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

BUSINESS SKILLS
• A Unified Communications Strategy for Content
• All About Details (Part 1 of 2): Paying Attention to Detail
• All About Details (Part 2 of 2): How to NOT Miss the Details
• Analyzing Social Networks in Your Organization
• Are Tattoos Workplace Appropriate
• Be a Math Rockstar
• Be a Math Rockstar Part 2!
• Becoming an Asset: Understanding Your Company
• Becoming an Asset: Understanding Your Industry
• Building a Framework for Execution
• Business Attire Basics for Men: Black Tie Attire
• Business Attire Basics for Men: Black Tie Optional Attire
• Business Attire Basics for Men: Business Casual Attire
• Business Attire Basics for Men: Business Formal Attire
• Business Attire Basics for Men: Casual Attire
• Business Attire Basics for Men: Semi-Formal/Cocktail Attire
• Business Attire Basics for Women: Black Tie Attire
• Business Attire Basics for Women: Black Tie Optional Attire
• Business Attire Basics for Women: Business Casual Attire
• Business Attire Basics for Women: Business Formal Attire
• Business Attire Basics for Women: Casual Attire
• Business Attire Basics for Women: Semi-Formal/Cocktail Attire
• Business Meals: Attending a Business Meal
• Business Meals: Hosting a Business Meal
• Business Planning for Beginners
• Business Process Reengineering (BPR): Introduction (Part 1 of 6)
• Business Process Reengineering (BPR): The 3 Cs (Part 2 of 6)
• Business Process Reengineering (BPR): Characteristics (Part 3 of 6)
• Business Process Reengineering (BPR): Requirements (Part 4 of 6)
• Business Process Reengineering (BPR): Key Steps (Part 5 of 6)
• Business Process Reengineering (BPR): Pitfalls (Part 6 of 6)
• Business Recovery after a Natural Disaster
• Business Travel: Before Leaving
• Business Travel: Business Travel
• Business Travel: Hotel, Motel, Holiday Inn
• Business Travel: International Business Travel
• Business Travel: I've Got a Plane to Catch
• Business Travel: My Bags Are Packed
• Business Travel: Safe Travels
• Business Travel: Staying Healthy
• Business Travel: Technology Security
• Business Travel: There's an App for That
• Career Advancement: Documenting Your Performance (Part 1 of 7)
• Career Advancement: Preparing for Your Appraisal (Part 2 of 7)
• Career Advancement: So, You Want to Get a Raise (Part 3 of 7)
• Career Advancement: Adding Value as an Employee (Part 4 of 7)
• Career Advancement: Asking for a Raise (Part 5 of 7)
• Career Advancement: Setting Yourself Up for a Promotion (Part 6 of 7)
• Career Advancement: Getting a Promotion (Part 7 of 7)
• Character Matters! Character and Courage
• Character Matters! Connecting Character in the Workplace
• Character Matters! The Character Makeover
• Character Matters! Your Moral Compass
• Cognitive Flexibility: Flexible Thinking at Work (Part 1 of 4)
• Cognitive Flexibility: Benefits of Cognitive Flexibility (Part 2 of 4)
• Cognitive Flexibility: Increase Your Cognitive Flexibility (Part 3 of 4)
• Cognitive Flexibility: Physical Influence on Cognitive Flexibility (Part 4 of 4)
• Communicating Your Ethics to Your Customers (Part 10 of 13)
• Communicating Your Ethics to Your Team (Part 9 of 13)
• Concept Evaluation: Finding Support
• Concept Evaluation: Making Decisions
• Considering Confidentiality and Intellectual Property (IP) - Part 1: Ethical Issues and Problems
• Considering Confidentiality and Intellectual Property (IP) - Part 2: Workplace Skills for Success
• Coordinating With Others: Coordinating Gone Wrong! (Part 1 of 4)
• Coordinating With Others: Traits of an Effective Coordinator (Part 2 of 4)
• Coordinating With Others: Preparing to Coordinate a Project (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)
• Creative Commons Workshop
• 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: Trying Myers-Briggs
• Cutting Edge Success at Work: Appreciate Feedback
• Cutting Edge Success at Work: Be Confident and Assertive
• Cutting Edge Success at Work: Build Employability Skills
• Cutting Edge Success at Work: Communicate Effectively
• Cutting Edge Success at Work: Demonstrate Strengths
• Cutting Edge Success at Work: Impress at Job Interviews
• Do You Need a Meeting? Infographic During Meetings
• Effective Online Meetings 1: Manage
• Effective Online Meetings 2: Plan
• Effective Online Meetings 3: Technology
• Effective Online Meetings 4: Structure
• Effective Online Meetings 5: Design
• Effective Online Meetings 6: Preparation
• Effective Online Meetings 7: Presentation
• Effective Online Meetings 8: Follow-Up
• Eliminating the Execution Gap
• Ethical Decision-Making Skills: Ethical Issues and Problems (Section 1)

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ONLINE COURSES

- Ethical Decision-Making Skills: Connecting Character (Section 2)
- Ethical Decision-Making Skills: What You Need to Know (Section 3)
- Ethical Decision-Making Skills: Actions for Success (Section 4)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 1)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 2)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 3)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 4)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 5)
- Ethical Issues in Advertising and Marketing
- Ethical Situations to Consider (Spanish)
- Ethics and Business Conduct for Government Contractors
- Ethics and Business Conduct for Government Contractors (Refresher Version)
- Ethics and Social Responsibility in Management
- Ethics Begins With Respect (Part 4 of 13)
- Ethics For Managers
- Ethics in the Workplace
- Ethics Requires Self-Discipline (Part 6 of 13)
- Ethics: An Employee’s Perspective
- Ethics: Everything You Ever Wanted To Know About Conflicts Of Interest But Were Too Lazy To Ask
- Ethics: How To Avoid Sexual Harassment In Under Four Minutes!
- Ethics: How To Deal With Anybody For Whom Episode 5 Was Hard To Understand
- Ethics: How To Handle Customer Information. Boring Title, Awesome Video
- Ethics: Privacy - Or The Total Lack Of It, Depending On What You Do!
- Ethics: Probably The Best Reason Ever For Not Taking Bribes
- Ethics: The Remarkably Obvious Difference Between A Gift And A Bribe
- Ethics: To Borrow, Or Not To Borrow? That Is The Question, And This Video Is The Answer!
- Exploring Competition in Business
- 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
- Google Calendar Training
- Government’s Role in Managing the Economy
- Grammoyogues, Legal Documents and a Glossary
- Helping Yourself and Others Through Change
- Honesty Made Simple: Avoiding “Spin” and Other Rhetorical Techniques
- 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)
- 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 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)
- 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: Fitting 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: Benefits by the Numbers
- Job Offer Math: Medical Insurance Basics
- Job Offer Math: Understanding a Job Offer
- Keys to Lively and Effective Meetings
- Know What You Stand For (Part 5 of 13)
- Knowledge Management: Getting and Sharing Best Practices
- Knowledge Management: Removing the Blocks to Sharing Best Practices
- Leadership and Change: A Core Competency (Part 1 of 9)
- Leadership and Change: Understanding What Drives People (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 Change in Your Organization
- Managing Meetings
- Mathematical Foundation
- Measuring the Health of the Economy
- Meeting Agendas and Minutes
- Meeting For Results
- Minimizing Gossip and Rumor
- Misgoverning Corporations: An Overview
- Moral Conscience and Ethical Balance at Work: Absolutes and Ethical Relativism in the Workplace
- Moral Conscience and Ethical Balance at Work: Ethical Balance
- Moral Conscience and Ethical Balance at Work: Feeling Ethical
- Moral Conscience and Ethical Balance at Work: What is a Conscience?
- Moral Conscience and Ethical Balance at Work: Your Guilt Trip
- New Employee Math: Budgeting Basics
- New Employee Math: How to Fill Out a W-4
- New Employee Math: Investment Basics
- New Employee Math: Retirement Savings Basics
- New Employee Math: Savings
- New Employee Math: Taxation Basics
- New Employee Math: Your First Paycheck
- Office Etiquette
- Operations Processes
- Opportunities in International Business
- Organizational Ethics
- People Matter! Beginning with Respect
- People Matter! Ethics and Human Value
- People Matter! Ethics and Respect Connection: Do you “Care”?
- People Matter! Roadblocks to Respect
- Planning for a Business Trip
- 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!
• Grammar Guide: Parentheses
• Grammar Guide: Personal Pronouns
• Grammar Guide: Comparative and Superlative Adjectives
• Grammar Guide: Quotation Marks
• Grammar Guide: Regular Verbs
• Grammar Guide: Sentences & Paragraphs
• Grammar Shootout - SkillBuilder Game
• Great Grammar and Painless Proofreading
• Measurements and Magnitudes with Numbers
• Numbers and Numerals
• Political Awareness in Government Agencies
• Proposals That Work for Government Agencies
• Sending an Email
• Sentence Construction - Skills and Drills
• Thank You Notes
• Using Active Voice - Skills and Drills
• Using Numbers for Time and Money
• Using Numbers in Sentences - Skills and Drills
• Using Words or Figures for Numbers
• Write Effective and Appropriate Emails

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?
• Basic Facilitation
• 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 Your Personal Brand
• Colorful Connections - Communication Basics (P)
• Colorful Connections - Recognizing the Personalities (P)
• Colorful Connections - Team Building Basics (P)
• Conflict: Manage Conflict Situations
• Conflict: Manage Your Emotions
• Conflict: Respond to Tension
• Conflict: Workplace Tension
• Confronting Workplace Conflict
• Cutting Edge Basic English: A Typical Day
• Cutting Edge Basic English: Asking for Help
• Cutting Edge Basic English: Be Careful
• Cutting Edge Basic English: Plural Nouns
• Cutting Edge Basic English: Chatting
• Cutting Edge Basic English: Comparing
• English at Work Series: Giving Information
• English at Work Series: Giving Reasons
• English at Work Series: Giving Warnings
• English at Work Series: Greeting and Introducing
• English at Work Series: Making Suggestions
• English at Work Series: Saying What's Needed
• English at Work Series: Saying Where People Are

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Individual Training: 1.800.780.8476 • Group Training: 1.800.944.8503 • pryor.com
• How to Work With Someone You Dislike
• Interpersonal Communication
• Interpersonal Communication (Spanish)
• Introduction to Negotiation
• Introduction to Negotiation (French)
• Introduction to Negotiation (French-Canadian)
• Introduction to Negotiation (Spanish)
• Keep Your Cool: Attitude
• Keep Your Cool: Control
• Keep Your Cool: Signs
• Keep Your Cool: Truths
• Keep Your Cool: Venting
• Making Them Believe
• Making Your Point
• Manage Yourself in the Midst of Conflict
• Manage Yourself in the Midst of Conflict (French)
• Manage Yourself in the Midst of Conflict (French-Canadian)
• Manage Yourself in the Midst of Conflict (French-Canadian)
• Managing Conflict in Special Circumstances
• Managing Conflict in Special Circumstances (French)
• Managing Conflict in Special Circumstances (French-Canadian)
• Managing Conflict Step-by-Step
• Managing Conflict Step-by-Step (French)
• Managing Conflict Step-by-Step (French-Canadian)
• Manipulation in the Workplace
• Negotiation - On the Road to Success
• Nonverbal Communication: Aligning Nonverbal Communication with Intentions
• Nonverbal Communication: Defining Nonverbal Communication
• Nonverbal Communication: Leveraging Nonverbals for Success
• 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 Speaking
• Power Speaking (Spanish)
• Powerful Listening Skills
• Powerful Listening Skills (French)
• Powerful Listening Skills (French-Canadian)
• Powerful Listening Skills (Spanish)
• Presentation Room Set Up Imagery
• 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 Intellgence
• The Basics of Emotional Intelligence (French)
• The Basics of Emotional Intelligence (French-Canadian)
• The Basics of Emotional Intelligence (Spanish)
• The Art of Nonverbal Communication (French-Canadian)
• The Art of Nonverbal Communication (Spanish)
• The Basics of Emotional Intellgence
• The Basics of Emotional Intelligence (French)
• The Basics of Emotional Intelligence (French-Canadian)
• The Basics of Emotional Intelligence (Spanish)
• The Art of Nonverbal Communication (French)
• The Art of Nonverbal Communication (French-Canadian)
• The Art of Nonverbal Communication (Spanish)
• The Basics of Emotional Intellgence
• 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 Secret to Effective Communication
• The Subtle Art of Manipulation
• The Truth About Conflict
• Understanding Your Learning Style
• Using Assertive Verbal Skills
• Working Well with Everyone: The Diversity Continuum
• Working Well with Everyone: The Mistake of Stereotyping
• Your Assertive Rights

COMPUTER SKILLS
• Being Savvy Online
• Computer Literacy Basics (PC)
• Computing Training
• Creating an Infographic
• Creating Digital Portfolios
• Creating Passwords
• Digital Storytelling and Creativity
• Glogster Training
• jQuery & JavaScript® Basics
• jQuery Mobile
• Laptops and Mobile Device Tips
• PC Security and Maintenance
• Podcasting Workshop - An Introduction to Audio Podcasting
• Searching the Web - Advanced
• Searching the Web - Intro
• Snapchat in Education
• Streaming Music - Internet Radio
• The Social & Interactive Web: Today's Web 2.0
• Utilizing Web Search Engines
• Web Resources Workshop - Search, Evaluate & Use
• Weekly

ONLINE COURSES
• 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 Photoshop® Secrets
• Accept or Decline a Task Assignment in Microsoft® Outlook® 2016
• Access® 2013 Part 1: Add Controls to a Report
• Access® 2013 Part 1: Configuring Form Lookup Field
• Access® 2013 Part 1: Create a Form
• Access® 2013 Part 1: Create a Query with Multiple Parameters
• Access® 2013 Part 1: Create a Report
• Access® 2013 Part 1: Create a Simple Access Database
• Access® 2013 Part 1: Create Action Queries
• Access® 2013 Part 1: Create Parameter Queries
• Access® 2013 Part 1: Create Unmatched and Duplicate Queries
• Access® 2013 Part 1: Edit Tables and Rows
• Access® 2013 Part 1: Enhance the Appearance of a Report
• Access® 2013 Part 1: Explore Access Ribbon Commands
• Access® 2013 Part 1: Get Help in Access
• Access® 2013 Part 1: Join Data from Different Tables in a Query
• Access® 2013 Part 1: Modify Table Data
• Access® 2013 Part 1: Orientation to Access
• Access® 2013 Part 1: Perform Calculations in a Query
• Access® 2013 Part 1: Prepare a Report for Print
• Access® 2013 Part 1: Purpose of Primary Key
• Access® 2013 Part 1: Sort and Filter Data in a Query
• Access® 2013 Part 1: Sort and Filter Records
• Access® 2013 Part 1: Summarize Data
• Access® 2013 Part 1: The Access Options Dialog Box
• Access® 2013 Part 1: The Records Bar
• Access® 2013 Part 1: Use Forms for Data Entry
• Access® 2013 Part 1: Use Queries
• Access® 2013 Part 1: Use Reports
• Access® 2013 Part 1: Use the Report Wizard
• Access® 2013 Part 1: Use Wildcards in a Parameter Query
• Access® 2013 Part 2: Add a Calculated Field to a Report
• Access® 2013 Part 2: Add a Subreport to an Existing Report
• Access® 2013 Part 2: Add Data Bars to Reports
• Access® 2013 Part 2: Analyzing the Relational Database Design Process - Intro
• Access® 2013 Part 2: Create a Self Join
• Access® 2013 Part 2: Create a Table
• Access® 2013 Part 2: Create Inner and Outer Joints
• Access® 2013 Part 2: Create Many to Many Relationship
• Access® 2013 Part 2: Create Subqueries
• Access® 2013 Part 2: Create Table Relationships

