LIVE ONLINE SEMINARS

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

BUSINESS SKILLS
- Business Skills for the Digitally Driven Workforce
- How to Bargain & Negotiate with Vendors and Suppliers

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

COMMUNICATION
- How Teachers Can Instruct and Engage Students with Online Learning
- How to Become a Great Communicator
- How to Communicate with Tact and Professionalism (2-Day)
- How to Deliver Engaging and Interactive Online Training
- How to Handle Emotionally Charged Situations in the Workplace

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

CUSTOMER SERVICE
- Customer Service Strategies for Business and Venues Amid COVID-19
- How to Deliver Exceptional Customer Service

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

HUMAN RESOURCES
- Comprehensive Guide to Human Resource Management (2-Day)
- Employment Law
- FMLA Compliance
- Hiring Practices to Ensure Diversity and Inclusion
- HR's Role in COVID-19, How Human Resources is Establishing the New Normal
- Human Resources for Anyone with Newly Assigned HR Responsibilities
- Payroll Law
- The Essentials of HR Law
- Timely HR Issues - Harassment, Marijuana, Employment / COVID Laws and More
- Training the Trainer
- Workers' Comp

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

MARKETING
- Digital Marketing
- The Social Media Marketing Conference

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

PERSONAL DEVELOPMENT
- Dealing with Difficult People
- Developing Emotional Intelligence
- Managing Emotions Under Pressure
- The Women's Conference
- Why Diversity Matters and How to Recognize and Overcome Unconscious Bias

PROJECT MANAGEMENT
- Project Management Workshop

SALES
- How to Avoid Top Selling Mistakes

TIME MANAGEMENT
- Managing Multiple Priorities, Projects and Deadlines

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.

08/2020  800.944.8503 • pryor.com
ONLINE COURSES

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

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

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

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

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

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

COMMUNICATION

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

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

- Healthy Communication: 01. Types of Communication at Work
- Healthy Communication: 02. How to Communicate Well at Work
- Healthy Communication: 03. How Not to Communicate
- Healthy Communication: 04. Using Email at Work
- Healthy Communication: 05. Communicating with Your Remote Team
- High Impact Visual Aids
- How Perceptual Style affects Behavior
- How to Appreciate Complaints
- How to Be Assertive - Not Aggressive
- How to Be Assertive - Not Aggressive (French-Canadian)
- How to Be Assertive - Not Aggressive (Spanish)
- How to Find Common Ground
- How to Manage Emotions in the Workplace
- How to Overcome Disruptive Workstyle Differences
- How to Start a Conversation With a Stranger
- How to Tell Someone No
- How to Tell Someone They Have Body Odor
- How to Tell Someone You Forgot Their Name
- How to Work With Someone You Dislike
- Influence Tactics
- 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: Ventaing
- 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 (Spanish)
- Managing Conflict in Special Circumstances
- Managing Conflict in Special Circumstances (French-Canadian)
- Managing Conflict in Special Circumstances (French)
- Managing Conflict in Special Circumstances (Spanish)
- Managing Conflict Step-by-Step
- Managing Conflict Step-by-Step (French)
- Managing Conflict Step-by-Step (French-Canadian)
- Managing Conflict Step-by-Step (Spanish)
- 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 Nonverbs for Success
- Nonverbal Communication: Workplace Standards
- Nonverbal Communication: Workplace Standards - power perception
- Online Demos Made Easy
- Organizing and Planning a Web Conference
- Overview of Web Conferences
- Passive Manipulators
- Persuasive Communication: Introduction
- Persuasive Communication: Techniques
- Pitching and Influencing
- Power Across Cultures
- Power Speaking
- Power Speaking (Spanish)
- Powerful Listening Skills
- Powerful Listening Skills (French)
- Powerful Listening Skills (French-Canadian)
- Powerful Listening Skills (Spanish)
- Presentation Room Set Up Infographic
- Presentation Skills Basics: Setting the Stage
- 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: 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 Art of Nonverbal Communication (Spanish)
- The Basics of Emotional Intelligence
- The Basics of Emotional Intelligence (French)
- The Basics of Emotional Intelligence (French-Canadian)
- The Basics of Emotional Intelligence (Spanish)
- The Eight Basic Emotions
- The Four R's of Assertiveness
- The Great Conversationalist
- The Meaning of Being Assertive
- The Power of Conformity
- The Secret to Effective Communication
- The Six Sources of Power
- The Subtle Art of Manipulation
- The Truth About Conflict
- Understanding Your Learning Style
- Using Assertive Verbal Skills
- Why Power Is Powerful
- Working Well with Everyone: The Diversity Continuum
- Working Well with Everyone: The Mistake of Stereotyping
- Your Assertive Rights

COMPUTER SKILLS
- Creating Passwords
- Laptops and Mobile Device Tips

COMPUTER SOFTWARE
- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Microsoft® Access® Secrets
- 60 Minutes of Microsoft® Excel® Secrets
- 60 Minutes of Microsoft® Excel® Secrets 2013
- 60 Minutes of Microsoft® Outlook® Secrets
- 60 Minutes of Microsoft® PowerPoint® Secrets
- 60 Minutes of Outlook® Secrets 2013
- 60 Minutes of Photoshop® Secrets
- 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: 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 Wildcards in a Parameter Query
- Access® 2013 Part 2: Add a Calculated Field to a Report

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, HRCLI, PDC and PDU credits.
• 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 Joins
• Access® 2013 Part 2: Create Many to Many Relationship
• Access® 2013 Part 2: Create Subqueries
• Access® 2013 Part 2: Create Table Relationships
• 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
• Acrobat® X Pro: Advanced
• Acrobat® X Pro: Basic
• Add a Bookmark to an Audio or Video Clip in Microsoft® PowerPoint® 2016
• Add a Button to a Form in Microsoft® Access® 2016
• Add a Lookup Field to a Form in Microsoft® Access® 2016
• Add a New Contact in Microsoft® Outlook® 2016
• Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016
• Add A Screen Recording to Your Presentation NEW! in Microsoft® PowerPoint® 2016
• Add A Screenshot to Your Presentation in Microsoft® PowerPoint® 2016
• Add a Table to a Document in Microsoft® Word 2013
• Add a Table to a Document in Microsoft® Word 2016
• Add A User Defined Field in Microsoft® Outlook® 2016
• Add a User-Defined Field in Microsoft® Outlook® 2016
• Add an Automatic Sort to a Query in Microsoft® Access® 2016
• Add Audio to a Presentation in Microsoft® PowerPoint® 2016
• Add Graphics to Messages in Microsoft® Outlook® 2016
• Add Headers and Footers in Microsoft® PowerPoint® 2016
• Add Information to Page Headers and Footers in Microsoft® Word 2016
• Add Information to the Tops or Bottoms of Pages in Microsoft® Word 2013
• Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2013
• Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2016
• Add Style to Images in Microsoft® PowerPoint® 2016
• Add Style to Images in Microsoft® Word 2013
• Add Style to Images in Microsoft® Word 2016
• Add Video to a Presentation in Microsoft® PowerPoint® 2016
• Add Voting and Tracking Options to an Email in Microsoft® Outlook®
• 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 Column 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
• Aggregate Query Data in Microsoft® Access® 2016
• Aggregate Query Data in Microsoft® Access® 2016
• Aggregate Query Data in Microsoft® Access® 2016
• Apply a Consistent Look and Feel to a Document in Microsoft® Word 2013
• Apply a Consistent Look and Feel to a Document in Microsoft® Word 2016
• Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016
• Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016
• Apply a 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
• Attach a File to Your Message in Microsoft® Outlook® 2016
• Attach a File to Your Message in Microsoft® Outlook® 2016
• Bookmark Cells and Groups of Cells for Easy Reference in Microsoft® Excel® 2013
• Bookmark Cells and Groups of Cells for Easy Reference in Microsoft® Excel® 2016
• Bookmark Groups of Cells for Easy Reference in Microsoft® Excel® 2016
• Bookmark Groups of Cells for Easy Reference in Microsoft® Excel® 2016
ONLINE COURSES

- Communicate with a Contact Group in Microsoft Outlook® 2016
- Compare Two Tables and Search for Differences in Microsoft Access® 2016
- Comparing and Combining Presentations in Microsoft PowerPoint® 2016
- ConceptDraw® PRO v9 Video Lessons (Intermediate Level)
- ConceptDraw® PROJECT v6 Video Lessons for Mac® (Advanced Level)
- ConceptDraw® PROJECT v6 Video Lessons for Mac® (Beginner Level)
- ConceptDraw® PROJECT v6 Video Lessons (Advanced Group)
- ConceptDraw® PROJECT v6 Video Lessons (Beginner Level)
- ConceptDraw® PROJECT v6 Video Lessons (Intermediate Level)
- Configure a SmartArt Graphic in Microsoft Excel® 2013
- Connect to a SharePoint List in Microsoft Access® 2016
- Connect to External Data in Microsoft Access® 2016
- Convert Text to Numbers in Microsoft Excel® 2016
- Convert Text to Numbers in Microsoft Excel® 2013
- Create a Calculated Field in a Form in Microsoft Access® 2016
- Create a Calculated Field in a Table 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 Shape in Microsoft PowerPoint® 2016
- Create a Custom Theme in a Document in Microsoft Word 2016
- Create a Custom Theme in Microsoft PowerPoint® 2016
- Create a Custom Theme in Microsoft Word 2013
- Create a Data Macro in Microsoft Access® 2016
- Create a Field for Pictures, Files, or Hyperlinks in Microsoft Access® 2016
- Create a Forecast Using Time-Based Data in Microsoft Excel® 2016
- Create a Forecast Using Time-Based Data in Microsoft Excel® 2016 NEW!
- Create a Form with Fillable Fields in Microsoft Word 2013
- Create a Form with Fillable Fields in Microsoft Word 2016
- Create a Grouped Report in Microsoft Access® 2016
- Create a List of All Illustrations in a Document in Microsoft Word 2016
- Create a Lookup Field in Microsoft Access® 2016
- Create a Mail Merge 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 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
- Create a PivotTable Calculated Item in Microsoft Excel® 2013
- Create a PivotTable Calculated Item in Microsoft Excel® 2016
- Create a PivotTable from Multiple Sheets in Microsoft Excel® 2016
- Create a PivotTable in Microsoft Excel® 2013
- Create a PivotTable in Microsoft Excel® 2016
- Create a PowerPoint Presentation from a Word Document in Microsoft PowerPoint® 2016
- Create a PowerPoint Presentation from a Word Document in Microsoft PowerPoint® 2016
- Create a Custom Theme in Microsoft Word 2013
- Create a Data Macro in Microsoft Access® 2016

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, HRCl, PDC and PDU credits.
ONLINE COURSES

- Create a PowerPoint® Presentation from a Word Document in Microsoft® Word 2013
- Create a Printout 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 Creates a Table of Contents in Microsoft® Access® 2016
- Create a View 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 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® 2016
- Create an Index in Microsoft® Word 2013
- 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® 2016
- Create and Manage Rules in Microsoft® Outlook® 2016
- Create and Manage Rules in Microsoft® Outlook® 2016
- Create and Manage Rules in Microsoft® Outlook® 2016
- 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 and Run a Report in Microsoft® Access® 2016
- Create and Use List Boxes in Microsoft® Access® 2016
- Create Charts and Graphs in Microsoft® Access® 2016
- Create Custom Layouts in Microsoft® PowerPoint® 2016
- Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2013
- Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2016
- Create Forms Quickly with AutoForm in Microsoft® Access® 2016
- Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
- Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
- Create Rules to Control Data Entry in Microsoft® Access® 2016
- Create Templates in Microsoft® Word 2013
- Create Templates in Microsoft® Word 2016
- Create Your Own Fillable List of Items in Microsoft® Excel® 2013
- Create Your Own Fillable List of Items in Microsoft® Excel® 2013
- Create Your Own Style or Format in Microsoft® Excel® 2013
- Create Your Own Style or Format in Microsoft® Excel® 2016
- Create Your Own Styles and Style Sets in Microsoft® Word 2013
- Create Your Own Styles and Style Sets in Microsoft® Word 2016
- Crop and Resize Images in Microsoft® PowerPoint® 2016
- Create Your Own Table of Contents in Microsoft® Word 2016
- Create Your Own Table of Contents in Microsoft® Word 2016
- Create 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® PowerPoint® 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® 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
- Customize Your Word Window in Microsoft® Word 2016
- Define a PivotTable in Microsoft® Excel® 2013
- Define 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®
- Draw Math Equations Newl in Microsoft® PowerPoint® 2016
- Dreamweaver® CSS: Advanced
- Dreamweaver® CSS: Basic
- Dreamweaver® CSS6: Advanced
- Dreamweaver® CSS6: Basic
dummies®: Adding Pictures in Publisher
dummies®: Adjusting Pictures in Publisher
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®: Creating a Consistent Look With Master Pages in Publisher
dummies®: Creating an Email Merge with Publisher
dummies®: Entering Text in Publisher
dummies®: Exploiting Microsoft® Skype® for Business Through Outlook® or SharePoint® Online
dummies®: Fitting Text to Text Frames in Publisher
dummies®: Getting Started With Microsoft® Publisher and Templates
dummies®: Making Your Presence Known in Microsoft® Skype® for Business
dummies®: Managing Frequent Microsoft® Skype® for Business Contacts
dummies®: Structuring Your Pages With Layout Guides in Publisher
dummies®: Ten Useful Tasks in Publisher

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.

