LIVE SEMINARS

05/2019

Individual Training: 1.800.780.8476 • Group Training: 1.800.944.8503 • 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.

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

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

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

COMMUNICATION
- Communicate with Tact and Professionalism
- Communication Skills for Women
- How to Become a Great Communicator
- How to Communicate with Tact and Professionalism (2-Day)
- How to Deliver Presentations with Ease and Confidence
- How to Handle Emotionally Charged Situations in the Workplace
- Stress Management for Women (afternoon)
- Stress Management for Women (morning)

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

CUSTOMER SERVICE
- How to Deliver Exceptional Customer Service

FINANCE & ACCOUNTING
- Collections Law
- How to Manage & Organize Accounts Payable
- How to Manage Inventory & Cycle Counts
- How to Plan and Monitor a Budget
- How to Use QuickBooks®
- QuickBooks® Payroll
- Sales & Use Tax Workshop
- Understanding Financial Statements

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

MANAGEMENT & LEADERSHIP
- A Crash Course for the First-Time Manager or Supervisor
- Basic Accounting Skills for the Business Professional
- Be the Manager Your Employees Want to Follow
- Creative Leadership
- Criticism & Discipline Skills for Managers and Supervisors
- Facilities Management - A 2-Day Comprehensive Course
- How Managers Become Great Leaders
- How to Improve Employee Accountability
- How to Manage Remote Employees
- 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
- Making the Transition from Staff to Supervisor
- Management & Leadership Skills for New Managers and Supervisors (2-Day)
- Managing with Assertive Confidence
- Overcoming Negativity
- The Exceptional Team Leader
- The Indispensable Office Manager

MARKETING
- Digital Marketing
- Social Media Marketing Strategy

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

PERSONAL DEVELOPMENT
- Dealing with Difficult People
- Developing Emotional Intelligence
- Managing Emotions Under Pressure
- Spark Innovation and Think Strategically
- Strategic Goal-Setting
- The Women’s Conference

PROJECT MANAGEMENT
- Project Management Workshop

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

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

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- Effective Online Meetings 7: Presentation
- Effective Online Meetings 8: Follow-Up
- Eliminating the Execution Gap
- Ethical Decision-Making Skills: Ethical Issues and Problems (Section 1)
- Ethical Decision-Making Skills: Connecting Character (Section 2)
- Ethical Decision-Making Skills: What You Need to Know (Section 3)
- Ethical Decision-Making Skills: Actions for Success (Section 4)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 1)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 2)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 3)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 4)
- Ethical Issues in Advertising and Marketing
- Ethical Situations to Consider (Spanish)
- Ethics and Business Conduct for Government Contractors
- Ethics and Business Conduct for Government Contractors (Refresher Version)
- Ethics and Code of Conduct
- Ethics and Social Responsibility in Management
- Ethics Begins With Respect (Part 4 of 13)
- Ethics For Managers
- Ethics in the Workplace
- Ethics Requires Self-Discipline (Part 6 of 13)
- Ethics: An Employee's Perspective
- Ethics: Everything You Ever Wanted To Know About Conflicts Of Interest But Were Too Lazy To Ask
- Ethics: How To Avoid Sexual Harassment In Under Four Minutes!
- Ethics: How To Deal With Anybody For Whom Episode 5 Was Hard To Understand
- Ethics: How To Handle Customer Information. Boring Title, Awesome Video
- Ethics: Privacy - Or The Total Lack Of It, Depending On What You Do!
- Ethics: Probably The Best Reason Ever For Not Taking Bribes
- Ethics: The Remarkably Obvious Difference Between A Gift And A Bribe
- Ethics: To Borrow, Or Not To Borrow? That Is The Question, And This Video Is The Answer!
- Exploring Competition in Business
- Gathering Data: Costs and Benefits
- Gathering Data: Identifying and Addressing Risks
- Gathering Data: SWOT Analysis
- Gathering Data: Understanding Financial Metrics
- Gift and Hospitality in the Workplace - Part 1: Ethical Issues and Problems
- Gift and Hospitality in the Workplace - Part 2: Workplace Skills for Success
- Google Calendar™ Training
- Government's Role in Managing the Economy
- Grammalogues, Legal Documents and a Glossary
- Igniting Creativity: Conducting a Brainstorming Session (Part 6 of 11)
- Igniting Creativity: How To Be Innovative (Part 7 of 11)
- Igniting Creativity: Innovating With SCAMPER (Part 8 of 11)
- Igniting Creativity: Idea Generation Techniques (Part 9 of 11)
- Igniting Creativity: Becoming a More Creative Thinker (Part 10 of 11)
- Igniting Creativity: Fostering Creativity at Work (Part 11 of 11)
- International Travel for Business
- Introduction to Math: Adding and Subtracting
- Introduction to Math: Choosing the Right Operation
- Introduction to Math: Estimation Basics
- Introduction to Math: Focusing the Fear
- Introduction to Math: Finding Averages
- Introduction to Math: Multiplying and Dividing
- Introduction to Math: Positive and Negative Numbers
- Introduction to Math: Understanding Decimals
- Introduction to Math: Understanding Fractions
- Introduction to Math: Understanding Percentages
- Introduction to Math: Understanding the Metric System
- Job Offer Math: Benefits by the Numbers
- Job Offer Math: Cost of Living Comparisons
- Job Offer Math: Medical Insurance Basics
- Job Offer Math: Understanding a Job Offer
- Keys to Lively and Effective Meetings
- Know Where to Stand For (Part 3 of 13)
- Knowledge Management: Getting and Sharing Best Practices
- Leadership and Change: Making Change a Core Competency (Part 1 of 9)
- Leadership and Change: Making Change a Core Competency (Part 2 of 9)
- Leadership and Change: The Resistance to Change (Part 3 of 9)
- Leadership and Change: Creating a Case for Change (Part 4 of 9)
- Leadership and Change: Thinking Strategically About Change (Part 5 of 9)
- Leadership and Change: Implementing a Change Initiative (Part 6 of 9)
- Leadership and Change: Establishing a Culture of Agility (Part 7 of 9)
- Leadership and Change: Overcoming a Fear of Change (Part 8 of 9)
- Leadership and Change: Agility Quick Tips (Part 9 of 9)
- Leading Team Meetings
- Learning What You Don't Know
- Leveraging Video for Unified Communications
- Linking Ethical Behavior to Your Organization's Structure
- Lose the Meeting Blues
- Lose the Meeting Blues (Spanish)
- Maintaining Your Statement of Values (Part 12 of 13)
- Making Travel Plans and Reservations
- Managing Change in Your Organization
- Managing Meetings
- Mathematical Foundation
- Measuring the Health of the Economy
- Meeting Agendas and Minutes
- Meeting For Results
- Minimizing Gossip and Rumor
- Misgoverning Corporations: An Overview
- Moral Conscience and Ethical Balance at Work: Absolutes and Ethical Relativism in the Workplace
- Moral Conscience and Ethical Balance at Work: Ethical Balance
- Moral Conscience and Ethical Balance at Work: Feeling Ethical
- Moral Conscience and Ethical Balance at Work: What is a Conscience?
- Moral Conscience and Ethical Balance at Work: Your Guilt Trip
- New Employee Math: Budgeting Basics
- New Employee Math: How to Fill Out a W-4
- New Employee Math: Investment Basics
- New Employee Math: Retirement Savings Basics
- New Employee Math: Savings
- New Employee Math: Taxation Basics
- New Employee Math: Your First Paycheck
- Office Etiquette
- Operations Processes
- Organizational Ethics
- People Matter! Beginning with Respect

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• Grammar Guide: Apostrophes
• Grammar Guide: Colors & Semicolons
• Grammar Guide: Commas
• Grammar Guide: Common Errors
• Grammar Guide: End Punctuation
• Grammar Guide: Indefinite Pronouns
• Grammar Guide: Interrogative Pronouns
• Grammar Guide: Irregular Verbs
• Grammar Guide: Misused Words
• Grammar Guide: Parentheses
• Grammar Guide: Personal Pronouns
• Grammar Guide: Plural Nouns
• Grammar Guide: Quotation Marks
• Grammar Guide: Regular Verbs
• Grammar Guide: Sentences & Paragraphs
• Grammar Shootout - SkillBuilder Game
• Great Grammar and Painless Proofreading
• Measurements and Magnitudes with Numbers
• Numbers and Numerals
• Political Awareness in Government Agencies
• Proposals That Work for Government Agencies
• Sending an Email
• Sentence Construction - Skills and Drills
• Thank You Notes
• Using Active Voice - Skills and Drills
• Using Numbers for Time and Money
• Using Numbers in Sentences - Skills and Drills
• Using Words or Figures for Numbers
• Write Effective and Appropriate Emails

COMMUNICATION
• A Positive Approach to Speaking
• Active Listening
• Active Listening Skills to Improve Communication
• Aggressive Manipulators
• Assertive Communication: The Continuum
• Assertive Communication: The Nonverbal Side
• Assertive Communication: The Three-Part Model
• Assertive Communication: Tips for Naturally Aggressive People
• Assertive Communication: Tips for Naturally Passive People
• Assertive Communication: Tips for Self-Regulation
• Assertiveness: What Kind of Communicator Are You?
• Basic Facilitation
• Building Great Relationships at Work (Part 1 of 5)
• Building Great Relationships with Co-Workers (Part 2 of 5)
• Building Great Relationships with Bosses (Part 3 of 5)
• Building Great Relationships with Subordinates (Part 4 of 5)
• Building Great Relationships: Building Relationships with Jerks (Part 5 of 5)
• Building Influence in the Workplace
• Building Your Personal Brand
• Colorful Connections - Communication Basics (P)
• Colorful Connections - Recognizing the Personalities (P)
• Colorful Connections - Team Building Basics (P)
• Confronting Workplace Conflict
• Conflict: Respond to Tension
• Conflict: Workplace Tension
• 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 Difficult Parents
• Defining Moments
• DISC: Questionnaire
• DISC: Leading C
• DISC: Leading S
• DISC: Leading D
• DISC Styles: C
• DISC Styles: S
• DISC Styles: D
• DISC Styles: I
• DISC: Introduction
• DISC: Leading D
• DISC: Leading I
• DISC: Leading S
• DISC: Leading C
• DISC: Questionnaire
• DISC: Understanding DISC Styles
• Elevator Pitch
• English at Work Series: Agreeing and Disagreeing
• English at Work Series: Apologizing
• English at Work Series: Asking Questions
• English at Work Series: Clarifying and Explaining
• English at Work Series: Communicating Feedback
• English at Work Series: Comparing and Contrasting
• English at Work Series: Complaining and Criticizing
• English at Work Series: Considering Options
• English at Work Series: Describing Feelings
• 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 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)
• EQ Toolbox: Managing Your Relationships (Spanish-Canadian)
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• 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
• Interpersonal Communication
• Interpersonal Communication (Spanish)
• Introduction to Negotiation
• Introduction to Negotiation (French)
• Introduction to Negotiation (French-Canadian)
• Introduction to Negotiation (Spanish)
• Keep Your Cool: Attitude
• Keep Your Cool: Control
• Keep Your Cool: Signs
• Keep Your Cool: Truths
• Keep Your Cool: Venting
• Making Them Believe
• Making Your Point
• Manage Yourself in the Midst of Conflict
• Manage Yourself in the Midst of Conflict (French)
• Manage Yourself in the Midst of Conflict (French-Canadian)
• Manage Yourself in the Midst of Conflict (Spanish)
• Managing Conflict in Special Circumstances
• Managing Conflict in Special Circumstances (French)
• Managing Conflict in Special Circumstances (French-Canadian)
• Managing Conflict in Special Circumstances (Spanish)
• Managing Conflict Step-by-Step
• Managing Conflict Step-by-Step (French)
• Managing Conflict Step-by-Step (French-Canadian)
• Managing Conflict Step-by-Step (Spanish)
• Manipulation in the Workplace
• Negotiation - On the Road to Success
• Nonverbal Communication: Aligning Nonverbal Communication with Intentions
• Nonverbal Communication: Defining
• Nonverbal Communication
• Nonverbal Communication: Leveraging Nonverbals for Success
• Nonverbal Communication: Workplace Standards
• Nonverbal Communication: Workplace Standards - Appearance
• Online Demos Made Easy
• Organizing and Planning a Web Conference
• Overview of Web Conferences
• Passive Manipulators
• Persuasive Communication: Introduction
• Persuasive Communication: Techniques
• Pitching and Influencing
• Power Speaking
• Power Speaking (Spanish)
• Powerful Listening Skills
• Powerful Listening Skills (French)
• Powerful Listening Skills (French-Canadian)
• Powerful Listening Skills (Spanish)
• Presentation Room Set Up Infographic
• Presentation Room Set Up: After the Presentation
• Presentation Skills: Basic Questions
• Presentation Skills: Creating Slides
• Presentation Skills: Handling Distractions
• Presentation Skills: Handling Questions
• Presentation Skills: Handouts
• Presentation Skills: How to Make a Point
• Presentation Skills: Opening
• Presentation Skills: Organizing
• Presentation Skills: Psyching Up
• Presentation Skills: Punching Up Your Presentation
• Presentation Skills: Right Before the Presentation
• Presentation Skills: Using Audio Visuals
• Presenting at a Web Conference
• Putdown Offenders
• Simple Scripts for Problems at Work
• Speak Up and Be Heard! A Confidence-Boosting Course for Women
• Speaking and Listening
• Straight Talk On Bad Language
• Styles of Negotiation
• Styles of Negotiation (French)
• Styles of Negotiation (French-Canadian)
• Styles of Negotiation (Spanish)
• The Art of Nonverbal Communication
• The Art of Nonverbal Communication (French)
• The Art of Nonverbal Communication (French-Canadian)
• The 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 Basics of Emotional Intelligence: The Eight Basic Emotions
• The Four Rs of Assertiveness
• The Great Conversationalist
• The Meaning of Being Assertive
• The Secret to Effective Communication
• The Subtle Art of Manipulation
• The Truth About Conflict
• Understanding Your Learning Style
• Using Assertive Verbal Skills
• Working Well with Everyone: The Diversity Continuum
• Working Well with Everyone: The Mistake of Stereotyping
• Your Assertive Rights