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ONLINE COURSES

• Access® 2013 Part 2: Export Data to Excel®
• Access® 2013 Part 2: Export Data to Text File Formats
• Access® 2013 Part 2: Format Reports
• Access® 2013 Part 2: Import Data from Excel® File
• Access® 2013 Part 2: Import Data from Text File
• Access® 2013 Part 2: Improve Table Structure
• Access® 2013 Part 2: Join Unrelated Tables
• Access® 2013 Part 2: Make Report Design Modifications
• Access® 2013 Part 2: Merge Access Data with Word
• Access® 2013 Part 2: Modify Data in a SubDatasheet
• Access® 2013 Part 2: Run the Table Analyzer Wizard
• Access® 2013 Part 3: Add Controls to Forms
• Access® 2013 Part 3: Analyze the Performance of a Database
• Access® 2013 Part 3: Apply Conditional Formatting
• Access® 2013 Part 3: Automate Data Entry Using a Macro
• Access® 2013 Part 3: Convert a Macro to VBA
• Access® 2013 Part 3: Convert an Access Database to an ACCDE File
• Access® 2013 Part 3: Create a Database Switchboard
• Access® 2013 Part 3: Create a Macro
• Access® 2013 Part 3: Create Subforms
• Access® 2013 Part 3: Determine Object Dependency
• Access® 2013 Part 3: Document a Database
• Access® 2013 Part 3: Enhance Navigation of Forms
• Access® 2013 Part 3: Field and Record Validation
• Access® 2013 Part 3: Form Validation
• Access® 2013 Part 3: Implement Security
• Access® 2013 Part 3: Link Tables to External Data Sources
• Access® 2013 Part 3: Manage a Database
• Access® 2013 Part 3: Modify a Database Switchboard
• Access® 2013 Part 3: Organize Information with Tab Pages
• Access® 2013 Part 3: Package a Database with a Digital Signature
• Access® 2013 Part 3: Restrict Records Using a Condition
• Access® 2013 Part 3: Set Passwords
• Access® 2013 Part 3: Set Startup Options
• Access® 2013 Part 3: Split a Database for Multiple User Access
• Access® 2013 Part 3: Validate Data Using a Macro
• Access® 2016
• Acrobat® Pro 9 - Intro PC
• Acrobat® Pro XI - Accessibility Features Training
• Acrobat® Reader
• Acrobat® X Pro Training
• Acrobat® X Pro: Advanced
• Acrobat® X Pro: Basic
• Acrobat® XI Pro
• Add a Bookmark to an Audio or Video Clip in Microsoft® PowerPoint® 2016
• Add a Button to a Form in Microsoft® Access® 2016
• Add a Lookup Field to a Form in Microsoft® Access® 2016
• Add a New Contact in Microsoft® Outlook® 2016
• Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016
• Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016
• Add A Screen Recording to Your Presentation NEW! in Microsoft® PowerPoint® 2016
• Add A Video to Your Presentation in Microsoft® PowerPoint® 2016
• Add A Table to a Document in Microsoft® Word 2013
• Add A Table to a Document in Microsoft® Word 2016
• Add A User-Defined Field in Microsoft® Outlook® 2016
• Add An Automatic Sort to a Query in Microsoft® Access® 2016
• Add Audio to a Presentation in Microsoft® PowerPoint® 2016
• Add Graphics to Messages in Microsoft® Outlook® 2016
• Add Headers and Footers in Microsoft® PowerPoint® 2016
• Add Information to Page Headers and Footers in Microsoft® Word 2016
• Add Information to the Top or Bottoms of Pages in Microsoft® Word 2013
• Add Information to the Top or Bottoms of Printed Pages in Microsoft® Excel® 2013
• Add Information to the Top or Bottoms of Printed Pages in Microsoft® Excel® 2016
• Add Style to Images in Microsoft® PowerPoint® 2016
• Add Style to Images in Microsoft® Word 2013
• Add Style to Images in Microsoft® Word 2016
• Add Video to a Presentation in Microsoft® PowerPoint® 2016
• Add Voting and Tracking Options to an Email in Microsoft® Outlook®
• Add Voting and Tracking Options to an Email in Microsoft® Outlook® 2016
• Add, Respond to, and Delete Reviewer Comments in Microsoft® PowerPoint® 2016
• Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2013
• Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2016
• Adjust Document Margins in Microsoft® Word 2013
• Adjust Document Margins in Microsoft® Word 2016
• Adjust Line and Paragraph Spacing in Microsoft® Word 2013
• Adjust Line and Paragraph Spacing in Microsoft® Word 2016
• Adjust Row Height and Column Width in Microsoft® Excel® 2013
• Adjust Row Height and Column Width in Microsoft® Excel® 2016
• Adjust Slide Size in Microsoft® PowerPoint® 2016
• Adjust Text Alignment and Tabs in Microsoft® Word 2013
• Adjust Text Alignment and Tabs in Microsoft® Word 2016
• Adobe® Audition® Creative Cloud® - Basics Training
• Adobe® Bridge Creative Cloud® 2014 Training
• Adobe® Captivate® 8
• Adobe® CSS 5.5: What’s New PC
• Adobe® Muse® Training
• Adobe® Premiere® Pro CS6
• Adobe® Premiere® Pro CS6 - What’s New
• Advanced Microsoft® Excel® Tips for the Power User
• Advanced Tips and Techniques for Microsoft® Word Users
• After Effects® CSS
• After Effects® CSS What’s New
• Aggregate Query Data in Microsoft® Access® 2016
• Analyze a Chart in Microsoft® PowerPoint® 2016
• Analyze a SmartArt Graphic in Microsoft® PowerPoint® 2016
• Analyze Text and Images in Microsoft® PowerPoint® 2016
• Anime Studio Training
• Apply a Consistent Look and Feel to a Document in Microsoft® Word 2013
• Apply a Consistent Look and Feel to a Document in Microsoft® Word 2016
• Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016
• Apply a Follow Up Flag to an Item in Microsoft® Outlook® 2016
• Apply a Watermark to a Page in Microsoft® Word 2013
• Apply a Watermark to a Page in Microsoft® Word 2016
• Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2013
• Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016
• Apply Borders and Shading to Text or a Page in Microsoft® Word 2013
• Apply Borders and Shading to Text or a Page in Microsoft® Word 2016
• Apply Filters in Microsoft® Access® 2016
• Apply Password Security to a Document in Microsoft® Word 2013
• Apply Password Security to a Document in Microsoft® Word 2016
• Apply Simple Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2013
• Apply Simple Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016
• Apply Styles to Text in Microsoft® Word 2013
• Apply Styles to Text in Microsoft® Word 2016
• Archive Old Data with AutoArchive in Microsoft® Outlook® 2016
• Arrange Images Around Text in Microsoft® Word 2013
• Arrange Images Around Text in Microsoft® Word 2016
• Arrange Text in Columns in Microsoft® Word 2013
• Arrange Text in Columns in Microsoft® Word 2016
• Articulate® Storyline - Basics Training
• Assign a Primary Key in Microsoft® Access® 2016
• Assign a Task to Another Outlook User in Microsoft® Outlook® 2016
• Assign a Task to Another Outlook® User in Microsoft® Outlook® 2016
• Attach a File to a Message in Microsoft® Outlook® 2016
• Audacity® 2.0.3

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• Audacity® Training
• AutoCAD® 2012
• AutoCAD® 2013
• AutoCAD® 2014
• Bookmark Cells and Groups of Cells for Easy Reference in Microsoft Excel® 2013
• Bookmark Groups of Cells for Easy Reference in Microsoft Excel® 2016
• Browse Text and Objects in Your Document in Microsoft Word 2013
• Browse Text and Objects in Your Document in Microsoft Word 2016
• Browsing the Web Using Google Chrome™ 32 Training
• Browsing the Web Using Internet Explorer® 11 Training
• Business Process Modeling with ConceptDraw® Business Process Diagrams Solution
• Calculate Percentages in a PivotTable in Microsoft Excel® 2013
• Calculate Percentages in a PivotTable in Microsoft Excel® 2016
• Calculate the Difference Between Two Times in Microsoft Excel® 2013
• Calculate the Difference Between Two Times in Microsoft Excel® 2016
• Captivate® 7 - What’s New Training
• Categorize Items in Microsoft Outlook® 2016
• Change a Field’s Name and Properties in Microsoft Access® 2016
• Change Data Field Type in a Table in Microsoft Access® 2016
• Change Field Properties in a Query in Microsoft Access® 2016
• Change How Content Is Displayed in Microsoft Word 2013
• Change How Content Is Displayed in Microsoft Word 2016
• Change How Data Is Displayed in a PivotTable in Microsoft Excel® 2013
• Change How Data Is Displayed in a PivotTable in Microsoft Excel® 2016
• Change Tab Order in a Form in Microsoft Access® 2016
• Change the Background in Microsoft PowerPoint® 2016
• Change the Color of a Note in Microsoft Outlook® 2016
• Change the Default Calendar Settings in Microsoft Outlook® 2016
• Change the Default Task Options in Microsoft Outlook® 2016
• Change Your Default Email Settings in Microsoft Outlook® 2016
• Check to See if Entered Data is in the Right Format in Microsoft Excel® 2016
• Choose a File Format When Saving a Workbook in Microsoft Excel® 2013
• Choose a File Format When Saving a Workbook in Microsoft Excel® 2016
• Choose What Is Transferred When You Cut/Copy and Paste in Microsoft Excel® 2013
• Choose What Is Transferred When You Cut/Copy and Paste in Microsoft Excel® 2016
• Choose Which Part of Your Worksheet to Print in Microsoft Excel® 2013
• Choose Which Part of Your Worksheet to Print in Microsoft Excel® 2016
• Chromebook® (Samsung™ Series 5) Training
• Cite Sources in a Document in Microsoft Word 2013
• Cite Sources in a Document in Microsoft Word 2016
• Clean Clutter Out of Your Inbox in Microsoft Outlook®
• Clean Clutter Out of Your Inbox in Microsoft Outlook® 2016
• Compare Two Tables and Search for Differences in Microsoft Access® 2016
• Comparing and Combining Presentations in Microsoft PowerPoint® 2016
• Computer Literacy Basics Training (Mac®)
• ConceptDraw® PRO v9 Video Lessons (Intermediate Level)
• ConceptDraw® PROJECT v6 Video Lessons for Mac (Advanced Level)
• ConceptDraw® PROJECT v6 Video Lessons for Mac (Beginner Level)
• ConceptDraw® PROJECT v6 Video Lessons (Advanced Level)
• ConceptDraw® PROJECT v6 Video Lessons (Beginner Level)
• Configure a SmartArt Graphic in Microsoft Excel® 2013
• Connect to a SharePoint List in Microsoft Access®
• Connect to External Data in Microsoft Access® 2016
• Convert Text to Numbers in Microsoft Excel® 2013
• Convert Text to Numbers in Microsoft Excel® 2016
• Copy a Formula to Multiple Cells in Microsoft Excel® 2013
• Copy a Formula to Multiple Cells in Microsoft Excel® 2016
• Copy Styles to Other Workbooks in Microsoft Excel® 2013
• Copy Styles to Other Workbooks in Microsoft Excel® 2016
• Count the Number of Work Days Between Two Dates in Microsoft Excel® 2013
• Count the Number of Work Days Between Two Dates in Microsoft Excel® 2016
• Create a Calculated Field in a Form in Microsoft Access® 2016
• Create a Calculated Field in a Report in Microsoft Access® 2016
• Create a Calculated Field in a Table in Microsoft Access® 2016
• Create a Calculation in a Query Field in Microsoft Access® 2016
• Create a Calendar Group in Microsoft Outlook® 2016
• Create a Chart from Your PivotTable in Microsoft Excel® 2013
• Create a Crosstab Query in Microsoft Access® 2016
• Create a Custom Electronic Business Card in Microsoft Outlook® 2016
• Create a Custom Theme in a Document in Microsoft Word 2016
• Create a Custom Theme in Microsoft PowerPoint® 2016
• Create a Forecast Using Time-Based Data in Microsoft Excel® 2016
• Create a Forecast Using Time-Based Data in Microsoft Excel® 2016 NEW!
• Create a Form with Fillable Fields in Microsoft Word 2013
• Create a Form with Fillable Fields in Microsoft Word 2016
• Create a Form with Fillable Fields with Microsoft® Access® 2016
• Create a Grouped Report in Microsoft Access® 2016
• Create a List of All Illustrations in a Document in Microsoft Word 2016
• Create a List of Illustrations in a Document in Microsoft Word 2013
• Create a Lookup Field in Microsoft Access® 2016
• Create a Mailing Labels Report in Microsoft Access® 2016
• Create a Navigation Form to Simplify Database Use in Microsoft Access® 2016
• Create a New Calendar in Microsoft Outlook® 2016
• Create a New Contacts Folder in Microsoft Outlook® 2016
• Create a New Email Folder in Microsoft Outlook®
• Create a New Email Folder in Microsoft Outlook® 2016
• Create a New Email Message in Microsoft Outlook® 2016
• Create a New Expression Using the Expression Builder in Microsoft Access® 2016
• Create a New Note in Microsoft Outlook® 2016
• Create a New Query in Microsoft Access® 2016
• Create a New Relationship in Microsoft Access® 2016
• Create a New Table from a Query in Microsoft Access® 2016
• Create a New Table in Microsoft Access® 2016 NEW!
• Create a New Task in Microsoft Outlook® 2016
• Create a Personalized Signature in Microsoft Outlook® 2016
• Create a Photo Album in Microsoft PowerPoint® 2016
• Create a PivotChart in Microsoft Excel® 2016
• Create a PivotTable Calculated Field Excel 2016
• Create a PivotTable Calculated Field in Microsoft Excel® 2016

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ONLINE COURSES

■ Create a PivotTable Calculated Item in Microsoft® Excel® 2013
■ Create a PivotTable Calculated Item in Microsoft® Excel® 2016
■ Create a PivotTable from Multiple Sheets in Microsoft® Excel® 2016
■ Create a PivotTable in Microsoft® Excel® 2013
■ Create a PivotTable in Microsoft® Excel® 2016
■ Create a PowerPoint Presentation from a Word Document in Microsoft® PowerPoint® 2016
■ Create a PowerPoint Presentation from a Word Document in Microsoft® Word 2013
■ Create a PowerPoint Presentation from a Word Document in Microsoft® Word 2016
■ Create a Query from More than One Table in Microsoft® Access® 2016
■ Create a Query that Prompts Users for Search Criteria in Microsoft® Access® 2016
■ Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016
■ Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016
■ Create a Query that Searches for Records within a Date Range in Microsoft® Access® 2016
■ Create a Query Using Yes/No Fields in Microsoft® Access® 2016
■ Create a Self-Running Show in Microsoft® PowerPoint® 2016
■ Create a Slicer in Microsoft® Excel® 2013
■ Create a Slide Transition in Microsoft® PowerPoint® 2016
■ Create a Table of Authorities in Microsoft® Word 2013
■ Create a Table of Authorities in Microsoft® Word 2016
■ Create a Table of Contents in Microsoft® Word 2013
■ Create a Table of Contents in Microsoft® Word 2016
■ Create a User Interface (UI) Macro in Microsoft® Access® 2016
■ Create a Yes/No Field in a Table in Microsoft® Access® 2016
■ Create an Appointment in Microsoft® Outlook®
■ Create an Appointment in Microsoft® Outlook® 2016
■ Create an Index in Microsoft® Word 2013
■ Create an Index in Microsoft® Word 2016
■ Create an Input Mask for Easier Data Entry in Microsoft® Access® 2016
■ Create an Interactive Activity in Microsoft® PowerPoint® 2016
■ Create and Manage a Contact Group in Microsoft® Outlook® 2016
■ Create and Manage Quick Steps in Microsoft® Outlook®
■ Create and Manage Quick Steps in Microsoft® Outlook® 2016
■ Create and Manage Rules in Microsoft® Outlook®
■ Create and Manage Rules in Microsoft® Outlook® 2016
■ Create and Print Handouts in Microsoft® PowerPoint® 2016
■ Create and Re-Name a Table in Microsoft® Excel® 2016
■ Create Run a Report in Microsoft® Access® 2016
■ Create and Use List Boxes in Microsoft® Access® 2016
■ Create Charts and Graphs in Microsoft® Access® 2016
■ Create Custom Layouts in Microsoft® PowerPoint® 2016
■ Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2013
■ Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2016
■ Create Forms Quickly with AutoForm in Microsoft® Access® 2016
■ Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
■ Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
■ Create Rules to Control Data Entry in Microsoft® Access® 2016
■ Create Templates in Microsoft® Word 2013
■ Create Templates in Microsoft® Word 2016
■ Create Your Own Fillable List of Items in Microsoft® Excel® 2016
■ Create Your Own Style or Format in Microsoft® Excel® 2013
■ Create Your Own Style or Format in Microsoft® Excel® 2016
■ Create Your Own Style or Format in Microsoft® Excel® 2013
■ Create Your Own Style or Format in Microsoft® Excel® 2016
■ Create Your Own Styles and Style Sets in Microsoft® Word 2013
■ Create Your Own Styles and Style Sets in Microsoft® Word 2016
■ Creating a Gradebook in Excel®
■ Creating a Website Using WordPress® 4.1
■ Creating, Formatting, Organizing & Editing in Google Docs®
■ Crop and Resize Images in Microsoft® PowerPoint® 2016
■ Crop, Resize or Rotate an Image in Microsoft® Word 2013
■ Crop, Resize, or Rotate an Image in Microsoft® Word 2016
■ Customize and Manage Views in Microsoft® Outlook® 2016
■ Customize Form Headers in Microsoft® Access® 2016
■ Customize Spellcheck and Grammar Check Options in Microsoft® Word 2013
■ Customize Spellcheck and Grammar Check Options in Microsoft® Word 2016
■ Customize the Quick Access Toolbar and Status Bar in Microsoft® PowerPoint® 2016
■ Customize the Quick Access Toolbar and Status Bar in Microsoft® PowerPoint® 2016
■ Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2013
■ Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2016
■ Customize the Quick Access Toolbar in Microsoft® PowerPoint® 2016
■ Customize the Quick Access Toolbar in Microsoft® Excel® 2016
■ Customize the Ribbon in Microsoft® Excel® 2013
■ Customize the Ribbon in Microsoft® Excel® 2016
■ Customize the Ribbon in Microsoft® Outlook® 2016
■ Customize the Ribbon in Microsoft® PowerPoint® 2016
■ Customize the Ribbon in Microsoft® Word 2013
■ Customize the Ribbon in Microsoft® Word 2016
■ Customize Your Environment in Microsoft® Excel® 2013
■ Customize Your Excel Environment in Microsoft® Excel® 2016
■ Customize Your PowerPoint Environment in Microsoft® PowerPoint® 2016
■ Customize Your Presentations in Microsoft® PowerPoint® 2016
■ Customize Your Sparklines in Microsoft® Excel® 2013
■ Customize Your Sparklines in Microsoft® Excel® 2016
■ Customize Your Word Environment in Microsoft® Word 2013
■ Customize Your Word Environment in Microsoft® Word 2016
■ Customize Your Word Window in Microsoft® Word 2013
■ Define Shortcut Keys in Microsoft® Word 2013
■ Delete a PivotTable in Microsoft® Excel® 2013
■ Delete a Slicer in Microsoft® Excel® 2013
■ Delete a Sparkline or Sparkline Group in Microsoft® Excel® 2013
■ Deliver a Presentation over the Internet in Microsoft® PowerPoint® 2016
■ Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2013
■ Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2016
■ Divide Documents into Sections in Microsoft® Word 2013
■ Divide Documents into Sections in Microsoft® Word 2016
■ Document a Database in Microsoft® Access® 2016
■ Download ConceptDraw® - Windows®
■ Download ConceptDraw® Mac®
■ Dragon NaturallySpeaking® 13
■ Draw Math Equations New! in Microsoft® PowerPoint® 2016
■ Dreamweaver® CS5: Advanced
■ Dreamweaver® CS5: Basic
■ Dreamweaver® CS6: Advanced
■ Dreamweaver® CS6: Basic
■ Dropbox Training
■ Drupal® Gardens 7.2 Basic
dummies®: Best Practices for Successful Microsoft® Skype® for Business Meetings
dummies®: Conducting a Meeting in Microsoft® Skype® for Business
dummies®: Connecting Your Team and Work with Microsoft® Skype® for Business
dummies®: Converting with Coworkers in Microsoft® Skype® for Business
dummies®: Exploiting Microsoft® Skype® for Business Through Outlook® or SharePoint® Online

