New Table in Microsoft® Access® 2016
- Create a New Table in Microsoft® Access® 2016 eTip
- Create a New Task in Microsoft® Outlook® 2016
- Create a New Task in Microsoft® Outlook® 2016 eTip
- Create a Personalized Signature in Microsoft® Outlook® 2016
- Create a Personalized Signature in Microsoft® Outlook® 2016 eTip
- Create a Photo Album in Microsoft® PowerPoint® 2016
- Create a Photo Album in Microsoft® PowerPoint® 2016 eTip
- Create a PivotChart in Microsoft® Excel® 2016
- Create a PivotChart in Microsoft® Excel® 2016 eTip
- Create a PivotTable Calculated Field Excel® 2016 eTip
- Create a PivotTable Calculated Field in Excel® 2016
- Create a PivotTable Calculated Item in Microsoft® Excel® 2016
- Create a PivotTable Calculated Item in Microsoft® Excel® 2016 eTip
- Create a PivotTable from Multiple Sheets in Microsoft® Excel® 2016
- Create a PivotTable from Multiple Sheets in Microsoft® Excel® 2016 -
- Create a PivotTable in Microsoft® Excel® 2016
- Create a PivotTable in Microsoft® Excel® 2016 eTip
- Create a PowerPoint® Presentation from a Word Document in Microsoft®
- Create a PowerPoint® Presentation from a Word Document in Microsoft®
 PowerPoint® 2016 eTip
- Create a PowerPoint® Presentation from a Word Document in Microsoft®
- Create a PowerPoint® Presentation from a Word Document in Microsoft®
 Word 2016 aTin
- Create a Query from More than One Table in Microsoft® Access® 2016
- Create a Query from More than One Table in Microsoft® Access® 2016 aTip
- Create a Query that Prompts Users for Search Criteria in Microsoft® Access® 2016
- Create a Query that Prompts Users for Search Criteria in Microsoft® Access® 2016 - eTip
- 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 - eTip
- Create a Query that Searches for Records within a Date Range in Microsoft® Access® 2016
- Create a Query that Searches for Records within a Date Range in Microsoft® Access® 2016 - eTip
- Create a Query Using Yes/No Fields in Microsoft® Access® 2016
- Create a Query Using Yes/No Fields in Microsoft® Access® 2016 eTip
 Create a Self-Running Show in Microsoft® PowerPoint® 2016
- Create a Self-Running Show in Microsoft® PowerPoint® 2016 eTip
- Create a Slide Transition in Microsoft® PowerPoint® 2016
- Create a Slide Transition in Microsoft® PowerPoint® 2016 eTip
 Create a Table of Authorities in Microsoft® Word 2016
- Create a Table of Authorities in Microsoft® Word 2016 eTip
 Create a Table of Contents in Microsoft® Word 2016
- Create a Table of Contents in Microsoft® Word 2016 eTip



- Create a User Interface (UI) Macro in Microsoft® Access® 2016
- Create a User Interface (UI) Macro in Microsoft® Access® 2016 eTip
- Create a Yes/No Field in a Table in Microsoft® Access® 2016
- Create a Yes/No Field in a Table in Microsoft® Access® 2016 eTip
- Create an Appointment in Microsoft® Outlook® 2016
- Create an Appointment in Microsoft® Outlook® 2016 eTip
- Create an Index in Microsoft® Word 2016
- Create an Index in Microsoft® Word 2016 eTip
- Create an Input Mask for Easier Data Entry in Microsoft® Access® 2016
- Create an Input Mask for Easier Data Entry in Microsoft® Access® 2016 eTip
- Create an Interactive Activity in Microsoft® PowerPoint® 2016
- Create an Interactive Activity in Microsoft® PowerPoint® 2016 eTip
- Create and Manage a Contact Group in Microsoft® Outlook® 2016
- Create and Manage a Contact Group in Microsoft® Outlook® 2016 eTip
- Create and Manage Quick Steps in Microsoft® Outlook® 2016
- · Create and Manage Quick Steps in Microsoft® Outlook® 2016 eTip
- Create and Manage Rules in Microsoft® Outlook® 2016
- Create and Manage Rules in Microsoft® Outlook® 2016 eTip
- Create and Print Handouts in Microsoft® PowerPoint® 2016
- Create and Print Handouts in Microsoft® PowerPoint® 2016 eTip
- Create and Re-Name a Table in Microsoft® Excel® 2016
- Create and Re-Name a Table in Microsoft® Excel® 2016 eTip
- Create and Run a Report in Microsoft® Access® 2016
- Create and Run a Report in Microsoft® Access® 2016 eTip
- Create and Use List Boxes in Microsoft® Access® 2016
- Create and Use List Boxes in Microsoft® Access® 2016 eTip
- Create Charts and Graphs in Microsoft® Access® 2016
- Create Charts and Graphs in Microsoft® Access® 2016 eTip
- Create Custom Layouts in Microsoft® PowerPoint® 2016
- Create Custom Layouts in Microsoft® PowerPoint® 2016 eTip
- Create Custom Spellcheck Lists for Documents and Projects in Microsoft®
- Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2016 - eTip
- Create Forms Quickly with AutoForm in Microsoft® Access® 2016
- Create Forms Quickly with AutoForm in Microsoft® Access® 2016 eTip
- Create Motion Path Animations in Microsoft® PowerPoint® 2016 eTip
- Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
- Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016 - eTip
- Create Rules to Control Data Entry in Microsoft® Access® 2016
- Create Rules to Control Data Entry in Microsoft® Access® 2016 eTip
- Create Templates in Microsoft® Word 2016
- Create Templates in Microsoft® Word 2016 eTip
- Create Your Own Fillable List of Items in Microsoft® Excel® 2016 eTip
- Create Your Own Style or Format in Microsoft® Excel® 2016
- Create Your Own Style or Format in Microsoft® Excel® 2016 eTip
- Create Your Own Styles and Style Sets in Microsoft® Word 2016
- · Create Your Own Styles and Style Sets in Microsoft® Word 2016 eTip
- Crop and Resize Images in Microsoft® PowerPoint® 2016
- Crop and Resize Images in Microsoft® PowerPoint® 2016 eTip
- Crop, Resize, or Rotate an Image in Microsoft® Word 2016
- Crop, Resize, or Rotate an Image in Microsoft® Word 2016 eTip
- Customize and Manage Views in Microsoft® Outlook® 2016

- Customize and Manage Views in Microsoft® Outlook® 2016 eTip
- · Customize Form Headers in Microsoft® Access® 2016
- Customize Form Headers in Microsoft® Access® 2016 eTip
- Customize Spellcheck and Grammar Check Options in Microsoft® Word
- Customize Spellcheck and Grammar Check Options in Microsoft® Word 2016 - eTin
- Customize the Quick Access Toolbar and Status Bar in Microsoft® PowerPoint® 2016
- Customize the Quick Access Toolhar and Status Bar in Microsoft® PowerPoint® 2016 - eTip
- Customize the Quick Access Toolbar and Status Bar in Microsoft® Word
- Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2016 - eTin
- Customize the Quick Access Toolbar in Microsoft® Excel® 2016
- Customize the Quick Access Toolbar in Microsoft® Excel® 2016 eTip
- Customize the Ribbon in Microsoft® Excel® 2016
- Customize the Ribbon in Microsoft® Excel® 2016 eTip
- Customize the Ribbon in Microsoft® Outlook® 2016
- Customize the Ribbon in Microsoft® Outlook® 2016 eTip
- Customize the Ribbon in Microsoft® PowerPoint® 2016
- Customize the Ribbon in Microsoft® PowerPoint® 2016 eTip
- Customize the Ribbon in Microsoft® Word 2016
- Customize the Ribbon in Microsoft® Word 2016 eTip
- Customize Your Excel Environment in Microsoft® Excel® 2016
- Customize Your Excel Environment in Microsoft® Excel® 2016 eTip
- Customize Your PowerPoint Environment in Microsoft® PowerPoint®
- Customize Your PowerPoint Environment in Microsoft® PowerPoint®
- Customize Your Presentation in Microsoft® PowerPoint® 2016
- Customize Your Presentations in Microsoft® PowerPoint® 2016 eTip
- Customize Your Sparklines in Microsoft® Excel® 2016
- Customize Your Sparklines in Microsoft® Excel® 2016 eTip
- Customize Your Word Environment in Microsoft® Word 2016
- Customize Your Word Environment in Microsoft® Word 2016 eTip
- Define Shortcut Keys in Microsoft® Word 2016
- Define Shortcut Keys in Microsoft® Word 2016 eTip
- Deliver a Presentation over the Internet in Microsoft® PowerPoint® 2016
- Deliver a Presentation over the Internet in Microsoft® PowerPoint®
- Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2016
- Determine if Your Data Shows a Relevant Trend in Microsoft® Excel®
- Divide Documents into Sections in Microsoft® Word 2016
- Divide Documents into Sections in Microsoft® Word 2016 eTip
- Document a Database in Microsoft® Access® 2016
- Document a Database in Microsoft® Access® 2016 eTip
- Download ConceptDraw® Windows®
- Download ConceptDraw® Mac®
- Draw Math Equations New! in Microsoft® PowerPoint® 2016
- Draw Math Equations New! in Microsoft® PowerPoint® 2016 eTip
- Dreamweaver® CS5: Advanced
- Dreamweaver® CS5: Basic
- Dreamweaver® CS6: Advanced

- Dreamweaver® CS6: Basic
- Edit an Image's Colors in Microsoft® PowerPoint® 2016
- Edit an Image's Colors in Microsoft® PowerPoint® 2016 eTip
- Edit an Image's Colors in Microsoft® Word 2016
- Edit an Image's Colors in Microsoft® Word 2016 eTip
- · Edit Grouping, Sorting, and Total Options in Reports in Microsoft® Access® 2016
- Edit Grouping, Sorting, and Total Options in Reports in Microsoft® Access® 2016 - eTip
- Excel Intro to Power Pivot: Lesson 1 Enable and Navigate PowerPivot
- Excel Intro to Power Pivot: Lesson 2 Managing Data Relationships
- Excel Intro to Power Pivot: Lesson 3 Creating a PowerPivot Report
- Excel Intro to Power Pivot: Lesson 4 Creating Calculations in PowerPivot
- Excel Intro to Power Pivot: Lesson 5 Creating Key Performance Indicators
- Excel Intro to Power Pivot: Lesson 6 Creating a Date Table
- Excel Intro to Power Pivot: Lesson 7 Working with Dates and Time
- Excel Power Functions: Lesson 1 Function Criteria and Syntax
- Excel Power Functions: Lesson 2 DATEDIF
- Excel Power Functions: Lesson 3 EDATE and EOMONTH
- Excel Power Functions: Lesson 4 CONVERT
- Excel Power Functions: Lesson 5 INDEX and MATCH
- Excel Power Functions: Lesson 6 INDEX MATCH
- Excel Power Functions: Lesson 7 OFFSET and COUNTA
- Excel Power Functions: Lesson 8 SUMPRODUCT
- Excel for Project Management: Lesson 1 Project Charter
- Excel for Project Management: Lesson 2 Requirements Document / Scope
- Excel for Project Management: Lesson 3 Issues Log
- Excel for Project Management: Lesson 4 Work Breakdown Structure
- Excel for Project Management: Lesson 5 Risk Register
- Excel for Project Management: Lesson 6 Communications Plan
- Excel® Dashboard 101
- Explore and Experience Microsoft® Office 2010
- Export Data to Excel in Microsoft® Access® 2016
- Export Data to Excel in Microsoft® Access® 2016 eTip
- Filter Data On the Fly With Slicers in Microsoft® Excel® 2016
- Filter Data On the Fly With Slicers in Microsoft® Excel® 2016 eTip
- Filter Junk Mail Out of Your Inbox in Microsoft® Outlook® 2016
- Filter Junk Mail Out of Your Inbox in Microsoft® Outlook® 2016 eTip • Find a Value from Another Table in Microsoft® Excel® 2016
- Find a Value from Another Table in Microsoft® Excel® 2016 eTip
- Find and Replace Data in Microsoft® Access® 2016
- Find and Replace Data in Microsoft® Access® 2016 eTip
- Find Formulas, Functions, and Cells Connected to a Cell in Microsoft® Excel® 2016
- Find Formulas, Functions, and Cells Connected to a Cell in Microsoft® Excel® 2016 - eTip
- Find the Tab that Allows Access to Macros and VBA in Microsoft® Excel® • Find the Tab that Allows Access to Macros and VBA in Microsoft® Excel®
- 2016 eTin • Find Variables in a Formula to Get a Specific Result in Microsoft® Excel®
- Find Variables in a Formula to Get a Specific Result in Microsoft® Excel®
- Format Cells with Flash Fill in Microsoft® Excel® 2016
- Format Cells with Flash Fill in Microsoft® Excel® 2016 eTip



- Format Charts and Graphs in Microsoft® Access® 2016
- Format Charts and Graphs in Microsoft® Access® 2016 eTip
- Format Table Layout in Microsoft® Word 2016
- Format Table Layout in Microsoft® Word 2016 eTip
- Format Table Text, Borders, and Shading in Microsoft® Word 2016
- Format Table Text, Borders, and Shading in Microsoft® Word 2016 eTip
- Format Text in Messages in Microsoft® Outlook® 2016
- Format Text in Messages in Microsoft® Outlook® 2016 eTip
- Format Text in Microsoft® PowerPoint® 2016
- Format Text in Microsoft® PowerPoint® 2016 eTip
- Format Your Text in Microsoft® Word 2016
- Format Your Text in Microsoft® Word 2016 eTip
- Forward a Contact in Microsoft® Outlook® 2016 eTip
- Forward Contact Information in Microsoft® Outlook® 2016
- Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2016
- Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2016 eTip
- Get It Done: Sharing Calendars: Lesson 2 Google Calendar, Part 1
- Get It Done: Sharing Calendars: Lesson 3 Google Calendar, Part 2
- Get It Done: Sharing Calendars: Lesson 4 Google Calendar, Part 3
- Getting Started with Google Docs
- Global Vehicular Network
- Gmail Essentials (2021): Lesson 1 Introduction
- Gmail Essentials (2021): Lesson 10 Integrating Gmail
- Gmail Essentials (2021): Lesson 2 Navigating Gmail
- Gmail Essentials (2021): Lesson 3 Receiving Email
- · Gmail Essentials (2021): Lesson 4 Processing Messages Efficiently
- Gmail Essentials (2021): Lesson 5 Sending Email
- Gmail Essentials (2021): Lesson 6 Working with Attachments
- Gmail Essentials (2021): Lesson 7 Managing Contacts
- Gmail Essentials (2021): Lesson 8 Customizing Gmail
- \bullet Gmail Essentials (2021): Lesson 9 Collaborating in Gmail
- Google Workspace Essentials (2020): Lesson 1 Introduction
- Google Workspace Essentials (2020): Lesson 10 Google Slides
- Google Workspace Essentials (2020): Lesson 11 Google Forms
- Google Workspace Essentials (2020): Lesson 12 Google Photos
- Google Workspace Essentials (2020): Lesson 13 Google Sites
- Google Workspace Essentials (2020): Lesson 14 Google Jamboard
- Google Workspace Essentials (2020): Lesson 15 Google Hangouts and Meet
- Google Workspace Essentials (2020): Lesson 16 Google Keep
- Google Workspace Essentials (2020): Lesson 17 Google Drawings
- Google Workspace Essentials (2020): Lesson 18 Google Translate
- Google Workspace Essentials (2020): Lesson 19 Google Drive File Stream
- \bullet $\,$ Google Workspace Essentials (2020): Lesson 2 What is G Suite?
- Google Workspace Essentials (2020): Lesson 20 Google Shared Drive
- Google Workspace Essentials (2020): Lesson 21 Google Admin
- Google Workspace Essentials (2020): Lesson 3 Gmail
- Google Workspace Essentials (2020): Lesson 4 Google Contacts
- Google Workspace Essentials (2020): Lesson 5 Google Calendar
- Google Workspace Essentials (2020): Lesson 6 Google Drive, Part 1
- Google Workspace Essentials (2020): Lesson 7 Google Drive, Part 2
- Google Workspace Essentials (2020): Lesson 8 Google Docs
- Google Workspace Essentials (2020): Lesson 9 Google Sheets
- Group Data Within a PivotTable in Microsoft® Excel® 2016
- Group Data Within a PivotTable in Microsoft® Excel® 2016 eTip

- Group Your Presentation Into Sections in Microsoft® PowerPoint® 2016
- Group Your Presentation Into Sections in Microsoft® PowerPoint® 2016 eTip
- Hide and Unhide Columns and Rows in Microsoft® Excel® 2016
- Hide and Unhide Columns and Rows in Microsoft® Excel® 2016 eTip
- Highlight Cells Based on Specific Criteria in Microsoft® Excel® 2016
- Highlight Cells Based on Specific Criteria in Microsoft® Excel® 2016 eTip
- How to Connect a Social Media Flowchart with Action Mind Maps
- How to Connect Dashboard with Data
- How to Create Different UML Diggrams
- How to Draw Business Process Diagrams with RapidDraw Interface
- How to Exchange ConceptDraw® MINDMAP Files with Mindjet MindManager
- How to Import Mind Maps from FreeMind
- How to Import Mind Maps from XMind
- How to Make a Mind Map Presentation from a MS PowerPoint® Presentation
- How to Make UML Diggrams
- How to Present a Social Media Response Plan to Your Team
- How to Use the Online Store
- Identify the Difference Between Two Documents in Microsoft® Word 2016
- Identify the Difference Between Two Documents in Microsoft® Word 2016 - eTin
- Illustrator® CS5: Advanced
- Illustrator® CS5: Basic
- Illustrator® CS6: Advanced
- Illustrator® CS6: Basic
- Import Data from an Excel Spreadsheet in Microsoft® PowerPoint® 2016
- Import Data from an Excel® Spreadsheet in Microsoft® PowerPoint® 2016 - eTip
- Import Data from an Excel® Spreadsheet into a Document in Microsoft® Word 2016
- Import Data from an Excel® Spreadsheet into a Document in Microsoft® Word 2016 - eTip
- Import Data from Excel® in Microsoft® Access® 2016
- Import Data from Excel® in Microsoft® Access® 2016 eTip
- InDesign® CS5: Advanced
- InDesign® CS5: Basic
- InDesign® CS5: Production
- InDesign® CS6: Advanced
- InDesign® CS6: Basic
- InDesign® CS6: Intermediate
- Insert a Basic Formula in Microsoft® Excel® 2016
- Insert a Basic Formula in Microsoft® Excel® 2016 eTip
- Insert a Basic Function in Microsoft® Excel® 2016
- Insert a Basic Function in Microsoft® Excel® 2016 eTip
- Insert a Chart in Microsoft® Excel® 2016
- Insert a Chart in Microsoft® Excel® 2016 eTip
- Insert a Chart in Microsoft® PowerPoint® 2016
- Insert a Chart in Microsoft® PowerPoint® 2016 eTip
- Insert a Footnote or Endnote in Microsoft® Word 2016
- Insert a Footnote or Endnote in Microsoft® Word 2016 eTip
- Insert a Hyperlink in Microsoft® Word 2016
- Insert a Hyperlink in Microsoft® Word 2016 eTip
- Insert a Hyperlink into a Presentation in Microsoft® PowerPoint® 2016

- Insert a Hyperlink into a Presentation in Microsoft® PowerPoint® 2016 aTin
- Insert a Numbered or Bulleted List in Microsoft® Word 2016
- Insert a Numbered or Bulleted List in Microsoft® Word 2016 eTip
- Insert a Picture in Microsoft® Word 2016
- Insert a Picture in Microsoft® Word 2016 eTip
- Insert a Shape in Microsoft® Word 2016
- Insert a Shape in Microsoft® Word 2016 eTip
- Insert a SmartArt Graphic in Microsoft® PowerPoint® 2016
- Insert a SmartArt Graphic in Microsoft® PowerPoint® 2016 eTip
- Insert and Customize WordArt in Microsoft® Word 2016
- Insert and Customize WordArt in Microsoft® Word 2016 eTip
- Insert and Manage Slides in Microsoft® PowerPoint® 2016
- Insert and Manage Slides in Microsoft® PowerPoint® 2016 eTip
- $^{\bullet}$ $\,$ Insert and Manage Stored Document Components in Microsoft® Word 2016
- Insert and Manage Stored Document Components in Microsoft® Word
 2016 a Tin
- Insert and Modify Shapes in Microsoft® PowerPoint® 2016
- Insert and Modify Shapes in Microsoft® PowerPoint® 2016 eTip
- Insert Manual Page Breaks in Microsoft® Word 2016
- Insert Manual Page Breaks in Microsoft® Word 2016 eTip
- Insert Subtotals in Microsoft® Excel® 2016
- Insert Subtatals in Microsoft® Excel® 2016 aTin
- Insert Text Box in Microsoft® PowerPoint® 2016
- Insert Text Box in Microsoft® PowerPoint® 2016 eTip
- Insert Text Box in Microsoft® Word 2016
- Insert Text Box in Microsoft® Word 2016 eTip
- Intro to Chromebooks: Lesson 1 Introduction
 Intro to Chromebooks: Lesson 10 Adding Printers and Devices
- Intro to Chromebooks: Lesson 11 Changing System Settings
- Intro to Chromebooks: Lesson 12 Personalizing your Chromebook
- Intro to Chromebooks: Lesson 2 Intro to Chromebooks and Chrome OS
- Intro to Chromebooks: Lesson 3 Setting up a New Google Account
- Intro to Chromebooks: Lesson 4 Using Google Chrome
- Intro to Chromebooks: Lesson 5 Navigating the Interface
- Intro to Chromebooks: Lesson 6 Navigating using the Keyboard
 Intro to Chromebooks: Lesson 7 Searching and Assistant
- Intro to Chromebooks: Lesson 8 Working with Apps and Extensions
- Intro to Chromebooks: Lesson 9 Working with Files
- Intro to Microsoft 365 (2021): Lesson 1 Intro to Microsoft 365
- Intro to Microsoft 365 (2021): Lesson 2 Home Screen
- Intro to Microsoft 365 (2021): Lesson 3 Navigation Bar
- Intro to Microsoft 365 (2021): Lesson 4 Microsoft Search
- Intro to Microsoft 365 (2021): Lesson 5 Accessing Help
 Introducing CD Live Visual Dashboards
- Introduction To Data Analytics Using Microsoft Power BI
- Introduction to Personal Computers, Windows® 7 Edition
- Leading Engaging Zoom Meetings: Lesson 1 Introduction
- Leading Engaging Zoom Meetings: Lesson 10 Best Practices
- Leading Engaging Zoom Meetings: Lesson 2 Setting Up for Success
 Leading Engaging Zoom Meetings: Lesson 3 Sharing the Screen
- Leading Engaging Zoom Meetings: Lesson 4 Using the Whiteboard
- Leading Engaging Zoom Meetings: Lesson 5 Using Annotation
 Leading Engaging Zoom Meetings: Lesson 6 Creating a Poll
- Leading Engaging Zoom Meetings: Lesson 7 Assigning Breakout Rooms



- Leading Engaging Zoom Meetings: Lesson 8 Using the Whiteboard in Breakout Rooms
- Leading Engaging Zoom Meetings: Lesson 9 Managing Breakout Rooms
- Link to Excel® with Copy and Paste in Microsoft® Access® 2016
- Link to Excel® with Copy and Paste in Microsoft® Access® 2016 eTip
- · Link Worksheets Together in Microsoft® Excel® 2016
- Link Worksheets Together in Microsoft® Excel® 2016 eTip
- Local Vehicular Network
- · Locate and Substitute Words, Formatting Terms, and Objects in a Document in Microsoft® Word 2016
- Locate and Substitute Words, Formatting Terms, and Objects in a Document in Microsoft® Word 2016 - eTip
- Make Your Own Theme in Microsoft® Excel® 2016
- Make Your Own Theme in Microsoft® Excel® 2016 eTip
- Making the Most of Crystal Reports®
- Mark Document Locations in Microsoft® Word 2016
- Mark Document Locations in Microsoft® Word 2016 eTip
- Mastering Excel 365 Advanced: Lesson 1 Introduction
- Mastering Excel 365 Advanced: Lesson 10 Co-Authoring, Part 1
- Mastering Excel 365 Advanced: Lesson 11 Co-Authoring, Part 2
- Mastering Excel 365 Advanced: Lesson 12 Using Sheet Views
- Mastering Excel 365 Advanced: Lesson 13 Using Compare and Merge
- Mastering Excel 365 Advanced: Lesson 14 Preparing to Share
- Mastering Excel 365 Advanced: Lesson 15 Adding Digital Signatures
- Mastering Excel 365 Advanced: Lesson 16 Protecting Worksheets
- Mastering Excel 365 Advanced: Lesson 17 Protecting Workbook
- Mastering Excel 365 Advanced: Lesson 18 Protecting a Workbook File • Mastering Excel 365 - Advanced: Lesson 19 - Applying Data Validation
- Mastering Excel 365 Advanced: Lesson 2 Creating Internal Links
- Mastering Excel 365 Advanced: Lesson 20 Adding a Dropdown List
- Mastering Excel 365 Advanced: Lesson 21 Customizing Data Validation
- Mastering Excel 365 Advanced: Lesson 22 Recording a Macro
- Mastering Excel 365 Advanced: Lesson 23 Running a Macro
- Mastering Excel 365 Advanced: Lesson 24 Editing a Macro
- Mastering Excel 365 Advanced: Lesson 25 Using VLOOKUP, Part 1
- Mastering Excel 365 Advanced: Lesson 26 Using VLOOKUP, Part 2
- Mastering Excel 365 Advanced: Lesson 27 Using XLOOKUP
- Mastering Excel 365 Advanced: Lesson 28 More Lookup Functions
- Mastering Excel 365 Advanced: Lesson 29 Using Array Formulas Masterina Excel 365 - Advanced: Lesson 3 - Creating External Links
- . Mastering Excel 365 Advanced: Lesson 30 Tracing Formulas
- Masterina Excel 365 Advanced: Lesson 31 Addressina Formula Errors
- Masterina Excel 365 Advanced: Lesson 32 Watchina and Evaluatina
- Mastering Excel 365 Advanced: Lesson 33 Adding Error Handling
- Mastering Excel 365 Advanced: Lesson 34 Working with Information
- Mastering Excel 365 Advanced: Lesson 35 Using Goal Seek
- Mastering Excel 365 Advanced: Lesson 36 Forecasting with Data Tables
- Mastering Excel 365 Advanced: Lesson 37 Using Solver
- Mastering Excel 365 Advanced: Lesson 38 Forecasting with Scenarios
- Mastering Excel 365 Advanced: Lesson 39 Forecasting Data Trends
- Mastering Excel 365 Advanced: Lesson 4 Using Paste Special
- Mastering Excel 365 Advanced: Lesson 40 Inserting Symbols and