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

ONLINE COURSES
• 60 Minutes of Adobe® Acrobat® Secrets
• 60 Minutes of Microsoft® Access® Secrets
• 60 Minutes of Microsoft® Excel® Secrets
• 60 Minutes of Microsoft® Excel® Secrets 2013
• 60 Minutes of Microsoft® Outlook® Secrets
• 60 Minutes of Microsoft® PowerPoint® Secrets
• 60 Minutes of Photoshop® Secrets
• Accept or Decline a Task Assignment in Microsoft® Outlook® 2016
• Access® 2013 Part 1: Add Controls to a Report
• Access® 2013 Part 1: Configuring Form Lookup Field
• Access® 2013 Part 1: Create a Form
• Access® 2013 Part 1: Create a Query with Multiple Parameters
• Access® 2013 Part 1: Create a Report
• Access® 2013 Part 1: Create a Simple Access Database
• Access® 2013 Part 1: Create Action Queries
• Access® 2013 Part 1: Create Parameter Queries
• Access® 2013 Part 1: Create Unmatched and Duplicate Queries
• Access® 2013 Part 1: Edit Tables and Rows
• Access® 2013 Part 1: Enhance the Appearance of a Report
• Access® 2013 Part 1: Explore
• Access Ribbon Commands
• Access® 2013 Part 1: Get Help in Access
• Access® 2013 Part 1: Join Data from Different Tables in a Query
• Access® 2013 Part 1: Modify Table Data
• Access® 2013 Part 1: Orientation to Access
• Access® 2013 Part 1: Perform Calculations in a Query
• Access® 2013 Part 1: Prepare a Report for Print
• Access® 2013 Part 1: Purpose of Primary Key
• Access® 2013 Part 1: Sort and Filter Data in a Query
• Access® 2013 Part 1: Sort and Filter Records
• Access® 2013 Part 1: Summarize Data
• Access® 2013 Part 1: The Access Options Dialog Box
• Access® 2013 Part 1: The Records Bar
• Access® 2013 Part 1: Use Forms for Data Entry
• Access® 2013 Part 1: Use Queries
• Access® 2013 Part 1: Use Reports
• Access® 2013 Part 1: Use the Report Wizard
• Access® 2013 Part 1: Use Wildcards in a Parameter Query
• Access® 2013 Part 2: Add a Calculated Field to a Report

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ONLINE COURSES

• 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
• Access® 2016
• Acrobat® XI Pro - Intro PC
• Acrobat® XI - Accessibility Features Training
• Acrobat® Reader
• Acrobat® X Pro Training
• Acrobat® X Pro: Advanced
• Acrobat® XI Basic
• Acrobat® XI Pro
• Add a Bookmark to an Audio or Video Clip in Microsoft® PowerPoint® 2016
• Add a Button to a Form in Microsoft® Access® 2016
• Add a Lookup Field to a Form in Microsoft® Access® 2016
• Add a New Contact in Microsoft® Outlook® 2016
• Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016
• Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016
• Add A Screen Recording to Your Presentation NEW! in Microsoft® PowerPoint® 2016
• Add a 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 Style to Images in Microsoft® Word 2016
• Add Information to Page Headers and Footers in Microsoft® Word 2016
• Add Video to a Presentation in Microsoft® PowerPoint® 2016
• Add Video and Tracking Options to an Email in Microsoft® Outlook®
• Add Voting and Tracking Options to an Email in Microsoft® Outlook® 2016
• 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® PowerPoint® 2016
• Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2013
• Adjust Document Margins in Microsoft® Word 2013
• Adjust Document Margins in Microsoft® Word 2016
• Adjust Line and Paragraph Spacing in Microsoft® Word 2013
• Adjust Line and Paragraph Spacing in Microsoft® Word 2016
• Adjust Row Height and Column Width in Microsoft® Excel® 2013
• Adjust Row Height and Column Width in Microsoft® Excel® 2016
• Adjust Text Alignment and Tabs in Microsoft® Word 2013
• Adjust Text Alignment and Tabs in Microsoft® Word 2016
• Adobe® Audition® Creative Cloud® - Basics Training
• Adobe® Bridge Creative Cloud® 2014 Training
• Adobe® Captivate® 8
• Adobe® CSS 5 What’s New PC
• Adobe® Media Encoder Creative Cloud®
• Adobe® Muse® Training
• Adobe® Premiere® Pro CS6
• Adobe® Premiere® Pro CS6 - What’s New
• Advanced Microsoft® Excel® Tips for the Power User
• Advanced Tips and Techniques for Microsoft® Word Users
• After Effects® CS5
• After Effects® CS6 What’s New
• Aggregate Query Data in Microsoft® Access® 2016
• Animate a Chart in Microsoft® PowerPoint® 2016
• Animate a SmartArt Graphic in Microsoft® PowerPoint® 2016
• Animate Text and Images in Microsoft® PowerPoint® 2016
• Anime Studio Training
• Apply a Consistent Look and Feel to a Document in Microsoft® Word 2013
• Apply a Consistent Look and Feel to a Document in Microsoft® Word 2016
• Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016
• Apply a 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 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

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• Archive Old Data with AutoArchive in Microsoft® Outlook® 2016
• Arrange Images Around Text in Microsoft® Word 2013
• Arrange Images Around Text in Microsoft® Word 2016
• Arrange Text in Columns in Microsoft® Word 2013
• Arrange Text in Columns in Microsoft® Word 2016
• Articulate® Storyline - Basics Training
• Assign a Primary Key in Microsoft® Access® 2016
• Assign a Task to Another Outlook User in Microsoft® Outlook® 2016
• Assign a Task to Another Outlook User in Microsoft® Outlook® 2016
• Attach a File to Your Message in Microsoft® Outlook® 2016
• AudioTrack® 2.0.3
• Audacity® Training
• AutoCAD® 2012
• AutoCAD® 2013
• AutoCAD® 2014
• Bookmark Cells and Groups of Cells for Easy Reference in Microsoft® Excel® 2013
• Bookmark Groups of Cells for Easy Reference in Microsoft® Excel® 2016
• Browse Text and Objects in Your Document in Microsoft® Word 2013
• Browse Text and Objects in Your Document in Microsoft® Word 2016
• Browsing the Web Using Google Chrome™ 32 Training
• Browsing the Web Using Internet Explorer® 11 Training
• Business Process Modeling with ConceptDraw® Business Process Diagrams Solution
• Calculate Percentages in a PivotTable in Microsoft® Excel® 2013
• Calculate Percentages in a PivotTable in Microsoft® Excel® 2016
• Calculate the Difference Between Two Times in Microsoft® Excel® 2013
• Calculate the Difference Between Two Times in Microsoft® Excel® 2016
• Camtasia® 8
• Captivate® 7 - What's New Training
• Categorize Items in Microsoft® Outlook® 2016
• Change a Field's Name and Properties in Microsoft® Access® 2016
• Change Data Field Type in a Table in Microsoft® Access® 2016
• Change Field Properties in a Query in Microsoft® Access® 2016
• Change How Content Is Displayed in Microsoft® Word 2013
• Change How Content Is Displayed in Microsoft® Word 2016
• Change How Data Is Displayed in a PivotTable in Microsoft® Excel® 2013
• Change How Data Is Displayed in a PivotTable in Microsoft® Excel® 2016
• Change Tab Order in a Form in Microsoft® Access® 2016
• Change the Background in Microsoft® PowerPoint® 2016
• Change the Color of a Note in Microsoft® Outlook® 2016
• Change the Work Calendar Settings in Microsoft® Outlook® 2016
• Change the Default Task Options in Microsoft® Outlook® 2016
• Change Your Default Email Settings in Microsoft® Outlook® 2016
• Check to See if Entered Data Is in the Right Format in Microsoft® Excel® 2016
• Choose a File Format When Saving a Workbook in Microsoft® Excel® 2013
• Choose a File Format When Saving a Workbook in Microsoft® Excel® 2016
• Choose What Is Transferred When You Cut/Copy and Paste in Microsoft® Excel® 2013
• Choose What Is Transferred When You Cut/Copy and Paste in Microsoft® Excel® 2016
• Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2013
• Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2016
• Chromebook® ("Samsung" Series 5) Training
• Cite Sources in a Document in Microsoft® Word 2013
• Cite Sources in a Document in Microsoft® Word 2016
• Clean Clutter Out of Your Inbox in Microsoft® Outlook®
• Clean Clutter Out of Your Inbox in Microsoft® Outlook® 2016
• 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
• Computer Literacy Basics Training (Mac®)
• ConceptDraw® PRO v9 Video Lessons (Intermediate Level)
• ConceptDraw® PROJECT v6 Video Lessons for Mac® (Advanced Level)
• ConceptDraw® PROJECT v6 Video Lessons for Mac® (Beginner Level)
• ConceptDraw® PROJECT v6 Video Lessons (Beginner Level)
• ConceptDraw® PROJECT v6 Video Lessons (Intermediate Level)
• ConceptDraw® PROJECT v6 Video Lessons for Mac® (Intermediate Level)
• Configure a SmartArt Graphic in Microsoft® Excel® 2013
• Connect to a SharePoint List in Microsoft® Access® 2016
• Connect to External Data in Microsoft® Access® 2016
• Convert Text to Numbers in Microsoft® Excel® 2013
• Convert Text to Numbers in Microsoft® Excel® 2016
• Copy a Formula to Multiple Cells in Microsoft® Excel® 2013
• Copy a Formula to Multiple Cells in Microsoft® Excel® 2016
• Create a Calculated Field in a Form in Microsoft® Access® 2016
• Create a Calculated Field in a Report in Microsoft® Access® 2016
• Create a Calculated Field in a Table in Microsoft® Access® 2016
• Create a Calculation in a Query Field in Microsoft® Access® 2016
• Create a Calendar Group in Microsoft® Outlook® 2016
• Create a Chart from Your PivotTable in Microsoft® Excel® 2013
• Create a Crosstab Query in Microsoft® Access® 2016
• Create a Custom Electronic Business Card in Microsoft® Outlook® 2016
• Create a Custom Shape in Microsoft® PowerPoint® 2016
• Create a Custom Theme in a Document in Microsoft® Word 2016
• Create a Custom Theme in Microsoft® PowerPoint® 2016
• Create a Custom Theme in Microsoft® Word 2013
• Create a Data Macro in Microsoft® Access® 2016
• Create a Field for Pictures, Files, or Hyperlinks in Microsoft® Access® 2016
• Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016
• Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016 NEW!
• Create a Form with Fillable Fields in Microsoft® Word 2013
• Create a Form with Fillable Fields in Microsoft® Word 2016
• Create a Form with Form Wizard in Microsoft® Access® 2016
• Create a Grouped Report in Microsoft® Access® 2016
• Create a List of All Illustrations in a Document in Microsoft® Word 2016
• Create a List of Illustrations in a Document in Microsoft® Word 2013
• Create a Lookup Field in Microsoft® Access® 2016
• Create a Mailing Labels Report in Microsoft® Access® 2016
• Create a Navigation Form to Simplify Database Use in Microsoft® Access® 2016
• Create a New Calendar in Microsoft® Outlook® 2016
• Create a New Contacts Folder in Microsoft® Outlook® 2016
• Create a New Email Folder in Microsoft® Outlook® 2016
• Create a New Email Folder in Microsoft® Outlook® 2016
• Create a New Email Message in Microsoft® Outlook® 2016