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ONLINE COURSES

- How to Use the Online Store
- IBM SPSS® Statistics 19
- iBooks® Author - QuickStart Training
- iBooks® Author 2.2
- iCal® - OS X
- Identify the Difference Between Two Documents in Microsoft® Word 2013
- Identify the Difference Between Two Documents in Microsoft® Word 2016
- Illustrator® Creative Cloud™ 2014 Training
- Illustrator® Creative Cloud™ 2015
- Illustrator® Creative Cloud™ What's New
- Illustrator® CS6 Advanced Mac®
- Illustrator® CSS Intro Mac®
- Illustrator® CSS Intro PC
- Illustrator® CSS: Advanced
- Illustrator® CSS: Basic
- Illustrator® CS6 - Intro PC
- Illustrator® CS6 - Intro Training
- Illustrator® CS6 - What's New PC
- Illustrator® CS6 - What's New? Training
- Illustrator® CS6: Advanced
- Illustrator® CS6: Basic
- iMovie® 09
- iMovie® 10.6 (Yosemite) Training
- iMovie® 11
- Import Data from an Excel Spreadsheet in Microsoft® PowerPoint® 2016
- Import Data from an Excel Spreadsheet into a Document in Microsoft® Word 2013
- Import Data from Excel in Microsoft® Access® 2016
- Import Data from Excel in Microsoft® Access® 2016
- InDesign® Creative Cloud™ What's New
- InDesign® CSS - Advanced Mac®
- InDesign® CSS - Intro Mac®
- InDesign® CSS Advanced PC
- InDesign® CSS Intro PC
- InDesign® CSS: Advanced
- InDesign® CSS: Basic
- InDesign® CSS: Production
- InDesign® CS6 Creating a Simple Newsletter
- InDesign® CS6 Intro Mac®
- InDesign® CS6 Intro PC
- InDesign® CS6 What's New for Mac®
- InDesign® CS6 What's New for PC
- InDesign® CS6: Advanced
- InDesign® CS6: Basic
- InDesign® CS6: Intermediate
- Insert a Basic Formula in Microsoft® Excel® 2013
- Insert a Basic Formula in Microsoft® Excel® 2016
- Insert a Basic Function in in Microsoft® Excel® 2013
- Insert a Basic Function in Microsoft® Excel® 2016
- Insert a Chart in Microsoft® Excel® 2016
- Insert a Chart in Microsoft® PowerPoint® 2016
- Insert a Footnote or Endnote in Microsoft® Word 2013
- Insert a Hyperlink in Microsoft® Word 2013
- Insert a Hyperlink in Microsoft® Word 2016
- Insert a Hyperlink into a Presentation in Microsoft® PowerPoint® 2016
- Insert a Number or Bulleted List in Microsoft® Word 2013
- Insert a Numbered or Bulleted List in Microsoft® Word 2016
- Insert a Picture in Microsoft® Word 2016
- Insert a Picture or Clip Art in Microsoft® Word 2013
- Insert a Shape in Microsoft® Word 2016
- Insert a SmartArt Graphic in Microsoft® Excel® 2013
- Insert a SmartArt Graphic in Microsoft® PowerPoint® 2016
- Insert a Video in Microsoft® Word 2013
- Insert and Customize WordArt in Microsoft® Word 2013
- Insert and Customize WordArt in Microsoft® Word 2016
- Insert and Manage Slides in Microsoft® PowerPoint® 2016
- Insert and Manage Storied Document Components in Microsoft® Word 2013
- Insert and Manage Storied Document Components in Microsoft® Word 2016
- Insert and Modify Shapes in Microsoft® PowerPoint® 2016
- Insert Manual Page Breaks in Microsoft® Word 2013
- Insert Subtotals in Microsoft® Excel® 2013
- Insert Subtotals in Microsoft® Excel® 2016
- Insert Text Box in Microsoft® PowerPoint® 2016
- Insert Text Box in Microsoft® Word 2013
- Internet Explorer® 10
- Internet Explorer® 11 Touch Training
- Internet Explorer® 9 Training
- Internet Search Strategies: Example Project - Natural Wonders of Australia
- Introducing CD Live Visual Dashboards
- Introduction to Personal Computers, Windows® 7 Edition
- iOS® 7 - App Store Training
- iOS® 7 - Calendar Training
- iOS® 7 - Contacts Training
- iOS® 7 - Mail Training
- iOS® 7 - Maps Training
- iOS® 7 - Safari Training
- iOS® 7 Getting Started
- iOS® 7.1 - What's New® Training
- iOS® 8 - What's New? Training
- iOS® 8 Built in Accessibility Training
- iOS® 9 - What's New
- iPad® Tips & Tricks Training
- iPhone® 09
- iPhone® 11
- iPod® 9.6 (Yosemite) Training
- iTunes® 10
- iTunes® 11 Training
- iTunes® 12
- Java® for Beginners Training

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12

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• Microsoft® Excel® 2013 Intermediate Student Manual
• Microsoft® Excel® 2013 Intro Training
• 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 PivotTables Training
• 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® Online
• Microsoft® Excel® PivotTables Made Easy 2010
• Microsoft® Excel® PivotTables Made Easy 2013
• Microsoft® Office 2007 Customize Office
• Microsoft® Office 2007 New Features
• Microsoft® Office 2007 Web Components and Collaboration
• Microsoft® Office 2010 New Features
• Microsoft® Office 2010 Performing Mail Merge
• Microsoft® Office 2010 Working with Macros in Excel® and Word
• Microsoft® Office 2013 What’s New Training
• Microsoft® Office 2016
• Microsoft® Office 2016 Preview Mac®
• 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
• Microsoft® Office 365® - Skype® For Business: Skype® Meeting Options
• Microsoft® Office 365® - Sway®, Create Your First Sway®
• Microsoft® Office 365® - Sway®, Tasks: First Steps
• Microsoft® Office 365® - Video: Access a Video
• Microsoft® Office 365® - Video: Search for Videos
• Microsoft® Office 365® - Word Online: Create a New Document
• Microsoft® Office 365® - Word Online: Edit a Document Simultaneously
• Microsoft® Office 365® - Word Online: Limitations of Word Online
• Microsoft® Office 365® - Word Online: Open and Edit a Word Document Online
• Microsoft® Office 365® - Yammer®: First Steps
• Microsoft® Office 365® - Yammer®: Instant Messaging
• Microsoft® Office 365® - Calendar: Add Calendar Items
• Microsoft® Office 365® - Excel® Online - Create a New Workbook with Excel® Online
• Microsoft® Office 365® - Mobile: Accessing Videos with the Video App
• Microsoft® Office 365® - Mobile: Using Skype® for Business
• Microsoft® Office 365® - Mobile: Working with the Excel® App
• Microsoft® Office 365® - Mobile: Working with the Mail App
• Microsoft® Office 365® - Mobile: Working with the PowerPoint® App
• Microsoft® Office 365® - Mobile: Working with the Word App
• Microsoft® Office 365® - OneDrive® - Upload Files
• Microsoft® Office 365® - OneNote®
• Microsoft® Office 365® - People: Groups
• Microsoft® Office 365® - SharePoint® Sites - Discussion Board
• Microsoft® Office 365® - SharePoint® Sites - Document Library: Set and Manage Alerts
• Microsoft® Office 365® - SharePoint® Sites - Document Library: Understanding Versioning
• Microsoft® Office 365® - Skype® For Business - Advanced Presentation Features
• Microsoft® Office 365® - Skype® For Business - Audio and Video Settings
• Microsoft® Office 365® - Skype® For Business - Record an Online Meeting
• Microsoft® Office 365® - Sway® - Share Your Sway® Presentation
• Microsoft® Office 365® - Video - Upload Videos
• Microsoft® Office 365® - Yammer® - External Groups
• Microsoft® Office 365® - Yammer® - Working With Groups
• Microsoft® Office Suite 2010 What’s New Training
• Microsoft® Office Suite 2011 What’s New Training
• Microsoft® Office Web Apps
• Microsoft® OneNote® 2010
• Microsoft® OneNote® 2013
• 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
• 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® 2011
• Microsoft® Outlook® 2013
• 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® Outlook® 2013 MOS Certification Comprehensive
• Microsoft® Outlook® 2013 Organizing Messages
• Microsoft® Outlook® 2013 Reading and Writing Email
• Microsoft® Outlook® 2013 Sending Email
• Microsoft® Outlook® 2013 Working with Outlook®
• Microsoft® Outlook® 2013: Creating and Editing Appointments
• Microsoft® Outlook® 2013: Creating and Managing Tasks
• Microsoft® Outlook® 2013: Customizing Outlook® Views
• Microsoft® Outlook® 2013: Managing Accounts
• Microsoft® Outlook® 2013: Managing Outlook® Data
• Microsoft® Outlook® 2013: Organizing Appointments

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• Microsoft® Outlook® 2013: Planning Meetings
• Microsoft® Outlook® Assessment
• Microsoft® Outlook® for iOS®
• Microsoft® PowerPoint® Keyboard Shortcuts
• Microsoft® PowerPoint® 2007 Advanced
• Microsoft® PowerPoint® 2007 Basic
• Microsoft® PowerPoint® 2007 Manage Graphics
• Microsoft® PowerPoint® 2007 Presentation Tips
• Microsoft® PowerPoint® 2007 Sales Presentations
• Microsoft® PowerPoint® 2007 Using Special Graphic Effects
• Microsoft® PowerPoint® 2010 - Intermediate Training
• Microsoft® PowerPoint® 2010 Adding Visuals and Media
• Microsoft® PowerPoint® 2010 Advanced
• Microsoft® PowerPoint® 2010 Customizing and Delivering a Presentation
• Microsoft® PowerPoint® 2010 Getting Started
• Microsoft® PowerPoint® 2010 Getting Started With Microsoft® PowerPoint®
• Microsoft® PowerPoint® 2010 Intro
• Microsoft® PowerPoint® 2011 - Intermediate Training
• Microsoft® PowerPoint® 2011 Advanced Mac®
• Microsoft® PowerPoint® 2011 Intro
• Microsoft® PowerPoint® 2011 Adding Media
• Microsoft® PowerPoint® 2011 Adding Motion
• Microsoft® PowerPoint® 2011 Adding Text to Your Presentation
• Microsoft® PowerPoint® 2013 Advanced
• Microsoft® PowerPoint® 2013 Animation Effects
• Microsoft® PowerPoint® 2013 Basic
• Microsoft® PowerPoint® 2013 Collaborating and Customizing
• Microsoft® PowerPoint® 2013 Distributing Your Presentation
• Microsoft® PowerPoint® 2013 Getting Started
• Microsoft® PowerPoint® 2013 Illustrating Your Presentations
• Microsoft® PowerPoint® 2013 Intro Training
• Microsoft® PowerPoint® 2013 Modifying and Arranging Graphics
• Microsoft® PowerPoint® 2013 MOS Certification Comprehensive
• Microsoft® PowerPoint® 2013 Organizing Content
• Microsoft® PowerPoint® 2013 Organizing Your Presentation
• Microsoft® PowerPoint® 2013 Preparing Your Slideshow
• Microsoft® PowerPoint® 2013 Presenting Data with Spreadsheets and Charts
• Microsoft® PowerPoint® 2013 Printing and Saving a Presentation
• Microsoft® PowerPoint® 2013 Shapes SmartArt
• Microsoft® PowerPoint® 2013 Using the Master Views
• Microsoft® PowerPoint® 2013 Working with Pictures
• Microsoft® PowerPoint® 2013 Working with SmartArt
• Microsoft® PowerPoint® Assessment
• Microsoft® PowerPoint® Keyboard Shortcuts
• Microsoft® Project 2007 Advanced
• Microsoft® Project 2007 Basic
• Microsoft® Project 2010
• Microsoft® Project 2010 Advanced
• Microsoft® Project 2010 Basic
• Microsoft® Project 2013
• Microsoft® Project 2016
• Microsoft® Project Tips and Tricks
• Microsoft® Publisher 2007 Advanced
• Microsoft® Publisher 2007 Basic
• Microsoft® Publisher 2010
• Microsoft® Publisher 2010 Advanced
• Microsoft® Publisher 2010 Basic
• Microsoft® Publisher 2012
• Microsoft® Publisher 2016
• Microsoft® Visio® 2010 Advanced
• Microsoft® Visio® 2010 Basic
• Microsoft® Visio® 2010 Training
• Microsoft® Visio® 2013 Training
• Microsoft® Visio® Professional 2007 Advanced
• Microsoft® Visio® Professional 2007 Basic
• Microsoft® Windows® 7
• Microsoft® Windows® 7 Accessibility Features
• Microsoft® Windows® 7 Advanced
• Microsoft® Windows® 7 Basic
• Microsoft® Windows® 7 New Features
• Microsoft® Windows® 8
• Microsoft® Windows® 8 Accessibility Features
• Microsoft® Windows® 8 Mail App
• Microsoft® Windows® 8 What’s New
• Microsoft® Windows® 8.1 Overview
• Microsoft® Windows® Live Movie Maker
• Microsoft® Windows® Movie Maker 2
• Microsoft® Windows® XP®
• 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 - Creating Accessible Documents Training
• Microsoft® Word 2010 Advanced
• Microsoft® Word 2010 Basic
• Microsoft® Word 2010 Citation and Bibliography
• Microsoft® Word 2010 Intermediate
• Microsoft® Word 2010 Intermediate Training
• Microsoft® Word 2010 Intro
• Microsoft® Word 2010 Mail Merge
• Microsoft® Word 2010 Newsletter Training
• Microsoft® Word 2010 Working with Advanced Features
• Microsoft® Word 2010 Working with Documents
• Microsoft® Word 2010 Working with Visual Elements
• Microsoft® Word 2011 - Intermediate Training
• Microsoft® Word 2011 Advanced
• Microsoft® Word 2011 Intro Mac®
• 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 Building References
• Microsoft® Word 2013 Collaborating with Others
• Microsoft® Word 2013 Creating and Opening Documents
• Microsoft® Word 2013 Creating Forms
• Microsoft® Word 2013 Editing Graphics
• Microsoft® Word 2013 Editing Tables
• Microsoft® Word 2013 Finishing and Customizing Your Document
• Microsoft® Word 2013 Formatting Paragraphs
• Microsoft® Word 2013 Formatting Text
• Microsoft® Word 2013 Illustrating and Organizing Information
• Microsoft® Word 2013 Intro Training
• Microsoft® Word 2013 Mail Merge
• Microsoft® Word 2013 MOS Certification Comprehensive Vol 1 of 2
• Microsoft® Word 2013 Newsletter Training
• Microsoft® Word 2013 Proofreading
• Microsoft® Word 2013 Setting Up Your Document
• Microsoft® Word 2013 Tables and Graphics
• Microsoft® Word 2013 Tracking Changes and Comments Training
• Microsoft® Word 2013 Typing and Editing Text
• Microsoft® Word 2016
• Microsoft® Word Assessment
• Microsoft® Word Keyboard Shortcuts 2.0
• Microsoft® Word Online
• Microsoft® WordPress®
• Modify a Chart in Microsoft® Excel® 2013
• Modify a Chart in Microsoft® Excel® 2016
• Modify Delivery Date and Reply Settings in Microsoft® Outlook®
• Modify Delivery Date and Reply Settings in Microsoft® Outlook® 2016
• Monitor, Accept and Reject Edits to a Document in Microsoft® Word 2013
• Monitor, Accept, and Reject Edits to a Document in Microsoft® Word 2016
• Moodle® 2.5 - What's New Training
• Moodle® 2.6 - Instructor Training
• Moodle® 2.7 - Instructor Training
• Moodle® 2.8 - Instructor Training
• Moodle® 3.1 - Instructor
• Motion Path Animations in Microsoft® PowerPoint®
• Multi User License Management
• Name a Cell for Use in Formulas and Functions in Microsoft® Excel® 2013
• Name a Cell for Use in Formulas and Functions in Microsoft® Excel® 2016
• Numbers® (El Capitan)
• OneDrive® Training
• OneNote® 2013: Add an Excel® Spreadsheet
• OneNote® 2013: Add Audio and Video to a Notebook
• OneNote® 2013: Add Password Security to a Section
• OneNote® 2013: Add Quick Notes and Links
• OneNote® 2013: Add Tags to Help Locate Notes