- Mastering Excel 365 Advanced: Lesson 41 Creating Sparklines
- Mastering Excel 365 Advanced: Lesson 42 Creating a Map Chart
- Mastering Excel 365 Advanced: Lesson 43 Creating 3D Maps
- Masterina Excel 365 Advanced: Lesson 44 Creatina Custom Lists
- Mastering Excel 365 Advanced: Lesson 45 Importing and Exporting Data
- Mastering Excel 365 Advanced: Lesson 46 Creating a Web Query
- Mastering Excel 365 Advanced: Lesson 47 Using Data Types
- Masterina Excel 365 Advanced: Lesson 48 Working with Forms
- Mastering Excel 365 Advanced: Lesson 49 Using ActiveX Controls
- Mastering Excel 365 Advanced: Lesson 5 Using Group Mode
- Mastering Excel 365 Advanced: Lesson 50 Ideas in Office 365
- Masterina Excel 365 Advanced Lesson 6 Using 3D References
- Mastering Excel 365 Advanced: Lesson 7 Consolidating Data
- Mastering Excel 365 Advanced: Lesson 8 Adding Comments
- Mastering Excel 365 Advanced: Lesson 9 Tracking Changes
- Mastering Excel 365 Basics: Lesson 1 Introduction
- Mastering Excel 365 Basics: Lesson 10 Creating Formulas
- Mastering Excel 365 Basics: Lesson 11 Inserting Functions
- Mastering Excel 365 Basics: Lesson 12 Copying Formulas and Functions
- Mastering Excel 365 Basics: Lesson 13 Using Absolute References
- Mastering Excel 365 Basics: Lesson 14 Inserting and Deleting Cells
- Mastering Excel 365 Basics: Lesson 15 Searching and Replacing
- Mastering Excel 365 Basics: Lesson 16 Using Proofing and Researching
- Mastering Excel 365 Basics: Lesson 17 Applying Text Formats
- Mastering Excel 365 Basics: Lesson 18 Applying Number Formats
- Mastering Excel 365 Basics: Lesson 19 Customizing Number Formats
- Mastering Excel 365 Basics: Lesson 2 Navigating the Interface
- Mastering Excel 365 Basics: Lesson 20 Aligning Cell Contents
- Mastering Excel 365 Basics: Lesson 21 Applying Cell Styles
- Mastering Excel 365 Basics: Lesson 22 Applying Themes Mastering Excel 365 - Basics: Lesson 23 - Inserting Hyperlinks
- Mastering Excel 365 Basics: Lesson 24 Applying Conditional Formatting to Numbers
- Mastering Excel 365 Basics: Lesson 25 Applying Conditional Formatting
- Masterina Excel 365 Basics: Lesson 26 Applying Comparative Analysis Formatting
- Mastering Excel 365 Basics: Lesson 27 Using Templates
- Masterina Excel 365 Basics: Lesson 28 Printina Workbooks
- Mastering Excel 365 Basics: Lesson 29 Setting the Page Layout
- Mastering Excel 365 Basics: Lesson 3 Selecting Data
- Masterina Excel 365 Basics: Lesson 30 Insertina Page Breaks
- Masterina Excel 365 Basics: Lesson 31 Configurina Headers and Footers, Part 1
- . Mastering Excel 365 Basics: Lesson 32 Configuring Headers and Footers, Part 2
- Mastering Excel 365 Basics: Lesson 33 Managing Worksheets, Part 1
- Mastering Excel 365 Basics: Lesson 34 Managing Worksheets, Part 2
- Mastering Excel 365 Basics: Lesson 35 Creating a Custom View
- Mastering Excel 365 Basics: Lesson 36 Managing Worksheet Views
- Mastering Excel 365 Basics: Lesson 37 Managing Workbook Views • Mastering Excel 365 - Basics: Lesson 38 - Managing Workbook Properties
- Mastering Excel 365 Basics: Lesson 39 Customizing General Options
- Mastering Excel 365 Basics: Lesson 4 Using Commands
- Mastering Excel 365 Basics: Lesson 40 Customizing the Ribbon

- Mastering Excel 365 Basics: Lesson 41 Customizing the Quick Access
- Masterina Excel 365 Basics: Lesson 5 Creating a New Workbook
- Mastering Excel 365 Basics: Lesson 6 Entering Cell Data
- Mastering Excel 365 Basics: Lesson 7 Using AutoFill
- Mastering Excel 365 Basics: Lesson 8 Using Flash Fill
- Masterina Excel 365 Basics: Lesson 9 Usina Excel Help
- Mastering Excel 365 Intermediate: Lesson 1 Introduction
- Mastering Excel 365 Intermediate: Lesson 10 Working with Conditional
- Mastering Excel 365 Intermediate: Lesson 11 Multiple Criteria Functions
- Mastering Excel 365 Intermediate: Lesson 12 Using Nested Functions
- Mastering Excel 365 Intermediate: Lesson 13 Using IFS and SWITCH
- Mastering Excel 365 Intermediate: Lesson 14 Working with Text Functions, Part 1
- Mastering Excel 365 Intermediate: Lesson 15 Working with Text
- Masterina Excel 365 Intermediate: Lesson 16 Working with Text Functions, Part 3
- Mastering Excel 365 Intermediate: Lesson 17 Working with Text Functions, Part 4
- Mastering Excel 365 Intermediate: Lesson 18 Working with Math Functions
- Mastering Excel 365 Intermediate: Lesson 19 Sorting Data, Part 1
- Mastering Excel 365 Intermediate: Lesson 2 Using Named Ranges, Part 1
- Mastering Excel 365 Intermediate: Lesson 20 Sorting Data, Part 2
- Masterina Excel 365 Intermediate: Lesson 21 Filterina Data, Part 1
- Mastering Excel 365 Intermediate: Lesson 22 Filtering Data, Part 2
- Mastering Excel 365 Intermediate: Lesson 23 Filtering Data, Part 3
- Mastering Excel 365 Intermediate: Lesson 24 Querying with Database
- Mastering Excel 365 Intermediate: Lesson 25 Using the Subtotal
- Mastering Excel 365 Intermediate: Lesson 26 Using the Subtotal Feature
- Mastering Excel 365 Intermediate: Lesson 27 Creating Tables
- Mastering Excel 365 Intermediate: Lesson 28 Modifying Table Styles • Mastering Excel 365 - Intermediate: Lesson 29 - Summarizing Data in
- Mastering Excel 365 Intermediate: Lesson 3 Using Named Ranges, Part 2
- Mastering Excel 365 Intermediate: Lesson 30 Using the Quick Analysis
- Mastering Excel 365 Intermediate: Lesson 31 Customizing Conditional Formattina
- . Mastering Excel 365 Intermediate: Lesson 32 Using Formulas with Conditional Formattina
- Masterina Excel 365 Intermediate: Lesson 33 Creating Charts
- Mastering Excel 365 Intermediate: Lesson 34 Using Chart Types
- Mastering Excel 365 Intermediate: Lesson 35 Changing Chart Data
- Mastering Excel 365 Intermediate: Lesson 36 Adding Chart Elements
- Mastering Excel 365 Intermediate: Lesson 37 Formatting a Chart
- Mastering Excel 365 Intermediate: Lesson 38 Using Advanced Chart
- Mastering Excel 365 Intermediate: Lesson 39 Applying Trendlines
- Masterina Excel 365 Intermediate: Lesson 4 Usina Named Ranges, Part 3
- Mastering Excel 365 Intermediate: Lesson 40 Creating a Chart Template
- Mastering Excel 365 Intermediate: Lesson 41 Inserting Graphics



- Mastering Excel 365 Intermediate: Lesson 42 Modifying Graphics, Part 1
- Mastering Excel 365 Intermediate: Lesson 43 Modifying Graphics, Part 2
- Mastering Excel 365 Intermediate: Lesson 44 Using Stock Images and Irons
- Mastering Excel 365 Intermediate: Lesson 45 Creating a PivotTable
- Mastering Excel 365 Intermediate: Lesson 46 Summarizing Data in a PivotTable
- Mastering Excel 365 Intermediate: Lesson 47 Grouping Data in a PivotTable
- Mastering Excel 365 Intermediate: Lesson 48 Formatting a PivotTable
- Mastering Excel 365 Intermediate: Lesson 49 Selecting and Moving
- Mastering Excel 365 Intermediate: Lesson 5 Working with Date Functions, Part 1
- Mastering Excel 365 Intermediate: Lesson 50 Changing PivotTable Options
- Mastering Excel 365 Intermediate: Lesson 51 Adding Calculated Fields
- Mastering Excel 365 Intermediate: Lesson 52 Presenting Data with
- Mastering Excel 365 Intermediate: Lesson 53 Using Slicers
- Masterina Excel 365 Intermediate: Lesson 54 Usina Timeline Slicers
- Mastering Excel 365 Intermediate: Lesson 6 Working with Date
- Masterina Excel 365 Intermediate: Lesson 7 Working with Date Functions, Part 3
- Mastering Excel 365 Intermediate: Lesson 8 Working with Time Functions
- Mastering Excel 365 Intermediate: Lesson 9 Working with Logical Functions
- Mastering Google Drive (2020): Lesson 1 Introduction
- Mastering Google Drive (2020): Lesson 10 Sharing Files, Part 1
- Mastering Google Drive (2020): Lesson 11 Sharing Files, Part 2
- Masterina Google Drive (2020): Lesson 12 Sharina Files with Gmail
- Mastering Google Drive (2020): Lesson 13 Syncing Files
- Mastering Google Drive (2020): Lesson 14 Using Mobile Apps
- Mastering Google Drive (2020): Lesson 15 Scanning to Android Phone
- Masterina Google Drive (2020): Lesson 16 Gettina More Out of Drive
- Mastering Google Drive (2020): Lesson 17 Wrap-Up
- Mastering Google Drive (2020): Lesson 2 Overview and Benefits
- Mastering Google Drive (2020): Lesson 3 Accessing Google Drive
- Mastering Google Drive (2020): Lesson 4 Navigating the Interface, Part 1
- Mastering Google Drive (2020): Lesson 5 Navigating the Interface, Part 2
- Mastering Google Drive (2020): Lesson 6 Working with Folders
- Mastering Google Drive (2020): Lesson 7 Working with Files
- Mastering Google Drive (2020): Lesson 8 Working Offline
- Mastering Google Drive (2020): Lesson 9 Viewing File Versions
- · Mastering OneNote 2016: Lesson 1 Intro to OneNote
- Mastering OneNote 2016: Lesson 10 Embedding Excel Spreadsheet
- Mastering OneNote 2016: Lesson 11 Other Attachments
- Mastering OneNote 2016: Lesson 12 Tags
- Mastering OneNote 2016: Lesson 13 Organizing Notebooks
- Mastering OneNote 2016: Lesson 14 Using Search
- Mastering OneNote 2016: Lesson 15 Proofing and Printing
- Mastering OneNote 2016: Lesson 16 Passwords and Properties
- Mastering OneNote 2016: Lesson 17 Exporting Content
- Mastering OneNote 2016: Lesson 18 Backing Up and Versions
- · Mastering OneNote 2016: Lesson 19 Outlook and World Integration

- Mastering OneNote 2016: Lesson 2 Basic Information Entry
- Mastering OneNote 2016: Lesson 20 Sharing Notebooks
- Mastering OneNote 2016: Lesson 3 Page Templates
- Masterina OneNote 2016: Lesson 4 Customizina the User Interface
- Mastering OneNote 2016: Lesson 5 Applying Formatting
- Mastering OneNote 2016: Lesson 6 Images and Screen Clipping
- Mastering OneNote 2016: Lesson 7 Audio and Video
- Masterina OneNote 2016: Lesson 8 Quicknotes and Links
- Mastering OneNote 2016: Lesson 9 Drawing Tools
- Mastering Outlook 2019 Advanced: Lesson 1 Introduction
- Mastering Outlook 2019 Advanced: Lesson 10 Using Automatic Replies
- Masterina Outlook 2019 Advanced: Lesson 11 Usina Message Rules
- Mastering Outlook 2019 Advanced: Lesson 12 Creating and Using Quick
- Masterina Outlook 2019 Advanced: Lesson 13 Settina Advanced Calendar Options
- Mastering Outlook 2019 Advanced: Lesson 14 Create and Manage Additional Calendars
- . Mastering Outlook 2019 Advanced: Lesson 15 Managing Meeting Responses
- Mastering Outlook 2019 Advanced: Lesson 16 Importing and Exporting
- Mastering Outlook 2019 Advanced: Lesson 17 Using Electronic Business Cards
- Mastering Outlook 2019 Advanced: Lesson 18 Assign and Manage Tasks
- Mastering Outlook 2019 Advanced: Lesson 19 Delegating Access to Outlook Folders
- Mastering Outlook 2019 Advanced: Lesson 2 Modifying Message Properties
- Mastering Outlook 2019 Advanced: Lesson 20 Sharing Your Calendar
- Mastering Outlook 2019 Advanced: Lesson 21 Sharing Your Contacts
- Masterina Outlook 2019 Advanced: Lesson 22 Archive and Cleanup
- Mastering Outlook 2019 Advanced: Lesson 23 Online Archive
- Mastering Outlook 2019 Advanced: Lesson 3 Adding Email Accounts
- Mastering Outlook 2019 Advanced: Lesson 4 Customizing Options
- Masterina Outlook 2019 Advanced: Lesson 5 Sortina Messages
- Mastering Outlook 2019 Advanced: Lesson 6 Filtering Messages • Mastering Outlook 2019 - Advanced: Lesson 7 - Searching and Search
- Masterina Outlook 2019 Advanced: Lesson 8 Managing lunk Fmail
- Mastering Outlook 2019 Advanced: Lesson 9 Managing Mailbox Size
- Masterina Outlook 2019 Basics: Lesson 1 Introduction
- Masterina Outlook 2019 Basics: Lesson 10 Receiving Attachments
- Mastering Outlook 2019 Basics: Lesson 11 Adding Illustrations
- Mastering Outlook 2019 Basics: Lesson 12 Managing Automatic Message Content
- Mastering Outlook 2019 Basics: Lesson 13 Customizing Reading Options
- Mastering Outlook 2019 Basics: Lesson 14 Tracking Messages
- Mastering Outlook 2019 Basics: Lesson 15 Marking Messages:
- Mastering Outlook 2019 Basics: Lesson 16 Marking Messages: Flags
- Mastering Outlook 2019 Basics: Lesson 17 Organizing with Folders
- Mastering Outlook 2019 Basics: Lesson 18 Managing Contacts
- Mastering Outlook 2019 Basics: Lesson 19 Managing Contact Groups Mastering Outlook 2019 - Basics: Lesson 2 - Navigating the Interface
- Mastering Outlook 2019 Basics: Lesson 20 Viewing Contacts
- Mastering Outlook 2019 Basics: Lesson 21 Viewing the Calendar

- Mastering Outlook 2019 Basics: Lesson 22 Creating Appointments
- Mastering Outlook 2019 Basics: Lesson 23 Scheduling Meetings
- Mastering Outlook 2019 Basics: Lesson 24 Creating Tasks
- Masterina Outlook 2019 Basics: Lesson 25 Creatina Notes
- Mastering Outlook 2019 Basics: Lesson 3 Working with Messages Part 1
- Mastering Outlook 2019 Basics: Lesson 4 Working with Messages Part 2
- Mastering Outlook 2019 Basics: Lesson 5 Accessing Help
- Masterina Outlook 2019 Basics: Lesson 6 Adding Message Recipients
- Mastering Outlook 2019 Basics: Lesson 7 Checking Spelling & Grammar
- Mastering Outlook 2019 Basics: Lesson 8 Formatting Message Content
- Mastering Outlook 2019 Basics: Lesson 9 Attaching Files & Items • Mastering PowerPoint 2019 - Basics - Editing in PowerPoint Online
- Mastering PowerPoint 2019 Basics Online Feature Review
- Mastering PowerPoint 2019 Basics PowerPoint Online
- Mastering PowerPoint 2019 Basics Viewing and Navigating Online
- Mastering Visio Basics: Lesson 1 Introduction
- Mastering Visio Basics: Lesson 2 Navigating the Interface
- Mastering Visio Basics: Lesson 3 Using Help
- Mastering Visio Basics: Lesson 4 Using Drawing Components
- Mastering Visio Basics: Lesson 5 Modifying a Drawing
- Mastering Visio Basics: Lesson 6 Working with Callouts and Groups
- Mastering Visio Basics: Lesson 7 Creating a Basic Organization Chart
- Mastering Visio Basics: Lesson 8 Doing More with Organizational Charts
- Mastering Visio Basics: Lesson 9 Creating an Organizational Chart using the Wizard
- Mastering Word 2019 Advanced: Lesson 13 Using Track Changes
- Mastering Word 2019 Advanced: Lesson 14 Reviewing Track Changes
- Mastering Word 2019 Advanced: Lesson 7 Inserting a Video Link or
- Masterina Word 2019 Basics: Lesson 26 Insertina a Table
- Merge and Unmerge Cells in Microsoft® Excel® 2016
- Merge and Unmerge Cells in Microsoft® Excel® 2016 eTip
- Microsoft ® Word Keyboard Shortcuts for PC SkillBuilder Game
- · Microsoft 365 Admin Tips and Tricks: Lesson 1 Introduction
- · Microsoft 365 Admin Tips and Tricks: Lesson 10 Managing Azure AD, Part
- Microsoft 365 Admin Tips and Tricks: Lesson 11 Managing Azure AD, Part 2
- . Microsoft 365 Admin Tips and Tricks: Lesson 12 Managing Microsoft
- Microsoft 365 Admin Tips and Tricks: Lesson 13 Managing SharePoint and
- Microsoft 365 Admin Tips and Tricks: Lesson 14 Managing Devices, Part 1
- Microsoft 365 Admin Tips and Tricks: Lesson 15 Managing Devices, Part 2
- · Microsoft 365 Admin Tips and Tricks: Lesson 16 Managing Exchange, Part
- Microsoft 365 Admin Tips and Tricks: Lesson 17 Managing Exchange, Part 2
- Microsoft 365 Admin Tips and Tricks: Lesson 18 Managing Exchange, Part
- Microsoft 365 Admin Tips and Tricks: Lesson 19 Configuring Alerts • Microsoft 365 Admin Tips and Tricks: Lesson 2 - Navigating the Admin
- Microsoft 365 Admin Tips and Tricks: Lesson 3 Managing Users
- Microsoft 365 Admin Tips and Tricks: Lesson 4 Managing Groups
- Microsoft 365 Admin Tips and Tricks: Lesson 5 Managing Shared Mailhoxes

- Microsoft 365 Admin Tips and Tricks: Lesson 6 Viewing Usage Reports
- Microsoft 365 Admin Tips and Tricks: Lesson 7 Using Services and Add-Ins
- Microsoft 365 Admin Tips and Tricks: Lesson 8 Configuring Multi-Factor Authentication
- Microsoft 365 Admin Tips and Tricks: Lesson 9 Configuring Email DNS Records
- Microsoft 365 Email Essentials (2021): Lesson 1 Outlook Email Basics, Part 1
- Microsoft 365 Email Essentials (2021): Lesson 10 Automatic Replies
- Microsoft 365 Email Essentials (2021): Lesson 2 Outlook Email Basics, Part 7
- Microsoft 365 Email Essentials (2021): Lesson 3 Search and Filters
- Microsoft 365 Email Essentials (2021): Lesson 4 Email Folders
- Microsoft 365 Email Essentials (2021): Lesson 5 Categories and Mentions
- Microsoft 365 Email Essentials (2021): Lesson 6 Focused Inbox and Clutter
- Microsoft 365 Email Essentials (2021): Lesson 7 Sweep and Rules
- Microsoft 365 Email Essentials (2021): Lesson 8 Email Archive
- Microsoft 365 Email Essentials (2021): Lesson 9 Email Signatures
- Microsoft 365 for New Employees: Lesson 1 Intro to 365
- Microsoft 365 for New Employees: Lesson 10 Categories and Mentions
- Microsoft 365 for New Employees: Lesson 11 Focused Inbox and Clutter
- Microsoft 365 for New Employees: Lesson 12 Email Archive
- Microsoft 365 for New Employees: Lesson 13 Email Signatures
- Microsoft 365 for New Employees: Lesson 14 Automatic Replies
- . Microsoft 365 for New Employees: Lesson 15 To Do and Flagged Emails
- Microsoft 365 for New Employees: Lesson 16 To Do and MyDay
- Microsoft 365 for New Employees: Lesson 17 Outlook Calendar Basics
- Microsoft 365 for New Employees: Lesson 18 Adding Calendar Events, Part 1
- Microsoft 365 for New Employees: Lesson 19 Adding Calendar Events, Part 2
- Microsoft 365 for New Employees: Lesson 2 Home Screen
- Microsoft 365 for New Employees: Lesson 20 People (Contacts)
- Microsoft 365 for New Employees: Lesson 21 Introduction to OneDrive
- Microsoft 365 for New Employees: Lesson 22 Using OneDrive Online, Part 1
- Microsoft 365 for New Employees: Lesson 23 Using OneDrive Online, Part 2
- Microsoft 365 for New Employees: Lesson 24 Using OneDrive Online, Part 3
- Microsoft 365 for New Employees: Lesson 25 OneDrive and Office Apps
- Microsoft 365 for New Employees: Lesson 26 OneDrive Sync
- Microsoft 365 for New Employees: Lesson 27 OneDrive Files On-Demand
- Microsoft 365 for New Employees: Lesson 28 OneDrive Sharing
- Microsoft 365 for New Employees: Lesson 29 OneDrive Co-Authoring
- Microsoft 365 for New Employees: Lesson 3 Navigation Bar
- Microsoft 365 for New Employees: Lesson 30 OneDrive Versioning and Backup
- Microsoft 365 for New Employees: Lesson 31 OneDrive Recycle Bin
- Microsoft 365 for New Employees: Lesson 32 Teams and Channels
- Microsoft 365 for New Employees: Lesson 33 Tags and Notifications
- Microsoft 365 for New Employees: Lesson 34 Chat, Calls, and Meetings
- Microsoft 365 for New Employees: Lesson 35 Office Apps
- Microsoft 365 for New Employees: Lesson 36 Mobile Apps
- Microsoft 365 for New Employees: Lesson 4 Microsoft Search
- Microsoft 365 for New Employees: Lesson 5 Accessing Help
- Microsoft 365 for New Employees: Lesson 6 Outlook Email Basics, Part 1

- Microsoft 365 for New Employees: Lesson 7 Outlook Email Basics, Part 2
- Microsoft 365 for New Employees: Lesson 8 Email Search and Filters
- · Microsoft 365 for New Employees: Lesson 9 Email Folders
- Microsoft 365 Groups Essentials (2021): Lesson 1 Intro to Groups
- Microsoft 365 Groups Essentials (2021): Lesson 2 Conversations in Groups
- Microsoft 365 Groups Essentials (2021): Lesson 3 Groups Calendar
- Microsoft 365 Groups Essentials (2021): Lesson 4 Files in Groups Part 1
 Microsoft 365 Groups Essentials (2021): Lesson 5 Files in Groups Part 2
- Microsoft 365 Groups Essentials (2021): Lesson 6 Groups Connectors
- Microsoft 365 Groups Essentials (2021): Lesson 7 Managing Groups
- Microsoft 365 Sharing Calendars and Email (2022): Lesson 1 Sharing Calendars Part 1
- Microsoft 365 Sharing Calendars and Email (2022): Lesson 2 Sharing Calendars Part 2
- Microsoft 365 Sharing Calendars and Email (2022): Lesson 3 Group Calendars and Shared Mailboxes
- Microsoft 365 Sharing Calendars and Email (2022): Lesson 4 Publish and Export Calendars
- Microsoft 365 Sharing Calendars and Email (2022): Lesson 5 Delegate Access
- Microsoft 365 Sharing Calendars and Email (2022): Lesson 6 Share Email Folders
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 1 To Do and Flagged Emails
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 10 -People (Contacts)
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 11 -Contact Lists and Address Books
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 2 To Do and My Day
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 3 -Calendar Basics
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 4 -Adding Calendar Events, Part 1
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 5 -Adding Calendar Events, Part 2
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 6 -Calendar, Search, and Print
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 7 -Sticky Notes
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 8 -Calendar Board View, Part 1
- Microsoft 365 To Do, Calendar, and People Essentials (2022): Lesson 9 -Calendar Board View. Part 2
- Microsoft Excel 365: Apply Cell Styles
- Microsoft Excel 365: Apply Conditional Formatting
- Microsoft Excel 365: Apply Data Validation
- Microsoft Excel 365: Apply Graphics to Cells
- Microsoft Excel 365: Convert Text to Columns and FlashFill
- Microsoft Excel 365: Create a PivotChart
- Microsoft Excel 365: Create a PivotTable
- Microsoft Excel 365: Create Calculated Fields and Calculated Items in a PivotTable
- Microsoft Excel 365: Create Custom Views
- Microsoft Excel 365: Date Functions
- Microsoft Excel 365: Dealing with Duplicates
- Microsoft Excel 365: Enter Data
- Microsoft Excel 365: Format Data