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• Create a New Expression Using the Expression Builder in Microsoft® Access® 2016
• Create a New Note in Microsoft® Outlook® 2016
• Create a New Query in Microsoft® Access® 2016
• Create a New Relationship in Microsoft® Access® 2016
• Create a New Table from a Query in Microsoft® Access® 2016
• Create a New Table in Microsoft® Access® 2016
• Create a New Task in Microsoft® Outlook® 2016
• Create a Personalized Signature in Microsoft® Outlook® 2016
• Create a Photo Album in Microsoft® PowerPoint® 2016
• Create a PivotChart in Microsoft® Excel® 2016
• Create a PivotTable Calculated Field Excel® 2016
• Create a PivotTable Calculated Field in Microsoft® Excel® 2013
• Create a PivotTable Calculated Item in Microsoft® Excel® 2013
• Create a PivotTable Calculated Item in Microsoft® Excel® 2016
• Create a PivotTable from Multiple Sheets in Microsoft® Excel® 2016
• Create a PivotTable in Microsoft® Excel® 2013
• Create a PowerPoint Presentation from a Word Document in Microsoft® PowerPoint® 2016
• Create a PowerPoint™ Presentation from a Word Document in Microsoft® PowerPoint® 2016
• Create a PowerPoint® Presentation from a Word Document in Microsoft® Word 2013
• Create a Query from More than One Table in Microsoft® Access® 2016
• Create a Query that Prompts Users for Search Criteria in Microsoft® Access® 2016
• Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016
• Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016
• Create a Query that Searches for Records within a Date Range in Microsoft® Access® 2016
• Create a Query Using Yes/No Fields in Microsoft® Access® 2016
• Create a Self-Running Show in Microsoft® PowerPoint® 2016
• Create a Slicer in Microsoft® Excel® 2013
• Create a Slide Transition in Microsoft® PowerPoint® 2016
• Create a Table of Authorities in Microsoft® Word 2013
• Create a Table of Contents in Microsoft® Word 2013
• Create a Table of Contents in Microsoft® Word 2016
• Create a User Interface (UI) Macro in Microsoft® Access® 2016
• Create a Yes/No Field in a Table in Microsoft® Access® 2016
• Create an Appointment in Microsoft® Outlook® 2016
• Create an Appointment in Microsoft® Outlook® 2016
• Create an Index in Microsoft® Word 2013
• Create an Index in Microsoft® Word 2016
• Create an Input Mask for Easier Data Entry in Microsoft® Access® 2016
• Create an Interactive Activity in Microsoft® PowerPoint® 2016
• Create and Manage a Contact Group in Microsoft® Outlook® 2016
• Create and Manage Quick Steps in Microsoft® Outlook® 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 Print Handouts in Microsoft® PowerPoint® 2016
• Create and Re-Name a Table in Microsoft® Excel® 2016
• Create and Run a Report in Microsoft® Access® 2016
• Create and Use List Boxes in Microsoft® Access® 2016
• Create Charts and Graphs in Microsoft® Access® 2016
• Create Custom Layouts in Microsoft® PowerPoint® 2016
• Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2013
• Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2016
• Create Forms Quickly with AutoForm in Microsoft® Access® 2016
• Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
• Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
• Create Rules to Control Data Entry in Microsoft® Access® 2016
• Create Templates in Microsoft® Word 2013
• Create Templates in Microsoft® Word 2016
• Create Your Own Fillable List of Items in Microsoft® Excel® 2013
• Create Your Own Fillable List of Items in Microsoft® Excel® 2016
• Create Your Own Style or Format in Microsoft® Excel® 2013
• Create Your Own Style or Format in Microsoft® Excel® 2016
• Create Your Own Styles and Style Sets in Microsoft® Word 2013
• Create Your Own Styles and Style Sets in Microsoft® Word 2016
• Create a Gradebook in Excel®
• Create a Website Using WordPress® 4.1
• Creating, Formatting, Organizing & Editing in Google Docs®
• Crop and Resize Images in Microsoft® PowerPoint® 2016
• Crop, Resize, or Rotate an Image in Microsoft® Word 2013
• Crop, Resize, or Rotate an Image in Microsoft® Word 2016
• Customize 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® Word 2013
• Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2016
• Customize Your Environment in Microsoft® Excel® 2013
• Customize Your Excel Environment in Microsoft® Excel® 2016
• Customize Your PowerPoint Environment in Microsoft® PowerPoint® 2016
• Customize Your Presentations in Microsoft® PowerPoint® 2016
• Customize Your Sparklines in Microsoft® Excel® 2013
• Customize Your Sparklines in Microsoft® Excel® 2016
• Customize Your Word Environment in Microsoft® Word 2013
• Customize Your Word Environment in Microsoft® Word 2016
• Customize Your Word Window in Microsoft® Word 2013
• Define Shortcut Keys in Microsoft® Word 2013
• Define Shortcut Keys in Microsoft® Word 2016
• Delete a PivotTable in Microsoft® Excel® 2013
• Delete a Slicer in Microsoft® Excel® 2013
• Delete a Sparkline or Sparkline Group in Microsoft® Excel® 2013
• Deliver a Presentation over the Internet in Microsoft® PowerPoint® 2016
• Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2013
• Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2016
• Divide Documents into Sections in Microsoft® Word 2013
• Divide Documents into Sections in Microsoft® Word 2016
• Divide Documents into Sections in Microsoft® Word 2016
• Document a Database in Microsoft® Access® 2016
• Document a Database in Microsoft® Access® 2016

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ONLINE COURSES

- Fireworks® CS6 - Intro Mac®
- Fireworks® CS6 - Intro Training - PC
- Fireworks® CS6 - What's New PC
- Fireworks® CS6 - What's New Mac®
- Flash® CS: What's New Training (Mac®)
- Flash® CS5: Advanced
- Flash® CS5: Basic
- Flash® CS6: Advanced
- Flash® CS6: Basic
- Format Cells with Flash Fill in Microsoft® Excel® 2016
- Format Charts and Graphs in Microsoft® Access® 2016
- Format Table Layout in Microsoft® Word 2013
- Format Table Layout in Microsoft® Word 2016
- Format Table Text, Borders, and Shading in Microsoft® Word 2013
- Format Table Text, Borders, and Shading in Microsoft® Word 2016
- Format Text in Messages in Microsoft® Outlook® 2016
- Format Text in Microsoft® PowerPoint® 2016
- Format Your Text in Formulas and Functions in Microsoft® Word 2013
- Format Your Text in Microsoft® Word 2016
- Forward a Contact in Microsoft® Outlook® 2016
- Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2013
- Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2016
- Getting Started with Google Docs™
- Getting Started With Office 2016 - Introduction
- Getting Started With Office 2016: Common Features - Customize Your Office 2016 Environment
- Getting Started With Office 2016: Office 2016 and the Cloud (Part 1 of 2)
- Getting Started With Office 2016: Office 2016 and the Cloud (Part 2 of 2)
- Global Vehicular Network
- Gmail™
- Google Chrome® & more; 23
- Google Custom Search™ Workshop
- Google Drive™ Introduction
- Google Earth™ 5
- Google Earth™ 7 Training
- Google Maps™
- Google Mobile™ Apps Training
- Google Scholar™
- Google Sheets™ - Chart & Formula Training
- Google Sheets™ - Create, Edit, Share and Publish
- Google Sites™
- Google SketchUp™
- Google SketchUp™ 7
- Google™ Classroom Training
- Google™ Drawing Training
- Google™ Hangouts™
- Google™ Slides - Sharing & Publishing Training
- GoTo Meeting®
- Group Data within a PivotTable in Microsoft® Excel® 2013
- Group Data Within a PivotTable in Microsoft® Excel® 2016
- 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 Connect Dashboard with Data
- 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
- IBM SPSS® Statistics 19
- iBooks® Author
- iBooks® Author - QuickStart Training
- iBooks® Author 2.2
- iCal™ - OS X
- Identify the Difference Between Two Documents in Microsoft® Word 2013
- Identify the Difference Between Two Documents in Microsoft® Word 2016
- Illustrator® Creative Cloud® 2014 Training
- Illustrator® Creative Cloud® 2015
- Illustrator® Creative Cloud® What's New
- Illustrator® CS6 Advanced Mac®
- Illustrator® CS6 Intro Mac®
- Illustrator® CS6 Intro PC
- Illustrator® CS6: Advanced
- Illustrator® CS6: Basic
- Illustrator® CS6 - Intro PC
- Illustrator® CS6 - Intro Training
- Illustrator® CS6 - What's New PC
- Illustrator® CS6 - What's New? Training
- Illustrator® CS6: Advanced
- Illustrator® CS6: Basic
- iMovie® '09
- iMovie® 10.0.6 (Yosemite) Training
- iMovie® '11
- 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® 2016
- InDesign® CS - What's New
- InDesign® CS - Advanced Mac®
- InDesign® CS - Intro Mac®
- InDesign® CS Advanced PC
- InDesign® CS Intro PC
- InDesign® CS: Advanced
- InDesign® CS5: Basic
- InDesign® CS5: Production
- InDesign® CS6 Creating a Simple Newsletter
- InDesign® CS6 Intro Mac®
- InDesign® CS6 Intro PC
- InDesign® CS6 What's New for Mac®
- InDesign® CS6 What's New for PC
- InDesign® CS6: Advanced
- InDesign® CS6: Basic
- InDesign® CS6: Intermediate
- Insert and Manage Stored Document Components in Microsoft® Word 2013
- Insert a Basic Formula in Microsoft® Excel® 2016
- Insert a Basic Function in Microsoft® Excel® 2016
- Insert a Basic Function in Microsoft® Excel® 2013
- Insert a Chart in Microsoft® Excel® 2013
- Insert a Chart in Microsoft® Excel® 2016
- Insert a Chart in Microsoft® PowerPoint® 2016
- Insert a Footnote or Endnote in Microsoft® Word 2013
- Insert a 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 or Clip Art in Microsoft® Word 2013
- Insert a Shape in Microsoft® Word 2016
- Insert a SmartArt Graphic in Microsoft® Excel® 2013
- Insert a SmartArt Graphic in Microsoft® PowerPoint® 2016
- Insert a Video in Microsoft® Word 2013
- Insert and Customize WordArt in Microsoft® Word 2013
- Insert and Customize WordArt in Microsoft® Word 2016
- Insert and Manage Slides in Microsoft® PowerPoint® 2016
- Insert and Manage 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 Subtotals in Microsoft® Excel® 2013
- Insert Subtotals in Microsoft® Excel® 2016
- Insert Text Box in Microsoft® PowerPoint® 2016
- Insert Text Box in Microsoft® Word 2013
- Insert Text Box in Microsoft® Word 2016
- Internet Explorer® 10
- Internet Explorer® 11 Touch Training
- Internet Explorer® 9 Training

