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

- 50 Training Activities for Administrative, Secretarial, and Support Staff
- Assertiveness Skills for the Receptionist
- Effective Telephone Communication Skills for Receptionists
- Filing and Recordkeeping
- Introducing Office Management
- Managing the Front Desk
- Organizational Structure of an Office
- Organizing and Alphabetizing Files
- Organizing Computer Files
- Overview for the New Administrative Assistant
- Professional Telephone Skills
- Safety and Security Begins at the Front Desk
- Telephone Techniques: Greeting
- Telephone Techniques: Handling Angry Callers
- Telephone Techniques: Hold Please
- Telephone Techniques: Phone Etiquette
- Telephone Techniques: Taking Calls
- Telephone Techniques: Taking Messages

BUSINESS SKILLS

- A Unified Communications Strategy for Content
- All About Details (Part 1 of 2): Paying Attention to Detail
- All About Details (Part 2 of 2): How to NOT Miss the Details
- Analyzing Social Networks in Your Organization
- Are Tattoos Workplace Appropriate
- Business Analysis
- Business Attire Basics for Men: Black Tie Attire
- Business Attire Basics for Men: Black Tie Optional Attire
- Business Attire Basics for Men: Business Casual Attire
- Business Attire Basics for Men: Business Formal Attire
- Business Attire Basics for Men: Casual Attire
- Business Attire Basics for Men: Semi-Formal/Cocktail Attire
- Business Attire Basics for Women: Black Tie Attire
- Business Attire Basics for Women: Black Tie Optional Attire
- Business Attire Basics for Women: Business Casual Attire
- Business Attire Basics for Women: Business Formal Attire
- Business Attire Basics for Women: Casual Attire
- Business Attire Basics for Women: Semi-Formal/Cocktail Attire
- Business Meals: Attending a Business Meal
- Business Meals: Hosting a Business Meal
- Business Planning for Beginners
- Business Process Reengineering (BPR): Introduction (Part 1 of 6)
- Business Process Reengineering (BPR): The 3 Cs (Part 2 of 6)
- Business Process Reengineering (BPR): Characteristics (Part 3 of 6)
- Business Process Reengineering (BPR): Requirements (Part 4 of 6)
- Business Process Reengineering (BPR): Key Steps (Part 5 of 6)
- Business Process Reengineering (BPR): Pitfalls (Part 6 of 6)
- Business Recovery after a Natural Disaster
- Business Travel: Before Leaving
- Business Travel: Business Travel
- Business Travel: Hotel, Motel, Holiday Inn
- Business Travel: International Business Travel
- Business Travel: I've Got a Plane to Catch
- Business Travel: My Bags Are Packed
- Business Travel: Safe Travels
- Business Travel: Staying Healthy
- Business Travel: Technology Security
- Business Travel: There's an App for That
- Career Advancement: Documenting Your Performance (Part 1 of 7)
- Career Advancement: Preparing for Your Appraisal (Part 2 of 7)
- Career Advancement: So, You Want to Get a Raise (Part 3 of 7)
- Career Advancement: Adding Value as an Employee (Part 4 of 7)
- Career Advancement: Asking for a Raise (Part 5 of 7)
- Career Advancement: Setting Yourself Up for a Promotion (Part 6 of 7)
- Character Matters! Character and Courage
- Character Matters! Connecting Character in the Workplace
- Character Matters! Standing on Principle
- Character Matters! The Character Makeover
- Character Matters! Your Moral Compass
- Cognitive Flexibility: Flexible Thinking at Work (Part 1 of 4)
- Cognitive Flexibility: Benefits of Cognitive Flexibility (Part 2 of 4)
- Cognitive Flexibility: Increase Your Cognitive Flexibility (Part 3 of 4)
- Cognitive Flexibility: Physical Influence on Cognitive Flexibility (Part 4 of 4)
- Communication Your Ethics to Your Customers (Part 10 of 13)
- Communication Your Ethics To Your Team (Part 9 of 13)
- Concept Evaluation: Finding Support
- Concept Evaluation: Making Decisions
- Confidentiality and Intellectual Property Tips and Actions for Success (Part 3)
- Coordinating With Others: Coordinating Gone Wrong! (Part 1 of 4)
- Coordinating With Others: Preparing to Coordinate a Project (Part 2 of 4)
- Coordinating With Others: Traits of an Effective Coordinator (Part 3 of 4)
- Coordinating With Others: How Coordinators Exert Control (Part 4 of 4)
- Coping with Change: Change Behaviors
- Coping with Change: Change Model
- Coping with Change: Change Phases
- Corporate Social Responsibility
- Creating a Statement of Values (Part 11 of 13)
- Creativity: 01. Getting Creative
- Creativity: 02. Logic vs Creativity
- Creativity: 03. Techniques
- Creativity: 04. Defining Problems
- Creativity: 05. Generate and Evaluate
- Criminal versus Civil Law for Business
- Crisis Control: Apology Accepted
- Crisis Control: Keeping Your Promises
- Crisis Control: The Cover-up
- Crisis Control: Your Ethical Appearance
- Critical Thinking 101: Characteristics of Critical Thinkers
- Critical Thinking 101: Developing Yourself as a Critical Thinker
- Critical Thinking 101: Leveraging Critical Thinking at Work
- Critical Thinking 101: Recognizing Critical Thinking Errors
- Critical Thinking 101: Why We Need Critical Thinking
- Critical Thinking: Asking Effective Questions
- Cutting Edge Communication: Accepting Change
- Cutting Edge Communication: Arrogance and Humility
- Cutting Edge Communication: Brainstorming and Solving
- Cutting Edge Communication: Creating Workforce Agility
- Cutting Edge Communication: Overcoming Fears
- Cutting Edge Communication: Tying Myers-Briggs
- Cutting Edge Success at Work: Appreciate Feedback
- Cutting Edge Success at Work: Be Confident and Assertive
- Cutting Edge Success at Work: Build Employability Skills
- Cutting Edge Success at Work: Communicate Effectively
- Cutting Edge Success at Work: Demonstrate Strengths
- Cutting Edge Success at Work: Impress at job Interviews
- Do You Need a Meeting? Infographic
- During Meetings
- Effective Online Meetings 1: Manage Effective Online Meetings 2: Plan
- Effective Online Meetings 3: Technology Effective Online Meetings 4: Structure
- Effective Online Meetings 5: Design Effective Online Meetings 6: Preparation
- Effective Online Meetings 7: Presentation Effective Online Meetings 8: Follow-Up
- Eliminating the Execution Gap

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

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ONLINE COURSES

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

BUSINESS WRITING & GRAMMAR

- Bad Email Habits: What Message Are You Sending?
- Be a Grammar Genius!
- Be a Pronoun Expert!
- Business Writing and Editing for Professionals
- Clear Up the Grammar Confusion
- Common Comma Errors
- Commonly Misused Words - Skills and Drills
- Conquering Your Inner Grammarian Before It Conquers You
- Effective and Appropriate Email Use
- Effective Business Proposals
- Effective Writing Skills: Improving Readability (Part 1 of 18)
- Effective Writing Skills: Parts of Speech, Part 1 (Part 2 of 18)
- Effective Writing Skills: Parts of Speech, Part 2 (Part 3 of 18)
- Effective Writing Skills: Common Word Mix-Ups, Part 1 (Part 4 of 18)
- Effective Writing Skills: Common Word Mix-Ups, Part 2 (Part 5 of 18)
- Effective Writing Skills: Common Word Usage Errors (Part 6 of 18)
- Effective Writing Skills: Basic Grammar Rules (Part 7 of 18)
- Effective Writing Skills: Punctuation Marks -- Basic (Part 8 of 18)
- Effective Writing Skills: Punctuation Marks -- Advanced (Part 9 of 18)
- Effective Writing Skills: Constructing Effective Sentences (Part 10 of 18)
- Effective Writing Skills: Constructing Effective Paragraphs (Part 11 of 18)
- Effective Writing Skills: Getting Started on Your Writing Project (Part 12 of 18)
- Effective Writing Skills: Creating Your First Draft (Part 13 of 18)
- Effective Writing Skills: Reviewing Your Document (Part 14 of 18)
- Effective Writing Skills: Basic Spelling Rules (Part 15 of 18)
- Effective Writing Skills: Formatting Business Letters (Part 16 of 18)
- Effective Writing Skills: Composing Effective Reports (Part 17 of 18)
- Effective Writing Skills: Writing Persuasive Proposals (Part 18 of 18)
- Email Etiquette Infographic
- Grammar Guide: Abbreviations
- Grammar Guide: Active & Passive Verbs
- Grammar Guide: Adjectives
- Grammar Guide: Adverbs
- Grammar Guide: Apostrophes
- Grammar Guide: Colons & Semicolons
- Grammar Guide: Commas
- Grammar Guide: Common Errors
- Grammar Guide: End Punctuation
- Grammar Guide: Indefinite Pronouns
- Grammar Guide: Interrogative Pronouns
- Grammar Guide: Irregular Verbs
- Grammar Guide: Misused Words
- Grammar Guide: Parentheses
- Grammar Guide: Personal Pronouns
- Grammar Guide: Plural Nouns
- Grammar Guide: Quantum Marks
- Grammar Guide: Regular Verbs
- Grammar Guide: Sentences & Paragraphs

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ONLINE COURSES

- Grammar Shootout - SkillBuilder Game
- Great Grammar and Painless Proofreading
- Measurements and Magnitudes with Numbers
- Numbers and Numerals
- Political Awareness in Government Agencies
- Proposals That Work for Government Agencies
- Sending an Email
- Sentence Construction - Skills and Drills
- Thank You Notes
- Using Active Voice - Skills and Drills
- Using Numbers for Time and Money
- Using Numbers in Sentences - Skills and Drills
- Using Words or Figures for Numbers
- Writing Effective and Appropriate Emails
- Writing for the Web

COMMUNICATION
- A Positive Approach to Speaking
- Active Listening
- Active Listening Skills to Improve Communication
- Aggressive Manipulators
- Assertive Communication: The Continuum
- Assertive Communication: The Nonverbal Side
- Assertive Communication: The Three-Part Model
- Assertive Communication: Tips for Naturally Aggressive People
- Assertive Communication: Tips for Naturally Passive People
- Assertive Communication: Tips for Self-Regulation
- Assertiveness: What Kind of Communicator Are You?
- Building Great Relationships at Work (Part 1 of 5)
- Building Great Relationships with Co-Workers (Part 2 of 5)
- Building Great Relationships with Bosses (Part 3 of 5)
- Building Great Relationships with Subordinates (Part 4 of 5)
- Building Great Relationships: Building Relationships with Jerks (Part 5 of 5)
- Building Influence in the Workplace
- Building Strategic Relationships (Part 1 of 4): Planning for Strategic Relationships
- Building Strategic Relationships (Part 2 of 4): What You Have to Offer
- Building Strategic Relationships (Part 3 of 4): Starting the Relationship
- Building Strategic Relationships (Part 4 of 4): Tips for Strengthening the Relationship
- Building Your Personal Brand
- Colorful Connections - Communication Basics (P)
- Colorful Connections - Recognizing the Personalities (P)
- Colorful Connections - Team Building Basics (P)
- Communication Toolkit: Apologizing at Work
- Communication Toolkit: Becoming a Master Communicator
- Communication Toolkit: Communicating Across the Organization
- Communication Toolkit: Communicating as a Leader
- Communication Toolkit: Communicating with Confidence
- Communication Toolkit: Communication Is Critical
- Communication Toolkit: Connecting Over the Phone
- Communication Toolkit: Corresponding via Email
- Communication Toolkit: Differences Among Generations
- Communication Toolkit: Mastering Small Talk
- Communication Toolkit: Meeting Etiquette
- Communication Toolkit: Nonverbal and Body Language
- Communication Toolkit: Overcommunicating
- Communication Toolkit: Respectful Communication
- Communication Toolkit: The Power of Storytelling
- Communication Toolkit: Transparency
- Conflict: Manage Conflict Situations
- Conflict: Manage Your Emotions
- Conflict: Respond to Tension
- Conflict: Workplace Tension
- Confronting Workplace Conflict
- Cutting Edge Basic English: A Typical Day
- Cutting Edge Basic English: Asking for Help
- Cutting Edge Basic English: Be Careful
- Cutting Edge Basic English: Can I Help?
- Cutting Edge Basic English: Chatting
- Cutting Edge Basic English: Comparing
- Cutting Edge Basic English: Do You Like Them?
- Cutting Edge Basic English: Friends and Family
- Cutting Edge Basic English: Giving Information
- Cutting Edge Basic English: How Do You Feel?
- Cutting Edge Basic English: How Was Your Week?
- Cutting Edge Basic English: Instructions and Advice
- Cutting Edge Basic English: Let’s Go
- Cutting Edge Basic English: Meeting People
- Cutting Edge Basic English: Thanks
- Cutting Edge Basic English: What Are You Going to Do?
- Cutting Edge Basic English: What Do You Do?
- Cutting Edge Basic English: What’s Happening?
- Cutting Edge Basic English: Where Can We Meet?
- Cutting Edge Basic English: You Choose
- Cutting Edge Communication: Building Relationships
- Cutting Edge Communication: Presenting with Passion
- Cutting Edge Communication: Surviving Team Conflicts
- Dealing with Anger and Emotions: Quick Tips
- Dealing with Anger and Emotions: Quick Tips (French-Canadian)
- Dealing with Anger and Emotions: Quick Tips (Spanish)
- Dealing with Difficult Parents
- Dealing with Feelings
- Defining Moments
- DISC Styles: D
- DISC Styles: I
- DISC Styles: S
- DISC Styles: C
- DISC: Introduction
- DISC: Leading D
- DISC: Leading I
- DISC: Leading S
- DISC: Leading C
- DISC: Questionnaire
- DISC: Understanding DISC Styles
- Earning Trust
- Elevator Pitch
- English at Work Series: Agreeing and Disagreeing
- English at Work Series: Apologizing
- English at Work Series: Asking Questions
- English at Work Series: Clarifying and Explaining
- English at Work Series: Communicating Feedback
- English at Work Series: Comparing and Contrasting
- English at Work Series: Complaining and Criticizing
- English at Work Series: Considering Options
- English at Work Series: Descending Feelings
- English at Work Series: Describing People
- English at Work Series: Discussing Responsibilities
- English at Work Series: Encouraging Others
- English at Work Series: Expressing Ideas and Attitudes
- English at Work Series: Giving Reasons
- English at Work Series: Giving Warnings
- English at Work Series: Greeting and Introducing
- English at Work Series: Making Suggestions
- English at Work Series: Making Your Point
- English at Work Series: Speaking Where People Are
- English at Work Series: Talking about Rules
- Enhancing Interpersonal Communication Skills Final Exam
- EQ Toolbox: Becoming Socially Aware
- EQ Toolbox: Becoming Socially Aware (French)
- EQ Toolbox: Becoming Socially Aware (French-Canadian)
- EQ Toolbox: 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
- 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)
- Guidelines for Dealing with Emotions (French-Canadian)
- Handling Conflict: An Employee’s Guide
- Having Great Conversations: The Conversational Mindset (Part 1 of 4)
- Having Great Conversations: Mastering Small Talk (Part 2 of 4)
- Having Great Conversations: Achieving Productive Conversations (Part 3 of 4)
- Having Great Conversations: Practical Tips for Conversations (Part 4 of 4)

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ONLINE COURSES

- Nonverbal Communication: Workplace Standards
- Nonverbal Communication: Workplace Standards - Appearance
- Online Demos Made Easy
- Organizing and Planning a Web Conference
- Overview of Web Conferences
- Passive Manipulators
- Persuasive Communication: Introduction
- Persuasive Communication: Techniques
- Pitching and Influencing
- Power Across Cultures
- Power Speaking
- Power Speaking (Spanish)
- Powerful Listening Skills
- Powerful Listening Skills (French)
- Powerful Listening Skills (French-Canadian)
- Powerful Listening Skills (Spanish)
- Presentation Room Set Up Infographic
- Presentation Skills: After the Presentation
- Presentation Skills: Basic Questions
- Presentation Skills: Creating Slides
- Presentation Skills: Handling Distractions
- Presentation Skills: Handling Questions
- Presentation Skills: Handouts
- Presentation Skills: How to Make a Point
- Presentation Skills: Opening
- Presentation Skills: Organizing
- Presentation Skills: Psyching Up
- Presentation Skills: Punching Up Your Presentation
- Presentation Skills: Right Before the Presentation
- Presentation Skills: Using Audio Visuals
- Presenting at a Web Conference
- Putdown Offenders
- Simple Scripts for Problems at Work
- Speak Up and Be Heard! A Confidence-Boosting Course for Women
- Speaking and Listening
- 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
- The Art of Nonverbal Communication (French)
- The Art of Nonverbal Communication (French-Canadian)
- 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 Eight Basic Emotions
- The Four R's of Assertiveness
- The Great Conversationalist
- The Meaning of Being Assertive
- The Power of Conformity
- The Secret to Effective Communication
- The Six Sources of Power
- The Subtle Art of Manipulation
- The Truth About Conflict
- Understanding Your Learning Style
- Using Assertive Verbal Skills
- Why Power Is Powerful
- Working Well with Everyone: The Diversity Continuum
- Working Well with Everyone: The Mistake of Stereotyping
- Your Assertive Rights

COMPUTER SKILLS
- Creating Passwords
- Laptops and Mobile Device Tips
- Utilizing Web Search Engines