- Microsoft Excel 365: Format Data as a Table
- Microsoft Excel 365: Index and Match Functions
- · Microsoft Excel 365: Insert and Modify a Chart
- Microsoft Excel 365: Insert Formulas
- . Microsoft Excel 365: Insert Functions
- . Microsoft Excel 365: Logic Functions
- Microsoft Excel 365: Lookup Functions
- . Microsoft Excel 365: Math Functions
- Microsoft Excel 365: Named Cells and Ranges
- Microsoft Excel 365: Nested Functions
- Microsoft Excel 365: Prepare Your Workbook for Printing
- Microsoft Excel 365: Protect Information
- Microsoft Excel 365: Quick Print from Office Backstage
- Microsoft Excel 365: Record a Simple Macro
- Microsoft Excel 365: Scenarios and Goal Seek
- Microsoft Excel 365: Sharing and Co-Authoring in Excel
- Microsoft Excel 365: Slicers
- Microsoft Excel 365: Sort and Filter Data
- Microsoft Excel 365: Style and Format a PivotTable
- Microsoft Excel 365: Text Functions Editing & Changing Text
- Microsoft Excel 365: Text Functions Searching and Comparing Text
- Microsoft Excel 365: Trace Cell Relationships
- Microsoft Excel 365: Use Paste Special
- Microsoft Excel 365: Useful Functions
- Microsoft Excel 365: Useful Functions for Analyzing Data
- Microsoft Forms 365: Create and Preview Your Form
- Microsoft Forms 365: Share a Form
- Microsoft Forms 365: View Results
- Microsoft Forms Essentials (2022): Lesson 1 Creating Forms
- Microsoft Forms Essentials (2022): Lesson 2 Sharing Forms and Responses
- Microsoft Forms Essentials (2022): Lesson 3 Quizzes and Polls
- Microsoft Office 365: Planner: Subscription and User Interface
- Microsoft OneDrive 365: Collaborate
- Microsoft OneDrive 365: Manage Access
- Microsoft OneDrive 365: Manage Rites and Folders
- Microsoft OneDrive 365: Move Files and Folders
- Microsoft OneDrive 365: Navigate the User Interface
- Microsoft OneDrive 365: Upload Files and Folders
- Microsoft OneNote 365: Add Due Dates and Reminders
- Microsoft OneNote 365: Create a Notebook
 Microsoft OneNote 365: Create and Share Lists
- Microsoft OneNote 365: Navigate the User Interface
- Microsoft OneNote 365: Share and Stay Organized
- Microsoft OneNote 365: Take Notes
 Microsoft Outlook 365: Clean up Your Inbox
- Microsoft Outlook 365: Create an Email Signature
- Microsoft Outlook 365: Create and Manage Quick Steps
- Microsoft Outlook 365: Navigating Calendar Views
- Microsoft Outlook 365: Organize Mail in Folders
- Microsoft Outlook 365: Setting and Managing Appointments
- · Microsoft Outlook 365: Share Contacts
- Microsoft Outlook 365: Using Contact Groups and Address Books
- Microsoft Outlook 365: Additional Features
- Microsoft Outlook 365: Create a Meeting
- Microsoft Outlook 365: Create and Assign Tasks



- Microsoft Outlook 365: Sort & Group Emails
- Microsoft Outlook 365: Working with Contacts
- Microsoft Planner 365: Create a Plan
- Microsoft Planner 365: Manage Tasks
- Microsoft Planner 365: Navigate the User Interface
- · Microsoft Planner 365: View Progress and Get Updates
- Microsoft Planner Essentials (2021): Lesson 1 Intro to Planner
- Microsoft Planner Essentials (2021): Lesson 2 Working with Cards Part 1
- Microsoft Planner Essentials (2021): Lesson 3 Working with Cards Part 2
- Microsoft Planner Essentials (2021): Lesson 4 Buckets and To Do
- Microsoft Planner Essentials (2021): Lesson 5 Managing My Plans
- Microsoft Power BI Skills
- Microsoft PowerPoint 365: Co-Authoring and Comments
- Microsoft PowerPoint 365: Add a Screen Clipping or a Screen Recording
- Microsoft PowerPoint 365: Add Audio to a Presentation
- Microsoft PowerPoint 365: Add Video to Slides
- Microsoft PowerPoint 365: Advanced Navigation with the Zoom Link
- Microsoft PowerPoint 365: Animate Graphics such as Charts and SmartArt
- Microsoft PowerPoint 365: Animate Text and Images
- · Microsoft PowerPoint 365: Apply a Theme and Theme Variants
- Microsoft PowerPoint 365: Change Slide Backgrounds
- Microsoft PowerPoint 365: Compare and Combine Presentations
- Microsoft PowerPoint 365: Create a Custom Shape
- Microsoft PowerPoint 365: Create a Custom Show
- Microsoft PowerPoint 365: Create and Manage Sections
- Microsoft PowerPoint 365: Create and Save a New Presentation
- Microsoft PowerPoint 365: Create and Save a PowerPoint Template
- Microsoft PowerPoint 365: Customize the Ribbon
- Microsoft PowerPoint 365: Customize Your PowerPoint Environment
- Microsoft PowerPoint 365: Edit Slide Masters and Create Custom Layouts
- · Microsoft PowerPoint 365: Elements of the PowerPoint Window
- Microsoft PowerPoint 365: Group, Stack, and Alian Objects
- Microsoft PowerPoint 365: Import an Outline from Microsoft Word
- Microsoft PowerPoint 365: Insert a SmartArt Graphic
- Microsoft PowerPoint 365: Insert and Format Shapes
- Microsoft PowerPoint 365: Insert and Format Text
- Microsoft PowerPoint 365: Insert and Manage Slides
- Microsoft PowerPoint 365: Insert and Place Images
- Microsoft PowerPoint 365: Insert Hyperlinks and Action Buttons
- . Microsoft PowerPoint 365: Insert Objects
- Microsoft PowerPoint 365: Manage Windows and Views
- Microsoft PowerPoint 365: Modify Images
- Microsoft PowerPoint 365: Motion Path Animations
- · Microsoft PowerPoint 365: Organize Content with Lists and Tables
- Microsoft PowerPoint 365: Package Your Presentation for Sharing
- Microsoft PowerPoint 365: Print Support Materials
- Microsoft PowerPoint 365: Record a Narration
- Microsoft PowerPoint 365: Rehearse Your Presentation
- Microsoft PowerPoint 365: Repurpose Your Presentation Using File Formats
- Microsoft PowerPoint 365: Reuse Slides from Other Presentations
- Microsoft PowerPoint 365: Run Your Show and Introduction to Presenter
- Microsoft PowerPoint 365: Save Presentation as a Video File
- Microsoft PowerPoint 365: Set Slide Transitions
- Microsoft PowerPoint 365: Set up Show

- Microsoft PowerPoint 365: Trim media, Set Media Bookmarks and Triggers
- · Microsoft PowerPoint 365: Use the PowerPoint Designer Tool
- Microsoft Project 365: Create a Project
- Microsoft Project 365: Edit a Project
- Microsoft Project 365: Manage a Project
- Microsoft SharePoint 365: Collaborate
- Microsoft SharePoint 365: Create a Site Part 1
- Microsoft SharePoint 365: Create a Site Part 2
- Microsoft SharePoint 365: Discover
- Microsoft SharePoint 365: Sign in and Navigate the User Interface
- Microsoft Skype 365: Call
- Microsoft Skype 365: Chat
- Microsoft Word 365: Add and Review Comments
- Microsoft Word 365: Adjust Line and Paragraph Spacing
- Microsoft Word 365: Adjust Text Alignment and Tabs
- Microsoft Word 365: Advanced Find & Replace
- Microsoft Word 365: Apply a Theme and Style Set
- . Microsoft Word 365: Apply Quick Styles to Text
- Microsoft Word 365: Basic Find & Replace
- Microsoft Word 365: Change How Content is Displayed
- Microsoft Word 365: Compare and Combine Documents
- Microsoft Word 365: Create a Form
- Microsoft Word 365: Create a Table of Contents
- Microsoft Word 365: Create and Save a New Document
- Microsoft Word 365: Create and Save a Template
- Microsoft Word 365: Create Personalized Documents
- Microsoft Word 365: Create Personalized Mailing Labels
- Microsoft Word 365: Customize Spell and Grammar Check Options
- Microsoft Word 365: Customize the Ribbon
- Microsoft Word 365: Customize Your Word Environment
- Microsoft Word 365: Elements of the Word Window
- Microsoft Word 365: Footnotes and Endnotes
- Microsoft Word 365: Format Page Background
- Microsoft Word 365: Format Painter and Paste Special Microsoft Word 365: Format Text
- Microsoft Word 365: Group, Stack, and Layer Objects
- Microsoft Word 365: Headers and Footers
- Microsoft Word 365: Insert and Edit Lists
- Microsoft Word 365: Insert and Format Shapes
- Microsoft Word 365: Insert and Place Pictures
- Microsoft Word 365: Insert Objects
- Microsoft Word 365: Insert Page Numbers
- Microsoft Word 365: Insert Tables
- Microsoft Word 365: Insert Text Boxes and Word Art
- Microsoft Word 365: Layout Your Content
- · Microsoft Word 365: Modify an Image
- · Microsoft Word 365: Print and Distribute Your Document
- Microsoft Word 365: Protect Your Document
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- Microsoft Word 365: Record and Run a Macro
- · Microsoft Word 365: Set up Your Document Microsoft Word 365: Sharing and Co-Authoring
- Microsoft Word 365: Spelling & Grammar Checking
- Microsoft Word 365: Style and Format Tables
- Microsoft Word 365: Track and Manage Document Changes

- Microsoft Word 365: Writing Tools
- Microsoft® Access® 2007 Advanced
- Microsoft® Access® 2007 Application Development
- Microsoft® Access® 2007 Basic
- Microsoft® Access® 2007 Intermediate
- Microsoft® Access® 2007 VBA Programming
- Microsoft® Access® 2010 Advanced
- Microsoft® Access® 2010 Basic
- Microsoft® Access® 2010 Intermediate
- Microsoft® Access® 2013 Additional Database Tools
- Microsoft® Access® 2013 Additional Queries
- Microsoft® Access® 2013 Advanced
- Microsoft® Access® 2013 Advanced Query Options Part 1
- Microsoft® Access® 2013 Advanced Query Options Part 2
- Microsoft® Access® 2013 Basic
- Microsoft® Access® 2013 Basic Queries
- Microsoft® Access® 2013 Collaboration and Security
- Microsoft® Access® 2013 Creating and Managing Tables Part 1
- Microsoft® Access® 2013 Creating and Managing Tables Part 2
- Microsoft® Access® 2013 Creating and Opening a Database Microsoft® Access® 2013 Creating Forms
- Microsoft® Access® 2013 Creating Reports
- Microsoft® Access® 2013 Entering and Editing Table Data
- Microsoft® Access® 2013 Navigating in a Database
- Microsoft® Access® 2013: Displaying Data
- Microsoft® Access® 2013: Macros
- Microsoft® Access® 2013: MOS Certification Comprehensive
- Microsoft® Access® Database Security
- Microsoft® Access® Forms & Reports
- Microsoft® Access® Queries Made Easy
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- Microsoft® Excel 365: Customize Your Excel Environment
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- Microsoft® Excel 365: Organize Excel Windows on Your Screen
- Microsoft® Excel 365: Prepare Your Workbook
- Microsoft® Excel® 2007 Advanced
- Microsoft® Excel® 2007 Basic Microsoft® Excel® 2007 Intermediate
- Microsoft® Excel® 2007 Power User
- Microsoft® Excel® 2007 VBA Programming
- Microsoft® Excel® 2010 Advanced
- Microsoft® Excel® 2010 Basic
- Microsoft® Excel® 2010 Intermediate
- Microsoft® Excel® 2010 Made Easy • Microsoft® Excel® 2010 VBA Programming
- · 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® Keyboard Shortcuts for PC SkillBuilder Game
- Microsoft® Excel® Keyboard Shortcuts for PC SkillBuilder Game 2.0
- Microsoft® Excel® Macros for Finance Professionals
- Microsoft® Excel® Macros Made Easy
- Microsoft® Excel® PivotTables Made Easy
- Microsoft® Excel® PivotTables Made Easy 2013
- Microsoft® Office 2007 New Features
- Microsoft® Office 2007 Web Components and Collaboration
- Microsoft® Office 2010 New Features
- Microsoft® Outlook® 2007 Advanced
- . Microsoft® Outlook® 2007 Basic
- Microsoft® Outlook® 2007 Intermediate
- Microsoft® Outlook® 2010 Advanced
- . Microsoft® Outlook® 2010 Basic
- . Microsoft® Outlook® 2010 Intermediate
- Microsoft® Outlook® 2013 Advanced
- . Microsoft® Outlook® 2013 Basic
- . Microsoft® Outlook® 2013 Creating and Grouping Contacts
- Microsoft® Outlook® 2013 Getting Started With Outlook
- Microsoft® Outlook® 2013 Managing Contacts
- Microsoft® Outlook® 2013 Managing Email
- Microsoft® Outlook® 2013 MOS Certification Comprehensive
- Microsoft® Outlook® 2013 Organizing Messages
- Microsoft® Outlook® 2013 Reading and Writing Email
- Microsoft® Outlook® 2013 Sending Email
- Microsoft® Outlook® 2013: Creating and Editing Appointments
- Microsoft® Outlook® 2013: Creating and Managing Tasks
- Microsoft® Outlook® 2013: Customizing Outlook® Views
- Microsoft® Outlook® 2013: Managing Accounts
- Microsoft® Outlook® 2013: Managing Outlook® Data
- . Microsoft® Outlook® 2013: Organizing Appointments • Microsoft® Outlook® 2013: Personalizing Outlook®
- Microsoft® Outlook® 2013: Planning Meetings
- Microsoft® Outlook® Assessment
- Microsoft® Outlook® Keyboard Shortcuts
- Microsoft® PowerPoint® 2007 Advanced
- Microsoft® PowerPoint® 2007 Basic
- Microsoft® PowerPoint® 2007 Sales Presentations

- Microsoft® PowerPoint® 2010 Advanced
- Microsoft® PowerPoint® 2010 Basic
- Microsoft® PowerPoint® 2013 Adding Media
- Microsoft® PowerPoint® 2013 Adding Motion

- Microsoft® PowerPoint® 2013 Basic

- Microsoft® PowerPoint® 2013 Illustrating Your Presentations
- Microsoft® PowerPoint® 2013 Modifying and Arranging Graphics
- Microsoft® PowerPoint® 2013 MOS Certification Comprehensive
- Microsoft® PowerPoint® 2013 Organizing Your Presentation
- Microsoft® PowerPoint® 2013 Presenting Data with Spreadsheets and
- Microsoft® PowerPoint® 2013 Printing and Saving a Presentation
- Microsoft® PowerPoint® 2013 Using the Master Views
- Microsoft® PowerPoint® 2013 Working with SmartArt
- Microsoft® PowerPoint® Keyboard Shortcuts
- Microsoft® Project 2007 Advanced
- Microsoft® Project 2007 Basic
- Microsoft® Project 2010 Advanced
- Microsoft® Project 2010 Basic
- Microsoft® Project Tips and Tricks
- Microsoft® Publisher 2007 Advanced
- Microsoft® Publisher 2007 Basic
- Microsoft® Publisher 2010 Advanced
- Microsoft® Publisher 2010 Basic
- Microsoft® Teams 365: Add Files and Use the Files Tab in Chats and Channels
- Microsoft® Teams 365: Add, Remove, and Manage Team Members
- Microsoft® Teams 365: Advanced Posting Techniques
- Microsoft® Teams 365: Best Practices for Setting Up Your Teams and
- Microsoft® Teams 365: Create and Manage Channels
- Microsoft® Teams 365: Creating Breakout Rooms and Assigning **Participants**
- Microsoft® Teams 365: Customize the User Interface
- Microsoft® Teams 365: Customize Your Settings
- Microsoft® Teams 365: Document Collaboration and Co-Creation in Teams
- Microsoft® Teams 365: Filter and Search Features
- Microsoft® Teams 365: Formatting Conversations
- Microsoft® Teams 365: How and Why to Use a Teams Wiki
- Microsoft® Teams 365: Initiate and Accept a Call
- Microsoft® Teams 365: Introduction to the Calendar View
- Microsoft® Teams 365: Introduction to the Chat View
- Microsoft® Teams 365: Join a Meetina

- Microsoft® Teams 365: Join a Team (User Perspective)
- Microsoft® Teams 365: Keyboard and Search Shortcuts
- Microsoft® Teams 365: Launching and Joining Breakout Rooms
- Microsoft® Teams 365: Leading a Team Meeting Meeting Roles and Member Management
- Microsoft® Teams 365: Manage Calls and Voicemails
- Microsoft® Teams 365: Overview of the User Interface
- Microsoft® Teams 365: Posting in Channels
- · Microsoft® Teams 365: Recording a Meeting, Meeting Notes, and Files
- Microsoft® Teams 365: Schedule and Initiate a Meeting
- Microsoft® Teams 365: Share Content During a Meeting
- Microsoft® Teams 365: Tips for Managing Remote Teams
- Microsoft® Teams 365: Video Meeting Basics
- Microsoft® Visio® 2010 Advanced
- . Microsoft® Visio® 2010 Basic
- Microsoft® Visio® Professional 2007 Advanced
- Microsoft® Visio® Professional 2007 Basic
- Microsoft® Windows® 7 Advanced
- · Microsoft® Windows® 7 Basic
- Microsoft® Windows® 7 New Features
- Microsoft® Windows® 8
- Microsoft® Word 2007 Advanced
- Microsoft® Word 2007 Basic
- Microsoft® Word 2007 Intermediate
- Microsoft® Word 2007 VBA Programming
- Microsoft® Word 2010 Advanced
- Microsoft® Word 2010 Basic
- Microsoft® Word 2010 Intermediate Training
- Microsoft® Word 2013 Adding Graphics
- Microsoft® Word 2013 Adding Page Elements Microsoft® Word 2013 Adding Special Text Formatting
- Microsoft® Word 2013 Advanced Training
- Microsoft® Word 2013 Applying Styles
- Microsoft® Word 2013 Basic Training
- Microsoft® Word 2013 Collaborating with Others
- Microsoft® Word 2013 Creating and Opening Documents
- Microsoft® Word 2013 Editing Graphics
- Microsoft® Word 2013 Editing Tables
- Microsoft® Word 2013 Finishing and Customizing Your Document
- Microsoft® Word 2013 Formatting Paragraphs
- Microsoft® Word 2013 Formatting Text
- · Microsoft® Word 2013 Illustrating and Organizing Information Microsoft® Word 2013 MOS Certification Comprehensive Vol 1 of 2
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- Microsoft® Word 2013 Setting Up Your Document
- · Microsoft® Word 2013 Typing and Editing Text
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- Microsoft® PowerPoint® 2013 Advanced
- Microsoft® PowerPoint® 2013 Collaborating and Customizing
- Microsoft® PowerPoint® 2013 Distributing Your Presentation
- Microsoft® PowerPoint® 2013 Getting Started
- Microsoft® PowerPoint® 2013 Organizing Content
- Microsoft® PowerPoint® 2013 Preparing Your Slideshow

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- Microsoft® Teams 365: Add a 3rd Party Application
- Microsoft® Teams 365: Best Practices for Efficient Teams Conversations
- Microsoft® Teams 365: Create and Manage Teams

- Microsoft® Teams 365: Introduction to the Files View



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- Name a Cell for Use in Formulas and Functions in Microsoft® Excel® 2016 - eTip
- OneDrive Essentials (2021): Lesson 1 Introduction to OneDrive
- OneDrive Essentials (2021): Lesson 10 OneDrive Versioning and Backup
- OneDrive Essentials (2021): Lesson 11 OneDrive Recycle Bin
- OneDrive Essentials (2021): Lesson 2 Using OneDrive Online Part 1
- OneDrive Essentials (2021): Lesson 3 Using OneDrive Online Part 2
- OneDrive Essentials (2021): Lesson 4 Using OneDrive Online Part 3
- OneDrive Essentials (2021): Lesson 5 OneDrive and Office Apps
- OneDrive Essentials (2021): Lesson 6 OneDrive Sync
- OneDrive Essentials (2021): Lesson 7 OneDrive Files On-Demand
- OneDrive Essentials (2021): Lesson 8 OneDrive Sharina
- OneDrive Essentials (2021): Lesson 9 OneDrive Co-Authoring
- OneDrive in 30 Minutes: Lesson 1 Introduction to OneDrive
- OneDrive in 30 Minutes: Lesson 2 Using OneDrive Online, Part 1
- OneDrive in 30 Minutes: Lesson 3 OneDrive Online, Part 2
- OneDrive in 30 Minutes: Lesson 4 OneDrive Sharing
- Organizing and Selecting Social Media Response Messages
- Outlook Online in 30 Minutes Calendar: Lesson 1 Outlook Calendar Basics
- Outlook Online in 30 Minutes Calendar: Lesson 2 Adding Calendar Events, Part 1
- Outlook Online in 30 Minutes Calendar: Lesson 3 Adding Calendar

 Frents Part 2
- Outlook Online in 30 Minutes Calendar: Lesson 4 Calendar Board View, Part 1
- Outlook Online in 30 Minutes Calendar: Lesson 5 Calendar Board View, Part 2
- Outlook Online in 30 Minutes Email: Lesson 1 Outlook Email Basics, Part 1
- Outlook Online in 30 Minutes Email: Lesson 2 Outlook Email Basics, Part 2
- Outlook Online in 30 Minutes Email: Lesson 3 Email Folders
- Package Your Presentation for CD in Microsoft® PowerPoint® 2016
- Package Your Presentation for CD in Microsoft® PowerPoint® 2016 eTip
- Page Setup in Microsoft® Excel® 2016
- Page Setup in Microsoft® Excel® 2016 eTip
- PageMaker® 7: Advanced
- PageMaker® 7: Basic
- PageMaker® 7: Intermediate
- Perform Calculations in a Table in Microsoft ${\Bbb R}$ Word 2016
- Perform Calculations in a Table in Microsoft® Word 2016 eTip
- Personalize and Customize Documents in Microsoft® Excel® 2016
- $^{\bullet}\:$ Personalize and Customize Documents in Microsoft® Excel® 2016 eTip
- Personalize and Customize Documents in Microsoft® Word 2016
- Personalize and Customize Documents in Microsoft® Word 2016 eTip
- Photoshop® CS5: Advanced
- Photoshop® CS5: Basic
- Photoshop® CS5: Production
- Photoshop ${f @}$ CS6: Advanced
- Photoshop® CS6: Basic
- Photoshop® CS6: Production
- Play Your Slide Show in Presenter View in Microsoft® PowerPoint® 2016

- Play Your Slide Show in Presenter View in Microsoft® PowerPoint® 2016 - eTin
- Power BI Essentials: Lesson 1 Introduction
- Power BI Essentials: Lesson 10 Creating Calculated Measures
- Power BI Essentials: Lesson 11 Filtering and Splicing Reports
- Power BI Essentials: Lesson 12 Publishing Reports
- Power BI Essentials: Lesson 2 Using Power BI
- Power BI Essentials: Lesson 3 Creating Data Connections
- Power BI Essentials: Lesson 4 Data Relationships
- Power BI Essentials: Lesson 5 Working with the Power Query Editor
- Power BI Essentials: Lesson 6 Transforming Data
- Power BI Essentials: Lesson 7 Creating Visualizations
- Power BI Essentials: Lesson 8 Customizing Visualizations and Pages
- Power BI Essentials: Lesson 9 Creating Calculations with DAX
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 Prepare Excel® Data for Use in Access® in Microsoft® Access® 2016 -
- eTip
 Prepare Your Spreadsheet Data for Use in Access® in Microsoft® Excel®
- 2016
 Prepare Your Spreadsheet Data for Use in Access® in Microsoft® Excel®
- Preview Animations in Microsoft® PowerPoint® 2016
- Preview Animations in Microsoft® PowerPoint® 2016 eTip
- Preview Query Results in Microsoft® Access® 2016
- Preview Query Results in Microsoft® Access® 2016 eTip
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- Print a Calendar in Microsoft® Outlook® 2016 eTip
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- Print Multiple Worksheets in Microsoft® Excel® 2016 eTip
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- Print to a Specific Number of Pages in Microsoft® Excel® 2016 eTip
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- QuickBooks®: Setting up Late Fees
- QuickBooks®: Setting Up Users
- QuickBooks®: Setting Up Vendors
- QuickBooks®: Statements
- QuickBooks®: Sub Accounts
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- Record a Narration in Microsoft® PowerPoint® 2016
- Record a Narration in Microsoft® PowerPoint® 2016 eTip
 Record and Play Back a Series of Actions in Microsoft® Word 2016
- Record and Play Back a Series of Actions in Microsoft® Word 2016 eTip
- Remove the Background from an Image in Microsoft® PowerPoint® 2016
 Remove the Background from an Image in Microsoft® PowerPoint®
- 2016 еТір
- Remove the Background from an Image in Microsoft® Word 2016
 Remove the Background from an Image in Microsoft® Word 2016 eTip
- Rename a Field in a Row in Microsoft® Access® 2016
- Rename a Field in a Row in Microsoft® Access® 2016 eTip
- Rename a Query Field in Microsoft® Access® 2016
- Rename a Query Field in Microsoft® Access® 2016 eTip
- Rename a Report Field in Microsoft® Access® 2016
- Rename a Report Field in Microsoft® Access® 2016 eTip
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- Require a Password for a Database in Microsoft® Access® 2016 eTip
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 2016 eTip
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- Save Your Presentation to OneDrive in Microsoft® PowerPoint® 2016 -
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- · Saving Time in Outlook: Lesson 2 Taking Quick Action
- Saving Time in Outlook: Lesson 3 Saving Time with AutoText
- Saving Time in Outlook: Lesson 4 Getting Organized with Color
- Saving Time in Outlook: Lesson 5 Setting Up Daily Tasks
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- Saving Time in Outlook: Lesson 7 Searching in Outlook
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- . Send an Out of Office Reply in Microsoft® Outlook® 2016
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- Send Documents from Word in Microsoft® Word 2016 eTip
- Send Presentations from PowerPoint® in Microsoft® PowerPoint® 2016
- Send Presentations from PowerPoint® in Microsoft® PowerPoint®
- . Sending Documents from Excel in Microsoft® Excel® 2016
- Sending Documents from Excel in Microsoft® Excel® 2016 eTip
- Set a Recurring Appointment in Microsoft® Outlook® 2016
- Set a Recurring Appointment in Microsoft® Outlook® 2016 eTip
- Set a Trigger on a Video or Audio Bookmark in Microsoft® PowerPoint® 2016
- Set a Trigger on a Video or Audio Bookmark in Microsoft® PowerPoint®
- Set Properties for Content Controls in Microsoft® Word 2016
- Set Properties for Content Controls in Microsoft® Word 2016 eTip
- Set Up a Show in Microsoft® PowerPoint® 2016
- Set Up Show in Microsoft® PowerPoint® 2016 eTip
- . 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 a Calendar in Microsoft® Outlook® 2016 eTip
- Sharing ConceptDraw MINDMAPTM Presentation Video on Facebook®