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ONLINE COURSES

- Microsoft® Excel® 2010 References and Ranges in Formulas
- Microsoft® Excel® 2010 Statistical Analysis Training
- 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® 2011 Advanced
- Microsoft® Excel® 2011 Intermediate Training
- Microsoft® Excel® 2011 Intro Training Mac®
- 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 Charting Training
- Microsoft® Excel® 2013 Collaborating with Others
- Microsoft® Excel® 2013 Creating and Modifying Charts
- Microsoft® Excel® 2013 Creating and Opening Workbooks
- Microsoft® Excel® 2013 Evaluating Data Training
- Microsoft® Excel® 2013 Formatting Data
- Microsoft® Excel® 2013 Frequently Used Formulas & Functions Training
- Microsoft® Excel® 2013 Intermediate
- Microsoft® Excel® 2013 Intermediate Student Manual
- Microsoft® Excel® 2013 Intro Training
- Microsoft® Excel® 2013 Managing the Excel® Environment
- Microsoft® Excel® 2013 MOS Certification Comprehensive Vol 1-2
- Microsoft® Excel® 2013 MOS Certification Comprehensive Vol 2 of 2
- Microsoft® Excel® 2013 Moving Around and Entering Data
- Microsoft® Excel® 2013 PivotTables Training
- Microsoft® Excel® 2013 Printing Workbooks
- Microsoft® Excel® 2013 Shortcuts, Tips, and Tricks
- Microsoft® Excel® 2013 Using Basic Formulas Part 1
- Microsoft® Excel® 2013 Using Basic Formulas Part 2
- Microsoft® Excel® 2013 Working with Shapes and Graphics
- Microsoft® Excel® 2013 Working with Tables
- Microsoft® Excel® Assesment
- Microsoft® Excel® Charts and Graphs Made Easy
- Microsoft® Excel® Forms and Reporting Made Easy
- Microsoft® Excel® Formulas Made Easy
- Microsoft® Excel® Macros for Finance Professionals
- Microsoft® Excel® Macros Made Easy
- Microsoft® Excel® Made Easy
- Microsoft® Excel® Online
- Microsoft® Excel® PivotTables Made Easy 2010
- Microsoft® Excel® PivotTables Made Easy 2013
- Microsoft® Office 2007 Customize Office
- Microsoft® Office 2007 New Features
- Microsoft® Office 2007 Web Components and Collaboration
- Microsoft® Office 2010 New Features
- Microsoft® Office 2010 Performing Mail Merge
- Microsoft® Office 2010 Working with Macros in Excel® and Word
- Microsoft® Office 2013 What's New Training
- Microsoft® Office 2016
- Microsoft® Office 2016 Preview Mac®
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• Handling Customer Complaints in Hospitality
• Handling the Difficult Customer
• Healing Customer Relationships
• Hospitality ADA Compliance
• How to Deliver Effective Online Customer Support
• How to Enjoy Your Customer
• How to Enjoy Your Customer (French)
• How to Enjoy Your Customer (French-Canadian)
• How to Engage Your Customer (Spanish)
• How to Improve a Situation With an Upset Customer - Quick Reference
• How to Resolve Customer Complaints on the Spot
• How to Say You're Sorry
• How to Tell a Customer "No"
• Improving Customer Service: A Rapid Skill Builder Booklet
• Key Qualities in Building Customer Loyalty
• Know and Work With the Expectations of Those You Serve
• Lead with Your Customer
• Learn to Be On-Stage to Provide the Best Service
• Lower Your Call Center Costs
• Maintaining a Positive Service Attitude
• Manage Your Body Language - And Read Theirs
• Over-Serve to Leave a Lasting Impression
• Package Your Service with Warmth
• Projecting Competence and Credibility
• Promote Your Service Value
• Quality Customer Service: Customer Interactions
• Quality Customer Service: Four Basic Elements
• Quality Customer Service: Phone Calls
• Recruit and Hire Stellar Customer Service Representatives
• Revolutionize Your Customer Experience
• Service as a DIS-satisfier
• Service Failure
• Service Impact Series: Credibility Through Honesty
• Service Impact Series: Cross-Cultural Communication
• Service Impact Series: Dimensions of Service
• Service Impact Series: Levels of Learning
• Service Impact Series: The Angry Customer
• SMILE!
• SMILE! (Spanish)
• Take Care of Yourself to Provide Sustainable Service
• Taking C.A.R.E. of Business
• Taking the Customer Point of View
• TeleCare™: Your Role as Advocate
• TeleCare™: Your Role as Detective
• TeleCare™: Your Role as Healer
• TeleCare™: Your Role as Host
• TeleCare™: Your Role as Teacher
• The "First Person" Syndrome
• The 3 Traits of Great Customer Service
• The 4 P's in Creating Loyal Customers
• The 5 Values of Great Customer Service
• The Customer Service Survival Kit
• The Customer Service Zone
• The DNA of Customer Experience
• The Service Providers
• The Two Factors in Customer Service
• Turn Lemons into Lemonade: Handling Complaints Effectively
• Turning Around an Angry Customer
• Turning Around an Angry Customer (French)
• Turning Around an Angry Customer (French-Canadian)
• Turning Around an Angry Customer (Spanish)
• Turning Customer Satisfaction into Customer Loyalty
• Understand What Those You Serve Value: Evaluation Values
• Understand What Those You Serve Value: Selection Values
• Up Your Service!
• Uplifting Service
• Use Effective Phone Skills
• What NOT to Say to Your Customers
• What's in it for Me?
• When Things Go Wrong
• When You Can't Say Yes
• Who Affects Service the Most?
• Who Gets Your Attention?
• Who Is Your Customer?
• Why Customers Don't Complain
• Win Over That Difficult Person
• You Have to LOVE Customers

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

FINANCE & ACCOUNTING
• 365 Ways to Live Cheap
• Accounting - Asset Securitization
• Accounting Ethics & Integrity
• Accounting for Derivatives

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
• Alcohol Abuse: 06. Record Keeping
• Alcohol Abuse: 09. Employee Training
• An Introduction to HIPAA
• Analyze Human Capital with HR Metrics
• Analyzing Pay Theories
• Anti-Harrassment: Anti-Harrassment for Everyone
• Anti-Harrassment: Anti-Harrassment for Managers
• Anti-Harrassment: Anti-Harrassment in Review
• Anti-Harrassment: History of Sexual Harassment
• Anti-Harrassment: Investigating Complaints
• Anti-Harrassment: Writing and Communicating an Anti-Harrassment Policy
• Appropriate Interview Questions - Quick Reference
• Are You Really Listening? (Spanish)
• As Simple As Respect: Diversity, Respect and Inclusion In the Workplace
• As Simple As Respect: Diversity, Respect and Inclusion In the Workplace (Spanish)
• Avoiding Wrongful Termination
• Background Screening and Investigations
• Bad Apples
• Becoming a “Learning Organization”
• Beginning Development for Training Programs
• Best Practices in Policies and Procedures
• Beyond Training and Development
• Building Framework for the Development of Training Programs
• California Anti-Harrassment: 01. History of Sexual Harassment
• California Anti-Harrassment: 02. Anti-Harrassment for Everyone
• California Anti-Harrassment: 03. Anti-Harrassment for Managers
• California Anti-Harrassment: 04. Examples and Scenarios
• California Anti-Harrassment: 05. Writing and Communicating an Anti-Harrassment Policy
• California Anti-Harrassment: 06. Investigating Complaints
• California Anti-Harrassment: 07. Anti-Harrassment in Review
• California Anti-Harrassment: Summary of SB 396 Changes
• California Preventing Sexual Harassment for Employees
• California Understanding Harassment: 01. Introduction to Understanding Harassment
• California Understanding Harassment: 02. Creating a Healthy Culture
• California Understanding Harassment: 03. Understanding Offenders
• California Understanding Harassment: 04. Understanding Targets
• California Understanding Harassment: 05. Warning Signs
• California Understanding Harassment: 06. Bystander Training
• California Understanding Harassment: 07. Understanding Harassment in Review
• Call Centers and Human Resource Management
• Can Pay Be Strategic
• Can You Request A Medical Exam for Employee on Intermittent FMLA Leave?
• Career Contentment
• Career Development Programs
• Choosing a Program Backbone
• Choosing an Interview Format and Considering Legal Issues
• Communicating in a Diverse World
• Completing the Framework for Developing Training Programs
• Conduct Effective Interviews and Hire the Right People
• Conduct Effective Witness Interviews
• Conduct the Interview
• Conducting a Performance Evaluation Conference and Revamping Evaluation
• Consciously Overcoming Unconscious Bias
• Create a Drug-Free Workplace
• Creating a Bully-Free Workplace: Employee Edition
• Creating Effective Program Notes
• Creating Engagement Among Employees
• Creating Great Business Video: 3 Levels of Video Content
• Creating Great Business Video: Building the Production Team
• Creating Great Business Video: Introduction
• Creating Great Business Video: The Case for Video
• Creating Great Business Video: The New Learner
• Creating Great Business Video: Animation Formats
• Creating Great Business Video: Background Formats
• Creating Great Business Video: Basics of Structure
• Creating Great Business Video: Coaching the Presenter
• Creating Great Business Video: Color Formats
• Creating Great Business Video: Creating Tests
• Creating Great Business Video: Creating Viewer Notes
• Creating Great Business Video: Desktop Video
• Creating Great Business Video: Graphic Formats
• Creating Great Business Video: Instructional Design Guidelines
• Creating Great Business Video: Instructional Design Tips
• Creating Great Business Video: Lighting
• Creating Great Business Video: Mini-Studio Video
• Creating Great Business Video: Mobile Video
• Creating Great Business Video: Narrating Screen Captures
• Creating Great Business Video: Project Scope Issues
• Creating Great Business Video: Quality Recording
• Creating Great Business Video: Reading a Script
• Creating Great Business Video: Recording Set-Up
• Creating Great Business Video: Running a Teleprompter
• Creating Great Business Video: Structuring Programs
• Creating Great Business Video: Structuring Scenes
• Creating Great Business Video: Text Formats
• Creating Great Business Video: Using a Teleprompter
• Creating Great Business Video: Video Authoring
• Creating Great Business Video: Write for Mental Engagement
• Determining Internal and External Pay Factors
• Developing a Performance Evaluation
• Developing Diversity Skills
• Developing Trainer Skills
• Do You Have a Teleprompter? Communicating in a Diverse World (Spanish)
• Dialogue Among Generations
• Dialogue Between Genders
• Dialogue for Cultural Understanding
• Disability Discrimination and Accommodation for Managers
• Discriminating Correctly: Taking on the Hard Truth
• Discrimination: The Protected Classes
• Diversity Challenges: What Would You Do?
• Diversity: Face to Face
• Do Respect
• Does & Don'ts of合理化 Rejection and Deception
• Drugs and Alcohol at Work Protected?
• ECOA Reg - B
• Electronic Record Keeping for HR Professionals
• Eliminate the Confusion of FMLA
• Employee Engagement - Bad Deal or Real Deal?
• Employee Privacy
• Employee: How to be Accountable
• Employee: What is Accountability?
• Employee: What Would You Do?
• Employing Workers with Disabilities - Beneficial to Business
• Engagement vs Interaction
• Establishing a System of Policies and Procedures
• Evaluating Training Programs: The Four Levels
• Exploring the Global Business Environment
• Exploring the Need for Labor Unions
• Fair Labor Standards Act (FLSA) for Employees
• Fair Labor Standards Act (FLSA) for Managers
• Family and Medical Leave Act
• FAQ: Seasonal Employee Hours and Pay
• FCPA Anti-Corruption and Bribery