COMPUTER SOFTWARE
- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Microsoft® Access® Secrets
- 60 Minutes of Microsoft® Excel® Secrets
- 60 Minutes of Microsoft® Excel® Secrets 2013
- 60 Minutes of Microsoft® Outlook® Secrets
- 60 Minutes of Microsoft® PowerPoint® Secrets
- 60 Minutes of Outlook® Secrets 2013
- 60 Minutes of Photoshop® Secrets
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- Microsoft® Access® 2007 Finding the Information You Want
- Microsoft® Access® 2007 Intermediate
- Microsoft® Access® 2007 VBA Programming
- Microsoft® Access® 2007 Advanced
- Microsoft® Access® 2007 Customizing Data
- Microsoft® Access® 2010 Getting Started With Microsoft® Access® 2010
- Microsoft® Access® 2010 Intermediate
- Microsoft® Access® 2010 Performing Advanced Database Operations
- Microsoft® Access® 2013 Additional Database Tools
- Microsoft® Access® 2013 Advanced
- Microsoft® Access® 2013 Advanced Queries
- 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
- Microsoft® Excel® 2007 Advanced
- Microsoft® Excel® 2007 Analyzing Data
- Microsoft® Excel® 2007 Basic
- Microsoft® Excel® 2007 Build Formulas
- Microsoft® Excel® 2007 Dynamic Formulas
- Microsoft® Excel® 2007 Enter and Edit Data
- Microsoft® Excel® 2007 Formatting and Layout Options
- Microsoft® Excel® 2007 Getting Started
- Microsoft® Excel® 2007 Intermediate
- Microsoft® Excel® 2007 Power User
- Microsoft® Excel® 2007 Print Perfectly
- Microsoft® Excel® 2007 Quick Calculations
- Microsoft® Excel® 2007 Speed Up Data Entry
- Microsoft® Excel® 2007 VBA Programming
- Microsoft® Excel® 2010 Advanced
- Microsoft® Excel® 2010 Analyzing Data
- Microsoft® Excel® 2010 Advanced and Protecting a Workbook
- Microsoft® Excel® 2010 Basic
- Microsoft® Excel® 2010 Intermediate
- Microsoft® Excel® 2010 References and Ranges in Formulas
- Microsoft® Excel® 2010 VBA Programming
- Microsoft® Excel® 2010 Working with Charts
- Microsoft® Excel® 2010 Working with PivotTables
- Microsoft® Excel® 2010 Working With Workbooks
- Microsoft® Excel® 2013 Advanced
- Microsoft® Excel® 2013 Analyzing Your Data Part 1
- Microsoft® Excel® 2013 Analyzing Your Data Part 2
- Microsoft® Excel® 2013 Applying Advanced Formatting
- Microsoft® Excel® 2013 Basic
- Microsoft® Excel® 2013 Collaborating with Others
- Microsoft® Excel® 2013 Creating and Modifying Charts
- Microsoft® Excel® 2013 Creating and Opening Workbooks
- Microsoft® Excel® 2013 Formatting Data
- Microsoft® Excel® 2013 Intermediate
- Microsoft® Excel® 2013 Intermediate Student Manual
- Microsoft® Excel® 2013 Managing the Excel® Environment
- Microsoft® Excel® 2013 MOS Certification Comprehensive Vol 1-2
- Microsoft® Excel® 2013 MOS Certification Comprehensive Vol 2 of 2
- Microsoft® Excel® 2013 Moving Around and Entering Data
- Microsoft® Excel® 2013 Printing Workbooks
- Microsoft® Excel® 2013 Shortcuts, Tips, and Tricks
- Microsoft® Excel® 2013 Using Basic Formulas Part 1
- Microsoft® Excel® 2013 Using Basic Formulas Part 2
- Microsoft® Excel® 2013 Working with Shapes and Graphics
- Microsoft® Excel® 2013 Working with Tables
- Microsoft® Excel® Assessment
- Microsoft® Excel® Charts and Graphs Made Easy
- Microsoft® Excel® Forms and Reporting Made Easy
- Microsoft® Excel® Formulas Made Easy
- Microsoft® Excel® Macros for Finance Professionals
- Microsoft® Excel® Macros Made Easy
- Microsoft® Excel® Made Easy
- Microsoft® Excel® PivotTables Made Easy
- Microsoft® Excel® PivotTables Made Easy 2013
- Microsoft® Office 2007 Customize Office
- Microsoft® Office 2007 New Features
- Microsoft® Office 2007 Web Components and Collaboration
- Microsoft® Office 2010 New Features
- Microsoft® Office 2010 Performing Mail Merge
- Microsoft® Office 2010 Working with Macros in Excel® and Word
- Microsoft® Office 2016
- Microsoft® Office 365® - Calendar: Settings
- Microsoft® Office 365® - Calendar: Share Your Calendar
- Microsoft® Office 365® - Delve®: Boards
- Microsoft® Office 365® - Delve®: First Steps in Delve®
- Microsoft® Office 365® - Delve®: People
- Microsoft® Office 365® - Excel® Online: Edit a Workbook Simultaneously With Another Person
- Microsoft® Office 365® - Excel® Online: Limitations of Excel® Online
- Microsoft® Office 365® - Excel® Online: Open and Edit an Excel® Online Workbook
- Microsoft® Office 365® - Mobile: First Steps
- Microsoft® Office 365® - Mobile: Using OneDrive®
- Microsoft® Office 365® - OneDrive®: Recycle Bin
- Microsoft® Office 365® - OneDrive®: Share Files
- Microsoft® Office 365® - OneDrive®: Sync Files
- Microsoft® Office 365® - People: First Steps
- Microsoft® Office 365® - PowerPoint® Online: Create a Presentation with PowerPoint® Online
- Microsoft® Office 365® - PowerPoint® Online: Edit a Presentation Online
- Microsoft® Office 365® - PowerPoint® Online: Limitations of PowerPoint® Online
- Microsoft® Office 365® - PowerPoint® Online: Open a PowerPoint® Online Presentation
- Microsoft® Office 365® - SharePoint® Sites: Calendar
- Microsoft® Office 365® - SharePoint® Sites: Document Library - First Steps
- Microsoft® Office 365® - SharePoint® Sites: First Steps
- Microsoft® Office 365® - SharePoint® Sites: Lists
- Microsoft® Office 365® - SharePoint® Sites: Picture Library
- Microsoft® Office 365® - SharePoint® Sites: Share a Site
- Microsoft® Office 365® - SharePoint® Sites: Sync Libraries
- Microsoft® Office 365® - SharePoint® Sites: Tasks
- Microsoft® Office 365® - Skype® For Business: First Steps
- Microsoft® Office 365® - Skype® For Business: Host an Online Meeting
- Microsoft® Office 365® - Skype® For Business: PowerPoint® Presentation
- Microsoft® Office 365® - Skype® For Business: Schedule an Online Meeting

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- Microsoft® Office 365® - Video: Search for Videos
- Microsoft® Office 365® - Word Online: Create a New Document
- Microsoft® Office 365® - Word Online: Edit a Document Simultaneously
- Microsoft® Office 365® - Word Online: Limitations of Word Online
- Microsoft® Office 365®: Mobile - Accessing Videos with the Video App
- Microsoft® Office 365®: Mobile - Using Skype® for Business
- Microsoft® Office 365®: Mobile - Working with the Excel® App
- Microsoft® Office 365®: Mobile - Working with the Mail App
- Microsoft® Office 365®: Mobile - Working with the PowerPoint® App
- Microsoft® Office 365®: Mobile - Working with the Word App
- Microsoft® Office 365®: OneDrive® - Upload Files
- Microsoft® Office 365®: OneNote®
- Microsoft® Office 365®: People - Groups
- Microsoft® Office 365®: SharePoint® Sites - Discussion Board
- Microsoft® Office 365®: SharePoint® Sites - Document Library: Set and Manage Alerts
- Microsoft® Office 365®: SharePoint® Sites - Document Library: Understanding Versioning
- Microsoft® Office 365®: Skype® For Business - Advanced Presentation Features
- Microsoft® Office 365®: Skype® For Business - Presentations
- Microsoft® Office 365®: Skype® For Business - Record an Online Meeting
- Microsoft® Office 365®: Sway® - Share Your Sway® Presentation
- Microsoft® Office 365®: Video - Upload Videos
- Microsoft® Office 365®: Yammer® - External Groups
- Microsoft® Office 365®: Yammer® - Working With Groups
- Microsoft® Outlook® 2007 Advanced
- Microsoft® Outlook® 2007 Basic
- Microsoft® Outlook® 2007 Intermediate
- Microsoft® Outlook® 2007 Manage Tasks
- Microsoft® Outlook® 2007 Organize Messages
- Microsoft® Outlook® 2007 Save Time with Email
- Microsoft® Outlook® 2010 - Sending and Receiving Email Messages
- Microsoft® Outlook® 2010 Advanced
- Microsoft® Outlook® 2010 Basic
- Microsoft® Outlook® 2010 Intermediate
- Microsoft® Outlook® 2010 Managing Appointments
- Microsoft® Outlook® 2010 Managing Tasks
- Microsoft® Outlook® 2013 Advanced
- Microsoft® Outlook® 2013 Basic
- Microsoft® Outlook® 2013 Creating and Grouping Contacts
- Microsoft® Outlook® 2013 Managing Contacts
- Microsoft® Outlook® 2013 Managing Email
- Microsoft® PowerPoint® 2012 MOS Certification Comprehensive
- Microsoft® PowerPoint® 2013 Organizing Messages
- Microsoft® PowerPoint® 2013 Reading and Writing Email
- Microsoft® PowerPoint® 2013 Sending Email
- Microsoft® PowerPoint® 2013 Working with Outlook®
- Microsoft® PowerPoint® 2013: Creating and Editing Appointments
- Microsoft® PowerPoint® 2013: Creating and Managing Tasks
- Microsoft® PowerPoint® 2013: Customizing Outlook® Views
- Microsoft® PowerPoint® 2013: Managing Accounts
- Microsoft® PowerPoint® 2013: Managing Outlook® Data
- Microsoft® PowerPoint® 2013: Organizing Appointments
- Microsoft® PowerPoint® 2013: Personalizing Outlook®
- Microsoft® PowerPoint® 2013: Planning Meetings
- Microsoft® PowerPoint® 2013: Presentation Features
- Microsoft® PowerPoint® 2013: Presenting
- Microsoft® PowerPoint® 2013: Projecting
- Microsoft® PowerPoint® 2013: Organizing Content
- Microsoft® PowerPoint® 2013: Organizing Your Presentation
- Microsoft® PowerPoint® 2013: Preparing Your Slideshow
- Microsoft® PowerPoint® 2013: Presenting
- Microsoft® PowerPoint® 2013: Printing and Saving a Presentation
- Microsoft® PowerPoint® 2013: Using the Master Views
- Microsoft® PowerPoint® 2013 Working with SmartArt
- Microsoft® PowerPoint® Assessment
- Microsoft® PowerPoint® Keyboard Shortcuts
- Microsoft® Project 2007 Advanced
- Microsoft® Project 2007 Basic
- Microsoft® Project 2010 Advanced
- Microsoft® Project 2010 Basic
- Microsoft® Project 2016
- Microsoft® Project Tips and Tricks
- Microsoft® Publisher 2007 Advanced
- Microsoft® Publisher 2007 Basic
- Microsoft® Publisher 2010 Advanced
- Microsoft® Publisher 2010 Basic
- Microsoft® Publisher 2016
- Microsoft® SharePoint® Tips and Tricks
- 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 Review and Collaborate
- Microsoft® Word 2007 Type and Edit Your Document
- Microsoft® Word 2007 Using Advanced Formatting
- Microsoft® Word 2007 VBA Programming
- Microsoft® Word 2010 Advanced
- Microsoft® Word 2010 Basic
- Microsoft® Word 2010 Intermediate Training
- Microsoft® Word 2010 Working with Advanced Features
- Microsoft® Word 2010 Working with Documents
- Microsoft® Word 2010 Working with Visual Elements
- Microsoft® Word 2013 Adding Graphics
- Microsoft® Word 2013 Adding Page Elements
- Microsoft® Word 2013 Adding Special 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

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• OneNote® 2013: Customize the Quick Access Toolbar and OneNote® Options
• OneNote® 2013: Embed Files from Other Programs
• OneNote® 2013: Export a Notebook
• OneNote® 2013: Modify Formatting in a Notebook
• OneNote® 2013: Navigate the OneNote® 2013 Environment
• OneNote® 2013: Organize and Search Notebook Content
• OneNote® 2013: Proof Your Notebook and Set Up Pages for Printing
• OneNote® 2013: Send a Notebook in Different Formats by Using Outlook®
• OneNote® 2013: Share and Collaborate on Notebooks
• OneNote® 2013: Use Outlook® Integration Features
• OneNote® 2013: Use Predesigned Templates
• OneNote® 2013: Use the Recycle Bin and Explore the Backup Feature
• OneNote® 2013: View and Work with Notes
• Organizing and Selecting Social Media Record Messages
• Outlook® 2013 Part 1: Attach Files and Items
• Outlook® 2013 Part 1: Check Spelling and Grammar
• Outlook® 2013 Part 1: Create a Recurring Meeting Request
• Outlook® 2013 Part 1: Create an Email Message
• Outlook® 2013 Part 1: Create and Apply an Email Signature
• Outlook® 2013 Part 1: Create and Manage Quick Steps
• Outlook® 2013 Part 1: Create and Send an Email
• Outlook® 2013 Part 1: Create and Update Contacts
• Outlook® 2013 Part 1: Customize Reading Options
• Outlook® 2013 Part 1: Customize the Background and Theme of the Outlook® Interface
• Outlook® 2013 Part 1: Customize the Quick Access Toolbar
• Outlook® 2013 Part 1: Customize the Ribbon
• Outlook® 2013 Part 1: Delete Email Messages
• Outlook® 2013 Part 1: Enhance an Email Message with an Image
• Outlook® 2013 Part 1: Enhance an Email Message with SmartArt and Themes
• Outlook® 2013 Part 1: Format Message Content
• Outlook® 2013 Part 1: Identify the Elements of the Application Window
• Outlook® 2013 Part 1: Identify the Workspaces
• Outlook® 2013 Part 1: Manage Appointments
• Outlook® 2013 Part 1: Manage Notes
• Outlook® 2013 Part 1: Manage Tasks
• Outlook® 2013 Part 1: Organize Messages Using Folders
• Outlook® 2013 Part 1: Paste in an Email Message
• Outlook® 2013 Part 1: Print an Email Message
• Outlook® 2013 Part 1: Print Your Calendar
• Outlook® 2013 Part 1: Print Your Contacts
• Outlook® 2013 Part 1: Propose a New Time for a Meeting
• Outlook® 2013 Part 1: Read and Respond to Emails
• Outlook® 2013 Part 1: Recall a Sent Message
• Outlook® 2013 Part 1: Respond to a Meeting Request
• Outlook® 2013 Part 1: Specify Font Options
• Outlook® 2013 Part 1: Use Commands to Manage Messages
• Outlook® 2013 Part 1: Use Flags to Manage Messages
• Outlook® 2013 Part 1: Use Outlook® Help
• Outlook® 2013 Part 1: Use Tags to Manage Messages
• Outlook® 2013 Part 1: Use Tracking Options
• Outlook® 2013 Part 1: View and Organize Your Contacts
• Outlook® 2013 Part 1: View the Calendar
• Outlook® 2013 Part 1: Work with Attachments
• Outlook® 2013 Part 2: Advanced Options
• Outlook® 2013 Part 2: Assign a Task
• Outlook® 2013 Part 2: Change Data File Settings
• Outlook® 2013 Part 2: Create a Data File
• Outlook® 2013 Part 2: Delegate Folder Access by Using Folder Permissions
• Outlook® 2013 Part 2: Edit an Electronic Business Card
• Outlook® 2013 Part 2: Export Contacts
• Outlook® 2013 Part 2: Filter Messages
• Outlook® 2013 Part 2: Forward Contacts
• Outlook® 2013 Part 2: Insert Advanced Characters and Objects in an Email
• Outlook® 2013 Part 2: Language Options
• Outlook® 2013 Part 2: Manage a Task Assigned to You
• Outlook® 2013 Part 2: Manage Additional Calendars
• Outlook® 2013 Part 2: Manage Advanced Calendar Options
• Outlook® 2013 Part 2: Manage Journal Entries
• Outlook® 2013 Part 2: Manage Junk Mail
• Outlook® 2013 Part 2: Manage Meeting Responses
• Outlook® 2013 Part 3: Manage Your Mailbox
• Outlook® 2013 Part 3: Modify Message Settings and Properties
• Outlook® 2013 Part 3: Organize Messages
• Outlook® 2013 Part 3: Reply to a Task Request
• Outlook® 2013 Part 3: Search Messages
• Outlook® 2013 Part 3: Share Your Calendar with Another User
• Outlook® 2013 Part 3: Share Your Contacts with Another User
• Outlook® 2013 Part 3: Sort Messages
• Outlook® 2013 Part 3: Use Automatic Replies
• Outlook® 2013 Part 3: Use Search Folders
• Outlook® 2013 Part 3: Work with a Contact Group
• Package Your Presentation for CD in Microsoft® PowerPoint® 2016
• Page Setup in Microsoft® Excel® 2013
• Page Setup in Microsoft® Excel® 2016
• PageMaker® 7: Advanced
• PageMaker® 7: Basic
• PageMaker® 7: Intermediate
• Perform Calculations in a Table in Microsoft® Word 2013
• Perform Calculations in a Table in Microsoft® Word 2016
• Personalize and Customize Documents in Microsoft® Excel® 2013
• Personalize and Customize Documents in Microsoft® Excel® 2016
• Photoshop® CS6: Production
• Photoshop® CS6: Basic
• Photoshop® CS6: Intermediate
• Photoshop® Fundamentals (Part 1 of 10): Making Selections
• Photoshop® Fundamentals (Part 2 of 10): Complex Selections
• Photoshop® Fundamentals (Part 3 of 10): Type and the Type Tool
• Photoshop® Fundamentals (Part 4 of 10): Retouching Photos
• Photoshop® Fundamentals (Part 5 of 10): Color
• Photoshop® Fundamentals (Part 6 of 10): Mastering the Pen Tool
• Photoshop® Fundamentals (Part 7 of 10): Preparing for Output
• Photoshop® Fundamentals (Part 8 of 10): Project 1

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• QuickBooks®: Bank Reconciliation
• QuickBooks®: Bank Reconciliation Discrepancy
• QuickBooks®: Charts of Accounts
• QuickBooks®: Class Tracking
• QuickBooks®: Customize AR Forms
• QuickBooks®: Edit and Merge Accounts
• QuickBooks®: Edit Preference
• QuickBooks®: Entering Bills
• QuickBooks®: Entering Checks
• QuickBooks®: Entering Credit Card Charges
• QuickBooks®: Estimates
• QuickBooks®: File Backup
• QuickBooks®: Home Page Interface
• QuickBooks®: How to Set Up New Company
• QuickBooks®: Invoicing
• QuickBooks®: Items List
• QuickBooks®: Journal Entry
• QuickBooks®: Loan Manager
• QuickBooks®: Mastering the Chart of Accounts
• QuickBooks®: Memorized Transactions
• QuickBooks®: Mileage Tracking
• QuickBooks®: New Asset Via Check Register
• QuickBooks®: New Asset Via Journal Entry
• QuickBooks®: Pay Bills
• QuickBooks®: Pay Credit Card Bills
• QuickBooks®: Receive Payments
• QuickBooks®: Record Deposits
• QuickBooks®: Sales Receipt vs Invoice
• QuickBooks®: Sales Tax
• QuickBooks®: Setting up a Customer
• QuickBooks®: Setting Up Jobs
• QuickBooks®: Setting up Late Fees
• QuickBooks®: Setting Up Users
• QuickBooks®: Setting Up Vendors
• QuickBooks®: Statements
• QuickBooks®: Sub Accounts
• Record a Macro in Microsoft® Excel® 2013
• Record a Macro in Microsoft® Excel® 2016
• Record and Play Back a Series of Actions in Microsoft® Word 2013
• Record and Play Back a Series of Actions in Microsoft® Word 2016
• Remove the Background from an Image in a Document in Microsoft® Word 2013
• Remove the Background from an Image in Microsoft® Word 2016
• Remove the Background from an Image in Microsoft® Word 2016
• Rename a Field in a Row in Microsoft® Access® 2016
• Rename a Query Field in Microsoft® Access® 2016
• Rename a Report Field in Microsoft® Access® 2016
• Require a Password for a Database in Microsoft® Access® 2016
• Research a Topic with Smart Lookup NEW! in Microsoft® PowerPoint® 2016
• Research a Topic with Smart Lookup NEW! in Microsoft® Word 2016
• Reuse Slides in a Presentation in Microsoft® PowerPoint® 2016
• Save a Document to the Appropriate File Format in Microsoft® Word 2013
• Save a Document to the Appropriate File Format in Microsoft® Word 2016
• Save a Presentation to the Appropriate File Format in Microsoft® PowerPoint® 2016
• Save a Presentation to Video in Microsoft® PowerPoint® 2016
• Save a Workbook as a Template in Microsoft® Excel® 2013
• Save a Workbook as a Template in Microsoft® Excel® 2016
• Save and Convert PDF in Microsoft® Word 2013
• Save and Convert PDF in Microsoft® Word 2016
• Save Your Document to OneDrive® in Microsoft® Word 2016
• Save Your Documents to Windows Live OneDrive® in Microsoft® Word 2013
• Save Your Presentation to OneDrive® in Microsoft® PowerPoint® 2016
• Save Your Workbook to OneDrive® in Microsoft® Excel® 2016
• Save Your Workbook to Windows Live OneDrive® in Microsoft® Excel® 2013
• Schedule a Meeting in Microsoft® Outlook® 2016
• Search Your Email Messages in Microsoft® Outlook® 2016
• Search Your Email Messages in Microsoft® Outlook® 2016
• Select and Apply a Theme to Your Documents in Microsoft® Excel® 2013
• Select and Apply a Theme to Your Documents in Microsoft® Excel® 2016
• Send an Out of Office Reply in Microsoft® Outlook® 2016
• Send an Out of Office Reply in Microsoft® Outlook® 2016
• Send Documents from Word in Microsoft® Word 2013
• Send Documents from Word in Microsoft® Word 2016
• Send Presentations from PowerPoint® in Microsoft® PowerPoint® 2016
• Sending Documents from Excel in Microsoft® Excel® 2016
• Sending Documents from Excel in Microsoft® Excel® 2013
• Sending Documents from Excel in Microsoft® Excel® 2016
• Set a Recurring Appointment in Microsoft® Outlook® 2016
• Set a Trigger on a Video or Audio Bookmark in Microsoft® PowerPoint® 2016
• Set Properties for Content Controls in Microsoft® Word 2013
• Set Properties for Content Controls in Microsoft® Word 2016
• Set Up Show in Microsoft® PowerPoint® 2016
• Set Up Your Outlook Window Layout in Microsoft® Outlook® 2016
• Set Up Your Outlook® Window Layout in Microsoft® Outlook® 2016
• Share a Calendar in Microsoft® Outlook® 2016
• Share Your Documents Using Windows Live OneDrive® in Microsoft® Word 2016
• Share Your Workbook Using Windows Live OneDrive® in Microsoft® Excel® 2013
• SharePoint 2013 Site Owner (Part 1 of 2): Templates
• SharePoint 2013 Site Owner (Part 2 of 2): Managing Sites
• Sharing ConceptDraw MINDMAP® 8482 Presentation Video on Facebook®
• Sharing ConceptDraw MINDMAP® 8482 Presentation Videos on Google+® 8482
• Sharing ConceptDraw MINDMAP® 8482 Presentation Videos on YouTube® 8482
• Sharing Microsoft® PowerPoint® Presentation Created with ConceptDraw MINDMAP® & 8482 on Google Docs® 8482
• Show in Favorites in Microsoft® Outlook®
• Show in Favorites in Microsoft® Outlook® 2016
• Sort and Group Email Messages in Microsoft® Outlook®
• Sort and Group Email Messages in Microsoft® Outlook® 2016
• Sort and Group Tasks in Microsoft® Outlook® 2016
• Sort Table Data in Microsoft® Access® 2016
• Stack and Group Images in a Document in Microsoft® Word 2013
• Stack and Group Images in a Document in Microsoft® Word 2016
• Stack and Group Objects in Microsoft® PowerPoint® 2016
• Troubleshoot Formula and Function Errors in Microsoft® Excel® 2013
• Troubleshoot Formula and Function Errors in Microsoft® Excel® 2016
• Update a Contact in Microsoft® Outlook® 2016
• Update Tasks and Send Status Reports in Microsoft® Outlook® 2016
• Use a Query to Append Table Data in Microsoft® Access® 2016
• Use Advanced Options for Filters in Microsoft® Access® 2016
• Use an Image as a Slide Background in Microsoft® PowerPoint® 2016
• Use AutoCorrect to Save Time and Correct Errors in Microsoft® Word 2016
• Use AutoCorrect to Save Time and Prevent Errors in Microsoft® Word 2016
• Use AutoFill to Quickly Fill Cells from a List and Create Your Own Fillable List of Items in Microsoft® Excel® 2016
• Use AutoFill to Quickly Fill Cells from a List in Microsoft® Excel® 2013
• Use AutoFill to Quickly Fill Cells from a List in Microsoft® Excel® 2016
• Use Conditional Formulas in Microsoft® Excel® 2013
• Use Conditional Functions in Microsoft® Excel® 2016
• Use Data Filters in Microsoft® Excel® 2013
• Use Data Filters in Microsoft® Excel® 2016
• Use Data from an Excel® Spreadsheet to Populate Fields in a Document in Microsoft® Word 2013

