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 Guide to Whistleblowing
- 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 Analysis
- Business Attire Basics for Men: Black Tie Optional Attire
- Business Attire Basics for Men: Business Casual Attire
- Business Attire Basics for Men: Business Formal Attire
- Business Attire Basics for Men: Casual Attire
- Business Attire Basics for Men: Semi-Formal/Cocktail Attire
- Business Attire Basics for Women: Black Tie Optional Attire
- Business Attire Basics for Women: Business Casual Attire
- Business Attire Basics for Women: Business Formal Attire
- Business Attire Basics for Women: Casual Attire
- Business Attire Basics for Women: Semi-Formal/Cocktail Attire
- Business Meals: Attending a Business Meal
- Business Meals: Hosting a Business Meal
- Business Planning for Beginners
- Business Process Reengineering (BPR): Characteristics (Part 2 of 6)
- Business Process Reengineering (BPR): Introduction (Part 1 of 6)
- Business Process Reengineering (BPR): Key Steps (Part 5 of 6)
- Business Process Reengineering (BPR): Pitfalls (Part 6 of 6)
- Business Process Reengineering (BPR): Requirements (Part 4 of 6)
- Business Process Reengineering (BPR): The 3 Cs (Part 2 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: Adding Value as an Employee (Part 4 of 7)
- Career Advancement: Asking for a Raise (Part 5 of 7)
- Career Advancement: Documenting Your Performance (Part 1 of 7)
- Career Advancement: Getting a Promotion (Part 7 of 7)
- Career Advancement: Preparing for Your Appraisal (Part 2 of 7)
- Career Advancement: Setting Yourself Up for a Promotion (Part 6 of 7)
- Career Advancement: So, You Want to Get a Raise (Part 3 of 7)
- Character Matters! Character and Courage
- Character Matters! Connecting Character in the Workplace
- Character Matters! Standing on Principle
- Character Matters! The Character Makeover
- Cognitive Flexibility: Benefits of Cognitive Flexibility (Part 2 of 4)
- Cognitive Flexibility: Flexible Thinking at Work (Part 1 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
- Confidentiality and Intellectual Property
- Tips and Actions for Success (Part 3)
- Coordinating With Others: Coordinating Gone Wrong! (Part 1 of 4)
- Coordinating With Others: How Coordinators Exert Control (Part 4 of 4)
- Coordinating With Others: Preparing to Coordinate a Project (Part 2 of 4)
- Coordinating With Others: Traits of an Effective Coordinator (Part 3 of 4)
- Coping with Change: Change Behaviors
- Coping with Change: Change Model
- Coping with Change: Change Phases
- Corporate Social Responsibility
- Creating a Statement of Values (Part 11 of 13)
- Creativity: 01. Getting Creative
- Creativity: 02. Logic vs Creativity
- Creativity: 03. Techniques
- Creativity: 04. Defining Problems
- Criminal versus Civil Law for Business
- Crisis Control: Apology Accepted
- Crisis Control: Keeping Your Promises
- Crisis Control: The Cover-up
- Crisis Control: Your Ethical Appearance
- Critical Thinking 101: Characteristics of Critical Thinkers
- Critical Thinking 101: Developing Yourself as a Critical Thinker
- Critical Thinking 101: Leveraging Critical Thinking at Work
- Critical Thinking 101: Recognizing Critical Thinking Errors
- Critical Thinking 101: Why We Need Critical Thinking
- Critical Thinking: Asking Effective Questions
- Cutting Edge Communication: Accepting Change
- Cutting Edge Communication: Arrogance and Humility
- Cutting Edge Communication: Brainstorming and Solving
- Cutting Edge Communication: Creating Workforce Agility
- Cutting Edge Communication: Overcoming Fears
- Cutting Edge Communication: Trying Myers-Briggs
- Cutting Edge Success at Work: Appreciate Feedback
- Cutting Edge Success at Work: Be Confident and Assertive
- Cutting Edge Success at Work: Build Employability Skills
- Cutting Edge Success at Work: Communicate Effectively
- Cutting Edge Success at Work: Demonstrate Strengths
- Cutting Edge Success at Work: Impress at job Interviews
- Do You Need a Meeting? Infographic
- During Meetings
- Effective Online Meetings 1: Manage
- Effective Online Meetings 2: Plan
- Effective Online Meetings 3: Technology
- Effective Online Meetings 4: Structure
- Effective Online Meetings 5: Design
- Effective Online Meetings 6: Preparation
- Effective Online Meetings 7: Presentation
- Effective Online Meetings 8: Follow-Up
- Eliminating the Execution Gap
- Ethical Decision-Making Skills: Actions for Success (Section 4)

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

• Ethical Decision-Making Skills: Connecting Character (Section 2)
• Ethical Decision-Making Skills: Ethical Issues and Problems (Section 1)
• Ethical Decision-Making Skills: What You Need to Know (Section 3)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 1)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 2)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 3)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 4)
• Ethical Expectations: Code of Conduct and Compliance Training (Section 5)
• Ethical Issues in Advertising and Marketing
• Ethical Situations to Consider (Spanish)
• Ethics and Business Conduct for Government Contractors
• Ethics and Business Conduct for Government Contractors (Refresher Version)
• Ethics and 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 Toolkit: Gossip and Rumors
• Ethics: An Employee’s Perspective
• Ethics: Everything You Ever Wanted To Know About Conflicts Of Interest But Were Too Lazy To Ask
• Ethics: How To Avoid Sexual Harassment In Under Four Minutes!
• Ethics: How To Deal With Anybody For Whom Episode 5 WasHard To Understand
• Ethics: How To Handle Customer Information. Boring Title, Awesome Video
• Ethics: Privacy - Or The Total Lack Of It, Depending On What You Do!
• Ethics: Probably The Best Reason Ever For Not Taking Bribes
• Ethics: The Remarkably Obvious Difference Between A Gift And A Bribe
• Ethics: To Borrow, Or Not To Borrow? That Is The Question, And This Video Is The Answer!
• Ethics: Why Even Bother With Ethics Training?
• Gathering Data: Understanding Financial Metrics
• Gathering Data: Understanding Fractions
• Gathering Data: Understanding Financial Metrics
• Gift and Hospitality in the Workplace - Part 1: Ethical Issues and Problems
• Gift and Hospitality in the Workplace - Part 2: Workplace Skills for Success
• Government’s Role in Managing the Economy
• Grammaralogues, Legal Documents and a Glossary
• Honesty Made Simple: Avoiding “Spin” and Other Manipulations
• Honesty Made Simple: Honesty and Personal Values at Work
• Honesty Made Simple: Making Honesty Intrinsic
• Honesty Made Simple: Something for Nothing: The Reality Behind Employee Theft
• Honesty Made Simple: What Makes You Ethical?
• How Ethics affect Attitude and Behavior
• How Much Does Your Meeting Cost?
• How to Avoid Lapsing Into Unethical Behavior (Part 7 of 13)
• How to Deal with People Who Want You to Compromise Your Ethics (Part 8 of 13)
• How To Work a Room: After The Event
• How To Work a Room: Attending an Event
• How To Work a Room: Preparing for an Event
• Identifying and Overcoming Business Challenges
• Identifying Business Opportunities
• Igniting Creativity: Adopting a Creative Mindset (Part 5 of 11)
• Igniting Creativity: Becoming a More Creative Thinker (Part 10 of 11)
• Igniting Creativity: Conducting a Brainstorming Session (Part 6 of 11)
• Igniting Creativity: Creativity vs. Logic (Part 2 of 11)
• Igniting Creativity: Fostering Creativity at Work (Part 11 of 11)
• Igniting Creativity: How to Be Innovative (Part 7 of 11)
• Igniting Creativity: Idea Generation Techniques (Part 9 of 11)
• Igniting Creativity: Innovating With SCAMPER (Part 8 of 11)
• Igniting Creativity: The Creative Process, Part 1 (Part 3 of 11)
• Igniting Creativity: The Creative Process, Part 2 (Part 4 of 11)
• Igniting Creativity: You Can Be Creative! (Part 1 of 11)
• Influencing Others: Ethically
• Insider Trading
• 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: Finding Averages
• Introduction to Math: Inequalities
• Introduction to Math: Multiplying and Dividing
• Introduction to Math: Positive and Negative Numbers
• Introduction to Math: Understanding Decimals
• Introduction to Math: Understanding Fractions
• Introduction to Math: Understanding Percentages
• Introduction to Math: Understanding the Metric System
• Job Offer Math: Benefits by the Numbers
• Job Offer Math: Cost of Living Comparisons
• Job Offer Math: Medical Insurance Basics
• Job Offer Math: Understanding a Job Offer
• Know What You Stand For (Part 5 of 13)
• Knowledge Management: Getting and Sharing Best Practices
• Knowledge Management: Removing the Blocks to Sharing Best Practices
• Leadership and Change: Agility Quick Tips (Part 9 of 9)
• Leadership and Change: Creating a Case for Change (Part 4 of 9)
• Leadership and Change: Establishing a Culture of Agility (Part 7 of 9)
• Leadership and Change: Implementing a Change Initiative (Part 6 of 9)
• Leadership and Change: Making Change a Core Competency (Part 1 of 9)
• Leadership and Change: Overcoming a Fear of Change (Part 8 of 9)
• Leadership and Change: The Resistance to Change (Part 3 of 9)
• Leadership and Change: Thinking Strategically About Change (Part 5 of 9)
• Leadership and Change: Understanding What Drives Change (Part 2 of 9)
• Leading Team Meetings
• Learning What You Don’t Know
• Leveraging Video for Unified Communications
• Linking Ethical Behavior to Your Organization’s Structure
• Lose the Meeting Blues
• Lose the Meeting Blues (Spanish)
• Maintaining Your Statement of Values (Part 12 of 13)
• Making Travel Plans and Reservations
• Managing Meetings
• Mathematical Foundation
• Meeting Agendas and Minutes
• Meeting For Results
• 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
• People Matter! Ethics and Human Value
• People Matter! Ethics and Respect Connection: Do you “Care”?
• People Matter! Roadblocks to Respect
• Planning for a Business Trip
• Privacy and Ethical Behavior
• Product Liability: Strict Liability and Negligence

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

800.944.8503 • pryor.com
• Product Liability: Warranties, Agency and Damages
• Professional Excellence Episode 1: What (Not) To Talk About at Work!
• Professional Excellence Episode 10: Meeting Groups of People
• Professional Excellence Episode 11: Exchanging Business Cards, Following Up, and Networking Events
• Professional Excellence Episode 2: Shouting, Ranting, Negativity, and Other Terrible Ideas!
• Professional Excellence Episode 3: Gossip: For People Who Don’t Want Friends!
• Professional Excellence Episode 4: Meetings Aren’t Actually for Texting - Sorry!
• Professional Excellence Episode 5: How to Use the Internet for Good and Not Evil
• Professional Excellence Episode 6: How to Use Email So That People Don’t Want to Hurt You
• Professional Excellence Episode 7: The Speakerphone: Why Talk When Shouting Will Do?
• Professional Excellence Episode 8: Various Ways to Succeed (And Fail!) at Introductions
• Professional Excellence Episode 9: How to Shake Someone’s Hand
• Promoting an Ethical Culture (Part 13 of 13)
• Promoting an Ethical Culture in Your Organization
• Proper Introductions: In-Person Introductions
• Public Law: Government and the Economic Environment
• Public Law: Introducing the Principles
• Public Law: Understanding Statutory and Administrative Law
• Reading the Field: Conducting a SWOT Analysis
• Remembering Names and Faces
• Reviewing Law and the Legal System
• S.C.A.M.P.E.R.
• Reviewing Law and the Legal System
• Understanding Confidently and Intellectual Property Issues and Problems (Part 1)
• Understanding Employment Discrimination for Employees
• Understanding Negligence Torts in Business
• Understanding Organizational Behavior
• Understanding Successful Negotiation
• Use Resistance as Your Friend-Follower
• What is Economics?
• When Change Isn’t a Choice-Follower
• Why Be Ethical? Because It’s The Right Thing To Do (Part 1 of 13)
• Why Be Ethical? Because Your Customers Demand It (Part 2 of 13)
• Why Be Ethical? Because You’ll be Happier (Part 3 of 13)
• Workplace Law
• Your Responsibility for Confidential and Intellectual Property (Part 2)

BUSINESS WRITING & GRAMMAR
• Bad Email Habits: What Message Are You Sending?
• Be a Pronoun Genius!
• Business Writing and Editing for Professionals
• Clear Up the Grammar Confusion
• Commonly Misused Words - Skills and Drills
• Conquering Your Inbox Before It Conquers You
• Effective and Appropriate Email Use
• Effective Business Proposals
• Effective Writing Skills: Improving Readability (Part 1 of 18)
• Effective Writing Skills: Parts of Speech, Part 1 (Part 2 of 18)
• Effective Writing Skills: Parts of Speech, Part 2 (Part 3 of 18)
• Effective Writing Skills: Common Word Mix-Ups, Part 1 (Part 4 of 18)
• Effective Writing Skills: Common Word Mix-Ups, Part 2 (Part 5 of 18)
• Effective Writing Skills: Basic Grammar Rules (Part 7 of 18)
• Effective Writing Skills: Punctuation Marks — Basic (Part 8 of 18)
• Effective Writing Skills: Punctuation Marks — Advanced (Part 9 of 18)
• Effective Writing Skills: Constructing Effective Sentences (Part 10 of 18)
• Effective Writing Skills: Constructing Effective Paragraphs (Part 11 of 18)
• Effective Writing Skills: Creating Your First Draft (Part 13 of 18)
• Effective Writing Skills: Getting Started on Your Writing Project (Part 12 of 18)
• Effective Writing Skills: Reviewing Your Document (Part 14 of 18)
• Effective Writing Skills: Basic Spelling Rules (Part 15 of 18)
• Effective Writing Skills: Formatting Business Letters (Part 16 of 18)
• Effective Writing Skills: Composing Effective Reports (Part 17 of 18)
• Effective Writing Skills: Writing Persuasive Proposals (Part 18 of 18)
• Email Etiquette Infographic
• Grammar Guide: Abbreviations
• Grammar Guide: Adjectives
• Grammar Guide: Adverbs
• Grammar Guide: Apostrophes
• Grammar Guide: Colons & Semicolons
• Grammar Guide: Common
• 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 for Time and Money
COMMUNICATION