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRIC, PDC and PDU credits.
• Five Ways to Avoid a Discrimination Claim
• FLSA Overtime Rule: What Has Changed & How to Prepare
• FLSA Rules, Regulations and Classification Standards
• Follow-Up and Coaching
• Foreign Corrupt Practices Act (FCPA): Overview
• Foreign Corrupt Practices Act (FCPA): Overview (Spanish)
• Form W-9: Payee Identification and Tax Determination
• Gateways to Inclusion
• Generation Z
• Get People to Take Your Training!
• Get Rid of Time-Off Ted, Attitude Alice and Slacker Sam
• Getting to Know the Generations
• Global Cultural Awareness
• Global Trends in Human Resource Management
• Handbook for Strategic HR
• Handling References
• Harassment Hurts: It’s Personal (Spanish)
• Harassment Retaliation Action Plan
• Harmonizing Work, Family and Personal Life
• HIPAA Privacy and Security Basics
• HIPAA: 1. The Basics
• HIPAA: 2. What is HITECH?
• HIPAA: 3. HITECH - Understanding Business Associates
• HIPAA: 4. What is Protected Health Information?
• HIPAA: 5. The Privacy Rule - Authorization
• HIPAA: 6. The Privacy Rule - Disclosures
• HIPAA: 7. The Security Rule
• HIPAA: 8. Enforcement
• HIPAA: 9. Breaches
• HIPAA: 10. Penalties
• HIPAA: 11. General Disclosures - FAQ
• HIPAA: 12. Marketing - FAQ
• HIPAA: 13. Protection Against Violations - Risk Analysis
• HIPAA: 14. Protection Against Violations - Safeguards
• HIPAA: 15. Quick Learn for Employees
• HIPAA: 16. Consumer Rights
• HIPAA: 17. Disclosure to Family and Friends
• HIPAA: 18. For Emergency Responders
• HIPAA: 19. GINA
• HIPAA: 20. How Did We Get Here?
• HIPAA: 21. What Health and Human Services Requires
• Hire Team-Oriented Employees
• Hostility, Harassment, and Workplace Headaches
• How Personality affects Employee Behavior
• How to Avoid a Wrongful Termination Claim
• How to Avoid Discrimination Claims
• How to Clearly Communicate Employee Benefits
• How to Create a Hostile Work Environment
• How to Identify and Prevent Workplace Sexual Harassment
• How to Improve Your Engagement at Work
• How to Legally Terminate Employees on Leave
• How to Maintain a Drug-Free Workplace
• How to Pay Attention and Listen!
• How to Succeed as a One Person HR Department
• How to Write Comprehensive Policies and Procedures
• How Well Do You Know Your Employees?
• How Working Memory Works
• HR: The Cornerstone of Successful Organizations
• Human Resources in Research and Practice
• Human Resources Law Update 2018
• I-9 & Immigration Law Compliance - Update 2018
• Ideas for Improving Engagement
• Ideocy of an MTV Workplace
• Implementing Successful Training
• Improving Your Team's Employee Engagement
• Information Security Best Practices
• Insights to Better Mentoring
• Internal Investigations and Confidentiality
• Interviewing Tips
• Introduction to Compensation and Benefits
• Introduction to Managing Employee Performance
• Introduction to Performance Appraisals and Appraisal Systems
• Introduction to Performance Excellence
• Laws Relating to Pay
• Leading HR
• Legal Aspects of Interviewing and Hiring
• Legally Terminate Employees: 10 Critical Things You Must Know
• Looking at Employment Contracts
• Maintaining a Drug-Free Workplace: Employee Edition
• Managing Cognitive Load
• Managing Employee Performance: A Look at Influences and Discipline
• Managing Four Generations in the Workplace
• Managing Harmony
• Managing Harmony (Spanish)
• Managing Workplace Bullying
• Matching Applicants with Job Specifications and Conducting Interviews
• Measuring Employee Engagement
• Media Options 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?
• Overcoming Personal Barriers to Diversity
• Pay Types and Considerations
• Powerful Practices for Legally Recruiting and Hiring
• Pregnancy Discrimination Act
• Prejudice and Discrimination
• Prevent Harassment Claims: Know the Warning Signs
• Prevent Harassment Claims: Write and Communicate Your Policy
• Preventing Bribery and Corruption in a Global Economy
• Preventing Discrimination and Harassment for California/Connecticut
• Preventing Harassment & Bullying in the Workplace
• Preventing Harassment in Industry
• Preventing Harassment in Industry (Spanish)
• Preventing Harassment in the Office
• Preventing Harassment in the Office (Spanish)
• Preventing Sexual Harassment for Employees (Spanish)
• Preventing Sexual Harassment... for Employees
• Preventing Sexual Harassment... for Managers and Supervisors
• Preventing Sexual Harassment: A Leader’s Perspective
• Preventing Sexual Harassment: An Employee’s Perspective
• Preventing Unlawful Retaliation in the Workplace
• Preventing Unlawful Workplace Harassment Employee Edition
• Preventing Unlawful Workplace Harassment Manager Edition
• Preventing Workplace Harassment: A Leader's Perspective
• Preventing Workplace Violence
• Preventing Workplace Violence: A Leader's Perspective
• Preventing Workplace Violence: An Employee’s Perspective
• Primary Threats to Performance Excellence
• Privacy Laws and Practices
• Providing Government-Mandated Benefits
• Psychology of the Hiring Process
• Quantify Performance Goals if Possible
• Realities of Attention
• Recognizing the Signs of Substance Abuse in the Workplace
• Recruiting 101
• Recruiting New People
• Recruiting, Interviewing, Selecting & Orienting New Employees
• Research Your Research
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 1
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 2
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 3
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 4
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 5

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ONLINE COURSES

- 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 Rules and Security Analysis
- Retail Violence Prevention: Training and Program Evaluation
- Retaining Distressed Employees
- Retaliation
- Role of "Seductive Content" (No, not that!)
- See, Know and Do Goals
- Self Evaluation and Common Pitfalls in Performance Appraisals
- Should We Pay Interns?
- Six Sigma: Six Sigma and Lean
- Six Sigma: Six Sigma Basics
- Social Media Privacy and Security in the Medical Profession
- Speed Up Training "Time to Market"
- Staying Out of Trouble
- Stereotyping and Diversity
- Stop Bullying at Work
- Substance Abuse: 01. Training Responsibilities
- Substance Abuse: 02. Rules and Regulations
- Substance Abuse: 03. Who Should I Test?
- Substance Abuse: 04. How Do I Know if Someone is Impaired?
- Substance Abuse: 05. What Are the Testing Procedures?
- Substance Abuse: 06. What Happens if My Employee Fails a Drug Test?
- Substance Abuse: 07. What Happens if My Employee Refuses a Drug Test?
- Substance Abuse: 08. Record Keeping
- Substance Abuse: 09. Employee Training
- Substance Abuse: Addressing Abuse
- Substance Abuse: Problems and Effects
- Substance Abuse: Supervisors' Responsibilities
- Substances of Abuse
- Successful Employee Onboarding
- Survey Says: Why People Leave Their Jobs
- The Baby Boomers
- The Case for e-Learning
- The Collective Bargaining Process
- The Complete Reference Checking Handbook
- The Employee Engagement Continuum
- The Facts about Workplace Substance Abuse
- The Fine Line of Employee Privacy
- The Five Whys
- The Four Stages of Employee Training
- The Gen Xers
- The Millennials
- The Minimum Requirements for HIPAA Compliance
- The Rookie Manager: The Disciplinary Conference and Grievances
- The Supervisor's Responsibilities with Substance Abuse
- The Traditionalists
- The Value of Diversity
- The Value of Diversity (French)
- The Value of Diversity (French-Canadian)
- The Value of Diversity (Spanish)
- The What and Why of Employee Engagement
- Three-Level Content Strategy Model
- Time to Consider a Flexible Workplace?
- Today's Training Challenges
- Training as a Promotion Qualifier
- Training Delivery Methods
- Training Payback vs. ROI
- Training Process vs Programs
- Transferring Skills to the Next Generation
- Travel Pay and FLSA Compliance
- Trouble at Work
- True Costs of Training
- Types of Professional Training for Employees
- Types of Training for Employees
- Understanding Addiction
- Understanding and Investigating Performance Issues
- Understanding Harassment: Bystander Training
- Understanding Harassment: Healthy Culture
- Understanding Harassment: Introduction to Understanding Harassment
- Understanding Harassment: Understanding Harassment in Review
- Understanding Harassment: Understanding Offenders
- Understanding Harassment: Understanding Targets
- Understanding Harassment: Warning Signs
- Understanding Sexual Harassment
- Understanding the Fair Labor Standards Act: Part 1
- Understanding the Fair Labor Standards Act: Part 2
- Understanding the Family and Medical Leave Act for Managers
- Understanding Unlawful Workplace Harassment
- Values for Excellence
- Valuing Diversity
- Valuing Diversity in the Workplace
- Valuing Diversity in the Workplace (French)
- Valuing Diversity in the Workplace (French-Canadian)
- Valuing Diversity in the Workplace (Spanish)
- Village of 100, 3rd Edition (Spanish)
- Village of 100, 4th Edition
- Wage & Hour Basics
- Weathering Storms
- What is New Employee Onboarding?
- Who Are Customers of Training?
- Workers Comp Exam
- Working Well with Everyone: What is Diversity?
- Working with Different Generations
- Workplace Bullying
- Workplace Bullying - California
- Workplace Counselling
- Workplace Discrimination and Harassment Infographic
- Workplace Harassment Prevention for Managers and Supervisors
- Workplace Violence: An Overview

INDUSTRY SPECIFIC
- Aged Care: Managing Incontinence
- Anatomy: Functional Body Systems
- Assessing Skin Conditions
- Auto Loans
- Avoiding Plagiarism
- Bank Assets
- Bank Bribery Act
- Bank Financing for Beginners
- Bank of Secrecy for Management and Operations: Putting the Pieces Together
- Bank of Secrecy for Management and Operations: True Stories of Money Laundering
- Bank Regulations
- Bank Secrecy Basics: Better Safe Than Sorry
- Bank Secrecy Basics: Manipulating the System
- Bank Secrecy Basics: So What's the Big Deal?
- Bank Secrecy Basics: Structuring and 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
- Caring for the frail and Immobile
- Case Studies - Barings Bank
- Chronic Disease Management
- Click Here to Order
- Commercial Lending
- Credit and Economic Growth
- Credit Card Operations
- Credit Risk Management
- Credit Union and Banks: The Differences
- Customer Service in Government Agencies
- Dealing with Difficult Patients
- Developing a Nursing Portfolio

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Retailer Profitability Model (for Retailers): Reach
Retailer Profitability Model (for Retailers): Price Per Item
Retailer Profitability Model (for Retailers): Items Per Customer
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: Reducing Risk - Wearing a Respirator
Tuberculosis in the Healthcare Environment: TB Risks in Healthcare Environments
Tuberculosis in the Healthcare Environment: The Resurgence of Tuberculosis
Types of Papers
Unlawful Harassment for Colleges: Employee Version
Who is your Customer?: I Can't Find This
Who is your Customer?: I'm Just Looking
Who is your Customer?: I'm on a Mission
Who is your Customer?: I'm With My Kids. Please Hurry.
Who is your Customer?: I've Got a Coupon for That
Who is your Customer?: I've Got Time and Money
Working Capital
Working in Retail: How to Give Exceptional Service
Working in Retail: How to Handle Feedback
Working in Retail: How to Stay Positive with Customers
Working in Retail: How to Upsell
Working in Retail: Managing Retail Employees

IT
Agile Software Development: An Introduction
Are You on the Software Police's Most Wanted List?
Authentication, Authorization and Accounting: Best Practices
Best Practices for Improving Data Quality
Big Data in the Enterprise: An Introduction
Big Data: Good for the Customer Not Just the Business