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• Use Graphics to Compare Cell Values in Microsoft® Excel® 2013
• Use Graphics to Compare Cell Values in Microsoft® Excel® 2016
• Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook® 2016
• Use Slide Masters in Microsoft® PowerPoint® 2016
• Use Smart Guides in Microsoft® PowerPoint® 2016
• Use Sparklines to Display Trends in Microsoft® Excel® 2013
• Use Sparklines to Display Trends in Microsoft® Excel® 2016
• Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016
• Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016
• Use the Quick Analysis Tool in Microsoft® Excel® 2013
• Use the Quick Analysis Tool in Microsoft® Excel® 2016
• Using Microsoft® Windows® 10 - Accessing Windows® 10: Navigate the Windows® 10 Desktop
• Using Microsoft® Windows® 10 - Accessing Windows® 10: Sign in to Windows® 10
• Using Microsoft® Windows® 10 - Accessing Windows® 10: Use the Start Menu
• Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Change Start Menu Options
• Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Customize the Desktop and Lock Screen
• Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Work with Tiles and Tile Groups
• Using Microsoft® Windows® 10 - Installing and Removing Devices: Manage Peripheral Devices
• Using Microsoft® Windows® 10 - Installing and Removing Devices: Print a Document
• Using Microsoft® Windows® 10 - Managing Files and Folders: Manage Files and Folders with File Explorer
• Using Microsoft® Windows® 10 - Managing Files and Folders: Upload and Share Files with OneDrive®
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Browse the Web with Edge
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Customize Cortana's User Interface
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Customize Edge
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Get to Know Cortana®
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Search with Cortana®
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Use Cortana® as a Personal Assistant
• Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Change Privacy Settings
• Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Check for Viruses in Windows® Defender
• Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Set New Password Types
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications (Video Course)
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Install an App from Windows® Store
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Use Desktop Applications
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Use Windows® Universal Apps
• View and Re-Order Animations in Microsoft® PowerPoint® 2015
• Visualize Geographic Data in Microsoft® Excel® 2016 NEW!
• What Is a Dashboard
• What's New in Excel® 2019 (Part 1 of 8): Charts and Images
• What's New in Excel® 2019 (Part 2 of 8): Sharing
• What's New in Excel® 2019 (Part 3 of 8): TEXTJOIN and CONCAT
• What's New in Excel® 2019 (Part 4 of 8): IFS, MAXIFS, and MINIFS
• What's New in Excel® 2019 (Part 5 of 8): SWITCH
• What's New in Excel® 2019 (Part 6 of 8): Ink and Drawing
• What's New in Excel® 2019 (Part 7 of 8): New in Backstage View
• What's New in Excel® 2019 (Part 8 of 8): Extra Features
• What's New in Office 2013 and Windows® 8: Accelerate Data Insertion with Flash Fill
• What's New in Office 2013 and Windows® 8: Apply a Theme from the Start Screen
• What's New in Office 2013 and Windows® 8: Apps
• What's New in Office 2013 and Windows® 8: Browse the Web in the IE 10 New User Interface
• What's New in Office 2013 and Windows® 8: Charms and Apps
• What's New in Office 2013 and Windows® 8: Common Features
• What's New in Office 2013 and Windows® 8: Connect to Social Networks
• What's New in Office 2013 and Windows® 8: Create and Rearrange Groups on the Start Screen
• What's New in Office 2013 and Windows® 8: Customize the Desktop
• What's New in Office 2013 and Windows® 8: Customizing Files
• What's New in Office 2013 and Windows® 8: Edit a PDF
• What's New in Office 2013 and Windows® 8: Edit Documents
• What's New in Office 2013 and Windows® 8: Incorporate a Clustered Column Chart
• What's New in Office 2013 and Windows® 8: Incorporate a Combo Chart
• What's New in Office 2013 and Windows® 8: Leverage the Enhanced Presenter View
• What's New in Office 2013 and Windows® 8: Libraries
• What's New in Office 2013 and Windows® 8: Log in to Windows® 8
• What's New in Office 2013 and Windows® 8: Navigate through Outlook® 2013
• What's New in Office 2013 and Windows® 8: Office 2013 and the Cloud
• What's New in Office 2013 and Windows® 8: Open a PST File
• What's New in Office 2013 and Windows® 8: Pin to Start and Unpin from Start
• What's New in Office 2013 and Windows® 8: Quick Analysis
• What's New in Office 2013 and Windows® 8: Read Documents}

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• Working With PowerPoint® 2016: Incorporate Objects
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• Working With Word 2016: Edit a PDF (Part 1 of 2)
• Working With Word 2016: Edit a PDF (Part 2 of 2)
• Working With Word 2016: Edit Documents - Co-Edit a Document
• Working With Word 2016: Edit Documents - Reposition a Video
• Working With Word 2016: Edit Documents - Simple Markup
• Working With Word 2016: Edit Documents - Working With Comments
• Working With Word 2016: Embed Videos (Part 1 of 2)
• Working With Word 2016: Embed Videos (Part 2 of 2)
• Working With Word 2016: Read Documents
• Working With Word 2016: Work With Tables (Part 1 of 2)
• Working With Word 2016: Work With Tables (Part 2 of 2)

CUSTOMER SERVICE
• 1 to 1: Customer Service Success
• 10 Steps to Successful Customer Service
• 14 Things to Improve Your Customer Service in 5 Seconds - Quick Reference
• A Customer Complains: How What?
• Attitudes in Customer Service
• Basics of a Great Customer Conversation
• Breaking Out of the Non-Person Box
• Building Great Customer Experiences
• Characteristics of a Value-Centered Organization
• Creating Great Customer Conversations
• CRM in Real Time
• Customer CEO
• Customer Experience
• Customer Lifetime Value
• Customer Loyalty
• Customer Relationship Management
• Customer Sense
• Customer Service and DISC Styles
• Customer Service Basics
• Customer Service Episode 1: A Tale of Two Businesses
• Customer Service Episode 10: Sound Excited Already!
• Customer Service Episode 2: Pay Attention to Your Environment
• Customer Service Episode 3: Little Things Matter
• Customer Service Episode 4: Your Wait Time is Approximately Forever
• Customer Service Episode 6: A Playful Way to Annoy Your Customers
• Customer Service Episode 7: Dealing with Irate Customers
• Customer Service Episode 8: Follow Every Rule
• Customer Service Episode 9: Using Proper English and Grammar Can Only Hurt Your Career

TOPICS:

• Customer Service Gone Viral
• Customer Service Later
• Customer Service: 01. Service Quality Indicators
• Customer Service: 02. Helping Customers Increase Income
• Customer Service: 03. Helping Your Customers Increase Their Revenue
• Customer Service: Are You With Me?
• Customer Service: Cutting Corners
• Customer Service: I’m Right, You’re Wrong
• Customer Service: It’s Not My Problem
• Customer Service: Service Delayed is Service Denied
• Customer Service: The Invisible Customer
• Dangerous Customer Service
• Dealing with Customers Lawfully: A Rapid Skill Builder Booklet
• Delight Your Customers
• Delivering a Powerful Customer Experience
• Delivering a Powerful Customer Experience (French)
• Delivering a Powerful Customer Experience (French-Canadian)
• Delivering a Powerful Customer Experience (Spanish)
• Delivering Knock Your Socks Off Service
• Delivering Stellar Customer Service
• Diffusing Hostility Through Customer Service
• Diffusing Hostility Through Customer Service (Spanish)
• Diffusing Techniques for Healing Customer Relationships
• Effective Techniques for Dealing with Difficult Customers
• Feedback: Feedback Basics
• Feedback: Social Media Feedback
• Feedback: Surveys
• Feedback: What To Do With Feedback
• Forces of Change
• Fun Facts About Customer Service
• Get Ready for an Upset Customer Worksheet
• Great Tips for Great Service
• Handling an Angry Customer
• Handling Consumer Complaints
• Handling Customer Complaints in Hospitality
• Handling the Difficult Customer
• Healing Customer Relationships
• Hospitality ADA Compliance
• How to Deliver Effective Online Customer Support
• How to Engage Your Customer
• How to Engage Your Customer (French)
• How to Engage Your Customer (French-Canadian)
• How to Engage Your Customer (Spanish)
• How to Improve a Situation With an Upset Customer - Quick Reference
• How to Lead and Empower Your Customer Service Team
• How to Resolve Customer Complaints on the Spot
• How to Say You’re Sorry
• How to Tell a Customer “No”
• Improving Customer Service: A Rapid Skill Builder Booklet
• Key Qualities in Building Customer Loyalty

Know and Work With the Expectations of Those You Serve
Lead with Your Customer
Learn to be On-Stage to Provide the Best Service
Lower Your Call Center Costs
Maintaining a Positive Service Attitude
Manage Your Body Language - And Read Theirs
Over-Service to Leave a Lasting Impression
Package Your Service with Warmth
Phone Etiquette
Projecting Competence and Credibility
Promote Your Service Value
Quality Customer Service: Customer Interactions
Quality Customer Service: Four Basic Elements
Quality Customer Service: Phone Calls
Recruit and Hire Stellar Customer Service Representatives
Revolutionize Your Customer Experience
Service as a DIS-satisfier
Service Failure
Service Impact Series: Credibility Through Honesty
Service Impact Series: Cross-Cultural Communication
Service Impact Series: Dimensions of Service
Service Impact Series: Levels of Learning
Service Impact Series: The Angry Customer
SMILE!
SMILE! (Spanish)
Take Care of Yourself to Provide Sustainable Service
Taking C.A.R.E. of Business
Taking the Customer Point of View
TeleCare*: Your Role as Advocate
TeleCare*: Your Role as Detective
TeleCare*: Your Role as Healer
TeleCare*: Your Role as Host
TeleCare*: Your Role as Teacher
The "First Person" Syndrome
The 3 Traits of Great Customer Service
The 4 P’s in Creating Loyal Customers
The 5 Values of Great Customer Service
The Customer Service Survival Kit
The Customer Service Zone
The DNA of Customer Experience
The Service Providers
The Two Factors in Customer Service
Turn Lemons into Lemonade: Handling Complaints Effectively
Turning Around an Angry Customer
Turning Around an Angry Customer (French)
Turning Around an Angry Customer (French-Canadian)
Turning Around an Angry Customer (Spanish)
Turning Customer Satisfaction into Customer Loyalty
Understand What Those You Serve Value: Evaluation Values
Understand What Those You Serve Value: Selection Values
Up Your Service
Uplifting Service
What NOT To Say to Your Customers
When Things Go Wrong
Who Affects Service the Most?

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

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ONLINE COURSES

• Who Gets Your Attention?
• Who is Your Customer?
• Why Customers Don’t Complain
• You Have to LOVE Customers

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

FINANCE & ACCOUNTING
• 365 Ways to Live Cheap
• Accounting - Asset Securitization
• Accounting Ethics & Integrity
• Accounting for Derivatives
• Accounting in a Nutshell
• Accounting Statements, Balance Sheets and More!
• Accrual Accounting, Part 1
• Accrual Accounting, Part 2
• ACH
• Adult Financial Abuse
• Adult Financial Abuse - California
• Advanced Scenario Analysis and Stress Tests
• Aggregate Supply and Aggregate Demand
• Analysis and Evaluation of Risk Exposures
• Analysis of Financing Liabilities
• Analysis of Income Taxes
• Analysis of Retirement Needs
• Analyst Conflicts of Interest
• Analyzing Financial Leverage for a Business
• Analyzing Risks
• Annuities (Asset Liability Management)
• Annuities (Insurance)
• Application of Analytical Techniques
• Applying Break even Analysis in the Workplace
• Audit Committee
• Audit Report Writing for Internal Auditors
• Auditor Independence
• Back Office Controls
• Balancing the Books
• Bankruptcy Law for Collection Professionals
• Basic Concepts in Financial Planning
• Basic Financial Measures
• Be Audit Secure: Part 1 - Introduction
• Be Audit Secure: Part 2 - Reasonable Basis
• Be Audit Secure: Part 3 - The Rule of 3's
• Be Audit Secure: Part 4 - Policies and Procedures
• Be Audit Secure: Part 5 - Standard Operating Procedures
• Be Audit Secure: Part 6 - Communication
• Be Audit Secure: Part 7 - Training
• Be Audit Secure: Part 8 - Internal Audits
• Board of Directors
• Bookkeeping and Accounting
• Bookkeeping Basics
• Budgeting: How to Budget Expenses
• Business and Financial Information for Small Businesses
• Business Financing for Beginners
• Business Graphs, Charts and Other Calculations
• Business Math
• Cash Flow Management - How to Read Cash Flow Statements
• Cash Flow Management - Managing Payables
• Cash Flow Management - Managing Receivables
• Certificates of Deposit
• Challenges Facing the Accounting Profession
• Check 21
• Check Kiting
• Check Processing
• Components of Check Fraud
• Conducting Internal Payroll Audits Part Five: I-9 Hot Tips
• Conducting Internal Payroll Audits Part Four: Why You Must Audit Your W-4s
• Conducting Internal Payroll Audits Part One: 4 Things the DOL Will Request During Your Audit
• Conducting Internal Payroll Audits Part Seven: Audit Secure® Must Haves
• Conducting Internal Payroll Audits Part Six: Exempt Status Classification of Workers
• Conducting Internal Payroll Audits Part Three: W-9 Compliance Tips and Penalties for Noncompliance
• Conducting Internal Payroll Audits Part Two: Independent Contractor Classification
• Consumer Privacy Act
• Corporate and Criminal Fraud Accountability
• Corporate Bonds
• Corporate Fraud and Accountability
• Corporate Responsibility - SOX
• Corporate Tax Returns - SOX
• Correlation and Regression Analysis
• Cost of Capital: What does money cost?
• Cost of Sales - COGS
• Cost of Sales - Discounts
• Cost of Sales - Inventory
• Credit Union Regulations
• Credit Union Services
• Credit Unions
• Currency Futures
• Debt Information for Teens
• Decision-Making: Financial (Part 2 of 9) -- Key Terms in Financial Analysis
• Decision-Making: Financial (Part 3 of 9) -- Amounts and Costs
• Decision-Making: Financial (Part 4 of 9) -- Time Value of Money
• Decision-Making: Financial (Part 5 of 9) -- Cash Flow Is King
• Decision-Making: Financial (Part 6 of 9) -- Payback Method
• Decision-Making: Financial (Part 7 of 9) -- Net Present Value Method
• Decision-Making: Financial (Part 8 of 9) -- Return on Investment Method
• Demand and Supply in Factor Markets
• Depreciation Accounting
• Dollars and Sense
• Draft and Direct Collections
• Effective Inventory Management
• Efficiency and Equity
• Efficiency Indicators: Days Inventory
• Efficiency Indicators: Days Payable
• Efficiency Indicators: Days Receivable
• Efficiency Indicators: The Cash Conversion Cycle
• Elasticity
• Equity Swaps
• Escrow Accounts
• Estate Planning - An Overview
• Estate Planning - Wills
• Estimation of Working Capital Requirements
• Exotic Options
• Expenses - Controllable and Uncontrollable Expenses
• Expenses - Direct and Indirect Expenses
• Expenses - Expense Classification
• Expenses - Variable and Fixed Costs
• Fair Credit Reporting Act
• Fair Debt Collection Practices Act
• Fair Housing Act
• FDIC
• Filing Business Taxes
• Finalization of Accounts
• Finance Vocabulary - SkillBuilder Game
• Financial Independence For Women
• Financial Ratios - Cost of Goods Sold
• Financial Ratios - Margin
• Financial Ratios - Net Investment Ratios
• Financial Ratios - Revenue Ratios
• Financial Reporting Standards
• Financial Statements: An Introduction
• Financial Statements: Introducing the Balance Sheet
• Financial Statements: Introducing the Income Statement
• Financial Statements: Introducing the Statement of Cash Flows
• Financial Statements: Reading a Balance Sheet
• Financial Statements: Reading a Statement of Cash Flows
• Financial Statements: Reading an Income Statement
• 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 Break even Analysis
• Financially Speaking - Depreciation Explained
• Financially Speaking - Financial Reporting Principles
• Financially Speaking - The Accounting Cycle
• Financially Speaking - The Fundamentals of Cost Behavior
• Financing Solutions for Small Businesses
• Fiscal Policy
• Forecasting Demand & Breakeven Analysis