A Positive Approach to Speaking
Active Listening
Active Listening Skills to Improve Communication
Aggressive Manipulators
Assertive Communication: The Continuum
Assertive Communication: The Nonverbal Side
Assertive Communication: The Three-Part Model
Assertive Communication: Tips for Naturally Aggressive People
Assertive Communication: Tips for Naturally Passive People
Assertive Communication: Tips for Self-Regulation
Assertiveness: What Kind of Communicator Are You?
Building Great Relationships at Work (Part 1 of 5)
Building Great Relationships with Bosses (Part 3 of 5)
Building Great Relationships with Co-Workers (Part 2 of 5)
Building Great Relationships with Subordinates (Part 4 of 3)
Building Great Relationships: Building Relationships with Jerks (Part 5 of 5)
Building Influence in the Workplace
Building Strategic Relationships (Part 1 of 4): Planning for Strategic Relationships
Building Strategic Relationships (Part 2 of 4): What You Have to Offer
Building Strategic Relationships (Part 3 of 4): Starting the Relationship
Building Strategic Relationships (Part 4 of 4): Tips for Strengthening the Relationship
Building Your Personal Brand
Colorful Connections - Communication Basics (P)
Colorful Connections - Recognizing the Personalities (P)
Colorful Connections - Team Building Basics (P)
Communication Toolkit: Apologizing at Work
Communication Toolkit: Becoming a Master Communicator
Communication Toolkit: Communicating Across the Organization
Communication Toolkit: Communicating as a Leader
Communication Toolkit: Communicating with Confidence
Communication Toolkit: Communication Is Critical
Communication Toolkit: Connecting Over the Phone
Communication Toolkit: Corresponding via Email
Communication Toolkit: Differences Among Generations
Communication Toolkit: Mastering Small Talk
Communication Toolkit: Meeting Etiquette
Communication Toolkit: Nonverbals and Body Language
Communication Toolkit: Overcommunicating
Communication Toolkit: Respectful Communication
Communication Toolkit: The Power of Storytelling
Communication Toolkit: Transparency
Conflict: Manage Conflict Situations
Conflict: Managing Your Emotions
Conflict: Respond to Tension
Conflict: Workplace Tension
Confronting Workplace Conflict
Cutting Edge Basic English: A Typical Day
Cutting Edge Basic English: Asking for Help
Cutting Edge Basic English: Be Careful
Cutting Edge Basic English: Can I Help?
Cutting Edge Basic English: Chatting
Cutting Edge Basic English: Comparing
Cutting Edge Basic English: Do You Like Them?
Cutting Edge Basic English: Friends and Family
Cutting Edge Basic English: Giving Information
Cutting Edge Basic English: How Do You Feel?
Cutting Edge Basic English: How Was Your Week?
Cutting Edge Basic English: Instructions and Advice
Cutting Edge Basic English: Let's Go
Cutting Edge Basic English: Meeting People
Cutting Edge Basic English: Thanks
Cutting Edge Basic English: What Are You Going to Do?
Cutting Edge Basic English: What Do You Do?
Cutting Edge Basic English: What's Happening?
Cutting Edge Basic English: Where Can We Meet?
Cutting Edge Basic English: You Choose
Cutting Edge Communication: Building Relationships
Cutting Edge Communication: Presenting with Passion
Cutting Edge Communication: Surviving Team Conflicts
Dealing with Anger and Emotions: Quick Tips
Dealing with Anger and Emotions: Quick Tips (French)
Dealing with Anger and Emotions: Quick Tips (French-Canadian)
Dealing with Anger and Emotions: Quick Tips (Spanish)
Dealing with Difficult Parents
Dealing with Feelings
Defining Moments
DISC Styles: D
DISC Styles: I
DISC Styles: S
DISC Styles: C
DISC: Introduction
DISC: Leading D
DISC: Leading I
DISC: Leading S
DISC: Leading C
DISC: Questionnaire
DISC: Understanding DISC Styles
Earning Trust
Elevator Pitch
English at Work Series: Agreeing and Disagreeing
English at Work Series: Apologizing
English at Work Series: Asking Questions
English at Work Series: Clarifying and Explaining
English at Work Series: Communication 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: Describing People
English at Work Series: Discussing Responsibilities
English at Work Series: Encouraging Others
English at Work Series: Expressing Ideas and Attitudes
English at Work Series: Giving Reasons
English at Work Series: Giving Warnings
English at Work Series: Greeting and Introducing
English at Work Series: Making Suggestions
English at Work Series: Saying What's Needed
English at Work Series: Saying Where People Are
English at Work Series: Talking about Rules
Enhancing Interpersonal Communication
EQ Toolbox: Becoming Socially Aware
EQ Toolbox: Becoming Socially Aware (French)
EQ Toolbox: Becoming Socially Aware (French-Canadian)
EQ Toolbox: Becoming Socially Aware (Spanish)
EQ Toolbox: How to be More Self-Aware
EQ Toolbox: How to be More Self-Aware (French)
EQ Toolbox: How to be More Self-Aware (French-Canadian)
EQ Toolbox: How to be More Self-Aware (Spanish)
EQ Toolbox: How to Express Empathy
EQ Toolbox: How to Express Empathy (French)
EQ Toolbox: How to Express Empathy (French-Canadian)
EQ Toolbox: How to Express Empathy (Spanish)
EQ Toolbox: Managing Your Relationships
EQ Toolbox: Managing Your Relationships (French)
EQ Toolbox: Managing Your Relationships (French-Canadian)
EQ Toolbox: Managing Your Relationships (Spanish)
Foundations of Assertive Communication
Foundations of Assertive Communication (French)
Foundations of Assertive Communication (French-Canadian)
Foundations of Assertive Communication (Spanish)
Handling Conflict: An Employees' Guide
Having Great Conversations: Achieving Productive Conversations (Part 3 of 4)
Having Great Conversations: Mastering Small Talk (Part 2 of 4)
Having Great Conversations: The Conversational Mindset (Part 1 of 4)
Having Great Conversations: Practical Tips for Conversations (Part 4 of 4)
Healthy Communication: 01. Types of Communication at Work
Healthy Communication: 02. How to Communicate Well at Work
Healthy Communication: 03. How Not to Communicate
Healthy Communication: 04. Using Email at Work
Healthy Communication: 05. Communicating with Your Remote Team
High Impact Visual Aids
How Perceptual Style affects Behavior

800.944.8503 • pryor.com
- How to Appreciate Complaints
- How to Be Assertive - Not Aggressive
- How to Be Assertive - Not Aggressive (French)
- How to Be Assertive - Not Aggressive (French-Canadian)
- How to Find Common Ground
- How to Manage Emotions in the Workplace
- How to Overcome Disruptive Workstyle Differences
- How to Tell a Conversation With a Stranger
- How to Tell Someone No
- How to Tell Someone They Have Body Odor
- How to Tell Someone You Forgot Their Name
- How to Work With Someone You Dislike
- Influence Tactics
- Interpersonal Communication
- Interpersonal Communication (Spanish)
- Introduction to Negotiation
- Introduction to Negotiation (French)
- Introduction to Negotiation (French-Canadian)
- Introduction to Negotiation (Spanish)
- Keep Your Cool: Attitude
- Keep Your Cool: Control
- Keep Your Cool: Signs
- Keep Your Cool: Truths
- Keep Your Cool: 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)
- Managing Conflict in Special Circumstances
- Managing Conflict in Special Circumstances (French)
- Managing Conflict in Special Circumstances (French-Canadian)
- Managing Conflict Step-by-Step
- Managing Conflict Step-by-Step (French)
- Managing Conflict Step-by-Step (French-Canadian)
- Managing Conflict Step-by-Step (Spanish)
- Manipulation in the Workplace
- Negotiation - On the Road to Success
- Nonverbal Communication: Aligning Nonverbal Communication with Intentions
- Nonverbal Communication: Defining Nonverbal Communication
- Nonverbal Communication: Leveraging Nonverbs for Success
- Nonverbal Communication: Workplace Standards
- Nonverbal Communication: Workplace Standards - Appearance
- Online Demos Made Easy
- Organizing and Planning a Web Conference
- Overview of Web Conferences
- Passive Manipulators
- Persuasive Communication: Introduction
- Persuasive Communication: Techniques
- Pitching and Influencing
- Power Across Cultures
- Power Speaking
- Power Speaking (Spanish)
- Power Speaking (Spanish)
- Power Speaking (Spanish)
- Power Listening Skills
- Power Listening Skills (French)
- Power Listening Skills (French-Canadian)
- Power Listening Skills (Spanish)
- Power Listening Skills (Spanish)
- Presentation Room Set Up Infographic
- Presentation Skills Basics: Setting the Stage
- Presentation Skills: After the Presentation
- Presentation Skills: Basic Questions
- Presentation Skills: Creating Slides
- Presentation Skills: Handling Distractions
- Presentation Skills: Handling Questions
- Presentation Skills: Handouts
- Presentation Skills: Opening
- Presentation Skills: Organizing
- Presentation Skills: Psyching Up
- Presentation Skills: Punching Up Your Presentation
- Presentation Skills: Right Before the Presentation
- Presentation Skills: Using Audio Visuals
- Presenting at a Web Conference
- Putdown Offenders
- Simple Scripts for Problems at Work
- Speak Up and Be Heard! A Confidence-Boosting Course for Women
- Speaking and Listening
- Straight Talk On Bad Language
- Styles of Negotiation
- Styles of Negotiation (French)
- Styles of Negotiation (French-Canadian)
- Styles of Negotiation (Spanish)
- The Art of Nonverbal Communication
- The Art of Nonverbal Communication (French)
- The Art of Nonverbal Communication (French-Canadian)
- The Basics of Emotional Intelligence (French-Canadian)
- The Basics of Emotional Intelligence (French-Canadian)
- The Basics of Emotional Intelligence (Spanish)
- The Basics of Emotional Intelligence (Spanish)
- The Eight Basic Emotions
- The Four R's of Assertiveness
- The Great Conversationalist
- The Meaning of Being Assertive
- The Power of Conformity
- The Secret to Effective Communication
- The Six Sources of Power
- The Subtle Art of Manipulation
- The Truth About Conflict
- Understanding Your Learning Style
- Using Assertive Verbal Skills
- Why Power Is Powerful
- Working Well with Everyone: The Diversity Continuum
- Working Well with Everyone: The Mistake of Stereotyping
- Your Assertive Rights

**COMPUTER SKILLS**
- Creating Passwords
- Laptops and Mobile Device Tips

---

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

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
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.
• Create a Query that Searches for Records within a Date Range in Microsoft® Access® 2016
• Create a Query Using Yes/No Fields in Microsoft® Access® 2016
• Create a Self-Running Show in Microsoft® PowerPoint® 2016
• Create a Slicer in Microsoft® Excel® 2013
• Create a Slide Transition in Microsoft® PowerPoint® 2016
• Create a Table of Authorities in Microsoft® Word 2013
• Create a Table of Authorities in Microsoft® Word 2016
• Create a Table of Contents in Microsoft® Word 2013
• Create a Table of Contents in Microsoft® Word 2016
• Create a User Interface (UI) Macro in Microsoft® Access® 2016
• Create a Yes/No Field in a Table in Microsoft® Access® 2016
• Create an Appointment in Microsoft® Outlook®
• Create an Appointment in Microsoft® Outlook® 2016
• Create an Index in Microsoft® Word 2013
• Create an Index in Microsoft® Word 2016
• Create an Input Mask for Easier Data Entry in Microsoft® Access® 2016
• Create an Interactive Activity in Microsoft® PowerPoint® 2016
• Create and Manage a Contact Group in Microsoft® Outlook® 2016
• Create and Manage Quick Steps in Microsoft® Outlook® 2016
• Create and Manage Quick Steps in Microsoft® Outlook® 2016
• Create and Manage Rules in Microsoft® Outlook®
• Create and Manage Rules in Microsoft® Outlook® 2016
• Create and Print Handouts in Microsoft® PowerPoint® 2016
• Create and Re-Name a Table in Microsoft® Excel® 2016
• Create a Report by Using 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
• Crop and Resize Images in Microsoft® PowerPoint® 2016
• Crop, Resize or Rotate an Image in Microsoft® Word 2013
• Crop, Resize, or Rotate an Image in Microsoft® Word 2016
• Customize and Manage Views in Microsoft® Outlook® 2016
• Customize Form Headers in Microsoft® Access® 2016
• Customize Spellcheck and Grammar Check Options in Microsoft® Word 2013
• Customize Spellcheck and Grammar Check Options in Microsoft® Word 2016
• Customize the Quick Access Toolbar and Status Bar in Microsoft® PowerPoint® 2016
• Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2013
• Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2016
• Customize the Quick Access Toolbar in Microsoft® Excel® 2013
• Customize the Quick Access Toolbar in Microsoft® Excel® 2016
• Customize the Ribbon in Microsoft® Excel® 2013
• Customize the Ribbon in Microsoft® Excel® 2016
• Customize the Ribbon in Microsoft® PowerPoint® 2016
• Customize the Ribbon in Microsoft® Word 2013
• Customize the Ribbon in Microsoft® Word 2016
• Customize Your Environment in Microsoft® Excel® 2013
• Customize Your Environment in Microsoft® Excel® 2016
• Customize Your Excel Environment in Microsoft® Excel® 2016
• Customize Your PowerPoint Environment in Microsoft® Excel® 2016
• Customize Your Presentations 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 Environment in Microsoft® Word 2013
• Customize Your Word Environment in Microsoft® Word 2016
• 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
• Document a Database in Microsoft® Access® 2016
• Download ConceptDraw® - Windows®
• Draw Math Equations New! in Microsoft® PowerPoint® 2016
• Dreamweaver® CS5: Advanced
• Dreamweaver® CS5: Basic
• Dreamweaver® CS6: Basic
• dummies®: Adding Pictures in Publisher
• dummies®: Adjusting Pictures in Publisher
• dummies®: Best Practices for Successful Microsoft® Skype® for Business Meetings
• dummies®: Conducting a Meeting in Microsoft® Skype® for Business
• dummies®: Connecting Your Team and Work with Microsoft® Skype® for Business
• dummies®: Creating a Consistent Look With Master Pages in Publisher
• dummies®: Creating an Email Merge with Publisher
• dummies®: Entering Text in Publisher
• dummies®: Exploiting Microsoft® Skype® for Business Through Outlook® or SharePoint® Online
• dummies®: Fitting Text to Text Frames in Publisher
• dummies®: Getting Started With Microsoft® Publisher and Templates
• dummies®: Making Your Presence Known in Microsoft® Skype® for Business
• dummies®: Managing Frequent Microsoft® Skype® for Business Contacts
• dummies®: Structuring Your Pages With Layout Guides in Publisher
• dummies®: Ten Useful Tasks in Publisher
• dummies®: Tweaking Your Publication With Publisher
• dummies®: Viewing Your Publication with Publisher
• dummies®: Working With Pages in Publisher
• Edit an Image's Colors in Microsoft® PowerPoint® 2016
• Edit an Image's Colors in Microsoft® Word 2013
• Edit an Image's Colors in Microsoft® Word 2016
• Edit Grouping, Sorting, and Total Options in Reports in Microsoft® Access® 2016
• Excel® 2013 Part 1: Absolute Cell References
• Excel® 2013 Part 1: Add Borders and Color to Cells
• Excel® 2013 Part 1: Align Cell Contents
• Excel® 2013 Part 1: Apply Cell Styles
• Excel® 2013 Part 1: Apply Number Formats
• Excel® 2013 Part 1: Cell Names and Range Names
• Excel® 2013 Part 1: Column Width and Row Height Alteration Methods
• Excel® 2013 Part 1: Create a Basic Worksheet
• Excel® 2013 Part 1: Create Formulas in a Worksheet
• Excel® 2013 Part 1: Customize Advanced Options
• Excel® 2013 Part 1: Customize Formula Options
• Excel® 2013 Part 1: Customize General and Language Options
• Excel® 2013 Part 1: Customize Proofing and Save Options
• Excel® 2013 Part 1: Customize the Functionality of Excel® by Enabling Add-Ins
• Excel® 2013 Part 1: Customize the Quick Access Toolbar
• Excel® 2013 Part 1: Customize the Ribbon
• Excel® 2013 Part 1: Customize Trust Center Options
• Excel® 2013 Part 1: Cut and Paste Commands
• Excel® 2013 Part 1: Define the Basic Page Layout for a Workbook
• Excel® 2013 Part 1: Format Worksheet Tabs
• Excel® 2013 Part 1: Identify the Elements of the Application Window
• Excel® 2013 Part 1: Identify the Elements of the Workbook Window
• Excel® 2013 Part 1: Insert MIN and MAX Functions in a Worksheet
• Excel® 2013 Part 1: Insert SUM and AVERAGE Functions in a Worksheet
• Excel® 2013 Part 1: Manage the View of Worksheets and Workbooks
• Excel® 2013 Part 1: Manage Worksheets
• Excel® 2013 Part 1: Modify Fonts
• Excel® 2013 Part 1: Refine the Page Layout and Apply Print Options
• Excel® 2013 Part 1: Spell Check a Worksheet
• Excel® 2013 Part 1: The Auto Fill Feature
• Excel® 2013 Part 1: The Find and Replace Commands
• Excel® 2013 Part 1: The Hide and Unhide Options
• Excel® 2013 Part 1: The Insert and Delete Options
• Excel® 2013 Part 1: The Undo and Redo Commands
• Excel® 2013 Part 1: Use the Help System
• Excel® 2013 Part 2: Add Range Names
• Excel® 2013 Part 2: Advanced Field Settings
• Excel® 2013 Part 2: Analyze Data by Using PivotCharts
• Excel® 2013 Part 2: Change the Default Chart Type
• Excel® 2013 Part 2: Comments
• Excel® 2013 Part 2: Create a PivotTable
• Excel® 2013 Part 2: Create a Trendline
• Excel® 2013 Part 2: Create Advanced Charts
• Excel® 2013 Part 2: Create and Modify Tables
• Excel® 2013 Part 2: Create and Use Templates
• Excel® 2013 Part 2: Create Charts
• Excel® 2013 Part 2: Edit and Delete Range Names
• Excel® 2013 Part 2: Edit Axes
• Excel® 2013 Part 2: Filter Data by Using Slicers
• Excel® 2013 Part 2: Filter Data with the Advanced Filter
• Excel® 2013 Part 2: Filter Data with the Auto Filter
• Excel® 2013 Part 2: Format Charts
• Excel® 2013 Part 2: Hyperlinks
• Excel® 2013 Part 2: Insert Corporate SmartArt
• Excel® 2013 Part 2: Insert and Group Shapes
• Excel® 2013 Part 2: Insert and Modify Graphic Objects
• Excel® 2013 Part 2: Manage Themes
• Excel® 2013 Part 2: Modify Charts
• Excel® 2013 Part 2: Protect Files
• Excel® 2013 Part 2: Remove Duplicates
• Excel® 2013 Part 2: Sort Data
• Excel® 2013 Part 2: Total Row
• Excel® 2013 Part 3: Use COUNT, COUNTA and COUNTIF Functions
• Excel® 2013 Part 2: Use HLOOKUP and VLOOKUP Functions
• Excel® 2013 Part 2: Use Range Names in a Formula
• Excel® 2013 Part 2: Use Specialized Functions
• Excel® 2013 Part 2: Use the AND Function
• Excel® 2013 Part 2: Use the AVERAGE Function
• Excel® 2013 Part 2: Use the CONCATENATE Function
• Excel® 2013 Part 2: Use the MAX Function
• Excel® 2013 Part 2: Use the MIN Function
• Excel® 2013 Part 2: Use the Nested IF Function
• Excel® 2013 Part 2: Use the ROUNDDOWN Function
• Excel® 2013 Part 2: Use the SUM Function
• Excel® 2013 Part 2: Watermarks
• Excel® 2013 Part 2: Work with Logical Functions
• Excel® 2013 Part 3: Add Data Validation Criteria
• Excel® 2013 Part 3: Add Subtotals to Grouped Data
• Excel® 2013 Part 3: Apply Conditional Formatting
• Excel® 2013 Part 3: Consolidate Data
• Excel® 2013 Part 3: Create a Data List Outline
• Excel® 2013 Part 3: Create a Web Query
• Excel® 2013 Part 3: Create Scenarios
• Excel® 2013 Part 3: Create Sparklines
• Excel® 2013 Part 3: Create a Conditional Formatting Rule
• Excel® 2013 Part 3: Evaluate Formulas
• Excel® 2013 Part 3: Export Excel® Data
• Excel® 2013 Part 3: Import a Delimited Text File
• Excel® 2013 Part 3: Integrate Excel® Data with the Web
• Excel® 2013 Part 3: Link Cells in Different Workbooks
• Excel® 2013 Part 3: Merge Workbooks
• Excel® 2013 Part 3: Perform a What-If Analysis
• Excel® 2013 Part 3: Trace Cells
• Excel® 2013 Part 3: Troubleshoot Invalid Data
• Excel® 2013 Part 3: Troubleshoot Invalid Formulas
• Excel® 2013 Part 3: Update Workbook Properties
• Excel® 2013 Part 3: Watch Formulas
• Explore and Experience Microsoft® Office 2010
• Export Data to Excel in Microsoft® Access® 2016
• Filter Data On the Fly With Slicers in Microsoft® Excel® 2016
• Filter Junk Mail Out of Your Inbox in Microsoft® Outlook® 2016
• Find a Value from Another Table in Microsoft® Excel® 2013
• Find a Value from Another Table in Microsoft® Excel® 2016
• Find and Replace Data in Microsoft® Access® 2016
• Find Formulas, Functions, and Cells Connected to a Cell in Microsoft® Excel® 2013
• Find Formulas, Functions, and Cells Connected to a Cell in Microsoft® Excel® 2016
• Find the Tab that Allows Access to Macros and VBA in Microsoft® Excel® 2013
• Find the Tab that Allows Access to Macros and VBA in Microsoft® Excel® 2016
• Find Variables in a Formula to Get a Specific Result in Microsoft® Excel® 2016
• Flash® CSS: Advanced
• Flash® CSS: Basic
• Flash® CS5: Advanced
• Flash® CS5: 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
• Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2013
• Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2016
• Getting Started with Microsoft Docs® &#8482
• 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
• 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