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• OneNote® 2013: Create a Custom Page Template
• OneNote® 2013: Customize a 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
• OneNote® 2016
• Organizing and Selecting Social Media Response 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: Insert Advanced Characters and Objects in an Email
• Outlook® 2013 Part 2: Language Options
• Outlook® 2013 Part 2: Manage a Task Assigned to You
• Outlook® 2013 Part 2: Manage Additional Calendars
• Outlook® 2013 Part 2: Manage Advanced Calendar Options
• Outlook® 2013 Part 2: Manage Journal Entries
• Outlook® 2013 Part 2: Manage Junk Mail
• Outlook® 2013 Part 2: Manage Meeting Responses
• Outlook® 2013 Part 2: Manage Your Mailbox
• Outlook® 2013 Part 2: Modify Message Settings and Properties
• Outlook® 2013 Part 2: Organize Messages
• Outlook® 2013 Part 2: Reply to a Task Request
• Outlook® 2013 Part 2: Search Messages
• Outlook® 2013 Part 2: Share Your Calendar with Another User
• Outlook® 2013 Part 2: Share Your Contacts with Another User
• Outlook® 2013 Part 2: Sort Messages
• Outlook® 2013 Part 2: Use Automatic Replies
• Outlook® 2013 Part 2: Use Search Folders
• Outlook® 2013 Part 2: Work with a Contact Group
• Outlook® 2016 Training
• 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
• Pages® (El Capitan)
• Perform Calculations in a Table in Microsoft® Excel® 2013
• Perform Calculations in a Table in Microsoft® Word 2016
• Personalize and Customize Documents in Microsoft® Excel® 2013
• Personalize and Customize Documents in Microsoft® Excel® 2016
• Personalize and Customize Documents in Microsoft® Word 2016
• Photoshop® Creative Cloud® - What's New
• Photoshop® Creative Cloud® 2014 - What's New? Training
• Photoshop® Creative Cloud® 2015
• Photoshop® CSS: Advanced
• Photoshop® CSS: Basic
• Photoshop® CSS: Production
• Photoshop® CS: Advanced
• Photoshop® CS: Basic
• Photoshop® CS6: Production
• Photoshop® Elements 10 Training
• Photoshop® Elements 11
• Photoshop® Elements 12 Training
• Photoshop® Elements 13
• Play Your Slide Show in Presenter View in Microsoft® PowerPoint® 2016
• PowerPoint Translation Tools in Microsoft® PowerPoint® 2016
• PowerPoint® 2013 Part 1: Add, Delete and Modify Slides
• PowerPoint® 2013 Part 1: Animate Objects
• PowerPoint® 2013 Part 1: Apply Transitions
• PowerPoint® 2013 Part 1: Arrange Objects
• PowerPoint® 2013 Part 1: Arrange Slides
• PowerPoint® 2013 Part 1: Create a Chart
• PowerPoint® 2013 Part 1: Create a Presentation from a Template
• PowerPoint® 2013 Part 1: Create a Table
• PowerPoint® 2013 Part 1: Create and Save a PowerPoint® Presentation
• PowerPoint® 2013 Part 1: Deliver Your Presentation
• PowerPoint® 2013 Part 1: Edit Objects
• PowerPoint® 2013 Part 1: Edit Text
• PowerPoint® 2013 Part 1: Format a Chart
• PowerPoint® 2013 Part 1: Format a Table
• PowerPoint® 2013 Part 1: Format Characters
• PowerPoint® 2013 Part 1: Format Objects
• PowerPoint® 2013 Part 1: Format Paragraphs
• PowerPoint® 2013 Part 1: Format Text Boxes
• PowerPoint® 2013 Part 1: Group Objects
• PowerPoint® 2013 Part 1: Insert a Chart from Excel®
• PowerPoint® 2013 Part 1: Insert a Table from Other Office Applications
• PowerPoint® 2013 Part 1: Insert Clip Art and Images
• PowerPoint® 2013 Part 1: Insert Shapes
• PowerPoint® 2013 Part 1: Navigate the PowerPoint® Environment
• PowerPoint® 2013 Part 1: Print Your Presentation
• PowerPoint® 2013 Part 1: Review Your Presentation
• PowerPoint® 2013 Part 1: Save a Presentation as a PDF
• PowerPoint® 2013 Part 1: Use Bullets and Number Lists
• PowerPoint® 2013 Part 1: Use PowerPoint® Help
• PowerPoint® 2013 Part 1: View and Navigate a Presentation

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• PowerPoint® 2013 Part 1: Work with Themes
• PowerPoint® 2013 Part 2: Add Action Buttons to a Presentation
• PowerPoint® 2013 Part 2: Add and Manage Comments
• PowerPoint® 2013 Part 2: Add and Manage Sections
• PowerPoint® 2013 Part 2: Add Audio to a Presentation
• PowerPoint® 2013 Part 2: Add Headers and Footers
• PowerPoint® 2013 Part 2: Add SmartArt to a Presentation
• PowerPoint® 2013 Part 2: Add Video to a Presentation
• PowerPoint® 2013 Part 2: Annotate a Presentation
• PowerPoint® 2013 Part 2: Compare and Merge Presentations
• PowerPoint® 2013 Part 2: Convert a Presentation to a Video
• PowerPoint® 2013 Part 2: Create a Custom Slide Layout
• PowerPoint® 2013 Part 2: Create a Custom Slide Show
• PowerPoint® 2013 Part 2: Create Custom Animation Effects
• PowerPoint® 2013 Part 2: Customize the Quick Access Toolbar
• PowerPoint® 2013 Part 2: Customize the Ribbon
• PowerPoint® 2013 Part 2: Customize the Status Bar
• PowerPoint® 2013 Part 2: Modify SmartArt
• PowerPoint® 2013 Part 2: Modify the Notes Master and the Handout Master
• PowerPoint® 2013 Part 2: Package a Presentation
• PowerPoint® 2013 Part 2: Present a Slide Show Online
• PowerPoint® 2013 Part 2: Record a Presentation
• PowerPoint® 2013 Part 2: Secure a Presentation
• PowerPoint® 2013 Part 2: Set Options
• PowerPoint® 2013 Part 2: Set Up a Slide Show
• PowerPoint® 2013 Part 2: Set Video Playback Options
• PowerPoint® 2013 Part 2: Share a Presentation on the Web
• PowerPoint® 2013 Part 2: Timing Slide Transitions
• PowerPoint® 2013 Part 2: Work with Slide Masters
• PowerPoint® 2013 Part 2: Work with Windows® Simultaneously
• PowerPoint® 2016 - Adding Media
• PowerPoint® 2016 - Animation & Effects
• PowerPoint® 2016 - Present & Share
• PowerPoint® 2016 - Shapes & SmartArt
• PowerPoint® 2016 - Working with Pictures
• PowerPoint® 2016 (Mac®)
• PowerPoint® 2016 (PC)
• Premiere® Elements 12 Training
• Premiere® Pro Creative Cloud® 2015
• Premiere® Pro CS5 (PC)
• Prepare Excel Data for Use in Access in Microsoft® Access® 2016
• Prepare Excel® Data for Use in Access in Microsoft Access® 2016
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2013
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2013
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2013
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2013
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2013
• QuickBooks®: Statements
• QuickBooks®: Sub Accounts
• Record a Macro in Microsoft® Excel® 2013
• Record a Macro in Microsoft® Excel® 2016
• Record a Narration in Microsoft® PowerPoint® 2016
• Record and Play Back a Series of Actions in Microsoft® Word 2013
• Record and Play Back a Series of Actions in Microsoft® Word 2016
• Remove the Background from an Image in a Document in Microsoft® Word 2013
• Remove the Background from an Image in Microsoft® PowerPoint® 2016
• Remove the Background from an Image in Microsoft® Word 2016
• Rename a Field in a Row in Microsoft® Access® 2016
• Rename a Query Field in Microsoft® Access® 2016
• Rename a Report Field in Microsoft® Access® 2016
• Require a Password for a Database in Microsoft® Access® 2016
• Research a Topic with Smart Lookup New! in Microsoft® PowerPoint® 2016
• Research a Topic with Smart Lookup NEW! in Microsoft® Word 2016
• Reuse Slides in a Presentation in Microsoft® PowerPoint® 2016
• Save a Workbook as a Template in Microsoft® Excel® 2013
• Save a Workbook as a Template in Microsoft® Excel® 2016
• Save an Attachment in Microsoft® Word 2016
• Save a Presentation 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 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 2016
• 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®

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• 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
• Send/Pass a Problem
• Sending Documents from Excel in Microsoft® Excel® 2013
• Sending Documents from Excel in Microsoft® Excel® 2016
• Set a Recurring Appointment in Microsoft® Outlook® 2016
• Set a Trigger on a Video or Audio Bookmark in Microsoft® PowerPoint® 2016
• Set Properties for Content Controls in Microsoft® Word 2013
• Set Properties for Content Controls in Microsoft® Word 2016
• Set Up Show in Microsoft® PowerPoint® 2016
• Set Up Your Outlook Window Layout in Microsoft® Outlook® 2016
• Set Up Your Outlook® Window Layout in Microsoft® Outlook® 2016
• Share a Calendar in Microsoft® Outlook® 2016
• Share Your Documents Using Windows Live OneDrive® in Microsoft® Word 2013
• Share Your Workbook Using Windows Live OneDrive® in Microsoft® Excel® 2013
• Sharing ConceptsDraw MINDMAP™ Presentation Video on Facebook®
• Sharing ConceptsDraw MINDMAP™ Presentation Videos on Google+™
• Sharing ConceptsDraw MINDMAP™ Presentation Videos on YouTube®
• Sharing Microsoft® PowerPoint® Presentation Created with ConceptDraw MINDMAP™ on Google Docs™
• Show in Favorites in Microsoft® Outlook®
• Show in Favorites in Microsoft® Outlook® 2016
• SketchUp for 3D Printing
• Skype® for iOS® Training
• Sort and Group Email Messages in Microsoft® Outlook®
• Sort and Group Email Messages in Microsoft® Outlook® 2016
• SPSS® 22 - Basics Training
• 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
• Statistical Analysis with Microsoft® Excel®
• 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® 2016
• Use Conditional Formulas in Microsoft® Excel® 2013
• Use Conditional Functions in Microsoft® Excel® 2016
• Use Data Filters in Microsoft® Excel® 2013
• Use Data Filters in Microsoft® Excel® 2016
• Use Data from an Excel® Spreadsheet to Populate Fields in a Document in Microsoft® Word 2013
• Use Data Variations to Create Scenarios in Microsoft® Excel® 2016
• Use Find and Replace in Microsoft® PowerPoint® 2016
• Use Graphics to Compare Cell Values in Microsoft® Excel® 2013
• Use Graphics to Compare Cell Values in Microsoft® Excel® 2016
• Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook® 2016
• Use Slide Masters in Microsoft® PowerPoint® 2016
• Use Smart Guides in Microsoft® PowerPoint® 2016
• Use Sparklines to Display Trends in Microsoft® Excel® 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 Google Photos
• 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 Files and File 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: Get to Know Cortana®
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Search with Cortana®
• 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: Multitask with Open Apps
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Set up the Mail App
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Use Desktop Applications
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: View and Re-Order Animations in Microsoft® PowerPoint® 2016
• Visio 2016
• Visualize Geographic Data in Microsoft® Excel® 2016 NEW!
• What is a Dashboard
• What Is an Action Mind Map
• 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