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ONLINE COURSES

- Front Office Controls
- Futures Contracts and Hedging
- General Insurance - Individuals
- Getting Down to Business
- Gift and Gift Tax
- Goals and Investment Objectives
- Gold Start
- Group Insurance
- Healthcare Receivable Securitization
- Home Mortgage Disclosure Act
- How Letters of Credit Work
- How to Read and Understand Financial Statements
- HPA
- Identity Theft: Red Flags Rule
- Inflation
- Interest Rates
- Internal Ratings Based Approach
- International Finance Considerations for Business
- International Payment Terms
- Intro to Financial Analysis: Assessing the Performance of Your Company
- Introduction to Accounting
- Introduction to Financial Planning
- Introduction to Financial Statement Analysis
- Introduction to Financial Statements
  - Balance Sheet: Assets
  - Introduction to Financial Statements
  - Balance Sheet: Liabilities
  - Introduction to Financial Statements - Balance Sheet: Overview of a Balance Sheet
  - Introduction to Financial Statements - Balance Sheet: Working Capital
  - Introduction to Financial Statements - Financial Statement Analysis
  - Introduction to Financial Statements - Income Statement
  - Introduction to Financial Statements - Income Statement: Expenses
  - Introduction to Financial Statements - Income Statement: Sales
  - Introduction to Financial Statements - Introduction to Financial Statements
  - Introduction to Financial Statements - What is an Annual Report?
  - Introduction to Operational Risk
  - Introduction to Personal Finance
  - Inventory Accounting
  - Investing With the Time Value of Money
  - IRS 1099: 2018 Update
  - Journey to Lean
  - Key Risk Indicators
  - Leases and Off-Balance-Sheet Debt
  - Legal Risk and Taxation Rules
  - Lending Laws
  - Life Insurance
  - Linking Risk and Return to Business
  - Liquidity Risk
  - Loan Processing: Compliance
  - Loan Processing: Taking the Application
  - Loan Processing: The Decision
  - Loan Processing: Underwriting
- Loan Processing: Verification
- Loss Data Collection Methodology
- Loss Reduction and Risk Avoidance
- Make More Money
- Management of Cash
- Management of Inventory
- Managing Deposits and Withdrawals
- Managing Inventory - Managing Inventory
- Managing Money
- Managing Spending
- Monitoring and Collecting Accounts Receivable
- Monte Carlo Simulation
- More SBA Loan Programs
- Municipal Bonds
- National Flood Insurance Program
- Negotiable Instruments and Endorsement
- Office of Foreign Assets Control
- Organizing Production
- Output and Costs
- Overview of Budgeting
- Overview of Risk Management
- Overview of Sarbanes-Oxley Act
- Overview of the Dodd-Frank Act
- Paying off Debt
- Payroll Tax Updates for 2019
- Performance Drivers: Calculating Asset Efficiency
- Performance Drivers: Calculating Margins
- 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
- Petty Cash Accounting
- Preparation of Budgets
- Principles of Accounting - Cash vs Accrual
- Principles of Accounting - Common Accounting Terms
- Principles of Accounting - Fraud
- Principles of Accounting - Principles of Accounting
- Principles of Insurance
- Privacy Acts Regulations Policies
- Privacy Notices and Their Content
- Project Valuation Methods
- QuickBooks® 2011
- QuickBooks® 2012
- QuickBooks®: A 60 Minute Crash Course
- QuickBooks®: Payroll
- Reconciliation of Books
- Records Retention Guidelines for Financial Institutions
- Reform, Recovery and Enforcement Act of 1989
- Reg CC - Expedited Funds Availability Act
- Regulation BB
- Regulation DD
- Regulation E: Changes in July 2010
- Regulation E: Electronic Check Conversion (ECK)
- Regulation E: Electronic Terminal Receipts and Periodic Statements
- Regulation E: Reconciliation of Books
- Regulation E: Issuances of Access Devices
- Regulation E: Overviews
- Regulation O
- Regulation W
- RESPA
- Responsibilities of the Teller
- Retirement Planning - Social Security
- Reviewing the Basics of Business Structures
- Right to Financial Privacy Act Part 1
- Right to Financial Privacy Act Part 2
- Risk Self-Assessment
- ROI: Calculating Internal Rate of Return
- ROI: Calculating Net Present Value
- ROI: Calculating the Payback Method
- Saving Money
- Stock Index Futures
- Supervisory Requirements
- Tax
- Tax Planning
- Taxation
- Teller Cash Handling
- The Fundamentals of Cash Flow Forecasting
- The Many Forms of Money
- The Triple Bottom Line
- Time Value of Money
- Transfer of Property
- Truth in Lending Act and Regulation Z
- Types of Check Fraud
- UCC Article 9 Update
- Understanding Bonds and their Values
- Understanding Credit
- Understanding Financial Information
- Understanding the Balance Sheet
- Understanding the Cash Flow Statement
- Understanding the Income Statement
- Underwriting and Claims
- Use and Understand Purchase Agreements
- Using ROA and ROE as Performance Indicators
- Value at Risk
- Various Types of Mutual Fund Products
- Vocabulary Challenge: Basics Accounting
- What is Money Laundering
- Yield Curve Analysis

HUMAN RESOURCES

- 5 Ways To Engage Employees (plus one)
- 60 Secrets to Successful Employee Orientation
- 7 Steps to Better Written Policies and Procedures
- 90 Days 90 Ways
- A Drug-free Workplace for Construction
- A Drug-free Workplace for General Industry
- A Drug-free Workplace for Health Care
- A Drug-free Workplace for Manufacturing
- A Drug-free Workplace for Transportation
- A Framework for Excellence
- A New Way to Train Employees
- A Six-Step Learning Cycle
- Achieving 100% Compliance of Policies and Procedures
- Active Shooter & Workplace Violence (Spanish)
- Age Discrimination Law and Cooperation
- Alcohol Abuse: 01. Training Responsibilities
- Alcohol Abuse: 02. Rules and Regulations

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
- Alcohol Abuse: 03. Who Should I Test?
- Alcohol Abuse: 04. How Do I Know if Someone is Impaired?
- Alcohol Abuse: 05. What Are the Testing Procedures?
- Alcohol Abuse: 06. What Happens if My Employee Fails an Alcohol Test?
- Alcohol Abuse: 07. What Happens if My Employee Refuses an Alcohol Test?
- Alcohol Abuse: 08. Record Keeping
- Alcohol Abuse: 09. Employee Training
- An Introduction to HIPAA
- Analyze Human Capital with HR Metrics
- Analyzing Pay Theories
- Anti-Harassment Training for Employees (California) (Spanish)
- Anti-Harassment Training for Supervisors (California) (Spanish)
- Anti-Harassment Training for Supervisors (Illinois)
- Anti-Harassment: Anti-Harassment for Everyone
- Anti-Harassment: Anti-Harassment for Managers
- Anti-Harassment: Anti-Harassment in Review
- Anti-Harassment: History of Sexual Harassment
- Anti-Harassment: Investigating Complaints
- Anti-Harassment: Writing and Communicating an Anti-Harassment Policy
- Appropriate Interview Questions - Quick Reference
- Are You Really Listening?
- Are You Really Listening? (Spanish)
- As Simple As Respect: Diversity, Respect and Inclusion In the Workplace
- As Simple As Respect: Diversity, Respect and Inclusion In the Workplace (Spanish)
- Avoiding Wrongful Termination
- Background Screening and Investigations
- Bad Apples
- Becoming a “Learning Organization”
- Beginning Development for Training Programs
- 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
- Building Framework for the Development of Training Programs
- California Anti-Harassment: 01. History of Sexual Harassment
- California Anti-Harassment: 02. Anti-Harassment for Everyone
- California Anti-Harassment: 03. Anti-Harassment for Managers
- California Anti-Harassment: 04. Examples and Scenarios
- California Anti-Harassment: 05. Writing and Communicating an Anti-Harassment Policy
- California Anti-Harassment: 06. Investigating Complaints
- California Anti-Harassment: 07. Anti-Harassment in Review
- California Anti-Harassment: Summary of SB 396 Changes
- California Preventing Sexual Harassment for Employees
- California Preventing Workplace Harassment for Managers
- California Understanding Harassment: 01. Introduction to Understanding Harassment
- California Understanding Harassment: 02. Creating a Healthy Culture
- California Understanding Harassment: 03. Understanding Offenders
- California Understanding Harassment: 04. Understanding Targets
- California Understanding Harassment: 05. Warning Signs
- California Understanding Harassment: 06. Bystander Training
- California Understanding Harassment: 07. Understanding Harassment in Review
- Call Centers and Human Resource Management
- Can Pay Be Strategic
- Can You Request A Medical Exam for Employee on Intermittent FMLA Leave?
- Career Contentment
- Career Development Programs
- Choosing a Program Backbone
- Choosing an Interview Format and Considering Legal Issues
- Communicating in a Diverse World
- Completing the Framework for Developing Training Programs
- Conduct Effective Interviews and Hire the Right People
- Conduct Effective Witness Interviews
- Conduct Successful Online Meetings - April 2020 Recording
- Conduct the Interview
- Conducting a Performance Evaluation Conference and Revamping Evaluation
- Create a Drug-Free Workplace
- Creating a Bully-Free Workplace: Employee Edition
- Creating a Bully-Free Workplace: Manager Edition
- Creating Effective Program Notes
- Creating Engagement Among Employees
- Criteria Categories and Linkages
- Culture of Civility: Creating a Harassment-Free Workplace (Connecticut)
- Current Labor Challenges and Labor Laws
- Dealing with Diversity
- Dealing with Drug and Alcohol Abuse for Managers and Supervisors (Spanish)
- Dealing With Performance Issues
- Deciding on a Pay System
- Delaware: Preventing Sexual Harassment for Employees
- Delaware: Preventing Sexual Harassment for Managers
- Delivering Training Masterfully
- Determine the Competencies Required
- Determining Internal and External Pay Factors
- Develop the List of Questions
- Developing a Compensation Package
- Developing Trainer Skills
- Dialogue - Now You’re Talking! Communicating in a Diverse World (Spanish)
- Dialogue Among Generations
- Dialogue Between Gender
- Dialogue for Cultural Understanding
- Disability Discrimination and Accommodation for Managers
- Disclosing Protected Health Information and HIPAA
- Discrimination: The Protected Classes
- Diversity Challenges: What Would You Do?
- Diversity: Face to Face
- Do Respect
- Do you have to pay them?
- Document the Job Requirements
- Don’t Forget Forgetting!
- Dos & Don’ts of Records Retention and Destruction
- Drugs and Alcohol at Work Protected?
- EEOC Reg - B
- Electronic Record Keeping for HR Professionals
- Eliminate the Confusion of FMLA
- Employee Engagement - Bad Deal or Real Deal?
- Employee Privacy
- Employee: How to be Accountable
- Employee: What is Accountability?
- Employing Workers with Disabilities - Beneficial to Business
- Engagement vs Interaction
- Establishing a System of Policies and Procedures
- Evaluating Training Programs: The Four Levels
- Exempt vs. Non-Exempt 2020: Finding and Fixing Misclassification Mistakes
- Exploring the Global Business Environment
- Exploring the Need for Labor Unions
- Fair Labor Standards Act (FLSA) for Employees
- Fair Labor Standards Act (FLSA) for Managers
- Family and Medical Leave Act
- FAQ: Seasonal Employee Hours and Pay
- FCPA Anti-Corruption and Bribery
- Five Ways to Avoid a Discrimination Claim
- FLSA Rules, Regulations and Classification Standards
- FLSA Rules, Regulations and Classification Standards 2020
- Follow-Up and Coaching
- Foreign Corrupt Practices Act (FCPA): Overview
- Foreign Corrupt Practices Act (FCPA): Overview (Spanish)
- Form 9W: Payee Identification and Tax Determination
- Gateways to Inclusion
- Generation Z
- Get People to Take Your Training!
- Get Rid of Time-Off Ted, Attitude Alice and Slackers Sam
- Getting to Know the Generations
- Global Anti-Corruption: Preventing Bribery and Corruption
- Global Cultural Awareness
- Global Trends in Human Resource Management
• Handbook for Strategic HR
• Handling References
• Harassment Hurts: It’s Personal (Spanish)
• Harassment Retaliation Action Plan
• Harmonizing Work, Family and Personal Life
• HIPAA Privacy and Security Basics
• HIPAA: 1. The Basics
• HIPAA: 2. What is HITECH?
• HIPAA: 3. HITECH - Understanding Business Associates
• HIPAA: 4. What is Protected Health Information?
• HIPAA: 5. The Privacy Rule - Authorization
• HIPAA: 6. The Privacy Rule - Disclosures
• HIPAA: 7. The Security Rule
• HIPAA: 8. Enforcement
• HIPAA: 9. Breaches
• HIPAA: 10. Penalties
• HIPAA: 11. General Disclosures - FAQ
• HIPAA: 12. Marketing - FAQ
• HIPAA: 13. Protection Against Violations - Risk Analysis
• HIPAA: 14. Protection Against Violations - Safeguards
• HIPAA: 15. Quick Learn for Employees
• HIPAA: 16. Consumer Rights
• HIPAA: 17. Disclosure to Family and Friends
• HIPAA: 18. For Emergency Responders
• HIPAA: 19. GINA
• HIPAA: How Did We Get Here?
• HIPAA: What Health and Human Services Requires
• Hire Team-Oriented Employees
• Hostility, Harassment, and Workplace Headaches
• How Emotions Drive Decision-Making During a Crisis
• How Personality affects Employee Behavior
• How to Avoid a Wrongful Termination Claim
• How to Avoid Discrimination Claims
• How to Clearly Communicate Employee Benefits
• How to Create a Hostile Work Environment
• How to Identify and Prevent Sexual Harassment
• How to Improve Your Engagement at Work
• How to Legally Terminate Employees on Leave
• How to Maintain a Drug-Free Workplace
• How to Pay Attention and Listen!
• How to Rollout Your Training Initiative Successfully
• How to Set Expectations for Remote Employees
• How to Strategically Measure Training Success
• How to Succeed as a One Person HR Department
• How to Succeed as a One Person HR Department - April 2020 Recording
• How to Write Comprehensive Policies and Procedures
• How Well Do You Know Your Employees?
• How Working Memory Works
• HR, Title VII Laws and Virtual Meetings
• HR: The Cornerstone of Successful Organizations
• Human Resources in Research and Practice
• Human Resources Law Update 2020
• I-9 & Immigration Law Compliance - Update 2019
• Ideas for Improving Engagement
• Ideocacy of an MTV Workplace
• Implementing Successful Training
• Improving Your Team’s Employee Engagement
• Insights to Better Mentoring
• Internal Investigations and Confidentiality
• Interviewing Tips
• Introduction to Compensation and Benefits
• Introduction to Managing Employee Performance
• Introduction to Performance Appraisals and Appraisal Systems
• Introduction to Performance Excellence
• Laws Relating to Pay
• Leading Business in Times of Crisis
• Leading HR
• Legal Aspects of Interviewing and Hiring
• Legally Terminate Employees: 10 Critical Things You Must Know
• Looking at Employment Contracts
• Maine Sexual Harassment Training for Employees
• Maine Sexual Harassment Training for Managers
• Managing Cognitive Load
• Managing Employee Performance: A Look at Influences and Discipline
• Managing Four Generations in the Workplace
• Managing Harmony
• Managing Harmony (Spanish)
• Managing Substance Abuse in the Workplace: Employee Edition
• Managing Substance Abuse in the Workplace: Manager Edition
• Matching Applicants with Job Specifications and Conducting Interviews
• Measuring Employee Engagement
• Media Options and Learning
• Medical Marijuana in the Workplace
• Memory Fix Teaching
• Military FMLA
• More Methods for Training Delivery
• Multi-Purposed Learning
• New York Preventing Sexual Harassment for Employees
• New York Preventing Sexual Harassment for Managers
• New York State Anti-Harassment Introduction
• New York State Anti-Harassment Scenarios
• No FEAR Act
• Onboarding Tools
• Onboarding: Best Practices
• Onboarding: Orientations
• Onboarding: The Power of Day One
• Onboarding: Transmitting Culture
• Onboarding: Why You Should Care
• Opening the Right Doors
• Opening the Right Doors (Spanish)
• Orientation: Where Do We Go From Here?
• Overcome Training Barriers and Get Great Usage
• Overcoming Personal Barriers to Diversity
• Overcoming Unconscious Bias
• Pay Types and Considerations
• Powerful Practices for Legally Recruiting and Hiring
• Pregnancy Discrimination Act
• Prejudice and Discrimination
• Prevent Harassment Claims: Know the Warning Signs
• Prevent Harassment Claims: Write and Communicate Your Policy
• Preventing Employment Discrimination: Campus Edition
• Preventing Harassment & Bullying in the Workplace
• Preventing Harassment in Industry
• Preventing Harassment in Industry (Spanish)
• Preventing Harassment in the Office (Spanish)
• Preventing Sexual Harassment for Employees (Spanish)
• Preventing Sexual Harassment for Managers
• Preventing Sexual Harassment... for Employees
• Preventing Sexual Harassment... for Managers and Supervisors
• Preventing Sexual Harassment: A Leader’s Perspective
• Preventing Sexual Harassment: An Employee’s Perspective
• Preventing Unlawful Retaliation in the Workplace
• Preventing Workplace Harassment for Employees
• Preventing Workplace Harassment for Managers
• Preventing Workplace Harassment: A Leader’s Perspective
• Preventing Workplace Violence
• Preventing Workplace Violence: A Leader’s Perspective
• Preventing Workplace Violence: An Employee’s Perspective
• Primary Threats to Performance Excellence
• Privacy Laws and Practices
• Providing Government-Mandated Benefits
• Psychology of the Hiring Process
• Quantify Performance Goals if Possible
• Realities of Attention
• Recognizing the Signs of Substance Abuse in the Workplace
• Recruiting 101
• Recruiting, Interviewing, Selecting & Orienting New Employees
• Research Your Research
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 1
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 2
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 3
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 4
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 5
• Retail Violence Prevention: Hazard Prevention and Control
• Retail Violence Prevention: Introduction
• Retail Violence Prevention: Program Roles and Security Analysis
• Retail Violence Prevention: Training and Program Evaluation
• Retaining Distressed Employees

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ONLINE COURSES

- Retaliation
- Role of “Seductive Content” (No, not that!)
- See, Know and Do Goals
- Self Evaluation and Common Pitfalls in Performance Appraisals
- Should We Pay Interns?
- Six Sigma: Six Sigma and Lean
- Six Sigma: Six Sigma Basics
- Social Media Privacy and Security in the Medical Profession
- Speed Up Training "Time to Market"
- Staying Out of Trouble
- Stereotyping and Diversity
- Stop Bullying at Work
- Substance Abuse Toolkit: Workplace Substance Abuse
- Substance Abuse: 0L Training Responsibilities
- Substance Abuse: 02. Rules and Regulations
- Substance Abuse: 03. Who Should I Test?
- Substance Abuse: 04. How Do I Know if Someone is Impaired?
- Substance Abuse: 05. What Are the Testing Procedures?
- Substance Abuse: 06. What Happens if My Employee Fails a Drug Test?
- Substance Abuse: 07. What Happens if My Employee Refuses a Drug Test?
- Substance Abuse: 08. Record Keeping
- Substance Abuse: 09. Employee Training
- Substance Abuse: Addressing Abuse
- Substances of Abuse
- Successful Employee Onboarding
- Support for the Home Office: Strategies for Communicating and Assisting Employees during the COVID-19 Quarantine
- Survey Says: Why People Leave Their Jobs
- The Baby Boomers
- The Case for e-Learning
- The Collective Bargaining Process
- The Complete Reference Checking Handbook
- The Employee Engagement Continuum
- The Facts about Workplace Substance Abuse
- The Fine Line of Employee Privacy
- The Five Whys
- The Four Stages of Employee Training
- The Gen Xers
- The Millennials
- The Minimum Requirements for HIPAA Compliance
- The Role of Human Resources Post COVID-19, Navigating the New Normal
- The Supervisor’s Responsibilities with Substance Abuse
- The Traditionalists
- The Value of Diversity
- The Value of Diversity (French)
- The Value of Diversity (French-Canadian)
- The Value of Diversity (Spanish)
- The What and Why of Employee Engagement
- Time to Consider a Flexible Workplace?
- Tips for a Successful Home Office with Kids in the House
- Today’s Training Challenges
- Training as a Promotion Qualifier
- Training Delivery Methods
- Training Payback vs. ROI
- Training Process vs Programs
- Transferring Skills to the Next Generation
- Travel Pay and FLSA Compliance 2020
- Trouble at Work
- True Costs of Training
- Types of Professional Training for Employees
- Types of Training for Employees
- Understanding Addiction
- Understanding and Investigating Performance Issues
- Understanding Employment Discrimination: Employee Edition
- Understanding Harassment: Bystander Training
- Understanding Harassment: Healthy Culture
- Understanding Harassment: Introduction to Understanding Harassment
- Understanding Harassment: Understanding Harassment in Review
- Understanding Harassment: Understanding Offenders
- Understanding Harassment: Understanding Targets
- Understanding Harassment: Warning Signs
- Understanding Sexual Harassment
- 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
- Values for Excellence
- Valuing Diversity
- Valuing Diversity in the Workplace
- Valuing Diversity in the Workplace (French)
- Valuing Diversity in the Workplace (French-Canadian)
- Valuing Diversity in the Workplace (Spanish)
- Village of 100, 3rd Edition (Spanish)
- Village of 100, 4th Edition
- Wage & Hour Basics
- Weathering Storms
- What is New Employee Onboarding?
- Who Are Customers of Training?
- Workers Comp Exam
- Working Well with Everyone: What is Diversity?
- Working with Different Generations
- Workplace Bullying
- Workplace Bullying - California
- Workplace Counselling
- Workplace Discrimination and Harassment Infographic