ONLINE COURSES

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• Cyber Security Awareness: A Few Words About Passwords (Part 3 of 6)
• Cyber Security Awareness: Avoiding Human Mistakes (Part 6 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: Understand Your Attacker (Part 2 of 6)
• Cyber Security Basics
• Data Security Compliance - Module 1: Common Data Breaches and the Costs
• Data Security Compliance - Module 2: Data Threats, The Law, And Your Responsibilities
• Data Security Compliance - Module 3: Data Security-Device Access
• Data Security Compliance - Module 4: Avoiding Inadvertent Disclosures - Inappropriate Disclosures
• Data Security Compliance - Module 5: Avoiding Inadvertent Disclosures-Social Engineering
• Data Security Compliance - Module 6: Physically Protecting Sensitive Data
• Data Security Compliance - Module 7: Device Security-Issues with using Public Networks
• Data Security Compliance - Module 8: Reporting Data Incidents
• Due Diligence and Don’t Be Sorry
• Effective Data Management
• Effective Network Security
• Energy Efficient Data Centers: Best Practices
• Enterprise Automation: What You Need to Know
• Enterprise Security Landscape
• Enterprise Security Update
• EXIN Cloud Computing
• Extensible Business Reporting Language Part 1: An Introduction to XBRL
• Extensible Business Reporting Language Part 2: Taxonomy Building & Coding
• Extensible Business Reporting Language Part 3: Using XBRL with Spreadsheets and Other Systems
• HTML Basics
• HTML5 & CSS3 Basics
• HTML5 Essentials
• HTML5: Advanced
• HTML5: Basic
• Information Technology Infrastructure Library (ITIL Foundations V3)
• Insider Threats and Attacks: Detection and Prevention
• Insider Threats: Avoiding the Next Snowden
• Introducing IoT: The Internet of Things
• Introduction to PCI DSS Compliance
• JavaScript® Essentials
• Legacy Modernization - In a Budget Constrained Environment
• Managing Supply Chain Risk
• Microsoft® 70-243: Administering and Deploying SCCM 2012
• Microsoft® 70-246: Monitoring and Operating a Private Cloud 2012
• Microsoft® 70-247: Configuring and Deploying a Private Cloud 2012
• Microsoft® 70-331: Core Solutions of SharePoint® Server 2013
• Microsoft® 70-332: Advanced Solutions of SharePoint® Server 2013
• Microsoft® 70-336: MCSE Core Solutions Lync® Server 2013
• Microsoft® 70-337: MCSE: Communication - Lync® Server
• Microsoft® 70-341: Core Solutions of Exchange Server 2013
• Microsoft® 70-342: Advanced Solutions of Exchange Server 2013
• Microsoft® 70-346: Managing Office 365® Identities and Requirements
• Microsoft® 70-347: Enabling Office 365® Services
• Microsoft® 70-409: Server Virtualization with Windows® Server Hyper-V and System Center
• Microsoft® 70-410: Installing and Configuring Windows® Server 2012
• Microsoft® 70-411: Administrating Windows® Server 2012
• Microsoft® 70-412: Configuring Advanced Windows® Server 2012 Services
• Microsoft® 70-413: Designing and Implementing a Server Infrastructure
• Microsoft® 70-414: Implementing an Advanced Server Infrastructure
• Microsoft® 70-432: SQL Server® 2008, Implementation and Maintenance
• Microsoft® 70-448: Microsoft® SQL Server® 2008, Business Intelligence Development and Maintenance
• Microsoft® 70-461: Querying SQL Server® 2012
• Microsoft® 70-462: Administering SQL Server® 2012 Databases
• Microsoft® 70-463: Implementing a Data Warehouse with SQL Server® 2012
• Microsoft® 70-464: Developing Microsoft® SQL Server® 2012 Databases
• Microsoft® 70-465: Designing Database Solutions for Microsoft® SQL Server® 2012
• Microsoft® 70-466: Implementing Data Models & Reports with SQL Server® 2012
• Microsoft® 70-467: Designing Business Intelligence Solutions with SQL Server® 2012
• Microsoft® 70-480: Programming in HTML5 with JavaScript and CSS3
• Microsoft® 70-486 Developing ASP.NET MVC 4 Web Applications
• Microsoft® 70-640 TS: Windows® Server 2008 Active Directory, Configuring
• Microsoft® 70-642 TS: Windows® Server 2008 Network Infrastructure, Configuring
• Microsoft® 70-646 Pro: Windows® Server 2008, Server Administrator
• Microsoft® 70-689 TS: Configuring Windows® 7
• Microsoft® 70-688 Pro: Windows® 7, Enterprise Desktop Support Technician
• Microsoft® 70-686 Pro: Windows® 7, Enterprise Desktop Administrator
• Microsoft® 70-687: Configuring Windows® 8
• Microsoft® 70-688: Managing and Maintaining Windows® 8
• Microsoft® 70-697: Configuring Windows® Devices (Windows® 10)
• Microsoft® SharePoint® 2013 Basics Training
• Microsoft® SharePoint® Designer 2007 Advanced
• Microsoft® SharePoint® Designer 2007 Basic
• Microsoft® SharePoint® Foundation 2010 Advanced
• Microsoft® SharePoint® Foundation 2010 Basic
• Microsoft® SharePoint® Server 2010 Advanced
• Microsoft® SharePoint® Server 2010 Basics
• Microsoft® SharePoint® Tips and Tricks
• Microsoft® SQL
• Microsoft® Windows® 10 Power User (How to use Windows® 10)
• Mobile Application Management: An Introduction
• Mobile Payments: Trends and Insights
• Mobile Strategy for B2B - It’s All About the Quality of the Visit
• Modern Information Systems - IT Infrastructure: Part 1
• Modern Information Systems - IT Infrastructure: Part 2
• Optimize Your Website for MOBILE!
• Oracle® 12c OCP 120-061: SQL Fundamentals
• Oracle® 12c OCP 120-062: Installation and Administration
• Oracle® Database 11g Certified Associate (OCA) Fundamentals 1Z0-051 and Admin 1Z0-052
• Prishing
• PHP Basics
• PRINCE2 Foundation 2009 Edition
• PRINCE2 Practitioner 2009 Edition
• Privacy Issues
• Privileged User Accounts: Best Practices
• Protecting Your PC
• Red Teams: Securing the Enterprise
• Rootkits: A Growing Security Threat
• Sage 50 Certificate Course
• Secure Document Sharing with Mobile Devices
• Semantic Intelligence: The Enabler of Mobile Search and Advertising
• Semantic Technologies: Enabling Next-Generation Web Advertising
• SharePoint® 2016 - Calendar
• SharePoint® 2016 - Discussion Board
• SharePoint® 2016 - Document Library - First Steps
• SharePoint® 2016 - Document Library - Set and Manage Alerts
• SharePoint® 2016 - Document Library - Understanding Versioning
• SharePoint® 2016 - First Steps
• SharePoint® 2016 - Introduction
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• SharePoint® 2016 - Picture Library
• SharePoint® 2016 - Share a Site
• SharePoint® 2016 - Sync Libraries
• SharePoint® 2016 - Tasks

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Accountability: What to Do When a Team Get Better - Faster

Accountability: Turn Your Team Into Problem Solvers

Accountability: Get Better Answers

Accountability: Ask Better Questions

Accountability: Understanding Dysfunctions (Part 1 of 4)

Accountability: Addressing Workplace Dysfunctions: Understanding Dysfunctions (Part 1 of 4)

Accountability: Addressing Workplace Dysfunctions: Strategies for Resolving Relationship Dysfunctions (Part 4 of 4)

Accountability: Addressing Workplace Dysfunctions: Strategies for Resolving Relationship Dysfunctions (Part 3 of 4)

Accountability: Addressing Workplace Dysfunctions: Identifying Organizational Dysfunctions (Part 2 of 4)

Accountability: Addressing Workplace Dysfunctions: Recognizing Relationship Dysfunctions (Part 2 of 4)

Accountability: 4 Barriers to Building a Culture of Accountability

Accountability: Setting Clear Expectations

Accountability: Providing Useful Feedback

Accountability: Becoming a Servant Leader

Accountability: Becoming a Great Leader: Putting it All Together

Accountability: Becoming a Great Leader: Leadership and Power

Accountability: Becoming a Great Leader: Developing Followers

Accountability: Becoming a Great Leader: Developing Yourself

Accountability: Becoming a Great Leader: Effective Delegation

Accountability: Becoming a Great Leader: Empowering Followers

Accountability: Becoming a Great Leader: Fundamentals

Accountability: Becoming a Great Leader: How to be a Follow-able Leader

Accountability: Becoming a Great Leader: How to Motivate Employees

Accountability: Becoming a Great Leader: Introduction

Accountability: Becoming a Great Leader: Leadership and Power

Accountability: Becoming a Great Leader: Motivational Leadership

Accountability: Becoming a Great Leader: Putting it All Together

Accountability: Becoming a Servant Leader

Accountability: Behavioral Based Interviewing

Accountability: Benefits and Pitfalls of Planning

Accountability: Budget Management

Accountability: Budgeting Essentials - Budget Reporting

Accountability: Budgeting Essentials - Budgeting Expenses

Accountability: Budgeting Essentials - Budgeting Revenue

Accountability: Budgeting Essentials - What is Budgeting

Accountability: Thinking Outside the Box

Accountability: The Five Big Bang Theory of the Internet

Accountability: The Role of Technology in Counter-Terrorism

Accountability: Theft and the Protection of Data

Accountability: Unix Administration Basics Version 5.0

Accountability: User-Centered Design: Benefits, Challenges and Best Practices

Accountability: Virtual Appliances: An Introduction

Accountability: Virtual Teams: Strategies for Success

Accountability: Virtualization: An Introduction

Accountability: VMware vSphere VCP 5.5

Accountability: WordPress® 3.3 Training

Accountability: XHTML and CSS3 Training

Accountability: XML

MANAGEMENT & LEADERSHIP

- 100 Ways to Motivate Others
- 20 Reproducible Assessment Instruments for the New Work Culture
- 25 Role Plays for Interview Training
- 5 Excuses Managers Make to Avoid Terminating a Problem Employee
- 5 Steps to an Employee Training and Engagement Plan
- 675 Ways to Develop Yourself and Your People
- 8 Steps to Effective One-on-Ones
- 8 Steps to Effective Team Meetings
- A Coach's Guide to Embracing Leadership Styles (French)
- A Coach's Guide to Embracing Leadership Styles (French-Canadian)
- A Coach's Guide to Embracing Leadership Styles (Spanish)
- A Coach's Guide to Feedback (French)
- A Coach's Guide to Feedback (French-Canadian)
- A Coach's Guide to Feedback (Spanish)
- A Manager's Guide to Virtual Teams
- 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

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- Achieving Buy-In for Change: Part 2
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ONLINE COURSES