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• 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: 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: Connect to Social Networks
• What's New in Office 2013 and Windows® 8: Workflow with Online Templates
• What's New in Office 2013 and Windows® 8: Workflow with Templates
• Windows® 10 - Accessibility
• Windows® 10 - In-Depth
• Windows® 7: Changing Folder Options
• Windows® 7: Customizing the Desktop
• Windows® 7: Customizing the Start Menu
• Windows® 7: Getting Help
• Windows® 7: Installing a Printer
• Windows® 7: Managing Folders
• Windows® 7: Navigation in Explorer
• Windows® 7: Open and Close Programs
• Windows® 7: Opening and Saving a File
• Windows® 7: Organizing Windows®
• Windows® 7: Parts of a Windows® Window
• Windows® 7: Searching with Explorer
• Windows® 7: Using Control Panel
• Windows® 7: Using Keyboard Shortcuts
• Windows® 7: Using the Desktop
• Windows® 7: Using the Menu Bar and Ribbon Strip
• Windows® 7: Using the Mouse
• Windows® 7: Using the Start Menu
• Windows® 7: Using the Taskbar
• Windows® 7: What are Folders and Libraries?
• Windows® 8.1: A First Internet Search with Internet Explorer® 11
• Windows® 8.1: Access and Identify the Charms
• Windows® 8.1: Account ID
• Windows® 8.1: Change Privacy Settings
• Windows® 8.1: Change the Screen Resolution
• Windows® 8.1: Change Your Password
• Windows® 8.1: Create a Account
• Windows® 8.1: Create a Local User Account
• Windows® 8.1: Create and Modify Files with Keyboard Commands
• Windows® 8.1: Create Files and Folders
• Windows® 8.1: Customize the Desktop
• Windows® 8.1: Customize the PC Settings
• Windows® 8.1: File History
• Windows® 8.1: Further Navigation with Internet Explorer® 11
• Windows® 8.1: Identify the Elements of a Desktop Window
• Windows® 8.1: Install an App
• Windows® 8.1: Libraries
• Windows® 8.1: Manage Folders with the File Explorer
• Windows® 8.1: Multitask with Apps
• Windows® 8.1: Navigate the Desktop
• Windows® 8.1: Navigate the File Explorer
• Windows® 8.1: Navigate the Start Screen
• Windows® 8.1: Passwords
• Windows® 8.1: Search for Files with the File Explorer
• Windows® 8.1: Search for Files with the Start Screen
• Windows® 8.1: Sign In to Windows® 8
• Windows® 8.1: Store and Share Files with SkyDrive
• Windows® 8.1: Task Manager
• Windows® 8.1: The App Command Bar
• Windows® 8.1: The Recycle Bin
• Windows® 8.1: Use Internet Explorer® 11 on the Desktop
• Windows® 8.1: Use Windows® Defender
• Windows® 8.1: Windows® Store Apps and Common Navigation Features
• Windows® 8.1: Work with Desktop Windows®
• Windows® 8: A First Internet Search with Internet Explorer® 10
• Windows® 8: Access and Identify the Charms
• Windows® 8: Account ID
• Windows® 8: Change Privacy Settings
• Windows® 8: Change Your Password
• Windows® 8: Create a Account
• Windows® 8: Create and Modify Files with Keyboard Commands
• Windows® 8: Create Files and Folders
• Windows® 8: Customize the Desktop
• Windows® 8: Customize the PC Settings
• Windows® 8: File History
• Windows® 8: Further Navigation with Internet Explorer® 10
• Windows® 8: Identify the Elements of a Desktop Window
• Windows® 8: Install an App
• Windows® 8: Libraries
• Windows® 8: Manage Folders with the File Explorer
• Windows® 8: Modern Apps and Common Navigation Features
• Windows® 8: Multitask with Apps
• Windows® 8: Navigate the Desktop
• Windows® 8: Navigate the File Explorer
• Windows® 8: Navigate the Start Screen
• Windows® 8: Passwords
• Windows® 8: Search for Files with the File Explorer
• Windows® 8: Search for Files with the Start Screen
• Windows® 8: Sign In to Windows® 8
• Windows® 8: Store and Share Files with SkyDrive
• Windows® 8: The App Command Bar
• Windows® 8: The Recycle Bin
• Windows® 8: Use Windows® Defender
• Windows® 8: Work with Desktop Windows®
• Word 2013 Part 1: Add a Watermark
• Word 2013 Part 1: Add Headers and Footers
• Word 2013 Part 1: Add Images to a Document
• Word 2013 Part 1: Additional Save Options
• Word 2013 Part 1: Align Text Using Tabs
• Word 2013 Part 1: Apply a Page Border and Color
• Word 2013 Part 1: Apply Borders and Shading
• Word 2013 Part 1: Apply Character Formatting
• Word 2013 Part 1: Apply Styles
• Word 2013 Part 1: AutoCorrection
• Word 2013 Part 1: Check Accessibility
• Word 2013 Part 1: Check Spelling and Grammar
• Word 2013 Part 1: Control Page Layout
• Word 2013 Part 1: Control Paragraph Layout
• Word 2013 Part 1: Convert Text to a Table
• Word 2013 Part 1: Create a Word Document
• Word 2013 Part 1: Customize a List
• Word 2013 Part 1: Customize the Interface
• Word 2013 Part 1: Customize the Word Options

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• Word 2013 Part 1: Display a Document
• Word 2013 Part 1: Display Text as List Items
• Word 2013 Part 1: Find and Replace Text
• Word 2013 Part 1: Format a Table
• Word 2013 Part 1: Help
• Word 2013 Part 1: Insert a Table
• Word 2013 Part 1: Insert Symbols and Special Characters
• Word 2013 Part 1: Manage Formatting
• Word 2013 Part 1: Modify a Table
• Word 2013 Part 1: Modify Text
• Word 2013 Part 1: Navigate and Select Text
• Word 2013 Part 1: Other Proofing Tools
• Word 2013 Part 1: Printing
• Word 2013 Part 1: Renumber a List
• Word 2013 Part 1: Saving
• Word 2013 Part 1: Sort a List
• Word 2013 Part 1: Working with the Ribbon
• Word 2013 Part 2: Add WordArt and Other Text Effects
• Word 2013 Part 2: Adjust Image Appearance
• Word 2013 Part 2: Advanced Image Management
• Word 2013 Part 2: Apply Document Themes
• Word 2013 Part 2: Automate Tasks Using Macros
• Word 2013 Part 2: Control Cell Layout
• Word 2013 Part 2: Control Paragraph Flow
• Word 2013 Part 2: Create a Chart
• Word 2013 Part 2: Create a Data Source Using Word
• Word 2013 Part 2: Create a Document Using a Template
• Word 2013 Part 2: Create a Macro
• Word 2013 Part 2: Create a Template
• Word 2013 Part 2: Create and Modify Building Blocks
• Word 2013 Part 2: Create and Modify Text Styles
• Word 2013 Part 2: Create Complex Illustrations with SmartArt
• Word 2013 Part 2: Create Custom List or Table Styles
• Word 2013 Part 2: Create Text Boxes and Pull Quotes
• Word 2013 Part 2: Draw Shapes
• Word 2013 Part 2: Insert and Format Screenshot
• Word 2013 Part 2: Insert Building Blocks
• Word 2013 Part 2: Insert Columns
• Word 2013 Part 2: Insert Fields Using Quick Parts
• Word 2013 Part 2: Insert Section Breaks
• Word 2013 Part 2: Insert Video
• Word 2013 Part 2: Integrate Pictures and Text
• Word 2013 Part 2: Link Text Boxes
• Word 2013 Part 2: Move Text Flow
• Word 2013 Part 2: Merge Envelopes and Labels
• Word 2013 Part 2: Perform Calculations in a Table
• Word 2013 Part 2: Resize an Image
• Word 2013 Part 2: Sort Table Data
• Word 2013 Part 2: The Mail Merge Features
• Word 2013 Part 3: Add a Digital Signature to a Document
• Word 2013 Part 3: Add Bookmarks
• Word 2013 Part 3: Add Captions
• Word 2013 Part 3: Add Citations and a Bibliography
• Word 2013 Part 3: Find Cross-References
• Word 2013 Part 3: Add Hyperlinks
• Word 2013 Part 3: Coauthor Documents
• Word 2013 Part 3: Compare and Merge Document Versions
• Word 2013 Part 3: Compare Document Changes
• Word 2013 Part 3: Create a Master Document
• Word 2013 Part 3: Create a New Document Version
• Word 2013 Part 3: Create Forms
• Word 2013 Part 3: Form Data Conversion
• Word 2013 Part 3: Insert a Table of Contents
• Word 2013 Part 3: Insert an Ancillary Table
• Word 2013 Part 3: Insert an Index
• Word 2013 Part 3: Insert Blank and Cover Pages
• Word 2013 Part 3: Insert Footnotes and Endnotes
• Word 2013 Part 3: Manage Outlines
• Word 2013 Part 3: Manipulate Forms
• Word 2013 Part 3: Merge Document Changes
• Word 2013 Part 3: Modify Legacy Form Field Properties
• Word 2013 Part 3: Modify User Information
• Word 2013 Part 3: Restrict Document Access
• Word 2013 Part 3: Review a Document
• Word 2013 Part 3: Review Tracked Changes
• Word 2013 Part 3: Set Formatting and Editing Restrictions
• Word 2013 Part 3: Share a Document
• Word 2013 Part 3: Suppress Information
• Word 2016 - Mail Merge
• Word 2016 - Table of Contents and References
• Word 2016 - Tables and Graphics
• Word 2016 - Tracking Changes & Comments
• Word 2016 (PC)
• Word 2016 Newsletter
• Work with Office 365® - First Steps in Office 365®: First Steps in Office 365®
• Work with Office 365® - First Steps in Office 365®: Login to Office 365®
• Work with Office 365® - How to Use the Mail App: First Steps in the Mail App
• Work with Office 365® - How to use the Mail App: Mail App Settings
• Work with Office 365® - How to Use the Mail App: Manage Your Mail for Efficiency
• Work with Office 365® - How to Use the Mail App: Productivity Tips and Tricks
• Work with Office 365® - How to Use the Mail App: Read and Reply to Mail
• Work with Office 365® - How to Use the Mail App: Share Folders with Others
• Work with Office 365® - How to Use the Mail App: Work with Folders
• Work with Office 365®: How to Use the Calendar App: Navigate the Calendar Application
• Work with Office 365®: How to Use the Mail App -- Send Mail
• Working With Access® 2016: Explore Web Apps
• Working With Access® 2016: Utilizing the Issue Tracking Template
• Working With Excel® 2016: Add a Timeline Slicer
• Working With Excel® 2016: Add Conditional Formatting to Data With Quick Analysis
• Working With Excel® 2016: Drill Deeper into your Data
• Word 2013 Part 3: Insert and Format a Chart
• Working With Excel® 2016: Select a Template in Excel®
• Working With Excel® 2016: Update Data with Flash Fill
• Working With Outlook® 2016: Attach a Cloud Document to an Email
• Working With Outlook® 2016: Manage your Inbox Using Folders (incl. Clutter)
• Working With Outlook® 2016: Navigate Through Mail, Calendars, People, and Tasks
• Working With Outlook® 2016: Work With Groups
• Working With PowerPoint® 2016: Applying a New Theme to a Presentation
• Working With PowerPoint® 2016: Incorporate Objects
• Working With PowerPoint® 2016: Using Presenter View During a Presentation
• Working With Word 2016: Edit a PDF (Part 1 of 2)
• Working With Word 2016: Edit a PDF (Part 2 of 2)
• Working With Word 2016: Edit Documents - Co-Edit a Document
• Working With Word 2016: Edit Documents - Reposition a Video
• Working With Word 2016: Edit Documents - Simple Markup
• Working With Word 2016: Edit Documents - Working With Comments
• Working With Word 2016: Embed Videos (Part 1 of 2)
• Working With Word 2016: Embed Videos (Part 2 of 2)
• Working With Word 2016: Read Documents
• Working With Word 2016: Work With Tables (Part 1 of 2)
• Working With Word 2016: Work With Tables (Part 2 of 2)

CUSTOMER SERVICE
• 1 to 1: Customer Service Success
• 10 Steps to Successful Customer Service
• 14 Things to Improve Your Customer Service in 5 Seconds - Quick Reference
• A Customer Complains: Now What?
• Attitudes in Customer Service
• Basics of a Great Customer Conversation
• Breaking Out of the Non-Person Box
• Building Great Customer Experiences
• Characteristics of a Value-Centered Organization
• Creating Great Customer Conversations
• CRM in Real Time
• Customer CEO
• Customer Experience
• Customer Lifetime Value
• Customer Loyalty
• Customer Relationship Management
• Customer Sense

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.
• Customer Service Episode 6: Your Wait Time is Approximately Forever
• Customer Service Episode 6: A Playful Way to Annoy Your Customers
• Customer Service Episode 7: Dealing with Irate Customers
• Customer Service Episode 8: Follow Every Rule
• Customer Service Episode 9: Using Proper English and Grammar Can Only Hurt Your Career
• Customer Service 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 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
• 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
• Revolutionizing 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 Ps in Creating Loyal Customers
• The 5 Values of Great Customer Service
• The Customer Service Survival Kit
• The Customer Service Zone
• The DNA of Customer Experience
• The Service Providers
• The Two Factors in Customer Service
• Turn Lemons into Lemonade: Handling Complaints Effectively
• Turning Around an Angry Customer
• Turning Around an Angry Customer (French)
• Turning Around an Angry Customer (French-Canadian)
• Turning Around an Angry Customer (Spanish)
• Turning Customer Satisfaction into Customer Loyalty
• Understand What Those You Serve Value: Evaluation Values
• Understand What Those You Serve Value: Selection Values
• Up/Your Service!
• Uplifting Service
• Use Effective Phone Skills
• What NOT To Say to Your Customers
• What's in it for Me?
• When Things Go Wrong
• When You Can't Say Yes
• Who Affects Service the Most?
• Who Gets Your Attention?
• Who is Your Customer?
• Why Customers Don't Complain
• Win Over that Difficult Person
• You Have to LOVE Customers

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

FINANCE & ACCOUNTING
• 365 Ways to Live Cheap
• Accounting - Asset Securitization
• Accounting Ethics & Integrity
• Accounting for Derivatives
• Accounting in a Nutshell
• Accounting Statements, Balance Sheets and More!
• Accrual Accounting, Part 1
• Accrual Accounting, Part 2
• ACH
• Adult Financial Abuse
• Adult Financial Abuse - California
• Advanced Scenario Analysis and Stress Tests
• Aggregate Supply and Aggregate Demand
• Analysis and Evaluation of Risk Exposures
• Analysis of Financing Liabilities
• Analysis of Income Taxes
• Analysis of Retirement Needs
• Analyst Conflicts of Interest
• Analyzing Financial Leverage for a Business
• Analyzing Risks
• Annuities (Asset Liability Management)
• Annuities (Insurance)
• Application of Analytical Techniques
• Applying Breakeven 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

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• 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 in 2016 Part Five: I-9 Hot Tips
• Conducting Internal Payroll Audits in 2016 Part Four: Why You Must Audit Your W-4s
• Conducting Internal Payroll Audits in 2016 Part Seven: Audit Secure® Must Haves
• Conducting Internal Payroll Audits in 2016 Part Six: Exempt Status Classification of Workers
• Conducting Internal Payroll Audits in 2016 Part Two: Independent Contractor Classification
• Conducting Internal Payroll Audits in 2017 Part One: 4 things the DOL Will Request During Your Audit
• 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 & Break-even Analysis
• 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 - 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

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ONLINE COURSES

- California Anti-Harassment: 06. Investigating Complaints
- California Anti-Harassment: 07. Anti-Harassment in Review
- California Anti-Harassment: Summary of SB 396 Changes
- 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
- 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 the Interview
- Conducting a Performance Evaluation Conference and Revamping Evaluation
- Consciously Overcoming Unconscious Bias
- Create a Drug-Free Workplace
- Creating a Bully-Free Workplace: Employee Edition
- Creating Effective Program Notes
- Creating Engagement Among Employees
- Creating Great Business Video: 3 Levels of Video Content
- Creating Great Business Video: Building the Production Team
- Creating Great Business Video: Introduction
- Creating Great Business Video: The Case for Video
- Creating Great Business Video: The New Learner
- Creating Great Business Video: Animation Formats
- Creating Great Business Video: Background Formats
- Creating Great Business Video: Basics of Structure
- Creating Great Business Video: Coaching the Presenter
- Creating Great Business Video: Color Formats
- Creating Great Business Video: Creating Tests
- Creating Great Business Video: Creating Viewer Notes
- Creating Great Business Video: Desktop Video
- Creating Great Business Video: Graphic Formats
- Creating Great Business Video: Instructional Design Guidelines
- Creating Great Business Video: Instructional Design Tips
- Creating Great Business Video: Lighting
- Creating Great Business Video: Mini-Studio Video
- Creating Great Business Video: Mobile Video
- Creating Great Business Video: Narrating Screen Captures
- Creating Great Business Video: Presentation Tips
- Creating Great Business Video: Presenter Appearance
- Creating Great Business Video: Presenter Body Language
- Creating Great Business Video: Presenter Gestures
- Creating Great Business Video: Presenter Images
- Creating Great Business Video: Presenter Voice
- Creating Great Business Video: Project Scope Issues
- Creating Great Business Video: Quality Recording
- Creating Great Business Video: Reading a Script
- Creating Great Business Video: Recording Set-Up
- Creating Great Business Video: Running a Teleprompter
- Creating Great Business Video: Structuring Programs
- Creating Great Business Video: Structuring Scenes
- Creating Great Business Video: Text Formats
- Creating Great Business Video: Using a Teleprompter
- Creating Great Business Video: Video Authoring
- Creating Great Business Video: Write for Mental Engagement
- Creating Great Business Video: Writing Guidelines
- Creating Great Business Video: Writing Processes
- Criteria Categories and Linkages
- Current Labor Challenges and Labor Laws
- Dealing with Diversity
- Dealing with Drug and Alcohol Abuse for Managers and Supervisors (Spanish)
- Dealing With Performance Issues
- Deciding on a Pay System
- 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 Genders
- Dialogue for Cultural Understanding
- Disability Discrimination and Accommodation for Managers
- Disclosing Protected Health Information and HIPAA
- Discrimination: The Protected Classes
- Diversity Challenges: What Would You Do?
- Diversity: Face to Face
- Do Respect
- Do you have to pay them?
- Document the Job Requirements
- Don't Forget Forgetting!
- 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
- 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
- FCAP Anti-Corruption and Bribery
- Finding Common Ground
- Five Ways to Avoid a Discrimination Claim
- FLSA Overtime Rule: What Has Changed & How to Prepare
- FLSA Rules, Regulations and Classification Standards
- Follow-Up and Coaching
- Foreign Corrupt Practices Act (FCPA): Overview
- Foreign Corrupt Practices Act (FCPA): Overview (Spanish)
- Form W9: Payee Identification and Tax Determination
- Gateways to Inclusion
- Generation Gap
- Generation Z
- Get People to Take Your Training!
- Get Rid of Time-Off Ted, Attitude Alice and Slackers Sam
- Getting to Know the Generations
- Global Cultural Awareness
- Global Trends in Human Resource Management
- Handbook for Strategic HR
- Handling References
- Harassment Hurts: It's Personal (Spanish)
- Harassment Retaliation Action Plan
- Harmonizing Work, Family and Personal Life
- HIPAA Privacy and Security Basics
- HIPAA: 1. The Basics
- HIPAA: 2. What is HIPAA?
- HIPAA: 3. HITECH - Understanding Business Associates
- HIPAA: 4. What is Protected Health Information?
- HIPAA: 5. The Privacy Rule - Authorization
- HIPAA: 6. The Privacy Rule - Disclosures
- HIPAA: 7. The Security Rule
- HIPAA: 8. Enforcement
- HIPAA: 9. Breaches
- HIPAA: 10. Penalties
- HIPAA: 11. General Disclosures - FAQ
- HIPAA: 12. Marketing - FAQ
- HIPAA: 13. Protection Against Violations - Risk Analysis
- HIPAA: 14. Protection Against Violations - Safeguards
- HIPAA: 15. Quick Learn for Employees
- Individual Training: 1.800.780.8476 • Group Training: 1.800.944.8503 • pryor.com