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCL, PDC and PDU credits.
Topics are continually added and updated. For your current local schedule visit us at pryorcom 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.
• Microsoft® Office 365®: Mobile - Using Skype® for Business
• Microsoft® Office 365®: Mobile - Working with the Excel® App
• Microsoft® Office 365®: Mobile - Working with the Mail App
• Microsoft® Office 365®: Mobile - Working with the PowerPoint® App
• Microsoft® Office 365®: Mobile - Working with the Word App
• Microsoft® Office 365®: OneNote®
• Microsoft® Office 365®: SharePoint®
• Sites - Discussion Board
• Microsoft® Office 365®: SharePoint® Sites - Document Library; Set and Manage Alerts
• Microsoft® Office 365®: SharePoint® Sites - Document Library: Understanding Versioning
• Microsoft® Office 365®: Skype® For Business
• Advanced Presentation Features
• Microsoft® Office 365®: Skype® For Business - Audio and Video Settings
• Microsoft® Office 365®: Skype® For Business - Record an Online Meeting
• Microsoft® Office 365®: Sway® - Share Your Sway® Presentation
• Microsoft® Office 365®: Video - Upload Videos
• Microsoft® Office 365®: Yammer® - External Groups
• Microsoft® Office 365®: Yammer® - Working With Groups
• Microsoft® Outlook® 2013: Creating and Editing Appointments
• Microsoft® Outlook® 2013: Document in Microsoft® Word 2013
• Microsoft® Outlook® 2013: Document in Microsoft® Word 2016
• Microsoft® Outlook® 2013: Managing Accounts
• Microsoft® Outlook® 2013: Managing Outlook® Data
• Microsoft® Outlook® 2013: Managing Outlook® Data for Business
• Microsoft® Outlook® 2013: Organizing Appointments
• Microsoft® Outlook® 2013: Personalizing Outlook®
• Microsoft® Outlook® 2013: Planning Meetings
• Microsoft® Outlook® Assessment
• Microsoft® Outlook® Keyboard Shortcuts
• Microsoft® PowerPoint® 2007 Advanced
• Microsoft® PowerPoint® 2007 Basic
• Microsoft® PowerPoint® 2007 Manage Graphics
• Microsoft® PowerPoint® 2007 Presentation Tips
• Microsoft® PowerPoint® 2007 Sales Presentations
• Microsoft® PowerPoint® 2007 Using Special Graphic Effects
• Microsoft® PowerPoint® 2010 Adding Visuals and Media
• Microsoft® PowerPoint® 2010 Advanced
• Microsoft® PowerPoint® 2010 Basic
• Microsoft® PowerPoint® 2010 Customizing and Delivering a Presentation
• Microsoft® PowerPoint® 2010 Getting Started With Microsoft® PowerPoint®
• Microsoft® PowerPoint® 2013 Adding Media
• Microsoft® PowerPoint® 2013 Adding Motion
• Microsoft® PowerPoint® 2013 Adding Text to Your Presentation
• Microsoft® PowerPoint® 2013 Adding Video
• Microsoft® PowerPoint® 2013 Advanced
• Microsoft® PowerPoint® 2013 Basic
• Microsoft® PowerPoint® 2013 Collaborating and Customizing
• Microsoft® PowerPoint® 2013 Distributing Your Presentation
• Microsoft® PowerPoint® 2013 Getting Started
• Microsoft® PowerPoint® 2013 Illustrating Your Presentations
• Microsoft® PowerPoint® 2013 Modifying and Arranging Graphics
• Microsoft® PowerPoint® 2013 MOS Certification Comprehensive
• Microsoft® PowerPoint® 2013 Organizing Content
• Microsoft® PowerPoint® 2013 Organizing Your Presentation
• Microsoft® PowerPoint® 2013 Preparing Your Slideshow
• Microsoft® PowerPoint® 2013 Presenting Data with Spreadsheets and Charts
• Microsoft® PowerPoint® 2013 Printing and Saving a Presentation
• Microsoft® PowerPoint® 2013 Using the Master Views
• Microsoft® PowerPoint® 2013 Working with SmartArt
• Microsoft® PowerPoint® Assessment
• Microsoft® PowerPoint® Keyboard Shortcuts
• Microsoft® Project 2007 Advanced
• Microsoft® Project 2007 Basic
• Microsoft® Project 2010 Advanced
• Microsoft® Project 2010 Basic
• Microsoft® Project 2016
• Microsoft® Project Tips and Tricks
• Microsoft® Publisher 2007 Advanced
• Microsoft® Publisher 2007 Basic
• Microsoft® Publisher 2010 Advanced
• Microsoft® Publisher 2010 Basic
• Microsoft® Publisher 2012
• Microsoft® SharePoint® Tips and Tricks
• Microsoft® Visio® 2010 Advanced
• Microsoft® Visio® 2010 Basic
• Microsoft® Visio® Professional 2007 Advanced
• Microsoft® Visio® Professional 2007 Basic
• Microsoft® Windows® 7 Advanced
• Microsoft® Windows® 7 Basic
• Microsoft® Windows® 7 New Features
• Microsoft® Windows® 8
• Microsoft® Word 2007 Advanced
• Microsoft® Word 2007 Basic
• Microsoft® Word 2007 Intermediate
• Microsoft® Word 2007 Review and Collaborate
• Microsoft® Word 2007 Type and Edit Your Document
• Microsoft® Word 2007 Using Advanced Formatting
• Microsoft® Word 2007 VBA Programming
• Microsoft® Word 2010 Advanced
• Microsoft® Word 2010 Basic
• Microsoft® Word 2010 Intermediate Training
• Microsoft® Word 2010 Working with Advanced Features
• Microsoft® Word 2010 Working with Documents
• Microsoft® Word 2010 Working with Visual Elements
• Microsoft® Word 2013 Adding Graphics
• Microsoft® Word 2013 Adding Page Elements
• Microsoft® Word 2013 Adding Special Formatting
• Microsoft® Word 2013 Advanced Training
• Microsoft® Word 2013 Applying Styles
• Microsoft® Word 2013 Basic Training
• Microsoft® Word 2013 Collaborating with Others
• Microsoft® Word 2013 Creating and Opening Documents
• Microsoft® Word 2013 Editing Graphics
• Microsoft® Word 2013 Editing Tables
• Microsoft® Word 2013 Finishing and Customizing Your Document
• Microsoft® Word 2013 Formatting Paragraphs
• Microsoft® Word 2013 Formatting Text
• Microsoft® Word 2013 Illustrating and Organizing Information
• Microsoft® Word 2013 MOS Certification Comprehensive Vol 1 of 2
• Microsoft® Word 2013 Proofreading
• Microsoft® Word 2013 Setting Up Your Document
• Microsoft® Word 2013 Typing and Editing Text
• Microsoft® Word Assessment
• Microsoft® Word Keyboard Shortcuts 2.0
• Modify a Chart in Microsoft® Excel® 2013
• Modify a Chart in Microsoft® Excel® 2016
• Modify Delivery Date and Reply Settings in Microsoft® Outlook® 2016
• Modify Delivery Date and Reply Settings in Microsoft® Outlook® 2016
• Monitor, Accept and Reject Edits to a Document in Microsoft® Word 2013
• Monitor, Accept, and Reject Edits to a Document in Microsoft® Word 2016
• Motion Path Animations in Microsoft® PowerPoint® 2016

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.
• Multi User License Management
• Name a Cell for Use in Formulas and Functions in Microsoft® Excel® 2013
• Name a Cell for Use in Formulas and Functions in Microsoft® Excel® 2016
• OneNote® 2013: Add an Excel® Spreadsheet
• OneNote® 2013: Add Audio and Video to a Notebook
• OneNote® 2013: Add Password Security to a Section
• OneNote® 2013: Add Quick Notes and Links
• OneNote® 2013: Add Tags to Help Locate Notes
• OneNote® 2013: Create a Custom Page Template
• OneNote® 2013: Customize the Quick Access Toolbar and OneNote® Options
• OneNote® 2013: Embed Files from Other Programs
• OneNote® 2013: Export a Notebook
• OneNote® 2013: Modify Formatting in a Notebook
• OneNote® 2013: Navigate the OneNote® 2013 Environment
• OneNote® 2013: Organize and Search Notebook Content
• OneNote® 2013: Proof Your Notebook and Set Up Pages for Printing
• OneNote® 2013: Send a Notebook in Different Formats by Using Outlook®
• OneNote® 2013: Share and Collaborate on Notebooks
• OneNote® 2013: Use Outlook® Integration Features
• OneNote® 2013: Use Predesigned Templates
• OneNote® 2013: Use the Recycle Bin and Explore the Backup Feature
• OneNote® 2013: View and Work with Notes
• Organizing and Selecting Social Media Response Messages
• Outlook® 2013 Part 1: Attach Files and Items
• Outlook® 2013 Part 1: Check Spelling and Grammar
• Outlook® 2013 Part 1: Create a Recurring Meeting Request
• Outlook® 2013 Part 1: Create an Email Message
• Outlook® 2013 Part 1: Create and Apply an Email Signature
• Outlook® 2013 Part 1: Create and Manage Quick Steps
• Outlook® 2013 Part 1: Create and Send an Email
• Outlook® 2013 Part 1: Create and Update Contacts
• Outlook® 2013 Part 1: Customize Reading Options
• Outlook® 2013 Part 1: Customize the Background and Theme of the Outlook® Interface
• Outlook® 2013 Part 1: Customize the Quick Access Toolbar
• Outlook® 2013 Part 1: Customize the Ribbon
• Outlook® 2013 Part 1: Delete Email Messages
• Outlook® 2013 Part 1: Enhance an Email Message with an Image
• Outlook® 2013 Part 1: Enhance an Email Message with SmartArt and Themes
• Outlook® 2013 Part 1: Format Message Content
• Outlook® 2013 Part 1: Identify the Elements of the Application Window
• Outlook® 2013 Part 1: Identify the Workspaces
• Outlook® 2013 Part 1: Manage Appointments
• Outlook® 2013 Part 1: Manage Notes
• Outlook® 2013 Part 1: Manage Tasks
• Outlook® 2013 Part 1: Organize Messages Using Folders
• Outlook® 2013 Part 1: Paste in an Email Message
• Outlook® 2013 Part 1: Print an Email Message
• Outlook® 2013 Part 1: Print Your Calendar
• Outlook® 2013 Part 1: Print Your Contacts
• Outlook® 2013 Part 1: Propose a New Time for a Meeting
• Outlook® 2013 Part 1: Read and Respond to Emails
• Outlook® 2013 Part 1: Recall a Sent Message
• Outlook® 2013 Part 1: Respond to a Meeting Request
• Outlook® 2013 Part 1: Specify Font Options
• Outlook® 2013 Part 1: Use Commands to Manage Messages
• Outlook® 2013 Part 1: Use Flags to Manage Messages
• Outlook® 2013 Part 1: Use Outlook® Help
• Outlook® 2013 Part 1: Use Tags to Manage Messages
• Outlook® 2013 Part 1: Use Tracking Options
• Outlook® 2013 Part 1: View and Organize Your Contacts
• Outlook® 2013 Part 1: View the Calendar
• Outlook® 2013 Part 1: Work with Attachments
• Outlook® 2013 Part 2: Advanced Options
• Outlook® 2013 Part 2: Assign a Task
• Outlook® 2013 Part 2: Change Data File Settings
• Outlook® 2013 Part 2: Create a Data File
• Outlook® 2013 Part 2: Delegate Folder Access by Using Folder Permissions
• Outlook® 2013 Part 2: Edit an Electronic Business Card
• Outlook® 2013 Part 2: Export Contacts
• Outlook® 2013 Part 2: Filter Messages
• Outlook® 2013 Part 2: Forward Contacts
• Outlook® 2013 Part 2: Insert Advanced Characters and Objects in an Email
• Outlook® 2013 Part 2: Language Options
• Outlook® 2013 Part 2: Manage a Task Assigned to You
• Outlook® 2013 Part 2: Manage Additional Calendars
• Outlook® 2013 Part 2: Manage Advanced Calendar Options
• Outlook® 2013 Part 2: Manage Journal Entries
• Outlook® 2013 Part 2: Manage Junk Mail
• Outlook® 2013 Part 2: Manage Meeting Responses
• Outlook® 2013 Part 2: Manage Your Mailbox
• Outlook® 2013 Part 2: Modify Message Settings and Properties
• Outlook® 2013 Part 2: Organize Messages
• Outlook® 2013 Part 2: Reply to a Task Request
• Outlook® 2013 Part 2: Search Messages
• Outlook® 2013 Part 2: Share Your Calendar with Another User
• Outlook® 2013 Part 2: Share Your Contacts with Another User
• Outlook® 2013 Part 2: Sort Messages
• Outlook® 2013 Part 2: Use Automatic Replies
• Outlook® 2013 Part 2: Use Search Folders
• Outlook® 2013 Part 2: Work with a Contact Group
• Package Your Presentation for CD in Microsoft® PowerPoint® 2016
• Page Setup in Microsoft® Excel® 2013
• Page Setup in Microsoft® Excel® 2016
• PageMaker® 7: Advanced
• PageMaker® 7: Basic
• PageMaker® 7: Intermediate
• Perform Calculations in a Table in Microsoft® Word 2013
• Perform Calculations in a Table in Microsoft® Word 2016
• Personalize and Customize Documents in Microsoft® Excel® 2013
• Personalize and Customize Documents in Microsoft® Excel® 2016
• Personalize and Customize Documents in Microsoft® Word 2016
• Photoshop® CS5: Basic
• Photoshop® CS5: Advanced
• Photoshop® CS5: Production
• Photoshop® CS6: Advanced
• Photoshop® CS6: Basic
• Photoshop® CS6: Production
• PowerPoint® Fundamentals (Part 1 of 10): Making Selections
• PowerPoint® Fundamentals (Part 10 of 10): Project 3
• PowerPoint® Fundamentals (Part 2 of 10): Complex Selections
• PowerPoint® Fundamentals (Part 3 of 10): Type and the Type Tool
• PowerPoint® Fundamentals (Part 4 of 10): Retouching Photos
• PowerPoint® Fundamentals (Part 5 of 10): Color
• PowerPoint® Fundamentals (Part 6 of 10): Mastering the Pen Tool
• PowerPoint® Fundamentals (Part 7 of 10): Preparing for Output
• PowerPoint® Fundamentals (Part 8 of 10): Project 1
• PowerPoint® Fundamentals (Part 9 of 10): Project 2
• Play Your Slide Show in Presenter View in Microsoft® PowerPoint® 2016
• Power BI®, Access from Anywhere with Power BI® Mobile
• Power BI®, Add Annotations Using Text Boxes
• Power BI®, Appendix: Activate the Power BI® Service
• Power BI®, Appendix: Installing Power BI® Pro
• Power BI®, Commenting on Reports and Dashboards
• Power BI®, Create Calculated Columns if the Data Source is Insufficient
• Power BI®, Create Virtual Columns Using Measures
• Power BI®, Create YoY Comparisons Conveniently
• Power BI®, Customize the Design of a Report
• Power BI®, Edit Field Properties in Power BI® to Improve Readability
• Power BI®, Elaborate a Power BI® Report to Enable Decision Making
• Power BI®, Enrich Visualizations with Conditional Formatting
• Power BI®, Enrich Visualizations with Radial Gauges — Speedometer and Thermometer
• Power BI®, Format Axes to Make Data Comparable
• Power BI®, From Complex Reports to Clear Dashboards
• Power BI®, Getting Started with Power BI® Pro