INDUSTRY SPECIFIC
- Auto Loans
- Bank Assets
- Bank Bribery Act
- Bank Financing for Beginners
- Bank of Secrecy for Management and Operations: Putting the Pieces Together
- Bank of Secrecy for Management and Operations: True Stories of Money Laundering
- Bank Regulations
- Bank Secrecy Basics: Better Safe Than Sorry
- Bank Secrecy Basics: Manipulating the System
- Bank Secrecy Basics: So What’s the Big Deal?
- Bank Secrecy Basics: Structuring and Layering and Integration, Oh My!
- Bank Secrecy Basics: What is Money Laundering?
- Bank Secrecy for Frontline Employees: The Customer is Always Right Except When They Aren’t
- Bank Secrecy for Frontline Employees: The List
- Bank Secrecy for Frontline Employees: What Do You Do with $10,000 in Cash?
- Bank Secrecy for Frontline Employees: What SAR? I Don’t Know Anything About an SAR.
- Bank Secrecy for Frontline Employees: Who is a Customer and How Do You Prove It?
- Bank Secrecy for Frontline Employees: Why Are You So Suspicious?
- Bank Secrecy for Management and Operations: 120 Hours and Counting
- Bank Secrecy for Management and Operations: Banking the UnBanked
- Bank Secrecy for Management and Operations: Cash-Less Money Laundering
- Bank Secrecy for Management and Operations: Exceptions to the Rule
- Bank Secrecy for Management and Operations: Giving More Than 100%
- Bank Secrecy for Management and Operations: Red Flags Ahead
- Banking 101
- Banks
- Basics of Accounting
- Before School Starts: Things To Do
- Campus Aware: Sexual Violence Prevention
- Case Studies - Barings Bank
- Chronic Disease Management
- Click Here to Order
- Commercial Lending
- Credit and Economic Growth
- Credit Card Operations
- Credit Risk Management
- Credit Union and Banks: The Differences
- Customer Service in Government Agencies
- Dealing with Difficult Patients
- Effective Email & Memo Writing for Paralegals
- Electronic Banking
- Emerging Diseases: Prions and Viruses
- Entrepreneur Skills
- Final Statements of Accounts of Banks
- Financial Analysis for Lending
- Government and Markets
- Government Project Management
- Government Transitions
- Government’s Place in the Market
- Growing a Franchise

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

- Handling Complaints in the Medical Profession
- HIPAA Privacy and Security Basics for Employees in the Healthcare Sector
- How to Reduce Missed Medical Appointments
- Improving Profitability in Tough Times
- Internal Audit in Banks
- Internal Control System
- Introduction to Banking
- Introduction to Bookkeeping and Accounting
- Leadership in Government Agencies
- Lending Against Real Estate
- Loans and Advances
- Medical Records and Patient Information Distribution
- Mortgage Loans
- Moving to a Paperless Office
- New Employee Training for School and College Districts
- New Employee Training for School and College Districts (Spanish)
- Operational Risk Management
- Paralegal Ethics
- Paralegal Proofing
- Paralegal Roles from Pleading to Judgment
- Plain Language for Government
- Practice of Bookkeeping in Banks
- Preparing Your Business Case
- Preventing Employment Discrimination Federal Sector Managers and Supervisors
- Preventing Unlawful Harassment: College and University Edition
- Records Management in Government Agencies
- Research Skills and Strategies for Paralegals
- Resolving Government Customer Complaints on the Spot
- Retailer Hot Buttons: Traffic
- Retailer Hot Buttons: Transaction Size
- Retailer Profitability Model (for Retailers): Frequency
- Retailer Profitability Model (for Retailers): Introduction Frontline (Restaurant)
- Retailer Profitability Model (for Retailers): Introduction Frontline (Retail)
- Retailer Profitability Model (for Retailers): Items Per Customer
- Retailer Profitability Model (for Retailers): Price Per Customer
- Retailer Profitability Model (for Retailers): Revenue Per Transaction
- Retailer Profitability Model: Part 1
- Retailer Profitability Model: Part 2
- Retailer Profitability Model: Part 3
- Risk Management Principles
- Self-Directed Work Teams in a Government Agency
- Social Media in Government
- Supervisors and External Auditors
- Supervisory Self-Assessment
- Taking Ideas into Business Reality
- Talking Up Your Business
- The Dream
- The Power of Data in Government Agencies
- The Small Business Guide to Government Contracts
- The Value of Employee Ownership
- Tuberculosis in the Healthcare Environment: How TB Spreads and Guidelines for Fighting It
- Tuberculosis in the Healthcare Environment: Reducing Risk - Engineering Controls
- Tuberculosis in the Healthcare Environment: Reducing Risk - Medical Surveillance
- Tuberculosis in the Healthcare Environment: Reducing Risk - Wearing a Respirator
- Tuberculosis in the Healthcare Environment: TB Risks in Healthcare Environments
- Tuberculosis in the Healthcare Environment: The Resurgence of Tuberculosis
- Tuberculosis in the Healthcare Environment: Working With and Treating Active TB
- Unlawful Harassment for Colleges: Employee Version
- Who is your Customer?: I Can't Find This
- Who is your Customer?: I'm Just Looking
- Who is your Customer?: I'm on a Mission
- Who is your Customer?: I'm With My Kids. Please Hurry.
- Who is your Customer?: I've Got a Coupon for That
- Who is your Customer?: I've Got Time and Money
- Working Capital
- Working in Retail: How to Give Exceptional Service
- Working in Retail: How to Handle Feedback
- Working in Retail: How to Stay Positive with Customers
- Working in Retail: How to Upsell
- Working in Retail: Managing Retail Employees

IT
- 12 Tips for Ensuring GDPR Compliance
- Agile Software Development: An Introduction
- Are You on the Software Police's Most Wanted List?
- ASP.NET Core Using MVC, Part 1 of 6: Introduction
- ASP.NET Core Using MVC, Part 2 of 6: Granite Project
- ASP.NET Core Using MVC, Part 3 of 6: Products and Actions
- ASP.NET Core Using MVC, Part 4 of 6: Home and Shopping Cart
- ASP.NET Core Using MVC, Part 5 of 6: Users and Appointments Cart
- ASP.NET Core Using MVC, Part 6 of 6: Advanced Topics
- Authentication, Authorization and Accounting: Best Practices
- Best Practices for Improving Data Quality
- Big Data in the Enterprise: An Introduction
- Big Data: Good for the Customer Not Just the Business
- Big Iron in the House: The Role of the Mainframe Today
- CASP (Part 1 of 9): Cryptography
- CASP (Part 2 of 9): Network Security
- CASP (Part 3 of 9): Enterprise Storage and Host Security
- CASP (Part 4 of 9): Cloud Security
- CASP (Part 5 of 9): Internet Communications Security
- CASP (Part 6 of 9): Application Security
- CASP (Part 7 of 9): Risk Management
- CASP (Part 8 of 9): Incident Response
- CASP (Part 9 of 9): Assessments
- Certified Ethical Hacker (Part 1 of 8): Intro to Ethical Hacking
- Certified Ethical Hacker (Part 2 of 8): Operating Systems and Hacking
- Certified Ethical Hacker (Part 3 of 8): Threats and System Hacking
- Certified Ethical Hacker (Part 4 of 8): Malware and Social Engineering
- Certified Ethical Hacker (Part 5 of 8): Sessions and Web Servers
- Certified Ethical Hacker (Part 6 of 8): Web Apps and SQL Injection
- Certified Ethical Hacker (Part 7 of 8): Wireless Networks and Firewalls
- Certified Ethical Hacker (Part 8 of 8): Cloud and Cryptography
- Certified Information Security Manager (CISM) (Part 1 of 4): Governance
- Certified Information Security Manager (CISM) (Part 4 of 4): Incident Management
- Certified Information Systems Security Professional (CISSP) (Part 1 of 9): Risk and Authentication
- Certified Information Systems Security Professional (CISSP) (Part 4 of 9): Cryptography and Net Topologies
- Certified Information Systems Security Professional (CISSP) (Part 7 of 9): Malware and Business Continuity
- Certified Information Systems Security Professional (CISSP) (Part 8 of 9): Incident Management
- Cisco CCNP Implementing Cisco IP Routing, Part 1 of 4: Planning and EIGRP
- Cisco CCNP Implementing Cisco IP Routing, Part 2 of 4: OSPF and Routing
- Cisco CCNP Implementing Cisco IP Routing, Part 3 of 4: Paths and Filtering
- Cisco CCNP Implementing Cisco IP Routing, Part 4 of 4: Branch Office and IPv6
- Cisco IP Switched Networks (CCNP Switch), Part 1 of 7: Network Design
- Cisco IP Switched Networks (CCNP Switch), Part 2 of 7: Campus Area Network
- Cisco IP Switched Networks (CCNP Switch), Part 3 of 7: Spanning Tree
- Cisco IP Switched Networks (CCNP Switch), Part 4 of 7: Inter VLAN-Routing

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ONLINE COURSES

- Cisco IP Switched Networks (CCNP Switch), Part 5 of 7: Advanced Switch Config Options
- Cisco IP Switched Networks (CCNP Switch), Part 6 of 7: L3 First Hop Redundancy Protocol
- Cisco IP Switched Networks (CCNP Switch), Part 7 of 7: Security
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 1 of 5: Complex Enterprise Networks
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 2 of 5: Apps and Switched Solutions
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 3 of 5: Routing and Addressing
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 4 of 5: Performance and Convergence
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 5 of 5: Security and Enterprise Networks
- Cloud Computing: Trends, Strategies and Best Practices
- Cloud Computing: Trends, Strategies, and Best Practices
- CompTIA A+ Cert, (Part 1 of 13): Fundamentals
- CompTIA A+ Cert, (Part 2 of 13): Best Practices
- CompTIA A+ Cert, (Part 3 of 13): PC Components
- CompTIA A+ Cert, (Part 4 of 13): Windows and Environments
- CompTIA A+ Cert, (Part 5 of 13): Networking Technologies
- CompTIA A+ Cert, (Part 6 of 13): SOHO, Mobile, and Printers
- CompTIA A+ Cert, (Part 7 of 13): Security
- CompTIA A+ Cert, (Part 8 of 13): Troubleshooting
- CompTIA A+ Cert, (Part 9 of 13): PC Hardware
- CompTIA A+ Cert, (Part 10 of 13): Computer Networking
- CompTIA A+ Cert, (Part 11 of 13): Working with Mobile Devices
- CompTIA A+ Cert, (Part 12 of 13): Working with Operating Systems
- CompTIA A+ Cert, (Part 13 of 13): Network and PC Security
- CompTIA NET+ Cert (Part 1 of 17): Network Troubleshooting
- CompTIA NET+ Cert (Part 2 of 17): Network Architecture
- CompTIA NET+ Cert (Part 3 of 17): Network Operations
- CompTIA NET+ Cert (Part 4 of 17): Network Security
- CompTIA NET+ Cert (Part 5 of 17): Troubleshooting
- CompTIA NET+ Cert (Part 6 of 17): Industry Standards and Theory
- CompTIA NET+ Cert 007 Update (Part 1 of 5): Network Concepts
- CompTIA NET+ Cert 007 Update (Part 2 of 5): Infrastructure
- CompTIA NET+ Cert 007 Update (Part 3 of 5): Network Operations
- CompTIA NET+ Cert 007 Update (Part 4 of 5): Network Security
- CompTIA NET+ Cert 007 Update (Part 5 of 5): Network Troubleshooting
- CompTIA Security+ (Part 1 of 9): Overview and Malware
- CompTIA Security+ (Part 2 of 9): Mobile Devices and Hardening
- CompTIA Security+ (Part 3 of 9): Virtualization and Secure Dev
- CompTIA Security+ (Part 4 of 9): Network Design and Cloud
- CompTIA Security+ (Part 5 of 9): Securing Networks
- CompTIA Security+ (Part 6 of 9): Physical Security and Access Control
- CompTIA Security+ (Part 7 of 9): Risk Assessment and Monitoring
- CompTIA Security+ (Part 8 of 9): Cryptography and PKI
- CompTIA Security+ (Part 9 of 9): Social Engineering and Wrap up
- CompTIA Security Awareness: A Few Words About Passwords
- CompTIA Security Awareness: You Are the First Line of Defense (Part 1 of 6)
- CompTIA Security Awareness: Understand Your Attacker (Part 2 of 6)
- CompTIA Security Awareness: A Few Words About Passwords
- CompTIA Security Awareness: Configuring Your Devices (Part 4 of 6)
- Cyber Security Awareness: How to Browse Safely (Part 5 of 6)
- Cyber Security Awareness: Avoiding Human Mistakes (Part 6 of 6)
- Cyber Security Basics
- Cybersecurity Crash Course: Cyberattacks
- Cybersecurity Crash Course: End-User Security Tips
- Cybersecurity Crash Course: Hackers
- Cybersecurity Toolkit: Phishing
- Cybersecurity Toolkit: Malware
- Cybersecurity Toolkit: Due Diligence and Don’t Be Sorry
- Effective Data Management
- Effective Network Security
- Energy Efficient Data Centers: Best Practices
- Enterprise Automation: What You Need to Know
- Enterprise Security Landscape
- Enterprise Security Update
- Extensible Business Reporting Language Part 1: An Introduction to XBRL
- Extensible Business Reporting Language Part 2: Taxonomy Building & Coding
- Extensible Business Reporting Language Part 3: Using XBRL with Spreadsheets and Other Systems
- Forensic Investigator (Part 1 of 10): Computer Forensic Basics
- Forensic Investigator (Part 2 of 10): The Investigation Process
- Forensic Investigator (Part 3 of 10): Hard Disks and File Systems
- Forensic Investigator (Part 4 of 10): Data and Anti-Forensics
- Forensic Investigator (Part 5 of 10): Operating System Forensics
- Forensic Investigator (Part 6 of 10): Malware Forensics
- Forensic Investigator (Part 7 of 10): Database Forensics
- Forensic Investigator (Part 8 of 10): Network and Email Forensics
- Forensic Investigator (Part 9 of 10): Cloud and Web Forensics
- Forensic Investigator (Part 10 of 10): Mobile and Reports
- HTML Basics
- HTMLS: Advanced
- HTML5: Basic
- Insider Threats and Attacks: Detection and Prevention
- Insider Threats: Avoiding the Next Snowden
- Interconnecting Cisco Networking Devices (CCENT) (Part 1 of 4): Building a Network
- Interconnecting Cisco Networking Devices (CCENT) (Part 2 of 4): Internet Connectivity
- Interconnecting Cisco Networking Devices (CCENT) (Part 4 of 4): Medium Networks and IPv6

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ONLINE COURSES

- Interconnecting Cisco Networking Devices (CCNA), Part 1 of 5: Scalable Networks
- Interconnecting Cisco Networking Devices (CCNA), Part 2 of 5: Troubleshoot Connectivity
- Interconnecting Cisco Networking Devices (CCNA), Part 3 of 5: Multi-Area Networks
- Interconnecting Cisco Networking Devices (CCNA), Part 4 of 5: Wide Area Networks
- Interconnecting Cisco Networking Devices (CCNA), Part 5 of 5: Network Device Management
- Introducing IoT: The Internet of Things
- ITIL 4 (Part 1 of 5): Service Management
- ITIL 4 (Part 2 of 5): Four Dimensions
- ITIL 4 (Part 3 of 5): Guiding Principles
- ITIL 4 (Part 4 of 5): Continual Improvement
- ITIL 4 (Part 5 of 5): Asset Management
- ITIL Foundation, Part 1 of 5: Introduction
- ITIL Foundation, Part 2 of 5: Principles, Models, and Concepts
- ITIL Foundation, Part 3 of 5: Lifecycle Phases
- ITIL Foundation, Part 4 of 5: Strategy and Design Proc
- ITIL Foundation, Part 5 of 5: Processes and Functions
- Java SE 9 (Part 1 of 14): Classes and Objects
- Java SE 9 (Part 2 of 14): Interfaces and Streams
- Java SE 9 (Part 3 of 14): Collections and Objects
- Java SE 9 (Part 4 of 14): Composition and Arrays
- Java SE 9 (Part 5 of 14): Interfaces and Streams
- Java SE 9 (Part 6 of 14): Swing and Flashcard Application
- Java SE 9 (Part 7 of 14): Intro to Java FX
- Java SE 9 (Part 8 of 14): Application Login
- Java SE 9 (Part 9 of 14): Expressions, DB and Threads
- JavaScript (Part 1 of 6): Fundamentals
- JavaScript (Part 2 of 6): Objects, Arrays, and Expressions
- JavaScript (Part 3 of 6): Functions
- JavaScript (Part 4 of 6): Object Constructors
- JavaScript (Part 5 of 6): Web
- JavaScript (Part 6 of 6): Objects
- Legacy Modernization - In a Budget Constrained Environment
- Managing Supply Chain Risk
- Microsoft Azure Services (Part 1 of 9): Overview and Storage
- Microsoft Azure Services (Part 2 of 9): Network Services
- Microsoft Azure Services (Part 3 of 9): Compute Services
- Microsoft Azure Services (Part 4 of 9): Apps and Database
- Microsoft Azure Services (Part 5 of 9): Big Data
- Microsoft Azure Services (Part 6 of 9): Enterprise App Integration
- Microsoft Azure Services (Part 7 of 9): Internet of Things
- Microsoft Azure Services (Part 8 of 9): Security
- Microsoft Azure Services (Part 9 of 9): Monitoring and Diagnostics
- Microsoft® SharePoint® Designer 2007 Advanced
- Microsoft® SharePoint® Designer 2007 Basic
- Microsoft® SharePoint® Foundation 2010 Advanced
- Microsoft® SharePoint® Foundation 2010 Basic
- Mobile Application Management: An Introduction
- Mobile Payments: Trends and Insights
- Mobile Strategy for B2B - It's All About the Quality of the Visit
- Modern Information Systems - IT Infrastructure: Part 1
- Modern Information Systems - IT Infrastructure: Part 2
- Optimize Your Website for MOBILE!
- PCI DSS: What You Need to Know
- Privacy Issues
- Privileged User Accounts: Best Practices
- Protecting Your Data with the CCPA
- Protecting Your PC
- Red Teams: Securing the Enterprise
- Rootkits: A Growing Security Threat
- Scrum Master, Part 1 of 2: Waterfall to Agile
- Scrum Master, Part 2 of 2: Artifacts and Sprints
- Security Awareness Now! Phishing
- Security Awareness Now! Phishing Plus
- Security Awareness Now! Vishing & Smishing
- Semantic Intelligence: The Enabler of Mobile Search and Advertising
- Semantic Technologies: Enabling Next-Generation Web Advertising
- SharePoint® 2016 - Calendar
- SharePoint® 2016 - Discussion Board
- SharePoint® 2016 - Document Library - First Steps
- SharePoint® 2016 - Document Library - Set and Manage Alerts
- SharePoint® 2016 - Document Library - Understanding Versioning
- SharePoint® 2016 - First Steps
- SharePoint® 2016 - Introduction
- SharePoint® 2016 - Lists
- SharePoint® 2016 - Picture Library
- SharePoint® 2016 - Share a Site
- Security Awareness Now! Phishing and How Does it Work?
- Security Engineering: What is Spear Phishing?
- Security Engineering: What is Vishing and How Does it Work?
- SQL Server 2014 (Part 1 of 9): A Tour of SQL Server
- SQL Server 2014 (Part 2 of 9): Installing
- SQL Server 2014 (Part 3 of 9): Working With Management Studio
- SQL Server 2014 (Part 4 of 9): Designing and Creating a Database
- SQL Server 2014 (Part 5 of 9): Security Basics
- SQL Server 2014 (Part 6 of 9): Permissions and Data Protection
- SQL Server 2014 (Part 7 of 9): Introduction to T-SQL
- SQL Server 2014 (Part 8 of 9): T-SQL Select, Where, and Clauses
- SQL Server 2014 (Part 9 of 9): FSQL Working With Data
- Staying Safe Online: Think Before You Click
- Storage Optimization: An Introduction
- Streamlining System Testing for Enterprise Releases
- Survey Says: How to Identify Phishing Emails
- Testing Methodologies and Improvements: Thinking Outside the Box
- The Five Big Bang Theory of the Internet
- The Role of Technology in Counter-Terrorism
- Theft and the Protection of Data
- User-Centered Design: Benefits, Challenges and Best Practices
- Virtual Appliances: An Introduction
- Virtual Teams: Strategies for Success
- Virtualization: An Introduction
- What Is the GDPR?