800.944.8503 • pryor.com
• Group Your Presentation Into Sections in Microsoft® PowerPoint® 2016
• Hide and Unhide Columns and Rows in Microsoft® Excel® 2013
• Hide and Unhide Columns and Rows in Microsoft® Excel® 2016
• Highlight Cells Based on Specific Criteria in Microsoft® Excel® 2013
• Highlight Cells Based on Specific Criteria in Microsoft® Excel® 2016
• How to Connect a Social Media Flowchart with Action Mind Maps
• How to Create Different UML Diagrams
• How to Draw Business Process Diagrams with RapidDraw Interface
• How to Exchange ConceptDraw® MINDMAP Files with Mindjet MindManager
• How to Import Mind Maps from FreeMind
• How to Import Mind Maps from XMind
• How to Make a Mind Map Presentation from a MS PowerPoint® Presentation
• How to Make UML Diagrams
• How to Present a Social Media Response Plan to Your Team
• How to Use the Online Store
• Identify the Difference Between Two Documents in Microsoft® Word 2013
• Identify the Difference Between Two Documents in Microsoft® Word 2016
• Identity With Windows Server 2016 (Part 1 of 6): Overview
• Identity With Windows Server 2016 (Part 2 of 6): Managing AD Objects
• Identity With Windows Server 2016 (Part 3 of 6): Deploy and Replicate
• Identity With Windows Server 2016 (Part 4 of 6): Group Policy
• Identity With Windows Server 2016 (Part 5 of 6): Active Directory and Azure
• Identity With Windows Server 2016 (Part 6 of 6): Federation Services
• Illustrator® (Part 1 of 10): A Quick Overview of Illustrator
• Illustrator® (Part 2 of 10): Let’s Get Started with a New File
• Illustrator® (Part 3 of 10): Shape Tools
• Illustrator® (Part 4 of 10): Starting to Draw
• Illustrator® (Part 5 of 10): Combining and Blending Shapes
• Illustrator® (Part 6 of 10): Custom Patterns & Gradients
• Illustrator® (Part 7 of 10): Working With Text
• Illustrator® (Part 8 of 10): Charts
• Don’t Have To Be Boring
• Illustrator® (Part 9 of 10): Importing Photos
• Illustrator® (Part 10 of 10): Sending Your Files into the World
• Illustrator® Advanced
• Illustrator® CSS: Basic
• Illustrator® CS6: Advanced
• Illustrator® CS6: Basic
• 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 an Excel Spreadsheet into a Document in Microsoft® Word 2016
• Import Data from Excel in Microsoft® Access® 2016
• Import Data from Excel in Microsoft® Access® 2013
• InDesign® CSS: Advanced
• InDesign® CSS: Basic
• InDesign® CSS: Production
• InDesign® CSS: Advanced
• InDesign® CSS: Intermediate
• Insert a Basic Formula in Microsoft® Excel® 2016
• Insert a Basic Formula in Microsoft® Excel® 2013
• Insert a Basic Function in Microsoft® Excel® 2016
• Insert a Basic Function in Microsoft® Excel® 2013
• Insert a Chart in Microsoft® Excel® 2016
• Insert a Chart in Microsoft® Excel® 2013
• Insert a Chart in Microsoft® PowerPoint® 2016
• Insert a Chart in Microsoft® PowerPoint® 2013
• Insert a Footnote or Endnote in Microsoft® Word 2013
• Insert a Footnote or Endnote in Microsoft® Word 2016
• 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 in Microsoft® Word 2013
• Insert a Shape in Microsoft® Word 2016
• Insert a SmartArt Graphic in Microsoft® Excel® 2016
• 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 Stored Document Components in Microsoft® Word 2013
• Insert and Manage Stored Document Components in Microsoft® Word 2016
• Insert and Modify Shapes in Microsoft® PowerPoint® 2016
• Insert Manual Page Breaks in Microsoft® Word 2013
• Insert Manual Page Breaks in Microsoft® Word 2016
• Insert Subtotals in Microsoft® Excel® 2013
• Insert Subtotals in Microsoft® Excel® 2016
• Insert Text Box in Microsoft® PowerPoint® 2016
• Insert Text Box in Microsoft® PowerPoint® 2013
• Insert Text Box in Microsoft® Word 2016
• Installation, Storage, and Compute With Windows Server 2016 (Part 1 of 5): Installation
• Installation, Storage, and Compute With Windows Server 2016 (Part 2 of 5): Storage Solutions
• Installation, Storage, and Compute With Windows Server 2016 (Part 3 of 5): Hyper-V and Containers
• Installation, Storage, and Compute With Windows Server 2016 (Part 4 of 5): High Availability
• Installation, Storage, and Compute With Windows Server 2016 (Part 5 of 5): Server Monitoring
• Introducing CD Live Visual Dashboards
• Introduction to Personal Computers, Windows® 7 Edition
• Link to Excel with Copy and Paste in Microsoft® Access® 2016
• Link to Excel® with Copy and Paste in Microsoft® Access® 2016
• Link Worksheets Together in Microsoft® Excel® 2013
• Link Worksheets Together in Microsoft® Excel® 2016
• Local Vehicular Network
• Locate and Substitute Words, Formatting, Terms and Objects in a Document in Microsoft® Word 2016
• Locate and Substitute Words, Formatting, Terms and Objects in Microsoft® Word 2013
• Make Your Own Theme in Microsoft® Excel® 2013
• Make Your Own Theme in Microsoft® Excel® 2016
• Making the Most of Crystal Reports®
• Manage Your Files in the Backstage View in Microsoft® Excel® 2013
• Manage Your Files in the Office Backstage in Microsoft® Word 2013
• Mark Document Locations in Microsoft® Word 2013
• Mark Document Locations in Microsoft® Word 2016
• Mastering Microsoft® Teams (Part 1 of 18): Introduction
• Mastering Microsoft® Teams (Part 2 of 18): The Teams Interface
• Mastering Microsoft® Teams (Part 3 of 18): Working with Teams
• Mastering Microsoft® Teams (Part 4 of 18): Conversations and Notifications
• Mastering Microsoft® Teams (Part 5 of 18): Channels
• Mastering Microsoft® Teams (Part 6 of 18): Chats
• Mastering Microsoft® Teams (Part 7 of 18): Chatbots
• Mastering Microsoft® Teams (Part 8 of 18): Calls and Meetings, Part 1
• Mastering Microsoft® Teams (Part 9 of 18): Calls and Meetings, Part 2
• Mastering Microsoft® Teams (Part 10 of 18): Working with Files, Part 1
• Mastering Microsoft® Teams (Part 11 of 18): Working with Files, Part 2
• Mastering Microsoft® Teams (Part 12 of 18): Working with Files, Part 3
• Mastering Microsoft® Teams (Part 13 of 18): Using a Wiki, Part 1
• Mastering Microsoft® Teams (Part 14 of 18): Using a Wiki, Part 2 and Computer Channels
• Mastering Microsoft® Teams (Part 15 of 18): Adding Apps to Channels

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

- Mastering Microsoft® Teams (Part 16 of 18): Connectors
- Mastering Microsoft® Teams (Part 17 of 18): Guests
- Mastering Microsoft® Teams (Part 18 of 18): Behind the Scenes
- Merge and Unmerge Cells in Microsoft® Excel® 2013
- Merge and Unmerge Cells in Microsoft® Excel® 2016
- Microsoft® Excel® Keyboard Shortcuts for PC - SkillBuilder Game
- Microsoft® Excel® Keyboard Shortcuts for PC - SkillBuilder Game 2.0
- Microsoft® Word Keyboard Shortcuts for PC - SkillBuilder Game
- Microsoft® Access® 2007 Advanced
- Microsoft® Access® 2007 Advanced Queries
- Microsoft® Access® 2007 Application Development
- Microsoft® Access® 2007 Basic
- Microsoft® Access® 2007 Build a Database
- Microsoft® Access® 2007 Creating Forms
- Microsoft® Access® 2007 Creating Queries
- Microsoft® Access® 2007 Finding the Information You Want
- Microsoft® Access® 2007 Intermediate
- Microsoft® Access® 2007 VBA Programming
- Microsoft® Access® 2010 Advanced
- Microsoft® Access® 2010 Basic
- Microsoft® Access® 2010 Customizing Data
- Microsoft® Access® 2010 Getting Started
- With Microsoft® Access® 2010
- Microsoft® Access® 2010 Intermediate
- Microsoft® Access® 2010 Performing Advanced Database Operations
- Microsoft® Access® 2013 Additional Database Tools
- Microsoft® Access® 2013 Advanced Queries
- Microsoft® Access® 2013 Advanced
- Microsoft® Access® 2013 Advanced Query Options Part 1
- Microsoft® Access® 2013 Advanced Query Options Part 2
- Microsoft® Access® 2013 Basic
- Microsoft® Access® 2013 Basic Queries
- Microsoft® Access® 2013 Collaboration and Security
- Microsoft® Access® 2013 Creating and Managing Tables Part 1
- Microsoft® Access® 2013 Creating and Managing Tables Part 2
- Microsoft® Access® 2013 Creating and Opening a Database
- Microsoft® Access® 2013 Creating Forms
- Microsoft® Access® 2013 Creating Reports
- Microsoft® Access® 2013 Entering and Editing Table Data
- Microsoft® Access® 2013 Navigating in a Database
- Microsoft® Access® 2013: Displaying Data
- Microsoft® Access® 2013: Macros
- Microsoft® Access® 2013: MOS Certification Comprehensive
- Microsoft® Access® Database Security
- Microsoft® Access® Forms & Reports
- Microsoft® Access® Queries Made Easy
- Microsoft® Excel® 2007 Advanced
- Microsoft® Excel® 2007 Analyzing Data
- Microsoft® Excel® 2007 Basic
- Microsoft® Excel® 2007 Build Formulas
- Microsoft® Excel® 2007 Dynamic Formulas
- Microsoft® Excel® 2007 Enter and Edit Data
- Microsoft® Excel® 2007 Formatting and Layout Options
- Microsoft® Excel® 2007 Getting Started
- Microsoft® Excel® 2007 Intermediate
- Microsoft® Excel® 2007 Power User
- Microsoft® Excel® 2007 Print Perfectly
- Microsoft® Excel® 2007 Quick Calculations
- Microsoft® Excel® 2007 Speed Up Data Entry
- Microsoft® Excel® 2007 VBA Programming
- Microsoft® Excel® 2010 Advanced
- Microsoft® Excel® 2010 Analyzing Data
- Microsoft® Excel® 2010 Automating and Protecting a Workbook
- Microsoft® Excel® 2010 Basic
- Microsoft® Excel® 2010 Intermediate
- Microsoft® Excel® 2010 References and Ranges in Formulas
- Microsoft® Excel® 2010 VBA Programming
- Microsoft® Excel® 2010 Working with Charts
- Microsoft® Excel® 2010 Working with PivotTables
- Microsoft® Excel® 2010 Working With Workbooks
- Microsoft® Excel® 2013 Advanced
- Microsoft® Excel® 2013 Analyzing Your Data Part 1
- Microsoft® Excel® 2013 Analyzing Your Data Part 2
- Microsoft® Excel® 2013 Applying Advanced Formatting
- Microsoft® Excel® 2013 Basic
- Microsoft® Excel® 2013 Collaborating with Others
- Microsoft® Excel® 2013 Creating and Modifying Charts
- Microsoft® Excel® 2013 Creating and Opening Workbooks
- Microsoft® Excel® 2013 Formatting Data
- Microsoft® Excel® 2013 Intermediate
- Microsoft® Excel® 2013 Intermediate Student Manual
- Microsoft® Excel® 2013 Managing the Excel® Environment
- Microsoft® Excel® 2013 MOS Certification Comprehensive Vol 1-2
- Microsoft® Excel® 2013 MOS Certification Comprehensive Vol 2 of 2
- Microsoft® Excel® 2013 Moving Around and Entering Data
- Microsoft® Excel® 2013 Printing Workbooks
- Microsoft® Excel® 2013 Shortcuts, Tips, and Tricks
- Microsoft® Excel® 2013 Using Basic Formulas Part 1
- Microsoft® Excel® 2013 Using Basic Formulas Part 2
- Microsoft® Excel® 2013 Working with Shapes and Graphics
- Microsoft® Excel® 2013 Working with Tables
- Microsoft® Excel® Assessment
- Microsoft® Excel® Charts and Graphs Made Easy
- Microsoft® Excel® Forms and Reporting Made Easy
- Microsoft® Excel® Formatting Made Easy
- Microsoft® Excel® Macros for Finance Professionals
- Microsoft® Excel® Macros Made Easy
- Microsoft® Excel® Made Easy
- Microsoft® Excel® PivotTables Made Easy
- Microsoft® Excel® PivotTables Made Easy 2013
- Microsoft® Office 2007 Customize Office
- Microsoft® Office 2007 New Features
- Microsoft® Office 2007 Web Components and Collaboration
- Microsoft® Office 2010 New Features
- Microsoft® Office 2010 Performing Mail Merge
- Microsoft® Office 2010 Working with Macros in Excel® and Word
- Microsoft® Office 2016
- Microsoft® Office 365® - 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® - 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® - Tasks: First Steps
- Microsoft® Office 365® - Video: Access a Video

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, HRCLI, PDC and PDU credits.
• 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® - 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® - OneNote®
• 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® Outlook® 2007 Advanced
• Microsoft® Outlook® 2007 Basic
• Microsoft® Outlook® 2007 Intermediate
• Microsoft® Outlook® 2007 Manage Tasks
• Microsoft® Outlook® 2007 Organize Messages
• Microsoft® Outlook® 2007 Save Time with Email
• Microsoft® Outlook® 2010 - Sending and Receiving Email Messages
• Microsoft® Outlook® 2010 Advanced
• Microsoft® Outlook® 2010 Basic
• Microsoft® Outlook® 2010 Intermediate
• Microsoft® Outlook® 2010 Managing Appointments
• Microsoft® Outlook® 2010 Managing Tasks
• Microsoft® Outlook® 2013 Advanced
• Microsoft® Outlook® 2013 Basic
• Microsoft® Outlook® 2013 Creating and Grouping Contacts
• Microsoft® Outlook® 2013 Managing Contacts
• Microsoft® Outlook® 2013 Managing Email
• Microsoft® 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
• Microsoft® Outlook® 2013: Personalizing Outlook®
• Microsoft® Outlook® 2013: Planning Meetings
• Microsoft® Outlook® Assessment
• Microsoft® Outlook® Keyboard Shortcuts
• Microsoft® PowerPoint® 2007 Advanced
• Microsoft® PowerPoint® 2007 Basic
• Microsoft® PowerPoint® 2007 Manage Graphics
• Microsoft® PowerPoint® 2007 Presentation Tips
• Microsoft® PowerPoint® 2007 Sales Presentations
• Microsoft® PowerPoint® 2007 Using Special Graphic Effects
• Microsoft® PowerPoint® 2010 Adding Visuals and Media
• Microsoft® PowerPoint® 2010 Advanced
• Microsoft® PowerPoint® 2010 Basic
• Microsoft® PowerPoint® 2010 Customizing and Delivering a Presentation
• Microsoft® PowerPoint® 2010 Getting Started With Microsoft® PowerPoint®
• Microsoft® PowerPoint® 2010 Adding Media
• Microsoft® PowerPoint® 2010 Adding Motion
• Microsoft® PowerPoint® 2010 Adding Text to Your Presentation
• Microsoft® PowerPoint® 2013 Advanced
• 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 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 Using the Master Views
• Microsoft® PowerPoint® 2013 Working with SmartArt
• Microsoft® PowerPoint® Assessment
• Microsoft® PowerPoint® Keyboard Shortcuts
• Microsoft® Project 2007 Advanced
• Microsoft® Project 2007 Basic
• Microsoft® Project 2010 Advanced
• Microsoft® Project 2010 Basic
• Microsoft® Project 2016
• Microsoft® Project Tips and Tricks
• Microsoft® Publisher 2007 Advanced
• Microsoft® Publisher 2007 Basic
• Microsoft® Publisher 2010 Advanced
• Microsoft® Publisher 2010 Basic
• Microsoft® Publisher 2016
• Microsoft® SharePoint® Tips and Tricks
• Microsoft® Visio® 2010 Advanced
• Microsoft® Visio® 2010 Basic
• Microsoft® Visio® Professional 2007 Advanced
• Microsoft® Visio® Professional 2007 Basic
• Microsoft® Windows® 7 Advanced
• Microsoft® Windows® 7 Basic
• Microsoft® Windows® 7 New Features
• Microsoft® Windows® 8
• Microsoft® Word 2007 Advanced
• Microsoft® Word 2007 Basic
• Microsoft® Word 2007 Intermediate
• Microsoft® Word 2007 Review and Collaborate
• Microsoft® Word 2007 Type and Edit Your Document
• Microsoft® Word 2007 Using Advanced Formatting
• Microsoft® Word 2007 VBA Programming
• Microsoft® Word 2010 Advanced
• Microsoft® Word 2010 Basic
• Microsoft® Word 2010 Intermediate Training
• Microsoft® Word 2010 Working with Advanced Features
• Microsoft® Word 2010 Working with Documents
• Microsoft® Word 2010 Working with Visual Elements
• Microsoft® Word 2013 Adding Graphics
• Microsoft® Word 2013 Adding Page Elements
• Microsoft® Word 2013 Adding Special Formatting
• Microsoft® Word 2013 Advanced Training
• Microsoft® Word 2013 Applying Styles
• Microsoft® Word 2013 Basic Training
• Microsoft® Word 2013 Collaborating with Others
• Microsoft® Word 2013 Creating and Opening Documents
• 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