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.
• Power BI® - If Default Visualizations are not Enough: Add Custom Visuals
• Power BI® - Import Data from a CSV File into Power BI®
• Power BI® - Import Data from a PDF File into Power BI®
• Power BI® - Import Data from Access Databases into Power BI®
• Power BI® - Import Data from Websites into Power BI®
• Power BI® - Improve a Power BI® Report to Increase Informative Value
• Power BI® - Improve Datasets by Extracting Data from Fields and Adding Fields
• Power BI® - Manage Roles and Assign Users
• Power BI® - Optimize Reports for Mobile Devices
• Power BI® - Optimizing Power BI® with Advanced Settings
• Power BI® - Perform Advanced Data Analysis by Using Filters and Slicers
• Power BI® - Power BI® Service - First Steps
• Power BI® - Provide Reports in Microsoft Teams
• Power BI® - Save Key Findings in Easy-to-Access Bookmarks
• Power BI® - Set Up Alerts for Target Values
• Power BI® - Share Reports for Collaboration
• Power BI® - Take Advantage of Predefined Calculations Using Quick Measures
• Power BI® - Update Data in Power BI®
• Power BI® - Use Data Gateways to Access Local Data Safely
• Power BI® - Using Data from Excel Tables in Power BI®
• Power BI® - Using Data from Normalized Excel® Spreadsheets in Power BI®
• Power BI® - Visualize Benchmarks with Reference Lines
• Power BI® - Visualize Data on Maps to Valoration Reports
• Power BI® - What is Power BI®?
• Power BI® - Thesaurus Tools in Microsoft® PowerPoint® 2016
• PowerPoint® 2013 Part 1: Add, Delete and Modify Slides
• PowerPoint® 2013 Part 1: Add, Delete and Modify Slides
• PowerPoint® 2013 Part 1: Apply Transitions
• PowerPoint® 2013 Part 1: Arrange Objects
• PowerPoint® 2013 Part 1: Arrange Slides
• PowerPoint® 2013 Part 1: Create a Chart
• PowerPoint® 2013 Part 1: Create a Presentation from a Template
• PowerPoint® 2013 Part 1: Create a Table
• PowerPoint® 2013 Part 1: Create a Table
• PowerPoint® 2013 Part 1: Create and Save a PowerPoint® Presentation
• PowerPoint® 2013 Part 1: Deliver Your Presentation
• PowerPoint® 2013 Part 1: Edit Objects
• PowerPoint® 2013 Part 1: Edit Text
• PowerPoint® 2013 Part 1: Format a Chart
• PowerPoint® 2013 Part 1: Format a Chart
• PowerPoint® 2013 Part 1: Create a Chart
• PowerPoint® 2013 Part 1: Format Characters
• PowerPoint® 2013 Part 1: Format Characters
• PowerPoint® 2013 Part 1: Format Objects
• PowerPoint® 2013 Part 1: Format Objects
• PowerPoint® 2013 Part 1: Format Paragraphs
• PowerPoint® 2012 Part 1: Format Text Boxes
• PowerPoint® 2012 Part 1: Group Objects
• PowerPoint® 2013 Part 1: Insert a Chart from Excel®
• PowerPoint® 2013 Part 1: Insert a Table from Other Office Applications
• PowerPoint® 2013 Part 1: Insert Clip Art and Images
• PowerPoint® 2013 Part 1: Insert Shapes
• PowerPoint® 2013 Part 1: Navigate the PowerPoint® Environment
• PowerPoint® 2013 Part 1: Print Your Presentation
• PowerPoint® 2013 Part 1: Review Your Presentation
• PowerPoint® 2013 Part 1: Save a Presentation as a PDF
• PowerPoint® 2013 Part 1: Use Bullets and Number Lists
• PowerPoint® 2013 Part 1: Use PowerPoint® Help
• PowerPoint® 2013 Part 1: View and Navigate a Presentation
• PowerPoint® 2013 Part 1: Work with Themes
• PowerPoint® 2013 Part 2: Add Action Buttons to a Presentation
• PowerPoint® 2013 Part 2: Add and Manage Comments
• PowerPoint® 2013 Part 2: Add and Manage Sections
• PowerPoint® 2013 Part 2: Add Audio to a Presentation
• PowerPoint® 2013 Part 2: Add Headers and Footers
• PowerPoint® 2013 Part 2: Add SmartArt to a Presentation
• PowerPoint® 2013 Part 2: Add Video to a Presentation
• PowerPoint® 2013 Part 2: Annotate a Presentation
• PowerPoint® 2013 Part 2: Compare and Merge Presentations
• PowerPoint® 2013 Part 2: Convert a Presentation to a Video
• PowerPoint® 2013 Part 2: Create a Custom Slide Layout
• PowerPoint® 2013 Part 2: Create a Custom Slide Show
• PowerPoint® 2013 Part 2: Create Custom Animation Effects
• PowerPoint® 2013 Part 2: Customize the Quick Access Toolbar
• PowerPoint® 2013 Part 2: Customize the Ribbon
• PowerPoint® 2013 Part 2: Customize the Status Bar
• PowerPoint® 2013 Part 2: Modify SmartArt
• PowerPoint® 2013 Part 2: Modify the Notes Master and the Handout Master
• PowerPoint® 2013 Part 2: Package a Presentation
• PowerPoint® 2013 Part 2: Present a Slide Show Online
• PowerPoint® 2013 Part 2: Record a Presentation
• PowerPoint® 2013 Part 2: Secure a Presentation
• PowerPoint® 2013 Part 2: Set PowerPoint® Options
• PowerPoint® 2013 Part 2: Set Up a Slide Show
• PowerPoint® 2013 Part 2: Set Video Playback Options
• PowerPoint® 2013 Part 2: Share a Presentation on the Web
• PowerPoint® 2013 Part 2: Timing Slide Transitions
• PowerPoint® 2013 Part 2: Work with Slide Masters
• PowerPoint® 2013 Part 2: Work with Windows® Simultaneously
• Prepare Excel Data for Use in Access in Microsoft® Access® 2016
• Prepare Excel® Data for Use in Access in Microsoft® Access® 2016
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2013
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2013
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2013
• Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
• Print a Calendar in Microsoft® Outlook® 2016
• Print Multiple Worksheets in Microsoft® Excel® 2016
• Print to a Specific Number of Pages in Microsoft® Excel® 2013
• Print to a Specific Number of Pages in Microsoft® Excel® 2016
• Print Your Tasks in Microsoft® Outlook® 2016
• Proof Your Presentation with Spell Check and Thesaurus Tools in Microsoft® PowerPoint® 2016
• Protect Your Data in Microsoft® Excel® 2016
• Pryor® + Admin Tutorial - Assign Training
• Pryor® + Admin Tutorial - Dashboard
• Pryor® + Admin Tutorial - Password Reset
• Pull Data from a Website or Network Location in Microsoft® Excel® 2013
• Pull Data from a Website or Network Location in Microsoft® Excel® 2016 NEW!
• QuickBooks®: Apply aLate Fee to a Payment
• QuickBooks®: Bank Reconciliation
• QuickBooks®: Bank Reconciliation Discrepancy
• QuickBooks®: Charts of Accounts
• QuickBooks®: Class Tracking
• QuickBooks®: Customize AR Forms
• QuickBooks®: Edit and Merge Accounts
• QuickBooks®: Edit Preference
• QuickBooks®: Entering Bills
• QuickBooks®: Entering Checks
• QuickBooks®: Entering Credit Card Charges
• QuickBooks®: Estimates
• QuickBooks®: File Backup
• QuickBooks®: Home Page Interface
• QuickBooks®: How to Set Up New Company
• QuickBooks®: Invoicing
• QuickBooks®: Items List
• QuickBooks®: Journal Entry
• QuickBooks®: Loan Manager
• QuickBooks®: Mastering the Chart of Accounts
• QuickBooks®: Memorized Transactions
• QuickBooks®: Mileage Tracking
• QuickBooks®: New Asset Via Check Register
• QuickBooks®: New Asset Via Journal Entry
• QuickBooks®: Pay Bills
• QuickBooks®: Pay Credit Card Bills
• QuickBooks®: Receive Payments
• QuickBooks®: Record Deposits

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
QuickBooks®: Sales Receipt vs Invoice
QuickBooks®: Setting up a Customer
QuickBooks®: Setting Up Jobs
QuickBooks®: Setting up Late Fees
QuickBooks®: Setting Up Users
QuickBooks®: Setting Up Vendors
QuickBooks®: Statements
QuickBooks®: Sub Accounts
Record a Macro in Microsoft® Excel® 2013
Record a Macro in Microsoft® Excel® 2016
Record a Navigation in Microsoft® PowerPoint® 2016
Record and Play Back a Series of Actions in Microsoft® Word 2013
Record and Play Back a Series of Actions in Microsoft® Word 2016
Remove the Background from an Image in a Document in Microsoft® Word 2013
Remove the Background from an Image in Microsoft® PowerPoint® 2016
Remove the Background from an Image in Microsoft® Word 2016
Rename a Field in a Row in Microsoft® Access® 2016
Rename a Query Field in Microsoft® Access® 2016
Record and Play Back a Series of Actions in Microsoft® Word 2016
Record a Narration in Microsoft® PowerPoint® 2016
Record a Macro in Microsoft® Excel® 2016
Record and Play Back a Series of Actions in Microsoft® Word 2016
Remove the Background from an Image in Microsoft® Word 2016
Save a Presentation to Video in Microsoft® PowerPoint® 2016
Save an Image as a Slide Background in Microsoft® PowerPoint® 2016
Use Advanced Options for Filters in Microsoft® Access® 2016
Use an Image as a Slide Background in Microsoft® PowerPoint® 2016
Use AutoCorrect to Save Time and Correct Errors in Microsoft® Word 2016
Use AutoCorrect to Save Time and Prevent Errors in Microsoft® Word 2013
Use AutoFill to Quickly Fill Cells from a List and Create Your Own Fillable List of Items in Microsoft® Excel® 2016
Use AutoFill to Quickly Fill Cells from a List in Microsoft® Excel® 2013
Use AutoFill to Quickly Fill Cells from a List in Microsoft® Excel® 2016
Use Conditional Formulas in Microsoft® Excel® 2013
Use Conditional Formulas in Microsoft® Excel® 2016
Use Data Filters in Microsoft® Excel® 2013
Use Data Filters in Microsoft® Excel® 2016
Use Data from an Excel® Spreadsheet to Populate Fields in a Document in Microsoft® Word 2013
Use Data Variations to Create Scenarios in Microsoft® Excel® 2016
Use Find and Replace in Microsoft® PowerPoint® 2016
Use Graphics to Compare Cell Values in Microsoft® Excel® 2013
Use Graphics to Compare Cell Values in Microsoft® Excel® 2016
Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook® 2016
Use the Quick Analysis Tool in Microsoft® Excel® 2016
Use Data Filters in Microsoft® Excel® 2016
Use Sparklines to Display Trends in Microsoft® Excel® 2013
Use Sparklines to Display Trends in Microsoft® Excel® 2016
Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016
Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016
Use the Quick Analysis Tool in Microsoft® Excel® 2013
Use the Quick Analysis Tool in Microsoft® Excel® 2016
Using Microsoft® Windows® 10 - Accessing Windows® 10: Navigate the Windows® 10 Desktop
Using Microsoft® Windows® 10 - Accessing Windows® 10: Sign in to Windows® 10
Using Microsoft® Windows® 10 - Accessing Windows® 10: Use the Start Menu

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.
• Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Change Start Menu Options
• Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Customize the Desktop and Lock Screen
• Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Work with Tiles and Tile Groups
• Using Microsoft® Windows® 10 - Installing and Removing Devices: Manage Peripheral Devices
• Using Microsoft® Windows® 10 - Installing and Removing Devices: Print a Document
• Using Microsoft® Windows® 10 - Managing Files and Folders: Manage Files and Folders with File Explorer
• Using Microsoft® Windows® 10 - Managing Files and Folders: Upload and Share Files with OneDrive®
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Browse the Web with Edge
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Customize Cortana's User Interface
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Customize Edge
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Get to Know Cortana®
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Search with Cortana®
• Using Microsoft® Windows® 10 - Using Cortana® and Edge: Use Cortana® as a Personal Assistant
• Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Change Privacy Settings
• Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Check for Viruses in Windows® Defender
• Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Set New Password Types
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications (Video Course)
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Install an App from Windows® Store
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Multitask with Open Apps
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Set up the Mail App
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Use Desktop Applications
• Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Use Windows® Universal Apps
• View and Re-Order Animations in Microsoft® PowerPoint® 2016
• Visualize Geographic Data in Microsoft® Excel® 2016 NEW!
• Change a Dashboard
• What Is an Action Mind Map
• What's New in Excel® 2019 (Part 1 of 8): Charts and Images
• What's New in Excel® 2019 (Part 2 of 8): Sharing
• What's New in Excel® 2019 (Part 3 of 8): TEXTJOIN and CONCAT
• What's New in Excel® 2019 (Part 4 of 8): IFS, MAXIFS, and MINIFS
• What's New in Excel® 2019 (Part 5 of 8): SWITCH
• What's New in Excel® 2019 (Part 6 of 8): Ink and Drawing
• What's New in Excel® 2019 (Part 7 of 8): New in Backstage View
• What's New in Excel® 2019 (Part 8 of 8): Extra Features
• What's New in Office 2013 and Windows® 8: Accelerate Data Insertion with Flash Fill
• What's New in Office 2013 and Windows® 8: Apply a Theme from the Start Screen
• What's New in Office 2013 and Windows® 8: Apps
• What's New in Office 2013 and Windows® 8: Browse the Web in the IE 10 New User Interface
• What's New in Office 2013 and Windows® 8: Charms and Apps
• What's New in Office 2013 and Windows® 8: Common Features
• What's New in Office 2013 and Windows® 8: Connect to Social Networks
• What's New in Office 2013 and Windows® 8: Create and Rearrange Groups on the Start Screen
• What's New in Office 2013 and Windows® 8: Customize the Desktop
• What's New in Office 2013 and Windows® 8: Customize Tiles
• What's New in Office 2013 and Windows® 8: Edit a PDF
• What's New in Office 2013 and Windows® 8: Edit Documents
• What's New in Office 2013 and Windows® 8: Incorporate a Clustered Column Chart
• What's New in Office 2013 and Windows® 8: Incorporate a Combo Chart
• What's New in Office 2013 and Windows® 8: Incorporate Objects
• What's New in Office 2013 and Windows® 8: Install an App
• What's New in Office 2013 and Windows® 8: Leverage the Enhanced Presenter View
• What's New in Office 2013 and Windows® 8: Libraries
• What's New in Office 2013 and Windows® 8: Log in to Windows® 8
• What's New in Office 2013 and Windows® 8: Navigate the Desktop
• What's New in Office 2013 and Windows® 8: Navigate the IE 10 New User Interface
• What's New in Office 2013 and Windows® 8: Navigate through Outlook® 2013
• What's New in Office 2013 and Windows® 8: Office 2013 and the Cloud
• What's New in Office 2013 and Windows® 8: Open a PST File
• What's New in Office 2013 and Windows® 8: Pin to Start and Unpin from Start
• What's New in Office 2013 and Windows® 8: Quick Analysis
• What's New in Office 2013 and Windows® 8: Read Documents
• What's New in Office 2013 and Windows® 8: Slicers
• What's New in Office 2013 and Windows® 8: The Control Panel
• What's New in Office 2013 and Windows® 8: The File Explorer
• What's New in Office 2013 and Windows® 8: The Task Manager
• What's New in Office 2013 and Windows® 8: Use Modern Apps
• What's New in Office 2013 and Windows® 8: Use Work with Tables
• What's New in Office 2013 and Windows® 8: Workflow with Online Templates
• What's New in Office 2013 and Windows® 8: Workflow with Templates
• Windows Server 2012 (Part 1 of 6): Installing and Core
• Windows Server 2012 (Part 2 of 6): Remote Management and Storage
• Windows Server 2012 (Part 3 of 6): AD and IP Addresses
• Windows Server 2012 (Part 4 of 6): DHCP and DNS
• Windows Server 2012 (Part 5 of 6): Share Access and Group Policy
• Windows Server 2012 (Part 6 of 6): Hyper V and Windows Firewall
• Windows Server 2012 Admin (Part 1 of 8): User and Service Accounts
• Windows Server 2012 Admin (Part 2 of 8): Group Policy
• Windows Server 2012 Admin (Part 3 of 8): Network File Services
• Windows Server 2012 Admin (Part 4 of 8): Managing DNS
• Windows Server 2012 Admin (Part 5 of 8): Managing Remote Access
• Windows Server 2012 Admin (Part 6 of 8): OS Updates and Images
• Windows Server 2012 Admin (Part 7 of 8): System Resources
• Windows Server 2012 Admin (Part 8 of 8): Active Directory
• Windows® 7: Changing Folder Options
• Windows® 7: Customizing the Desktop
• Windows® 7: Customizing the Start Menu
• Windows® 7: Getting Help
• Windows® 7: Installing a Printer
• Windows® 7: Managing Folders
• Windows® 7: Navigation in Explorer
• Windows® 7: Open and Close Programs
• Windows® 7: Opening and Saving a File
• Windows® 7: Organizing Windows®
• Windows® 7: Parts of a Windows® Window