MANAGEMENT & LEADERSHIP

- 100 Ways to Motivate Others
- 20 Reproducible Assessment Instruments for the New Work Culture
- 25 Role Plays for Interview Training
- 4 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
- A Coach’s Guide to Feedback (French)
- A Coach’s Guide to Feedback (French-Canadian)
- A Manager’s Guide to Feedback (Spanish)
- A Manager’s Guide to Virtual Teams

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• A Manager's Overview of the Family Medical Leave Act
• A Motivator’s Tool Kit
• Accountability: 1 Simple Technique to Provide Useful Feedback
• Accountability: 3-Step Formula to Setting Clear Expectations
• Accountability: 4 Barriers to Building a Culture of Accountability
• Accountability: Ask Better Questions - Get Better Answers
• Accountability: The Secret to Help Your Team Get Better - Faster
• Accountability: Turn Your Team Into Problem Solvers
• Accountability: What is Accountability?
• Accountability: What to Do When a Team Member Misses the Mark
• Achieving Buy-In for Change: Part 1
• Achieving Buy-In for Change: Part 2
• Adapting Your Coaching Style
• Adapting Your Coaching Style (French)
• Adapting Your Coaching Style (French-Canadian)
• Adapting Your Coaching Style (Spanish)
• Adapting Your Coaching Style for Different Personalities
• Addressing Workplace Dysfunctions: Understanding Dysfunctions (Part 1 of 4)
• Addressing Workplace Dysfunctions: Identifying Organizational Dysfunctions (Part 2 of 4)
• Addressing Workplace Dysfunctions: Recognizing Relationship Dysfunctions (Part 3 of 4)
• Addressing Workplace Dysfunctions: Strategies for Resolving Relationship Dysfunctions (Part 4 of 4)
• An Introduction to Coaching
• An Introduction to Coaching (French)
• An Introduction to Coaching (French-Canadian)
• An Introduction to Coaching (Spanish)
• An Introduction to Effective Leadership
• An Introduction to Effective Leadership (French)
• An Introduction to Effective Leadership (French-Canadian)
• An Introduction to Effective Leadership (Spanish)
• Analyzing Employee Performance: Can-Do, Will-Do Actions
• Analyzing Employee Performance: Can-Do, Will-Do Introduction
• Analyzing Employee Performance: Can-Do, Will-Do Questions and Tips
• Assertive Communication Skills for Managers
• Barriers to Communication Success, Part 1
• Barriers to Communication Success, Part 2
• Be an Interview Superstar
• Become a Followable Leader Final Exam
• Becoming a Great Leader: Building an Effective Leadership Team
• Becoming a Great Leader: Characteristics
• Becoming a Great Leader: Creating Followership
• Becoming a Great Leader: Developing Followers
• Becoming a Great Leader: Developing Yourself
• Becoming a Great Leader: Effective Delegation
• Becoming a Great Leader: Empowering Followers
• Becoming a Great Leader: Fundamentals
• Becoming a Great Leader: How to Be a Follow-able Leader
• Becoming a Great Leader: How to Motivate Employees
• Becoming a Great Leader: Introduction
• Becoming a Great Leader: Leadership and Power
• Becoming a Great Leader: Motivational Leadership
• Becoming a Great Leader: Putting it All Together
• Becoming a Servant Leader
• Behavioral Based Interviewing
• Benefits and Pitfalls of Planning
• Budget Management
• Budgeting Essentials - Budget Reporting
• Budgeting Essentials - Budgeting Expenses
• Budgeting Essentials - Budgeting Revenue
• Budgeting Essentials - What is Budgeting
• Budgeting Essentials - Zero Based Budgeting
• Build Your Team
• Building and Sustaining a Nimble Culture
• Building More Effective Organizations
• Building Profit Through Building People
• Building Stakeholders Relations and CSR
• Building Teamwork One Individual at a Time
• Change Management: After the Announcement
• Change Management: After the Announcement (French)
• Change Management: After the Announcement (French-Canadian)
• Change Management: An Introduction
• Change Management: An Introduction (French)
• Change Management: An Introduction (French-Canadian)
• Change Management: An Introduction (Spanish)
• Change Management: Analysis
• Change Management: Analysis (French)
• Change Management: Analysis (French-Canadian)
• Change Management: Analysis (Spanish)
• Change Management: Creating Employee Experience
• Change Management: Creating Employee Experience (French)
• Change Management: Creating Employee Experience (Spanish)
• Change Management: Making the Announcement
• Change Management: Making the Announcement (French)
• Change Management: Making the Announcement (French-Canadian)
• Change Management: Making the Announcement (Spanish)
• Change Management: Preparing for Change
• Change Management: Preparing for Change (French)
• Change Management: Preparing for Change (French-Canadian)
• Change Management: Preparing for Change (Spanish)
• Change Management: The Phases of Change
• Change Management: The Phases of Change (French)
• Change Management: The Phases of Change (French-Canadian)
• Change Management: The Phases of Change (Spanish)
• Change Management: Working Through the Change
• Change Management: Working Through the Change (French)
• Change Management: Working Through the Change (French-Canadian)
• Change Management: Working Through the Change (Spanish)
• Change Management: Working to a Higher Performance
• Coaching Skills: Beyond Basic Supervision
• Coaching Skills: Captain
• Coaching Skills: Contributor
• Coaching Skills: Introduction
• Coaching Skills: Key Player
• Coaching Skills: Rookie
• Coaching Skills: The Coaching Conversation
• Coaching Tips
• Coaching with a Process
• Coaching with a Process (French)
• Coaching with a Process (French-Canadian)
• Coaching with a Process (Spanish)
• Compassionate Leadership: Trusting Others
• Competitive Advantage in Organizational Strategy
• Completing the Effectance Motivation Questionnaire
• Concept Evaluation: Identifying Opportunities
• Concerned Conversations
• Conducting a Disciplinary Conversation
• 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-Canadian)
• Conducting a Performance Review with a Poor Performer (Spanish)
• Connecticut Sexual Harassment Training for Supervisors and Employees
• Connecting with Remote Employees
• Connections
• Constructive Feedback
• Contingency Planning Worksheet
• Contract Renegotiation: What You Need to Know
• Controlling Leadership Versus Servant Leadership
• Coping with Change: Change for Managers
• Creating a More Motivating Experience

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• Creating a Motivating Experience: Understanding Motivation (Part 1 of 5)
• Creating a Motivating Experience: Seven Ways to Help Motivate Others (Part 2 of 5)
• Creating a Motivating Experience: Nine Tips for Self-Motivation (Part 3 of 5)
• Creating a Motivating Experience: Maximizing Workplace Motivation (Part 4 of 5)
• Creating a Motivating Experience: What Demotivates People at Work (Part 5 of 5)
• Creating Accountability
• Creating an Incredible Company Culture: Embracing the Natural Speed of Change
• Creating an Incredible Company Culture: Encouraging Appropriate Risk-Taking
• Creating an Incredible Company Culture: How to Deliver Effective Constructive Criticism
• Creating an Incredible Company Culture: The Importance of Listening to Others
• Creating and Maintaining a Successful Organizational Culture
• Creating and Maintaining the Culture of Your Organization
• Creating Focus During Change
• Creating Workforce Agility
• Creative Ways to Reward and Motivate Employees
• Creativity: 06. Staying Creative
• Criticism & Discipline Skills for Managers and Supervisors
• Cutting Edge Communication: Creating a No-Blame Culture
• Cutting Edge Communication: Handling Tricky Appraisals
• Cutting Edge Communication: Sharing Feedback
• Cutting Edge Communication: Supervising Effectively
• Dealing with Resistance
• 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
• Demystifying Management
• Developing B-Players Into Top Performers (Part 1 of 6): The Great Overlooked Opportunity
• Developing B-Players Into Top Performers (Part 2 of 6): Identifying Potential A-Players
• Developing B-Players Into Top Performers (Part 3 of 6): Building Aspiration in B-Players
• Developing B-Players Into Top Performers (Part 4 of 6): Organizational Examination Comes First
• Developing B-Players Into Top Performers (Part 5 of 6): Leveraging the Talents of B-Players
• Developing B-Players Into Top Performers (Part 6 of 6): How to Build More A-Players
• Developing Management Skills
• Developing Remote Employees
• Discipline (Part 1 of 4): Discipline and Accountability For Results
• Discipline (Part 2 of 4): Elements of a Disciplinary Conversation
• Discipline (Part 3 of 4): Conducting a Disciplinary Discussion
• Discipline (Part 4 of 4): Progressive Discipline
• Discipline and Accountability for Results
• Dodos and Coyotes - Only the Nimble Survive
• Driving Agility: Constant Contact
• Driving Agility: Drivers of Innovation
• Driving Agility: Driving Agility
• Driving Agility: Inside Influences
• Driving Agility: Replacement Thinking
• Driving Agility: The 3 R's
• Driving Agility: The Moment
• Driving Agility: The Question
• Driving Agility: What's Next
• Driving Agility: Yellow Gold
• Effectance Motivation Fundamentals
• Effective Communication For Remote Workers
• Effective Delegation Skills
• Effective Emergency Management & Disaster Planning
• Effective Feedback
• Effective Global Program Management for IT
• Effective Negotiation Tactics for Supervisors
• Effective Performance Reviews
• Elements of a Disciplinary Conversation
• EUt!
• Embedding Organizational Culture
• Employee Discipline for Managers and Supervisors
• Employee Recognition
• Employee Retention (Part 1 of 7): Building a High-Performance Work System
• Employee Retention (Part 2 of 7): Costs and Causes of Employee Turnover
• Employee Retention (Part 3 of 7): Compiling Employee Satisfaction Data
• Employee Retention (Part 4 of 7): Essential Factors
• Employee Retention (Part 5 of 7): Pay for Performance Plans
• Employee Retention (Part 6 of 7): Promoting Work-Life Balance
• Employee Retention (Part 7 of 7): Advanced Strategies
• Enhancing Productivity With Remote Workers: How To Be a Productive Remote Worker
• Enhancing Productivity With Remote Workers: Managing Remote Teams
• Enhancing Productivity With Remote Workers: Managing Remote Workers
• Ergonomics for Managers
• Ethics: A Manager's Perspective
• Evolution of Management
• Expectancy Theory
• Extrinsic and Intrinsic Rewards
• Facilities Management
• Facility Planning and Management for Service Providers
• Feedback and Non-Verbal Communication
• Feedback That Works
• Field Tested
• Flexing Your Coaching Approach
• Four Things All New Supervisors Must Remember: E.X.A.L.T.
• Four Things All New Supervisors Must Remember: E.A.R.N.
• 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
• Generational Differences
• Generational Differences (French)
• Generational Differences (French-Canadian)
• Generational Differences (Spanish)
• Generations at Work
• Goal Theory
• Going from Coworker to Boss
• Going From Coworker to Boss (French)
• Going From Coworker to Boss (French-Canadian)
• Going From Coworker to Boss (Spanish)
• Group Decision Making
• Hallmarks of a Motivating Experience
• Helping Employees Use Their Time Wisely
• Helping Others Solve Problems
• Hiring Remote Employees
• How People Get Their Kicks
• How Perceptions and Expectations Affect Motivation
• How to Ace Your First Day as a Supervisor
• How to Avoid the Most Common Mistakes New Managers Make
• How to Bargain Better with Vendors and Suppliers
• 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 Read, Interpret and Troubleshoot Contracts
• How to Retain Your Best and Brightest Employees
• How to Supervise Bad Attitudes & Negative Behaviors
• How to Supervise Off-Site Employees
• How to Understand and Administer a Budget
• Identifying the Culture of Your Organization
• Implementing the Strategic Plan
• Improving Employee Attitude and Job Satisfaction
• Increasing Team Effectiveness
• Influencing
• Innovation at the Verge
• Intellectual Property
• Introduction to Discipline
• Introduction to Managing Remote Employees
• Introduction to Working Remotely
• Introverts and Extroverts: Introduction
• Introverts and Extroverts: Managing Extroverts
• Introverts and Extroverts: Managing Introverts
• Job Rotation, Motivation and Morale
• Leaders Learning: How Not to Manage
• Leader's Toolbox: The Change Environment
• Leaders Working with Leaders: Building Your Team

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- 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 & Engagement - A Correlation?
- Leadership and Delegation: Can You Do It All? (Part 1 of 6)
- Leadership and Delegation: How to Delegate Work (Part 2 of 6)
- Leadership and Delegation: Levels of Freedom (Part 3 of 6)
- Leadership and Delegation: Delegating Authority (Part 4 of 6)
- Leadership and Delegation: Accountability in Delegation (Part 5 of 6)
- Leadership and Delegation: Your Delegation Toolkit (Part 6 of 6)
- Leadership and Empowerment: Engagement, Delegation, and Empowerment (Part 1 of 6)
- Leadership and Empowerment: Common Empowerment Misconceptions (Part 2 of 6)
- Leadership and Empowerment: Understanding Empowerment (Part 3 of 6)
- Leadership and Empowerment: Preparing for Empowerment in Your Organization (Part 4 of 6)
- Leadership and Empowerment: How to Implement Empowerment (Part 5 of 6)
- Leadership and Empowerment: Why Empowerment Fails (Part 6 of 6)
- Leadership and Problem Solving
- Leadership and Vision, Mission, and Values: Understanding Mission Statements (Part 2 of 5)
- Leadership and Vision, Mission, and Values: Choosing Organizational Values (Part 3 of 5)
- Leadership and Vision, Mission, and Values: The Differences Among Vision, Mission, and Values Statements (Part 4 of 5)
- Leadership and Vision, Mission, and Values: Writing Vision, Mission, and Values Statements (Part 5 of 5)
- Leadership Fundamentals for Success Final Exam
- Leadership of a Diverse Group
- Leadership vs. Management
- Leadership: Giving Non-Cash Recognition
- Leading a Diverse Workforce
- Leading a High-Performance Team
- Leading a High-Performance Team (Spanish)
- Leading a Team: 01. Leading a Team
- Leading a Team: 02. Team Building and the Tuckman Model
- Lean: Common Tools
- Lean: Excellence through Lean Six Sigma
- Lean: Introduction to SS
- Lean: Principles
- Lean: The Basics
- Learn to Lead: Coaching to Promote Performance
- Learn to Lead: Collaboration - The Key to Successful Solutions
- Learn to Lead: Creative Collaborating
- Learn to Lead: How to Lead When Things Go Sideways
- Learn to Lead: Motivation Mission
- Learn to Lead: Three Tips for Motivating Leadership
- Learn to Lead: You Got This! Make Decisions With Confidence
- Learning to Lead Final Exam
- Logistics Operations and Management
- Love 'em or Lose 'em
- Make Effective Decisions
- Making a Plan that Works
- Making Decisions as a Group
- Manage Diversity and Grow
- Manage Diversity and Grow (French)
- Manage Diversity and Grow (French-Canadian)
- Manage Diversity and Grow (Spanish)
- Management Basics
- Management Skills - What Does it Take?
- Manager: Getting Started on Accountability
- Manager: Leading Accountable Teams
- Manager: Transforming into a Culture of Accountability
- Managers as Mentors
- Manager's Guide to Employee Performance Improvement
- Manager's Guide to the Americans with Disabilities Act
- Manager's Toolbox: Background Checks
- Manager's Toolbox: Battling a Toxic Environment
- Manager's Toolbox: Battling a Toxic Environment (French)
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- Manager's Toolbox: Building an Engaged Organization
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- Manager's Toolbox: Employee Termination Checklist
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- Manager's Toolbox: Modeling Engagement Behaviors
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- Managing Different Generations
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- Managing for Engagement: Creating an Engaged Organization
- Managing for Engagement: Creating an Engaged Organization
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- Managing for Engagement: Ridiculous or Strategic?
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- Managing Risk: Employee Health
- Managing Risk: Financial Basics
- Managing Risk: Preventive Maintenance
- Managing Risk: Reputation Management
- Managing Risk: Safety
- Managing Team Development
- Managing Teams within an Organization
- Managing the Grapevine
- Managing the Production Process
- Managing the Production Process through Facility Layouts
- Managing Up: The Art of Managing Your Manager
- Managing Virtual Teams: Techniques and Best Practices
- Marketing the Culture of Your Organization
- Maslow's Theory of Motivation
- Maximizing Employee Performance
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- Maximizing the Benefits of Your Organization's Structure
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- Meal & Rest Break Training: CA
- Manager & Supervisors
- Measuring for Success
- Meeting the Delegation Challenge
- Meeting the Delegation Challenge (Spanish)
- Mentoring: Creating a Successful Mentoring Relationship
- Mentoring: How to Create a Mentoring Program
- Delegation Toolkit (Part 6 of 6)
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• Mentoring: Making a Mentoring Agreement
• Mentoring: Mentoring Meeting Guidelines
• Mentoring: The What and the Why
• Mentoring: What is a Mentoring Program
• Mergers, Acquisitions & Divestments
• Mistakes Leaders Make: Eight Signs of a Dysfunctional Organization
• Mistakes Leaders Make: Fixing the Dysfunction
• Motivating and Retaining the Teenager Worker
• Motivating Employees: Appraising Performance
• Motivating Employees: Creating an Inspiring Workplace
• Motivating Employees: Designing Satisfying Jobs
• Motivating Employees: Part 1
• Motivating Employees: Part 2
• Motivating Employees: Rewarding Performance
• Motivating Your People and Being a Positive Role Model
• Motivation
• Motivation and Job Performance
• Motivation: Ethical Strategies
• Motivational Theorists Whose Theories Work in Practice
• Moving from Technical Professional to Manager
• Negotiating With Suppliers
• Next Generation Talent Management
• No Magic Bullet
• On Selecting, Developing and Managing Talent
• Onboarding Remote Employees
• Open-Book Management (Part 1 of 4): The Missing Link
• Open-Book Management (Part 2 of 4): Addressing Your Fears
• Open-Book Management (Part 3 of 4): Key Elements
• Open-Book Management (Part 4 of 4): Tips for Implementation
• Operational Plans: Budgets
• Operational Plans: The Single Use Plan
• Operational Plans: The Standing Plan
• Operations Management for Service Providers
• Operations Management in Manufacturing
• Operations Rules
• Organization for Efficiency
• Organizational Behavior
• Organizational Communication
• Organizational Learning
• Organizational Skills
• Organizational Strategy
• Overcoming Resistance When Coaching
• People People
• Performance Excellence: Cost
• Performance Excellence: Introduction
• Performance Excellence: Requirements
• Performance Excellence: Roadblocks
• Performance Excellence: Terms
• Performance Gaps: Mentoring
• 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 Hear
• 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 Management: A Manager’s Responsibility
• Performance Management: A Systems View
• Performance Management: Setting SMART Goals
• Performance Management: The Coaching Conversation
• Performance Reviews with Less Stress and Better Results
• Performance Reviews: 7 Steps to Prepare
• Placing a Product: Creating Value With Supply Chains
• Placing a Product: Exploring Distribution
• Positioning
• Preparing for Your PCI Audit
• Preventing Age Discrimination for Managers and Supervisors
• Preventing Employment Discrimination for Managers and Supervisors
• Preventing Unlawful Workplace Harassment in Federal Agencies - Manager Edition
• Pricing a Product
• Principles of Planning
• Product Development and Patents
• Productive Performance Appraisals
• Productivity Through Praise
• Progressive Discipline
• Project Management for Non-Project Managers
• Proper Introductions: Virtual Introductions
• Providing Feedback
• Put On Your Manager’s Hat
• Put the Moose on the Table
• Put Your Business on Autopilot
• Rational Decision Making
• Recruiting Crash Course: Be an Effective Interviewer
• Recruiting Crash Course: Job Postings
• Recruiting Crash Course: Legal Pitfalls in Recruiting
• Recruiting Crash Course: Sourcing Applicants
• Recruiting Crash Course: The Recruitment Process
• Religious Discrimination and Accommodation for Managers and Supervisors
• Return on Investment (ROI) Basics
• Risk
• Risk Management Basics: Defining Hazards
• Risk Management Basics: Embedding Processes
• Risk Management Basics: Healthy Risk Culture
• Risk Management Basics: Identifying Risk
• Risk Management Basics: Risk Assessment
• Risk Management Basics: Risk Management Techniques
• ROI at Work
• S.M.A.R.T. Goals
• Sense and Respond
• Servant Leadership 101
• Service is Front Stage
• Six Sigma: A Method for Eliminating Defects
• Six Sigma: Belt Certification
• Six Sigma: Design for Six Sigma
• Six Sigma: Introduction
• Six Sigma: Process Control
• Six Sigma: Six Sigma and Kaizen
• Six Sigma: The DMAIC Method
• Six Sigma: The Five Whys Technique
• Six Sigma: Variation and the 6Ms
• Solving the Compensation Puzzle
• Staffing to Support Business Strategy
• Staying Positive
• Strategic Customer Management
• Strategic Planning for Long-Term Success (Part 1 of 4): Vision
• Strategic Planning for Long-Term Success (Part 2 of 4): Self-Assessment
• Strategic Planning for Long-Term Success (Part 3 of 4): Process
• Strategic Planning for Long-Term Success (Part 4 of 4): Meeting Tips
• Strategic Planning: A Definition
• Strategic Problem Solving for Better Decision Making
• Strategic Staffing
• Structures for Strategy
• Success for Hire
• Success Principles for Leaders
• Successful Customer Care in a Week
• Succession Planning
• Succession Planning: 06. Retaining HiPos
• Succession Planning: 05. HiPos vs. High Performers
• Succession Planning: 04. Identifying HiPos
• Succession Planning: 03. Creating a Policy
• Succession Planning: 02. What is a HiPo?
• Succession Planning: 01. The Importance of Succession Planning
• Succession Planning: The Transition Process
• Supervising a Proneid
• Supervising Remote Employees
• Supervisor’s Passport to Success
• Survive the 10 Toughest Conversations Every Supervisor Dreads
• Talent Leadership
• Team Building: Characteristics of a Successful Team
• Team Building: Effective Team Members
• Team Building: Team Development and Tunkan Model
• Team Building: Teams in Crisis Situations
• Team Building: Types of Teams
• Team Building: What is Team Building?
• Team Facilitation Skills: Getting Started (Part 1 of 7) – The Role of the Steering Team
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OLINE COURSES