- Sharing ConceptDraw MINDMAPTM Presentation Videos on Google+TM
- Sharing ConceptDraw MINDMAPTM Presentation Videos on YouTubeTM
- Sharing Microsoft® PowerPoint® Presentation Created with ConceptDraw MINDMAP TM on Google Docs TM
- Show in Favorites in Microsoft® Outlook® 2016
- Show in Favorites in Microsoft® Outlook® 2016 eTip
- Sort and Group Email Messages in Microsoft® Outlook® 2016
- Sort and Group Email Messages in Microsoft® Outlook® 2016 eTip
- Sort and Group Tasks in Microsoft® Outlook® 2016
- Sort and Group Tasks in Microsoft® Outlook® 2016 eTip
- Sort Table and Query Data in Microsoft® Access® 2016
- Sort Table Data in Microsoft® Access® 2016 eTip
- Stack and Group Images in a Document in Microsoft® Word 2016
- Stack and Group Images in a Document in Microsoft® Word 2016 eTip
- Stack and Group Objects in Microsoft® PowerPoint® 2016
- Stack and Group Objects in Microsoft® PowerPoint® 2016 eTip
- Troubleshoot Formula and Function Errors in Microsoft® Excel® 2016
- Troubleshoot Formula and Function Errors in Microsoft® Excel® 2016 eTip
- Update a Contact in Microsoft® Outlook® 2016
- Update a Contact in Microsoft® Outlook® 2016 eTip
- Update Tasks and Send Status Reports 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 a Query to Append Table Data in Microsoft® Access® 2016 eTip
- Use Advanced Options for Filters in Microsoft® Access® 2016
- Use Advanced Options for Filters in Microsoft® Access® 2016 eTip
- Use an Image as a Slide Background in Microsoft® PowerPoint® 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 Correct Errors in Microsoft® Word
- 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® 2016 -
- Use Conditional Functions in Microsoft® Excel® 2016
- Use Conditional Functions in Microsoft® Excel® 2016 eTip
- Use Data Filters in Microsoft® Excel® 2016
- Use Data Filters in Microsoft® Excel® 2016 eTip
- Use Data Variations to Create Scenarios in Microsoft® Excel® 2016
- Use Data Variations to Create Scenarios in Microsoft® Excel® 2016 eTip
- Use Find and Replace in Microsoft® PowerPoint® 2016
- Use Find and Replace in Microsoft® PowerPoint® 2016 eTip
- Use Graphics to Compare Cell Values in Microsoft® Excel® 2016
- Use Graphics to Compare Cell Values in Microsoft® Excel® 2016 eTip Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook® 2016
- Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook®
- Use Slide Masters in Microsoft® PowerPoint® 2016
- Use Slide Masters in Microsoft® PowerPoint® 2016 eTip
- Use Smart Guides in Microsoft® PowerPoint® 2016
- Use Smart Guides in Microsoft® PowerPoint® 2016 eTip • Use Sparklines to Display Trends in Microsoft® Excel® 2016

- Use Sparklines to Display Trends in Microsoft® Excel® 2016 eTip
- Use the Group, Sort, and Total Pane to Organize Reports in Microsoft®
- Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016 - eTin
- Use the Quick Analysis Tool in Microsoft® Excel® 2016
- Use the Quick Analysis Tool in Microsoft® Excel® 2016 eTip
- View and Re-Order Animations in Microsoft® PowerPoint® 2016
- View and Re-Order Animations in Microsoft® PowerPoint® 2016 eTip
- Visualize Geographic Data in Microsoft® Excel® 2016 NEW!
- Visualize Geographic Data in Microsoft® Excel® 2016 NEW! eTip
- What is a Dashboard
- · What Is an Action Mind Map
- What's New in Excel 2019?: Lesson 1 Charts and Images
- What's New in Excel 2019?: Lesson 2 Sharing
- What's New in Excel 2019?: Lesson 3 TextJoin and Concat
- What's New in Excel 2019?: Lesson 4 Max If and Min Ifs
- What's New in Excel 2019?: Lesson 5 Switch
- What's New in Excel 2019? Lesson 6 Ink and Drawing
- What's New in Excel 2019?: Lesson 7 New in Backstage View
- What's New in Excel 2019?: Lesson 8 Extra Features
- What's New in Word 2019?: Lesson 8 Using SharePoint Properties
- Windows 10 Essentials: Lesson 1 Introduction
- Windows 10 Essentials: Lesson 2 Getting Around in Windows 10
- Windows 10 Essentials: Lesson 3 Login Options
- Windows 10 Essentials: Lesson 4 Cortana
- Windows 10 Essentials: Lesson 5 Task View
- Windows 10 Essentials: Lesson 6 Edge
- Windows 10 Essentials: Lesson 7 Windows Apps and Store
- Windows 10 Essentials: Lesson 8 Customization

COVID-19

- Best Practices for Remote Workers
- Employees: Connecting with Colleagues
- Employees: Cultivating Gratitude
- Employees: How to Handle a Lack of Organizational Transparency
- Employees: Navigating New Organizational Structures
- Employees: Post COVID-19 Career Planning
- · Employees: Remote Work as a Way of Working
- Employees: Taking Remote Work Lessons Into the Office
- Employees: The Emotions of Returning to Work
- · Leadership: Company-Wide Communication Strategies
- · Leadership: Creating a Culture of Gratitude
- Leadership: Creating a Culture of Transparency
- Leadership: Evaluating Remote Work & Flexible Schedule Policies
- Leadership: Evaluating Your Risk and Crisis Management Response
- Leadership: How to Structure Your Team's Return to the Office
- Leadership: Organizational Culture & Values
- Leadership: Reconnecting with Clients
- Leadership: Social Distancing and Business Strategy Considerations
- Managers: Creating a Culture of Transparency
- Managers: Embracing Remote Work
- Managers: Guide Your Team Back to In-Office Work
- Managers: Guiding Teams Through Stress
- Managers: Handling Employee Reviews and Raises
- Managers: Managing the Whole Person



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- Managers: Sharing Workplace Challenges
- Managers: Spreading Positivity
- Video Conferencing Etiquette
- Video Conferencing: Appearance
- · Video Conferencing: Audio
- · Video Conferencing: Camera
- Video Conferencing: General Tips
- Video Conferencina: Liahtina
- Video Conferencing: Location
- Working Remotely
- · Working Virtually: Body Language in Virtual Meetings
- Working Virtually: Building and Maintaining Sales Relationships
- Working Virtually: Collaborating in a Digital Work World
- Working Virtually: Networking in a Virtual World
- Working Virtually: Setting Up Your Virtual Workspace
- · Working Virtually: Time Management in a Work-from-Home World
- Working Virtually: Working Virtually with Your Boss

Customer Service

- 01. Service Quality Indicators
- 02. Helping Customers Increase
- 03. Helping Customers Decrease Expenses
- 1 to 1: Customer Service Success
- 10 Steps to Successful Sales
- 14 Things to Improve Your Customer Service in 5 Seconds Quick Reference
- Banking Customer Interactions
- Banking Customer Service
- · Banking Phone Calls
- Building Great Customer Experiences
- Call Center Training: Active Listening
- Call Center Training: Asking Good Questions
- Call Center Training: Don't Say This!
- Call Center Training: Duties of the Customer Service Representative
- Call Center Training: Escalating Issues
- Call Center Training: Handling Angry Callers
- Call Center Training: Phone Etiquette
- Call Center Training: Skills of the Customer Service Representative
- Call Center Training: Troubleshooting
- Creating Great Customer Conversations
- CRM in Real Time
- Customer CEO
- Customer Experience
- Customer Loyalty
- Customer Sense
- Customer Service Answering Unspoken Questions (Spanish)
- Customer Service Be More Likeable (Spanish)
- Customer Service Being Honest with Your Customers (Spanish)
- Customer Service Building Rapport with Customers (Spanish)
- Customer Service Calculate the Value of Customer Service (Spanish)
- Customer Service Calming Down Angry Customers (Spanish)
- Customer Service Creating a Positive Experience (Spanish)
- Customer Service Emails and Chat (Spanish)
- Customer Service Emotional Intelligence in Customer Service (Spanish)
- Customer Service Go the Extra Mile (Spanish)
- · Customer Service Great First Impressions (Spanish)

- Customer Service Handling Customer Complaints (Spanish)
- Customer Service Handling Customer Service Phone Calls (Spanish)
- Customer Service How to Handle an Upset Customer (Spanish)
- Customer Service How to Listen to Customers (Spanish)
- · Customer Service How to Tell a Customer 'No' (Spanish)
- Customer Service Managing Stress and Avoiding Customer Service Burnout (Spanish)
- Customer Service Pay Attention to the Details (Spanish)
- Customer Service Practicing Empathy in Customer Service (Spanish)
- Customer Service Proactively Ask for Customer Feedback (Spanish)
- Customer Service Basics
- Customer Service Chat
- Customer Service Feedback Feedback Rasics
- Customer Service Feedback: Feedback Surveys
- Customer Service Feedback: Social Media Feedback
- Customer Service Feedback: What To Do With Feedback
- Customer Service for Field Service Technicians
- Customer Service Later
- Customer Service: 5 Tips for Handling Customer Complaints Gracefully
- Customer Service: Answering Unspoken Questions
- Customer Service: Being Honest with Your Customers
- Customer Service: Building Rapport with Customers
- Customer Service: Creating A Positive "Ripple Effect"?
- Customer Service: Customer Service Communication via Emails and Chat
- Customer Service: Diffusing and De-escalating Angry Customers
- Customer Service: Emotional Intelligence in Customer Service
- Customer Service: Enhance Likability
- Customer Service: Go the Extra Mile
- Customer Service: Handling Customer Service Phone Calls
- Customer Service: How to Actively Listen to Customers
- Customer Service: How to Say "No" to a Customer
- Customer Service: Managing Stress and Avoiding Customer Service Burnout
- Customer Service: Navigating Emotional Customers
- Customer Service: Pay Attention to the Details
- Customer Service: Practicing Empathy in Customer Service
- Customer Service: Proactively Ask for Customer Feedback
- Customer Service: The Three "A's" of Great First Impressions
- Customer Service: The Value of Customer Service
- Dangerous Customer Service
- Dealing with Customers Lawfully: A Rapid Skill Builder Booklet
- Delight Your Customers
- Delivering a Powerful Customer Experience (French)
- Delivering a Powerful Customer Experience (French-Canadian)
- Delivering Knock Your Socks Off Service
- Effective Techniques for Dealing with Difficult Customers
- Get Ready for an Upset Customer Worksheet
- Handling an Angry Customer
- Handling Consumer Complaints
- Handling Customer Complaints in Hospitality
- Hospitality ADA Compliance
- How to Deliver Effective Online Customer Support
- How to Engage Your Customer (French)
- How to Engage Your Customer (French-Canadian)
- 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
- Improving Customer Service: A Rapid Skill Builder Booklet
- Lead with Your Customer
- Lower Your Call Center Costs
- Recruit and Hire Stellar Customer Service Representatives
- Revolutionize Your Customer Experience
- Service Egilure
- 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 Customer Service Survival Kit
- The DNA of Customer Experience
- The Four Ps of Creating Loyal Customers
- The Service Providers
- Turning Around an Angry Customer (French)
- Turning Around an Angry Customer (French-Canadian)
- Up Your Service!
- Uplifting Service
- What NOT to Say to Your Customers
- When the Customer Isn't Right: Retail Conflict for Managers

Diversity, Equity & Inclusion

- 01. How to be Liked
- 02 How to be Respected
- 03. How to Work with Someone You Dislike
- Active Listening
- Advancement for Women: Mentoring Other Women
- Advancement for Women: Navigating the Broken Rung
- Advancement for Women: Salary Negotiation
- Advancement for Women: Your Professional Appearance
- Advocating for Equal Pay for Equal Work
- Age Discrimination Law and Cooperation
- Anti-Racism for Leaders: Allyship
- \bullet Anti-Racism for Leaders: Creating and Implementing Policy
- Anti-Racism for Leaders: Diversity-Focused Recruitment
- Anti-Racism for Leaders: Evaluating Your Organization
 Anti-Racism for Leaders: Maintaining Momentum for Leaders
- Anti-Racism for Leaders: Mitigating Bias
- Anti-Racism: Calling Out and Calling In
- Anti-Racism: Colorblindness Doesn't Work
- Anti-Racism: Learning to Listen and Listening to Learn
- Anti-Racism: Maintaining Momentum
 Anti-Racism: The Anti-Racism Continuum
- Discrimination: The Protected Classes
- Diversifying Your Leadership Team
- Diversity and Inclusion: Valuing Differences for Mutual Success
- Empathy in the Workplace
 Employment Discrimination: Age
- Employment Discrimination: Disability
- Employment Discrimination: Maintaining a Fair Workplace
- Employment Discrimination: Maintaining a Fair Workplace (Global)
- Employment Discrimination: Religion
- EQ Toolbox: Becoming Socially Aware



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- EQ Toolbox: How to Express Empathy
- Equity in the Workplace: 01. Equality vs. Equity
- Equity in the Workplace: 02. Implementing Equitable Practices at Work
- Five Ways to Avoid a Discrimination Claim
- Gender Equality in Hiring and Promotions: 01. Recruiting People of All Genders
- Gender Equality in Hiring and Promotions: 02. Supporting Leaders of All Genders
- Gender Equality in Hiring and Promotions: 03. Promotions for All
- Generational Differences
- Generational Differences (French)
- Generational Differences (French-Canadian)
- Generational Differences (Spanish)
- · Generations at Work
- Harassment and Bullying: Managing Threats to a Respectful Work Culture -Employee
- Harassment and Bullying: Managing Threats to a Respectful Work Culture -Manager
- How to Avoid Discrimination Claims
- Introduction to Workplace Diversity, Equity, and Inclusion
- Isms: Avoiding Isms in the Workplace
- Isms: Exploring Isms in the Workplace
- Isms: Overcoming Isms in the Workplace
- Leadership of a Diverse Group
- LGBTQ in the Workplace: Coming Out at Work
- LGBTQ in the Workplace: Gender Identity vs. Sexual Orientation
- \bullet LGBTQ in the Workplace: Supporting a Transitioning Coworker
- LGBTQ in the Workplace: Supporting a Transitioning Employee for Managers
- LGBTQ in the Workplace: Understanding Pronouns
- ullet LGBTQ+ in the Workplace
- Manage Diversity and Grow
- Managing an Age Diverse Workforce
- Managing Human Resources for the Millennial Generation
- Microaggressions
- Neurodiversity: Misconceptions About Neurodiversity
- Neurodiversity: What Is Neurodiversity?
- Neurodiversity: Working With Neurodiverse People
- Next Generation Talent Management
- Nonbinary People at Work
- Overcoming Gender Bias at Work
- Overcoming Unconscious Bias
- People First
- Pregnancy Discrimination Act for Employees
- Privilege: Privilege Scenarios
- Privilege: Using Your Privilege
- Privilege: What Is Privilege?
- Psychological Safety: Psychological Safety for Employees
- Psychological Safety: Psychological Safety for Managers
- Supporting Working Parents and Caregivers
- The New Rules of Lead Generation
- The Problem With Toxic Masculinity
- Tokenism
- Unconscious Bias (Spanish)
- Unconscious Bias: 01. What is Unconscious Bias?
- Unconscious Bigs: 02. Types of Unconscious Bigs

- Unconscious Bias: 03. Overcoming Unconscious Bias
- Using Gender-Inclusive Language
- Valuing Diversity in the Workplace
- Valuing Diversity in the Workplace (French)
- Valuing Diversity in the Workplace (French-Canadian)
- Valuing Diversity in the Workplace (Spanish)
- Women and Gender Bias: Allyship at Work
- Women and Gender Bias: Assertive Communication
- Women and Gender Bias: Being an Only or Double Only
- Women and Gender Bias: Dealing With Microaggressions
- Women and Gender Bias: Recognizing and Reporting Gender Bias
- Women and Gender Bias: Recognizing and Reporting Pregnancy Discrimination
- Women and Gender Bias: Understanding Gender Bias in the Workplace
- Women at Work: Conflict Management
- Women at Work: Giving Feedback to Managers
- Women at Work: Receiving Feedback from Managers
- Women at Work: Stress and Burnout
- Women at Work: Work-Life Balance
- Working Well with Everyone: 01. What is Diversity?
- Working Well with Everyone: 02. the Diversity by Design
- Working Well with Everyone: 03. The Mistake of Stereotyping
- Working Well with Everyone: 04. The Power of Inclusion
- Working Well with Everyone: 05. Diversity = Greatness
- Working With Different Generations: Introduction to the Working
- Working With Different Generations: Working Together Across Generations
- Working With Different Generations: Working With Baby Boomers
- Working With Different Generations: Working With Gen X
- Working With Different Generations: Working With Gen Z
- Working With Different Generations: Working With Millennials
- Workplace Discrimination and Harassment Infographic

Evelyn Wood Library

- Memory Dynamics: Exaggeration
- Vocabulary Dynamics: How it Works

Finance & Accounting

- · 365 Ways to Live Cheap
- · Accounting Ethics & Integrity
- Accounting in a Nutshell
- ACH
- Adult Financial Abuse
- Adult Financial Abuse California
- Advanced Training for QuickBooks® Online
- Audit Report Writing for Internal Auditors
- Balance Sheets: 01. Introduction to Balance Sheets
- Balance Sheets: 02. Benchmarking, Ratios, Comparisons, and Trends
- Balance Sheets: 03. Assets and Liabilities
- Bank Secrecy Act Basics: 04. Requirements and Purpose of the Bank Secrecy Act
- Bank Secrecy Act for Managers: 02. BSA Compliance Program Requirements
- Bankruptcy Law for Collection Professionals
- Banks: Percentages and Interest Rates
- Basic Business Finance: Lesson 1 Accounting Equation
- Basic Business Finance: Lesson 2 Debits and Credits

- Basic Business Finance: Lesson 3 Chart of Accounts
- Rasic Rusiness Finance: Lesson 4 Ralance Sheet
- Basic Business Finance: Lesson 5 Income Statement
- Basic Business Finance: Lesson 6 Statement of Cash Flows
- Basic Business Finance: Lesson 7 Terminology
- 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 Trainina
- Re Audit Secure: Part 8 Internal Audits
- Bookkeeping Basics
- Brain Bites Business Accounting Basics, Part 1
- Brain Bites Business Accounting Basics, Part 2
- Budgeting Essentials: 01. What Is Budgeting?
- Budgeting Essentials: 02. Budgeting Methods
- Budgeting Essentials: 03. Budget Reporting
- Budgeting Essentials: 04. Budgeting Expenses
- Budgeting Essentials: 05. Budgeting Revenue
- Budgeting Essentials: 06. Budgeting Discounts
 Budgeting Essentials: 07. Managing Inventory
- Business Financina for Beginners
- Cash Flow Management: 01. Cash Flow Management for Beginners
- Cash Flow Management: 02. Managing Payables
- Cash Flow Management: 03. Managing Receivables
- Cash Flow Management: 04. How to Read Cash Flow Statements.
- Cash Flow Projections & Critical Business Planning Considerations
- Check 21
- Check Kiting
- Check Processing
- Compliance
- Conducting Internal Payroll Audits Part Five: I-9 Hot Tips
- Conducting Internal Payroll Audits Part Four: Why You Must Audit Your W-
- 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
- Conducting Internal Payroll Audits Part Three: W-9 Compliance Tips and Penalties for Noncompliance
- Conducting Internal Payroll Audits Part Two: Independent Contractor Classification
- Consumer Privacy Act
- Consumer Pr
- Credit UnionsCredit Unions: Credit Union Regulations
- Credit Unions: Credit Union Services
- Debt Information for Teens
- Dodd-Frank Wall Street Reform and Consumer Protection Act
- Dollars and Sense
- Effective Inventory Management
- Elder Financial Exploitation: California Law
- Elder Financial Exploitation: How Financial Institutions Can Help
- Elder Financial Exploitation: The Basics

- Error Resolution and Consumer Liability Part 1
- Escrow Accounts
- Fair Credit Reporting Act
- Fair Debt Collection Practices Act
- Fair Lending Laws
- FDIC Accounts
- Finance as a Tool: 01. Evaluating Costs
- Finance as a Tool: 02. Investing Using Metrics
- Finance Vocabulary SkillBuilder Game
- Financial Independence For Women
- Financial Ratios: 01. Revenue Ratios
- Financial Ratios: 02. Cost of Goods Sold and Gross Marain
- Financial Ratios: 03. Net Investment Ratios
- Financial Reporting Principles
- Financial Wellness: Budget Sample
- Financial Wellness: Creating a Budget
- Financial Wellness: How to Manage Your Credit Cards
- Financial Wellness: How to Save at Your Financial Institution
- Financial Wellness: How to Save on Food
- Financial Wellness: How to Save on Subscriptions
- Financial Wellness: How to Save on Your Car
- · Financial Wellness: How to Save Using Your Employee Benefits
- Financially Speaking 3 Financial Statements
- Financially Speaking Basic Breakeven Analysis
- Financially Speaking Depreciation Explained
- Financially Speaking The Accounting Cycle
- Financially Speaking The Fundamentals of Cost Behavior
- Flood Insurance Overview
- Foreign Corrupt Practices Act: Compliance
- Foreign Corrupt Practices Act: Core Concepts
- Form W9: Payee Identification and Tax Determination
- Gold Start
- Homeowners Protection Act
- How to Read and Understand Financial Statements
- Identity Theft: Red Flags Rule
- Income and Expenditures: 01. Key Components
- Income and Expenditures: 02. Income Streams
- Income and Expenditures: 03. Expenditure Costs
- Income and Expenditures: 04. Benchmarking Ratios
- Income and Expenditures: 05. Analysis
- Intro to Finance: 01. Why Learn About Finance?
- Intro to Finance: 02. Finance Terms
- Intro to Finance: 03. Resources & Documents
- Introduction to Personal Finance
- Introduction to Regulation O
- IRS 1099: 2024 Update
- Journey to Lean
- · Make More Money
- Managing Money
- Managing Spending
- Mastering QuickBooks Online Basics (2021): Lesson 1 Introduction
- Mastering QuickBooks Online Basics (2021): Lesson 10 Tracking Mileage
- Mastering QuickBooks Online Basics (2021): Lesson 11 Expenses Menus
- * Mastering QuickBooks Online Basics (2021): Lesson 12 Entering Bills
- Mastering QuickBooks Online Basics (2021): Lesson 13 Paying Bills

- Mastering QuickBooks Online Basics (2021): Lesson 14 Managing Purchase Orders
- Mastering QuickBooks Online Basics (2021): Lesson 15 Create a New Customer
- Mastering QuickBooks Online Basics (2021): Lesson 16 Creating Products and Services
- Mastering QuickBooks Online Basics (2021): Lesson 17 Sales Tax Center
- Mastering QuickBooks Online Basics (2021): Lesson 18 Automated
 Sales Tay Center
- Mastering QuickBooks Online Basics (2021): Lesson 19 Preparing and Sending Invoices
- Mastering QuickBooks Online Basics (2021): Lesson 2 Choosing the Right Version
- Mastering QuickBooks Online Basics (2021): Lesson 20 Recording Customer Payments
- Mastering QuickBooks Online Basics (2021): Lesson 21 Recording Bank Deposits
- Mastering QuickBooks Online Basics (2021): Lesson 22 Recording Barter Transactions
- Mastering QuickBooks Online Basics (2021): Lesson 23 Handling Returned Payments
- Mastering QuickBooks Online Basics (2021): Lesson 24 Recording Customer Advanced Payments Part 1
- Mastering QuickBooks Online Basics (2021): Lesson 25 Recording Customer Advanced Payments Part 2
- Mastering QuickBooks Online Basics (2021): Lesson 26 Invoicing Billable Expenses
- Mastering QuickBooks Online Basics (2021): Lesson 27 Running Reports
- Mastering QuickBooks Online Basics (2021): Lesson 28 Customizing Reports
- Mastering QuickBooks Online Basics (2021): Lesson 29 Searching
- Mastering QuickBooks Online Basics (2021): Lesson 3 Navigating the Interface
- Mastering QuickBooks Online Basics (2021): Lesson 4 Setting Preferences
- Mastering QuickBooks Online Basics (2021): Lesson 5 Creating the Chart of Accounts
- Mastering QuickBooks Online Basics (2021): Lesson 6 The Banking Center Part 1
- Mastering QuickBooks Online Basics (2021): Lesson 7 The Banking Center Part 2
- Mastering QuickBooks Online Basics (2021): Lesson 8 Reconciling Bank Accounts
- Mastering QuickBooks Online Basics (2021): Lesson 9 Navigating the Dashboard
- Monitoring and Collecting Accounts Receivable
- Mortgage Servicing
- Negotiable Instruments and Endorsement
- Office of Foreign Assets Control
- Paying off Debt
- Payroll Tax Updates for 2022
- Personal Finance Insuring Your Future
- Personal Finance Investing Wisely
- Personal Finance Managing Healthcare Costs
- Personal Finance Purchasing a Car
- Personal Finance Purchasing a Home
- Personal Finance Understanding Taxes
- Preparing for Your PCI Audit
- Principles of Accounting: 01. Principles of Accounting

- Principles of Accounting: 02. Common Accounting Terms
- Principles of Accounting: 03. Cash vs. Accrual Basis
- Principles of Accounting: 04. Fraud
- QuickBooks® 2011
- QuickBooks® 2012
- QuickBooks® Accounts Payable Training
- QuickBooks® Online Inventory Management
- QuickBooks® Online Pro for Bookkeepers and Accountants
- QuickBooks® Payroll Training
- QuickBooks®: A 60 Minute Crash Course
- Real Estate Settlement Procedures Act: Disclosures
- Real Estate Settlement Procedures Act: Kickbacks, Title Insurance, and Fscrows
- Receipts and Periodic Statements
- Records Retention Guidelines for Financial Institutions
- Regulation B: What Is the Equal Credit Opportunity Act?
- Regulation BB and the Community Reinvestment Act
- Regulation C Home Mortgage Disclosure Act
- Regulation CC: 01 Expedited Funds Availability Act Basics
- Regulation CC: 01. Expedited Funds Availability Act
- Regulation CC: 02 Expedited Funds Availability Act Exception Holds
- Regulation CC: 03 Expedited Funds Availability Act Check 21
- Regulation E: Changes in July 2010
- Regulation E: Disclosures Part 1
- Regulation E: Disclosures Part 2
- Regulation E: Electronic Check Conversion
- Regulation E: Electronic Transaction Overdraft Services Opt-In
- Regulation E: Error Resolution and Consumer Liability Part 1
- Regulation E: Error Resolution and Consumer Liability Part 2
- Regulation E: Error Resolution and Consumer Liability Part 3
- Regulation E: Issuance of Access Devices
- Regulation E: Overview
- Regulation E: Preauthorized Transfers
- Regulation E: Receipts and Periodic Statements
- Regulation E: The Prepaid Rule Part 1
- Regulation E: The Prepaid Rule Part 2
- Regulation O: Rules and Regulations of Regulation O
- Regulation W
- Responsibilities of the Teller
- Right to Financial Privacy Act Part 1
- Right to Financial Privacy Act Part 2
- Right to Financial Privacy Act: Gramm-Leach-Bliley Act Title V
- Right to Financial Privacy Act: Introduction
- Right to Financial Privacy Act: USA PATRIOT Act
- ...g... ...
- Saving Money
- Taking the Applications
 Teller Cash Handling
- The Decision
- The Fair Housing Act
- The Federal Reserve and Monetary Policy
- The Financial Institutions Reform, Recovery and Enforcement Act of 1989
- The Fundamentals of Cash Flow Forecasting
- The Military Lending Act
- The National Flood Insurance Program: The Private Flood Insurance Rule
- The SAFE Banking Act of 2021



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- The Truth in Lending Act
- Travel Pay and FLSA Compliance 2023
- Truth in Savings Act: Regulation DD Part 1
- Truth in Savings Act: Regulation DD Part 2
- · Types of Check Fraud
- UCC Article 9 Update
- Understanding Credit
- Underwriting
- Use and Understand Purchase Agreements
- Verification
- Vocabulary Challenge: Basic Accounting
- What's a UDAAP?