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

• Microsoft® Word 2013 MOS Certification Comprehensive Vol 1 of 2
• Microsoft® Word 2013 Proofreading
• Microsoft® Word 2013 Setting Up Your Document
• Microsoft® Word 2013 Typing and Editing Text
• Microsoft® Word Assessment
• Microsoft® Word Keyboard Shortcuts 2.0
• 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
• Motion Path Animations in Microsoft® PowerPoint® 2016
• 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
• 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
• OneNote® 2013: Create a Custom Page Template
• OneNote® 2013: Customize the Quick Access Toolbar and OneNote® Options
• OneNote® 2013: Embed Files from Other Programs
• OneNote® 2013: Export a Notebook
• OneNote® 2013: Modify Formatting in a Notebook
• OneNote® 2013: Navigate the OneNote® 2013 Environment
• OneNote® 2013: Organize and Search Notebook Content
• OneNote® 2013: Proof Your Notebook and Set Up Pages for Printing
• OneNote® 2013: Send a Notebook in Different Formats by Using Outlook®
• OneNote® 2013: Share and Collaborate on Notebooks
• OneNote® 2013: Use Outlook® Integration Features
• OneNote® 2013: Use Presizeded Templates
• OneNote® 2013: Use the Recycle Bin and Explore the Backup Feature.
• OneNote® 2013: View and Work with Notes
• 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: Advanced Options
• Outlook® 2013 Part 2: Assign a Task
• Outlook® 2013 Part 2: Change Data File Settings
• Outlook® 2013 Part 2: Create a Data File
• Outlook® 2013 Part 2: Delegate Folder Access by Using Folder Permissions
• Outlook® 2013 Part 2: Edit an Electronic Business Card
• Outlook® 2013 Part 2: Export Contacts
• Outlook® 2013 Part 2: Filter Messages
• Outlook® 2013 Part 2: Forward Contacts
• Outlook® 2013 Part 2: Insert Advanced Characters and Objects in an Email
• Outlook® 2013 Part 2: Language Options
• Outlook® 2013 Part 2: Manage a Task Assigned to You
• Outlook® 2013 Part 2: Manage Additional Calendars
• Outlook® 2013 Part 2: Manage Advanced Calendar Options
• Outlook® 2013 Part 2: Manage Journal Entries
• Outlook® 2013 Part 2: Manage Junk Mail
• Outlook® 2013 Part 2: Manage Meeting Responses
• Outlook® 2013 Part 2: Manage Your Mailbox
• Outlook® 2013 Part 2: Modify Message Settings and Properties
• Outlook® 2013 Part 2: Organize Messages
• Outlook® 2013 Part 2: Reply to a Task Request
• Outlook® 2013 Part 2: Search Messages
• Outlook® 2013 Part 2: Share Your Calendar with Another User
• Outlook® 2013 Part 2: Share Your Contacts with Another User
• Outlook® 2013 Part 2: Sort Messages
• Outlook® 2013 Part 2: Use Automatic Replies
• Outlook® 2013 Part 2: Use Search Folders
• Outlook® 2013 Part 2: Work with a Contact Group
• Package Your Presentation for CD in Microsoft® PowerPoint® 2016
• Page Setup in Microsoft® Excel® 2013
• Page Setup in Microsoft® Excel® 2016
• PageMaker® 7: Advanced
• PageMaker® 7: Basic
• PageMaker® 7: Intermediate
• Perform Calculations in a Table in Microsoft® Word 2013
• Perform Calculations in a Table in Microsoft® Word 2016
• Personalize and Customize Documents in Microsoft® Excel® 2013
• Personalize and Customize Documents in Microsoft® Excel® 2016
• Personalize and Customize Documents in Microsoft® Word 2016
• Photoshop® CSS: Advanced
• Photoshop® CSS: Basic
• Photoshop® CSS: Production
• Photoshop® CS6: Advanced
• Photoshop® CS6: Basic
• Photoshop® CS6: Production
• Photoshop® Fundamentals (Part 1 of 10): Making Selections
• Photoshop® Fundamentals (Part 2 of 10): Complex Selections
• Photoshop® Fundamentals (Part 3 of 10): Type and the Type Tool
• Photoshop® Fundamentals (Part 4 of 10): Retouching Photos
• Photoshop® Fundamentals (Part 5 of 10): Color
• Photoshop® Fundamentals (Part 6 of 10): Mastering the Pen Tool
• Photoshop® Fundamentals (Part 7 of 10): Preparing for Output
• Photoshop® Fundamentals (Part 8 of 10): Project 1
• Photoshop® Fundamentals (Part 9 of 10): Project 2
• Photoshop® Fundamentals (Part 10 of 10): Project 3
• Play Your Slide Show in Presenter View in Microsoft® PowerPoint® 2016
• Power BI®: Access from Anywhere with Power BI® Mobile
• Power BI®: Add Annotations Using Text Boxes
• Power BI®: Appendix: Activate the Power BI® Service

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

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

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
• Working With Word 2016: Edit Documents - Co-Edit a Document
• Working With Word 2016: Edit Documents - Reposition a Document
• 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)

COVID-19
• 365 Ways to Live Cheap
• 7 Levers to Success
• A Manager's Guide to Safety in the Workplace
• A Post COVID-19 World - 06/03/2020 Live Recording
• 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)
• Authentication, Authorization and Accounting: Best Practices
• Best HR Practices for Communicating with Remote Employees
• Best Practices for Transitioning Work from Your Office to the Kitchen Counter
• 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 GREAT Sales Relationships
• Building Strategic Relationships (Part 1 of 4): Planning for Strategic Relationships
• Building Strategic Relationships (Part 2 of 4): What You Have to Offer
• Building Strategic Relationships (Part 3 of 4): Starting the Relationship
• Building Strategic Relationships (Part 4 of 4): Tips for Strengthening the Relationship
• Business Recovery after a Natural Disaster
• Change Is Hard
• Change Management: After the Announcement

• Change Management: An Introduction
• Change Management: Analysis
• Change Management: Creating Employee Excitement
• Change Management: Making the Announcement
• Change Management: Preparing for Change
• Change Management: The Phases of Change
• Change Management: Working Through the Change
• Choosing an Effective Closing Method
• Closing the Sale
• Closing the Sale
• Colorful Connections - Communication Basics (P)
• Colorful Connections - Recognizing the Personalities (P)
• Colorful Connections - Team Building Basics (P)
• Communication Toolkit: Connecting Over the Phone
• Communication Toolkit: Corresponding via Email
• Complex Problem Solving: Key Definitions in Complex Problem Solving (Part 1 of 5)
• Complex Problem Solving: Characteristics of Complex Problems (Part 2 of 5)
• Complex Problem Solving: Systems Thinking in Complex Problem Solving (Part 3 of 5)
• Complex Problem Solving: Complex Problem Solving with Causal Loop Diagrams (Part 4 of 5)
• Complex Problem Solving: Complex Problems Organizations Face (Part 5 of 5)
• Conduct Successful Online Meetings - April 2020 Recording
• Conquering Sales Objections
• Coping with Change: Change Behaviors
• Coping with Change: Change Model
• Coping with Change: Change Phases
• Coping with Loss
• Coronavirus Precautions and Prevention: Common Sense Hygiene
• Coronavirus Precautions and Prevention: Coronavirus Preparedness
• Creating Your Elevator Pitch
• Cutting Edge Communication: Accepting Change
• Cutting Edge Communication: Building Relationships
• 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
• Cutting Edge Success at Work: Prioritize and Organize
• Cutting Edge Success at Work: Set and Achieve Goals
• Cyber Security Awareness: You Are the First Line of Defense (Part 1 of 6)
• Cyber Security Awareness: Understand Your Attacker (Part 2 of 6)
• Cyber Security Awareness: A Few Words About Passwords (Part 3 of 6)
• Cyber Security Awareness: Configuring Your Devices (Part 4 of 6)
• Cyber Security Awareness: How to Browse Safely (Part 5 of 6)
• Cyber Security Awareness: Avoiding Human Mistakes (Part 6 of 6)
• Cyber Security Basics
• Dealing with Difficult Situations
• 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
• Developing an Effective Safety Culture
• Do You Need a Meeting? Infographic
• Effective Network Security
• 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
• Emergency Preparedness & Response
• Establishing Trust with Customers
• Evaluating Your Risk and Crisis Management Response
• Fitness and Wellness
• Getting Organized
• Goal Setting in the Workplace
• Handling Tough Customers
• Helping Employees Use Their Time Wisely
• HIPAA Privacy and Security Basics
• Hire Team-Oriented Employees
• How Emotions Drive Decision-Making During a Crisis
• How to Build a Personal Brand
• How to Handle Unavoidable Stress
• How to Leave Phone Voicemail that Get Returned
• How to Reduce Anxiety
• How to Set Expectations for Remote Employees
• How to Set Expectations for Remote Employees - May 2020 Live Recording
• How to Succeed as a One Person HR Department
• How to Succeed as a One Person HR Department - April 2020 Recording
• How Working Memory Works
• HR, Title VII Laws and Virtual Meetings
• Improve Your Memory, Improve Your Productivity
• Influence Tactics
• Introduction to Personal Finance
• Leadership and Change: Making Change a Core Competency (Part 1 of 9)
• Leadership and Change: Understanding What Drives Change (Part 2 of 9)
• Leadership and Change: The Resistance to Change (Part 3 of 9)
• Leadership and Change: Creating a Case for Change (Part 4 of 9)
• Leadership and Change: Thinking Strategically About Change (Part 5 of 9)
• Leadership and Change: Implementing a Change Initiative (Part 6 of 9)
• Leadership and Change: Establishing a Culture of Agility (Part 7 of 9)
• Leadership and Change: Overcoming a Fear of Change (Part 8 of 9)
• Leadership and Change: Agility Quick Tips (Part 9 of 9)
• Leading Business in Times of Crisis
• Leading in Times of Downsizing - 06/10/2020 Live Recording
• Let's Work It Out
• Living Large on Less
• Make More Money
• Managing Information Overload
• Mastering Microsoft® Teams (Part 1 of 18): Introduction
• Mastering Microsoft® Teams (Part 2 of 18): The Teams Interface
• Mastering Microsoft® Teams (Part 3 of 18): Working with Teams
• Mastering Microsoft® Teams (Part 4 of 18): Conversations and Notifications
• Mastering Microsoft® Teams (Part 5 of 18): Channels
• Mastering Microsoft® Teams (Part 6 of 18): Chats
• Mastering Microsoft® Teams (Part 7 of 18): Chatsbots
• Mastering Microsoft® Teams (Part 8 of 18): Calls and Meetings, Part 1
• Mastering Microsoft® Teams (Part 9 of 18): Calls and Meetings, Part 2
• Mastering Microsoft® Teams (Part 10 of 18): Working with Files, Part 1
• Mastering Microsoft® Teams (Part 11 of 18): Working with Files, Part 2
• Mastering Microsoft® Teams (Part 12 of 18): Working with Files, Part 3
• Mastering Microsoft® Teams (Part 13 of 18): Using a Wiki, Part 1
• Mastering Microsoft® Teams (Part 14 of 18): Using a Wiki, Part 2
• Mastering Microsoft® Teams (Part 15 of 18): Adding Apps to Channels
• Mastering Microsoft® Teams (Part 16 of 18): Connectors
• Mastering Microsoft® Teams (Part 17 of 18): Guests
• Mastering Microsoft® Teams (Part 18 of 18): Behind the Scenes
• Microsoft® Teams - May 2020 Live Recording
• Modern Phone Sales Techniques
• Money Secrets of the Rich
• Negotiations: Solving the Tough Problems
• PCI DSS: What You Need to Know
• Personal Finance Insuring Your Future
• Personal Finance Investing Wisely
• Personal Finance Managing Healthcare Costs
• Personal Finance Purchasing a Car
• Personal Finance Purchasing a Home
• Personal Finance Understanding Taxes
• Personal Protective Equipment
• Planning for a Pandemic: Business Continuity
• Planning for a Pandemic: External Communications
• Planning for a Pandemic: Internal Communications
• Preparing for an Epidemic
• Preparing for My Appraisal
• Preparing for an Epidemic
• Problem Solving: Define the Problem
• Problem Solving: Determine the Root Cause
• Problem Solving: Evaluate and Select Solutions
• Problem Solving: Generate Solutions
• Problem Solving: Implement Solutions
• Problem Solving: Introduction to Problem Solving
• Problem Solving: Monitor the Resolution
• Proprietary Introductions: Virtual Introductions
• Prospecting by Phone: 7 Guidelines for Cold Call Management
• Prospecting by Phone: Avoiding Common Mistakes
• Prospecting by Phone: Cold Call Guidelines
• Prospecting by Phone: Does Cold Call 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
• Ready for Retirement
• Researching Prospects & Industry Online
• Returning to Work After Quarantine - Employees: Connecting with Colleagues
• Returning to Work After Quarantine - Employees: Cultivating Gratitude
• Returning to Work After Quarantine - Employees: How to Handle a Lack of Organizational Transparency
• Returning to Work After Quarantine - Employees: Navigating New Organizational Structures
• Returning to Work After Quarantine - Employees: Post COVID-19 Career Planning
• Returning to Work After Quarantine - Employees: Remote Work as a Way of Working
• Returning to Work After Quarantine - Employees: Remote Work as a Way of Working
• Returning to Work After Quarantine - Employees: Taking Remote Work Lessons Into the Office
• Returning to Work After Quarantine - Employees: The Emotions of Returning to Work
• Returning to Work After Quarantine - Leadership: Creating a Culture of Gratitude
• Returning to Work After Quarantine - Leadership: Creating a Culture of Gratitude
• Returning to Work After Quarantine - Leadership: Company Wide Communication Strategies
• Returning to Work After Quarantine - Leadership: Creating a Culture of Transparency
• Returning to Work After Quarantine - Leadership: Evaluating Remote Work & Flexible Schedule Policies
• Returning to Work After Quarantine - Leadership: Evaluating Remote Work & Flexible Schedule Policies
• Returning to Work After Quarantine - Leadership: How to Structure Your Team's Return to the Office
• Returning to Work After Quarantine - Leadership: Organizational Culture & Values
• Returning to Work After Quarantine - Leadership: Reconnecting with Clients
• Returning to Work After Quarantine - Managers: Creating a Culture of Transparency
• Returning to Work After Quarantine - Managers: Embracing Remote Work
• Returning to Work After Quarantine - Managers: Guiding Teams Through Stress
• Returning to Work After Quarantine - Managers: Handling Employee Reviews and Raises
• Returning to Work After Quarantine - Managers: Leading the Whole Person
• Returning to Work After Quarantine - Managers: Sharing Workplace Challenges
• Returning to Work After Quarantine - Managers: Spreading Positivity
• Safe Money Millionaire
• Safe Re-Entry During COVID-19 for Employees
• Safe Re-Entry During COVID-19 for Employers
• Safety Management
• Sales Strategies for Handling Objections
• Sales: Overcoming Objections
• Secure Document Sharing with Mobile Devices
• Security Awareness Now! Phishing
• Security Awareness Now! Phishing Plus
• Security Awareness Now! Vishing & Smishing
• See, Know and Do Goals
• Sell Without Selling
• Selling You: Contacting Prospective Employers
• Selling You: Creating Your Elevator Pitch
• Selling You: Increasing Your Visibility
• Selling You: Navigating Online Job Boards
• Selling You: Prospecting Potential Employers
• Selling You: Qualifying Potential Employers
• Setting Agendas and Taking Minutes
• Setting Sound Goals
• Six-Step Process to Problem Solving
• Social Engineering: What is Phishing and How Does it Work?
• Social Engineering: What is Spear Phishing?
• Staying Safe Online: Think Before You Click
• Stress Management During a Crisis - 05/28/2020 Live Recording
• Support for the Home Office: Strategies for Communicating and Assisting Employees during the COVID-19 Quarantine
• Tactics of Innovation with Joel Barker
• The Better Money Method
• The Distance Sales Cycle
• The Invisible Meeting
• The Money Flow
• The Qualifying Process
• The Role of Human Resources Post COVID-19, Navigating the New Normal
• The Role of Human Resources Post COVID-19, Navigating the New Normal - 06/2020 Live Recording
• The Sales Process: Overcoming Objections
• The Science of Sleep: How Much Sleep Do You Need
• The Science of Sleep: Sleep Hygiene