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.
• Windows® 7: Searching with Explorer
• Windows® 7: Using Control Panel
• Windows® 7: Use, Create and Modify Shortcuts
• Windows® 7: Using the Desktop
• Windows® 7: Using the Menu Bar and Ribbon Strip
• Windows® 7: Using the Start Menu
• Windows® 7: Using the Taskbar
• Windows® 7: What are Folders and Libraries?
• Windows® 8.1: Access and Identify the Charms
• Windows® 8: Access and Identify the Charms
• Word 2013 Part 1: Add a Watermark
• Word 2013 Part 1: Add Headers and Footers
• Word 2013 Part 1: Add Images to a Document
• Word 2013 Part 1: Additional Save Options
• Word 2013 Part 1: Align Text Using Tabs
• Word 2013 Part 1: Apply a Page Border and Color
• Word 2013 Part 1: Apply Borders and Shading
• Word 2013 Part 1: Apply Character Formatting
• Word 2013 Part 1: Apply Styles
• Word 2013 Part 1: AutoCorrection
• Word 2013 Part 1: Check Accessibility
• Word 2013 Part 1: Check Spelling and Grammar
• Word 2013 Part 1: Control Page Layout
• Word 2013 Part 1: Control Paragraph Layout
• Word 2013 Part 1: Convert Text to a Table
• Word 2013 Part 1: Create a Word Document
• Word 2013 Part 1: Customize a List
• Word 2013 Part 1: Customize the Word Interface
• Word 2013 Part 1: Customize the Word Options
• Word 2013 Part 1: Display a Document
• Word 2013 Part 1: Display Text as List Items
• Word 2013 Part 1: Find and Replace Text
• Word 2013 Part 1: Format a Table
• Word 2013 Part 1: Help
• Word 2013 Part 1: Insert a Table
• Word 2013 Part 1: Insert Symbols and Special Characters
• Word 2013 Part 1: Manage Formatting
• Word 2013 Part 1: Modify a Table
• Word 2013 Part 1: Modify Text
• Word 2013 Part 1: Navigate and Select Text
• Word 2013 Part 1: Other Proofing Tools
• Word 2013 Part 1: Printing
• Word 2013 Part 1: Renumber a List
• Word 2013 Part 1: Saving
• Word 2013 Part 1: Sort a List
• Word 2013 Part 1: Working with the Ribbon
• Word 2013 Part 2: Add WordArt and Other Text Effects
• Word 2013 Part 2: Adjust Image Appearance
• Word 2013 Part 2: Advanced Image Management
• Word 2013 Part 2: Apply Document Themes
• Word 2013 Part 2: Automate Tasks Using Macros
• Word 2013 Part 2: Control Cell Layout
• Word 2013 Part 2: Control Paragraph Flow
• Word 2013 Part 2: Create a Chart
• Word 2013 Part 2: Create a Data Source Using Word
• Word 2013 Part 2: Creating a Document Using a Template
• Word 2013 Part 2: Create a Macro
• Word 2013 Part 2: Create a Template
• Word 2013 Part 2: Create and Modify Building Blocks
• Word 2013 Part 2: Create Complex Illustrations with SmartArt
• Word 2013 Part 2: Create Custom List or Table Styles
• Word 2013 Part 2: Create Text Boxes and Pull Quotes
• Word 2013 Part 2: Draw Shapes
• Word 2013 Part 2: Insert and Format Screenshots
• Word 2013 Part 2: Insert Building Blocks
• Word 2013 Part 2: Insert Columns
• Word 2013 Part 2: Insert Fields Using Quick Parts
• Word 2013 Part 2: Insert Section Breaks
• Word 2013 Part 2: Insert Video
• Word 2013 Part 2: Integrate Pictures and Text
• Word 2013 Part 2: Link Text Boxes to Control Text Flow
• Word 2013 Part 2: Merge Envelopes and Labels
• Word 2013 Part 2: Perform Calculations in a Table
• Word 2013 Part 2: Resize an Image
• Word 2013 Part 2: Sort Table Data
• Word 2013 Part 2: The Mail Merge Features
• Word 2013 Part 3: Add a Digital Signature to a Document
• Word 2013 Part 3: Add Bookmarks
• Word 2013 Part 3: Add Captions
• Word 2013 Part 3: Add Citations and a Bibliography
• Word 2013 Part 3: Add Cross-References
• Word 2013 Part 3: Add Hyperlinks
• Word 2013 Part 3: Add Coauthor Documents
• Word 2013 Part 3: Compare and Merge Document Versions
• Word 2013 Part 3: Compare Document Changes
• Word 2013 Part 3: Create a Master Document
• Word 2013 Part 3: Create a New Document Version
• Word 2013 Part 3: Create Forms
• Word 2013 Part 3: Form Data Conversion
• Word 2013 Part 3: Insert a Table of Contents
• Word 2013 Part 3: Insert an Ancillary Table
• Word 2013 Part 3: Insert an Index
• Word 2013 Part 3: Insert Blank and Cover Pages
• Word 2013 Part 3: Insert Footnotes and Endnotes
• Word 2013 Part 3: Manage Outlines
• Word 2013 Part 3: Manipulate Forms
• Word 2013 Part 3: Merge Document Changes
• Word 2013 Part 3: Modify Legacy Form Field Properties
• Word 2013 Part 3: Modify User Information
• Word 2013 Part 3: Restrict Document Access
• Word 2013 Part 3: Review a Document
• Word 2013 Part 3: Review Tracked Changes
• Word 2013 Part 3: Set Formatting and Editing Restrictions
• Word 2013 Part 3: Share a Document
• Word 2013 Part 3: Suppress Information
• Word with Office 365® - First Steps in Word 2013
• Word with Office 365® - How to use the Mail App: Mail App -- Send Mail
• Word with Office 365® - How to use the Mail App: Mail App: First Steps in the Mail App
• Word with Office 365® - How to use the Mail App: Manage Your Mail for Efficiency
• Word with Office 365® - How to use the Mail App: Productivity Tips and Tricks
• Work with Office 365® - How to use the Mail App: Sharing Documents with Others
• Work with Office 365® - How to Use the Mail App: Work with Folders
• Work with Office 365®: How to use the Calendar App: Navigate the Calendar Application
• Work with Office 365®: How to use the Mail App -- Send Mail
• Working With Excel® 2016: Add a Timeline Slicer
• Working With Excel® 2016: Add Conditional Formatting to Data With Quick Analysis
• Working With Excel® 2016: Drill Deeper into your Data
• Working With Excel® 2016: Insert and Format a Chart
• Working With Excel® 2016: Select a Template in Excel®
• Working With Outlook® 2016: Update Data with Flash Fill
• Working With Outlook® 2016: Attach a Cloud Document to an Email
• Working With Outlook® 2016: Manage your Inbox Using Folders (incl. Clutter)
• Working With Outlook® 2016: Navigate Through Mail, Calendars, People, and Tasks
• Working With Outlook® 2016: Work With Groups
• Working With PowerPoint® 2016: Applying a New Theme to a Presentation
• Working With PowerPoint® 2016: Incorporate Objects
• Working With PowerPoint® 2016: Using Presenter View During a Presentation
• Working With Word 2016: Add a PDF (Part 1 of 2)
• Working With Word 2016: Add a PDF (Part 2 of 2)
• Working With Word 2016: Add Documents - Co-Edit a Document
• Working With Word 2016: Add Documents - Reposition a Video
• Working With Word 2016: Edit Documents - Simple Markup
• Working With Word 2016: Edit Documents - Working With Comments
• Working With Word 2016: Embed Videos (Part 1 of 2)
• Working With Word 2016: Embed Videos (Part 2 of 2)
• Working With Word 2016: Read Documents
• Working With Word 2016: Work With Tables (Part 1 of 2)
• Working With Word 2016: Work With Tables (Part 2 of 2)
• A Post COVID-19 World - 06/03/2020 Live Recording
• Evaluating Your Risk and Crisis Management Response
• How to Set Expectations for Remote Employees - May 2020 Live Recording

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

1 to 1: Customer Service Success
10 Steps to Successful Customer Service
14 Things to Improve Your Customer Service in 5 Seconds - Quick Reference
A Customer Complaints: Now What?
Attitudes in Customer Service
Basics of a Great Customer Conversation
Breaking Out of the Non-Person Box
Building Great Customer Experiences
Characteristics of a Value-Centered Organization
Creating Great Customer Conversations
CRM in Real Time
Customer CEO
Customer Experience
Customer Lifetime Value
Customer Loyalty
Customer Relationship Management
Customer Sense
Customer Service and DISC Styles
Customer Service Basics
Customer Service Episode 1: A Tale of Two Businesses
Customer Service Episode 10: Sound Excited Already!
Customer Service Episode 2: Pay Attention to Your Environment
Customer Service Episode 3: Little Things Matter
Customer Service Episode 4: Your Wait Time is Approximately Forever
Customer Service Episode 6: A Playful Way to Annoy Your Customers
Customer Service Episode 7: Dealing with Irate Customers
Customer Service Episode 8: Follow Every Rule
Customer Service Episode 9: Using Proper English and Grammar Can Only Hurt Your Career
Customer Service Gone Viral
Customer Service Later
Customer Service: 01. Service Quality Indicators
Customer Service: 02. Helping Customers Increase Income
Customer Service: 03. Helping Your Customers Increase Their Revenue
Customer Service: Are You With Me?
Customer Service: Cutting Corners
Customer Service: I’m Right, You’re Wrong
Customer Service: It’s Not My Problem
Customer Service: Service Delayed is Service Denied
Customer Service: The Invisible Customer
Dangerous Customer Service
Dealing with Customers Lawfully: A Rapid Skill Builder Booklet
Delight Your Customers
Delivering a Powerful Customer Experience
Delivering a Powerful Customer Experience (French)
Delivering a Powerful Customer Experience (French-Canadian)
Delivering a Powerful Customer Experience (Spanish)
Delivering Knock Your Socks Off Service
Delivering Stellar Customer Service

• Leading in Times of Downsizing - 06/10/2020 Live Recording
• Microsoft® Teams - May 2020 Live Recording
• Returning to Work After Quarantine - Employees: Connecting with Colleagues
• Returning to Work After Quarantine - Employees: Cultivating Gratitude
• Returning to Work After Quarantine - Employees: How to Handle a Lack of Organizational Transparency
• Returning to Work After Quarantine - Employees: Navigating New Organizational Structures
• Returning to Work After Quarantine - Employees: Post COVID-19 Career Planning
• Returning to Work After Quarantine - Employees: Remote Work as a Way of Working
• Returning to Work After Quarantine - Employees: Taking Remote Work Lessons Into the Office
• Returning to Work After Quarantine - Employees: The Emotions of Returning to Work
• Returning to Work After Quarantine - Leadership: Company Wides Communication Strategies
• Returning to Work After Quarantine - Leadership: Creating a Culture of Gratitude
• Returning to Work After Quarantine - Leadership: Creating a Culture of Transparency
• Returning to Work After Quarantine - Leadership: Evaluating Remote Work & Flexible Schedule Policies
• Returning to Work After Quarantine - Leadership: How to Structure Your Team’s Return to the Office
• Returning to Work After Quarantine - Leadership: Organizational Culture & Values
• Returning to Work After Quarantine - Leadership: Reconnecting with Clients
• Returning to Work After Quarantine - Leadership: Social Distancing and Business Strategy Considerations
• Returning to Work After Quarantine - Managers: Creating a Culture of Transparency
• Returning to Work After Quarantine - Managers: Embracing Remote Work
• Returning to Work After Quarantine - Managers: Guiding Teams Through Stress
• Returning to Work After Quarantine - Managers: Handling Employee Reviews and Raises
• Returning to Work After Quarantine - Managers: Managing the Whole Person
• Returning to Work After Quarantine - Managers: Sharing Workplace Challenges
• Returning to Work After Quarantine - Managers: Spreading Positivity
• Safe Re-Entry During COVID-19 for Employees
• Safe Re-Entry During COVID-19 for Employers
• Stress Management During a Crisis - 05/28/2020 Live Recording
• The Role of Human Resources Post COVID-19, Navigating the New Normal - June 2020 Live Recording
• Tips for a Successful Home Office with Kids in the House - May 2020 Live Recording

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

800.944.8503 • pryor.com
<table>
<thead>
<tr>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>• SMILE! (Spanish)</td>
</tr>
<tr>
<td>• Take Care of Yourself to Provide Sustainable Service</td>
</tr>
<tr>
<td>• Taking C.A.R.E. of Business</td>
</tr>
<tr>
<td>• Taking the Customer Point of View</td>
</tr>
<tr>
<td>• TeleCare®: Your Role as Advocate</td>
</tr>
<tr>
<td>• TeleCare®: Your Role as Detective</td>
</tr>
<tr>
<td>• TeleCare®: Your Role as Healer</td>
</tr>
<tr>
<td>• TeleCare®: Your Role as Host</td>
</tr>
<tr>
<td>• TeleCare®: Your Role as Teacher</td>
</tr>
<tr>
<td>• The &quot;First Person&quot; Syndrome</td>
</tr>
<tr>
<td>• The 3 Traits of Great Customer Service</td>
</tr>
<tr>
<td>• The 4 Ps in Creating Loyal Customers</td>
</tr>
<tr>
<td>• The 5 Values of Great Customer Service</td>
</tr>
<tr>
<td>• The Customer Service Survival Kit</td>
</tr>
<tr>
<td>• The Customer Service Zone</td>
</tr>
<tr>
<td>• The DNA of Customer Experience</td>
</tr>
<tr>
<td>• The Service Providers</td>
</tr>
<tr>
<td>• The Two Factors in Customer Service</td>
</tr>
<tr>
<td>• Turning Around an Angry Customer</td>
</tr>
<tr>
<td>• Turning Around an Angry Customer (French)</td>
</tr>
<tr>
<td>• Turning Around an Angry Customer (French-Canadian)</td>
</tr>
<tr>
<td>• Turning Around an Angry Customer (Spanish)</td>
</tr>
<tr>
<td>• Turning Customer Satisfaction into Customer Loyalty</td>
</tr>
<tr>
<td>• Understand What Those You Serve</td>
</tr>
<tr>
<td>• Value: Evaluation Values</td>
</tr>
<tr>
<td>• Understand What Those You Serve</td>
</tr>
<tr>
<td>• Value: Selection Values</td>
</tr>
<tr>
<td>• Up Your Service!</td>
</tr>
<tr>
<td>• Uplifting Service</td>
</tr>
<tr>
<td>• What NOT to Say to Your Customers</td>
</tr>
<tr>
<td>• When Things Go Wrong</td>
</tr>
<tr>
<td>• Who Affects Service the Most?</td>
</tr>
<tr>
<td>• Who Gets Your Attention?</td>
</tr>
<tr>
<td>• Who is Your Customer?</td>
</tr>
<tr>
<td>• Why Customers Don't Complain</td>
</tr>
<tr>
<td>• You have to LOVE Customers</td>
</tr>
<tr>
<td>• Anti-Racism: Because 'Not Racist' Is Not Enough</td>
</tr>
</tbody>
</table>

**EVELYN WOOD LIBRARY**

<table>
<thead>
<tr>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Memory Dynamics: Exaggeration</td>
</tr>
<tr>
<td>• Vocabulary Dynamics: How it Works</td>
</tr>
</tbody>
</table>