Human Resources

- 60 Secrets to Successful Employee Orientation
- 7 Steps to Better Written Policies and Procedures
- 90 Days 90 Ways
- Achieving 100% Compliance of Policies and Procedures
- ADA and Reasonable Accommodation in the Workplace
- Age Discrimination in Employment Act for Employees
- · Age Discrimination in Employment Act for Managers
- Alcohol Abuse
- 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
- Americans with Disabilities Act for Employees
- Americans with Disabilities Act for Managers
- An Introduction to HIPAA
- Analyze Human Capital with HR Metrics
- Anti-Harassment for Bystanders: 01. Intro to Anti-Harassment for Bystanders
- Anti-Harassment for Bystanders: 02. Bystanders and the Bystander Effect
- Anti-Harassment for Bystanders: 03. An Intervention Mindset
- Anti-Harassment for Bystanders: 04. How to Intervene in Sexual Harassment
- Anti-Harassment for Bystanders: 05. Harassment Bystander Scenarios
- Anti-Harassment for Bystanders: 06. Review of Bystander Training
- · Anti-Harassment: 01. Anti-Harassment for Everyone
- Anti-Harassment: 02. Anti-Harassment for Managers
- Anti-Harassment: 03. Investigating Harassment Claims
- Anti-Harassment: 04. Writing and Communicating Anti-Harassment Policy
- Anti-Harassment: 05. Sexual Harassment Cases in Court
- Anti-Harassment: 06. Review of Anti-Harassment
- Antitrust Law Overview
- Appropriate Interview Questions Quick Reference
- Avoiding Discrimination: 5 Keys
- Avoiding Wrongful Termination
- Background Checks
- Background Screening and Investigations
- Bad Apples

- Behavioral Based Interviewing
- Best HR Practices for Communicating with Remote Employees
- Best Practices for Transitioning Work from Your Office to the Kitchen Counter
- Best Practices in Policies and Procedures
- Beyond Training and Development
- Business Management How to Train Your Team
- California Consumer Privacy Act: 01. What Are the CCPA & CPRA?
- California Consumer Privacy Act: 02. How to Comply With the CCPA & CPRA
- California Consumer Privacy Act: Responsibly Managing Personal Information
- California Harassment Protections
- California SB 1343 and SB 778
- California Time and Labor for Employees
- California Time and Labor for Managers
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- Call Centers and Human Resource Management
- Can Pay Be Strategic?
- Canada Harassment Protections
- Canadian HR Law Alberta
- Canadian HR Law BC/MB/SK Provinces
- Canadian HR Law Ontario
- Career Contentment
- Chat GPT and Al in HR
- Chicago Anti-Harassment: Chicago Harassment and Discrimination Scenarios
- Chicago Anti-Harassment: Introduction to Chicago Harassment and
 Discrimination
- Chicago Harassment Bystander Intervention Regulations
- Child Abuse and Neglect: California Child Abuse and Neglect Reporting Act
- Child Abuse and Neglect: Identification of Child Abuse and Neglect
- Child Abuse and Neglect: Reporting of Child Abuse and Neglect
- Conduct Effective Interviews and Hire the Right People
- Conduct Effective Witness Interviews
- Connecticut Anti-Harassment: Connecticut harassment and Discrimination
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- Connecticut Anti-Harassment: Introduction to Connecticut Harassment and Discrimination
- Connecticut Harassment Protections
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- Curriculum Design: 03. Utilizing Blended Learning
- Dealing with Diversity
- Dealing with Drug and Alcohol Abuse for Employees (Spanish)
- Dealing with Drug and Alcohol Abuse for Managers and Supervisors (Spanish)
- Delaware Anti-Harassment: Delaware Harassment and Discrimination Scenarios
- Delaware Anti-Harassment: Introduction to Delaware Harassment and
 Discrimination
- Delaware Harassment Protections
- Disclosing Protected Health Information and HIPAA
- Diversity, Equity, and Inclusion
- Dos & Don'ts of Records Retention and Destruction
- ECOA Reg B
- Electronic Record Keeping for HR Professionals

- Eliminate the Confusion of FMLA
- Employer's Guide to Salary Transparency & Pay Equity Legislation
- Equal Pay Act for Employees
- Equal Pay Act for Managers
- Establishing a System of Policies and Procedures
- Ethics and Code of Conduct for Government Contractors
- Evaluating Training Programs: The Four Levels
- Exempt vs. Non-Exempt 2020: Finding and Fixing Misclassification Mistakes
- Fair Labor Standards Act (FLSA) for Employees
- Fair Labor Standards Act (FLSA) for Managers
- Fair Labor Standards Act Part 1
- Fair Lahor Standards Act Part 2
- Family and Medical Leave Act (FMLA) for Employees
- Family and Medical Leave Act (FMLA) for Managers
- FCPA Anti-Corruption and Bribery
- Florida Human Trafficking Awareness and Prevention for Apartment Staff
- Florida Human Trafficking Awareness and Prevention for Hotel and Motel Staff
- FLSA Rules, Regulations and Classification Standards 2020
- Foreign Corrupt Practices Act (FCPA): Overview
- Get Rid of Time-Off Ted, Attitude Alice and Slacker Sam
- Global Anti-Corruption: Preventing Bribery and Corruption
- Global Trends in Human Resource Management
- Guidelines for Asking Legal and Ethical Interview Questions
- Handbook for Strategic HR
- Handling A Sexual Harassment Investigation
- Handling A Sexual Harassment Investigation (Spanish)
- Handling References
- Harassment Retaliation Action Plan
- Harmonizing Work, Family and Personal Life
- HIPAA and Patient Care: Protected Health Information
- HIPAA Essentials: 01. Privacy Rule
- HIPAA Essentials: 02. Privacy Rule
- HIPAA: 1. The Basics
- 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: 17. Disclosure to Family and F
- HIPAA: 18. For Emergency Responders
- HIPAA: 19. GINA
- HIPAA: 2. What is HITECH?
- HIPAA: 3. HITECH Understanding Business Associates
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- HIPAA: 5. The Privacy Rule Authorization
- HIPAA: 6. The Privacy Rule Disclosures
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- 1-9 & Immigration Law Compliance Update 2024
- Illinois Anti-Harassment: Illinois Harassment and Discrimination Scenarios
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- Illinois Harassment Protections
- Illinois SB 75
- Inclusive Interviewing and Hiring: Crafting Effective Interview Questions
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- Inclusive Interviewing and Hiring: The Legal Side of Hiring
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- Knowledge Check: FMLA Requirements and Processes
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- Knowledge Check: Human Resources Policy and Procedure
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- Lunch and Learn: Planning for Cross-Training
- Lunch and Learn: Tailoring Training for Learning Styles
- Lunch and Learn: Workers Compensation
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- Maine Anti-Harassment: Maine Harassment and Discrimination Scenarios
- Maine Harassment Protections

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- Managing Substance Abuse in the Workplace: Manager Edition
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- Marijuana Laws and HR Policy Part II: Setting Marijuana HR Policies
- Medical Marijuana in the Workplace 2024
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- Military Family and Medical Leave Act (Military FMLA) for Managers
- New York City Anti-Harassment: Manager's Training Success
- New York City Anti-Harassment: Summary of New York City Changes
- New York Harassment Protections
- Harassment and Discrimination
- Discrimination Scenarios
- No FEAR Act
- Opioid Addiction for Employees
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- PCI Data Security Standards for Leaders and Managers
- Performance Reviews for Employees: Handling a Bad Performance Review
- Performance Reviews for Employees: Preparing for Your Review
- Planning for a Pandemic: Illness in the Office
- Powerful Practices for Legally Recruiting and Hiring
- Practice: Asking Appropriate Interview Question
- Pregnancy Discrimination Act for Managers

- Prevent Harassment Claims: Write and Communicate Your Policy
- Preventing Harassment & Bullying in the Workplace
- Preventing Sexual Harassment for Employees
- Preventing Sexual Harassment for Managers
- Preventing Sexual Harassment: A Leader's Perspective
- Preventing Sexual Harassment: An Employee's Perspective
- Preventing Unlawful Retaliation in the Workplace
- Preventing Workplace Harassment: A Leader's Perspective
- Preventing Workplace Violence: A Leader's Perspective
- Preventing Workplace Violence: An Employee's Perspective
- Preventing Workplace Violence: Employee Edition
- Promoting Learning and Development to Employees
- Quick Reference: ADA Six-Step Interactive Process
- Quick Reference: Contents of Personnel Files
- Quick Reference: Employee Record Retention Guidelines
- Recognizing the Signs of Substance Abuse in the Workplace
- Recruiting 101
- Recruiting and Hiring: 01. Hiring the right Person
- Recruiting and Hiring: 03. Creating Job Postings
- · Recruiting and Hiring: 05. Managing Unconscious Bias During Recruiting
- Recruiting and Hiring: 06. Reviewing Resumes

- Recruiting and Hiring: 07. Conducting an Interview
- Recruiting and Hiring: 08. Unacceptable Interview Questions
- Recruiting and Hiring: 09. Verifying the Candidate
- Recruiting, Interviewing, Selecting & Orienting New Employees
- Reporting Sexual Harassment
- Reporting Sexual Harassment in New York
- Resource: Background Check Release Template
- Resource: HIPAA Policy and Procedure Checklist
- Retaining Distressed Employees
- Retaliation
- Self-Assessment: Training Delivery Strategies
- Sexual Harassment and Discrimination Prevention
- Sexual Harassment and Discrimination Prevention (Spanish)
- Sexual Harassment and Discrimination Prevention for California
- Sexual Harassment and Discrimination Prevention for California (Spanish)
- Sexual Harassment and Discrimination Prevention for California Supervisors
- Sexual Harassment and Discrimination Prevention for California Supervisors (Spanish)
- Sexual Harassment and Discrimination Prevention for Connecticut
- Sexual Harassment and Discrimination Prevention for Connecticut Managers
- Sexual Harassment and Discrimination Prevention for Managers
- Sexual Harassment and Discrimination Prevention for Managers (Spanish)
- Sexual Harassment and Discrimination Prevention for Managers Overview
- Sexual Harassment and Discrimination Prevention for Managers Overview
- (Spanish) Sexual Harassment and Discrimination Prevention for New York
- Sexual Harassment and Discrimination Prevention for New York (Spanish)
- Sexual Harassment and Discrimination Prevention for New York Managers
- Sexual Harassment and Discrimination Prevention for New York Managers (Spanish)
- Sexual Harassment and Discrimination Prevention Overview
- Sexual Harassment and Discrimination Prevention Overview (Spanish)
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- Sexual Harassment Prevention Delaware (Spanish)
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- Sexual Harassment Prevention Vermont
- Sexual Harassment Prevention Vermont (Spanish) • Sexual Harassment Prevention - Washington
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- 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?

- Marijuana Laws and HR Policy Part III: Post-Accident and Injury Marijuana

- New York State Anti-Harassment: Introduction to New York State
- New York State Anti-Harassment: New York State Harassment and

- Overcome Training Barriers and Get Great Usage

- Performance Reviews for Employees: Self-Assessments

- Prepare, Plan, and Host a Lunch and Learn
- Prevent Harassment Claims: Know the Warning Signs

- Quick Reference: Defining Your Training Audience

- Recruiting and Hiring: 02. The Hiring Process
- · Recruiting and Hiring: 04. Using Social Media to Recruit

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- · Successful Employee Onboarding
- Successful Employee Onboarding: 01. The Importance of Onboarding
- Successful Employee Onboarding: 02. Before They Start
- Successful Employee Onboarding: 03. Orientation Checklist
- Successful Employee Onboarding: 04. Their First Week
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- The Power of Your Example
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- The Respectful Workplace Delaware Manager
- The Respectful Workplace for Employees
- The Respectful Workplace for Managers
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- The Respectful Workplace Illinois Hospitality Employee
- The Respectful Workplace Illinois Hospitality Manager
- The Respectful Workplace Illinois Manager
- The Respectful Workplace Maine Employee
- The Respectful Workplace Maine Manager
- The Respectful Workplace New York Employee
- The Respectful Workplace New York Manager
- The Respectful Workplace Washington Employee
- The Respectful Workplace Washington Manager
- The Value of Diversity
- The Value of Diversity (French)
- The Value of Diversity (French-Canadian)
- The Value of Diversity (Spanish)
- Title IX: Title IX on Your Campus
- Title IX: Title IX Reporting
- Title IX: What Is Title IX?
- Train the Trainer: Becoming a Subject Matter Expert
- Train the Trainer: Creating Engaging Materials
- Train the Trainer: Managing the Audience
- Train the Trainer: Tricks of the Trade
- Train the Trainer: What Is Your Role?
- Training Delivery for All Learning Styles
- Training Needs Assessments: 01. What Are Training Needs Assessments?
- Training Needs Assessments: 02. Types of Training Needs Assessments?

- Training Needs Assessments: 03. How To Conduct a Training Needs Assessment
- Training Needs Assessments: 04. Developing an Evolving Learning Program
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- Turn Microaggressions into Micro-Inclusions
- U.S. Foreign Corrupt Practices Act (FCPA): Overview (Spanish)
- Unconscious Bias
- Understanding Harassment California
- Understanding Harassment: 01. Introduction to Understanding Harassment
- Understanding Harassment: 02. Understanding Offenders
- Understanding Harassment: 03. Understanding Targets
- Understanding Harassment: 04. Bystander Training
- Understanding Harassment: 05. Warning Signs
- Understanding Harassment: 06. Healthy Culture
- Understanding Harassment: 07. Understanding Harassment Review
- Understanding the Emergency Paid Sick Leave Act, as part of the Families First Coronavirus Response Act (FFCRA)
- Understanding the Fair Labor Standards Act: Part 1
- Understanding the Fair Labor Standards Act: Part 2
- Understanding the Family and Medical Leave Act for Managers
- Understanding the Family Medical Leave Act and the Emergency Paid Sick Leave Act
- Understanding Unlawful Workplace Harassment
- Uniformed Services Employment and Reemployment Rights Act (USERRA) for Employees
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- US Workplace Harassment and Discrimination California Employee
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- US Workplace Harassment and Discrimination Connecticut Employee
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- US Workplace Harassment and Discrimination Delaware Employee
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- US Workplace Harassment and Discrimination New York Manager
 Virtual Human Resources: Conducting Performance Reviews
- Virtual Human Resources: Onboarding New Employees
- Virtual Human Resources: Recruiting and Hiring
- Virtual Human Resources: Terminations, Layoffs, and Furloughs
- Wage & Hour Basics
- Washington Harassment Protections
- Weathering Storms
- What Managers and HR Must Know about Documentation of Employee Performance and Behavior
- Workplace Bullying for Employees
- Workplace Bullying for Supervisors
- Workplace Counselling
- Workplace Violence
- Workplace Violence (Spanish)
- Workplace Violence for Employees
 Workplace Violence for Supervisors

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Industry Specific

- Back of the House: 01. Introduction to Restaurant Cuisine
- Back of the House: 02. Making the Menu
- Back of the House: 03. Making the Menu: Presentation
- Back of the House: 04. Kitchen Safety
- Back of the House: 05. Knife Safety
- Back of the House: 06. Food Safety Plans
- Bank Financing for Beginners
- Bank Secrecy Act Basics: 01. Overview of the Bank Secrecy Act
- Bank Secrecy Act Basics: 02. Money Laundering 101
- Bank Secrecy Act Basics: 03. Components of a Money Laundering Operation
- Bank Secrecy Act for Frontline Employees: 01. What Are Currency Transaction Reports?
- Bank Secrecy Act for Frontline Employees: 02. Filing Currency Transaction
 December 1. Proceedings of the Control of t
- Bank Secrecy Act for Frontline Employees: 03. Suspicious Activity Reports
- Bank Secrecy Act for Frontline Employees: 04. Customer Information
 Decreases: 04. Customer Information
- Bank Secrecy Act for Frontline Employees: 05. Office of Foreign Assets
- Bank Secrecy Act for Frontline Employees: 06. Review of Money
- Laundering Activities
- Bank Secrecy Act for Managers: 01. Money Laundering Risk Factors
 Bank Secrecy Act for Managers: 03. Wire Transfers and Money Laundering
- Bank Secrecy Act for Managers: 04. Money Services Businesses
- Bank Secrecy Act for Managers: 05. Exceptions to the Rule
- Bank Secrecy Act for Managers: 06. Enhanced Due Diligence
- Bank Secrecy Act for Managers: 07. True Stories of Money Laundering
- Bank Secrecy Act for Managers: 08. USA PATRIOT Act and Information Sharing Requests
- Banks: Bank Assets
- Banks: Bank Regulation
- Ranks: Basics
- Before School Starts: Things To Do
- Beverage: 01. Wine 101
- Beverage: 02. Beer and Spirits 101
- beverage: 02. beer and spirit
- Beverage: 03. Alcohol Safety
 Beverage: 04. Bartending Fundamentals
- Beverage: 05. Bartending Glasses Guide
- Beverage: 06. Bartending: The Pour
- Big Ideas for Small Business: Tips for Building Your Website
- Big Ideas for Small Business: Tips for Outsourcing
- Big Ideas for Small Business: Tips for Printing
- Big Ideas for Small Business: Tips for Shipping
- Big Ideas for Small Business: Tips for Technology Management
- Building Relationships
- Business with Family and Friends
 Campus Aware: Sexual Violence Prevention
- Chronic Disease Management
- Cleaning and Sanitizing in Food Processing and Handling Environments
 Part I: Cleaning
- Cleaning and Sanitizing in Food Processing and Handling Environments
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- Click Here to Order
- Credit Unions: Differences Between Credit Unions and Banks



- Customer Service in Government Agencies
- Dealing with Difficult Patients and their Families
- Effective Email & Memo Writing for Paralegals
- Electronic Payment Systems
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- Food and Beverage: 01. In-Room Dining
- Food and Beverage: 02. Alcohol Basics
- Food and Beverage: 03. Food Safety Plans
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- Front Desk Customer Service: 02. Check-in and Check-out
- Front Desk Customer Service: 03. Communicating with Guests
- Front Desk Customer Service: 04. Telephone Techniques
- Front Desk Customer Service: 05. Handling Upset Guests
- Front of the House: 01. Introduction to Restaurants
- Front of the House: 02. Greeting and Seating Guests
- Front of the House: 03. Interacting with Guests: Fundamentals
- Front of the House: 04. Interacting with Guests: Special Circumstances
- Front of the House: 05. Interacting with Guests: Difficult People
- Front of the House: 06. Understanding the Menu: What's for Dinner?
- Front of the House: 07. Understanding the Menu: Writing Menu Descriptions
- Front of the House: 08. Understanding the Menu: What's on Tap?
- Front of the House: 09. Serving Guests: Taking Orders
- Front of the House: 10. Serving Guests: Table Service
- Front of the House: 11. Serving Guests: Time Management
- Front of the House: 12. Clearing the Table and Closing the Sale
- Front of the House: 13. Tips for Tipped Employees
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- · Good Manufacturing Practices in the Food Industry Part II
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- Government Project Management
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- Handling Customer Complaints
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- · Hiring for Small Businesses: Posting the Job
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- Housekeeping 04. Interacting with Customers
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- Marketing for Small Business: Marketing Techniques
- Marketing for Small Business: Tracking Marketing Metrics
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- Navigating Government Transitions

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- Paralegal Proofing
- Paralegal Roles from Pleading to Judgment
- Plain Language for Government
- Preventing Unlawful Harassment for Colleges and Universities: Faculty/Manager Edition
- Records Management in Government Agencies
- Research Skills and Strategies for Paralegals
- Retail Conflict Management: 02. Preparation and Scenarios
- Retail Conflict Management: 03. Phases of Escalation
- Retail Conflict Management: 04. De-Escalation
- Retail Conflict Management: 05. Maintaining Control
- Retailer Profitability Model for Retailers: 01. Introduction
- Retailer Profitability Model for Retailers: 02. Creating Revenue
- Retailer Profitability Model for Retailers: 03. Reducing Expenses
- Retailer Profitability Model for Vendors: 01. Introduction
- Retailer Profitability Model for Vendors: 02. Creating Revenue
- Retailer Profitability Model for Vendors: 03. Reducing Expenses
- Retailer Profitability Model for Vendors: 04. Frequency
- Retailer Profitability Model for Vendors: 05. Reach
- Retailer Profitability Model for Vendors: 06. Items per Customer
- Retailer Profitability Model for Vendors: 07. Price per Item
- Robbery Training: During a Robbery
- Robbery Training: Robbery Awareness
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- Safety Orientation in Food Processing and Handling Environments
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- Small Business Benefits & Compensation: Optional Benefits
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- . The Bank Bribery Act
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- The Power of Data in Government Agencies
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- Valet: 03. Returning Vehicles
- Valet: 04. Safety Essentials
- Wearing Multiple Hats

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- 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
- Working in Retail: Who is your Customer?: I Can't Find This
- · Working in Retail: Who is your Customer?: I'm Just Looking
- Working in Retail: Who is your Customer?: I'm on a Mission
- Working in Retail: Who is your Customer?: I'm With My Kids. Please Hurry.
- Working in Retail: Who is your Customer?: I've Got a Coupon for That
- · Working in Retail: Who is your Customer?: I've Got Time and Money
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- AWS Certified DevOps Engineer Professional Part 1 of 2
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- CISSP: Certified Information Systems Security Professional Part 3
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- Complete DevOps Engineer Course 2.0 Java and Kubernetes Part 1

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- CompTIA CASP+ (CAS-004) (Part 1 of 2)
- CompTIA CASP+ (CAS-004) (Part 2 of 2)
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- Cisco CCNP Enterprise ENCOR (350-401) Part 2 of 2
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- Cybersecurity: Email Best Practices
- · Cybersecurity: Understanding Phishing
- · Cybersecurity: Web Protection
- · Defining Cybersecurity
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- Developing SQL Databases 70-762
- DevOps Fundamentals With Agile
- Dynamic and Interactive web pages beginners JavaScript DOM
- · Effective Network Security
- Fundamentals of Angular
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- Hands-on with Windows Server 2019
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- HTML5: Basic
- Intermediate and Advanced Java Programming
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- Intro to Data Literacy: Lesson 10 Data Analytics Roles
- Intro to Data Literacy: Lesson 2 Hello Analytics!
- Intro to Data Literacy: Lesson 3 Common Analytics Methodologies
- Intro to Data Literacy: Lesson 4 Introduction to BADIR and Critical
- Intro to Data Literacy: Lesson 5 BADIR Business Question Framework
- Intro to Data Literacy: Lesson 6 BADIR Analysis Plan Step
- Intro to Data Literacy: Lesson 7 BADIR Data Collection
- Intro to Data Literacy: Lesson 8 BADIR Derive Insights
- Intro to Data Literacy: Lesson 9 BADIR Recommendations
- · Java Programming For Complete Beginners Using Eclipse IDE
- JavaScript Fundamentals
- Microsoft 70-410: Installing and Configuring Windows Server 2012 R2
- Microsoft 70-412: Configuring Advanced Windows Server 2012 Services
- Microsoft 70-412: Configuring Advanced Windows Server 2012 Services R2
- Microsoft Azure Administrator (AZ-104) Part 1 of 3
- · Microsoft Azure Administrator (AZ-104) Part 2 of 3
- · Microsoft Azure Administrator (AZ-104) Part 3 of 3
- Microsoft Azure Fundamentals (AZ-900)
- Microsoft Azure Security Technologies (AZ-500) (Part 1 of 3)
- Microsoft Azure Security Technologies (AZ-500) (Part 2 of 3)
- Microsoft Azure Security Technologies (AZ-500) (Part 3 of 3)
- Microsoft® SharePoint® Designer 2007 Advanced
- Microsoft® SharePoint® Designer 2007 Basic
- Microsoft® SharePoint® Foundation 2010 Advanced
- Microsoft® SharePoint® Foundation 2010 Basic
- Provisioning SQL Databases 70-765
- Python Fundamentals