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.
The Science of Sleep: Sleeping for Shift Work
The Science of Sleep: The Science of Sleep
The Virtual World of Work
Theft and the Protection of Data
Tips for a Successful Home Office with Kids in the House
Tips for a Successful Home Office with Kids in the House - May 2020 Live Recording
Understanding & Controlling Ergonomic Risk Factors
Understanding the Emergency Paid Sick Leave Act, as part of the Families First Coronavirus Response Act (FFCRA)
Understanding the Family Medical Leave Act and the Emergency Paid Sick Leave Act
Use Resistance as Your Friend-Follower
Utilizing Web Search Engines
When Change Isn’t a Choice-Follower
Work Hacks: 5 Hacks to a Clean and Comfortable Space
Work Hacks: 6 Hacks to Controlling Your Inbox
Work Hacks: 7 Hacks to Maintain Work/Home Balance
Workplace Life Jacket: 8 Tips to Control Your Email
Workplace Safety in Action: Safety Committees
Workplace Stress
Writing Effective Sales e-Mails

CUSTOMER SERVICE

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

CUSTOMER SERVICE

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: Delayed is Service Denied
Customer Service: The Invisible Customer
Dangerous Customer Service
Dealing with Customers Lawfully: A Rapid Skill Builder Booklet
Delight Your Customers
Delivering a Powerful Customer Experience
Delivering a Powerful Customer Experience (French)
Delivering a Powerful Customer Experience (French-Canadian)
Delivering a Powerful Customer Experience (Spanish)
Delivering Knock Your Socks Off Service
Delivering Stellar Customer Service
Diffusing Hostility Through Customer Service
Diffusing Hostility Through Customer Service (Spanish)
Diffusing Techniques for Healing Customer Relationships
Effective Techniques for Dealing with Difficult Customers
Feedback: Feedback Basics
Feedback: Social Media Feedback
Feedback: Surveys
Feedback: What To Do With Feedback
Forces of Change
Fun Facts About Customer Service
Get Ready for an Upset Customer Worksheet
Great Tips for Great Service
Handling an Angry Customer
Handling Consumer Complaints
Handling Customer Complaints in Hospitality
Handling the Difficult Customer
Healing Customer Relationships
Hospitality ADA Compliance
How to Deliver Effective Online Customer Support
How to Engage Your Customer
How to Engage Your Customer (French)
How to Engage Your Customer (French-Canadian)
How to Engage Your Customer (Spanish)
How to Improve a Situation With an Upset Customer - Quick Reference
How to Lead and Empower Your Customer Service Team
How to Resolve Customer Complaints on the Spot
How to Say You’re Sorry
How to Tell a Customer "No"

800.944.8503 • pryor.com

TOPICS

- Improving Customer Service: A Rapid Skill Builder Booklet
- Know and Work With the Expectations of Those You Serve
- Lead with Your Customer
- Learn to be On-Stage to Provide the Best Service
- Lower Your Call Center Costs
- Maintaining a Positive Service Attitude
- Manage Your Body Language - And Read Theirs
- Over-Service to Leave a Lasting Impression
- Package Your Service with Warmth
- Phone Etiquette
- Projecting Competence and Credibility
- Promote Your Service Value
- Quality Customer Service: Customer Interactions
- Quality Customer Service: Four Basic Elements
- Quality Customer Service: Phone Calls
- Recruit and Hire Stellar Customer Service Representatives
- Revolutionize Your Customer Experience
- Service as a DIS-satisfier
- Service Failure
- Service Impact Series: Credibility Through Honesty
- Service Impact Series: Cross-Cultural Communication
- Service Impact Series: Dimensions of Service
- Service Impact Series: Levels of Learning
- Service Impact Series: The Angry Customer
- SMLE!
- SMLE! (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
- Turning Around an Angry Customer
- Turning Around an Angry Customer (French)
- Turning Around an Angry Customer (French-Canadian)
- Turning Around an Angry Customer (Spanish)
- Turning Customer Satisfaction into Customer Loyalty
- Understand What Those You Serve Value: Evaluation Values
- Understand What Those You Serve Value: Selection Values
- Up Your Service!
- Uplifting Service
- What NOT to Say to Your Customers
- When Things Go Wrong
- Who Affects Service the Most?

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

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

DIVERSITY & INCLUSION
• 5 Strategies for Creating an Inclusive Work Environment
• Age Discrimination Law and Cooperation
• As Simple As Respect: Diversity, Respect and Inclusion In the Workplace
• Communicating in a Diverse World
• Communication Toolkit: Differences Among Generations
• Dialogue Among Generations
• Dialogue for Cultural Understanding
• Disability Discrimination and Accommodation for Managers
• Discrimination: The Protected Classes
• Diversity Challenges: What Would You Do?
• Diversity: Face to Face
• Five Ways to Avoid a Discrimination Claim
• Gateways to Inclusion
• Gender Identity: Changes Organizations are Making to Increase Awareness
• Gender Identity: Understanding Gender-Neutral Restrooms in the Workplace
• Gender Identity: What Does LGBTQIA+ Mean?
• Generation Z
• Generational Differences
• Getting to Know the Generations
• Global Cultural Awareness
• How to Avoid Discrimination Claims
• Igniting Creativity: Idea Generation Techniques (Part 9 of 11)
• Leadership of a Diverse Group
• Leading a Diverse Workforce
• Manage Diversity and Grow
• Managing Different Generations
• Overcoming Personal Barriers to Diversity
• Overcoming Unconscious Bias
• People Matter! Beginning with Respect
• People Matter! Ethics and Respect Connection: Do you “Care”?
• People Matter! Roadblocks to Respect
• Power Across Cultures
• Pregnancy Discrimination Act
• Prejudice and Discrimination
• Preventing Age Discrimination for Managers and Supervisors
• Preventing Employment Discrimination Federal Sector Managers and Supervisors
• Preventing Employment Discrimination for Managers and Supervisors
• Religious Discrimination and Accommodation for Managers and Supervisors
• Respect - How to Be Liked
• Respect - How to Be Respected
• Respect - Working with Dislike
• 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
• Rules for Discussing Politics at Work
• Semantic Technologies: Enabling Next-Generation Web Advertising
• Service Impact Series: Cross-Cultural Communication
• Stereotyping and Diversity
• The Global Business Environment: Maximizing Cultural Awareness
• The Value of Diversity
• Transferring Skills to the Next Generation
• Understanding Employment Discrimination for Employees
• Understanding Employment Discrimination: Employee Edition
• Valuing Diversity
• Valuing Diversity for Managers
• Valuing Diversity in the Workplace
• Working Well with Everyone: Diversity = Greatness
• Working Well with Everyone: The Diversity Continuum
• Working Well with Everyone: The Mistake of Stereotyping
• Working Well with Everyone: The Power of Inclusion
• Working Well with Everyone: What is Diversity?
• Working with Different Generations
• Working with Psychological Biases in Negotiation
• Workplace Discrimination and Harassment Infographic

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
• 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
• 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
• Cash Flow Management - How to Read Cash Flow Statements
• Cash Flow Management - Managing Payables
• Cash Flow Management - Managing Receivables
• Certificates of Deposit
• Challenges Facing the Accounting Profession
• Check 21
• Check Kiting
• Check Processing
• Components of Check Fraud
• Conducting Internal Payroll Audits Part Five: 14 Hot Tips
• Conducting Internal Payroll Audits Part Four: Why You Must Audit Your W-4s
• Conducting Internal Payroll Audits Part One: 4 Things the DOL Will Request During Your Audit
• Conducting Internal Payroll Audits Part Seven: Audit Secure® Must Haves
• Conducting Internal Payroll Audits Part Six: Exempt Status Classification of Workers
• Conducting Internal Payroll Audits Part Three: W-9 Compliance Tips and Penalties for Noncompliance
• Conducting Internal Payroll Audits Part Two: Independent Contractor Classification
• Consumer Privacy Act
• Corporate and Criminal Fraud Accountability
• Corporate Bonds
• Corporate Fraud and Accountability
• Corporate Responsibility - SOX
• Corporate Tax Returns - SOX
• Correlation and Regression Analysis

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

- Personal Finance Purchasing a Car
- Personal Finance Purchasing a Home
- Personal Finance Understanding Taxes
- Petty Cash Accounting
- Preparation of Budgets
- Principles of Accounting - Cash vs Accrual
- Principles of Accounting - Common Accounting Terms
- Principles of Accounting - Fraud
- Principles of Accounting - Principles of Accounting
- Principles of Insurance
- Privacy Acts Regulations Policies
- Privacy Notices and Their Content
- Project Valuation Methods
- QuickBooks® 2012
- QuickBooks®: A 60 Minute Crash Course
- QuickBooks®: Payroll
- Reconciliation of Books
- Records Retention Guidelines for Financial Institutions
- Reform, Recovery and Enforcement Act of 1989
- Reg CC - Expedited Funds Availability Act
- Regulation BB
- Regulation DD
- Regulation E: Changes in July 2010
- Regulation E: Electronic Check Conversion (ECK)
- Regulation E: Electronic Terminal
- Receipts and Periodic Statements
- Regulation E: Error Resolution Procedures
- Regulation E: Issuances of Access Devices
- Regulation E: Overviews
- Regulation O
- Regulation W
- RESPA
- Responsibilities of the Teller
- Retirement Planning - Social Security
- Reviewing the Basics of Business Structures
- Right to Financial Privacy Act Part 1
- Right to Financial Privacy Act Part 2
- Risk Self-Assessment
- ROI: Calculating Internal Rate of Return
- ROI: Calculating Net Present Value
- ROI: Calculating the Payback Method
- Saving Money
- Stock Index Futures
- Supervisory Requirements
- Tax
- Tax Planning
- Taxation
- Teller Cash Handling
- The Fundamentals of Cash Flow Forecasting
- The Many Forms of Money
- The Triple Bottom Line
- Time Value of Money
- Transfer of Property
- Truth in Lending Act and Regulation Z
- Types of Check Fraud
- UCC Article 9 Update
- Understanding Bonds and their Values
- Understanding Credit
- Understanding Financial Information
- Understanding the Balance Sheet
- Understanding the Cash Flow Statement
- Understanding the Income Statement
- Underwriting and Claims
- Use and Understand Purchase Agreements
- Using ROA and ROE as Performance Indicators
- Value at Risk
- Various Types of Mutual Fund Products
- Vocabulary Challenge: Basics Accounting
- What is Money Laundering
- Yield Curve Analysis

HUMAN RESOURCES

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

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.
• Managing Substance Abuse in the Workplace: Manager Edition
• Managing Workplace Bullying
• Matching Applicants with Job Specifications and Conducting Interviews
• Measuring Employee Engagement
• Media Options and Learning
• Medical Marijuana in the Workplace
• Memory Fix Teaching
• Military FMLA
• More Methods for Training Delivery
• Multi-Purposed Learning
• New York Preventing Sexual Harassment for Employees
• New York Preventing Sexual Harassment for Managers
• New York State Anti-Harassment Introduction
• New York State Anti-Harassment Scenarios
• No FEAR Act
• Onboarding Tools
• Onboarding: Best Practices
• Onboarding: Orientations
• Onboarding: The Power of Day One
• Onboarding: Transmitting Culture
• Onboarding: Why You Should Care
• Opening the Right Doors
• Opening the Right Doors (Spanish)
• Orientation: Where Do We Go From Here?
• Overcome Training Barriers and Get Great Usage
• Overcoming Personal Barriers to Diversity
• Overcoming Unconscious Bias
• Pay Types and Considerations
• Powerful Practices for Legally Recruiting and Hiring
• Pregnancy Discrimination Act
• Prejudice and Discrimination
• Prevent Harassment Claims: Know the Warning Signs
• Prevent Harassment Claims: Write and Communicate Your Policy
• Preventing Employment Discrimination: Campus Edition
• Preventing Harassment & Bullying in the Workplace
• Preventing Harassment in Industry
• Preventing Harassment in Industry (Spanish)
• Preventing Harassment in the Office (Spanish)
• Preventing Sexual Harassment for Employees (Spanish)
• Preventing Sexual Harassment for Managers
• Preventing Sexual Harassment... for Employees
• Preventing Sexual Harassment... for Managers and Supervisors
• Preventing Sexual Harassment: A Leader's Perspective
• Preventing Sexual Harassment: An Employee's Perspective
• Preventing Unlawful Retaliation in the Workplace
• Preventing Workplace Harassment for Employees
• Preventing Workplace Harassment for Managers
• Preventing Workplace Harassment: A Leader's Perspective
• Preventing Workplace Violence
• Preventing Workplace Violence: A Leader's Perspective
• Preventing Workplace Violence: An Employee's Perspective
• Primary Threats to Performance Excellence
• Privacy Laws and Practices
• Providing Government-Mandated Benefits
• Psychology of the Hiring Process
• Quantify Performance Goals if Possible
• Realities of Attention
• Recognizing the Signs of Substance Abuse in the Workplace
• Recruiting 101
• Recruiting, Interviewing, Selecting & Orienting New Employees
• Research Your Research
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 1
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 2
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 3
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 4
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 5
• 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!)
• Rules for Discussing Politics at Work
• See, Know and Do Goals
• Self Evaluation and Common Pitfalls in Performance Appraisals
• Should We Pay Interns?
• Six Sigma: Six Sigma and Lean
• Six Sigma: Six Sigma Basics
• Social Media Privacy and Security in the Medical Profession
• Speed Up Training "Time to Market"
• Staying Out of Trouble
• Stereotyping and Diversity
• Stop Bullying at Work
• Substance Abuse Toolkit: Workplace Substance Abuse
• Substance Abuse: 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
• Successful Employee Onboarding
• Support for the Home Office: Strategies for Communicating and Assisting Employees during the COVID-19 Quarantine
• Survey Says: Why People Leave Their Jobs
• The Baby Boomers
• The Case for e-Learning
• The Collective Bargaining Process
• The Complete Reference Checking Handbook
• The Employee Engagement Continuum
• The Fine Line of Employee Privacy
• The Five Whys
• The Four Stages of Employee Training
• The Gen Xers
• The Millennials
• The Minimum Requirements for HIPAA Compliance
• The Role of Human Resources Post COVID-19, Navigating the New Normal
• The 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?
• Tips for a Successful Home Office with Kids in the House
• Today's Training Challenges
• Training as a Promotion Qualifier
• Training Delivery Methods
• Training Payback vs. ROI
• Training Process vs Programs
• Transferring Skills to the Next Generation
• Travel Pay and FLSA Compliance 2020
• Trouble at Work
• True Costs of Training
• Types of Professional Training for Employees
• Types of Training for Employees
• Understanding and Investigating Performance Issues
• Understanding Employment Discrimination: Employee Edition
• Understanding Harassment: Bystander Training
• Understanding Harassment: Healthy Culture
• Understanding Harassment: Introduction to Understanding Harassment
• Understanding Harassment: Understanding Harassment in Review
• Understanding Harassment: Understanding Offenders
• Understanding Harassment: Understanding Targets
• Understanding Harassment: Warning Signs
• Understanding Sexual Harassment
• Understanding the Emergency Paid Sick Leave Act, as part of the Families First Coronavirus Response Act (FFCRA)
• Understanding the Fair Labor Standards Act: Part 1
• Understanding the Fair Labor Standards Act: Part 2
• Understanding the Family and Medical Leave Act for Managers
• Understanding the Family Medical Leave Act and the Emergency Paid Sick Leave Act
• Understanding Unlawful Workplace Harassment
• Values for Excellence
• Valuing Diversity
• Valuing Diversity in the Workplace
• Valuing Diversity in the Workplace (French)
• Valuing Diversity in the Workplace (French-Canadian)
• Valuing Diversity in the Workplace (Spanish)
• Village of 100, 3rd Edition (Spanish)
• Village of 100, 4th Edition
• Wage & Hour Basics
• Weathering Storms
• What is New Employee Onboarding?
• Who Are Customers of Training?
• Workers Comp Exam
• Working Well with Everyone: What is Diversity?
• Working with Different Generations
• Workplace Bullying
• Workplace Bullying - California
• Workplace Counselling
• Workplace Discrimination and Harassment Infographic