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• HIPAA: 16. Consumer Rights
• HIPAA: 17. Disclosure to Family and Friends
• HIPAA: 18. For Emergency Responders
• HIPAA: 19. GINA
• HIPAA: How Did We Get Here?
• HIPAA: What Health and Human Services Requires
• Hire Team-Oriented Employees
• Hostility, Harassment, and Workplace Headaches
• How Personality affects Employee Behavior
• How to Avoid a Wrongful Termination Claim
• How to Avoid Discrimination Claims
• How to Clearly Communicate Employee Benefits
• How to Create a Hostile Work Environment
• How to Identify and Prevent Workplace Sexual Harassment
• How to Improve Your Engagement at Work
• How to Legally Terminate Employees on Leave
• How to Maintain a Drug-Free Workplace
• How to Pay Attention and Listen!
• How to Succeed as a One Person HR Department
• How to Write Comprehensive Policies and Procedures
• How Well Do You Know Your Employees?
• How Working Memory Works
• HR: The Cornerstone of Successful Organizations
• Human Resources in Research and Practice
• Human Resources Law Update 2018
• I-9 & Immigration Law Compliance - Update 2018
• Ideas for Improving Engagement
• Ideocracy of an MTV Workplace
• Implementing Successful Training
• Improving Your Team’s Employee Engagement
• Information Security Best Practices
• Insights to Better Mentoring
• Internal Investigations and Confidentiality
• Interviewing Tips
• Introduction to Compensation and Benefits
• Introduction to Managing Employee Performance
• Introduction to Performance Appraisals and Appraisal Systems
• Introduction to Performance Excellence
• Laws Relating to Pay
• Leading HR
• Legal Aspects of Interviewing and Hiring
• Legally Terminate Employees: 10 Critical Things You Must Know
• Looking at Employment Contracts
• Maintaining a Drug-Free Workplace: Employee Edition
• Managing Cognitive Load
• Managing Employee Performance: A Look at Influences and Discipline
• Managing Four Generations in the Workplace
• Managing Harmony
• Managing Harmony (Spanish)
• Managing Workplace Bullying
• Matching Applicants with Job Specifications and Conducting Interviews
• Measuring Employee Engagement
• Media Options for End 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?
• Overcoming Personal Barriers to Diversity
• Pay Types and Considerations
• Powerful Practices for Legally Recruiting and Hiring
• Pregnancy Discrimination Act
• Prejudice and Discrimination
• Prevent Harassment Claims: Know the Warning Signs
• Prevent Harassment Claims: Write and Communicate Your Policy
• Preventing Bribery and Corruption in a Global Economy
• Preventing Discrimination and Harassment for California/Connecticut
• Preventing Harassment & Bullying in the Workplace
• Preventing Harassment in Industry
• Preventing Harassment in Industry (Spanish)
• Preventing Harassment in the Office
• Preventing Harassment in the Office (Spanish)
• Preventing Sexual Harassment for Employees (Spanish)
• Preventing Sexual Harassment... for Employees
• Preventing Sexual Harassment... for Managers and Supervisors
• Preventing Sexual Harassment: A Leader’s Perspective
• Preventing Sexual Harassment: An Employee’s Perspective
• Preventing Unlawful Retaliation in the Workplace
• Preventing Unlawful Workplace Harassment Employee Edition
• Preventing Unlawful Workplace Harassment Manager Edition
• Preventing Workplace Harassment: A Leader’s Perspective
• Preventing Workplace Violence
• Preventing Workplace Violence: A Leader’s Perspective
• Preventing Workplace Violence: An Employee’s Perspective
• Primary Threats to Performance Excellence
• Privacy, Laws and Practices
• Providing Government-Mandated Benefits
• Psychology of the Hiring Process
• Quantify Performance Goals if Possible
• Realities of Attention
• Recognizing the Signs of Substance Abuse in the Workplace
• Recruiting 101
• Recruiting New People
• Recruiting, Interviewing, Selecting & Orienting New Employees
• Research Your Research
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 1
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 2
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 3
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 4
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 5
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 6
• Retail Violence Prevention: Hazard Prevention and Control
• Retail Violence Prevention: Introduction
• Retail Violence Prevention: Program Roles and Security Analysis
• Retail Violence Prevention: Training and Program Evaluation
• Retaining Distressed Employees
• Retaliation
• Role of "Seductive Content" (No, not that!)
• See, Know and Do Goals
• Self Evaluation and Common Pitfalls in Performance Appraisals
• Should We Pay Interns?
• Six Sigma: Six Sigma and Lean
• Six Sigma: Six Sigma Basics
• Social Media Privacy and Security in the Medical Profession
• Speed Up Training "Time to Market!"
• Staying Out of Trouble
• Stereotyping and Diversity
• Stop Bullying at Work
• Substance Abuse: 01. Training Responsibilities
• Substance Abuse: 02. Rules and Regulations
• Substance Abuse: 03. Who Should I Test?
• Substance Abuse: 04. How Do I Know if Someone is Impaired?
• Substance Abuse: 05. What Are the Testing Procedures?
• Substance Abuse: 06. What Happens if My Employee Fails a Drug Test?
• Substance Abuse: 07. What Happens if My Employee Refuses a Drug Test?
• Substance Abuse: 08. Record Keeping
• Substance Abuse: 09. Employee Training
• Substance Abuse: Addressing Abuse
• Substance Abuse: Problems and Effects
• Substance Abuse: Supervisors’ Responsibilities
• Substances of Abuse
• Successful Employee Onboarding

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ONLINE COURSES

- 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 Rookie Manager: The Disciplinary Conference and Grievances
- The Supervisor's Responsibilities with Substance Abuse
- The Traditionalists
- The Value of Diversity
- The Value of Diversity (French)
- The Value of Diversity (French-Canadian)
- The Value of Diversity (Spanish)
- The What and Why of Employee Engagement
- Three-Level Content Strategy Model
- Time to Consider a Flexible Workplace?
- 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
- 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 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 Fair Labor Standards Act: Part 1
- Understanding the Fair Labor Standards Act: Part 2
- Understanding the Family and Medical Leave Act for Managers
- 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
- Workplace Harassment Prevention for Managers and Supervisors
- Workplace Violence
- Workplace Violence: An Overview

INDUSTRY SPECIFIC

- Aged Care: Managing Incontinence
- Anatomy: Functional Body Systems
- Assessing Skin Conditions
- Auto Loans
- Avoiding Plagiarism
- 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 Lavoring 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 SARI? I Don't Know Anything About an SARI.
- 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
- Caring for the Frail and Immobile
- 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
- Developing a Nursing Portfolio
- Effective Email & Memo Writing for Paralegals
- Electronic Banking
- Emerging Diseases: Prions and Viruses
- Encountering Grief and Loss
- End of Life Care
- 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
- 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
- Mental Health: The Individual and Society
- 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
- Palliative Care Nursing - Caring For Yourself
- Paralegal Ethics
- Paralegal Proofing
- Paralegal Roles from Pleading to Judgement
- Plain Language for Government
- Practice of Bookkeeping in Banks
- Preventing Discrimination and Harassment on Campus
- Preventing Employment Discrimination
- Campus Edition

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

- HTML5: Basic
- Information Technology Infrastructure Library (ITIL Foundations V3)
- Insider Threats and Attacks: Detection and Prevention
- Insider Threats: Avoiding the Next Snowden
- Introducing IoT: The Internet of Things
- Introduction to PCI DSS Compliance
- JavaScript Essentials
- Legacy Modernization - In a Budget Constrained Environment
- Managing Supply Chain Risk
- Microsoft 70-243: Administering and Deploying SCCM 2012
- Microsoft 70-246: Monitoring and Operating a Private Cloud 2012
- Microsoft 70-247: Configuring and Deploying a Private Cloud 2012
- Microsoft 70-331: Core Solutions of SharePoint® Server 2013
- Microsoft 70-332: Advanced Solutions of SharePoint® Server 2013
- Microsoft 70-336: MCSE Core Solutions Lync® Server 2013
- Microsoft 70-357: MCSE: Communication - Lync® Server 2013
- Microsoft 70-341: Core Solutions of Exchange Server 2013
- Microsoft 70-342: Advanced Solutions of Exchange Server 2013
- Microsoft 70-346: Managing Office 365® Identities and Requirements
- Microsoft 70-347: Enabling Office 365® Services
- Microsoft 70-409: Server Virtualization with Windows® Server Hyper-V and System Center
- Microsoft 70-410: Installing and Configuring Windows® Server 2012
- Microsoft 70-411: Administering Windows® Server 2012
- Microsoft 70-412: Configuring Advanced Windows® Server 2012 Services
- Microsoft 70-413: Designing and Implementing a Server Infrastructure
- Microsoft 70-414: Implementing an Advanced Server Infrastructure
- Microsoft 70-432: SQL Server® 2008, Implementation and Maintenance
- Microsoft 70-448: Microsoft® SQL Server® 2008, Business Intelligence Development and Maintenance
- Microsoft 70-461: Querying SQL Server® 2012
- Microsoft 70-462: Administering SQL Server® 2012 Databases
- Microsoft 70-463: Implementing a Data Warehouse with SQL Server® 2012
- Microsoft 70-464: Developing Microsoft® SQL Server® 2012 Databases
- Microsoft 70-465: Designing Database Solutions for Microsoft® SQL Server® 2012
- Microsoft 70-466: Implementing Data Models & Reports with SQL Server® 2012
- Microsoft 70-467: Designing Business Intelligence Solutions with SQL Server® 2012
- Microsoft 70-480: Programming in HTML5 with JavaScript and CSS3
- Microsoft® 70-486 Developing ASP.NET MVC 4 Web Applications
- Microsoft® 70-540 TS: Windows® Server 2008 Active Directory, Configuring
- Microsoft® 70-642 TS: Windows® Server 2008 Network Infrastructure, Configuring
- Microsoft® 70-646 Pro: Windows® Server 2008, Server Administrator
- Microsoft® 70-680 TS: Configuring Windows® 7
- Microsoft® 70-685 Pro: Windows®, Enterprise Desktop Support Technician
- Microsoft® 70-686 Pro: Windows®, Enterprise Desktop Administrator
- Microsoft® 70-687: Configuring Windows® 8
- Microsoft® 70-688: Managing and Maintaining Windows® 8
- Microsoft® 70-697: Configuring Windows® Devices (Windows® 10)
- Microsoft® SharePoint® 2013 Basics Training
- Microsoft® SharePoint® Designer 2013 Advanced
- Microsoft® SharePoint® Designer 2007 Advanced
- Microsoft® SharePoint® Foundation 2010 Advanced
- Microsoft® SharePoint® Server 2007 Advanced
- Microsoft® SharePoint® Server 2010 Basics
- Microsoft® SharePoint® Tips and Tricks
- Microsoft® SQL
- Microsoft® Windows® 10 Power User (How to use Windows® 10)
- 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!
- Oracle® 12c: OCP 1Z0-061: SQL Fundamentals
- Oracle® 12c: OCP 1Z0-062: Installation and Administration
- Oracle® Database 11g Certified Associate (OCA) Fundamentals 1Z0-051 and Admin 1Z0-052
- Phishing
- PHP Basics
- PRINCE2 Foundation 2009 Edition
- PRINCE2 Practitioner 2009 Edition
- Privacy Issues
- Privileged User Accounts: Best Practices
- Protecting Your PC
- Red Teams: Securing the Enterprise
- Rootkits: A Growing Security Threat
- Sage 50 Certificate Course
- Secure Document Sharing with Mobile Devices
- Semantic Intelligence: The Enabler of Mobile Search and Advertising
- Semantic Technologies: Enabling Next-Generation Web Advertising
- Sharepoint® 2016 - Calendar
- Sharepoint® 2016 - Discussion Board
- Sharepoint® 2016 - Document Library - First Steps
- Sharepoint® 2016 - Document Library - Set and Manage Alerts
- Sharepoint® 2016 - Document Library - Understanding Versioning
- Sharepoint® 2016 - First Steps
- Sharepoint® 2016 - Introduction
- Sharepoint® 2016 - Lists
- Sharepoint® 2016 - Picture Library
- Sharepoint® 2016 - Share a Site
- Sharepoint® 2016 - Sync Libraries
- Sharepoint® 2016 - Tasks
- SQL Basics
- Storage Optimization: An Introduction
- Streaming 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
- Unix Administration Basics Version 5.0
- User-Centered Design: Benefits, Challenges and Best Practices
- Virtual Appliances: An Introduction
- Virtual Teams: Strategies for Success
- Virtualization: An Introduction
- VMware® vSphere® 5.5
- WordPress® 3.3 Training
- XHTML and CSS3 Training
- XML

MANAGEMENT & LEADERSHIP

- 100 Ways to Motivate Others
- 20 Reproducible Assessment Instruments for the New Work Culture
- 25 Role Plays for Interview Training
- 5 Excuses Managers Make to Avoid Terminating a Problem Employee
- 5 Steps to an Employee Training and Engagement Plan
- 675 Ways to Develop Yourself and Your People
- 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 Coach’s Guide to Feedback (Spanish)
- A Manager’s Guide to Virtual Teams
- A Manager’s Overview of the Family Medical Leave Act
- A Motivator’s Tool Kit
- Accountability: A Simple Technique to Provide Useful Feedback
- Accountability: 3-Step Formula to Setting Clear Expectations