- Stakeholder Reputation Research
- Strategic Marketing Planning for the Small to Medium-Sized Business
- Successful Email Marketing
- Successful Marketing
- The Brand Glossary
- The Four P’s: Marketing Strategies
- The Mobile Marketing Handbook
- The New Rules of Green Marketing
- The Secrets of Successful Business Blogging
- The Value of Podcasts
- Write Powerful Copy for the Web and More

OSHA & WORKPLACE SAFETY
- 5 Common Safety Hazards in the Office Infographic
- 6 Safety Habits That Could Save Your Life
- A Manager's Guide to Safety in the Workplace
- Accident Investigation
- Active Shooter & Workplace Violence
- Aggressive Driving
- Asbestos Awareness
- Automated External Defibrillators (AEDs): Saving Sudden Cardiac Arrest Victims
- Back Injury Prevention
- Back to Work. Back to Safety. Re-gaining Safety Habits after Time Away from Work. (Spanish)
- BPP for Healthcare
- Bloodborne Pathogens
- Bloodborne Pathogens and Personal Protective Equipment (PPE)
- Bloodborne Pathogens and the Needlestick Safety and Prevention Act
- Bloodborne Pathogens Overview
- Carbon Dioxide for Managers
- Carbon Monoxide for Managers
- CDL: 01. Basics
- CDL: 02. Basic Vehicle Control
- CDL: 03. Transporting Cargo Safety
- CDL: 04. Transporting Hazardous Materials
- CDL: 05. Hazardous Driving Conditions
- CDL: 06. Accident and Fire Procedures
- CDL: 07. Vehicle Inspections
- Cell Phones in the Workplace: A Dangerous Distraction
- Cell Phones in the Workplace: A Dangerous Distraction (Spanish)
- Chemical Hazard Communication
- Cold Stress
- Combustible and Flammable Liquids
- Compressed Gas Cylinders
- Confined Space Entry
- Confined Spaces
- 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
- Controlling Workplace Exposure to Bloodborne Pathogens
- Coronavirus Precautions and Prevention: Common Sense Hygiene
- Coronavirus Precautions and Prevention: Coronavirus Preparedness
- Crane Safety (Spanish)
- Crane Safety in Industrial & Construction Environments
- Creating Safety in Welding Operations
- Creating Safety in Welding Operations, (Spanish)
- Crystalline Silica
- CSA Training for Employees
- CSA Training for Managers
- Dealing With Hazardous Spills
- Defensive Driving
- Developing an Effective Safety Culture
- Distracted Driving
- Distracted Driving (Spanish)
- DOT HAZMAT: General Awareness (Spanish)
- DOT HAZMAT: Security Awareness (Spanish)
- DOT HAZMAT: In Depth Security Training (Spanish)
- DOT HAZMAT: Safety Training (Spanish)
- DOT: Classification
- DOT: Hazardous Materials Transportation
- DOT: Loading and Unloading
- DOT: Marking, Labeling and Placarding
- DOT: Packaging
- DOT: Shipping Papers
- Electrical Safety Awareness
- Electrical Safety for Everyone
- Electrical Safety for Everyone (Spanish)
- Electrical Safety for Qualified Workers
- Electrical Safety in the Laboratory
- Electrocution Hazards in Construction Environments Part I... Types of Hazards and How You Can Protect Yourself
- Electrocution Hazards in Construction Environments Part II... Employer Requirements
- Emergency Preparedness & Response
- Environment Management Systems
- ErgoNet: A Training Guide for Healthy Office Workers
- Ergonomics for Manufacturing
- Exposure Monitoring and Medical Surveillance (HAZWOPER)
- Fall Factors: Understanding & Preventing Slips, Trips & Falls
- Fall Factors: Understanding & Preventing Slips, Trips & Falls (Spanish)
- Fall Protection
- Fall Protection in Construction Environments
- Fire Extinguisher Safety
- Fire Prevention & Response
- Fire Prevention in Healthcare Facilities
- Fire Prevention in the Office
- Fire Prevention in the Office (Spanish)
- Fire Safety for Industrial Workers
- Fire Safety for Industrial Workers (Spanish)
- Fire Safety for Office Workers
- Fire Safety for Office Workers (Spanish)
- First Aid - Bites, Cuts, and Scrapes
- First Aid - Broken Bones
- First Aid - Burns
- First Aid - Choking
- First Aid - Introduction
- Flammable and Combustible Liquids for Managers
- Flammables and Explosives in the Laboratory
- Forklift Safety Lessons for the Safe Operator
- Forklift Safety Lessons for the Safe Operator (Spanish)
- Forklift Safety Lessons for the Safe Pedestrian
- Forklift Safety Lessons for the Safe Pedestrian (Spanish)
- Fuel Savings: 4x4 Driving School
- Fuel Savings: Idle Time
- Fuel Savings: Oil, Tune and Tires
- Fuel Savings: Order Accuracy
- Fuel Savings: Power Curve
- Fuel Savings: Take Home Vehicles
- GHS Labeling in Construction Environments
- GHS Safety Data Sheets in Construction Environments
- Good Housekeeping: Everyone’s Responsibility
- Good Housekeeping: Everyone’s Responsibility (Spanish)
- Hand and Power Tool Safety
- Handling Compressed Gas Cylinders in the Laboratory
- Hazard Communication in Construction Environments
- Hazard Communication in Healthcare Facilities
- Hazardous Chemicals in Labs
- Hazardous Energy Control
- Hazardous Waste Management
- HazCom & the Global Harmonizing System
- HazCom & the Global Harmonizing System (Spanish)
- HAZCOM: What’s New with OSHA?
- HAZWOPER for Cleanup Sites (Part 1 of 4)
- HAZWOPER for Cleanup Sites (Part 2 of 4)
- HAZWOPER for Cleanup Sites (Part 3 of 4)
- HAZWOPER for Cleanup Sites (Part 4 of 4)
- HAZWOPER for Emergency Response 1
- HAZWOPER for Emergency Response 2
- HAZWOPER for TSD Facilities 1
- HAZWOPER for TSD Facilities 2
- Hearing Conservation
- Hearing Conservation & You
- Hearing Conservation & You (Spanish)
- Heat Stress
- How to Lower Your Energy Bills: Creating a Comprehensive Energy Savings Plan
- How to Lower Your Energy Bills: Doing Your Part at Work
- How to Lower Your Energy Bills: Saving Fuel Costs
- Hydrogen Sulfide Employee Training
- Hydrogen Sulfide Employee Training (Spanish)

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ONLINE COURSES

- 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
- Powered Industrial Truck Safety
- PPE: Your Last Layer of Protection
- PPE: Your Last Layer of Protection (Spanish)
- Preparing for an Epidemic
- Preventing Contamination in the Laboratory
- Preventing Fires in Hot Work Operations
- Preventing Fires in Hot Work Operations (Spanish)
- Preventing Hearing Loss
- Preventing Slips & Falls
- Principle to Practice with David Lynn, CSP
- Principle to Practice with David Lynn, CSP (Spanish)
- Propane Gas
- Propane Gas Safety for Managers
- Proper Use of a Fire Extinguisher
- Protecting Our Sight
- Protecting Our Sight (Spanish)
- Radiation Safety
- Radiosotope Safety
- Respiratory Protection
- Rigging Safety in Industrial & Construction Environments
- Safe Forklift Operation
- Safe Handling of Laboratory Glassware
- Safe Use & Operation of Industrial Cranes
- Safe Use & Operation of Industrial Cranes (Spanish)
- Safety Bob’s Comprehensive Construction Safety Orientation
- Safety Bob’s Comprehensive Construction Safety Orientation - (Spanish)
- Safety Decision-Making: Overcoming Human Nature
- Safety Decision-Making: Overcoming Human Nature (Spanish)
- Safety First: Fire Extinguisher Use
- Safety Management
- Safety Showers and Eye Washes in the Laboratory
- Safety Toolbox: Driving Defensively
- Safety Toolbox: Driving in Poor Conditions
- Safety Toolbox: Fall Protection
- Safety Toolbox: Prevent Slips, Trips, and Falls
- Safety Toolbox: Protect Your Back
- Safety Toolbox: The Safe Use of Aerial Lifts
- Safety Toolbox: The Safe Use of Ladders
- Safety Toolbox: Using Lockout Tagout
- Safety Toolbox: What You Need to Know About Emergency Exits
- Severe Weather Alert: Are You Prepared? (Spanish)
- Severe Weather Alert: Emergency Preparedness and Response
- Slip, Trip and Fall Prevention
- Stormwater Pollution Prevention Plan General Awareness Training
- Stormwater Pollution Prevention Plan General Awareness Training (Spanish)
- Supported Scaffolding Safety in Industrial and Construction Environments
- Survive Inside: Employee Safety in Confined Spaces
- Survive Inside: Employee Safety in Confined Spaces (Spanish)
- Surviving the Fall: Proper Use of Your Personal Fall Arrest System
- Surviving the Fall: Proper Use of Your Personal Fall Arrest System (Spanish)
- Take Time for Safety
- Take Time for Safety (Spanish)
- The Hazard Communications Program
- The Lockout/Tagout Program
- Two-Wheeled Handcart
- Understanding & Preventing Heat-Related Illnesses
- Understanding & Preventing Heat-Related Illnesses (Spanish)
- Understanding Your Facility’s Stormwater Pollution Prevention Plan
- Understanding Your Facility’s Stormwater Pollution Prevention Plan (Spanish)
- Warehouse Ergonomics
- Workers’ Comp 10 Must Ask Questions
- Workers’ Compensation Basics
- Working in Cold Weather
- Working in Hot Weather
- Workplace Safety in Action: Safety Committees

PERSONAL DEVELOPMENT

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

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• Building Strong Professional Relationships
• Business Meals: Table Manners
• Change Is Hard
• Character in the Workplace: The Importance of Good Character (Part 1 of 4)
• Character in the Workplace: The Six Pillars of Character (Part 2 of 4)
• Character in the Workplace: The Psychology of Cheating (Part 3 of 4)
• Character in the Workplace: How to Build Character (Part 4 of 4)
• Complex Problem Solving: Key Definitions in Complex Problem Solving (Part 1 of 5)
• Complex Problem Solving: Characteristics of Complex Problems (Part 2 of 5)
• Complex Problem Solving: Systems Thinking in Complex Problem Solving (Part 3 of 5)
• Complex Problem Solving: Complex Problem Solving with Causal Loop Diagrams (Part 4 of 5)
• Complex Problem Solving: Complex Problem Solving Organizations Face (Part 5 of 5)
• Conducting an Audit
• Control the Chaos and Clear the Clutter
• Convenience Store Diet
• Coping with Loss
• Create an Ergonomic Workstation
• Create Your Own Memory Hooks
• Creating a Positive Focus
• Creating Development Plans (Part 1 of 3): Key Elements of Development Planning
• Creating Development Plans (Part 2 of 3): Seven Steps for Creating a Personal Development Plan
• Creating Development Plans (Part 3 of 3): Tips for Personal Development Planning
• Creative Brainstorming for Innovation
• Cutting Edge Success at Work: Contribute to the Team
• Cutting Edge Success at Work: Prioritize and Organize
• Cutting Edge Success at Work: Set and Achieve Goals
• Dealing with Stress at Work
• Decision Key: Because
• Decision Key: Candor
• Decision Key: Contrast
• Decision Key: Imagination
• Decision Key: In-Print
• Decision Key: Labeling
• Decision Key: Losses Versus Gains
• Decision Key: Mental Accounting
• Decision Key: Risk-Value Curve
• Decision Making: A Model for the Best Style
• Decision Making: An Overview
• Decoding Indirect and Direct Messages
• Deskercises: Arms and Shoulders
• Deskercises: Chest, Neck, and Back
• Deskercises: Legs and Backside, While Sitting
• Deskercises: Legs and Backside, While Standing
• Deskercises: Simple, Cardio, and Core
• Destressing your Inner and Outer World
• D.I.S.C: Determine Styles of Others
• Effective Performance Reviews: Handling a Bad Performance Review
• Effective Performance Reviews: Performance Reviews for Managers
• Effective Performance Reviews: Preparing for Your Review
• Effective Performance Reviews: Self-Assessments
• Ergonomic Risk Factors
• Failure is Obsolete
• Father & Son
• Fighting the Flu: Call for Backup
• Fighting the Flu: Gain the Upper Hand
• Fighting the Flu: Getting to Know Your Opponent
• Fighting the Flu: The Fight is On!
• Fighting the Flu: Throw in the Towel
• Fitness and Wellness
• Framework for Execution: A Framework for Execution
• Framework for Execution: Reasons for Poor Execution
• Framework for Execution: The Current Situation Framework for Execution: The Failure to Execute
• Getting Organized
• Goal Setting in the Workplace
• Green Cleaning Concepts
• Green Purchasing
• Handling Stress
• Happiness at Work: Applying Happiness to the Workplace (Part 1 of 3)
• Happiness at Work: Improving Personal Happiness at Work (Part 2 of 3)
• Happiness at Work: Creating a Happier Workplace (Part 3 of 3)
• How Attitudes Affect Employee Behavior
• How Things Feel Affects What We Do
• How to Break a Bad Habit
• How to Build a Personal Brand
• How to Handle Unavoidable Stress
• How to Keep Your Commitments
• How to Make Time for Training at Work
• How to Reduce Anxiety
• How to Re-Energize Yourself at Work
• How to Sit Correctly (Spanish)
• How to Sit Correctly (French)
• How to Sit Correctly (French-Canadian)
• How to Study Effectively
• How-To Tool: Decision Matrix
• Improve Your Memory, Improve Your Productivity
• Improving Your Self-Awareness
• Improving Your Self-Management
• Improving Your Social-Awareness
• In the Hallways
• Introduction to Emotional Intelligence
• Know Your Numbers: Blood Pressure
• Know Your Numbers: Body Mass Index
• Know Your Numbers: Cholesterol
• Know Your Numbers: Glucose
• Leadership and Stress
• Let’s Work It Out
• Linking Ethics to Stress and Emotions
• Living Large on Less
• Making Command Decisions Work for You
• Making Consensus Decisions Work for You
• Making Consultative Decisions Work for You
• Making Delegated Decisions Work for You
• Making Learning Stick
• Manager’s Toolbox: Building an Engaged Organization (French-Canadian)
• Manager’s Toolbox: Building an Engaged Organization (French)
• Manager’s Toolbox: Building an Engaged Organization (Spanish)
• Managing Information Overload
• Managing Others’ Impression of You
• Managing Stress
• Managing Your Waste
• Memory Challenge: Mnemonics
• Money Secrets of the Rich
• Participating in a High Performance Team
• Personal Brands
• Powered Industrial Trucks and Power Pallet Trucks
• Preparing for My Appraisal
• Problem Solving: Define the Problem
• Problem Solving: Determine the Root Cause
• Problem Solving: Evaluate and Select Solutions
• Problem Solving: Generate Solutions
• Problem Solving: Implement Solutions
• Problem Solving: Introduction to Problem Solving
• Problem Solving: Monitor the Resolution
• Putting it all Together
• Ready for Retiremen
• Recognize Eye Strain
• Recognize Eye Strain (French)
• Recognize Eye Strain (French-Canadian)
• Recognize Eye Strain (Spanish)
• Recycling in the Workplace
• Reduce Eye Strain
• Reduce Eye Strain (French)
• Reduce Eye Strain (French-Canadian)
• Reduce Eye Strain (Spanish)
• Reducing Stress Through Time Management
• Reducing Stress: Meditation and Visualization
• Reducing Stress: Techniques to Relax
• Respecting Your Brand
• Respect - How to Be Lied
• Respect - How to Be Respected
• Respect - Working with Dislike
• Rethinking Brainstorming
• Safe Money Millionaire
• Selfies Gone Wrong
• Setting Sound Goals
• Setting Your Development Goals
• Six-Step Process to Problem Solving
• Smile!
• Social Awareness Tools
• Strengths Finder 2.0
• Stress at Work
• Stress Management: Avoidable Stress
• Stress Management: Handling Stress
• Stress Management: Managing Stress
• Stress Management: Unavoidable Stress