INDUSTRY SPECIFIC
• Auto Loans
• Bank Assets
• Bank Bribery Act
• Bank Financing for Beginners
• Bank of Secrecy for Management and Operations: Putting the Pieces Together
• Bank of Secrecy for Management and Operations: True Stories of Money Laundering
• Bank Regulations
• Bank Secrecy Basics: Better Safe Than Sorry
• Bank Secrecy Basics: Manipulating the System
• Bank Secrecy Basics: So What's the Big Deal?
• Bank Secrecy Basics: Structuring and Layering and Integration, Oh My!
• Bank Secrecy Basics: What is Money Laundering?
• Bank Secrecy for Frontline Employees: The Customer is Always Right Except When They Aren't
• Bank Secrecy for Frontline Employees: The List
• Bank Secrecy for Frontline Employees: What Do You Do with $10,000 in Cash?
• Bank Secrecy for Frontline Employees: What SAR? I Don't Know Anything About an SAR.
• Bank Secrecy for Frontline Employees: Who is a Customer and How Do You Prove It?
• Bank Secrecy for Frontline Employees: Why Are You So Suspicious?
• Bank Secrecy for Management and Operations: 120 Hours and Counting
• Bank Secrecy for Management and Operations: Banking the UnBanked
• Bank Secrecy for Management and Operations: Cash-less Money Laundering
• Bank Secrecy for Management and Operations: Exceptions to the Rule
• Bank Secrecy for Management and Operations: Giving More Than 100%
• Bank Secrecy for Management and Operations: Red Flags Ahead
• Banking 101
• Banks
• Basics of Accounting
• Before School Starts: Things To Do
• Campus Aware: Sexual Violence Prevention
• Case Studies - Barings Bank
• Chronic Disease Management
• Click Here to Order
• Commercial Lending
• Credit and Economic Growth
• Credit Card Operations
• Credit Risk Management
• Credit Union and Banks: The Differences
• Customer Service in Government Agencies
• Dealing with Difficult Patients
• Effective Email & Memo Writing for Paralegals
• Electronic Banking
• Emerging Diseases: Prions and Viruses
• Entrepreneur Skills
• Final Statements of Accounts of Banks
• Financial Analysis for Lending
• Government and Markets
• Government Project Management
• Government Transitions
• Government's Place in the Market
• Growing a Franchise
• Handling Complaints in the Medical Profession
• HIPAA Privacy and Security Basics for Employees in the Healthcare Sector
• How to Reduce Missed Medical Apointments
• Improving Profitability in Tough Times
• Internal Audit in Banks
• Internal Control System
• Introduction to Banking
• Introduction to Bookkeeping and Accounting
• Leadership in Government Agencies
• Lending Against Real Estate
• Loans and Advances
• Medical Records and Patient Information Distribution
• Mortgage Loans
• Moving to a Paperless Office
• New Employee Training for School and College Districts
• New Employee Training for School and College Districts (Spanish)
• Operational Risk Management
• Paralegal Ethics
• Paralegal Proofing
• Paralegal Roles from Pleading to Judgment
• Plain Language for Government
• Practice of Bookkeeping in Banks
• Preparing Your Business Case
• Preventing Employment Discrimination
• Federal Sector Managers and Supervisors
• Preventing Unlawful Harassment: College and University Edition
• Records Management in Government Agencies
• Research Skills and Strategies for Paralegals
• Resolving Government Customer Complaints on the Spot
• Retailer Hot Buttons: Traffic
• Retailer Hot Buttons: Transaction Size
• Retailer Profitability Model (for Retailers): Frequency
• Retailer Profitability Model (for Retailers): Introduction Frontline (Restaurant)
• Retailer Profitability Model (for Retailers): Introduction Frontline (Retail)
• Retailer Profitability Model (for Retailers): Items Per Customer
• Retailer Profitability Model (for Retailers): Price Per Item
• Retailer Profitability Model (for Retailers): Reach
• Retailer Profitability Model: Part 1
• Retailer Profitability Model: Part 2
• Retailer Profitability Model: Part 3
• Risk Management Principles
• Self-Directed Work Teams in a Government Agency
• Social Media in Government
• Supervisors and External Auditors
• Supervisory Self-Assessment
• Taking Ideas into Business Reality
• Talking Up Your Business
• The Dream
• The Power of Data in Government Agencies
• The Small Business Guide to Government Contracts
• The Value of Employee Ownership
• Tuberculosis in the Healthcare Environment: How TB Spreads and Guidelines for Fighting It
• Tuberculosis in the Healthcare Environment: Reducing Risk - Engineering Controls
• Tuberculosis in the Healthcare Environment: Reducing Risk - Medical Surveillance
• Tuberculosis in the Healthcare Environment: The Resurgence of Tuberculosis
• Tuberculosis in the Healthcare Environment: Working With and Treating Active TB
• Unlawful Harassment for Colleges: Employee Version
• Who is your Customer?: I Can't Find This
• Who is your Customer?: I'm Just Looking
• Who is your Customer?: I'm on a Mission
• Who is your Customer?: I'm With My Kids. Please Hurry.
• Who is your Customer?: I've Got a Coupon for That
• Who is your Customer?: I've Got Time and Money
• Working Capital
• Working in Retail: How to Give Exceptional Service
• Working in Retail: How to Handle Feedback
• Working in Retail: How to Stay Positive with Customers
• Working in Retail: How to Upsell
• Working in Retail: Managing Retail Employees

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

IT
- 12 Tips for Ensuring GDPR Compliance
- Agile Software Development: An Introduction
- Are you on the Software Police’s Most Wanted List?
- ASP.NET Core Using MVC, Part 1 of 6: Introduction
- ASP.NET Core Using MVC, Part 2 of 6: Granite Project
- ASP.NET Core Using MVC, Part 3 of 6: Products and Actions
- ASP.NET Core Using MVC, Part 4 of 6: Home and Shopping Cart
- ASP.NET Core Using MVC, Part 5 of 6: Users and Appointments Cart
- ASP.NET Core Using MVC, Part 6 of 6: Advanced Topics
- Authentication, Authorization and Accounting: Best Practices
- Best Practices for Improving Data Quality
- Big Data: An Introduction
- Big Data: Good for the Customer
- Big Data: Not Just the Business
- Big Iron in the House: The Role of the Mainframe Today
- CASP (Part 1 of 9): Cryptography
- CASP (Part 2 of 9): Network Security
- CASP (Part 3 of 9): Enterprise Storage and Host Security
- CASP (Part 4 of 9): Cloud Security
- CASP (Part 5 of 9): Internet Communications Security
- CASP (Part 6 of 9): Application Security
- CASP (Part 7 of 9): Risk Management
- CASP (Part 8 of 9): Incident Response
- CASP (Part 9 of 9): Assessments
- Certified Ethical Hacker (Part 1 of 8): Intro to ethical Hacking
- Certified Ethical Hacker (Part 2 of 8): Operating Systems and Hacking
- Certified Ethical Hacker (Part 3 of 8): Threats and System Hacking
- Certified Ethical Hacker (Part 4 of 8): Malware and Social Engineering
- Certified Ethical Hacker (Part 5 of 8): Sessions and Web Servers
- Certified Ethical Hacker (Part 6 of 8): Web Apps and SQL Injection
- Certified Ethical Hacker (Part 7 of 8): Wireless Networks and Firewalls
- Certified Ethical Hacker (Part 8 of 8): Cloud and Cryptography
- Certified Information Security Manager (CISM) (Part 1 of 4): Governance
- Certified Information Security Manager (CISM) (Part 4 of 4): Incident Management
- Certified Information Systems Security Professional (CISSP) (Part 1 of 9): Risk and Authentication
- Certified Information Systems Security Professional (CISSP) (Part 4 of 9): Cryptography and Net Topologies
- Certified Information Systems Security Professional (CISSP) (Part 7 of 9): Malware and Business Continuity
- Certified Information Systems Security Professional (CISSP) (Part 8 of 9): Incident Management
- Cisco CCNP Implementing Cisco IP Routing, Part 1 of 4: Planning and EIGRP
- Cisco CCNP Implementing Cisco IP Routing, Part 2 of 4: OSPF and Routing
- Cisco CCNP Implementing Cisco IP Routing, Part 3 of 4: Paths and Filtering
- Cisco CCNP Implementing Cisco IP Routing, Part 4 of 4: Branch Office and IPv6
- Cisco IP Switched Networks (CCNP Switch), Part 1 of 7: Network Design
- Cisco IP Switched Networks (CCNP Switch), Part 2 of 7: Campus Area Network
- Cisco IP Switched Networks (CCNP Switch), Part 3 of 7: Spanning Tree
- Cisco IP Switched Networks (CCNP Switch), Part 4 of 7: Inter VLAN-Routing
- Cisco IP Switched Networks (CCNP Switch), Part 5 of 7: Advanced Switch Config Options
- Cisco IP Switched Networks (CCNP Switch), Part 6 of 7: Redundancy Protocol
- Cisco IP Switched Networks (CCNP Switch), Part 7 of 7: Security
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 1 of 5: Complex Enterprise Networks
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 2 of 5: Apps and Switched Solutions
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 3 of 5: Routing and Addressing
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 4 of 5: Performance and Convergence
- Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 5 of 5: Security and Enterprise Networks
- Cloud Computing: Trends, Strategies and Best Practices
- Cloud Computing: Trends, Strategies, and Best Practices
- CompTIA A+ Cert, (Part 1 of 13): Fundamentals
- CompTIA A+ Cert, (Part 2 of 13): Best Practices
- CompTIA A+ Cert, (Part 3 of 13): PC Components
- CompTIA A+ Cert, (Part 4 of 13): Windows and Environment Security
- CompTIA A+ Cert, (Part 5 of 13): Networking Technologies

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

- Modern Information Systems - IT Infrastructure: Part 1
- Modern Information Systems - IT Infrastructure: Part 2
- Optimize Your Website for MOBILE!
- PCI DSS: What You Need to Know
- Privacy Issues
- Privileged User Accounts: Best Practices
- Protecting Your Data with the CPQA
- Protecting Your PC
- Red Teams: Securing the Enterprise
- Rootkits: A Growing Security Threat
- Scrum Master, Part 1 of 2: Waterfall to Agile
- Scrum Master, Part 2 of 2: Artifacts and Sprints
- Secure Document Sharing with Mobile Devices
- Security Awareness Now! Phishing
- Security Awareness Now! Phishing Plus
- Security Awareness Now! Vishing & Smishing
- Semantic Intelligence: The Enabler of Mobile Search and Advertising
- Semantic Technologies: Enabling Next-Generation Web Advertising
- Sharepoint® 2016 - Calendar
- Sharepoint® 2016 - Discussion Board
- Sharepoint® 2016 - Document Library - First Steps
- Sharepoint® 2016 - Document Library - Set and Manage Alerts
- Sharepoint® 2016 - Document Library - Understanding Versioning
- Sharepoint® 2016 - First Steps
- Sharepoint® 2016 - Introduction
- Sharepoint® 2016 - Lists
- Sharepoint® 2016 - Picture Library
- Sharepoint® 2016 - Share a Site
- Sharepoint® 2016 - Sync Libraries
- Sharepoint® 2016 - Tasks
- Social Engineering: What is Phishing and How Does it Work?
- Social Engineering: What is Spear Phishing?
- Social Engineering: What is Vishing and How Does it Work?
- SQL Server 2014 (Part 1 of 9): A Tour of SQL Server
- SQL Server 2014 (Part 2 of 9): Installing
- SQL Server 2014 (Part 3 of 9): Working With Management Studio
- SQL Server 2014 (Part 4 of 9): Designing and Creating a Database
- SQL Server 2014 (Part 5 of 9): Security Basics
- SQL Server 2014 (Part 6 of 9): Permissions and Data Protection
- SQL Server 2014 (Part 7 of 9): Introduction to T-SQL
- SQL Server 2014 (Part 8 of 9): T-SQL Select, Where, and Clauses
- SQL Server 2014 (Part 9 of 9): T-SQL Working With Data
- Staying Safe Online: Think Before You Click
- Storage Optimization: An Introduction
- Streamlining System Testing for Enterprise Releases
- Survey Says: How to Identify Phishing Emails
- Testing Methodologies and Improvements: Thinking Outside the Box
- The Five Big Bang Theory of the Internet
- The Role of Technology in Counter-Terrorism
- Theft and the Protection of Data
- User-Centered Design: Benefits, Challenges and Best Practices
- Virtual Appliances: An Introduction
- Virtual Teams: Strategies for Success
- Virtualization: An Introduction
- What is the GDPR?