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.
• Accountability: 4 Barriers to Building a Culture of Accountability
• Accountability: 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)
• 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 (French)
• An Introduction to Coaching (French-Canadian)
• An Introduction to Coaching (Spanish)
• An Introduction to Effective Leadership (French-Canadian)
• An Introduction to Effective Leadership (French)
• An Introduction to Effective Leadership (French-Canadian)
• Analyzing Employee Performance: Can-Do, Will-Do Actions
• Analyzing Employee Performance: Can-Do, Will-Do Introduction
• Analyzing Employee Performance: Can-Do, Will-Do Questions and Tips
• Assertive Communication Skills for Managers
• Barriers to Communication Success, Part 1
• Barriers to Communication Success, Part 2
• Be an Interview Superstar
• Become a Followable Leader Final Exam
• Become An Effective Leader, Part 1
• Become An Effective Leader, Part 2
• 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 Followable Leader
• Becoming a Great Leader: How to Motivate Employees
• Becoming a Great Leader: Introduction
• Becoming a Great Leader: Leadership and Power
• Becoming a Great Leader: Motivational Leadership
• Becoming a Great Leader: Putting it All Together
• Becoming a Servant Leader
• Behavioral Based Interviewing
• Benefits and Pitfalls of Planning
• Budget Management
• Budgeting Essentials - Budget Reporting
• Budgeting Essentials - Budgeting Expenses
• Budgeting Essentials - Budgeting Revenue
• Budgeting Essentials - What is Budgeting
• Budgeting Essentials - Zero Based Budgeting
• Build Your Team
• Building and Sustaining a Nimble Culture
• Building More Effective Organizations
• Building Profit Through Building People
• Building Stakeholders Relations and CSR
• Building Teamwork One Individual at a Time
• Change Management: After the Announcement (French)
• Change Management: After the Announcement (French-Canadian)
• Change Management: After the Announcement (Spanish)
• Change Management: Analysis (French-Canadian)
• Change Management: Analysis (French)
• Change Management: Analysis (French-Canadian)
• Change Management: Analysis (Spanish)
• Change Management: Creating Employee Excitement (French)
• Change Management: Creating Employee Excitement (French-Canadian)
• Change Management: Creating Employee Excitement (Spanish)
• Change Management: Making the Announcement (French-Canadian)
• Change Management: Making the Announcement (French)
• Change Management: Making the Announcement (French-Canadian)
• Change Management: Making the Announcement (Spanish)
• Change Management: Preparing for Change (French)
• Change Management: Preparing for Change (French-Canadian)
• Change Management: Preparing for Change (Spanish)
• Change Management: The Phases of Change (French-Canadian)
• Change Management: The Phases of Change (French)
• Change Management: The Phases of Change (Spanish)
• Change Management: Working Through the Change (French)
• Change Management: Working Through the Change (French-Canadian)
• Change Management: Working Through the Change (Spanish)
• Changing Organizational Culture
• Changing the Culture of Your Organization
• Choosing the Best Person for the Task
• Choosing the Right CRM Software
• Closing the Loop with Feedback
• Coaching Basics
• Coaching Novices to Experts
• Coaching Others Step-by-Step
• Coaching Others to a Higher Performance
• Coaching 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)
• Communicating Credibility and Confidence
• Communicate with Power
• 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
• 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 Bully-Free Workplace: Manager Edition
• Creating a More Motivating Experience
• Creating a Motivating Experience: Understanding Motivation (Part 1 of 5)
• Creating a Motivating Experience: Understanding Motivation (Part 2 of 5)
• Creating a Motivating Experience: Understanding Motivation (Part 3 of 5)
• Creating a Motivating Experience: Understanding Motivation (Part 4 of 5)
• Creating a Motivating Experience: Understanding Motivation (Part 5 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 3 of 5)
• Creating a Motivating Experience: What Demotivates People at Work (Part 5 of 5)

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.
• 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: Delegation Audit (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 Management Skills
• Developing Remote Employees
• Dimensions of Coaching
• 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 Rs
• 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 Global Program Management for IT
• Effective Negotiation Tactics for Supervisors
• Effective Performance Reviews
• Elements of a Disciplinary Conversation
• Elite!
• 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
• Employing Generation Why: Common Characteristics of Generation Why
• Employing Generation Why: Communication Strategies
• Employing Generation Why: Differences Between Us and Them
• Employing Generation Why: Managing Your Crew
• Employing Generation Why: Motivate for Peak Performance
• Employing Generation Why: Recruiting the New Breed
• Employing Generation Why: Retaining Young Talent
• Employing Generation Why: Training Young Minds
• 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
• Four Things All New Supervisors Must Remember: E.A.A.L.T.
• Four Things All New Supervisors Must Remember: L.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
• How to Work a Room - Part 1
• How to Work a Room - Part 2
• Identifying Obstacles to Organizational Change
• Identifying the Culture of Your Organization
• Implementing the Strategic Plan
• Improving Employee Attitude and Job Satisfaction
• Increasing Team Effectiveness
• Influencing
• Innovation at the Verge
• Inspiring Creativity as a Leader
• 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
• Lead by Listening
• Leaders Learning: How Not to Manage
• Leader’s Toolbox: The Change Environment
• Leaders Working with Leaders: Building Your Team
• Leaders Working with Leaders: Building Your Team (French)
• Leaders Working with Leaders: Building Your Team (French-Canadian)
• Leaders Working with Leaders: Building Your Team (Spanish)
• Leadership & 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)
• Mismatches Leaders Make: Impedership
• Mismatches Leaders Make: Six-Ways to Manage
• Motivating and Retaining the Teenage Worker
• Motivating Employees: Appreciating 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
• 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
• People People
• Performance Excellence: Cost
• Performance Excellence: Introduction
• Performance Excellence: Requirements
• Performance Excellence: Roadblocks
• Performance Excellence: Terms
• Performance Excellence: Why
• 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 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
• Positioned
• Preparing for Your PCI Audit
• Preventing Age Discrimination for Managers and Supervisors
• Preventing Employment Discrimination for Managers and Supervisors
• Preventing Sexual Harassment for Managers
• Preventing Unlawful Workplace Harassment in Federal Agencies - Manager Edition
• Pricing a Product
• Principles of Planning
• Producing for Quality
• Product Development and Patents
• Productive Performance Appraisals
• Productivity Through Praise
• Progressive Discipline
• Project Management for Non-Project Managers
• Promoting a Product
• Providing Feedback
• Put On Your Manager’s Hat
• Put the Moose on the Table
• Put Your Business on Autopilot
• Rational Decision Making
• 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: Six Sigma and Kaizen
• Solving the Compensation Puzzle
• Staffing to Support Business Strategy
• Staying Positive
• Strategic Customer Management
• Strategic Planning: A Definition
• Strategic Problem Solving for Better Decision Making
• Strategic Staffing
• Structures for Strategy
• Success for Hire
• Success Principles for Leaders
• Successful Customer Care in a Week
• Succession Planning
• Succession Planning: 8 Critical Steps
• Succession Planning: The Importance of Succession Planning
• Succession Planning: 02. What is a HiPo?
• Succession Planning: 03. Creating a Policy
• Succession Planning: 04. Identifying HiPos
• Succession Planning: 05. HiPos vs. High Performers
• Succession Planning: 06. Retaining and Developing HiPos
• Succession Planning: People Back-up
• Succession Planning: The Private Business
• Succession Planning: The Transition Process
• Supervising a Pronoid
• Supervising Remote Employees
• Supervisor’s Passport to Success
• Survive the 10 Toughest Conversations Every Supervisor Dreads
• Talent Leadership
• Team Building: Characteristics of a Successful Team
• Team Building: Effective Team Members
• Team Building: Team Development and Tunkan Model
• Team Building: Teams in Crisis Situations
• Team Building: Types of Teams
• Team Building: What is Team Building?
• Teams that Work
• Telework: How to Telecommute Successfully
• Terminating Employees
• The Age of Productivity
• THE Answer for Business Success
• The Benefits of an Environmental Management System
• The Cultural Fit Factor
• The Daily You
• The Decision Making Process, Part One
• The Decision Making Process, Part Two
• The Disciplinary Conference and Grievances
• The Executive Guide to Integrated Talent Management
• The External Environment
• The Facility Manager’s Handbook
• The Golden Crossroads
• The Hidden Drivers of Success
• The Lean Office
• The Network is Your Customer
• The New Realities of Change
• The Performance Engagement Model
• The Product Life Cycle
• The Productivity Tip System
• The Progressive Discipline Process
• The Readiness Stairs Model
• The Road to Audacity
• The Rules of Attraction
• The Secret to Employee Motivation
• The Theory of Reinforcement
• The Three Types of Effectance
• The Value of Followers: Traits of a Great Follower (Part 1 of 3)
• The Value of Followers: Leaders as Followers (Part 2 of 3)
• The Value of Followers: Becoming a Followable Leader (Part 3 of 3)
• The Virtual World of Work
• The Why Behind Poor Performance
• Tips for Effective Delegation

Individual Training: 1.800.780.8476 • Group Training: 1.800.944.8503 • pryor.com

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• Top 10 Mistakes of Managers
• Tracking Progress with Controls
• Transforming the Organization
• Transitioning from Staff to Supervisor
• Ultimate Basic Business Skills
• Understanding Motivation: Managing Expectations
• Understanding Motivation: Meeting Employee Needs
• Understanding Motivation: Processes that Inspire
• Understanding Power, Influence, and Leadership
• Understanding Power, Influence, and Leadership (French)
• Understanding Power, Influence, and Leadership (French-Canadian)
• Understanding Power, Influence, and Leadership (Spanish)
• Understanding the Impact of Culture in Your Organization
• Use Resistance as Your Friend-Leader
• Using the Right Style
• Using Your Executive Coach
• Utilizing Power and Influence Effectively
• Valuing Diversity for Managers
• Vision, Mission and Values
• Wage & Hour Basics: CA Managers & Supervisors
• What Change Leaders Do
• What Every Leader Needs
• What Every Leader Needs (French)
• What Every Leader Needs (French-Canadian)
• What Every Leader Needs (Spanish)
• What Every Mentor Needs
• What is a Product?
• What Is A Supervisor
• What Makes a Leader?
• What Makes a Leader? (French)
• What Makes a Leader? (French-Canadian)
• What Makes a Leader? (Spanish)
• What Managers Don’t Know Can Hurt You
• When Change Isn’t a Choice-Leader
• When Managers Rebel
• Where Do Product Ideas Come From?
• Why Teamwork Works
• Work and People
• Work Habits for Remote Employees
• Work Teams: Some Basic Guidelines
• Work With The Confused Employee
• Working within the General and Specific Environment
• Workplace Harassment Prevention: Managers and Supervisor Edition
• Would I Work for Me?
• Writing Performance Reviews
• You Get What You Manage: The Pygmalion Effect

MARKETING
• 10 Mistakes in Marketing
• 49 Marketing Secrets (that Work) to Grow Sales
• Basics of Marketing with Social Media
• Billion Dollar Branding
• Boosting Sales
• Brand Marketing
• Breaking Through
• Building Brand and Reputation
• Business Marketing Face to Face
• Competitive Marketing in Tourism
• Conducting Competitor Research Online
• Connecting with Others Using Google+™
• Creating a Blog with WordPress® 4.1
• Creating Your Brand Proposition
• Delicious
• Designing Marketing Communications
• Determining Customer Needs
• Developing a Value Proposition
• DO IT! Marketing
• Easy E-Newsletters
• Email Metrics 101
• Flickr
• Great Layout & Design: Tips, Tricks and the Latest Trends
• Great Legal Marketing
• Grow Regardless
• Guerrilla Facebook® Marketing
• Guerrilla Marketing During Tough Times
• Guerrilla Marketing on the Front Lines
• How to Create a Social Media Flowchart
• Increasing Search Engine Optimization
• Increasing Website Traffic
• Introducing the Marketing Mix
• Introduction to Marketing
• Lead Development: Social Media Networking
• Lean but Agile
• Leveraging LinkedIn to Increase Sales
• Managing Bad Press
• Marketing Greatest Hits
• Marketing in the 21st Century and Beyond
• Marketing Plans
• Mastering Social Media
• Pinterest® Training
• Place Branding
• Pricing Perspectives
• Reverse Psychology Marketing
• Selecting Target Markets
• Setting a Marketing Communications Budget
• Setting Communication Objectives
• Social Media
• Social Media for Business: What You Need to Know
• Social Media in the Workplace: Advice and Best Practices
• Social Networking: Does It Work at Work?
• Social Networking: Facebook®
• Social Networking: Instant Messaging
• Social Networking: LinkedIn®
• Social Networking: Twitter
• Stakeholder Reputation Research
• Strategic Marketing Planning for the Small to Medium-Sized Business
• Successful Email Marketing
• Successful Marketing
• The Brand Glossary
• The Four P’s: Marketing Strategies
• The Marketing Environment: Consumer Behavior
• The Marketing Environment: Generational Differences
• The Marketing Environment: The Basics
• The Mobile Marketing Handbook
• The New Rules of Green Marketing
• The Role of Public Relations in Earned Media
• The Secrets of Successful Business Blogging
• The Value of Podcasts
• Tracking Marketing and Communications Campaigns
• Tumblr
• Twitter
• Understanding Integrated Marketing Communications
• Web Writing Basics
• What is Marketing?
• Write Powerful Copy for the Web and More

OSHA & WORKPLACE SAFETY
• 5 Common Safety Hazards in the Office Infographic
• 7 Safety Habits That Could Save Your Life
• A Manager’s Guide to Safety in the Workplace
• Accident Investigation
• Active Shooter & Workplace Violence
• Aggressive Driving
• Automated External Defibrillators (AEDs): Saving Sudden Cardiac Arrest Victims
• Back Injury Prevention
• Back Safety
• Back Safety (Spanish)
• Back to Work. Back to Safety. Re-gaining Safety Habits after Time Away from Work. (Spanish)
• Back to Work. Back to Safety. Re-gaining Safety Habits after Time Away from Work.)
• BBP for Healthcare
• Bloodborne Pathogen Training
• 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: Atmosphere
• Confined Spaces: Personnel and Permits
• Confined Spaces: Professional Protective Equipment
• Crane Safety

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

- Crane Safety (Spanish)
- Crane Safety in Construction Environments
- Creating Safety in Welding Operations
- Creating Safety in Welding Operations, (Spanish)
- Crystalline Silica
- CSA Training for Employees
- CSA Training for Managers
- Dealing With Hazardous Spills
- Dealing with Hazardous Spills (Spanish)
- Defensive Driving
- Developing an Effective Safety Culture
- Distracted Driving
- Distracted Driving (Spanish)
- DOT HAZMAT: General Awareness (Spanish)
- DOT HAZMAT: In Depth Security Training
- DOT HAZMAT: Security Awareness
- DOT HAZMAT: Security Awareness (Spanish)
- DOT HAZMAT: General Awareness
- DOT HAZMAT: In Depth Security Training (Spanish)
- DOT HAZMAT: Safety Training
- 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
- Driving Safety
- Driving Safety (Spanish)
- Electrical Safety
- Electrical Safety (Spanish)
- Electrical Safety Awareness
- Electrical Safety for Everyone
- Electrical Safety for Everyone (Spanish)
- Electrical Safety for Qualified Workers
- Electrical Safety for Qualified Workers (Spanish)
- Electrical Safety in the Laboratory
- Electrocution Hazards in Construction Environments Part I... Types of Hazards and How You Can Protect Yourself
- Electrocution Hazards in Construction Environments Part II... Employer Requirements
- Emergency Preparedness & Response
- Emergency Preparedness & Response (Spanish)
- Environmental Management Systems
- Ergonet: A Training Guide for Healthy Office Work
- Ergonomics for Manufacturing
- Exposure Monitoring and Medical Surveillance (HAZWOPER)
- Eye Safety
- Eye Safety (Spanish)
- Eye Safety in Construction Environments
- 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
- 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
- First Aid - Bites, Cuts, and Scrapes
- First Aid - Burns
- First Aid - Choking
- First Aid - Introduction
- First Aid in Construction Environments
- 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: e4 Driving School
- Fuel Savings: Idle Time
- Fuel Savings: Oil, Tune and Tires
- Fuel Savings: Order Accuracy
- Fuel Savings: Power Curve
- Fuel Savings: Take Home Vehicles
- GHS Labeling in Construction Environments
- GHS Safety Data Sheets in Construction Environments
- GHS Safety Data Sheets in the Laboratory
- Good Housekeeping: Everyone's Responsibility
- Good Housekeeping: Everyone’s Responsibility (Spanish)
- Hand and Power Tool Safety in Construction Environments
- Hand, Wrist and Finger Safety in Construction Environment
- 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?
- Hearing Conservation
- Hearing Conservation & You
- Hearing Conservation & You (Spanish)
- Heat Stress
- Heat Stress in Construction Environments
- How to Lower Your Energy Bills: Creating a Comprehensive Energy Savings Plan
- How to Lower Your Energy Bills: Doing Your Part at Work
- How to Lower Your Energy Bills: Saving Fuel Costs
- Hydrogen Sulfide Employee Training
- Hydrogen Sulfide Employee Training (Spanish)
- I Chose to Look the Other Way: Three Stories of Workplace Safety
- I Chose to Look the Other Way: Three Stories of Workplace Safety (Spanish)
- Indoor Air Quality: Carbon Dioxide
- Indoor Air Quality: Carbon Monoxide
- Introduction to Accident Investigation
- Introduction to GHS for Construction Workers
- Introduction to Laser Safety
- Job Safety Analysis, Safety Awareness & You
- Job Safety Analysis, Safety Awareness & You (Spanish)
- Laboratory Ergonomics
- Laboratory Hoods
- Laboratory Safety
- Ladder Safety
- Ladder Safety in Construction Environments
- Lessons Learned From Hand Injuries [Non-Graphic]
- Lessons Learned From Hand Injuries [Non-Graphic] (Spanish)
- Lockout Tagout: Energy Control Programs
- Lockout Tagout: Energy Control Programs Details, Questions, & Expectations
- Lockout Tagout: Introduction
- Lockout Tagout: Training
- Machine Guard
- Machine Guard
- Machine Guard Safety for Managers
- Machine Guarding & Operator Safety
- Machine Guarding & Operator Safety (Spanish)
- Making Safety Work: Overview of Workplace Safety & Responsibilities
- Making Safety Work: Overview of Workplace Safety & Responsibilities
- Managing Workplace Safety and Health
- Medical OSHA Compliance
- Medical Surveillance Programs (HAZWOPER)
- More High-Impact Lockout/Tagout
- More High-Impact Lockout/Tagout (Spanish)
- Move It Safely: Avoiding Injury While Moving Materials
- Move It Safely: Avoiding Injury While Moving Materials
- Orientation to Laboratory Safety
- OSHA and Workplace Safety for HR Professionals
- OSHA Compliance and Management Handbook
- OSHA Compliance Update: MSDS to SDS
- OSHA Formaldehyde Standard
- OSHA in the Real World
- OSHA Record-Keeping Compliance
- OSHA TOOLBOX: HAZCOM - Labeling Protocol
- OSHA TOOLBOX: HAZCOM - Material Safety Data Sheet
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- Personal Protective Equipment
- Personal Protective Equipment: Eye & Face Protection
- Personal Protective Equipment: Foot Protection
- Personal Protective Equipment: Hand & Arm Protection
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- Planning for Laboratory Emergencies
- Powered Industrial Truck Safety
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- Deadly Design: Creating Safety in Welding Operations
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• PPE: Your Last Layer of Protection
• PPE: Your Last Layer of Protection (Spanish)
• Preventing Contamination in the Laboratory
• Preventing Fires in Hot Work Operations
• Preventing 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 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 Orientation in Construction Environments
• 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 Construction Environments
• Survive Inside: Employee Safety in Confined Spaces
• Survive Inside: Employee Safety in Confined Spaces (Spanish)
• Surviving the Fall: Proper Use of Your Personal Fall Arrest System
• Surviving the Fall: Proper Use of Your Personal Fall Arrest System (Spanish)
• Take Time for Safety
• Take Time for Safety (Spanish)
• The Hazard Communications Program
• The Lockout/Tagout Program
• The OSHA Formaldehyde Standard (Laboratory Safety Series)
• 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)
• Working and Handling Surfaces in Construction Environments
• 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 Ethic 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
• Being an Effective Online Student
• Body Language: At Work
• Body Language: Introduction
• Body Language: Movement
• Body Language: Position
• Body Language: Reading
• Building Strong Personal Relationships
• 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: How to Build Character (Part 4 of 4)
• Completing a FAFSA
• 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)
• Conducting an Audit
• Control the Chaos and Clear Out 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 Communication: Achieving SMART Goals
• 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
• Dealing with Stressful People
• 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
• DISC: Determine Styles of Others