**FINANCE & ACCOUNTING**

<table>
<thead>
<tr>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 365 Ways to Live Cheap</td>
</tr>
<tr>
<td>• Accounting - Asset Securitization</td>
</tr>
<tr>
<td>• Accounting Ethics &amp; Integrity</td>
</tr>
<tr>
<td>• Accounting for Derivatives</td>
</tr>
<tr>
<td>• Accounting in a Nutshell</td>
</tr>
<tr>
<td>• Accounting Statements, Balance Sheets and More!</td>
</tr>
<tr>
<td>• Accrual Accounting, Part 1</td>
</tr>
<tr>
<td>• Accrual Accounting, Part 2</td>
</tr>
<tr>
<td>• ACH</td>
</tr>
<tr>
<td>• Adult Financial Abuse</td>
</tr>
<tr>
<td>• Adult Financial Abuse - California</td>
</tr>
<tr>
<td>• Advanced Scenario Analysis and Stress Tests</td>
</tr>
<tr>
<td>• Aggregate Supply and Aggregate Demand</td>
</tr>
<tr>
<td>• Analysis and Evaluation of Risk Exposures</td>
</tr>
<tr>
<td>• Analysis of Financing Liabilities</td>
</tr>
<tr>
<td>• Analysis of Income Taxes</td>
</tr>
<tr>
<td>• Analysis of Retirement Needs</td>
</tr>
<tr>
<td>• Analyst Conflicts of Interest</td>
</tr>
<tr>
<td>• Analyzing Financial Leverage for a Business</td>
</tr>
<tr>
<td>• Analyzing Risk</td>
</tr>
<tr>
<td>• Annuities (Asset Liability Management)</td>
</tr>
<tr>
<td>• Annuities (Insurance)</td>
</tr>
<tr>
<td>• Application of Analytical Techniques</td>
</tr>
<tr>
<td>• Applying Breakeven Analysis in the Workplace</td>
</tr>
<tr>
<td>• Audit Committee</td>
</tr>
<tr>
<td>• Audit Report Writing for Internal Auditors</td>
</tr>
<tr>
<td>• Auditor Independence</td>
</tr>
<tr>
<td>• Back Office Controls</td>
</tr>
<tr>
<td>• Balancing the Books</td>
</tr>
<tr>
<td>• Bankruptcy Law for Collection Professionals</td>
</tr>
<tr>
<td>• Basic Concepts in Financial Planning</td>
</tr>
<tr>
<td>• Basic Financial Measures</td>
</tr>
<tr>
<td>• Be Audit Secure: Part 1 - Introduction</td>
</tr>
<tr>
<td>• Be Audit Secure: Part 2 - Reasonable Basis</td>
</tr>
<tr>
<td>• Be Audit Secure: Part 3 - The Rule of 3’s</td>
</tr>
<tr>
<td>• Be Audit Secure: Part 4 - Policies and Procedures</td>
</tr>
<tr>
<td>• Be Audit Secure: Part 5 - Standard Operating Procedures</td>
</tr>
<tr>
<td>• Be Audit Secure: Part 6 - Communication</td>
</tr>
<tr>
<td>• Be Audit Secure: Part 7 - Training</td>
</tr>
<tr>
<td>• Be Audit Secure: Part 8 - Internal Audits</td>
</tr>
<tr>
<td>• Board of Directors</td>
</tr>
<tr>
<td>• Bookkeeping and Accounting</td>
</tr>
<tr>
<td>• Bookkeeping Basics</td>
</tr>
<tr>
<td>• Budgeting: How to Budget Expenses</td>
</tr>
<tr>
<td>• Business and Financial Information for Small Businesses</td>
</tr>
<tr>
<td>• Business Financing for Beginners</td>
</tr>
<tr>
<td>• Business Graphs, Charts and Other Calculations</td>
</tr>
<tr>
<td>• Cash Flow Management - How to Read Cash Flow Statements</td>
</tr>
<tr>
<td>• Cash Flow Management - Managing Payables</td>
</tr>
<tr>
<td>• Cash Flow Management - Managing Receivables</td>
</tr>
<tr>
<td>• Cash Flow Projections &amp; Critical Business Planning</td>
</tr>
<tr>
<td>• Considerations - 06/05/2020 Live Recording</td>
</tr>
<tr>
<td>• Certificates of Deposit</td>
</tr>
<tr>
<td>• Challenges Facing the Accounting Profession</td>
</tr>
<tr>
<td>• Check 21</td>
</tr>
<tr>
<td>• Check Kiting</td>
</tr>
<tr>
<td>• Check Processing</td>
</tr>
<tr>
<td>• Components of Check Fraud</td>
</tr>
<tr>
<td>• Conducting Internal Payroll Audits</td>
</tr>
<tr>
<td>• Conducting Internal Payroll Audits Part Five: 1-9 Hot Tips</td>
</tr>
<tr>
<td>• Conducting Internal Payroll Audits Part Four: Why You Must Audit Your W-4s</td>
</tr>
<tr>
<td>• Conducting Internal Payroll Audits Part One: 4 Things the DOL Will Request During Your Audit</td>
</tr>
<tr>
<td>• Conducting Internal Payroll Audits Part Seven: Audit Secure® Must Haves</td>
</tr>
<tr>
<td>• Conducting Internal Payroll Audits Part Six: Exempt Status Classification of Workers</td>
</tr>
<tr>
<td>• Conducting Internal Payroll Audits Part Three: W-9 Compliance Tips and Penalties for Noncompliance</td>
</tr>
<tr>
<td>• Conducting Internal Payroll Audits Part Two: Independent Contractor Classification</td>
</tr>
<tr>
<td>• Consumer Privacy Act</td>
</tr>
<tr>
<td>• Corporate and Criminal Fraud Accountability</td>
</tr>
<tr>
<td>• Corporate Bonds</td>
</tr>
<tr>
<td>• Corporate Fraud and Accountability</td>
</tr>
<tr>
<td>• Corporate Responsibility - SOX</td>
</tr>
<tr>
<td>• Corporate Tax Returns - SOX</td>
</tr>
<tr>
<td>• Correlation and Regression Analysis</td>
</tr>
<tr>
<td>• Cost of Capital: What does money cost?</td>
</tr>
<tr>
<td>• Cost of Sales - COGS</td>
</tr>
<tr>
<td>• Cost of Sales - Discounts</td>
</tr>
<tr>
<td>• Cost of Sales - Inventory</td>
</tr>
<tr>
<td>• Credit Union Regulations</td>
</tr>
<tr>
<td>• Credit Union Services</td>
</tr>
<tr>
<td>• Credit Unions</td>
</tr>
<tr>
<td>• Currency Futures</td>
</tr>
<tr>
<td>• Debt Information for Teens</td>
</tr>
<tr>
<td>• Decision-Making: Financial (Part 2 of 9) -- Key Terms in Financial Analysis</td>
</tr>
<tr>
<td>• Decision-Making: Financial (Part 3 of 9) -- Amounts and Costs</td>
</tr>
<tr>
<td>• Decision-Making: Financial (Part 4 of 9) -- Time Value of Money</td>
</tr>
<tr>
<td>• Decision-Making: Financial (Part 5 of 9) -- Cash Flow Is King</td>
</tr>
<tr>
<td>• Decision-Making: Financial (Part 6 of 9) -- Payback Method</td>
</tr>
<tr>
<td>• Decision-Making: Financial (Part 7 of 9) -- Net Present Value Method</td>
</tr>
<tr>
<td>• Decision-Making: Financial (Part 8 of 9) -- Return on Investment Method</td>
</tr>
<tr>
<td>• Demand and Supply in Factor Markets</td>
</tr>
<tr>
<td>• Depreciation Accounting</td>
</tr>
<tr>
<td>• Dollars and Sense</td>
</tr>
<tr>
<td>• Draft and Direct Collections</td>
</tr>
<tr>
<td>• Effective Inventory Management</td>
</tr>
<tr>
<td>• Efficiency and Equity</td>
</tr>
<tr>
<td>• Efficiency Indicators: Days Inventory</td>
</tr>
<tr>
<td>• Efficiency Indicators: Days Payable</td>
</tr>
<tr>
<td>• Efficiency Indicators: Days Receivable</td>
</tr>
<tr>
<td>• Efficiency Indicators: The Cash Conversion Cycle</td>
</tr>
<tr>
<td>• Elasticity</td>
</tr>
<tr>
<td>• Equity Swaps</td>
</tr>
<tr>
<td>• Escrow Accounts</td>
</tr>
<tr>
<td>• Estate Planning - An Overview</td>
</tr>
<tr>
<td>• Estate Planning - Will's</td>
</tr>
<tr>
<td>• Estimation of Working Capital Requirements</td>
</tr>
<tr>
<td>• Exotic Options</td>
</tr>
<tr>
<td>• Expenses - Controllable and Uncontrollable Expenses</td>
</tr>
<tr>
<td>• Expenses - Direct and Indirect Expenses</td>
</tr>
<tr>
<td>• Expenses - Expense Classification</td>
</tr>
<tr>
<td>• Expenses - Variable and Fixed Costs</td>
</tr>
<tr>
<td>• Fair Credit Reporting Act</td>
</tr>
<tr>
<td>• Fair Debt Collection Practices Act</td>
</tr>
<tr>
<td>• Fair Housing Act</td>
</tr>
<tr>
<td>• FDIC</td>
</tr>
<tr>
<td>• Filing Business Taxes</td>
</tr>
<tr>
<td>• Finalization of Accounts</td>
</tr>
<tr>
<td>• Finance Vocabulary - SkillBuilder Game</td>
</tr>
<tr>
<td>• Financial Independence For Women</td>
</tr>
<tr>
<td>• Financial Ratios - Cost of Goods Sold</td>
</tr>
</tbody>
</table>

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
• Financial Ratios - Margin
• Financial Ratios - Net Investment Ratios
• Financial Ratios - Revenue Ratios
• Financial Reporting Standards
• Financial Statements: An Introduction
• Financial Statements: Introducing the Balance Sheet
• Financial Statements: Introducing the Income Statement
• Financial Statements: Introducing the Statement of Cash Flows
• Financial Statements: Reading a Balance Sheet
• Financial Statements: Reading a Statement of Cash Flows
• Financial Statements: Reading an Income Statement
• Financial Wellness: Budget Sample
• Financial Wellness: Creating a Budget
• Financial Wellness: How to Manage Your Credit Cards
• Financial Wellness: How to Save at Your Financial Institution
• Financial Wellness: How to Save on Food
• Financial Wellness: How to Save on Subscriptions
• Financial Wellness: How to Save on Your Car
• Financial Wellness: How to Save Using Your Employee Benefits
• Financially Speaking - 3 Financial Statements
• Financially Speaking - Basic Breakeven Analysis
• Financially Speaking - Depreciation Explained
• Financially Speaking - Financial Reporting Principles
• Financially Speaking - The Accounting Cycle
• Financially Speaking - The Fundamentals of Cost Behavior
• Financing Solutions for Small Businesses
• Fiscal Policy
• Forecasting Demand & Breakeven Analysis
• Front Office Controls
• Futures Contracts and Hedging
• General Insurance - Individuals
• Getting Down to Business
• Gift and Gift Tax
• Goals and Investment Objectives
• Gold Start
• Group Insurance
• Healthcare Receivable Securitization
• Home Mortgage Disclosure Act
• How Letters of Credit Work
• How to Read and Understand Financial Statements
• HPA
• Identity Theft: Red Flags Rule
• Inflation
• Interest Rates
• Internal Ratings Based Approach
• International Finance Considerations for Business
• International Payment Terms
• Intro to Financial Analysis: Assessing the Performance of Your Company
• Introduction to Accounting
• Introduction to Financial Planning
• Introduction to Financial Statement Analysis
• Introduction to Financial Statements - Balance Sheet: Assets
• Introduction to Financial Statements - Balance Sheet: Liabilities
• Introduction to Financial Statements - Balance Sheet: Overview of a Balance Sheet
• Introduction to Financial Statements - Balance Sheet: Working Capital
• Introduction to Financial Statements - Financial Statement Analysis
• Introduction to Financial Statements - Income Statement
• Introduction to Financial Statements - Income Statement: Expenses
• Introduction to Financial Statements - Income Statement: Sales
• Introduction to Financial Statements - Introduction to Financial Statements
• Introduction to Financial Statements - What is an Annual Report?
• Introduction to Operational Risk
• Introduction to Personal Finance
• Inventory Accounting
• Investing With The Time Value of Money
• IRS 1099: 2018 Update
• Journey to Lean
• Key Risk Indicators
• Leases and Off-Balance-Sheet Debt
• Legal Risk and Taxation Rules
• Lending Laws
• Life Insurance
• Linking Risk and Return to Business
• Liquidity Risk
• Loan Processing: Compliance
• Loan Processing: Taking the Application
• Loan Processing: The Decision
• Loan Processing: Underwriting
• Loan Processing: Verification
• Loss Data Collection Methodology
• Loss Reduction and Risk Avoidance
• Make More Money
• Management of Cash
• Management of Inventory
• Managing Deposits and Withdrawals
• Managing Inventory - Managing Inventory
• Managing Money
• Managing Spending
• Monitoring and Collecting Accounts Receivable
• Monte Carlo Simulation
• More SBA Loan Programs
• Municipal Bonds
• National Flood Insurance Program
• Negotiable Instruments and Endorsement
• Office of Foreign Assets Control
• Organizing Production
• Output and Costs
• Overview of Budgeting
• Overview of Risk Management
• Overview of Sarbanes-Oxley Act
• Overview of the Dodd-Frank Act
• Paying Off Debt
• Payroll Tax Updates for 2019
• Performance Drivers: Calculating Margins
• Personal Finance Insuring Your Future
• Personal Finance Investing Wisely
• Personal Finance Managing Healthcare Costs
• Personal Finance Purchasing a Car
• Personal Finance Purchasing a Home
• Personal Finance Understanding Taxes
• Petty Cash Accounting
• Preparation of Budgets
• Principles of Accounting - Cash vs Accrual
• Principles of Accounting - Common Accounting Terms
• Principles of Accounting - Fraud
• Principles of Accounting - Principles of Accounting
• Principles of Insurance
• Privacy Acts Regulations Policies
• Privacy Notices and Their Content
• Project Valuation Methods
• QuickBooks® 2011
• QuickBooks® 2012
• QuickBooks®: A 60 Minute Crash Course
• QuickBooks®: Payroll
• Reconciliation of Books
• Records Retention Guidelines for Financial Institutions
• Reform, Recovery and Enforcement Act of 1989
• Reg CC - Expedited Funds Availability Act
• Regulation BB
• Regulation DD
• Regulation E: Changes in July 2010
• Regulation E: Electronic Check Conversion (ECK)
• Regulation E: Electronic Terminal Receipts and Periodic Statements
• Regulation E: Error Resolution Procedures
• Regulation E: Issuances of Access Devices
• Regulation E: Overviews
• Regulation G
• Regulation V
• RESPA
• Responsibilities of the Teller
• Retirement Planning - Social Security
• Reviewing the Basics of Business Structures
• Right to Financial Privacy Act Part 1
• Right to Financial Privacy Act Part 2
• Risk Self-Assessment
• ROI: Calculating Internal Rate of Return
• ROI: Calculating Net Present Value
• ROI: Calculating the Payback Method
• Saving Money
• Stock Index Futures
• Supervisory Requirements
• Tax
• Tax Planning
• Taxation
• Teller Cash Handling
• The Fundamentals of Cash Flow Forecasting
• The Many Forms of Money
• The Triple Bottom Line
• Time Value of Money
• Transfer of Property
• Truth in Lending Act and Regulation Z
• Types of Check Fraud

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.
• UCC Article 9 Update
• Understanding Bonds and their Values
• Understanding Credit
• Understanding Financial Information
• Understanding the Balance Sheet
• Understanding the Cash Flow Statement
• Understanding the Income Statement
• Underwriting and Claims
• Use and Understand Purchase Agreements
• Using ROA and ROE as Performance Indicators
• Value at Risk
• Various Types of Mutual Fund Products
• Vocabulary Challenge: Basics Accounting
• What is Money Laundering
• Yield Curve Analysis

HUMAN RESOURCES
• 5 Strategies for Creating an Inclusive Work Environment
• 5 Ways To Engage Employees (plus one)
• 60 Secrets to Successful Employee Orientation
• 7 Steps to Better Written Policies and Procedures
• 90 Days 90 Ways
• A Drug-free Workplace for Construction
• A Drug-free Workplace for Health Care
• A Drug-free Workplace for Manufacturing
• A Drug-free Workplace for Transportation
• A Framework for Excellence
• A New Way to Train Employees
• A Six-Step Learning Cycle
• Achieving 100% Compliance of Policies and Procedures
• Active Shooter & Workplace Violence (Spanish)
• Age Discrimination Law and Cooperation
• Alcohol Abuse: 01. Training Responsibilities
• Alcohol Abuse: 02. Rules and Regulations
• Alcohol Abuse: 03. Who Should I Test?
• Alcohol Abuse: 04. How Do I Know if Someone is Impaired?
• Alcohol Abuse: 05. What are the Testing Procedures?
• Alcohol Abuse: 06. What happens if My Employee Fails an Alcohol Test?
• Alcohol Abuse: 07. What happens if My Employee Refuses an Alcohol Test?
• Alcohol Abuse: 08. Record Keeping
• Alcohol Abuse: 09. Employee Training
• An Introduction to HIPAA
• Analyze Human Capital with HR Metrics
• Analyzing Pay Theories
• Anti-Harassment: Writing and Communicating an Anti-Harassment Policy
• Anti-Harassment: History of Sexual Harassment
• Anti-Harassment: Investigating Complaints
• Anti-Harassment: Writing and Communicating an Anti-Harassment Policy
TOPICS