MANAGEMENT & LEADERSHIP
- 100 Ways to Motivate Others
- 20 Repositioning Instruments for the New Work Culture
- 25 Role Plays for Interview Training
- 5 Excuses Managers Make to Avoid Terminating a Problem Employee
- 5 Steps to an Employee Training and Engagement Plan
- 8 Steps to Effective 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: 1 Simple Technique to Provide Useful Feedback
- Accountability: 3-Step Formula to Setting Clear Expectations
- Accountability: 4 Barriers to Building a Culture of Accountability
- Accountability: Ask Better Questions - Get Better Answers
- Accountability: The Secret to Help Your Team Get Better - Faster
- Accountability: Turn Your Team Into Problem Solvers
- Accountability: What is Accountability?
- Accountability: What to Do When a Team Member Misses the Mark
- Achieving Buy-In for Change: Part 1
- Achieving Buy-In for Change: Part 2
- Adapting Your Coaching Style
- Adapting Your Coaching Style (French)
- Adapting Your Coaching Style (French-Canadian)
- Adapting Your Coaching Style (Spanish)
- Adapting Your Coaching Style for Different Personalities
- Addressing Workplace Dysfunctions: Understanding Dysfunctions (Part 1 of 4)
- Addressing Workplace Dysfunctions: Identifying Organizational Dysfunctions (Part 2 of 4)
- Addressing Workplace Dysfunctions: Recognizing Relationship Dysfunctions (Part 3 of 4)
- Addressing Workplace Dysfunctions: Strategies for Resolving Relationship Dysfunctions (Part 4 of 4)
- An Introduction to Coaching
- An Introduction to Coaching (French)
- An Introduction to Coaching (French-Canadian)
- An Introduction to Coaching (Spanish)
- An Introduction to Effective Leadership
- An Introduction to Effective Leadership (French-Canadian)
- An Introduction to Effective Leadership (Spanish)
- Analyzing Employee Performance: Can-Do, Will-Do Actions
- Analyzing Employee Performance: Can-Do, Will-Do Introduction
- Analyzing Employee Performance: Can-Do, Will-Do Questions and Tips
- Assertive Communication Skills for Managers
- Barriers to Communication Success, Part 1
- Barriers to Communication Success, Part 2
- Be an Interview Superstar
- Become a Followerable Leader Final Exam
- Becoming a Great Leader: Building an Effective Leadership Team
- Becoming a Great Leader: Characteristics
- Becoming a Great Leader: Creating Followership
- Becoming a Great Leader: Developing Followers
- Becoming a Great Leader: Developing Yourself
- Becoming a Great Leader: Effective Delegation
- Becoming a Great Leader: Empowering Followers
- Becoming a Great Leader: Fundamentals
- Becoming a Great Leader: How to be a Followerable 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
- Budget Management
- Budgeting Essentials - Budget Reporting
- Budgeting Essentials - Budgeting Expenses
- Budgeting Essentials - Budgeting Revenue
- Budgeting Essentials - What is Budgeting
- Building a Nimble Culture
- Building and Sustaining a Nimble Culture
- Building More Effective Organizations
- Building Profit Through Building People
- Building Stakeholders Relations and CSR
- Building Teamwork One Individual at a Time
- Change Management: After the Announcement
- Change Management: After the Announcement (French)
- 5 Steps to an Employee Training and Engagement Plan
- 25 Role Plays for Interview Training
- 5 Excuses Managers Make to Avoid Terminating a Problem Employee
- 5 Steps to an Employee Training and Engagement Plan
- 8 Steps to Effective 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: 1 Simple Technique to Provide Useful Feedback
- Accountability: 3-Step Formula to Setting Clear Expectations
- Accountability: 4 Barriers to Building a Culture of Accountability
- Accountability: Ask Better Questions - Get Better Answers
- Accountability: The Secret to Help Your Team Get Better - Faster
- Accountability: Turn Your Team Into Problem Solvers
- Accountability: What is Accountability?
- Accountability: What to Do When a Team Member Misses the Mark
- Achieving Buy-In for Change: Part 1
- Achieving Buy-In for Change: Part 2
- Adapting Your Coaching Style
- Adapting Your Coaching Style (French)
- Adapting Your Coaching Style (French-Canadian)
- Adapting Your Coaching Style (Spanish)
- Adapting Your Coaching Style for Different Personalities
- Addressing Workplace Dysfunctions: Understanding Dysfunctions (Part 1 of 4)
- Change Management: After the Announcement (French-Canadian)
- Change Management: After the Announcement (Spanish)
- Change Management: An Introduction
- Change Management: An Introduction (French)
- Change Management: An Introduction (French-Canadian)
- Change Management: An Introduction (Spanish)
- Change Management: Analysis
- Change Management: Analysis (French)
- Change Management: Analysis (French-Canadian)
- Change Management: Analysis (Spanish)
- Change Management: Creating Employee Excitement
- Change Management: Creating Employee Excitement (French)
- Change Management: Creating Employee Excitement (French-Canadian)
- Change Management: Making the Announcement
- Change Management: Making the Announcement (French)
- Change Management: Making the Announcement (French-Canadian)
- Change Management: Making the Announcement (Spanish)
- Change Management: Preparing for Change
- Change Management: Preparing for Change (French)
- Change Management: Preparing for Change (French-Canadian)
- Change Management: Preparing for Change (Spanish)
- Change Management: The Phases of Change
- Change Management: The Phases of Change (French)
- Change Management: The Phases of Change (French-Canadian)
- Change Management: The Phases of Change (Spanish)
- Change Management: Working Through the Change
- Change Management: Working Through the Change (French)
- Change Management: Working Through the Change (French-Canadian)
- Change Management: Working Through the Change (Spanish)
- Changing Organizational Culture
- Choosing the Best Person for the Task
- Choosing the Right CRM Software
- Coaching Basics
- Coaching for Better Performance
- Coaching High Achievers
- Coaching Skills: Beyond Basic Supervision
- Coaching Skills: Captain
- Coaching Skills: Contributor
- Coaching Skills: Introduction
- Coaching Skills: Key Player
- Coaching Skills: Rookie
- Coaching Skills: The Coaching Conversation
- Coaching with a Process
- Coaching with a Process (French-Canadian)
- Coaching with a Process (French)
- Coaching with a Process (Spanish)
- Compassionate Leadership: Trusting Others
- Completing the Effectiveness Motivation Questionnaire
- Concept Evaluation: Identifying Opportunities
- Concerned Conversations
- Conducting a Disciplinary Conversation
- Conducting a Performance Review with a Poor Performer
- Conducting a Performance Review with a Poor Performer (French)
- Conducting a Performance Review with a Poor Performer (French-Canadian)
- Conducting a Performance Review with a Poor Performer (Spanish)
- Connecticut Sexual Harassment Training for Supervisors and Employees
- Connecting with Remote Employees
- Connections
- Contingency Planning Worksheet
- Contract Renegotiation: What You Need to Know
- Controlling Leadership Versus Servant Leadership
- Coping with Change: Change for Managers
- Creating a More Motivating Experience
- Creating a Motivating Experience: Understanding Motivation (Part 1 of 5)
- Creating a Motivating Experience: Seven Ways to Help Motivate Others (Part 2 of 5)
- Creating a Motivating Experience: Nine Tips for Self-Motivation (Part 3 of 5)
- Creating a Motivating Experience: Maximizing Workplace Motivation (Part 4 of 5)
- Creating a Motivating Experience: What Demotivates People at Work (Part 5 of 5)
- Creating Accountability
- Creating an Incredible Company Culture: Embracing the Natural Speed of Change
- Creating an Incredible Company Culture: Encouraging Appropriate Risk-Taking
- Creating an Incredible Company Culture: How to Deliver Effective Constructive Criticism
- Creating an Incredible Company Culture: The Importance of Listening to Others
- Creating and Maintaining a Successful Organizational Culture
- Creating and Maintaining the Culture of Your Organization
- Creating Focus During Change
- Creating Workplace Agility
- Creative Ways to Reward and Motivate Employees
- Creativity: 06. Staying Creative
- Criticism & Discipline Skills for Managers and Supervisors
- Cutting Edge Communication: Creating a No-Blame Culture
- Cutting Edge Communication: Handling Tricky Appraisals
- Cutting Edge Communication: Sharing Feedback
- Cutting Edge Communication: Supervising Effectively
- Dealing with Resistance
- Delegation: Delegation Audit (Apply It Tool)
- Delegation: Eight Obstacles to Delegation (Interactive Infographic)
- Delegation: Introduction to Delegation
- Delegation: Making Sure the Work Gets Done
- Delegation: Preparing Your Team for Delegation
- Delegation: Task Assignment Checklist (pdf/word job aid)
- Delegation: The Five-Step Delegation Process
- Demystifying Management
- Developing B-Players Into Top Performers (Part 1 of 6): The Great Overlooked Opportunity
- Developing B-Players Into Top Performers (Part 2 of 6): Identifying Potential A-Players
- Developing B-Players Into Top Performers (Part 3 of 6): Building Aspiration in B-Players
- Developing B-Players Into Top Performers (Part 4 of 6): Organizational Examination Comes First
- Developing B-Players Into Top Performers (Part 5 of 6): Leveraging the Talents of B-Players
- Developing B-Players Into Top Performers (Part 6 of 6): How to Build More A-Players
- Developing Management Skills
- Developing Remote Employees
- Discipline (Part 1 of 4): Discipline and Accountability For Results
- Discipline (Part 2 of 4): Elements of a Disciplinary Conversation
- Discipline (Part 3 of 4): Conducting a Disciplinary Discussion
- Discipline (Part 4 of 4): Progressive Discipline
- Discipline and Accountability for Results
- Dodds 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 Feedback
- Effective Global Program Management for IT
- Effective Negotiation Tactics for Supervisors
- Effective Performance Reviews
- Elements of a Disciplinary Conversation
- Elitel
- 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

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.
Employee Retention (Part 3 of 7):
- Compiling Employee Satisfaction Data
- Employee Retention (Part 4 of 7): Essential Factors
- Employee Retention (Part 5 of 7): Pay for Performance Plans
- Employee Retention (Part 6 of 7): Promoting Work-Life Balance
- Employee Retention (Part 7 of 7): Advanced Strategies

Enhancing Productivity With Remote Workers:
- How to Be a Productive Remote Worker
- Enhancing Productivity With Remote Workers: Managing Remote Teams
- Enhancing Productivity With Remote Workers: Managing Remote Workers

Ergonomics for Managers

Ethics: A Manager's Perspective

Expectancy Theory

Extrinsic and Intrinsic Rewards

Facilities Management

Facility Planning and Management for Service Providers

Feedback That Works

Field Testing

Flexing Your Coaching Approach

Four Things All New Supervisors Must Remember: E.X.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

Identifying the Culture of Your Organization

Implementing the Strategic Plan

Influencing

Innovation at the Verge

Intellectual Property

Introduction to Discipline

Introduction to Managing Remote Employees

Introduction to Working Remotely

Introverts and Extroverts: Introduction

Introverts and Extroverts: Managing Introverts

Job Rotation, Motivation, and Morale

Leaders Learning: How Not to Manage

Leader's Toolbox: The Change Environment

Leaders Working with Leaders: Building Your Team

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: Accountability in Delegation (Part 5 of 6)

Leadership and Delegation: Can You Do It All? (Part 1 of 6)

Leadership and Delegation: Delegating Authority (Part 4 of 6)

Leadership and Delegation: How to Delegate Work (Part 2 of 6)

Leadership and Delegation: Levels of Freedom (Part 3 of 6)

Leadership and Delegation: Your Delegation Toolkit (Part 6 of 6)

Leadership and Empowerment: Engagement, Delegation, and Empowerment (Part 1 of 6)

Leadership and Empowerment: Common Empowerment Misconceptions (Part 2 of 6)

Leadership and Empowerment: Understanding Empowerment (Part 3 of 6)

Leadership and Empowerment: Preparing for Empowerment in Your Organization (Part 4 of 6)

Leadership and Empowerment: How to Implement Empowerment (Part 5 of 6)

Leadership and Empowerment: Why Empowerment Fails (Part 6 of 6)

Leadership and Problem Solving

Leadership and Vision, Mission, and Values: Determining Vision Statements (Part 1 of 5)

Leadership and Vision, Mission, and Values: Understanding Mission Statements (Part 2 of 5)

Leadership and Vision, Mission, and Values: Choosing Organizational Values (Part 3 of 5)

Leadership and Vision, Mission, and Values: The Differences Among Vision, Mission, and Values Statements (Part 4 of 5)

Leadership and Vision, Mission, and Values: Writing Vision, Mission, and Values Statements (Part 5 of 5)

Leadership Fundamentals for Success Final Exam

Leadership of a Diverse Group

Leadership vs. Management

Leadership: Giving Non-Cash Recognition

Leading a Diverse Workforce

Leading a High-Performance Team

Leading a High-Performance Team (Spanish)

Leading a Team: 01. Leading a Team

Leading a Team: 02. Team Building and the Tuckman Model

Lean: Common Tools

Lean: Excellence through Lean Six Sigma

Lean: Introduction to SS

Lean: Principles

Lean: The Basics

Learn to Lead: Coaching to Promote Performance

Learn to Lead: Collaboration - The Key to Successful Solutions

Learn to Lead: Creative Collaborating

Learn to Lead: How to Lead When Things Go Sideways

Learn to Lead: Motivation Mission

Learn to Lead: Three Tips for Motivating Leadership

Learn to Lead: You Got This! Make Decisions With Confidence

Learning to Lead Final Exam

Logistics Operations and Management

Love ‘em or Lose ‘em

Make Effective Decisions

Making a Plan That Works

Making Decisions as a Group

Manage Diversity and Grow

Manage Diversity and Grow (French)

Manage Diversity and Grow (French-Canadian)

Manage Diversity and Grow (Spanish)

Management Basics

Management Skills - What Does it Take?