- Python: Essential Course for Absolute Beginners
- SQL for Non-Technical Users: Lesson 1 Introduction
- SQL for Non-Technical Users: Lesson 10 Using GROUP BY and HAVING
- SQL for Non-Technical Users: Lesson 11 Writing Subqueries
- SQL for Non-Technical Users: Lesson 2 Fundamentals and Terminology
- SQL for Non-Technical Users: Lesson 3 Creating a Simple Query
- SQL for Non-Technical Users: Lesson 4 Cleaning Query Results
- SQL for Non-Technical Users: Lesson 5 Using the WHERE Clause
- SQL for Non-Technical Users: Lesson 6 Querying Multiple Tables
- SQL for Non-Technical Users: Lesson 7 Using Outer Joins
- SQL for Non-Technical Users: Lesson 8 Working with Functions Part I
- SQL for Non-Technical Users: Lesson 9 Working with Functions Part II

Management & Leadership

- "You're Wrong!"
- 1 Simple Technique to Provide Useful Feedback
- 100 Ways to Motivate Others
- 20 Reproducible Assessment Instruments for the New Work Culture
- 25 Role Plays for Interview Training
- 3-Step Formula to Setting Clear Expectations
- 4 Barriers to Building a Culture of Accountability
- 4 Ways to Lead With Integrity
- 5 Excuses Managers Make to Avoid Terminating a Problem Employee
- 5 Steps to an Employee Training and Engagement Plan
- 8 Steps to Effective One on Ones
- 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 (French)
- A Coach's Guide to Feedback (French-Canadian)
- A Coach's Guide to Feedback (Spanish)
- A Manager's Guide to Virtual Teams
- Accountability: What is Accountability?
- Adapting Your Coaching Style (French)
- Adapting Your Coaching Style (French-Canadian)
- Adapting Your Coaching Style (Spanish)
- Adapting Your Coaching Style for Different Personalities
- Agility and Flexibility
- 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: Introduction to the Can Do, Will Do Grid
- · Analyzing Employee Performance: Utilizing the Can Do, Will Do Grid
- Are You a Micromanager?
- Ask Better Questions Get Better Answers
- Assertive Communication Skills for Managers
- Be an Interview Superstar
- Become a Followable Leader Final Exam
- Budget Management

- Building an Effective Leadership Team
- Building More Effective Organizations
- Building Profit Through Building People
- Building Stakeholders Relations and CSR
- Building Strategic Alliances
- 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 (French)
- Change Management: An Introduction (French-Canadian)
- Change Management: An Introduction (Spanish)
- Change Management: Analysis (French)
- Change Management: Analysis (French-Canadian)
- Change Management: Analysis (Spanish)
- Change Management: Analyzing and Reinforcing Change Efforts
- Change Management: Communicating the Change
- Change Management: Creating a Change Management Plan
- Change Management: Creating Employee Excitement (French)
- Change Management: Creating Employee Excitement (French-Canadian)
- Change Management: Creating Employee Excitement (Spanish)
- Change Management: Developing a Change Management Team Change Management: Implementing the Change
- Change Management: Making the Announcement (French)
- Change Management: Making the Announcement (French-Canadian)
- Change Management: Making the Announcement (Spanish)
- 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 (French)
- Change Management: The Phases of Change (French-Canadian)
- Change Management: The Phases of Change (Spanish)
- Change Management: Understanding the Change Curve
- · Change Management: Working Through the Change (French) Change Management: Working Through the Change (French-Canadian)
- Change Management: Working Through the Change (Spanish)
- Character 01. Management is All About Character
- Character 02. Developing Your Character
- Choosing the Right CRM Software
- Coachina Basics
- Coaching Skills: A Coaching Approach to Difficult Conversations
- · Coaching Skills: A Coaching Approach to Feedback
- Coaching Skills: Beyond Basic Supervision
- Coaching Skills: Introduction to Coaching Skills • Coaching Skills: Shifting from Manager to Coach
- · Coaching Skills: The Captain
- Coaching Skills: The Coaching Conversation
- Coaching Skills: The Everyday Player
- Coaching Skills: The Key Player
- Coaching Skills: The Need for Flexible Coaching Styles
- Coaching Skills: The Power of Coaching Questions
- Coaching Skills: The Rookie
- Coaching Skills: Using Stretch Assignments
- · Coaching Skills: Using the Fail Forward Method • Coaching with a Process (French)



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- Coaching with a Process (French-Canadian)
- Coaching with a Process (Spanish)
- Concerned Conversations
- Conducting a Performance Review with a Poor Performer
- Conducting a Performance Review with a Poor Performer (French)
- · Conducting a Performance Review with a Poor Performer (French-
- Conducting a Performance Review with a Poor Performer (Spanish)
- Conflict Management: 01. The Realities of Conflict Management
- Conflict Management: 02. Maintaining Self-Control
- Conflict Management: 03. The EASY Conflict Management Process
- Conflict Resolution in Industrial Facilities
- Conflict Resolution in Industrial Facilities (Spanish)
- Conflict Resolution in the Office
- Conflict Resolution in the Office (Spanish)
- · Connecting with Remote Employees
- Connections
- Considering Part-Time and Job Sharing for Your Team
- Continuency Planning Worksheet
- Controlling Disruptive People
- Corporate Social Responsibility
- Creative Ways to Reward and Motivate Employees
- Crisis Management: 01. Creating a Crisis Management Plan
- Crisis Management: 02. Preparing for Crises
- Crisis Management: 03. Responding to Natural Disasters
- Crisis Management: 04. Responding to Emergencies
- Crisis Management: 05. Business Continuity During a Crisis
- Crisis Management: O6. Media Inquiries During a Crisis
- Crisis Management: 07. Brand Management During a Crisis
- Criticism and Discipline Skills for Managers and Supervisors
- Delegation: Delegation Audit (Apply It Tool)
- Delegation: Eight Obstacles to Delegation (Interactive Infographic)
- Delegation: Introduction to Delegation
- Delegation: Making Sure the Work Gets Done
- Delegation: Preparing Your Team for Delegation
- Delegation: Task Assignment Checklist (pdf/word job aid)
- Delegation: The Five-Step Delegation Process
- Delivering Critical Feedback
- Developing a Learning Culture
- · Developing Remote Employees
- · Developing Tact
- Documenting Performance: Documentation Do's and Don'ts
- Documenting Performance: Legal Issues of Documenting Performance
- Documenting Performance: Tips to Make Performance Reviews a Breeze
- Doing More With Less
- Effective Communication for Remote Workers
- Effective Delegation Skills
- Effective Emergency Management & Disaster Planning
- Effective Negotiation Tactics for Supervisors
- Effectively Challenge the Status Quo
- Eight Roles of Today's Leader
- Flitel
- Empathy as a Leader
- Employee Discipline for Managers and Supervisors
- Employee Motivation: Identifying and Addressing Demotivated Employees

- Employee Motivation: Managing Motivational Factors within Your Teams
- Employee Motivation: Managing Motivational Factors within Yourself
- Employee Motivation: Understanding Motivational Needs
- Employee Retention and Turnover: Reducing Employee Turnover
- Employee Retention and Turnover: The Cost of Employee Turnover
- Employee Retention and Turnover: Why Are Our Best People Leaving?
- Ethics and Code of Conduct
- Feedback That Works
- Fighting for Your Team
- · Finding a Mentor Like You
- Fix That Bad Attitude
- Four Things All New Supervisors Must Remember: E.X.A.L.T.
- Four Things All New Supervisors Must Remember: S.H.A.K.E.
- Four Things All New Supervisors Must Remember: S.U.P.E.R.
- Fred Pryor on Leadership
- Giving Feedback
- Going from Coworker to Boss
- Going From Coworker to Boss (French)
- Going From Coworker to Boss (French-Canadian)
- Going From Coworker to Boss (Spanish)
- Helping Employees Use Their Time Wisely
- Helping Others Solve Problems

- How to Baragin Better with Vendors and Suppliers
- How To Be a Socially Responsible Company
- How to Be Assertive Not Aggressive
- How to Become a Mindful Leader
- How to Break Bad News
- How to Deal with Employee Complaints and Concerns
- How to Handle the Management Problems of a Technical Specialist
- How to Manage, Train and Motivate the Change-Resistant Employee
- How to Overcome Disruptive Workstyle Differences
- How to Prevent Quiet Quitting
- How to Read, Interpret and Troubleshoot Contracts
- How to Supervise Bad Attitudes & Negative Behaviors
- How to Supervise Off-Site Employees
- · How to Understand and Administer a Budget
- Impedership
- Influencing
- Inheriting Underperformers
- Intellectual Property
- Internal Transfers
- Intro to Quality Assurance and Quality Control
- Introduction to Authentic Leadership
- Introduction to Business Psychology
- Introduction to Intentional Leadership

- Introduction to Managing Remote Employees
- Introduction to Servant-Based Leadership
- Introduction to VUCA Framework
- Introduction to Working Remotely
- Introverts and Extroverts: Introduction to Introverts and Extroverts
- Introverts and Extroverts: Managing Extroverts
- Introverts and Extroverts: Managing Introverts
- 150 9000
- It's Okay Not to Know
- Knowledge Transfer: Barriers to Knowledge Transfer
- Knowledge Transfer: Implementing Knowledge Transfer
- Knowledge Transfer: Why Knowledge Transfer
- · Leader's Toolbox: The Change Environment
- · Leaders Working with Leaders: Building Your Team
- Leaders Working with Leaders: Building Your Team (French)
- Leaders Working with Leaders: Building Your Team (French-Canadian)
- Leaders Working with Leaders: Building Your Team (Spanish)
- Leadership and Power: Honing Your Power
- Leadership and Power: The Bases of Power
- · Leadership and Power: Using Your Power in Your Community
- Leadership Fundamentals: Becoming a Followable Leader
- Leadership Fundamentals: Characteristics of a Leader
- Leadership Fundamentals: Developing Yourself
- Leadership Fundamentals: Empowering Others
- Leadership Fundamentals: How to Inspire as a Leader
- Leadership Fundamentals: Listening as a Leader Leadership Fundamentals: The Leadership Toolkit
- Leadership Self-Assessment: Are You A Trustworthy Leader? Leadership Self-Assessment: Are You Building An Innovative Workplace?
- Leadership Self-Assessment: Communication
- Leadership Self-Assessment: Do You Lead With Integrity?
- Leadership Self-Assessment: Do You Promote A Positive Work
- **Environment?**
- Leadership Self-Assessment: Listening • Leadership Self-Assessment: Motivational Leadership
- Leadership Self-Assessment: What's Your Leadership Quotient?
- Leadership Self-Assessment: What's Your Leadership Style?
- Leading a High-Performance Team
- Leading a Team: 01. Leading a Team • Leading a Team: 02. Team Building and the Tuckman Model
- · Leading With Authenticity: Becoming an Authentic Leader
- Leading With Authenticity: What Is Authentic Leadership?
- Learn to Lead: Coaching to Promote Performance
- Learn to Lead: Collaboration The Key to Successful Solutions
- Learn to Lead: Creative Collaboratina Learn to Lead: How to Lead When Things Go Sideways
- Learn to Lead: Three Tips for Motivating Leadership
- Learn to Lead: You Got This! Make Decisions With Confidence · Learning to Lead
- Learning to Lead Final Exam

· Learn to Lead- Motivation Mission

- Leveraging AI for Effective Leadership Development
- Liven Up Your Culture
- Logistics Operations and Management

- Employee Recognition

- Facilities Management
- Field Tested

- Four Things All New Supervisors Must Remember: L.E.A.R.N.

- Hiring Remote Employees
- Hiring Team Players
- How to Apologize: 01. The Process
- How to Apologize: 02. The Audience
- How to Avoid the Most Common Mistakes New Managers Make

- How to Build Resilience



- · Love 'em or Lose 'em
- Lunch and Learn: Active Listening
- Lunch and Learn: Analyzing Team Goals
- Lunch and Learn: Assertive Communications Practice
- Lunch and Learn: Building Team Identity and Commitment
- Lunch and Learn: Creative Thinking
- Lunch and Learn: Diffusing Defensive Behavior
- Lunch and Learn: Evaluating Norms
- Lunch and Learn: Feedback Coaching
- Lunch and Learn: Individual and Team Impact
- Lunch and Learn: Leadership Communication
- Lunch and Learn: Office Staff Check-In
- Lunch and Learn: Promoting Positive Emotions
- Lunch and Learn: Providing Feedback
- Lunch and Learn: Refining Budget Processes
- Lunch and Learn: Stimulating Group Creativity
- Lunch and Learn: Team Power
- Lunch and Learn: Working Styles and Goal Alignment
- Making Employees Feel Heard
- Making the Transition from Staff to Supervisor
- Manage Diversity and Grow (French)
- Manage Diversity and Grow (French-Canadian)
- Manage Diversity and Grow (Spanish)
- Managers as Mentors
- Manager's Guide to Employee Performance Improvement
- Manager's Legal Issues: A Manager's Roadmap Terminating a Former
 Peer
- Manager's Legal Issues: Background Checks and Screenings
- Manager's Legal Issues: Deciphering the FMLA for Managers
- Manager's Legal Issues: Effective Safety Management in the Workplace
- Manager's Legal Issues: Legal and Ethical Aspects of Employee Privacy
- Manager's Legal Issues: The Power of An Interview Checklist
- Manager's Legal Issues: Understanding the ADA A Guide for Managers
- Manager's Toolbox: Battling a Toxic Environment (French)
- Manager's Toolbox: Battling a Toxic Environment (French-Canadian)
- Manager's Toolbox: Battling a Toxic Environment (Spanish)
- Manager's Toolbox: Building an Engaged Organization
- 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: 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 (French)
- Manager's Toolbox: The Power of Positive Language (French-Canadian)
- Manager's Toolbox: The Power of Positive Language (Spanish)
- Manager's Toolbox: Time Management and Your Team
- Manager's Toolbox: Time Management and Your Team (French)
- Manager's Toolbox: Time Management and Your Team (French-Canadian)
- Manager's Toolbox: Time Management and Your Team (Spanish)
- Managers, Not MBAs
- Managing a Hybrid Team: Managing a Hybrid Workforce
- Managing a Hybrid Team: Managing Culture in a Hybrid Team
- Managing a Hybrid Team: Team Building for a Hybrid Team
- Managing a Hybrid Team: Tools for a Hybrid Workforce

- Managing Challenging Clients
- Managing Conflict: A Collaborative Approach
- Managing for Accountability
- Managing for Engagement: Creating Engagement
- Managing for Engagement: Engagement Matters
- · Managing for the Grapevine
- Managing Interns
- Managing Knock Your Socks off Service
- Managing Negativity
- Managing People in a Downturn
- Managing People Offsite
- Managing Prejudice Within Your Team
- Managing Remote Employees
- Managing Risk: Decision Making
- Managing Up: The Art of Managing Your Manager
- Matrix Organization Structures
- Maximizing Employee Performance
- Meal & Rest Break Training: CA Manager & Supervisors
- Measuring for Success
- Mediating Employee Conflict
- Meeting the Delegation Challenge
- Mentoring: Creating a Successful Mentoring Relationship
- Mentoring: How to Create a Mentoring Program
- Mentoring: How to Match Mentors and Mentees
- Mentoring: Making a Mentoring Agreement
- Mentoring: Mentoring Meeting Guidelines
- Mentoring: The What and the Why
- Mentoring: What is a Mentoring Program
- Mission, Vision and Values: 01. Mission Statements
- Mission, Vision, and Values: 02. Vision Statements
- Mission, Vision, and Values: 03. Value Statements
- Motivating and Retaining the Teenage Worker
- Motivation
- Moving from Technical Professional to Manager
- New Manager Starter Kit: Lesson 1 Exploring the New Manager Skill Set
- New Manager Starter Kit: Lesson 2 Setting SMART Goals
- New Manager Starter Kit: Lesson 3 Understanding Leadership and Power
- New Manager Starter Kit: Lesson 4 Five Best Practices: Model the Way
- New Manager Starter Kit: Lesson 5 Five Best Practices: Inspire a Shared Vision
- New Manager Starter Kit: Lesson 6 Five Best Practices: Challenge the Process
- New Manager Starter Kit: Lesson 7 Five Best Practices: Enable Others to Act
- New Manager Starter Kit: Lesson 8 Five Best Practices: Encourage the Heart
- No Magic Bullet
- On Selecting, Developing and Managing Talent
- Onboarding Remote Employees
- Operations Rules
- Organizational Behavior
- Organizational Communication
- Organizational Dysfunction: Eight Signs of a Dysfunctional Organization
- Organizational Dysfunction: Fixing the Dysfunction
- Organizational Learning
- Organizational Skills

- · People People
- Performance Gaps: A Diagram for Success: Find the Right Solution to Improve Performance
- Performance Gaps: Got Gaps? Discover the Real Reason for Performance Gaps
- Performance Gaps: Setting Clear Expectations: What You Say & What They
 Hoar
- Performance Gaps: Solve Performance Gaps: When They Can't Do It
- Performance Gaps: Solve Performance Gaps: When They Won't Do It
- Performance Gaps: Test Your Skills: Tackle Performance Gaps Head-On
- Performance Gaps: Uncover What You Don't Know About Your Team's
 Performance Gaps
- Performance Intervention Maps
- Performance Reviews with Less Stress and Better Results
- Performance Reviews: 7 Steps to Prepare
- PMI Organizational Change Management
- Positioned
- Powerful Listening Skills
- Practice: Conducting Performance Appraisals
- Practice: Leading With Integrity
- Preventing Unlawful Workplace Harassment in Federal Agencies Manager Edition
- Problem Solving With Your Team
- Product Management and Development
- Productive Performance Appraisals
- Productivity Through Praise
- Progressive Discipline
- Project Management for Non-Project Managers
- Proper Introductions: Virtual Introductions
- Providing Feedback
- Put the Moose on the Table
- Put Your Business on Autopilot
- Qualitative Data Collection
- Quality: Criteria
- Quality: Introduction
- Quality: Roadblocks
- Quality: TermsQuality: What It Costs
- Quality: Why It Matters
- Resource: Clarifying Assignment Understanding
- Resource: Habits of Highly Effective Coaches
- Resource: Leadership Habits That Inspire and Improve Performance
- Resource: Organizational Perception Survey
- Resource: Overcoming Actions That Demotivate Teams
 Resource: Performance Improvement Plan Template
- Resource: Plotting Team Performance
 Resource: Team Member Needs Assessment
- Resource: Work Environment Checklist
- Retail Conflict Management: 01. Why Retail Conflict Management?
 Retaining Your Best People
- Return on Investment (ROI) Basics
- D:-
- Risk Management Basics: Creating a Healthy Risk Culture
- Risk Management Basics: Defining Hazards, Risks, and Loss
- Risk Management Basics: Embedding Risk Management Process
- Risk Management Basics: Employee Health

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- Risk Management Basics: Financial Basics
- Risk Management Basics: Identifying Risks
- Risk Management Basics: Preventative Maintenance
- Risk Management Basics: Reputation Management
- Risk Management Basics: Risk Assessment
- Risk Management Basics: Risk Management Techniques
- Risk Management Basics: Safety
- Risk Management Basics: Violence Awareness
- ROI at Work
- Self-Assessment: Leadership Quotient
- Self-Assessment: What's Your Conflict Management Style?
- Sense and Respond
- · Service is Front Stage
- Six Sigma: Six Sigma and Kaizen
- Six Sigma: Six Sigma and Lean
- Six Sigma: Six Sigma Basics
- Six Sigma: Six Sigma Belts and Certifications
- Six Sigma: Six Sigma Industry Applications
- Six Sigma: Six Sigma Tools
- Six Ways to Achieve Personal Excellence As A Leader
- Six Wrong Ways to Manage
- SMART Goals
- Solving the Compensation Puzzle
- Staffing to Support Business Strategy
- Staying Positive
- Stop Doing and Start Managing
- Strategic Customer Management
- Strategic Planning: A Definition
- Strategic Problem Solving for Better Decision Making
- Strategic Staffing
- Stronger Together: Delegation & Task Management: Lesson 1 -Understanding Delegation
- Stronger Together: Delegation & Task Management: Lesson 2 Qualities of a Good Delegator
- Stronger Together: Delegation & Task Management: Lesson 3 Developing a Plan
- Stronger Together: Delegation & Task Management: Lesson 4 Honing Your Skills
- Stronger Together: Delegation & Task Management: Lesson 5 Seeking Cooperation
- Stronger Together: Delegation & Task Management: Lesson 6 Enabling Your Team
- Stronger Together: Delegation & Task Management: Lesson 7 Managing
 Tasks
- Structures for Strategy
- Success for Hire
- Success Principles for Leaders
- Successful Customer Care in a Week
- Successful Delegation
- · Succession Planning: Creating a HiPo Policy
- Succession Planning: Retaining and Developing HiPos
- Succession Planning: The Importance of Succession Planning
- Succession Planning: What is a HiPo?
- Supervising a Narcissist
- Supervising Remote Employees
- Supervisor's Passport to Success

- Supply Chain Management: Inventory Control
- Supply Chain Management: Inventory Management
- Supply Chain Management: Inventory Management Strategies
- Supply Chain Management: Logistics
- Supply Chain Management: Supply Chain Transparency
- Supply Chain Management: The Role of Supply Chain
- Survive the 10 Toughest Conversations Every Supervisor Dreads
- Taking a Stand
- Talent Leadership
- Team Activity: Behavioral Styles
- Team Activity: Generationally Diverse Teams
- Team Activity: Ideal Working Environment
- Team Activity: Navigating Change
- Team Builder: Team Accountability
- Team Building Essentials: 7 C's of Creating a High-Performing Team
- Team Building Essentials: Dealing with Dysfunction
- Team Building Essentials: Developing a Positive Team Culture
- Team Building Essentials: Enforcing Team Expectations
- Team Building Essentials: Putting Your Team Members First
- Team Building Essentials: The 4 DISC Communication Styles
- Team Building Essentials: The 4 Stages of Team Development
- Tourist Tourist The Forages of Touris Borrorop
- Team Building Essentials: Understanding the Players
- Team Building: 01. What is Team Building?
 Team Building: 02. Types of Teams
- Team Building: 03. Effective Team Members
- Team Building: 04. Team Development and the Tuckman Model
- Team Building: 05. Characteristics of a Successful Team
- Team Building: 06. Teams in Crisis Situations
- Teams that Work
- Telework: How to Telecommute Successfully
- The Age of Productivity
- THE Answer for Business Success
- The Cultural Fit Factor
- · The Daily You
- The Executive Guide to Integrated Talent Management
- The Facility Manager's Handbook
- The Golden Crossroads
- The Hidden Drivers of Success
- The Leader as a Coach: Improving Your Coaching Skills
- The Leader as a Coach: Introduction to Coaching
- The Lender as a Coach. The ACHIEVE Model
- The Leader as a Coach: The CIGAR Model
- The Leader as a Coach: The CLEAR Model
- The Leader as a Coach: The FUEL Model
- The Leader as a Coach: The GROW Model
- The Leader as a Coach: The OSCAR Model
- The Leader as a Coach: The STEPPPA Model
 The Leader as a Coach: The STRIDE Model
- The Leadership Ladder
- The Lean Office
- The Manager's Role in Reducing Employee Turnover
- The Network is Your Customer
- The Performance Engagement Model
- The Productivity Tip System
 The Road to Audacity

- . The Rules of Attraction
- The Secret to Employee Motivation
- The Secret to Help Your Team Get Better Faster
- The Truth About Conflict
- The Virtual World of Work
- The Why Behind Poor Performance
- Thomas-Kilmann Conflict Resolution
- Tips for Effective Delegation
- Transformational Leadership: Creating Focus During Change
- Transformational Leadership: Dealing With Resistance
- Transformational Leadership: Transforming the Organization
- Transitioning from Peer to Boss: Assigning Work to Former Employees
- Transitioning from Peer to Boss: Balancing Team and Organizational Needs
- Transitioning from Peer to Boss: Building a New Peer Network
- Transitioning from Peer to Boss: Developing a Management Perspective
- Transitioning from Peer to Boss: Developing Your Management Style
- Transitioning from Peer to Boss: Having Difficult Conversations with
- Transitioning from Peer to Boss: Managing Former Peer Relationships
- Transitioning from Staff to Supervisor
- Trusting Your Intuition
- Turn Your Team Into Problem Solvers
- Ultimate Basic Business Skills
- Understanding Power, Influence, and Leadership
- Understanding Power, Influence, and Leadership (French)
- Understanding Power, Influence, and Leadership (French-Canadian)
- Understanding Power, Influence, and Leadership (Spanish)
- Using Your Executive Coach
- Virtual Leadership: Handling IT Challenges in Virtual Work
- Virtual Leadership: Handling Personnel Challenges Virtually
- Virtual Leadership: Leading Remote Teams
- Virtual Leadership: Shifting the Productivity Mindset
- Virtual Leadership: The Virtual Daily Standup
- Virtual Leadership: Virtual All-Company Meetings and Town Halls
- Virtual Leadership: Virtual Team Building
- Wage & Hour Basics: CA Managers & Supervisors
- 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 It Takes to Manage
- What Makes a Leader?
- What Makes a Leader? (French)
- What Makes a Leader? (French-Canadian)
- What Makes a Leader? (Spanish)
 What to Do When a Team Member Misses the Mark
- When Managers Rebel
- Work and People
- Work Habits for Remote Employees
- Workplace Harassment Prevention: Managers and Supervisor Edition
- Writing Performance Reviews
- You Get What You Expect From Employees
 Your Management Style
- Marketing