• Employee Privacy
• Employing Workers with Disabilities - Beneficial to Business
• Engagement vs Interaction
• Establishing a System of Policies and Procedures
• Evaluating Training Programs: The Four Levels
• Exempt vs. Non-Exempt 2020: Finding and Fixing Misclassification Mistakes
• Exploring the Global Business Environment
• Exploring the Need for Labor Unions
• Fair Labor Standards Act (FLSA) for Employees
• Fair Labor Standards Act (FLSA) for Managers
• Fair Labor Standards Act: Updated May 2016
• Family and Medical Leave Act
• FAQ: Seasonal Employee Hours and Pay
• FCRA Anti-Corruption and Bribery
• Five Ways to Avoid a Discrimination Claim
• FLSA Rules, Regulations and Classification Standards 2020
• Follow-Up and Coaching
• Foreign Corrupt Practices Act (FCPA): Overview
• Foreign Corrupt Practices Act (FCPA): Overview (Spanish)
• Form W-9: Payee Identification and Tax Determination
• Gateways to Inclusion
• Gender Identity: Changes Organizations are Making to Increase Awareness
• Gender Identity: Understanding Gender-Neutral Restrooms in the Workplace
• Gender Identity: What Does LGBTQIA+ Mean?
• Generation Z
• Get People to Take Your Training!
• Get Rid of Time-Off Ted, Attitude Alice and Stacker Sam
• Getting to Know the Generations
• Global Anti-Corruption: Preventing Bribery and Corruption
• Global Cultural Awareness
• Global Trends in Human Resource Management
• Handbook for Strategic HR
• Handling References
• Harassment Hurts: It's Personal (Spanish)
• Harassment Retaliation Action Plan
• Harmonizing Work, Family and Personal Life
• HIPAA Privacy and Security Basics
• HIPAA: 1. The Basics
• HIPAA: 2. What is HITECH?
• HIPAA: 3. HITECH - Understanding Business Associates
• HIPAA: 4. What is Protected Health Information?
• HIPAA: 5. The Privacy Rule - Authorization
• HIPAA: 6. The Privacy Rule - Disclosures
• HIPAA: 7. The Security Rule
• HIPAA: 8. Enforcement
• HIPAA: 9. Breaches
• HIPAA: 10. Penalties
• HIPAA: 11. General Disclosures - FAQ
• HIPAA: 12. Marketing - FAQ
• HIPAA: 13. Protection Against Violations - Risk Analysis
• HIPAA: 14. Protection Against Violations - Safeguards
• HIPAA: 15. Quick Learn for Employees
• HIPAA: 16. Consumer Rights
• HIPAA: 17. Disclosure to Family and Friends
• HIPAA: 18. For Emergency Responders
• HIPAA: 19. GINA
• HIPAA: How Did We Get Here?
• HIPAA: What Health and Human Services Requires
• Hire Team-Oriented Employees
• Hostility, Harassment, and Workplace Headaches
• How Emotions Drive Decision-Making During a Crisis
• How 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 Rollout Your Training Initiative Successfully
• How to Set Expectations for Remote Employees
• How to Strategically Measure Training Success
• How to Succeed as a One Person HR Department
• HR: The Cornerstone of Successful Organizations
• Human Resources in Research and Practice
• Human Resources Law Update 2020
• I-9 & Immigration Law Compliance - Update 2019
• Ideas for Improving Engagement
• Idiocracy of an MTV Workplace
• Implementing Successful Training
• Improving Your Team's Employee Engagement
• Insights to Better Mentoring
• Internal Investigations and Confidentiality
• Interviewing Tips
• Introduction to Compensation and Benefits
• Introduction to Managing Employee Performance
• Introduction to Performance Appraisals and Appraisal Systems
• Introduction to Performance Excellence
• Laws Relating to Pay
• Leading Business in Times of Crisis
• Leading HR
• Legal Aspects of Interviewing and Hiring
• Legally Terminate Employees: 10 Critical Things You Must Know
• Looking at Employment Contracts
• Maine Sexual Harassment Training for Employees
• Maine Sexual Harassment Training for Managers
• Managing Cognitive Load
• Managing Employee Performance: A Look at Influences and Discipline
• Managing Four Generations in the Workplace
• Managing Harmony
• Managing Harmony (Spanish)
• Managing Substance Abuse in the Workplace: Employee Edition
• Managing Substance Abuse in the Workplace: Manager Edition
• Managing Workplace Bullying
• Matching Applicants with Job Specifications and Conducting Interviews
• Measuring Employee Engagement
• Media Options and Learning
• Medical Marijuana in the Workplace
• Memory Fix Teaching
• Military FMLA
• More Methods for Training Delivery
• Multi-Purposed Learning
• New York Preventing Sexual Harassment for Employees
• New York Preventing Sexual Harassment for Managers
• New York State Anti-Harassment Introduction
• New York State Anti-Harassment Scenarios
• No FEAR Act
• Onboarding Tools
• Onboarding: Best Practices
• Onboarding: Orientations
• Onboarding: The Power of Day One
• Onboarding: Transmitting Culture
• Onboarding: Why You Should Care
• Opening the Right Doors
• Opening the Right Doors (Spanish)
• Orientation: Where Do We Go From Here?
• Overcome Training Barriers and Get Great Usage
• Overcoming Personal Barriers to Diversity
• Overcoming Unconscious Bias
• Pay Types and Considerations
• Powerful Practices for Legally Recruiting and Hiring
• Pregnancy Discrimination Act
• Prejudice and Discrimination
• Prevent Harassment Claims: Know the Warning Signs
• Prevent Harassment Claims: Write and Communicate Your Policy
• Preventing Employment Discrimination: Campus Edition
• Preventing Harassment & Bullying in the Workplace
• Preventing Harassment in Industry
• Preventing Harassment in Industry (Spanish)
• Preventing Harassment in the Office (Spanish)
• Preventing Sexual Harassment for Employees (Spanish)
• Preventing Sexual Harassment for Managers
• Preventing Sexual Harassment... for Employees
• Preventing Sexual Harassment... for Managers and Supervisors
• Preventing Sexual Harassment: A Leader's Perspective
• Preventing Sexual Harassment: An Employee's Perspective
• Preventing Unlawful Retaliation in the Workplace
• Preventing Workplace Harassment for Employees
• Preventing Workplace Harassment for Managers

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCP, PDC and PDU credits.
• Preventing Workplace Harassment: A Leader's Perspective
• Preventing Workplace Violence
• Preventing Workplace Violence: An Employee's Perspective
• Preventing Workplace Violence: A Leader's Perspective
• Primary Threats to Performance Excellence
• Privacy Laws and Practices
• Providing Government-Mandated Benefits
• Psychology of the Hiring Process
• Quantifying Performance Goals if Possible
• Realities of Attention
• Recognizing the Signs of Substances Abuse in the Workplace
• Recruiting 101
• Recruiting, Interviewing, Selecting & Orienting New Employees
• Research Your Research
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 1
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 2
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 3
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 4
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 5
• Respect and Fair Treatment: Preventing Harassment and Bullying - Section 6
• Retaining Distressed Employees
• Retaliation
• Role of "Seductive Content" (No, not that!)
• Rules for Discussing Politics at Work
• See, Know and Do Goals
• Self Evaluation and Common Pitfalls in Performance Appraisals
• Should We Pay Interns?
• Six Sigma: Six Sigma Lean
• Six Sigma: Six Sigma Basics
• Social Media Privacy and Security in the Medical Profession
• Speed Up Training "Time to Market"
• Staying Out of Trouble
• Stereotyping and Diversity
• Stop Bullying at Work
• Substance Abuse Toolkit: Workplace Substance Abuse
• Substance Abuse: 01. Training Responsibilities
• Substance Abuse: 02. Rules and Regulations
• Substance Abuse: 03. Who Should I Test?
• Substance Abuse: 04. How Do I Know if Someone is Impaired?
• Substance Abuse: 05. What Are the Testing Procedures?
• Substance Abuse: 06. What Happens if My Employee Fails a Drug Test?
• Substance Abuse: 07. What Happens if My Employee Refuses a Drug Test?
• Substance Abuse: 08. Record Keeping
• Substance Abuse: 09. Employee Training
• Substance Abuse: Addressing Abuse
• Successful Employee Onboarding
• Support for the Home Office: Strategies for Communicating and Assisting Employees during the COVID-19 Quarantine
• Survey Says: Why People Leave Their Jobs
• The Baby Boomers
• The Case for e-Learning
• The Collective Bargaining Process
• The Complete Reference Checking Handbook
• The Employee Engagement Continuum
• The Fine Line of Employee Privacy
• The Five Whys
• The Four Stages of Employee Training
• The Gen Xers
• The Millennials
• The Minimum Requirements for HIPAA Compliance
• The Role of Human Resources Post COVID-19, Navigating the New Normal
• The Traditionalists
• The Value of Diversity
• The Value of Diversity (French)
• The Value of Diversity (French-Canadian)
• The Value of Diversity (Spanish)
• The What and Why of Employee Engagement
• Three-Level Content Strategy Model
• Time to Consider a Flexible Workplace?
• Tips for a Successful Home Office with Kids in the House
• Today's Training Challenges
• Training as a Promotion Qualifier
• Training Delivery Methods
• Training Payback vs. ROI
• Training Process vs Programs
• Transferring Skills to the Next Generation
• Travel Pay and FLSA Compliance 2020
• Trouble at Work
• True Costs of Training
• Types of Professional Training for Employees
• Types of Training for Employees
• Understanding and Investigating Performance Issues
• Understanding Employment Discrimination: Employee Edition
• Understanding Harassment: Bystander Training
• Understanding Harassment: Healthy Culture
• Understanding Harassment: Introduction to Understanding Harassment
• Understanding Harassment: Understanding Harassment in Review
• Understanding Harassment: Understanding Offenders
• Understanding Harassment: Understanding Targets
• Understanding Harassment: Warning Signs
• Understanding Sexual Harassment
• Understanding the Emergency Paid Sick Leave Act, as part of the Families First Coronavirus Response Act (FFCRA)
• Understanding the Fair Labor Standards Act: Part 1
• Understanding the Fair Labor Standards Act: Part 2
• Understanding the Family and Medical Leave Act for Managers
• Understanding the Family Medical Leave Act and the Emergency Paid Sick Leave Act
• Understanding Unlawful Workplace Harassment
• Values for Excellence
• Valuing Diversity
• Valuing Diversity in the Workplace
• Valuing Diversity in the Workplace (French)
• Valuing Diversity in the Workplace (French-Canadian)
• Valuing Diversity in the Workplace (Spanish)
• Village of 100, 3rd Edition (Spanish)
• Village of 100, 4th Edition
• Wage & Hour Basics
• Weathering Storms
• What is New Employee Onboarding?
• Who Are Customers of Training?
• Workers Comp Exam
• Working Well with Everyone: What is Diversity?
• Working with Different Generations
• Workplace Bullying
• Workplace Bullying - California
• Workplace Counseling
• Workplace Discrimination and Harassment
• Harassment Infographic

INDUSTRY SPECIFIC
• Auto Loans
• Bank Assets
• Bank Bribery Act
• Bank Financing for Beginners
• Bank of Secrecy for Management and Operations: Putting the Pieces Together
• Bank of Secrecy for Management and Operations: True Stories of Money Laundering
• Bank Regulations
• Bank Secrecy Basics: Better Safe Than Sorry
• Bank Secrecy Basics: Manipulating the System
• Bank Secrecy Basics: So What’s the Big Deal?
• Bank Secrecy Basics: Structuring and Layering and Integration, Oh My!
• Bank Secrecy Basics: What is Money Laundering?
• Bank Secrecy for Frontline Employees: The Customer is Always Right Except When They Aren’t
• Bank Secrecy for Frontline Employees: The List
• Bank Secrecy for Frontline Employees: What Do You Do with $10,000 in Cash?
• Bank Secrecy for Frontline Employees: What SAR? I Don’t Know Anything About an SAR.
• Bank Secrecy for Frontline Employees: Who is a Customer and How Do You Prove It?
• Bank Secrecy for Frontline Employees: Why Are You So Suspicious?
• Bank Secrecy for Management and Operations: 120 Hours and Counting
• Bank Secrecy for Management and Operations: Banking the UnBanked
• Bank Secrecy for Management and Operations: Cash-less Money Laundering
• Bank Secrecy for Management and Operations: Exceptions to the Rule
• Bank Secrecy for Management and Operations: Giving More Than 100%
• Bank Secrecy for Management and Operations: Red Flags Ahead
• Banking 101
• Banks
• Basics of Accounting
• Before School Starts: Things To Do
• Campus Aware: Sexual Violence Prevention
• Case Studies - Barings Bank
• Chronic Disease Management
• Click Here to Order
• Commercial Lending
• Credit and Economic Growth
• Credit Card Operations
• Credit Risk Management
• Credit Union and Banks: The Differences
• Customer Service in Government Agencies
• Dealing with Difficult Patients
• Effective Email & Memo Writing for Paralegals
• Electronic Banking
• Emerging Diseases: Prions and Viruses
• Entrepreneur Skills
• Final Statements of Accounts of Banks
• Financial Analysis for Lending
• Government and Markets
• Government Project Management
• Government Transitions
• Government’s Place in the Market
• Growing a Franchise
• Handling Complaints in the Medical Profession
• HIPAA Privacy and Security Basics for Employees in the Healthcare Sector
• How to Reduce Missed Medical Appointments
• Improving Profitability in Tough Times
• Internal Audit in Banks
• Internal Control System
• Introduction to Banking
• Introduction to Bookkeeping and Accounting
• Leadership in Government Agencies
• Lending Against Real Estate
• Loans and Advances
• Medical Records and Patient Information Distribution
• Mortgage Loans
• Moving to a Paperless Office
• New Employee Training for School and College Districts
• New Employee Training for School and College Districts (Spanish)
• Operational Risk Management
• Paralegal Ethics
• Paralegal Proofing
• Paralegal Roles from Pleading to Judgment
• Plain Language for Government
• Practice of Bookkeeping in Banks
• Preparing Your Business Case
• Preventing Employment Discrimination Federal Sector Managers and Supervisors
• Preventing Unlawful Harassment: College and University Edition
• Records Management in Government Agencies
• Research Skills and Strategies for Paralegals
• Resolving Government Customer Complaints Across the Spot
• Retailer Hot Buttons: Traffic
• Retailer Hot Buttons: Transaction Size
• Retailer Profitability Model (for Retailers): Frequency
• Retailer Profitability Model (for Retailers): Introduction Frontline (Restaurant)
• Retailer Profitability Model (for Retailers): Introduction Frontline (Retail)
• Retailer Profitability Model (for Retailers): Items Per Customer
• Retailer Profitability Model (for Retailers): Price Per Item
• Retailer Profitability Model (for Retailers): Reach
• Retailer Profitability Model: Part 1
• Retailer Profitability Model: Part 2
• Retailer Profitability Model: Part 3
• Risk Management Principles
• Self-Directed Work Teams in a Government Agency
• Social Media in Government
• Supervisors and External Auditors
• Supervisory Self-Assessment
• Taking Ideas into Business Reality
• Taking 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: Risk Management - Wearing a Respirator
• Tuberculosis in the Healthcare Environment: TB Risks in Healthcare Environments
• Tuberculosis in the Healthcare Environment: The Resurgence of Tuberculosis
• Tuberculosis in the Healthcare Environment: Working With and Treating Active TB
• Unlawful Harassment for Colleges: Employee Version
• Who is your Customer?: I Can’t Find This
• Who is your Customer?: I’m Just Looking
• Who is your Customer?: I’m on a Mission
• Who is your Customer?: I’m With My Kids, Please Hurry
• Who is your Customer?: I’ve Got a Coupon for That
• Who is your Customer?: I’ve Got Time and Money
• Working Capital
• Working in Retail: How to Give Exceptional Service
• Working in Retail: How to Handle Feedback
• Working in Retail: How to Stay Positive with Customers
• Working in Retail: How to Upsell
• Working in Retail: Managing Retail Employees
• ASP.NET Core Using MVC, Part 1 of 6: Introduction
• ASP.NET Core Using MVC, Part 2 of 6: Granite Project
• ASP.NET Core Using MVC, Part 3 of 6: Products and Actions
• ASP.NET Core Using MVC, Part 4 of 6: Homepage and Shopping Cart
• ASP.NET Core Using MVC, Part 5 of 6: Users and Appointments Cart
• ASP.NET Core Using MVC, Part 6 of 6: Advanced Topics
• Authentication, Authorization and Accounting: Best Practices
• Best Practices for Improving Data Quality
• Big Data in the Enterprise: An Introduction
• Big Data: Good for the Customer
• Not Just the Business
• Big Iron in the House: The Role of the Mainframe Today
• CASP (Part 1 of 9): Cryptography
• CASP (Part 2 of 9): Network Security
• CASP (Part 3 of 9): Enterprise Storage and Host Security
• CASP (Part 4 of 9): Cloud Security
• CASP (Part 5 of 9): Internet Communications Security
• CASP (Part 6 of 9): Application Security
• CASP (Part 7 of 9): Risk Management
• CASP (Part 8 of 9): Incident Response
• CASP (Part 9 of 9): Assessments
• Certified Ethical Hacker (Part 1 of 8): Intro to Ethical Hacking
• Certified Ethical Hacker (Part 2 of 8): Operating Systems and Hacking
• Certified Ethical Hacker (Part 3 of 8): Threats and System Hacking
• Certified Ethical Hacker (Part 4 of 8): Malware and Social Engineering
• Certified Ethical Hacker (Part 5 of 8): Sessions and Web Servers
• Certified Ethical Hacker (Part 6 of 8): Web Apps and SQL Injection
• Certified Ethical Hacker (Part 7 of 8): Wireless Networks and Firewalls
• Certified Ethical Hacker (Part 8 of 8): Cloud and Cryptography
• Certified Information Security Manager (CISM) (Part 1 of 4): Governance
• Certified Information Security Manager (CISM) (Part 2 of 4): Risk Management
• Certified Information Security Manager (CISM) (Part 3 of 4): Security Program Development
• Certified Information Security Manager (CISM) (Part 4 of 4): Incident Management
• Certified Information Systems Security Professional (CISSP) (Part 1 of 9): Risk and Authentication
• Certified Information Systems Security Professional (CISSP) (Part 3 of 9): Cryptography and Operations
• Certified Information Systems Security Professional (CISSP) (Part 4 of 9): Cryptography and Net Topologies