Managers: Getting Started on Accountability

Manager: Leading Accountable Teams

Manager: Transforming into a Culture of Accountability

Managers as Mentors

Manager’s Guide to Employee Performance Improvement

Manager’s Guide to the Americans with Disabilities Act

Manager’s Toolbox: Background Checks

Manager’s Toolbox: Battling a Toxic Environment

Manager’s Toolbox: Battling a Toxic Environment (French)

Manager’s Toolbox: Battling a Toxic Environment (French-Canadian)

Manager’s Toolbox: Battling a Toxic Environment (Spanish)

Manager’s Toolbox: Building an Engaged Organization

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.
<table>
<thead>
<tr>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Teams within an Organization</td>
</tr>
<tr>
<td>Managing Team Development</td>
</tr>
<tr>
<td>Managing Negativity</td>
</tr>
<tr>
<td>Managing Knock Your Socks off Service</td>
</tr>
<tr>
<td>Managing the Grapevine</td>
</tr>
<tr>
<td>Managing the Production Process</td>
</tr>
<tr>
<td>Managing the Production Process through Facility Layouts</td>
</tr>
<tr>
<td>Managing Up: The Art of Managing Your Manager</td>
</tr>
<tr>
<td>Managing Virtual Teams: Techniques and Best Practices</td>
</tr>
<tr>
<td>Marketing the Culture of Your Organization</td>
</tr>
<tr>
<td>Maslow's Theory of Motivation</td>
</tr>
<tr>
<td>Maximizing Employee Performance</td>
</tr>
<tr>
<td>Maximizing Employee Performance (Spanish)</td>
</tr>
<tr>
<td>Maximizing the Benefits of Your Organization’s Structure</td>
</tr>
<tr>
<td>Maximizing the Effectiveness Experience</td>
</tr>
<tr>
<td>Meal &amp; Rest Break Training: CA Manager &amp; Supervisors</td>
</tr>
<tr>
<td>Measuring for Success</td>
</tr>
<tr>
<td>Meeting the Delegation Challenge</td>
</tr>
<tr>
<td>Meeting the Delegation Challenge (Spanish)</td>
</tr>
<tr>
<td>Mentoring: Creating a Successful Mentoring Relationship</td>
</tr>
<tr>
<td>Mentoring: How to Create a Mentoring Program</td>
</tr>
<tr>
<td>Mentoring: How to Match Mentors and Mentees</td>
</tr>
<tr>
<td>Mentoring: Making a Mentoring Agreement</td>
</tr>
<tr>
<td>Mentoring: Mentoring Meeting Guidelines</td>
</tr>
<tr>
<td>Mentoring: What and the Why</td>
</tr>
<tr>
<td>Mentoring: What is a Mentoring Program</td>
</tr>
<tr>
<td>Mergers, Acquisitions &amp; Divestments</td>
</tr>
<tr>
<td>Mistakes Leaders Make: Eight Signs of a Dysfunctional Organization</td>
</tr>
<tr>
<td>Mistakes Leaders Make: Fixing the Dysfunction</td>
</tr>
<tr>
<td>Mistakes Leaders Make: Impedership</td>
</tr>
<tr>
<td>Motivating People and Being a Positive Role Model</td>
</tr>
<tr>
<td>Motivating and Retaining the Teenage Worker</td>
</tr>
<tr>
<td>Motivating Employees: Appraising Performance</td>
</tr>
<tr>
<td>Motivating Employees: Creating an Inspiring Workplace</td>
</tr>
<tr>
<td>Motivating Employees: Designing Satisfying Jobs</td>
</tr>
<tr>
<td>Motivating Employees: Part 1</td>
</tr>
<tr>
<td>Motivating Employees: Part 2</td>
</tr>
<tr>
<td>Motivating Employees: Rewarding Performance</td>
</tr>
<tr>
<td>Negotiating With Suppliers</td>
</tr>
<tr>
<td>No Magic Bullet</td>
</tr>
<tr>
<td>On Selecting, Developing and Managing Talent</td>
</tr>
<tr>
<td>Operational Plans: Budgets</td>
</tr>
<tr>
<td>Operational Plans: The Single Use Plan</td>
</tr>
<tr>
<td>Operational Plans: The Standing Plan</td>
</tr>
<tr>
<td>Operations Management for Service Providers</td>
</tr>
<tr>
<td>Operations Management in Manufacturing</td>
</tr>
<tr>
<td>Operations Rules</td>
</tr>
<tr>
<td>Organization for Efficiency</td>
</tr>
<tr>
<td>Organizational Behavior</td>
</tr>
<tr>
<td>Organizational Communication</td>
</tr>
<tr>
<td>Organizational Learning</td>
</tr>
<tr>
<td>Organizational Skills</td>
</tr>
<tr>
<td>Overcoming Resistance When Coaching</td>
</tr>
<tr>
<td>People People</td>
</tr>
<tr>
<td>Performance Excellence: Cost</td>
</tr>
<tr>
<td>Performance Excellence: Introduction</td>
</tr>
<tr>
<td>Performance Excellence: Requirements</td>
</tr>
<tr>
<td>Performance Excellence: Roadblocks</td>
</tr>
<tr>
<td>Performance Excellence: Terms</td>
</tr>
<tr>
<td>Performance Excellence: Why</td>
</tr>
<tr>
<td>Performance Gaps: A Diagram for Success: Find the Right Solution to Improve Performance</td>
</tr>
<tr>
<td>Performance Gaps: Got Gaps? Discover the Real Reason for Performance Gaps</td>
</tr>
<tr>
<td>Performance Gaps: Setting Clear Expectations: What You Say &amp; What They Hear</td>
</tr>
<tr>
<td>Performance Gaps: Solve Performance Gaps: When They Can't Do It</td>
</tr>
<tr>
<td>Performance Gaps: Solve Performance Gaps: When They Won't Do It</td>
</tr>
<tr>
<td>Performance Gaps: Test Your Skills: Tackle Performance Gaps Head-On</td>
</tr>
<tr>
<td>Performance Gaps: Uncover What You Don't Know About Your Team's Performance Gaps</td>
</tr>
<tr>
<td>Performance Intervention Maps</td>
</tr>
<tr>
<td>Performance Management: A Manager's Responsibility</td>
</tr>
<tr>
<td>Performance Management: Setting SMART Goals</td>
</tr>
<tr>
<td>Performance Reviews with Less Stress and Better Results</td>
</tr>
<tr>
<td>Performance Reviews: 7 Steps to Prepare</td>
</tr>
<tr>
<td>Placing a Product: Creating Value With Supply Chains</td>
</tr>
<tr>
<td>Placing a Product: Exploring Distribution</td>
</tr>
<tr>
<td>Positioned</td>
</tr>
<tr>
<td>Preparing for Your PCI Audit</td>
</tr>
<tr>
<td>Preventing Age Discrimination for Managers and Supervisors</td>
</tr>
<tr>
<td>Preventing Employment Discrimination for Managers and Supervisors</td>
</tr>
<tr>
<td>Preventing Unlawful Workplace Harassment in Federal Agencies - Manager Edition</td>
</tr>
<tr>
<td>Pricing a Product</td>
</tr>
<tr>
<td>Principles of Planning</td>
</tr>
<tr>
<td>Product Development and Patents</td>
</tr>
<tr>
<td>Productive Performance Appraisals</td>
</tr>
<tr>
<td>Productivity Through Praise</td>
</tr>
<tr>
<td>Progressive Discipline</td>
</tr>
<tr>
<td>Project Management for Non-Project Managers</td>
</tr>
<tr>
<td>Proper Introductions: Virtual Introductions</td>
</tr>
<tr>
<td>Providing Feedback</td>
</tr>
<tr>
<td>Put On Your Manager's Hat</td>
</tr>
<tr>
<td>Put the Moose on the Table</td>
</tr>
<tr>
<td>Tips for Implementation</td>
</tr>
</tbody>
</table>
ONLINE COURSES

- Work Teams: Some Basic Guidelines
- Work With the Confused Employee
- Working within the General and Specific Environment
- Workplace Harassment Prevention: Managers and Supervisor Edition
- Would I Work for Me?
- Writing Performance Reviews
- You Get What You Manage: The Pygmalion Effect

MARKETING
- 10 Mistakes in Marketing
- 49 Marketing Secrets (that Work) to Grow Sales
- Billion Dollar Branding
- Boosting Sales
- Brand Marketing
- Breaking Through
- Building Brand and Reputation
- Business Marketing Face to Face
- Competitive Marketing in Tourism
- Conducting Competitor Research Online
- Creating Your Brand Proposition
- Determining Customer Needs
- Developing a Value Proposition
- DO IT! Marketing
- Email Metrics 101
- Developing a Value Proposition
- Successful Marketing
- The Brand Glossary
- The Four Ps: Marketing Strategies
- The Mobile Marketing Handbook
- The New Rules of Green Marketing
- The Secrets of Successful Business Blogging
- The Value of Podcasts
- Write Powerful Copy for the Web and More

OSHA & WORKPLACE SAFETY
- 5 Common Safety Hazards in the Office Infographic
- Safety Habits That Could Save Your Life
- A Manager's Guide to Safety in the Workplace
- Accident Investigation
- Active Shooter & Workplace Violence
- Aggressive Driving
- Asbestos Awareness
- Back Injury Prevention
- 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 Pathogens
- Bloodborne Pathogens and Personal Protective Equipment (PPE)
- Bloodborne Pathogens and the Needlestick Safety and Prevention Act
- Bloodborne Pathogens Overview
- Carbon Dioxide for Managers
- Carbon Monoxide for Managers
- CDL: 01. Basics
- CDL: 02. Basic Vehicle Control
- CDL: 03. Transporting Cargo Safety
- CDL: 04. Transporting Hazardous Materials
- CDL: 05. Hazardous Driving Conditions
- CDL: 06. Accident and Fire Procedures
- CDL: 07. Vehicle Inspections
- Cell Phones in the Workplace: A Dangerous Distraction
- Cell Phones in the Workplace: A Dangerous Distraction (Spanish)
- Chemical Hazard Communication
- Cold Stress
- Combustible and Flammable Liquids
- Compressed Gas Cylinders
- Confined Space Entry
- Confined Spaces
- Confined Spaces for Employees: 01. Personnel Responsibilities

- Confined Spaces for Employees: 02. Understanding Permits
- Confined Spaces for Employees: 03. Atmospheric Hazards
- Confined Spaces for Employees: 04. Personal Protective Equipment
- Confined Spaces for Employees: 05. Confined Spaces for Construction
- Controlling Workplace Exposure to Bloodborne Pathogens
- Coronavirus Precautions and Prevention: Common Sense Hygiene
- Coronavirus Precautions and Prevention: Coronavirus Preparedness
- Crane Safety (Spanish)
- Crane Safety in Industrial & Construction Environments
- Creating Safety in Welding Operations
- Creating Safety in Welding Operations, (Spanish)
- CSA Training for Employees
- CSA Training for Managers
- CSA Training for Managers
- Dealing With Hazardous Spills
- Dealing with Hazardous Spills (Spanish)
- Defensive Driving
- Developing an Effective Safety Culture
- Distracted Driving
- Distracted Driving (Spanish)
- DOT HAZMAT: General Awareness (Spanish)
- DOT HAZMAT: Security Awareness (Spanish)
- DOT HAZMAT: In Depth Security Training (Spanish)
- DOT HAZMAT: Safety Training (Spanish)
- DOT: Classification
- DOT: Hazardous Materials Transportation
- DOT: Loading and Unloading
- DOT: Marking, Labeling and Placarding
- DOT: Packaging
- DOT: Shipping Papers
- Electrical Safety Awareness
- Electrical Safety for Everyone
- Electrical Safety for Everyone (Spanish)
- Electrical Safety for Qualified Workers
- Electrical Safety for Qualified Workers (Spanish)
- Electrical Safety in the Laboratory
- Electrocution Hazards in Construction Environments Part 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 Workers
- Ergonomics for Manufacturing
- Exposure Monitoring and Medical Surveillance (HAZWOPER)
- Fall Factors: Understanding & Preventing Slips, Trips & Falls
- Fall Factors: Understanding & Preventing Slips, Trips & Falls (Spanish)
- Fall Protection
- Fall Protection in Construction Environments

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.

800.944.8503 • pryor.com
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.
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, HRDC, PDC and PDU credits.

800.944.8503 • pryor.com
ONLINE COURSES

- Know Your Numbers: Body Mass Index
- Know Your Numbers: Cholesterol
- Know Your Numbers: Glucose
- Leadership and Stress
- Learning Styles: Develop Your Learning
- Learning Styles: Different Learning Styles
- Learning Styles: Managing Multiple Learning Styles
- Let's Work It Out
- Linking Ethics to Stress and Emotions
- Living Large on Less
- Making Command Decisions Work for You
- Making Consensus Decisions Work for You
- Making Delegated Decisions Work for You
- Making Learning Stick
- Manager's Toolbox: Building an Engaged Organization (French)
- Manager's Toolbox: Building an Engaged Organization (French-Canadian)
- Manager's Toolbox: Building an Engaged Organization (Spanish)
- Managing Information Overload
- Managing Others' Impression of You
- Managing Stress
- Managing Your Waste
- Memory Challenge: Mnemonics
- Money Secrets of the Rich
- Participating in a High Performance Team
- Perceptions: Managing How You're Perceived
- Perceptions: Rebuilding Your Reputation
- Perceptions: Understanding Perceptions
- Personal Brands
- Powered Industrial Trucks and Power Pallet Trucks
- Preparing for My Appraisal
- Problem Solving: Define the Problem
- Problem Solving: Determine the Root Cause
- Problem Solving: Evaluate and Select Solutions
- Problem Solving: Generate Solutions
- Problem Solving: Implement Solutions
- Problem Solving: Introduction to Problem Solving
- Problem Solving: Monitor the Resolution
- Putting it all Together
- Ready for Retirement
- Recognize Eye Strain
- Recognize Eye Strain (French)
- Recognize Eye Strain (French-Canadian)
- Recognize Eye Strain (Spanish)
- Recycling in the Workplace
- Reduce Eye Strain
- Reduce Eye Strain (French)
- Reduce Eye Strain (French-Canadian)
- Reduce Eye Strain (Spanish)
- Reducing Stress Through Time Management
- Reducing Stress: Meditation and Visualization
- Reducing Stress: Techniques to Relax
- Representing Your Brand
- Respect - How to Be Liked
- Respect - How to Be Respected
- Respect - Working with Dislike
- Rethinking Brainstorming
- Safe Money Millionaire
- Selfies Gone Wrong
- Setting Sound Goals
- Setting Your Development Goals
- Six-Step Process to Problem Solving
- Smile!
- Social Awareness Tools
- Strengths Finder 2.0
- Stress at Work
- Stress Management - Avoidable Stress
- Stress Management - Handling Stress
- Stress Management - Managing Stress
- Stress Management - Unavoidable Stress
- Stress Management: Leading Understanding Stress
- Stress Management for Women
- Stretching in the Workplace
- Studying in Groups
- Supercompetent
- Take Charge of Your Talent
- The Better Money Method
- The Empress Has No Clothes
- The Growth Mindset: 01. The Growth Mindset: Embracing Yet
- The Growth Mindset: 02. Developing the Growth Mindset
- The Growth Mindset: 03. Limitations of a Fixed Mindset
- The Money Flow
- The Psychology of Decision-Making
- The ROI of Green
- The Science of Sleep: How Much Sleep Do You Need
- The Science of Sleep: Sleep Hygiene
- The Science of Sleep: Sleeping for Shift Work
- The Science of Sleep: The Science of Sleep
- Think Big, Live Large
- Understanding & Controlling Ergonomic Risk Factors
- Understanding & Controlling Ergonomic Risk Factors (Spanish)
- Understanding Ergonomic Design
- Understanding Hazardous Waste
- Understanding Headaches: Surprising Headache Triggers
- Understanding Headaches: Understanding Headaches
- Understanding Stress
- Understanding Stress at Work
- Unknown Knowns: Getting Started
- Unknown Knowns: Leading Knowledge Transfer
- Unknown Knowns: The Knowledge Transfer Process
- Unknown Knowns: Understanding Better Practices
- Using DISC to Raise Your Emotional-IQ
- Vocabulary Retention Tips and Tricks
- Water Conservation
- What can be done about job stress?
- What is Stress?
- What Stresses Employees at Work?
- When to Study
- Where to Study
- Work Hacks: 5 Hacks for Workplace Sanity
- Work Hacks: 5 Hacks to a Clean and Comfortable Space
- Work Hacks: 6 Hacks to Controlling Your Inbox
- Work Hacks: 7 Hacks for Office Productivity
- Work Hacks: 7 Hacks to Maintain Work/Home Balance
- Work Hacks: Go Green
- Working in Adversarial Relationships
- Working Well with Everyone: Diversity = Greatness
- Working Well with Everyone: The Power of Inclusion
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French)
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French-Canadian)
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (Spanish)
- Workplace Life Jacket: 8 Tips to Control Your Email
- Workplace Life Jacket: 8 Tips to Control Your Email (French)
- Workplace Life Jacket: 8 Tips to Control Your Email (French-Canadian)
- Workplace Life Jacket: Tips for an Organized Workspace
- Workplace Life Jacket: Tips for an Organized Workspace (French)
- Workplace Life Jacket: Tips for an Organized Workspace (French-Canadian)
- Workplace Life Jacket: Tips for an Organized Workspace (Spanish)
- Workplace Life Jacket: Tips to Increase Productivity
- Workplace Life Jacket: Tips to Increase Productivity (French)
- Workplace Life Jacket: Tips to Increase Productivity (French-Canadian)
- Workplace Life Jacket: Tips to Increase Productivity (Spanish)
- Workplace Life Jacket: Tips to Remain Sane
- Workplace Life Jacket: Tips to Remain Sane (French)
- Workplace Life Jacket: Tips to Remain Sane (French-Canadian)
- Workplace Life Jacket: Tips to Remain Sane (Spanish)
- Workplace Stress
- Workplace Stress (Spanish)
- Workplace Stress (Spanish)
- You Are What You Eat: Brain Food
- You Are What You Eat: Meat-Managing
- You Are What You Eat: Reading Food Labels
- You Are What You Eat: You Are What You Eat
- Your Body is Talking: What is it Saying?
- Zip It Tips