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- Coaching Others Step-by-Step
- Coaching Others to a Higher Performance
- Coaching Skills: Beyond Basic Supervision
- Coaching Skills: Captain
- Coaching Skills: Contributor
- Coaching Skills: Introduction
- Coaching Skills: Key Player
- Coaching Skills: Rookie
- Coaching Skills: The Coaching Conversation
- Coaching Tips
- Coaching with a Process
- Coaching with a Process (French)
- Coaching with a Process (French-Canadian)
- Coaching with a Process (Spanish)
- Communicate Credibility and Confidence
- Communicate with Power
- Competitive Advantage in Organizational Strategy
- Completing the Effectance Motivation Questionnaire
- Concept Evaluation: Identifying Opportunities
- Concerned Conversations
- Conducting a Disciplinary Conversation
- Conducting a Performance Review with a Poor Performer
- Conducting a Performance Review with a Poor Performer (French)
- Conducting a Performance Review with a Poor Performer (French-Canadian)
- Conducting a Performance Review with a Poor Performer (Spanish)
- Connecticut Sexual Harassment Training for Supervisors
- Connecting with Remote Employees
- Connections
- Constructive Feedback
- Contingency Planning Worksheet
- Contract Renegotiation: What You Need to Know
- Controlling Leadership Versus Servant Leadership
- Coping with Change: Change for Managers
- Creating a Bully-Free Workplace: Manager Edition
- Creating a More Motivating Experience
- Creating a Motivating Experience: Maximizing Workplace Motivation (Part 4 of 5)
- Creating a Motivating Experience: Nine Tips for Self-Motivation (Part 3 of 5)
- Creating a Motivating Experience: Seven Ways to Help Motivate Others (Part 2 of 5)
- Creating a Motivating Experience: Understanding Motivation (Part 1 of 5)
- Creating a Motivating Experience: What Demotivates People at Work (Part 5 of 5)
- Creating Accountability
- Creating an Incredible Company Culture: Embracing the Natural Speed of Change
- Creating an Incredible Company Culture: Encouraging Appropriate Risk-Taking
- Creating an Incredible Company Culture: How to Deliver Effective Constructive Criticism
- Creating an Incredible Company Culture: The Importance of Listening to Others
- Creating and Maintaining a Successful Organizational Culture
- Creating and Maintaining the Culture of Your Organization
- Creating Focus During Change
- Creating Workforce Agility
- Creative Ways to Reward and Motivate Employees
- Creativity: 06. Staying Creative
- Criticism & Discipline Skills for Managers and Supervisors
- Cutting Edge Communication: Creating a No-Blame Culture
- Cutting Edge Communication: Handling Tough 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 Management Skills
- Developing Remote Employees
- Dimensions of Coaching
- Discipline (Part 1 of 4): Discipline and Accountability For Results
- Discipline (Part 2 of 4): Elements of a Disciplinary Conversation
- Discipline (Part 3 of 4): Conducting a Disciplinary Discussion
- Discipline (Part 4 of 4): Progressive Discipline
- Discipline and Accountability for Results
- Dodos and Coyotes - Only the Nimble Survive
- Driving Agility: Constant Contact
- Driving Agility: Drivers of Innovation
- Driving Agility: Driving Agility
- Driving Agility: Inside Influences
- Driving Agility: Replacement Thinking
- Driving Agility: The 3 R's
- Driving Agility: The Moment
- Driving Agility: The Question
- Driving Agility: What's Next
- Driving Agility: Yellow Gold
- Effectance Motivation Fundamentals
- Effective Communication for Remote Workers
- Effective Delegation Skills
- Effective Emergency Management & Disaster Planning
- Effective Global Program Management for IT
- Effective Negotiation Tactics for Supervisors
- Effective Performance Reviews
- Elements of a Disciplinary Conversation
- Ethics
- Embedding Organizational Culture
- Employee Discipline for Managers and Supervisors
- Employee Recognition
- Employee Retention (Part 1 of 7): Building a High-Performance Work System
- Employee Retention (Part 2 of 7): Costs and Causes of Employee Turnover
- Employee Retention (Part 3 of 7): Compiling Employee Satisfaction Data
- Employee Retention (Part 4 of 7): Essential Factors
- Employee Retention (Part 5 of 7): Pay for Performance Plans
- Employee Retention (Part 6 of 7): Promoting Work-Life Balance
- Employee Retention (Part 7 of 7): Advanced Strategies
- Employee Recognition: Communication Strategies
- Employee Recognition: Differences Between Us and Them
- Employee Recognition: Managing Your Crew
- Employee Recognition: Motivate for Peak Performance
- Employee Recognition: Recruit and Retain Top Talent
- Employee Recognition: Retaining and Developing Talent
- Employee Recognition: Training Young Minds
- Employee Recognition: Work-Life Balance for Peak Performance
- Ethics: A Manager's Perspective
- Evolution of Management
- Expectancy Theory
- Extrinsic and Intrinsic Rewards
- Facilities Management
- Facility Planning and Management for Service Providers
- Feedback and Non-Verbal Communication
- Feedback That Works
- Field Tested
- Four Things All New Supervisors Must Remember: E.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 (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

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<td>- Performance Gaps: A Diagram for Success: Find the Right Solution to Improve Performance</td>
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<td>- Performance Gaps: Test Your Skills: Tackle Performance Gaps Head-On</td>
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<td>- Performance Intervention Maps</td>
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<td>- Performance Management: A Manager’s Responsibility</td>
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<td>• Social Networking: Facebook®</td>
</tr>
<tr>
<td>• Social Networking: Instant Messaging</td>
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<tr>
<td>• Social Networking: LinkedIn®</td>
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<tr>
<td>• Social Networking: Twitter</td>
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<tr>
<td>• Stakeholder Reputation Research</td>
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</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.
ONLINE COURSES

- Strategic Marketing Planning for the Small to Medium-Sized Business
- Successful Email Marketing
- Successful Marketing
- The Brand Glossary
- The Four Ps: Marketing Strategies
- The Marketing Environment: Consumer Behavior
- The Marketing Environment: Generational Differences
- The Marketing Environment: The Basics
- The Mobile Marketing Handbook
- The New Rules of Green Marketing
- The Role of Public Relations in Earned Media
- The Secrets of Successful Business Blogging
- The Value of Podcasts
- Tracking Marketing and Communications Campaigns
- Tumblr
- Twitter
- Understanding Integrated Marketing Communications
- Web Writing Basics
- What is Marketing?
- Write Powerful Copy for the Web and More

OSHA & WORKPLACE SAFETY

- 5 Common Safety Hazards in the Office Infographic
- 7 Safety Habits That Could Save Your Life
- A Manager's Guide to Safety in the Workplace
- Accident Investigation
- Active Shooter & Workplace Violence
- Aggressive Driving
- Automated External Defibrillators (AEDs): Saving Sudden Cardiac Arrest Victims
- Back Injury Prevention
- Back to Work. Back to Safety. Re-gaining Safety Habits after Time Away from Work. (Spanish)
- BPB for Healthcare
- Bloodborne Pathogen Training
- Bloodborne Pathogens
- Bloodborne Pathogens and Personal Protective Equipment (PPE)
- Bloodborne Pathogens and the Needlestick Safety and Prevention Act
- Bloodborne Pathogens Overview
- Carbon Monoxide for Managers
- Carbon Dioxide 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: Atmospheric
- Confined Spaces: Personnel and Permits
- Confined Spaces: Professional Protective Equipment
- Crane Safety
- Crane Safety (Spanish)
- Crane Safety in Construction Environments
- Creating Safety in Welding Operations
- Creating Safety in Welding Operations, (Spanish)
- Crystaline Silica
- CSA Training for Employees
- CSA Training for Managers
- Dealing With Hazardous Spills
- Dealing with Hazardous Spills (Spanish)
- Defensive Driving
- Developing an Effective Safety Culture
- Distracted Driving
- Distracted Driving (Spanish)
- DOT HAZMAT: General Awareness (Spanish)
- DOT HAZMAT: Security Awareness (Spanish)
- DOT HAZMAT: In Depth Security Training (Spanish)
- DOT HAZMAT: Safety Training (Spanish)
- DOT: Classification
- DOT: Hazardous Materials Transportation
- DOT: Marking, Labeling and Placarding
- DOT: Packing
- DOT: Shipping Papers
- Driving Safety
- Driving Safety (Spanish)
- Electrical Safety Awareness
- Electrical Safety for Everyone
- Electrical Safety for Everyone (Spanish)
- Electrical Safety for Qualified Workers
- Electrical Safety in the Laboratory
- Electrocution Hazards in Construction Environments Part I... Types of Hazards and How You Can Protect Yourself
- Electrocution Hazards in Construction Environments Part II... Employer Requirements
- Emergency Preparedness & Response
- Emergency Preparedness & Response (Spanish)
- Environmental Management Systems
- Ergonet: A Training Guide for Healthy Office Work
- Ergonomics for Manufacturing
- Exposure Monitoring and Medical Surveillance (HAZWOPER)
- Fall Factors: Understanding & Preventing Slips, Trips & Falls
- Fall Factors: Understanding & Preventing Slips, Trips & Falls (Spanish)
- Fall Protection
- Fall Protection in Construction Environments
- Fire Extinguisher Safety
- Fire Prevention Safety & Response
- Fire Prevention in Healthcare
- Fire Prevention in the Office
- Fire Prevention in the Office (Spanish)
- Fire Safety for Industrial Workers
- Fire Safety for Industrial Workers (Spanish)
- Fire Safety for Office Workers
- Fire Safety for Office Workers (Spanish)
- First Aid - Bites, Cuts, and Scrapes
- First Aid - Broken Bones
- First Aid - Burns
- First Aid - Choking
- First Aid - Introduction
- Flammable and Combustible Liquids for Managers
- Flammables and Explosives in the Laboratory
- Forklift Safety Lessons for the Safe Operator
- Forklift Safety Lessons for the Safe Operator (Spanish)
- Forklift Safety Lessons for the Safe Pedestrian
- Forklift Safety Lessons for the Safe Pedestrian (Spanish)
- Fuel Savings: e4 Driving School
- Fuel Savings: Idle Time
- Fuel Savings: Oil, Tune and Tires
- Fuel Savings: Order Accuracy
- Fuel Savings: Power Curve
- Fuel Savings: Take Home Vehicles
- GHS Labeling in Construction Environments
- GHS Safety Data Sheets in Construction Environments
- GHS Safety Data Sheets in the Laboratory
- Good Housekeeping: Everyone's Responsibility
- Good Housekeeping: Everyone's Responsibility (Spanish)
- Hand and Power Tool Safety in Construction Environments
- Hand, Wrist and Finger Safety in Construction Environment
- Handling Compressed Gas Cylinders in the Laboratory
- Hazard Communication in Construction Environments
- Hazard Communication in Healthcare Facilities
- Hazardous Chemicals in Labs
- Hazardous Energy Control
- Hazardous Waste Management
- HazCom & the Global Harmonizing System
- HazCom & the Global Harmonizing System (Spanish)
- HAZCOM: What's New with OSHA?
- Hearing Conservation
- Hearing Conservation & You
- Hearing Conservation & You (Spanish)
- Heat Stress
- Heat Stress in Construction Environments
- How to Lower Your Energy Bills: Creating a Comprehensive Energy Savings Plan
- How to Lower Your Energy Bills: Doing Your Part at Work
- How to Lower Your Energy Bills: Saving Fuel Costs
- Hydrogen Sulfide Employee Training
- Hydrogen Sulfide Employee Training (Spanish)
- I Chose to Look the Other Way: Three Stories of Workplace Safety
- I Chose to Look the Other Way: Three Stories of Workplace Safety (Spanish)
- I Chose to Look the Other Way: Three Stories of Workplace Safety
- I Chose to Look the Other Way: Three Stories of Workplace Safety (Spanish)

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.
• Preventing Hearing Loss
• Preventing Slips & Falls
• Principle to Practice with David Lynn, CSP
• Principle to Practice with David Lynn, CSP (Spanish)
• Propane Gas
• Propane Gas Safety for Managers
• Proper Use of a Fire Extinguisher
• Protecting Our Sight
• Protecting Our Sight (Spanish)
• Radiation Safety
• Radiosotope Safety
• Respiratory Protection
• Rigging Safety in Construction Environments
• Safe Forklift Operation
• Safe Handling of Laboratory Glassware
• Safe Use & Operation of Industrial Cranes
• Safe Use & Operation of Industrial Cranes (Spanish)
• Safety Bob's Comprehensive Construction Safety Orientation - (Spanish)
• Safety Bob's Comprehensive Construction Safety Orientation - (Spanish)
• Safety Decision-Making: Overcoming Human Nature
• Safety Decision-Making: Overcoming Human Nature (Spanish)
• Safety First: Fire Extinguisher Use
• Safety Management
• Safety Showers and Eye Washes in the Laboratory
• Safety Toolbox: Driving Defensively
• Safety Toolbox: Driving in Poor Conditions
• Safety Toolbox: Fall Protection
• Safety Toolbox: Prevent Slips, Trips, and Falls
• Safety Toolbox: Protect Your Back
• Safety Toolbox: The Safe Use of Aerial Lifts
• Safety Toolbox: The Safe Use of Ladders
• Safety Toolbox: Using Lockout Tagout
• Safety Toolbox: What You Need to Know About Emergency Exits
• Severe Weather Alert: Are You Prepared? (Spanish)
• Severe Weather Alert: Emergency Preparedness and Response
• Slip, Trip and Fall Prevention
• Stormwater Pollution Prevention Plan General Awareness Training
• Stormwater Pollution Prevention Plan General Awareness Training (Spanish)
• Survive Inside: Employee Safety in Confined Spaces
• Survive Inside: Employee Safety in Confined Spaces (Spanish)
• Surviving the Fall: Proper Use of Your Personal Fall Arrest System
• Surviving the Fall: Proper Use of Your Personal Fall Arrest System
• Take Time for Safety
• Take Time for Safety (Spanish)
• The Hazard Communications Program
• The Lockout/Tagout Program
• The OSHA Formaldehyde Standard (Laboratory Safety Series)
• Two-Wheeled Handcart
• Understanding & Preventing Heat-Related Illnesses