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

PROJECT MANAGEMENT
• 10 Steps to Successful Project Management
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 01 - The Process
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 02 - The Exam
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 03 - Agile Principles & Mindset Part 01
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 03 - Agile Principles & Mindset Part 02
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 04 - Value Driven Delivery
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 05 - Stakeholder Engagement
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 06 - Boosting Team Performance
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 07 - Adaptive Planning
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 08 - Problem Detection & Resolution
• Agile Certified Practitioner (ACP) Exam Prep: Chapter 09 - Continuous Improvement
• Agile Certified Practitioner (ACP) Exam Prep: Final Exam
• Agile Project Management

• Business Intelligence: Best Practices for Successful Project Management
• Characteristics of Projects
• Conducting a Post-Project Evaluation
• Controlling Change
• Creating Project Schedules: Building a Gantt Chart
• Creating Project Schedules: Determine Task Sequence
• Creating Project Schedules: Estimating Task Length
• Creating Project Schedules: Identify Tasks: Create a Work Breakdown Structure
• Creating Project Schedules: Introduction to Project Scheduling
• Creating Project Schedules: Project Scheduling Software
• Executive Strategy & Management: Section 1 - The Basics of Project Management
• Executive Strategy & Management: Section 2 - The Keys to Success
• Executive Strategy & Management: Section 3 - Strategy Basics
• Fundamentals of Project Management
• Improve Your Project Management
• Introduction to Project Management: Final Exam
• Introduction to Project Management: Section 1 - Introduction & Overview
• Introduction to Project Management: Section 2 - Teams & Leadership
• Introduction to Project Management: Section 3 - Project Communication
• Introduction to Project Management: Section 4 - Stakeholder Management
• Introduction to Project Management: Section 5 - The Basics of Project Management
• Introduction to Project Management: Section 6 - Scope and Requirements
• Introduction to Project Management: Section 7 - Developmental Methodologies
• Introduction to Project Management: Section 8 - Effective Budgets and Schedules
• Introduction to Project Management: Section 9 - Project Performance
• Introduction to Project Management: Section 10 - Change Management
• Managing Project Constraints
• Managing Project Teams: Lesson 01 - Knowing Your Team
• Managing Project Teams: Lesson 02 - Managing Your Team
• Money for the Cause
• PMP Exam Prep: Chapter 01 - Application and the PMP Exam
• PMP Exam Prep: Chapter 02 - Types of Exam Questions
• PMP Exam Prep: Chapter 03 - The Basics of Project Management - Part 01
• PMP Exam Prep: Chapter 03 - The Basics of Project Management - Part 02

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• PMP Exam Prep: Chapter 04 - Project Integration Management
• PMP Exam Prep: Chapter 05 - Project Scope Management
• PMP Exam Prep: Chapter 06 - Project Schedule Management
• PMP Exam Prep: Chapter 07 - Project Cost Management
• PMP Exam Prep: Chapter 08 - Project Quality Management
• PMP Exam Prep: Chapter 09 - Project Resource Management
• PMP Exam Prep: Chapter 10 - Project Communications Management
• PMP Exam Prep: Chapter 11 - Project Risk Management
• PMP Exam Prep: Chapter 12 - Project Procurement Management
• PMP Exam Prep: Chapter 13 - Project Stakeholder Management
• PMP Exam Prep: Chapter 14 - Project Professional Responsibility
• PMP Exam Prep: Final Exam
• PMP® Certification: Project Management Basics

• Pragmatic Project Management
• Prioritizing Project Work
• Project Definition Questions - Quick Reference
• Project Evaluation Questions - Quick Reference
• Project Management
• Project Management Essentials
• Project Management for Small Business
• Project Management for Small Projects
• Project Management Fundamentals
• Project Management Introduction
• Project Management Pre-Work: Introduction to Project Pre-Work (Part 1 of 18)
• Project Management Pre-Work: Identifying Project Parameters (Part 2 of 18)
• Project Management Pre-Work: Defining Project Problems or Opportunities (Part 3 of 18)
• Project Management Pre-Work: Determining Project Requirements (Part 4 of 18)
• Project Management Pre-Work: Listing and Organizing Needs and Wants (Part 5 of 18)
• Project Management Pre-Work: Validating Project Assumptions (Part 6 of 18)
• Project Management Pre-Work: Developing a Project Goal Statement (Part 7 of 18)
• Project Management Pre-Work: Determining the Best Project Plan (Part 8 of 18)
• Project Management Pre-Work: Understanding Project Risks (Part 9 of 18)
• Project Management Pre-Work: Quantifying Project Risks (Part 10 of 18)
• Project Management Pre-Work: Creating Strong Project Proposals (Part 11 of 18)
• Project Management Pre-Work: Identifying Key Project Personnel (Part 12 of 18)
• Project Management Pre-Work: Securing Commitment in Projects (Part 13 of 18)
• Project Management Pre-Work: Project Authority Planning (Part 14 of 18)

• Project Management Pre-Work: Allocating Project Responsibilities (Part 15 of 18)
• Project Management Pre-Work: Making Meaningful Project Requests (Part 16 of 18)
• Project Management Pre-Work: Project Complexity Analysis (Part 17 of 18)
• Project Management Pre-Work: The Project Kickoff Meeting (Part 18 of 18)
• Project Management Skills for Non Project Managers: Lesson 1 - Planning the Project
• Project Management Skills for Non Project Managers: Lesson 2 - Implementing the Project Plan
• Project Management, Planning, and Control
• Project Management: Basic, 2nd Edition
• Project Management: Intermediate, 2nd Edition
• Project Problem Solving
• Project Ranking Method
• Project Teams
• Quality Management: Chapter 1 - Concept of Quality
• Quality Management: Chapter 2 - Customer Input to Quality
• Quality Management: Chapter 3 - Plan Quality
• Quality Management: Chapter 4 - Quality Control
• Quality Management: Chapter 5 - Six Sigma
• Quality Management: Final Exam
• Risk Management Professional Exam Prep: Chapter 01 - Quick PM Review & the RMP Credential
• Risk Management Professional Exam Prep: Chapter 02 - Introduction to Project Risk
• Risk Management Professional Exam Prep: Chapter 03 - Risk Management Planning
• Risk Management Professional Exam Prep: Chapter 04 - Stakeholder Management & Communication
• Risk Management Professional Exam Prep: Chapter 05 - Risk Identification
• Risk Management Professional Exam Prep: Chapter 06 - Qualitative Risk Analysis
• Risk Management Professional Exam Prep: Chapter 07 - Quantitative Risk Analysis
• Risk Management Professional Exam Prep: Chapter 08 - Risk Response Planning
• Risk Management Professional Exam Prep: Chapter 09 - Learning to Control Risks
• Schedule and Cost Control: Section 01 - Quick PM Review
• Schedule and Cost Control: Section 02 - Time Management
• Schedule and Cost Control: Section 03 - Critical Path Method
• Schedule and Cost Control: Section 04 - Basic Cost Management
• Schedule and Cost Control: Section 05 - Introduction to Earned Value
• Schedule and Cost Control: Section 06 - Critical Chain Management
• Schedule and Cost Control: Section 07 - Other Cost Calculations
• Scope and Requirements: Section 01 - Effective Listening Skills for Requirements Definition
• Scope and Requirements: Section 02 - Stakeholders
• Scope and Requirements: Section 03 - Scope Definition

• Scope and Requirements: Section 04 - Creating Effective Work Breakdown Structures
• Scope and Requirements: Section 05 - Requirements Basics
• Scope and Requirements: Section 06 - Use Cases
• Scope and Requirements: Section 07 - Development Methodologies
• Scope and Requirements: Section 08 - Testable Requirements
• Scope and Requirements: Section 09 - The Software Requirements Specification (SRS)
• Scope and Requirements: Section 10 - Business Domain Modeling
• Scope and Requirements: Section 11 - Other Advanced Tools
• Scope and Requirements: Section 12 - Final Exam
• Stakeholder Analysis Alternatives
• Stocking Your Project Management Toolkit
• Strategic Planning Skills: Lesson 01 - Preparing for the Strategic Planning Process
• Strategic Planning Skills: Lesson 02 - Initiating the Strategic Planning Process
• Strategic Planning Skills: Lesson 03 - Developing the Strategic Plan
• Strategic Planning Skills: Lesson 04 - Executing the Plan
• Stress-Free Event Planning
• Successful Project Management in a Week
• Taking Control of Projects and Priorities
• The 77 Deadly Sins of Project Management
• The AMA Handbook of Project Management
• The Five Processes of Project Management
• The Principles of Project Management
• The Project Management Life Cycle Model
• The Stakeholder Analysis Matrix
• Thinking on Purpose for Project Managers
• Types of Project Stakeholders
• History Means Business Meet Fred Pryor
• Pryor + Tutorial for Users and Admins, Online and Live Account

SALES
• Account Management: Managing Accounts
• Versus Selling to Customers (Part 1 of 6)
• Account Management: Account Relationship Levels (Part 2 of 6)
• Account Management: Using Psychographics to Gauge Product Relationship Levels (Part 3 of 6)
• Account Management: The Marketing-Sales Disconnect (Part 4 of 6)
• Account Management: Creating Insight-Based Account Relationships (Part 5 of 6)
• Account Management: Providing a Total Account Solution (Part 6 of 6)
• Addressing Objections in Sales
• Avoid the Top Mistakes Sales Reps Make
• Building a Sales Process
• Building GREAT Sales Relationships
• Characteristics of the Sale: Analytics and Metrics
• Characteristics of the Sale: Introduction to the Sales Cycle LINE
• Characteristics of the Sale: Key Account Selling Overview
ONLINE COURSES

- Characteristics of the Sale: Product Knowledge
- Characteristics of the Sale: Sales Cycle LINE A
- Characteristics of the Sale: Sales Cycle LINE B
- Choosing an Effective Closing Method
- Claiming vs. Creating Value in Negotiation
- Closing the Sale
- Conquering Sales Objections
- Creating Effective Sales Proposals
- Creating Your Elevator Pitch
- Cross Selling
- Dealing with Difficult Situations
- Defining the Wants and Needs of Customers
- Developing Your Territory: Building the Sales Plan
- Developing Your Territory: Summarizing the Business Situation
- DISC: Selling D
- DISC: Selling I
- DISC: Selling S
- DISC: Selling C
- Effective Selling in Any Situation
- Emotional Intelligence for Sales Success
- Establishing Credibility
- Establishing Trust with Customers
- Excellent Customer Service
- Finding Good Prospects
- Following up on Your Sale
- Follow-Up After the Sale
- Get Clients Now!
- Getting Past the Gatekeeper
- Handling Tough Customers
- How Customers Want to Be Treated
- How to Develop Your Sales Plan
- How to Leave Phone Voicemail That Get Returned
- Leading the Sales Force
- 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
- Managing Your Sales Prospects
- Modern Phone Sales Techniques
- Motivate Your Sales Team
- Negotiating a Job Offer
- Negotiating for Success
- 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
- Negotiating: 07. The Negotiation Process
- Negotiating: 08. Reaching Agreement
- Negotiating: 09. Evaluating Your Performance
- Negotiating: 10. DISC Styles
- Negotiating: 11. Dealing with Strategies
- Negotiations: Solving the Tough Problems
- No, But, If
- Objection Series: Doubt
- Objection Series: Indifference
- Objection Series: Misunderstanding
- Objection Series: True Negative
- Overview of Sales Methodologies
- Preparing for Your Sales Pre-approach
- Presentation Skills: Closing
- ProActive Sales Management
- Prospecting by Phone: The 7 Guidelines for Cold Call Management
- Prospecting by Phone: Avoiding Common Mistakes
- Prospecting by Phone: Cold Call Guidelines
- Prospecting by Phone: Does Cold Calling Work?
- Prospecting by Phone: Great Incoming Greetings
- Prospecting by Phone: Standing Out from the Crowd
- Prospecting by Phone: The 4-Minute Call
- Prospecting by Phone: The Great Voice Message, Part 1
- Prospecting by Phone: The Great Voice Message, Part 2
- Quicksell
- Researching Prospects & Industry Online
- Riding Along with Sales Reps
- Running a Sales Meeting
- Sales and Ethics: Connecting Your Values to Your Career
- Sales and Ethics: Making Ethical Decisions
- Sales and Ethics: Managing Conflicts of Interest
- 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 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 Strategies for Handling Objections
- Sales Time Management
- Sales: Attitude is Everything
- Sales: Attitude is Everything (French)
- Sales: Attitude is Everything (French-Canadian)
- Sales: Boost Your Selling Power
- Sales: Boost Your Selling Power (French)
- 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-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)
- Sell for Success! What You Need to Know About Selling
- 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 Different Customer Roles
- Selling to the C-Suite
- Selling Value Over Price
- Setting and Managing Your Sales Goals
- Speaking Customer
- Strategizing for Your Sales Presentation
- Successful Selling in Today's Economy
- Taking Effective Call Notes
- Territory Management: Analyzing a Territory
- Territory Management: Managing a New Territory
- The Accidental Salesperson
- The Distance Sales Cycle
- The New Rules of Lead Generation
- The Qualifying Process
- The Sales Process: Advanced Questioning Techniques
- The Sales Process: DISC
- The Sales Process: No Fuss Closing
- The Sales Process: Overcoming Objections
- The Sales Process: Uncovering Needs
- The Unmet Need
- Turning Features into Benefits
- Understanding Techniques for a Sales Approach
- Understanding the B2B Buying Process
- Upsell With Confidence
- Using Adaptive Selling to Make the Sale
- Utilizing DISC in Sales
- What Is a Sales Process?
- What’s Right for This Prospect, Today?
- When to Shut Up

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
- Working with Psychological Biases in Negotiation
- Writing Effective Sales e-Mails

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

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ADMINISTRATIVE ASSISTANT & FRONT DESK
- 50 Training Activities for Administrative, Secretarial, and Support Staff
- Assertiveness Skills for the Receptionist
- Effective Telephone Communication Skills
- Managing the Front Desk
- Professional Telephone Skills
- Safety and Security Begins at the Front Desk

BUSINESS SKILLS
- Ethics: An Employee’s Perspective

BUSINESS WRITING & GRAMMAR
- Bad Email Habits: What Message Are You Sending?
- Business Writing and Editing for Professionals
- Effective and Appropriate Email Use
- Write Effective and Appropriate Emails

COMMUNICATION
- Confronting Workplace Conflict
- How to Manage Emotions in the Workplace
- How to Overcome Disruptive Workstyle Differences
- Presentation Skills: Creating Slides
- The Secret to Effective Communication

COMPUTER SOFTWARE
- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Microsoft® Access® Secrets
- 60 Minutes of Microsoft® Excel® Secrets
- 60 Minutes of Microsoft® Excel® Secrets 2013
- 60 Minutes of Microsoft® Outlook® Secrets
- 60 Minutes of Microsoft® PowerPoint® Secrets
- Adjust Row Height and Column Width in Microsoft® Excel® 2013
- Advanced Tips and Techniques for Microsoft® Word Users
- Customize Your Environment in Microsoft® Excel® 2013
- Microsoft® Access® 2013 Basic
- Microsoft® Excel® 2010 Working with PivotTables
- Microsoft® Excel® 2013 Basic
- Microsoft® Excel® 2013 Intermediate
- Microsoft® Excel® 2013 Shortcuts, Tips, and Tricks
- Microsoft® Excel® Charts and Graphs Made Easy
- Microsoft® Excel® Formulas Made Easy
- Microsoft® Excel® Macros for Finance Professionals
- Microsoft® Outlook® 2013 Reading and Writing Email
- Microsoft® PowerPoint® 2010 Getting Started With Microsoft® PowerPoint®
- Microsoft® Project Tips and Tricks

CUSTOMER SERVICE
- A Customer Complains: Now What?
- Creating Great Customer Conversations
- Customer Service Basics
- Effective Techniques for Dealing with Difficult Customers

FINANCE & ACCOUNTING
- How to Resolve Customer Complaints on the Spot
- Quality Customer Service: Four Basic Elements
- Quality Customer Service: Phone Calls
- Turning Around an Angry Customer
- What NOT to Say to Your Customers

HUMAN RESOURCES
- An Introduction to HIPAA
- Are You Really Listening?
- Conduct Effective Interviews and Hire the Right People
- Dos & Don’ts of Records Retention and Destruction
- Eliminate the Confusion of FMLA
- HIPAA Privacy and Security Basics
- HIPAA: What Health and Human Services Requires
- How to Succeed as a One Person HR Department
- How to Write Comprehensive Policies and Procedures
- Legally Terminate Employees: 10 Critical Things You Must Know
- The Minimum Requirements for HIPAA Compliance
- Understanding Sexual Harassment

INDUSTRY SPECIFIC
- Basics of Accounting
- Before School Starts: Things To Do
- Dealing with Difficult Patients
- Government Project Management
- Handling Complaints in the Medical Profession
- HIPAA Privacy and Security Basics for Employees in the Healthcare Sector
- How to Reduce Missed Medical Appointments
- Introduction to Bookkeeping and Accounting
- Leadership in Government Agencies
- Moving to a Paperless Office
- Plain Language for Government

IT
- Effective Network Security
- Protecting Your PC

MANAGEMENT & LEADERSHIP
- Assertive Communication Skills for Managers
- Budget Management
- Coaching Skills: Beyond Basic Supervision
- Creative Ways to Reward and Motivate Employees
- Criticism & Discipline Skills for Managers and Supervisors
- Effective Delegation Skills
- How to Avoid the Most Common Mistakes New Managers Make
- How to Deal with Employee Complaints and Concerns
- How to Supervise Bad Attitudes & Negative Behaviors
- How to Understand and Administer a Budget
- Organizational Behavior
- The Secret to Employee Motivation
- Transitioning from Staff to Supervisor

MARKETING
- 49 Marketing Secrets (that Work) to Grow Sales
- Easy E-Newsletters
- Great Layout & Design: Tips, Tricks and the Latest Trends
- Social Networking: Facebook®

OSHA & WORKPLACE SAFETY
- A Manager’s Guide to Safety in the Workplace
- Indoor Air Quality: Carbon Dioxide
- Managing Workplace Safety and Health
- Medical OSHA Compliance
- OSHA and Workplace Safety for HR Professionals
- OSHA Record-Keeping Compliance
- Safety First: Fire Extinguisher Use

PERSONAL DEVELOPMENT
- Control the Chaos and Clear Out the Clutter
- Goal Setting in the Workplace
- Improve Your Memory, Improve Your Productivity
- Stress Management - Managing Stress

PROJECT MANAGEMENT
- 10 Steps to Successful Project Management
- Fundamentals of Project Management
- Improve Your Project Management
- PMP® Certification: Project Management Basics
- Project Management
- Project Management Essentials
- Project Management: Advanced, 2nd Edition
- Project Management: Basic, 2nd Edition
- Project Management: Intermediate, 2nd Edition
- Stress-Free Event Planning

SALES
- Building GREAT Sales Relationships
- Conquering Sales Objections
- Selling Value Over Price
- Upsell With Confidence

TIME MANAGEMENT
- How to Manage Your Time Effectively
- The Secrets of Successful Time Management