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- 49 Marketing Secrets (that Work) to Grow Sales
- Billion Dollar Branding
- Boosting Sales
- Brand Management: 01. Building Your Brand
- Brand Management: 02. Promoting Your Brand
- Brand Management: 03. Rebranding
- Brand Management: 04. Brand Statement
- Breaking Through
- Business Marketing Face to Face
- Conducting Competitor Research Online
- Determining Customer Needs
- Digital Marketing: 01. What is Digital Marketing?
- Digital Marketing: 02. Types of Digital Marketing
- Digital Marketing: 03. Social Media
- Digital Marketing: 04. SEO
- Digital Marketing: 05. Content Marketing
- Digital Marketing: 06. Email Marketing
- Digital Marketing: 07. Pay-per-click
- Digital Marketing: 08. Five Things Everyone Needs to Know
- Digital Marketing: 09. Driving Traffic to Your Website
- DO IT! Marketing
- · Easy 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
- Levergaing LinkedIn for Sales
- Lunch and Learn: Content Platform Alianment
- Lunch and Learn: Writing Powerful Copy
- · Marketing Essentials: 01. Understanding Marketing
- Marketing Essentials: 02. Types of Marketing
- Marketing Essentials: 03. Brand and Product Overview
- Marketing Essentials: 04. What Everyone Needs to Know
- · Marketing Greatest Hits
- Marketing in the 21st Century and Beyond
- Marketing Plans
- Marketing Strategy: 01. What is a Marketing Strategy?
- Marketing Strategy: 02. Developing a Strategy
- Marketing Strategy: 03. B2B Marketing Strategy
- Marketing Strategy: 04. Defining Your Target Audience
- Marketing Strategy: 05. Measuring Your Marketing
- · Marketing to Millennials
- Media Training: 04. Social Media
- Media Training: Handling Tough Media
- Media Training: Introduction to Media Training
- Media Training: Media Appearances
- Place Branding
- · Pricing Perspectives
- · Public Relations Trends
- Public Relations: 01. Intro to PR

- Public Relations, N2 Proce Releases
- Public Relations: 03. Dealing with the Media
- Public Relations: 04. How to Handle Bad Press
- Reverse Psychology Marketina
- Social Media for Employees: Getting a Job: Your Social Media Presence
- Social Media for Employees: Navigating Conflict on Social Media
- Social Media for Employees: Social Media Privacy Settings
- Social Media for Employees: Top 10 Social Media Etiquette Tips
- Social Media for Employees: Using Social Media at Work
- Social Media for Employees: Using Social Media to Enhance Your Career
- Social Media for Employees: What Are My Rights?
- Social Media for Managers: Crafting a Social Media Policy
- Social Media for Managers: Engaging With Employees on Social Media
- Social Media for Managers: Getting Employees Involved in Social Media Marketina
- Social Media for Managers: Using Social Media for Hiring
- Social Media for Managers: Using Social Media for Talent Recruitment
- Strategic Marketing Planning for the Small to Medium-Sized Business
- Successful Email Marketina
- Successful Marketina
- The Brand Glossary
- The Mobile Marketing Handbook
- The New Rules of Green Marketina
- The Secrets of Successful Blogs

OSHA & Workplace Safety

- 5 Common Safety Hazards in the Office Infographic
- 7 Safety Habits That Could Save Your Life
- Accident Investigation
- Accidental Release Measures and Spill Cleanup Procedures
- Active Shooter: Surviving an Attack
- Active Shooter: Surviving an Attack (Spanish)
- Aggressive Driving
- Arc Flash
- Arc Flash (Spanish)
- Ashestos Awareness
- Asbestos Awareness (Spanish)
- Asbestos Safety 101
- Back Safety
- Back Safety in Construction Environments
- Back Safety in Transportation and Warehouse Environments
- Back Smarts: 03. Lifting and Lowering
- Bad Weather Driving
- **Bloodborne Pathogens in Commercial and Industrial Facilities**
- Bloodborne Pathogens in Commercial and Industrial Facilities (Spanish)
- Bloodborne Pathogens in First Response Environments
- Bloodborne Pathogens in First Response Environments (Spanish)
- Bloodborne Pathogens in Healthcare Facilities
- Bloodborne Pathogens: Bloodborne Pathogens for Employees
- · Box Cutter Safety

- Caught-In/Between Hazards in Construction Environments
- Caught-In/Between Hazards in Construction Environments (Spanish)
- Chainsaw Safety: Making the Cut
- Chainsaw Safety: Types of Chainsaws and Safety Precautions
- Cold Stress
- Commercial Driver's License: Accident and Fire Procedures
- Commercial Driver's License: Basic Vehicle Control
- Commercial Driver's License: CDL Overview
- Commercial Driver's License: Hazardous Driving Conditions
- Commercial Driver's License: Transporting Cargo
- Commercial Driver's License: Transporting Hazardous Materials
- Commercial Driver's License: Vehicle Inspections
- Compliance, Safety, Accountability: CSA for Employees
- Compliance, Safety, Accountability: CSA for Managers
- · Compliance, Safety, Accountability: Overview
- Compressed Gas Cylinders
- Compressed Gas Cylinders (Spanish)
- Compressed Gas Cylinders Safety
- Confined Space Entry
- Confined Space Entry (Spanish)
- Confined Spaces
- Confined Spaces for Employees: 01. Personnel Responsibilities
- Confined Spaces for Employees: 02. Understanding Permits
- Confined Spaces for Employees: 03. Atmospheric Hazards
- Confined Spaces for Employees: 04. Personal Protective Equipment
- Confined Spaces for Employees: 05. Confined Spaces for Construction
- Confined Spaces for Employers: 01. Rules and Responsibilities
- Confined Spaces for Employers: 02. Emergency Procedures and Rescue
- Confined Spaces: Introduction to Confined Spaces
- Controlling Workplace Exposure to Bloodborne Pathogens
- Coronavirus Precautions and Prevention: Common Sense Hygiene
- Coronavirus Precautions and Prevention: Coronavirus Preparedness
- Crane Safety in Industrial and Construction Environments Crane Safety in Industrial and Construction Environments (Spanish)
- Dealing with Drug and Alcohol Abuse for Employees
- Dealing with Drug and Alcohol Abuse for Managers and Supervisors
- Dealing With Hazardous Spills
- Dealing With Hazardous Spills (Spanish)
- Dealing with the Media in Emergency Situations
- Decontamination Procedures Defensive Driving
- Developing an Effective Safety Culture
- Distracted Driving
- Distracted Driving (Spanish)
- DOT Reasonable Suspicion Testing for Managers and Supervisors Part I
- DOT Reasonable Suspicion Testing for Managers and Supervisors Part II
- DOT "Reasonable Suspicion" Testing Overview for Managers and **Supervisors**
- DOT "Reasonable Suspicion" Testing Overview for Managers and Supervisors (Spanish)
- DOT Audit Checklist
- · DOT Cargo Securement
- DOT Cargo Securement (Spanish)
- DOT Commercial Motor Vehicle Inspections (Spanish)

• DOT Commercial Motor Vehicle Inspections

- Accident Investigation (Spanish)
- Aerial Lift Safety

- Back Injury Prevention
- Bloodborne Pathogens and Personal Protective Equipment (PPE)
- Bloodborne Pathogens in Healthcare Facilities (Spanish)
- Bloodborne Pathogens: Bloodborne Pathogens for Employers



OnDemand Courses

- DOT HAZMAT General Awareness
- DOT HAZMAT General Awareness (Spanish)
- DOT HAZMAT Safety Training
- DOT HAZMAT Safety Training (Spanish)
- DOT HAZMAT Security Awareness
- DOT HAZMAT Security Awareness (Spanish)
- DOT Hours of Service
- DOT Hours of Service (Spanish)
- DOT In-Depth HAZMAT Security Training
- DOT In-Depth HAZMAT Security Training (Spanish)
- · Driving Defensively
- Driving Defensively (Spanish)
- Driving Defensively for CDL/Large Vehicle Drivers Handling Adverse
- Driving Defensively for CDL/Large Vehicle Drivers Handling Adverse Conditions (Spanish)
- Driving Defensively for CDL/Large Vehicle Drivers The Basics
- Driving Defensively for CDL/Large Vehicle Drivers The Basics (Spanish)
- Driving Distractions
- Driving for Sales Professionals
- Driving Safety
- Driving Safety (Spanish)
- · Driving Safety The Basics
- Driving Safety The Basics (Spanish)
- Drug and Alcohol Testing for CDL Drivers
- Drug and Alcohol Testing for CDL Drivers (Spanish)
- Electrical Safety
- Electrical Safety (Spanish)
- Electrical Safety in the Laboratory
- Electrical Safety: 01. Basics for General Employees
- Electrical Safety: 02. Safe Work Practices and PPE
- Electrical Safety: 03. Hazard Recognition
- Electrical Safety: 04. Understanding Grounding
- Electrical Safety: 05. Arc Flash
- Electrical Safety: 06. Wiring, GFCI, and Extension Cords
- Electrical Safety: 07. Responding to Emergencies
- Electrical Safety: 08. OSHA Requirements for Employers
- Electrocution Hazards Part I Worksite Safety
- Electrocution Hazards Part I Worksite Safety (Spanish)
- Electrocution Hazards Part II Employer Responsibilities
- Electrocution Hazards Part II Employer Responsibilities (Spanish)
- Emergency Exits
- · Emergency Planning
- Emergency Planning (Spanish)
- ErgoNet: A Training Guide for Healthy Office Workers
- Evacuation Procedures
- Evacuation Procedures (Spanish)
- Evacuation Procedures in Transportation and Warehouse Environments
- · Eye Injury Safety
- Eye Safety
- · Eye Safety (Spanish)
- · Eye Safety in Construction Environments
- Eye Safety in Construction Environments (Spanish)
- Fall Protection
- Fall Protection in Industrial and Construction Environments

- Fall Protection in Industrial and Construction Environments (Spanish)
- Fall Protection: Working Safely at Heights
- Fatique and Its Effects...for CMV Drivers
- Fire Extinguisher Safety
- Fire Prevention in Healthcare Facilities
- Fire Prevention in Healthcare Facilities (Spanish)
- · Fire Prevention in the Office
- Fire Prevention in the Office (Spanish)
- First Aid
- First Aid (Spanish)
- First Aid in Construction Environments
- First Aid in Construction Environments (Spanish)
- First Aid: 01. Introduction to First Aid
- First Aid: 02. Broken Bones
- First Aid: 03. Burns
- First Aid: 04. Bites, Cuts and Scrapes
- First Aid: 05. Choking
- First Aid: AED Training
- First Aid: Bug Bites and Stings
- First Aid: Cuts and Scrapes
- First Aid: Diabetes
- First Aid: EpiPens and Allergic Reactions
- First Aid: Mammal Bites and Scratches
- First Aid: Seizures
- First Aid: Snake Bites
- First Aid: Strokes
- First Aid: Toxic Plants
- Fitness and Wellness
- Fitness and Wellness (Spanish)
- Forklift Best Practices: Narrow Aisles and Enclosed and Hazardous Areas
- Forklift Best Practices: Pedestrian Traffic Concerns
- Forklift Best Practices: Physical Conditions

Flammables & Explosives in the Laboratory

- Forklift Best Practices: Ramps and Grades
- Forklift Best Practices: Safe Travel Practices
- Forklift Best Practices: Tipovers and Loading Docks
- Forklift Safety Industrial Counterbalance Lift Trucks (Spanish)
- Forklift Safety: Forklift Operations for Employees: Load Handling • Forklift Safety: Forklift Operations for Employees: Pre-Operation
- Forklift Safety: Forklift Operations for Employees: Traveling and
- · Forklift Safety: Forklift Operations for Managers
- Forklift Safety: Forklift pt. 1
- Forklift Safety: Forklift pt. 2
- Forklift Safety: Forklift pt. 3
- Forklift Safety: Introduction to Forklifts for Employees
- Forklift Safety: Introduction to Forklifts for Managers
- Front Desk Safety
- Fuel Savings: ej4 Driving School
- Fuel Savinas: Idle Time
- Fuel Savings: Oil, Tune and Tires
- Fuel Savings: Order Accuracy • Fuel Savings: Power Curve
- Fuel Savings: Take Home Vehicles

- GHS Container Labels in Construction Environments
- GHS Container Labels in Construction Environments (Spanish)
- GHS Safety Data Sheets in Construction Environments (Spanish)

- HACCP Hazard Analysis and Critical Control Points in the Food Industry (Spanish)
- Hand and Power Tool Safety
- Hand and Power Tool Safety (Spanish)
- Hand and Power Tool Safety in Construction Environments (Spanish)
- Hand and Power Tool Safety: Preparing Your Tools and Station
- Hand and Power Tool Safety: Using Tools Safely
- Hand Injury Prevention
- Hand, Wrist and Finger Safety in Construction Environments
- · Hand, Wrist and Finger Safety in Construction Environments (Spanish)
- Harsh Braking and Harsh Acceleration
- Hazard Communication for Employees: 02. Understanding Labels and
- Hazard Communication for Employees: 03. SDS
- Hazard Communication for Employers: 01. Creating an Effective Program
- Hazard Communication for Employers: 02. Labeling
- Hazard Communication for Employers: 04. Training Requirements
- Hazard Communication in Construction Environments
- Hazard Communication in Construction Environments (Spanish)
- Hazard Communication in Healthcare Environments
- Hazard Communication in Industrial Environments
- Hazard Communication in Industrial Environments (Spanish)

- Hazardous Materials Labels (Spanish)

- HAZWOPER Overview
- Hearing Conservation and Safety
- Hearing Conservation for Employees
- · Hearing Conservation for Managers
- Heat Stress (Spanish)
- Heat Stress in Construction Environments
- Heat Stress in Construction Environments (Spanish)
- · Hot Work Safety and the Permitting Process
- Hot Work Safety and the Permitting Process (Spanish) • How to Lower Your Energy Bills: Creating a Comprehensive Energy Savings Plan
- How to Lower Your Energy Bills: Doing Your Part at Work

- GHS Safety Data Sheets in Construction Environments
- GHS Safety Data Sheets in the Laboratory
- . HACCP Hazard Analysis and Critical Control Points in the Food Industry

- Hand and Power Tool Safety in Construction Environments

- · Hand, Wrist and Finger Safety
- Hand, Wrist and Finger Safety (Spanish)

- Hazard Communication for Employees: 01. Introduction to Hazard Communication

- Hazard Communication for Employers: 03. SDS

- Hazard Communication in Healthcare Environments (Spanish)
- Hazard Recognition
- Hazard Recognition (Spanish)
- Hazardous Energy Control
- HAZCOM: What's New with OSHA?
- HAZWOPER Heat Stress
- HAZWOPER Safety Orientation
- Hearing Conservation and Safety (Spanish)
- Heat Stress



- How to Lower Your Energy Bills: Saving Fuel Costs
- 12P2: Injury and Illness Prevention Programs
- 12P2: Injury and Illness Prevention Programs (Spanish)
- Indoor Air Quality
- · Indoor Air Quality (Spanish)
- · Indoor Air Quality for Managers
- Industrial Fire Prevention
- Industrial Fire Prevention (Spanish)
- Industrial Heat Stress
- Injury Prevention for CDL Drivers
- Injury Prevention for CDL Drivers (Spanish)
- Introduction to Accident Investigation
- Introduction to GHS (The Globally Harmonized System)
- Introduction to GHS (The Globally Harmonized System) (Spanish)
- Introduction to GHS (The Globally Harmonized System) for Construction Workers
- Introduction to GHS (The Globally Harmonized System) for Construction Workers (Spanish)
- · Laboratory Ergonomics
- Laboratory Hoods
- Ladder Safety
- Ladder Safety in Construction Environments
- Ladder Safety in Construction Environments (Spanish)
- Ladder Safety: 01. The World of Ladders
- Ladder Safety: 02. Positioning and Climbing Ladders
- Ladder Safety: 03. Storing, Carrying, and Transporting Ladders
- Lead Exposure in Construction Environments
- · Lead Exposure in Construction Environments (Spanish)
- Lead Exposure in General Industry
- Lead Exposure in General Industry (Spanish)
- Loading Dock Safety (Spanish)
- Lockout Tagout: Energy Control Programs Details, Questions, &
- Lockout Tagout: Introduction for Everyone
- Lockout Tagout: Lockout Basics for Employees
- Lockout Tagout: Lockout Tagout Basics for Employers
- Lock-Out/Tag-Out
- Lock-Out/Tag-Out (Spanish)
- Lunch and Learn: Vibrant Safety Culture
- · Machine Guard Safety
- Machine Guard Safety (Spanish)
- Managing Workplace Safety and Health
- Manual Pallet Jack Safety (Spanish)
- Medical OSHA Compliance 2022
- Monitoring Procedures and Equipment
- Nailer Safety
- OSHA and Workplace Safety for HR Professionals
- OSHA Compliance Update: MSDS to SDS
- OSHA Guidance and Standards for Covid-19 in the Workplace
- OSHA Record-Keeping Compliance
- OSHA Recordkeeping: 01. General Recordkeeping Criteria
- OSHA Recordkeeping: 02. Special Cases
- OSHA Recordkeeping: 03. First Aid
- OSHA Recordkeeping: 04. Understanding OSHA Forms and Privacy
- OSHA Recordkeeping: 05. Reporting Requirements for Serious Events

- OSHA Recordkeeping: 06. New Electronic Rule
- 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
- Personal Protective Equipment (PPE)
- Personal Protective Equipment (PPE) (Spanish)
- Personal Protective Equipment in Construction Environments
- Personal Protective Equipment in Construction Environments (Spanish)
- Personal Protective Equipment: Construction Industry PPE
- Personal Protective Equipment: Eye & Face Protection
- Personal Protective Equipment: Foot Protection
- Personal Protective Equipment: General Overview
- Personal Protective Equipment: Hand and Arm Protection
- Personal Protective Equipment: Head Protection
- Personal Protective Equipment: Hearing Protection
- Personal Protective Equipment: Introduction to PPE
- Personal Protective Equipment: PPE for Managers
- Personal Protective Equipment: Respiratory Protection
- Planning for a Pandemic: Business Continuity
- Planning for a Pandemic: External Communications
- Planning for a Pandemic: Internal Communications
- Planning for a Pandemic: Preparing for a Pandemic
- Planning for Laboratory Emergencies
- Portable Fire Extinguishers for Employees
- Portable Fire Extinguishers for Managers
- Preparing for an OSHA Inspection
- Preventing and Managing Fatigue...for CMV Drivers
- Resource: OSHA Training Plan Requirements
- Resource: OSHA Written Plans Checklist
- Rigging Safety in Industrial and Construction Environments
- Rigging Safety in Industrial and Construction Environments (Spanish)
- Robbery Safety
- Safe Lifting
- Safe Lifting (Spanish)
- Safe Lifting in Transportation and Warehouse Environments
- Safety Audits
- Safety Audits (Spanish)
- Safety Awareness for New Employees
- Safety Awareness for New Employees (Spanish)
- Safety First: Fire Extinguisher Use
- Safety for Employees: Carbon Dioxide for Employees
- Safety for Employees: Carbon Monoxide for Employees
- Safety for Employees: Flammable and Combustible Liquids for Employees
- Safety for Employees: Machine Guard Safety for Employees
- Safety for Employees: Propane Gas for Employees
- Safety for Managers: Carbon Dioxide for Managers • Safety for Managers: Carbon Monoxide for Managers
- Safety for Managers: Flammable and Combustible Liquids for Managers
- Safety for Managers: Machine Guard Safety for Managers
- Safety for Managers: Propane Gas Safety for Managers
- Safety Housekeeping and Accident Prevention Safety Housekeeping and Accident Prevention (Spanish)
- Safety Management
- Safety Orientation

- Safety Orientation (Spanish)
- Safety Orientation in Construction Environments
- Safety Orientation in Transportation and Warehouse Environments
- Safety Showers & 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
- · Scissor Lifts in Industrial and Construction Environments (Spanish)

- Slips, Trips and Falls
- Slips, Trips and Falls (Spanish)
- Slips, Trips and Falls in Construction Environments
- Slips, Trips and Falls in Industrial Environments
- Slips, Trips and Falls in Transportation and Warehouse Environments
- Slips, Trips, and Falls for Managers
- Supported Scaffolding Safety in Industrial and Construction Environments
- Supported Scaffolding Safety in Industrial and Construction Environments
- Suspended Scaffolding Safety in Construction Environments
- Suspended Scaffolding Safety in Construction Environments (Spanish)
- Tuberculosis in the Healthcare Environment
- Tuberculosis in the Healthcare Environment (Spanish)
- Understanding Hazardous Waste
- Understanding Workers' Compensation Exam
- Universal Waste
- Using Fire Extinguishers
- Walking and Working Surfaces in Transportation and Warehouse Environments
- Welding Safety
- Welding Safety (Spanish)
- What Is Human Trafficking?
- Winter Safety
- · Winter Safety (Spanish)
- · Workers' Comp 10 Must Ask Questions Workers' Compensation Basics
- Working in Cold Weather

- Safety Orientation in Construction Environments (Spanish)

- · Safety Toolbox: What You Need to Know About Emergency Exits
- See Something, Say Something
- Silica Safety in Industrial and Construction Environments
- Silica Safety in Industrial and Construction Environments (Spanish)
- Slip, Trip and Fall Prevention

- Slips, Trips and Falls in Construction Environments (Spanish)
- Slips, Trips, and Falls
- Struck-By Hazards in Construction Environments
- Struck-By Hazards in Construction Environments (Spanish)
- (Spanish)

- Two-Wheeled Handcart
- Understanding Chemical Hazards
- Understanding Industrial Hygiene

- Using Fire Extinguishers (Spanish)
- What is OSHA?



OnDemand Courses

- Working in Hot Weather
- Workplace Safety in Action: Safety Committees
- Workplace Safety: Active Shooter
- Workplace Safety: Active Shooter: Lesson 1 Introduction
- Workplace Safety: Active Shooter: Lesson 2 How We React
- Workplace Safety: Active Shooter: Lesson 3 Safe, Secure, Survive
- Workplace Safety: Active Shooter: Lesson 4 Making a Plan
- Workplace Safety: Active Shooter: Lesson 5 Company Plans
- Workplace Safety: Active Shooter: Lesson 6 Working with Law
- Workplace Safety: Active Shooter: Lesson 7 Conclusion
- Workplace Security
- Workplace Security (Spanish)
- Workplace Stress
- Workplace Stress (Spanish)
- Workplace Violence in Transportation and Warehouse Environments

Personal Development

- 3 Steps to Effective Prioritization
- Active Learning Techniques
- Activity: Establishing SMART Goals
- Asking for Feedback
- Avoiding Mistakes in Decision Making
- Becoming a Great Team Member: Leverage Personal Strengths
- Becoming a Great Team Member: Offer Peer Support
- Becoming a Great Team Member: Provide Constructive Peer-to-Peer Feedback
- Becoming a Great Team Member: Take Initiative and Be Proactive
- Becoming Detail Oriented
- Brainstorming Mastery: Generate Creative & Innovative Ideas
- Breaking the Stress Cycle
- Bring a Solution, Not Just the Problem
- Building Accountability: Trust and Performance at Work
- Building Accountability: Managing Yourself
- Building Accountability: Taking Ownership
- Building Confidence
- Business Meals: Table Manners
- Career Change
- · Civility in the Workplace
- · Clashing with Your Boss
- Common Sense: Common Sense and Management
- Common Sense: Common Sense and Professional Relationships
- Common Sense: Common Sense in Decision-Making
- Common Sense: Critical Thinking and Common Sense
- Communicating with the C-Suite: After-Work Socializing
- Communicating with the C-Suite: Around the Coffee Machine
- · Communicating with the C-Suite: During Meetings
- · Communicating with the C-Suite: In The Hallways
- · Communicating with the C-Suite: Sending an Email
- Compliments: How to Give a Compliment
- · Compliments: How to Receive a Compliment
- Conducting a Performance Review
- Conquering Procrastination to Enhance Mental Endurance and Productivity
- . Control the Chaos and Clear Out the Clutter
- Convenience Store Diet
- · Coronavirus Precautions and Prevention: Stay Calm, Stay Informed

- Coronavirus Precautions and Prevention: Travel Safely
- · Create Your Own Memory Hooks
- Creating a Family Leave Policy
- Creating a Parental Leave Policy
- Creating a Work Plan
- Critical Thinking: Become a Critical Thinker
- Critical Thinking: Use Critical Thinking at Work
- Critical Thinking: What it is and Why it Matters
- Decision Making Basics: 05. Generating Options

- Decision Making Basics: 03. Making Quick Choices
- Decision Making Basics: 06. Decision-making Models
- Decision Making Basics: Decision-Making Styles
- Deskercises: Arms and Shoulders
- Deskercises: Chest, Neck, and Back
- Deskercises: Legs and Backside, While Sitting
- Deskercises: Simple, Cardio, and Core
- Digital Stress and Addiction
- Don't be a Calvin! (Dealing with Allergies)
- Don't Burn Your Bridges
- Emotional Intelligence Action Plan
- **Empowering Employee Decisions**
- **Ergonomics: Adjusting Your Workspace**
- Ergonomics: Chairs 101
- Ergonomics: Ergonomic Basics
- Ergonomics: Reducing Eyestrain
- · Ergonomics: Stretching at Work
- Failure is an Option: Accepting Failure
- Failure is an Option: Moving Forward and Learning from Failure
- Failure is Obsolete
- Fighting the Flu: Call for Backup
- Fighting the Flu: Gain the Upper Hand
- Fighting the Flu: Get To Know Your Opponent
- Fighting the Flu: The Fight is On!
- Focus: Focusing During Times of Hardship
- Focus: Focusing in a Noisy Workplace
- Givers, Takers, and Matchers
- Goal Setting: Make Your Goals S.M.A.R.T.
- · Green Cleaning Concepts
- Green Purchasing
- Hahits: 01 What Are Hahits?
- Habits: 02. Micro Habits
- Habits: 04. Breaking Habits Handling Stress
- · Healthy Hygiene: Cleaning Your Workstation
- · Healthy Hygiene: Hand Hygiene