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

**PROJECT MANAGEMENT**

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

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ONLINE COURSES

• PMP Exam Prep: Chapter 02 - Types of Exam Questions
• PMP Exam Prep: Chapter 03 - The Basics of Project Management - Part 01
• PMP Exam Prep: Chapter 03 - The Basics of Project Management - Part 02
• PMP Exam Prep: Chapter 04 - Project Integration Management
• PMP Exam Prep: Chapter 05 - Project Scope Management
• PMP Exam Prep: Chapter 06 - Project Schedule Management
• PMP Exam Prep: Chapter 07 - Project Cost Management
• PMP Exam Prep: Chapter 08 - Project Quality Management
• PMP Exam Prep: Chapter 09 - Project Resource Management
• PMP Exam Prep: Chapter 10 - Project Communications Management
• PMP Exam Prep: Chapter 11 - Project Risk Management
• PMP Exam Prep: Chapter 12 - Project Procurement Management
• PMP Exam Prep: Chapter 13 - Project Stakeholder Management
• PMP Exam Prep: Chapter 14 - Professional Responsibility
• PMP Exam Prep: Final Exam

• PMP® Certification: Advanced PMBOK® 2004 Topics
• PMP® Certification: Project Management Basics
• Pragmatic Project Management
• Prioritizing Project Work
• Project Definition Questions - Quick Reference
• Project Evaluation Questions - Quick Reference
• Project Management
• Project Management Essentials
• Project Management for Small Business
• Project Management for Small Projects
• Project Management Fundamentals
• Project Management Introduction
• Project Management Pre-Work: Introduction to Project Pre-Work (Part 1 of 18)
• Project Management Pre-Work: Identifying Project Parameters (Part 2 of 18)
• Project Management Pre-Work: Defining Project Problems or Opportunities (Part 3 of 18)
• Project Management Pre-Work: Determining Project Requirements (Part 4 of 18)
• Project Management Pre-Work: Listing and Organizing Needs and Wants (Part 5 of 18)
• Project Management Pre-Work: Validating Project Assumptions (Part 6 of 18)
• Project Management Pre-Work: Developing a Project Goal Statement (Part 7 of 18)
• Project Management Pre-Work: Determining the Best Project Plan (Part 8 of 18)
• Project Management Pre-Work: Understanding Project Risks (Part 9 of 18)
• Project Management Pre-Work: Quantifying Project Risks (Part 10 of 18)

• Project Management Pre-Work: Creating Strong Project Proposals (Part 11 of 18)
• Project Management Pre-Work: Identifying Key Project Personnel (Part 12 of 18)
• Project Management Pre-Work: Securing Commitment in Projects (Part 13 of 18)
• Project Management Pre-Work: Project Authority Planning (Part 14 of 18)
• Project Management Pre-Work: Allocating Project Responsibilities (Part 15 of 18)
• Project Management Pre-Work: Making Meaningful Project Requests (Part 16 of 18)
• Project Management Pre-Work: Project Complexity Analysis (Part 17 of 18)
• Project Management Pre-Work: The Project Kickoff Meeting (Part 18 of 18)
• Project Management Professional (PMP® 5th Edition)
• Project Management Skills for Non Project Managers: Lesson 1 - Planning the Project
• Project Management Skills for Non Project Managers: Lesson 2 - Implementing the Project Plan
• Project Management, Planning, and Control
• Project Management: Advanced, 2nd Edition
• Project Management: Basic, 2nd Edition
• Project Management: Intermediate, 2nd Edition
• Project Problem Solving
• Project Ranking Method
• Project Teams
• Quality Management: Chapter 1 - Concept of Quality
• Quality Management: Chapter 2 - Customer Input to Quality
• Quality Management: Chapter 3 - Plan Quality
• Quality Management: Chapter 4 - Quality Control
• Quality Management: Chapter 5 - Six Sigma
• Quality Management: Final Exam
• Risk Management Professional Exam Prep: Chapter 01 - Quick PM Review & the RMP Credential
• Risk Management Professional Exam Prep: Chapter 02 - Introduction to Project Risk
• Risk Management Professional Exam Prep: Chapter 03 - Risk Management Planning
• Risk Management Professional Exam Prep: Chapter 04 - Stakeholder Management & Communication
• Risk Management Professional Exam Prep: Chapter 05 - Risk Identification
• Risk Management Professional Exam Prep: Chapter 06 - Qualitative Risk Analysis
• Risk Management Professional Exam Prep: Chapter 07 - Quantitative Risk Analysis
• Risk Management Professional Exam Prep: Chapter 08 - Risk Response Planning
• Risk Management Professional Exam Prep: Chapter 09 - Learning to Control Risks
• Schedule and Cost Control: Section 01 - Quick PM Review
• Schedule and Cost Control: Section 02 - Time Management
• Schedule and Cost Control: Section 03 - Critical Path Method
• Schedule and Cost Control: Section 04 - Basic Cost Management
• Schedule and Cost Control: Section 05 - Introduction to Earned Value
• Schedule and Cost Control: Section 06 - Critical Chain Management
• Schedule and Cost Control: Section 07 - Other Cost Calculations
• Scope and Requirements: Section 01 - Effective Listening Skills for Requirements Definition
• Scope and Requirements: Section 02 - Stakeholders
• Scope and Requirements: Section 03 - Scope Definition
• Scope and Requirements: Section 04 - Creating Effective Work Breakdown Structures
• Scope and Requirements: Section 05 - Requirements Basics
• Scope and Requirements: Section 06 - Use Cases
• Scope and Requirements: Section 07 - Development Methodologies
• Scope and Requirements: Section 08 - Testable Requirements
• Scope and Requirements: Section 09 - The Software Requirements Specification (SRS)
• Scope and Requirements: Section 10 - Business Domain Modeling
• Scope and Requirements: Section 11 - Other Advanced Tools
• Scope and Requirements: Section 12 - Final Exam
• Stakeholder Analysis Alternatives
• Stocking Your Project Management Toolkit
• Strategic Planning Skills: Lesson 01 - Preparing for the Strategic Planning Process
• Strategic Planning Skills: Lesson 02 - Initiating the Strategic Planning Process
• Strategic Planning Skills: Lesson 03 - Developing the Strategic Plan
• Strategic Planning Skills: Lesson 04 - Executing the Plan
• Stress-Free Event Planning
• Successful Project Management in a Week
• Taking Control of Projects and Priorities
• The 77 Deadly Sins of Project Management
• The AMA Handbook of Project Management
• The Principles of Project Management
• The Project Management Life Cycle Model
• The Stakeholder Analysis Matrix
• Thinking on Purpose for Project Managers
• Types of Project Stakeholders
• History Means Business Meet Fred Pryor
• Pryor® Tutorial for Users and Admins, Online and Live Account

SALES
• Account Management: Managing Accounts Versus Selling to Customers (Part 1 of 6)
• Account Management: Account Relationship Levels (Part 2 of 6)
• Account Management: Using Psychographics to Gauge Product Relationship Levels (Part 3 of 6)

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.

Individual Training: 1.800.780.8476 • Group Training: 1.800.944.8503 • pryor.com 37
• Account Management: The Marketing-Sales Disconnect (Part 4 of 6)
• Account Management: Creating Insight-Based Account Relationships (Part 5 of 6)
• Account Management: Providing a Total Account Solution (Part 6 of 6)
• Addressing Objections in Sales
• Avoid the Top Mistakes Sales Reps Make
• Building GREAT Sales Relationships
• Characteristics of the Sale: Analytics and Metrics
• Characteristics of the Sale: Introduction to the Sales Cycle LINE
• Characteristics of the Sale: Key Account Selling Overview
• Characteristics of the Sale: Product Knowledge
• Characteristics of the Sale: Sales Cycle LINE A
• Characteristics of the Sale: Sales Cycle LINE B
• Choosing an Effective Closing Method
• Claiming vs. Creating Value in Negotiation
• Closing the Sale
• Conquering Sales Objections
• Creating Effective Sales Proposals
• Cross Selling
• Dealing with Difficult Situations
• Defining the Wants and Needs of Customers
• Developing Your Territory: Building the Sales Plan
• Developing Your Territory: Summarizing the Business Situation
• DISC: Selling D
• DISC: Selling I
• DISC: Selling S
• DISC: Selling C
• Effective Selling in Any Situation
• Emotional Intelligence for Sales Success
• Establishing Trust with Customers
• Finding Good Prospects
• Following up on Your Sale
• Follow-Up After the Sale
• Get Clients Now!
• Getting Past the Gatekeeper
• Handling Tough Customers
• How to Develop Your Sales Plan
• How to Leave Phone Voicemail that Get Returned
• Lead Development: Elevator Speech Value Proposition
• Lead Development: The Marketing Link
• Leading the Sales Force
• Managing an Enterprise Account: Finding Unmet Needs
• Managing an Enterprise Account: Five Minute Debrief
• Managing an Enterprise Account: Five Minute Pre Brief
• Managing an Enterprise Account: Handling Objections
• Managing an Enterprise Account: Introduction
• Managing an Enterprise Account: Lifetime Customer Value
• Managing an Enterprise Account: No Push Selling
• Managing an Enterprise Account: Selling Benefits
• Managing an Enterprise Account: Value Added Selling
• Managing an Enterprise Account: No Push Close
• Managing Your Sales Prospects
• Modern Phone Sales Techniques
• Motivate Your Sales Team
• Negotiating a Job Offer
• 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
• 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 Management
• Sales Strategies for Handling Objections
• Sales: Attitude is Everything
• Sales: Attitude is Everything (French)
• Sales: Attitude is Everything (French-Canadian)
• Sales: Attitude is Everything (Spanish)
• Sales: Boost Your Selling Power
• Sales: Boost Your Selling Power (French)
• Sales: Boost Your Selling Power (French-Canadian)
• Sales: Boost Your Selling Power (Spanish)
• Sales: Boost Your Selling Power (Spanish)
• Sales: Create Sales Proposals
• Sales: Create Sales Proposals (French)
• Sales: Create Sales Proposals (French-Canadian)
• Sales: Create Sales Proposals (Spanish)
• Sales: Overcoming Objections
• Sales: Overcoming Objections (French)
• Sales: Overcoming Objections (French-Canadian)
• Sales: Overcoming Objections (Spanish)
• Sales: Qualifying Prospects
• Sales: Qualifying Prospects (French)
• Sales: Qualifying Prospects (French-Canadian)
• Sales: Qualifying Prospects (Spanish)
• Sales: Set Goals and Manage Time
• Sales: Set Goals and Manage Time (French)
• Sales: Set Goals and Manage Time (French-Canadian)
• Sales: Set Goals and Manage Time (Spanish)
• Sales: Tips for Successful Sales
• Sales: Tips for Successful Sales (French)
• Sales: Tips for Successful Sales (French-Canadian)
• Sales: Tips for Successful Sales (Spanish)
• Sell for Success! What You Need to Know About Selling
• Sell Without Selling
• Selling at a Distance: Gathering Prospect Information
• Selling at a Distance: Phone Selling
• Selling at a Distance: The Virtual Presentation
• Selling New Products
• Selling To Different Customer Roles
• Selling Value Over Price
• Setting and Managing Your Sales Goals
• Speaking Customer
• Strategizing for Your Sales Presentation
• Successful Selling in Today's Economy
• Taking Effective Call Notes
• Territory Administration: Personal Management Tracking
• Territory Administration: Record Keeping
• Territory Administration: Using CRM Effectively
• Territory Administration: Using Portable Media
• Territory Development Introduction: Exceptional Service
• Territory Development Introduction: How Customers Want to Be Sold to
• Territory Development Introduction: The New Sales Skills
• Territory Development Introduction: The Realities of Selling in the 21st Century
• Territory Development Introduction: The Sales Funnel
• Territory Management: Analyzing Territory
• Territory Management: Decision Makers vs. Influencers
• Territory Management: Managing a New Territory
• Territory Management: Managing Your Sales Pipeline
• Territory Management: Prioritizing Your Territory
• The Accidental Salesperson
• The Distance Sales Cycle
• The New Rules of Lead Generation

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

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

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