PROJECT MANAGEMENT
- 10 Steps to Successful Project Management
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 01 - The Process
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 02 - The Exam
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 03 - Agile Principles & Mindset Part 01
ONLINE COURSES

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)
- Avoid the Top Mistakes Sales Reps Make
- Building a Sales Process
- Building GREAT Sales Relationships
- Characteristics of the Sale: Analytics and Metrics
- Characteristics of the Sale: 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
- Claiming vs. Creating Value in Negotiation
- Closing the Sale
- Conquering Sales Objections
- Creating Effective Sales Proposals
- Creating Your Elevator Pitch
- Cross Selling
- Dealing with Difficult Situations
- Developing Your Territory: Building the Sales Plan
- Developing Your Territory: Summarizing the Business Situation
- DISC: Selling D
- DISC: Selling I
- DISC: Selling S
- DISC: Selling C
- Effective Selling in Any Situation
- Emotional Intelligence for Sales Success
- Establishing Credibility
- Establishing Trust with Customers
- Excellent Customer Service
- Finding Good Prospects
- Following up on Your Sale
- Follow-Up After the Sale
- Get Clients Now!
- Getting Past the Gatekeeper
- Handling Tough Customers
- How Customers Want to Be Treated
- How to Develop Your Sales Plan
- How to Leave Phone Voicemail that Get Returned
- Leading the Sales Force
- Managing Enterprise Accounts: Customer Lifetime Value
- Managing Enterprise Accounts: Finding Unmet Needs
- Managing Enterprise Accounts: Handling Objections
- Managing Enterprise Accounts: Introduction
- Managing Enterprise Accounts: No Push Close
- Managing Enterprise Accounts: No Push Selling
- Managing Enterprise Accounts: Pre-Call Planning
- Managing Enterprise Accounts: Selling Benefits
- Managing Enterprise Accounts: The Five-Minute Debrief
- Managing Enterprise Accounts: Value Added Selling
- Managing Your Sales Prospects
- Modern Phone Sales Techniques
- Motivate Your Sales Team
- Negotiating for Success
- Negotiating: 01. Introduction to Negotiating
- Negotiating: 02. Framing
- Negotiating: 03. Styles
- Negotiating: 04. Identifying Leverage
- Negotiating: 05. Analyzing Upcoming Negotiations
- Negotiating: 06. Planning for Negotiations
- Negotiating: 07. The Negotiation Process
- Negotiating: 08. Reaching Agreement
- Negotiating: 09. Evaluating Your Performance
- Negotiating: 10. DISC Styles
- Negotiating: 11. Dealing with Strategies
- Negotiations: Solving the Tough Problems
- No, But, If
- Objection Series: Doubt
- Objection Series: Indifference
- Objection Series: Misunderstanding
- Objection Series: True Negative
- Overview of Sales Methodologies
- Preparing for Your Sales Pre-approach
- Presentation Skills: Closing
- ProActive Sales Management
- Prospecting by Phone: 7 Guidelines for Cold Call Management
- Prospecting by Phone: Avoiding Common Mistakes
- Prospecting by Phone: Cold Call Guidelines
- Prospecting by Phone: Does Cold Calling Work?
- Prospecting by Phone: Great Incoming Greetings
- Prospecting by Phone: Standing Out from the Crowd
- Prospecting by Phone: The 4-Minute Call
- Prospecting by Phone: The Great Voice Message, Part 1
- Prospecting by Phone: The Great Voice Message, Part 2
- Quicksell
- Researching Prospects & Industry Online
- Riding Along with Sales Reps
- Running a Sales Meeting
- Sales and Ethics: Connecting Your Values to Your Career
- Sales and Ethics: Making Ethical Decisions
- Sales and Ethics: Managing Conflicts of Interest
- Sales Communications: Internal Sales Communication
- Sales Communications: Writing Sales Proposals
- Sales Force Design for Strategic Advantage
- Sales Forecasting for the Salesperson
- Sales Forecasting Management
- Sales Prospecting: How to Get Past Gatekeepers
- Sales Prospecting: How to Leave Sales Voicemails
- Sales Prospecting: Sales Analytics and Metrics
- Sales Prospecting: Social Media Networking

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, HRCP, PDC and PDU credits.
<table>
<thead>
<tr>
<th>ONLINE COURSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Sales Prospecting: The Flipped Sales Funnel</td>
</tr>
<tr>
<td>• Sales Prospecting: The Link Between Marketing and Sales</td>
</tr>
<tr>
<td>• Sales Prospecting: The Original Sales Funnel</td>
</tr>
<tr>
<td>• Sales Prospecting: The Sales Pipeline</td>
</tr>
<tr>
<td>• Sales Time Management</td>
</tr>
<tr>
<td>• Sales: Attitude is Everything</td>
</tr>
<tr>
<td>• Sales: Attitude is Everything (French)</td>
</tr>
<tr>
<td>• Sales: Attitude is Everything (French-Canadian)</td>
</tr>
<tr>
<td>• Sales: Attitude is Everything (Spanish)</td>
</tr>
<tr>
<td>• Sales: Boost Your Selling Power</td>
</tr>
<tr>
<td>• Sales: Boost Your Selling Power (French)</td>
</tr>
<tr>
<td>• Sales: Boost Your Selling Power (French-Canadian)</td>
</tr>
<tr>
<td>• Sales: Boost Your Selling Power (Spanish)</td>
</tr>
<tr>
<td>• Sales: Create Sales Proposals</td>
</tr>
<tr>
<td>• Sales: Create Sales Proposals (French)</td>
</tr>
<tr>
<td>• Sales: Create Sales Proposals (French-Canadian)</td>
</tr>
<tr>
<td>• Sales: Create Sales Proposals (Spanish)</td>
</tr>
<tr>
<td>• Sales: Overcoming Objections</td>
</tr>
<tr>
<td>• Sales: Overcoming Objections (French)</td>
</tr>
<tr>
<td>• Sales: Overcoming Objections (French-Canadian)</td>
</tr>
<tr>
<td>• Sales: Overcoming Objections (Spanish)</td>
</tr>
<tr>
<td>• Sales: Qualifying Prospects</td>
</tr>
<tr>
<td>• Sales: Qualifying Prospects (French)</td>
</tr>
<tr>
<td>• Sales: Qualifying Prospects (French-Canadian)</td>
</tr>
<tr>
<td>• Sales: Qualifying Prospects (Spanish)</td>
</tr>
<tr>
<td>• Sales: Set Goals and Manage Time</td>
</tr>
<tr>
<td>• Sales: Set Goals and Manage Time (French-Canadian)</td>
</tr>
<tr>
<td>• Sales: Set Goals and Manage Time (Spanish)</td>
</tr>
<tr>
<td>• Sales: Tips for Successful Sales</td>
</tr>
<tr>
<td>• Sales: Tips for Successful Sales (French)</td>
</tr>
<tr>
<td>• Sales: Tips for Successful Sales (French-Canadian)</td>
</tr>
<tr>
<td>• Sales: Tips for Successful Sales (Spanish)</td>
</tr>
<tr>
<td>• Sell for Success! What You Need to Know About Selling</td>
</tr>
<tr>
<td>• Sell Without Selling</td>
</tr>
<tr>
<td>• Selling at a Distance: Gathering Prospect Information</td>
</tr>
<tr>
<td>• Selling at a Distance: Phone Selling</td>
</tr>
<tr>
<td>• Selling at a Distance: The Virtual Presentation</td>
</tr>
<tr>
<td>• Selling New Products</td>
</tr>
<tr>
<td>• Selling Strategies: Consultative Selling</td>
</tr>
<tr>
<td>• Selling Strategies: Cyclical Selling</td>
</tr>
<tr>
<td>• Selling Strategies: Field Sales</td>
</tr>
<tr>
<td>• Selling Strategies: STUN Selling</td>
</tr>
<tr>
<td>• Selling Strategies: Tiered Selling</td>
</tr>
<tr>
<td>• Selling Strategies: Upsell and Add-Ons</td>
</tr>
<tr>
<td>• Selling To Different Customer Roles</td>
</tr>
<tr>
<td>• Selling to the C-Suite</td>
</tr>
<tr>
<td>• Selling Value Over Price</td>
</tr>
<tr>
<td>• Setting and Managing Your Sales Goals</td>
</tr>
<tr>
<td>• Speaking Customer</td>
</tr>
<tr>
<td>• Strategizing for Your Sales Presentation</td>
</tr>
<tr>
<td>• Successful Selling in Today's Economy</td>
</tr>
<tr>
<td>• Time Management: Advanced Questioning Techniques</td>
</tr>
<tr>
<td>• The Distance Sales Cycle</td>
</tr>
<tr>
<td>• The New Rules of Lead Generation</td>
</tr>
<tr>
<td>• The Qualifying Process</td>
</tr>
<tr>
<td>• The Sales Process: Advanced Questioning Techniques</td>
</tr>
<tr>
<td>• The Sales Process: DISC</td>
</tr>
<tr>
<td>• The Sales Process: No Fuss Closing</td>
</tr>
<tr>
<td>• The Sales Process: Overcoming Objections</td>
</tr>
<tr>
<td>• The Sales Process: Uncovering Needs</td>
</tr>
<tr>
<td>• The Unmet Need</td>
</tr>
<tr>
<td>• Turning Features into Benefits</td>
</tr>
<tr>
<td>• Understanding Techniques for a Sales Approach</td>
</tr>
<tr>
<td>• Upsell With Confidence</td>
</tr>
<tr>
<td>• Using Adaptive Selling to Make the Sale</td>
</tr>
<tr>
<td>• Utilizing DISC in Sales</td>
</tr>
<tr>
<td>• What Is a Sales Process?</td>
</tr>
<tr>
<td>• What's Right for This Prospect, Today?</td>
</tr>
<tr>
<td>• When to Shut Up</td>
</tr>
<tr>
<td>• Working with Psychological Biases in Negotiation</td>
</tr>
<tr>
<td>• Writing Effective Sales e-Mails</td>
</tr>
<tr>
<td>• Working More Efficiently</td>
</tr>
<tr>
<td>• Managing Your Time By Organizing Paperwork</td>
</tr>
<tr>
<td>• Managing Your Time Effectively (French)</td>
</tr>
<tr>
<td>• Managing Your Time Effectively (French-Canadian)</td>
</tr>
<tr>
<td>• Managing Your Time Effectively (Spanish)</td>
</tr>
<tr>
<td>• It's About Time</td>
</tr>
<tr>
<td>• It's About Time (Spanish)</td>
</tr>
<tr>
<td>• Manage Your Time By Organizing Paperwork</td>
</tr>
<tr>
<td>• Managing the Time of Your Life Part I</td>
</tr>
<tr>
<td>• Managing the Time of Your Life Part II</td>
</tr>
<tr>
<td>• Managing Your Time</td>
</tr>
<tr>
<td>• Planning and Prioritizing Your Time Effectively - 06/17/2020 Live Recording</td>
</tr>
<tr>
<td>• Planning Your Week</td>
</tr>
<tr>
<td>• Prioritize Your Tasks</td>
</tr>
<tr>
<td>• Save Time and Save Stress</td>
</tr>
<tr>
<td>• Setting and Managing Priorities: Strategic Priorities and the Baldrige Framework (Part 1 of 6)</td>
</tr>
<tr>
<td>• Setting and Managing Priorities: Identifying Organizational Priorities (Part 2 of 6)</td>
</tr>
<tr>
<td>• Setting and Managing Priorities: Identifying Personal Priorities (Part 3 of 6)</td>
</tr>
<tr>
<td>• Setting and Managing Priorities: Ranking Your Priorities (Part 4 of 6)</td>
</tr>
<tr>
<td>• Setting and Managing Priorities: Planning Your Priorities (Part 5 of 6)</td>
</tr>
<tr>
<td>• Setting and Managing Priorities: Priority Management Toolkit (Part 6 of 6)</td>
</tr>
<tr>
<td>• Stop Procrastinating</td>
</tr>
<tr>
<td>• Survey Says: Top Time-Wasters at Work</td>
</tr>
<tr>
<td>• Tackle These 10 Time Wasters Worksheet</td>
</tr>
<tr>
<td>• The Secrets of Successful Time Management</td>
</tr>
<tr>
<td>• The Time of Your Life</td>
</tr>
<tr>
<td>• The Time of Your Life (French)</td>
</tr>
<tr>
<td>• The Time of Your Life (French-Canadian)</td>
</tr>
<tr>
<td>• The Time of Your Life (Spanish)</td>
</tr>
<tr>
<td>• Time Management for Managers</td>
</tr>
<tr>
<td>• Time Management: Clear Mental Clutter</td>
</tr>
<tr>
<td>• Time Management: Make Meetings Work</td>
</tr>
<tr>
<td>• Time Management: Prioritize Your Work</td>
</tr>
<tr>
<td>• Time Management: Procrastination</td>
</tr>
<tr>
<td>• Time Management: Time Manage Projects</td>
</tr>
<tr>
<td>• Time Tracking Log Worksheet</td>
</tr>
<tr>
<td>• Tips for Sticking to Your Routine</td>
</tr>
<tr>
<td>• To-Do List Tool: Paired Comparison</td>
</tr>
<tr>
<td>• To-Do List Tool: Rocks, Pebbles, and Sand</td>
</tr>
<tr>
<td>• Work Life Balance Tools</td>
</tr>
</tbody>
</table>

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.