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<td><strong>• Effective Performance Reviews: Preparing for Your Review</strong></td>
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<td><strong>• Ergonomic Risk Factors</strong></td>
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<td><strong>• Failure is Obsolete</strong></td>
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<td><strong>• Father &amp; Son</strong></td>
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<td><strong>• Fighting the Flu: Call for Backup</strong></td>
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<td><strong>• Fighting the Flu: Gain the Upper Hand</strong></td>
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<td><strong>• Fighting the Flu: Getting to Know Your Opponent</strong></td>
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<td><strong>• Fighting the Flu: The Fight is On!</strong></td>
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<td><strong>• Fighting the Flu: Throw in the Towel</strong></td>
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<td><strong>• Fitness and Wellness</strong></td>
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<td><strong>• Getting Organized</strong></td>
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<td><strong>• Goal Setting in the Workplace</strong></td>
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<td><strong>• Green Cleaning Concepts</strong></td>
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<td><strong>• Green Purchasing</strong></td>
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<td><strong>• Handling Stress</strong></td>
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<td><strong>• Happiness at Work: Applying Happiness to the Workplace (Part 1 of 3)</strong></td>
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<td><strong>• Happiness at Work: Improving Personal Happiness at Work (Part 2 of 3)</strong></td>
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<td><strong>• Happiness at Work: Creating a Happier Workplace (Part 3 of 3)</strong></td>
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<td><strong>• How Attitudes affect Employee Behavior</strong></td>
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<td><strong>• How Things Feel Affects What We Do</strong></td>
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<td><strong>• How to Break a Bad Habit</strong></td>
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<td><strong>• How to Sit Correctly (French)</strong></td>
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<td><strong>• How to Study Effectively</strong></td>
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<td><strong>• How-To Tool: Decision Matrix</strong></td>
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<td><strong>• Know Your Numbers: Blood Pressure</strong></td>
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<td><strong>• Know Your Numbers: Body Mass Index</strong></td>
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<td><strong>• Know Your Numbers: Cholesterol</strong></td>
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<td><strong>• Know Your Numbers: Glucose</strong></td>
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<td><strong>• Leadership and Stress</strong></td>
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<td><strong>• Let's Work It Out</strong></td>
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<td><strong>• Linking Ethics to Stress and Emotions</strong></td>
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<td><strong>• Living Large on Less</strong></td>
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<td><strong>• Making Command Decisions Work for You</strong></td>
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<td><strong>• Making Consensus Decisions Work for You</strong></td>
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<td><strong>• Making Consultative Decisions Work for You</strong></td>
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<td><strong>• Making Delegated Decisions Work for You</strong></td>
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<tr>
<td><strong>• Making Learning Stick</strong></td>
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<tr>
<td><strong>• Manager's Toolbox: Building an Engaged Organization (French)</strong></td>
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<td><strong>• Manager's Toolbox: Building an Engaged Organization (French-Canadian)</strong></td>
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<td><strong>• Manager's Toolbox: Building an Engaged Organization (Spanish)</strong></td>
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<tr>
<td><strong>• Managing Information Overload</strong></td>
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<td><strong>• Managing Others' Impression of You</strong></td>
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<td><strong>• Managing Stress</strong></td>
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<td><strong>• Managing Your Waste</strong></td>
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<td><strong>• Mastering Your Android Phone</strong></td>
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<td><strong>• Mastering Your iPhone</strong></td>
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<td><strong>• Memory Challenge: Mnemonics</strong></td>
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<td><strong>• MLA (8th Ed.) Research Paper Basics</strong></td>
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<td><strong>• Money Secrets of the Rich</strong></td>
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<td><strong>• Overcoming Test Anxiety</strong></td>
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<td><strong>• Participating in a High Performance Team</strong></td>
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<td><strong>• Personal Brands</strong></td>
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<td><strong>• Powered Industrial Trucks and Power Pallet Trucks</strong></td>
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<td><strong>• Preparing for College</strong></td>
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<td><strong>• Preparing for My Appraisal</strong></td>
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<td><strong>• Problem Solving: Define the Problem</strong></td>
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<td><strong>• Problem Solving: Determine the Root Cause</strong></td>
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<td><strong>• Problem Solving: Evaluate and Select Solutions</strong></td>
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<td><strong>• Problem Solving: Generate Solutions</strong></td>
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<tr>
<td><strong>• Problem Solving: Implement Solutions</strong></td>
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<tr>
<td><strong>• Problem Solving: Introduction to Problem Solving</strong></td>
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<tr>
<td><strong>• Problem Solving: Monitor the Resolution</strong></td>
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<tr>
<td><strong>• Putting it all Together</strong></td>
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<td><strong>• Ready for Retirement</strong></td>
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<td><strong>• Recognize Eye Strain</strong></td>
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<td><strong>• Recognize Eye Strain (French)</strong></td>
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<td><strong>• Recycling in the Workplace</strong></td>
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<td><strong>• Reduce Eye Strain</strong></td>
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<td><strong>• Reducing Stress Through Time Management</strong></td>
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<td><strong>• Reducing Stress: Meditation and Visualization</strong></td>
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<td><strong>• Reducing Stress: Techniques to Relax</strong></td>
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<td><strong>• Representing Your Brand</strong></td>
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<td><strong>• Respect - How to Be Liked</strong></td>
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<td><strong>• Respect - How to Be Respected</strong></td>
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<td><strong>• Respect - Working with Dislike</strong></td>
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<td><strong>• Rethinking Brainstorming</strong></td>
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<td><strong>• Safe Money Millionaire</strong></td>
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<td><strong>• Selfies Gone Wrong</strong></td>
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<td><strong>• Setting Sound Goals</strong></td>
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<td><strong>• Setting Your Development Goals</strong></td>
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<td><strong>• Six-Step Process to Problem Solving</strong></td>
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<td><strong>• Six-Step Process to Problem Solving (French)</strong></td>
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<td><strong>• Six-Step Process to Problem Solving (French-Canadian)</strong></td>
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<td><strong>• Smiling - The Power of Inclusion</strong></td>
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<td><strong>• Smile!</strong></td>
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<td><strong>• Social Awareness Tools</strong></td>
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<td><strong>• Strengths Finder 2.0</strong></td>
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<td><strong>• Stress at Work</strong></td>
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<td><strong>• Stress Management - Avoidable Stress</strong></td>
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<td><strong>• Stress Management - Handling Stress</strong></td>
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<td><strong>• Stress Management - Managing Stress</strong></td>
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<td><strong>• Stress Management - Unavoidable Stress</strong></td>
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<td><strong>• Stress Management - Understanding Stress</strong></td>
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<td><strong>• Stress Management for Women</strong></td>
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<td><strong>• Stress Management: Stress Awareness Comes First</strong></td>
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<td><strong>• Stress Management: Taking Care of Yourself</strong></td>
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<td><strong>• Stretching in the Workplace</strong></td>
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<td><strong>• Studying in Groups</strong></td>
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<td><strong>• Supercompetent</strong></td>
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<td><strong>• Switch On Caring</strong></td>
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<td><strong>• Take Charge of Your Talent</strong></td>
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<td><strong>• The Better Money Method</strong></td>
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<td><strong>• The Empress Has No Clothes</strong></td>
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<td><strong>• The Money Flow</strong></td>
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<td><strong>• The Psychology of Decision-Making</strong></td>
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<td><strong>• The ROI of Green</strong></td>
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<td><strong>• The Science of Sleep: How Much Sleep Do You Need</strong></td>
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<td><strong>• The Science of Sleep: Sleep Hygiene</strong></td>
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<td><strong>• The Science of Sleep: Sleeping for Shift Work</strong></td>
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<td><strong>• The Science of Sleep: The Science of Sleep</strong></td>
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<td><strong>• Think Big, Live Large</strong></td>
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<td><strong>• Understanding &amp; Controlling Ergonomic Risk Factors</strong></td>
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<td><strong>• Understanding &amp; Controlling Ergonomic Risk Factors (Spanish)</strong></td>
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<tr>
<td><strong>• Understanding Decision Making</strong></td>
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<td><strong>• Understanding Emotion in the Workplace</strong></td>
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<td><strong>• Understanding Ergonomic Design</strong></td>
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<td><strong>• Understanding Hazardous Waste</strong></td>
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<td><strong>• Understanding Headaches: Surprising Headache Triggers</strong></td>
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<td><strong>• Understanding Headaches: Understanding Headaches</strong></td>
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<td><strong>• Understanding Stress</strong></td>
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<td><strong>• Understanding Stress at Work</strong></td>
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<td><strong>• Using DISC to Raise Your Emotional-IQ</strong></td>
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<td><strong>• Vocabulary Retention Tips and Tricks</strong></td>
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<td><strong>• Water Conservation</strong></td>
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<td><strong>• What can be done about job stress?</strong></td>
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<td><strong>• What is Stress?</strong></td>
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<td><strong>• What Stresses Employees at Work?</strong></td>
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<td><strong>• When to Study</strong></td>
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<td><strong>• Where to Study</strong></td>
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<td><strong>• Work Hacks: 5 Hacks for Workplace Sanity</strong></td>
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<td><strong>• Work Hacks: 5 Hacks to a Clean and Comfortable Space</strong></td>
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<td><strong>• Work Hacks: 6 Hacks to Controlling Your Inbox</strong></td>
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<td><strong>• Work Hacks: 7 Hacks for Office Productivity</strong></td>
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<td><strong>• Work Hacks: 7 Hacks to Maintain Work/Home Balance</strong></td>
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<td><strong>• Work Hacks: Go Green</strong></td>
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<td><strong>• Working in Adversarial Relationships</strong></td>
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<td><strong>• Working Well with Everyone: Diversity = Greatness</strong></td>
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<td><strong>• Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance</strong></td>
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<td><strong>• Workplace Life Jacket: 8 Tips to Control Your Email</strong></td>
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Agile Certified Practitioner (ACP) Exam Prep: Chapter 03 - Project Management Introduction
Agile Certified Practitioner (ACP) Exam Prep: Chapter 02 - Project Management Pre-Work: Identifying Project Parameters (Part 2 of 18)
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Agile Certified Practitioner (ACP) Exam Prep: Chapter 07 - The Basics of Project Management
Agile Certified Practitioner (ACP) Exam Prep: Chapter 06 - The Basics of Project Management
Agile Certified Practitioner (ACP) Exam Prep: Chapter 05 - The Basics of Project Management
Agile Certified Practitioner (ACP) Exam Prep: Chapter 04 - The Basics of Project Management
Agile Certified Practitioner (ACP) Exam Prep: Chapter 03 - The Basics of Project Management
Agile Certified Practitioner (ACP) Exam Prep: Chapter 02 - The Basics of Project Management
ONLINE COURSES

- 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 Professional (PMP)® 5th Edition
- 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: Advanced, 2nd Edition
- 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
- Risk 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 Meets 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 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
- 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
- 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 Trust with Customers
- Finding Good Prospects
- Following up on Your Sale
- Follow-Up After the Sale
- Get Clients Now!
- Getting Past the Gatekeeper
- Handling Tough Customers
- How to Develop Your Sales Plan
- How to Leave Phone Voicemail that Get Returned
- Lead Development: Elevator Speech Value Proposition
- Lead Development: The Marketing Link
- Leading the Sales Force
- Managing an Enterprise Account: Finding Unmet Needs
- Managing an Enterprise Account: Five Minute Debrief
- Managing an Enterprise Account: Five Minute Pre Brief
- Managing an Enterprise Account: Handling Objections
- Managing an Enterprise Account: Introduction
- Managing an Enterprise Account: Lifetime Customer Value
- Managing an Enterprise Account: No Push Selling
- Managing an Enterprise Account: Selling Benefits
- Managing an Enterprise Account: Value Added Selling
- Managing an Enterprise Account: No Push Close
- Managing Your Sales Prospects
- Modern Phone Sales Techniques
- Motivate Your Sales Team
- Negotiating a Job Offer

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• 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: True Negative
• Preparing for Your Sales Pre-approach
• Presentation Skills: Closing
• ProActive Sales Management
• Prospecting by Phone: 7 Guidelines
• 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 Forecasting Management
• Sales Strategies for Handling Objections
• Sales: Attitude is Everything
• Sales: Attitude is Everything (French)
• Sales: Attitude is Everything (French-Canadian)
• Sales: Attitude is Everything (Spanish)
• Sales: Boost Your Selling Power
• Sales: Boost Your Selling Power (French)
• Sales: Boost Your Selling Power (French-Canadian)
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• Sales: Create Sales Proposals
• Sales: Create Sales Proposals (French)
• Sales: Create Sales Proposals (French-Canadian)
• Sales: Create Sales Proposals (Spanish)
• Sales: Overcoming Objections
• Sales: Overcoming Objections (French)
• Sales: Overcoming Objections (French-Canadian)
• Sales: Overcoming Objections (Spanish)
• Sales: Qualifying Prospects
• Sales: Qualifying Prospects (French)
• Sales: Qualifying Prospects (French-Canadian)
• Sales: Qualifying Prospects (Spanish)
• Sales: Set Goals and Manage Time
• Sales: Set Goals and Manage Time (French)
• Sales: Set Goals and Manage Time (French-Canadian)
• Sales: 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 To Different Customer Roles
• 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 Administration: Personal Management Tracking
• Territory Administration: Record Keeping
• Territory Administration: Using CRM Effectively
• Territory Administration: Using Portable Media
• Territory Development Introduction: Exceptional Service
• Territory Development Introduction: How Customers Want to Be Sold to
• Territory Development Introduction: The New Sales Skills
• Territory Development Introduction: The Realities of Selling in the 21st Century
• Territory Development Introduction: The Sales Force Design for Strategic Advantage
• Territory Management: Analyzing Territory
• Territory Management: Decision Makers vs. Influencers
• Territory Management: Managing a New Territory
• Territory Management: Prioritizing Your 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
• Turning Features into Benefits
• Understanding Techniques for a Sales Approach
• Understanding the B2B Buying Process
• Upsell With Confidence
• Using Adaptive Selling to Make the Sale
• When to Shut Up
• Working with Psychological Biases in Negotiation
• Writing Effective Sales e-Mails

TIME MANAGEMENT

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