- Healthy Hygiene: Shared Workstation Hygiene
- Healthy Hygiene: Staying Home Sick
- Healthy Hygiene: The Benefits of Wearing a Mask
- Helping Your Employees Find Purpose
- How to Avoid Employee Burnout
- How to Beat Insomnia
- · How to Beat Jet Laa
- How to Finish What You Start
- How to Know What You Don't Know: 01. Getting Up to Speed
- How to Know What You Don't Know: 02. Identifying Blind Spots
- How to Receive Feedback
- How to Sit Correctly (French)
- · How to Sit Correctly (French-Canadian)
- How to Sit Correctly (Spanish)
- How-To Tool: Decision Matrix
- Hybrid Work Environments: Collaborating in a Hybrid Work Environment
- Hybrid Work Environments: Communication in a Hybrid Work Environment
- Hybrid Work Environments: Establishing Your Hybrid Work Schedule
- Hybrid Work Environments: How To Be a Great Hybrid Work Employee Hybrid Work Environments: Setting Up Your At-Home and In-Person
- Hybrid Work Environments: Time Management in a Hybrid Work
- Environment Identifying Unintended Consequences
- Identifying Your Strengths
- Imposter Syndrome
- Improve Your Memory, Improve Your Productivity
- Improving Memory: 01. Why Can't I Remember Anything?
- Improving Memory: 02. Tips and Tricks to Help Improve Your Memory
- Is It Better To Be Agreeable or Disagreeable?
- Keep Your Cool: Changing Perspective
- Keep Your Cool: Controlling Anger
- Keep Your Cool: Preventing Anger
- Keep Your Cool: Types of Anger
- Keep Your Cool: Warning Signs
- . Keep Your Cool: What Is Anger?
- Keeping Track of Your Teen While You're at Work
- . Know Your EAP: Promoting Your EAP
- Know Your EAP: Using Your EAP
- Know Your Numbers: Blood Pressure
- Know Your Numbers: BMI Know Your Numbers: Cholesterol
- Know Your Numbers: Glucose
- Learning Styles: Develop Your Learning
- Learning Styles: Different Learning Styles
- Learning Styles: Managing Multiple Learning Styles • Let's Work It Out
- Liars: How to Deal with Liars
- Liars: How to Spot Liars
- · Living Large on Less
- · Lunch and Learn: Designing an Individual Development Plan
- · Making Learning Stick
- Makina Sense of Feedback
- Manager's Toolbox: Building an Engaged Organization (French)
- Manager's Toolbox: Building an Engaged Organization (French-Canadian)

- Critical Thinking: Critical Thinking Outside the Box
- Decision Making Basics: 04. Facts vs Opinions
- Decision Making Basics: 01. Gathering Information
- Decision Making Basics: 02. Understanding Motivation

- Deskercises: Legs and Backside, While Standing
- Developing Your Strengths

- · Ethics for Everyone

- Fighting the Flu: Throw in the Towel
- Giving Advice

- Habits: 03. Habit Stacking



- Manager's Toolbox: Building an Engaged Organization (Spanish)
- Managing Information Overload
- Managing Time Vs. Energy
- Managing Your Employee's Work-Life Balance
- Memory Challenge: Mnemonics
- Mental Health: Destigmatizing
- Mental Health: Managing Mental Health Issues
- Mental Health: Navigating Your Own Mental Health
- Mindful Productivity: 10 Strategies to Enhance Productivity (Spanish)
- Mindful Productivity: Clutter to Clarity Workspace Organization
- Mindful Productivity: Clutter to Clarity Workspace Organization (Spanish)
- Mindful Productivity: Self-Care Tactics for Workplace Wellness
- Mindful Productivity: Self-Care Tactics for Workplace Wellness (Spanish)
- · Mindful Productivity: Strategies to Enhance Productivity
- Mindful Productivity: Tips to Declutter Your Inbox
- Mindful Productivity: Tips to Declutter Your Inbox (Spanish)
- Mindful Productivity: Work-Life Balance in 7 Steps
- Mindful Productivity: Work-Life Balance in 7 Steps (Spanish)
- · Money Secrets of the Rich
- Moving Up: 01. Defining Your Career
- Moving Up: 02. Maintaining Your Resume
- · Moving Up: 03. Internal Interviews
- Moving Up: 04. Asking for a Raise
- Moving Up: 05. Internal Networking and Connecting with Executives
- Not Every Great Employee is Management Material
- Optimizing Work-Life Balance
- Participating in a High Performance Team
- Perceptions: Managing How You're Perceived
- Perceptions: Rebuilding Your Reputation
- Perceptions: Understanding Perceptions
- Personal Roundaries at Work
- Personal Brands
- Planning for Maternity Leave: 01. The First Trimester
- Planning for Maternity Leave: 02. The Second Trimester
- Planning for Maternity Leave: 03. The Third Trimester
- Power of Positive Thinking
- Practice: Emotional Motivation and Resilience
- Practice: How Much Do You Know About Creating SMART Goals?
- Practice: Self-Awareness and Self-Regulation
- Preparing for Pumping at Work
- Pre-Vacation Planning
- Problem Solving: 01. Introduction to Problem Solving
- Problem Solving: 02. Define the Problem
- Problem Solving: 03. Determine the Root Cause
- Problem Solving: 04. Generate Solutions
- Problem Solving: 05. Evaluate and Select Solutions
- Problem Solving: 06. Implement Solutions
- Problem Solving: 07. Monitor the Situation
- Professional Boundaries: Confidentiality
- Professional Boundaries: Conflicts of Interest
- Professional Boundaries: Nepotism and Favoritism
- Professional Boundaries: Office Romances
- Protecting Your Mobile Devices: Loss
- · Protecting Your Mobile Devices: Malware
- Quick Tips: Making Ethical Decisions

- · Ready for Pretirement
- Recognize Eye Strain (French)
- Recognize Eye Strain (French-Canadian)
- Recognize Eye Strain (Spanish)
- **Recovering From Mistakes**
- Reduce Eye Strain (French)
- Reduce Eye Strain (French-Canadian)
- Reduce Eve Strain (Spanish)
- Relationship-Building with Colleagues
- Relationship-Building with Your Supervisor
- Remote Employee Mental Health: Maintaining the Mental Health of Your Remote Employees
- Remote Employee Mental Health: Maintaining Your Mental Health as a Remote Employee
- Representing Your Brand
- Resource: Action Plan for Growth
- Resource: Challenging Self-Limiting Beliefs
- Resource: Finding Your Professional Sweet Spot
- Resource: Prioritization Matrix
- Resource: SCAN Assessment
- Resource: Task Organizer
- Rethinking Brainstorming
- Returning from Maternity Leave
- Returning to Work After a Gap: 01. Revamping Your Resume
- Returning to Work After a Gap: 02. Interviewing After a Gap
- Returning to Work After a Loss: When a Coworker Dies
- Returning to Work After a Loss: When a Coworker Loses a Loved One
- Returning to Work After a Loss: When You've Lost a Loved One
- Returning to Work After Vacation
- Safe Money Millionaire
- Safety for Managers: Powered Industrial Trucks for Managers
- Seasonal Affective Disorder
- Self-Assessment: Are You A Practical Planner?
- Self-Assessment: Are You A Skilled Listener?
- Self-Assessment: Are You Effective at Building Rapport and Trust?
- Self-Assessment: Behavioral Styles
- Self-Assessment: Do You Delegate Well?
- Self-Assessment: Do You Have A Problem-Solving Mindset?
- Self-Assessment: How Emotionally Intelligent Are You?
- Self-Assessment: How Well Do You Handle Confilct and Confrontation?
- Self-Assessment: How Well Do You Handle Difficult Situations?
- Self-Assessment: What's Hindering Your Productivity?
- Self-Assessment: What's Your Behavioral Style? • Self-Assessment: What's Your Learning Style?
- Self-Assessment: What's Your Productivity Style?
- Self-Assessment: Working Styles
- Selfies Gone Wrong
- Setting and Managing Priorities: Balancing Personal and Organizational
- Setting and Managing Priorities: Deciding What's Really a Priority
- · Setting and Managing Priorities: Establishing a Productive Daily Routine
- Setting and Managing Priorities: How to Say 'No' When You Have Too Many Priorities
- Setting and Managing Priorities: Managing Priorities in a Remote Work
- Setting and Managing Priorities: Positive Procrastination and Perhaps Lists

- Setting and Managing Priorities: Sticking to a Routine with the Don't Break the Chain Technique
- Setting and Managing Priorities: Tackle Your To-Do List
- Setting and Managing Priorities: Using the 80/20 Rule for Quick
- Setting and Managing Priorities: When Everything is a Priority
- Setting Your Development Goals
- So You Have a New Boss
- Stop Throwing People Under the Bus
- Stopping the Drama
- Strategic Thinking
- Strengths Finder 2.0
- Stress Management for Women
- Stress Management: Avoidable Stress
- Stress Management: Handling Stress • Stress Management: Managing Stress
- Stress Management: Unavoidable Stress
- Stress Management: Understanding Stress
- Study Skills: How to Study Effectively
- Study Skills: Study Location
- Study Skills: Studying in Groups
- . Study Skills: When to Study
- Supercompetent
- Surviving Poor Decisions
- Swallow Your Pride
- Take a Deep Breath
- Take Charge of Your Talent
- Taking Control of Your Career: 01. Planning
- Taking Control of Your Career: 02. Knowing Yourself
- Taking Control of Your Career: 03. Taking Action
- Taking Initiative
- The Art of Saying No
- The Renefits of Time Off
- The Better Money Method
- The Craft of Winning Over Others
- . The Do's and Don'ts of Success
- The Empress Has No Clothes
- The Four Attachment Styles
- The Growth Mindset: 01. The Growth Mindset: Embracing Yet
- · The Growth Mindset: 02. Developing the Growth Mindset The Growth Mindset: 03. Limitations of a Fixed Mindset
- The Money Flow
- The ROL of Green
- The Science of Personal Productivity: Lesson 1 Schedule
- The Science of Personal Productivity: Lesson 10 Managing Stress • The Science of Personal Productivity: Lesson 2 - Accountability
- The Science of Personal Productivity: Lesson 3 Personal Forgiveness
- The Science of Personal Productivity: Lesson 4 The Power of "No" The Science of Personal Productivity: Lesson 5 - Changing Your
- The Science of Personal Productivity: Lesson 6 Decision Fatigue
- The Science of Personal Productivity: Lesson 7 Your Mindset
- The Science of Personal Productivity: Lesson 8 Effective Communication
- The Science of Personal Productivity: Lesson 9 Perfectionism
- The Science of Sleep: How Much Sleep Do You Need • The Science of Sleep: Sleep Hygiene

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- The Science of Sleep: Sleeping for Shift Work
- The Science of Sleep: The Science of Sleep
- The Toxic Work Environment: Fixing a Toxic Workplace
- The Toxic Work Environment: Signs of a Toxic Workplace
- The Toxic Work Environment: Surviving a Toxic Workplace
- Think Before You Speak
- Think Big, Live Large
- Top Productivity Apps
- Training Matters: Combatting the Forgetting Curve Employees
- Training Matters: Combatting the Forgetting Curve Managers
- Training Matters: Making Time for Training
- Troubleshoot Before Calling the IT Helpdesk
- Turning an Internship into Full-time
- Understanding Headaches: Surprising Headache Triggers
- Understanding Headaches: Understanding Headaches
- Understanding Stress
- Understanding Stress and Burnout
- Vocabulary Retention Tips and Tricks
- Voting Essentials: Beyond the Presidency
- Voting Essentials: Election Day
- Voting Essentials: Finding Common Ground
- Voting Essentials: News Literacy
- Voting Essentials: Political Parties 101
- Voting Essentials: Registering to Vote
- Voting Essentials: Single Issue Voting
- Voting Essentials: Voting for President
- Voting Essentials: Why Should I Vote?
- Voting Essentials: Your Voting Rights
- Water Conservation
- When To Let It Go
- When Your Head Isn't in Work Anymore
- · When Your Peer Becomes Your Boss: Adjust to the New Dynamic
- When Your Peer Becomes Your Boss: Capitalize on the Transition
- When Your Peer Becomes Your Boss: Offer Support and Assistance
- When Your Peer Becomes Your Boss: Provide Upward Feedback
- 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 for a Workaholic
- Working in Adversarial Relationships
- Workplace Friendships
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French)
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French-Canadian)
- 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 (French)
- Workplace Life Jacket: Tips for an Organized Workspace (French-Canadian)
- Workplace Life Jacket: Tips to Increase Productivity (French)
- Workplace Life Jacket: Tips to Increase Productivity (French-Canadian)
- Workplace Life Jacket: Tips to Remain Sane (French)
- Workplace Life Jacket: Tips to Remain Sane (French-Canadian)

- 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 Importance in the Organization
- Your Moving Abroad Checklist: 01. Research
- Your Moving Abroad Checklist: 02. Finding a Place to Stay
- Your Moving Abroad Checklist: 03. Paperwork
- Your Moving Abroad Checklist: 04. Money
- Your Moving Abroad Checklist: 05. Packing
- Your Moving Abroad Checklist: 06. Health
- Your Moving Abroad Checklist: 07. Safety
- Your Moving Abroad Checklist: 08. Moving Your Family Abroad
- Your Moving Abroad Checklist: 09. Culture Shock
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Project Management

- 10 Steps to Successful Project Management
- Agile Methodology for Project Management
- Agile Project Management
- Agile Roles Product Owner
- Agile SCRUM Master
- Building A Performance Driven Agile Team
- Critical Path Method Basics
- Effective Time Management: Eisenhower Matrix Basics
- Effective Time Management: Iceberg Method Basics
- Fundamentals of Project Management
- Gantt Chart Basics
- Improve Your Project Management
- Leading Your Agile Team and Project
- Lean Business Process Management Change Skills
- Lean but Aaile
- Lean Six Sigma Yellow Belt
- Lunch and Learn: Managing Constraints
- Lunch and Learn: Project Health Assessment
- Money for the Cause
- OKRs: Objectives and Key Results
- PMP® Certification: Project Management Basics
- Pragmatic Project Management
- Project Definition Questions Quick Reference
- Project Evaluation Questions Quick Reference
- Project Management Essentials
- Project Management for Small Business
- Project Management for Small Projects
- Project Management Fundamentals
- Project Management Overview
- Project Management Professional Prep 2021 Part 1 of 3
- Project Management Professional Prep 2021 Part 2 of 3
- Project Management Professional Prep 2021 Part 3 of 3
- Project Management, Planning, and Control
- Project Management: 01. What is a Project?
- Project Management: 02. Project Charter
- Project Management: 03. Timelines
 Project Management: 04. Negotiating
- Project Management: 05. Communicating

- Project Management: 06. Measuring and Tracking
- Project Management: 07. Handling Change
- Project Management: 08. People Problems
- Project Management: 09. Completing the Project
- Project Management: Advanced, 2nd Edition
- Project Management: Basic, 2nd Edition
- Project Management: Intermediate, 2nd Edition
 Project Plannina: Transition From Waterfall To Aaile-Scrum
- Project Scheduling: Building a Gantt Chart
- Project Scheduling: Determining Task Sequence
- Project Scheduling: Estimating Task Length
- Project Scheduling: Identify Tasks: Create a Work Breakdown Structure
- Project Scheduling: Introduction to Project Scheduling
- Project Scheduling: Project Scheduling Software
- Project Scheduling: Toolbox
- Project Teams
- Resource: Project Risk Matrix
- Scrum Framework Basics
- Setting Priorities
- Stress-Free Event Planning
- Successful Project Management in a Week
- Taking Control of Priorities and Projects
- The 77 Deadly Sins of Project Management
- The AMA Handbook of Project Management
- The Myth of Multitasking: Multitasking
 The Myth of Multitasking: Singletasking
- The Principles of Project Management
- The RACI Matrix: The RACI Matrix
- The RACI Matrix: Tips and Rules for the RACI Matrix
 Thinking on Purpose for Project Managers
- Waterfall Model Basics

Prvor+ Tutorials

- Pryor+ Tutorial for Users, How to Contact Customer Support
- Pryor+ Tutorial for Users, How to Contact Customer Support (Spanish)
- Pryor+ Tutorial for Users, Learning Paths & Series
 Pryor+ Tutorial for Users, Learning Paths & Series (Spanish)
- Pryor+ Tutorial for Users, Log In Screen
- Pryor+ Tutorial for Users, Log In Screen (Spanish)
- Pryor+ Tutorial for Users, Online and Live Account
 Pryor+ Tutorial for Users, Online and Live Account (Spanish)

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- Avoid the Top Mistakes Sales Reps Make
- Building a Sales Process
- Building GREAT Sales Relationships
- Characteristics of the Sale: Analytics and Metrics
- \bullet Characteristics of the Sale: Introduction to the Sales Cycle LINE
- Characteristics of the Sale: Key Account Selling Overview
 Characteristics of the Sale: Product Knowledge
- Characteristics of the sale: Froduct Knowledg
- Characteristics of the Sale: Sales Cycle LINE A
 Characteristics of the Sale: Sales Cycle LINE B
- Closing the Sale
- Conquering Sales Objections
- Creating Effective Sales Proposals
- Creating Your Elevator Pitch



- Cross Selling
- Developing Your Territory: Building the Sales Plan
- Developing Your Territory: Summarizing the Business Situation
- Emotional Intelligence for Sales Success
- Establishing Credibility
- Excellent Customer Service
- · Get Clients Now!
- Getting Past the Gatekeeper
- Handling Objections: Doubt
- Handling Objections: Indifference
- Handling Objections: Misunderstanding
- Handling Objections: True Negative
- How Customers Want to Be Treated
- How to Develop Your Sales Plan
- How to Leave Phone Voicemail that Get Returned
- · Leading the Sales Force
- Lunch and Learn: Sales Transaction Procedures
- Managing Enterprise Accounts: Customer Lifetime Value
- Managing Enterprise Accounts: Finding Unmet Needs
- Managing Enterprise Accounts: Handling Objections
- Managing Enterprise Accounts: Introduction
- · Managing Enterprise Accounts: No Push Close
- Managing Enterprise Accounts: No Push Selling®
- Managing Enterprise Accounts: Pre-Call Planning
-
- Managing Enterprise Accounts: Selling Benefits
- Managing Enterprise Accounts: The Five-Minute Debrief
- Managing Enterprise Accounts: Value Added Selling
- Modern Phone Sales Techniques
- Motivate Your Sales Team
- Negotiating: 01. Introduction to Negotiating
- Negotiating: 02. Framing
- · Negotiating: 03. Styles
- Negotiating: 04. Identifying Leverage
- Negotiating: 05. Analyzing Upcoming Negotiations
- Negotiating: 06. Planning for Negotiations
- ullet Negotiating: 07. The Negotiation Process
- Negotiating: 08. Reaching Agreement
- Negotiating: 09. Evaluating Your Performance
- Negotiating: 10. DISC Styles
- Negotiating: 11. Dealing with Strategies
- No, But, If
- Overview of Sales Methodologies
- ProActive Sales Management
- QuickSell
- Retailer Hot Buttons: Traffic
- Retailer Hot Buttons: Transaction Size
- Retailer Profitability Model for Retailers: 04. Frequency
- Retailer Profitability Model for Retailers: 07. Price Per Item
- Retailer Profitability Model for Retailers: Intro Frontline (Restaurant)
- Retailer Profitability Model for Retailers: Intro Frontline (Retail)
- Retailer Profitability Model: Part 1
- Retailer Profitability Model: Part 2
- Retailer Profitability Model: Part 3
- Sales 101: Appointment Making: Lesson 1 Introduction to Appointment Makina

- Sales 101: Appointment Making: Lesson 2 Speaking to Decision Makers
- Sales 101: Appointment Making: Lesson 3 The Importance of Scripts
- Sales 101: Appointment Making: Lesson 4 The Appointment Making Process
- Sales 101: Objection Handling: Lesson 5 The Five Categories of Objection
- Sales 101: Objection Handling: Lesson 6 Repeat, Reassure, and Resume
- Sales 101: Objection Handling: Lesson 7 -Turnarounds For Happy Now, Not Interested, and Too Busy
- Sales 101: Objection Handling: Lesson 8 Turnarounds For "Just Send Info"
- Sales 101: Objection Handling: Lesson 9 Turnarounds For Direct Statements/Questions
- Sales Communications: Internal Sales Communication
- Sales Communications: Writing Sales Proposals
- Sales Force Design for Strategic Advantage
- Sales Forecasting for the Salesperson
- Sales Forecasting Management
- Sales Prospecting: How to Get Past Gatekeepers
- Sales Prospecting: How to Leave Sales Voicemails
- Sales Prospecting: Sales Analytics and Metrics
- Sales Prospecting: Social Media Networking
- Sales Prospecting: The Flipped Sales Funnel
- Sales Prospecting: The Link Between Marketing and Sales
- Sales Prospecting: The Original Sales Funnel
- Sales Prospecting: The Sales Pipeline
- Sales Time Management
- Sales: Attitude is Everything
- Sales: Attitude is Everything (French)
- Sales: Attitude is Everything (French-Canadian)
- Sales: Attitude is Everything (Spanish)
- Sales: Boost Your Selling Power
- Sales: Boost Your Selling Power (French)
- Sales: Boost Your Selling Power (French-Canadian)
- Sales: Boost Your Selling Power (Spanish)
- Sales: Create Sales Proposals
- Sales: Create Sales Proposals (French)
- Sales: Create Sales Proposals (French-Canadian)
- Sales: Create Sales Proposals (Spanish)
- Sales: Overcoming Objections
- Sales: Overcoming Objections (French)
- Sales: Overcoming Objections (French-Canadian)
- Sales: Overcoming Objections (Spanish)
- Sales: Qualifying Prospects
- Sales: Qualifying Prospects (French)
- Sales: Qualifying Prospects (French-Canadian)
- Sales: Qualifying Prospects (Spanish)
- Sales: Set Goals and Manage Time
- Sales: Set Goals and Manage Time (French)
- Sales: Set Goals and Manage Time (French-Canadian)
- Sales: Set Goals and Manage Time (Spanish)
- Sales: Tips for Successful Sales
- Sales: Tips for Successful Sales (French)
- Sales: Tips for Successful Sales (French-Canadian)
- Sales: Tips for Successful Sales (Spanish)
- Salesforce Essentials: Lesson 1 Introduction
- Salesforce Essentials: Lesson 10 Managing Opportunities
- Salesforce Essentials: Lesson 11 Creating Custom Views

- Salesforce Essentials: Lesson 12 Using Salesforce Search
- Salesforce Essentials: Lesson 13 More Features
- Salesforce Essentials: Lesson 2 Getting Started
- Salesforce Essentials: Lesson 3 The Interface
- Salesforce Essentials: Lesson 4 Standard Objects
- Salesforce Essentials: Lesson 5 Managing Leads
- Salesforce Essentials: Lesson 6 Tracking Activities, Part 1
- Salesforce Essentials: Lesson 7 Tracking Activities, Part 2
- Salesforce Essentials: Lesson 8 Converting a Lead
- Salesforce Essentials: Lesson 9 Managing Accounts
- Sell Without Selling
- Selling at a Distance: Gathering Prospect Information
- Selling at a Distance: Phone Selling
- Selling at a Distance: The Virtual Presentation
- Selling New Products
- Selling Strategies: Consultative Selling
- Selling Strategies: Cyclical Selling
- Selling Strategies: Field Sales
- Selling Strategies: STUN Selling
- Selling Strategies: Tiered Selling
- Selling Strategies: Upsell and Add-Ons
- Selling to a High C
- Selling to a High D
- Selling to a High I
- Selling to a High S
- Selling To Different Customer Roles
- Selling to the C-Suite
- Selling Value Over Price
- Smilel
- Speaking Customer
- Successful Selling in Today's Economy
- Territory Management: Analyzing a Territory
- The Accidental Salesperson
- The Sales Process: Advanced Questioning Techniques
- The Sales Process: No Fuss Closina
- The Sales Process: Overcoming Objections
- The Sales Process: Uncovering Needs
- The Sales Process: Utilizing DISC in Sales
- The Secrets of Successful Negotiating
- The Unmet Need
- Turning Features into Benefits
- Upsell With Confidence
- Utilizing DISC in Sales
- Virtual Selling: Lesson 1 Introduction
- Virtual Selling: Lesson 10 Using Stories
 Virtual Selling: Lesson 11 Virtual Meeting Etiquette
- Virtual Selling: Lesson 12 The Virtual No-Show
- Virtual Selling: Lesson 13 Two-Way Versus One-Way Communication
 Virtual Selling: Lesson 14 Create Connections Using the Power of Six,
- Virtual Sellina: Lesson 16 Let's Talk Video Messagina
- Virtual Selling: Lesson 17 Producing a Personal Video
- Virtual Selling: Lesson 18 Ten Tips for Using LinkedIn
 Virtual Selling: Lesson 19 The Cadence of Follow-Through
- Virtual Selling: Lesson 2 Reactive vs. Proactive Selling



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- Virtual Selling: Lesson 3 Virtual Selling Is Here to Stay
- Virtual Selling: Lesson 4 It's Not What You Say, It's How You Say It
- Virtual Selling: Lesson 5 My Generation
- Virtual Selling: Lesson 6 The Disadvantages of Virtual Selling
- Virtual Selling: Lesson 7 The Advantages of Virtual Selling
- Virtual Selling: Lesson 8 Getting Set for a Virtual Meeting
- Virtual Selling: Lesson 9 Masterful Virtual Meetings
- What Is a Sales Process?
- What's Right for This Prospect, Today?
- When to Shut Up

Time Management

- 8-Week Get Organized Diet Quick Reference
- Brain Bites Time Management : Lesson 1 Time Management Part 1 (Spanish)
- Brain Bites Time Management : Lesson 2 Time Management Part 2 (Spanish)
- Brain Bites Time Management: Lesson 1 Time Management Part 1
- Brain Bites Time Management: Lesson 2 Time Management Part 2
- Common Time Management Problems: 01. Procrastination
- Common Time Management Problems: 02. Precrastination
- Cooperative Time Management
- Effective Time Management: Bullet Journaling Basic
- Effective Time Management: The Pomodoro Technique
- Effective Time Management: Time Blocking and Focus Time
- Effective Time Management: Workday Planning Techniques
- Handling Interruptions
- 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
- Managing Your Time
- Survey Says: Top Time-Wasters at Work
- Tackle These 10 Time Wasters Worksheet
- The Secrets of Successful Time Management
- The Time of Your Life (French)
- The Time of Your Life (French-Canadian)
- The Time of Your Life (Spanish)
- Time Management: Clear Mental Clutter
- Time Management: Make Meetings Work
- Time Management: Manage Projects
- Time Management: Prioritize Your Work
- Time Tracking Log Worksheet
- To-Do List Tool: Paired Comparison
- To-Do List Tool: Rocks, Pebbles, and Sand
- Work Life Balance Tool





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