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.
• Certified Information Systems Security Professional (CISSP) (Part 7 of 9): Malware and Business Continuity
• Certified Information Systems Security Professional (CISSP) (Part 8 of 9): Incident Management
• Certified Information Systems Security Professional (CISSP) (Part 9 of 9): Systems Professional
• Cisco CCNP Implementing Cisco IP Routing, Part 1 of 4: Planning and EIGRP
• Cisco CCNP Implementing Cisco IP Routing, Part 2 of 4: OSPF and Routing
• Cisco CCNP Implementing Cisco IP Routing, Part 3 of 4: Paths and Filtering
• Cisco CCNP Implementing Cisco IP Routing, Part 4 of 4: Branch Office and IPv6
• Cisco IP Switched Networks (CCNP Switch), Part 1 of 7: Network Design
• Cisco IP Switched Networks (CCNP Switch), Part 2 of 7: Campus Area Network
• Cisco IP Switched Networks (CCNP Switch), Part 3 of 7: Spanning Tree
• Cisco IP Switched Networks (CCNP Switch), Part 4 of 7: Inter VLAN-Routing
• Cisco IP Switched Networks (CCNP Switch), Part 5 of 7: Advanced Switch Config Options
• Cisco IP Switched Networks (CCNP Switch), Part 6 of 7: L3 First Hop Redundancy Protocol
• Cisco IP Switched Networks (CCNP Switch), Part 7 of 7: Security
• Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 1 of 5: Complex Enterprise Networks
• Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 2 of 5: Apps and Switched Solutions
• Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 3 of 5: Routing and Addressing
• Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 4 of 5: Performance and Convergence
• Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 5 of 5: Security and Enterprise Networks
• Cloud Computing: Trends, Strategies, and Best Practices
• Cloud Computing: Trends, Strategies, and Best Practices
• CompTIA A+ Cert, (Part 1 of 13): Fundamentals
• CompTIA A+ Cert, (Part 10 of 13): Computer Networking
• CompTIA A+ Cert, (Part 11 of 13): Working with Mobile Devices
• CompTIA A+ Cert, (Part 12 of 13): Working with Operating Systems
• CompTIA A+ Cert, (Part 13 of 13): Network and PC Security
• CompTIA A+ Cert, (Part 14 of 13): Best Practices
• CompTIA A+ Cert, (Part 3 of 13): PC Components
• CompTIA A+ Cert, (Part 4 of 13): Windows and Environment
• CompTIA A+ Cert, (Part 5 of 13): Networking Technologies
• CompTIA A+ Cert, (Part 6 of 13): SOHO, Mobile, and Printers
• CompTIA A+ Cert, (Part 7 of 13): Security
• CompTIA A+ Cert, (Part 8 of 13): Troubleshooting
• CompTIA A+ Cert, (Part 9 of 13): PC Hardware
• CompTIA CNE® + Cert (Part 1 of 17): Theory and Communications
• CompTIA CNE® + Cert (Part 10 of 17): Security Threats and Attacks
• CompTIA CNE® + Cert (Part 11 of 17): Network Management
• CompTIA CNE® + Cert (Part 12 of 17): Network Troubleshooting
• CompTIA CNE® + Cert (Part 13 of 17): Network Architecture
• CompTIA CNE® + Cert (Part 14 of 17): Network Operations
• CompTIA CNE® + Cert (Part 15 of 17): Network Security
• CompTIA CNE® + Cert (Part 16 of 17): Troubleshooting
• CompTIA CNE® + Cert (Part 17 of 17): Industry Standards and Theory
• CompTIA CNE® + Cert (Part 2 of 17): Media and Hardware
• CompTIA CNE® + Cert (Part 3 of 17): Implementations and Models
• CompTIA CNE® + Cert (Part 4 of 17): TCP/IP Addressing and Data
• CompTIA CNE® + Cert (Part 5 of 17): TCP/IP Services
• CompTIA CNE® + Cert (Part 6 of 17): LAN and WAN Infrastructure
• CompTIA CNE® + Cert (Part 7 of 17): Remote Networking
• CompTIA CNE® + Cert (Part 8 of 17): System Security
• CompTIA CNE® + Cert (Part 9 of 17): Network Security
• CompTIA CNE® + Cert 007 Update (Part 1 of 5): Network Concepts
• CompTIA CNE® + Cert 007 Update (Part 2 of 5): Infrastructure
• CompTIA CNE® + Cert 007 Update (Part 3 of 5): Network Operations
• CompTIA CNE® + Cert 007 Update (Part 4 of 5): Network Security
• CompTIA CNE® + Cert 007 Update (Part 5 of 5): Network Troubleshooting
• CompTIA CNE® + Cert 007 Update, Part 1 of 5: Network Concepts
• CompTIA CNE® + Cert 007 Update, Part 2 of 5: Infrastructure
• CompTIA CNE® + Cert 007 Update, Part 3 of 5: Network Operations
• CompTIA CNE® + Cert 007 Update, Part 4 of 5: Network Security
• CompTIA CNE® + Cert 007 Update, Part 5 of 5: Network Troubleshooting
• CompTIA Security+ (Part 1 of 9): Overview and Malware
• CompTIA Security+ (Part 2 of 9): Mobile Devices and Hardening
• CompTIA Security+ (Part 3 of 9): Virtualization and Secure Dev
• CompTIA Security+ (Part 4 of 9): Network Design and Cloud
• CompTIA Security+ (Part 5 of 9): Securing Networks
• CompTIA Security+ (Part 6 of 9): Physical Security and Access Control
• CompTIA Security+ (Part 7 of 9): Risk Assessment and Monitoring
• CompTIA Security+ (Part 8 of 9): Cryptography and PKI
• CompTIA Security+ (Part 9 of 9): Social Engineering and Wrap up
• Computing Securely in the Cloud
• Converged Infrastructure: Benefits and Challenges
• Creating Effective SLAs For Cloud Computing Services
• Customer Engagement Today: A Revolutionary Approach
• Cyber Ethics: A Growing Business Challenge
• Cyber Security Awareness: A Few Words About Passwords
• 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: Understanding Your Attacker (Part 2 of 6)
• Cyber Security Awareness: You Are the First Line of Defense (Part 1 of 6)
• Cyber Security Basics
• Cybersecurity Crash Course: Cyberattacks
• Cybersecurity Crash Course: End-User Security Tips
• Cybersecurity Crash Course: Hackers
• Cybersecurity Toolkit: Cyberattacks
• Cybersecurity Toolkit: Phishing
• Cybersecurity Toolkit: Phishing
• Defining Cybersecurity
• Due Diligence and Don’t Be Sorry
• Effective Data Management
• Effective Network Security
• Energy Efficient Data Centers: Best Practices
• Enterprise Automation: What You Need to Know
• Enterprise Security Landscape
• Enterprise Security Update
• Extensible Business Reporting Language Part 1: An Introduction to XBRL
• Extensible Business Reporting Language Part 2: Taxonomy Building & Coding
• Extensible Business Reporting Language Part 3: Using XBRL with Spreadsheets and Other Systems
• Forensic Investigator (Part 1 of 10): Computer Forensic Basics
• Forensic Investigator (Part 10 of 10): Mobile and Reports
• Forensic Investigator (Part 2 of 10): The Investigation Process
<table>
<thead>
<tr>
<th>Course Title</th>
<th>CEUs/Hours</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Java SE 9 (Part 1 of 14): Install and Introduction</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Java SE 9 (Part 2 of 14): Intellij and Operators</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Java SE 9 (Part 3 of 14): Classes and Objects</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Java SE 9 (Part 4 of 14): Composition and Arrays</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Java SE 9 (Part 5 of 14): Interfaces and Streams</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Java SE 9 (Part 6 of 14): Swing and Flashcard Application</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Java SE 9 (Part 7 of 14): Intro to Java FX</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Java SE 9 (Part 8 of 14): Application Login</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Java SE 9 (Part 9 of 14): Expressions, DB and Threads</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>JavaScript (Part 1 of 6): Fundamentals</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>JavaScript (Part 2 of 6): Objects, Arrays, and Expressions</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>JavaScript (Part 3 of 6): Functions</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>JavaScript (Part 4 of 6): Object Constructors</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>JavaScript (Part 5 of 6): Web</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>JavaScript (Part 6 of 6): Objects</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Legacy Modernization - In a Budget Constrained Environment</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Managing Supply Chain Risk</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft Azure Services (Part 1 of 9): Overview and Storage</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft Azure Services (Part 2 of 9): Network Services</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft Azure Services (Part 3 of 9): Compute Services</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft Azure Services (Part 4 of 9): Apps and Database</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft Azure Services (Part 5 of 9): Big Data</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft Azure Services (Part 6 of 9): Enterprise App Integration</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft Azure Services (Part 7 of 9): Internet of Things</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft Azure Services (Part 8 of 9): Security</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft Azure Services (Part 9 of 9): Monitoring and Diagnostics</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft® SharePoint® Foundation 2010: First Steps</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft® SharePoint® Foundation 2010: Sync Libraries</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Microsoft® SharePoint® Foundation 2010: Introduction</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Mobile Application Management: An Introduction</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Mobile Payments: Trends and Insights</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Mobile Strategy for B2B: It is All About the Quality of the Visit</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Modern Information Systems - IT Infrastructure: Part 1</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Modern Information Systems - IT Infrastructure: Part 2</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Optimize Your Website for MOBILE!</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>PCI DSS: What You Need to Know</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Privacy Issues</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Privileged User Accounts: Best Practices</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Protecting Your Data with the CCPA</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Protecting Your PC</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Protecting Your PC: Daily Precautions</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Red Teams: Securing the Enterprise</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Rootkits: A Growing Security Threat</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Scrum Master, Part 1 of 2: Waterfall to Agile</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Scrum Master, Part 2 of 2: Artifacts and Sprints</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Secure Document Sharing with Mobile Devices</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Security Awareness Now! Phishing</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Security Awareness Now! Vishing &amp; Smishing</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Semantic Intelligence: The Enabler of Mobile Search and Advertising</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Semantic Technologies: Enabling Next-Generation Web Advertising</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Document Library - First Steps</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Document Library - Set and Manage Alerts</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Document Library</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Lists</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Picture Library</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Share a Site</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Sync Libraries</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Tasks</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Sync Libraries</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Tasks</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Working With Management Studio</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>SharePoint® 2016: Working With Data</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Staying Safe Online: Think Before You Click</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Storage Optimization: An Introduction</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Survey Says: How to Identify Phishing Emails</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Testing Methodologies and Improvements: Thinking Outside the Box</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Thinking Outside the Box</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>The Five Big Bang Theory of the Internet</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>The Role of Technology in Counter-Terrorism</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Theft and the Protection of Data</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>User-Centered Design: Benefits, Challenges and Best Practices</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Virtual Appliances: An Introduction</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Virtual Teams: Strategies for Success</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>Virtualization: An Introduction</td>
<td>2</td>
<td>20 HRS</td>
</tr>
<tr>
<td>What Is the GDPR?</td>
<td>2</td>
<td>20 HRS</td>
</tr>
</tbody>
</table>

**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 Effective Employee Training and Engagement Plan
• 8 Steps to Effective One-on-Ones
• 8 Steps to Effective Team Meetings
• A Coach’s Guide to Embracing Leadership Styles
• A Coach’s Guide to Embracing Leadership Styles (French)
• A Coach’s Guide to Embracing Leadership Styles (French-Canadian)
• A Coach’s Guide to Embracing Leadership Styles (Spanish)
• A Coach’s Guide to Feedback (French)
• A Coach’s Guide to Feedback (French-Canadian)
• A Coach’s Guide to Feedback (Spanish)
• A Manager’s Guide to Virtual Teams
• A Manager’s Overview of the Family Medical Leave Act
• A Motivator’s Tool Kit
• Accountability: 1 Simple Technique to Provide Useful Feedback
• Accountability: 3-Step Formula to Setting Clear Expectations
• Accountability: 4 Barriers to Building a Culture of Accountability
• Accountability: Ask Better Questions - Get Better Answers
• Accountability: The Secret to Help Your Team Get Better - Faster
• Accountability: Turn Your Team Into Problem Solvers
• Accountability: What is Accountability?
• Accountability: What to Do When a Team Member Misses the Mark
• Achieving Buy-In for Change: Part 1
• Achieving Buy-In for Change: Part 2
• Adapting Your Coaching Style
• Adapting Your Coaching Style (French)
• Adapting Your Coaching Style (French-Canadian)
• Adapting Your Coaching Style (Spanish)
• Adapting Your Coaching Style for Different Personalities
• Addressing Workplace Dysfunctions: Identifying Organizational Dysfunctions (Part 2 of 4)
• Addressing Workplace Dysfunctions: Recognizing Relationship Dysfunctions (Part 3 of 4)
• Addressing Workplace Dysfunctions: Strategies for Resolving Relationship Dysfunctions (Part 4 of 4)
• Addressing Workplace Dysfunctions: Understanding Dysfunctions (Part 1 of 4)
• An Introduction to Coaching
• An Introduction to Coaching (French)
• An Introduction to Coaching (French-Canadian)
• An Introduction to Coaching (Spanish)
• An Introduction to Effective Leadership
• An Introduction to Effective Leadership (French)
• An Introduction to Effective Leadership (French-Canadian)
• An Introduction to Effective Leadership (Spanish)
• Analyzing Employee Performance: Can-Do, Will-Do Actions
• Analyzing Employee Performance: Can-Do, Will-Do Introduction
• Analyzing Employee Performance: Can-Do, Will-Do Questions and Tips
• Assertive Communication Skills for Managers
• Barriers to Communication Success, Part 1
• Barriers to Communication Success, Part 2
• Be an Interview Superstar
• Become a Followable Leader Final Exam
• Becoming a Great Leader: Building an Effective Leader (French-Team)
• Becoming a Great Leader: Characteristics
• Becoming a Great Leader: Creating Followership
• Becoming a Great Leader: Developing Followers
• Becoming a Great Leader: Developing Yourself
• Becoming a Great Leader: Effective Delegation
• Becoming a Great Leader: Empowering Followers
• Becoming a Great Leader: Fundamentals
• Becoming a Great Leader: How to be a Follow-able Leader
• Becoming a Great Leader: How to Motivate Employees
• Becoming a Great Leader: Introduction
• Becoming a Great Leader: Leadership and Power
• Becoming a Great Leader: Motivational Leadership
• Becoming a Great Leader: Putting it All Together
• Becoming a Servant Leader
• Behavioral Based Interviewing
• Budget Management
• Budgeting Essentials - Budget Reporting
• Budgeting Essentials - Budgeting Expenses
• Budgeting Essentials - Budgeting Revenue
• Budgeting Essentials - What is Budgeting
• Budgeting Essentials - Zero Based Budgeting
• Build Your Team
• Building and Sustaining a Nimble Culture
• Building More Effective Organizations
• Building Profit Through Building People
• Building Stakeholders Relations and CSR
• Building Teamwork One Individual at a Time
• Change Management: After the Announcement
• Change Management: After the Announcement (French)
• Change Management: After the Announcement (French-Canadian)
• Change Management: After the Announcement (Spanish)
• Change Management: An Introduction
• Change Management: An Introduction (French)
• Change Management: An Introduction (French-Canadian)
• Change Management: Analysis
• Change Management: Analysis (French)
• Change Management: Analysis (French-Canadian)
• Change Management: Analysis (Spanish)
• Change Management: Creating Employee Excitement
• Change Management: Creating Employee Excitement (Spanish)
• Change Management: Making the Announcement
• Change Management: Making the Announcement (French)
• Change Management: Making the Announcement (French-Canadian)
• Change Management: Making the Announcement (Spanish)
• Change Management: Preparing for Change
• Change Management: Preparing for Change (French)
• Change Management: Preparing for Change (French-Canadian)
• Change Management: Preparing for Change (Spanish)
• Change Management: The Phases of Change
• Change Management: The Phases of Change (French)
• Change Management: The Phases of Change (French-Canadian)
• Change Management: The Phases of Change (Spanish)
• Change Management: Working Through the Change
• Change Management: Working Through the Change (French)
• Change Management: Working Through the Change (French-Canadian)
• Change Management: Working Through the Change (Spanish)
• Change Management: Working Through with a Process
• Coaching Basics
• Coaching for Better Performance
• Coaching High Achievers
• Coaching Skills: Beyond Basic Supervision
• Coaching Skills: Captain
• Coaching Skills: Contributor
• Coaching Skills: Introduction
• Coaching Skills: Key Player
• Coaching Skills: Rookie
• Coaching Skills: The Coaching Conversation
• Coaching with a Process
• Coaching with a Process (French)
• Coaching with a Process (French-Canadian)
• Coaching with a Process (Spanish)
• Compassionate Leadership: Trusting Others
• Completing the Effectance Motivation Questionnaire
• Concept Evaluation: Identifying Opportunities
• Concerned Conversations
• Conducting a Performance Review with a Poor Performer
• Conducting a Performance Review with a Poor Performer (French)
• Conducting a Performance Review with a Poor Performer (French-Canadian)
• Conducting a Performance Review with a Poor Performer (Spanish)
• Conducting a Performance Review with a Poor Performer (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.
ONLINE COURSES

- Connecting with Remote Employees
- Connections
- Contingency Planning Worksheet
- Contract Renegotiation: What You Need to Know
- Controlling Leadership Versus Servant Leadership
- Coping with Change: Change for Managers
- Creating a More Motivating Experience
- Creating a Motivating Experience: 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 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: B6. Staying Creative
- Criticism & Discipline Skills for Managers and Supervisors
- Cutting Edge Communication: Creating a No-Blame Culture
- Cutting Edge Communication: Handling Tricky Appraisals
- Cutting Edge Communication: Sharing Feedback
- Cutting Edge Communication: Supervising Effectively
- Dealing with Resistance
- Delegation: Delegation Audit (Apply It Tool)
- Delegation: Eight Obstacles to Delegation (Interactive Infographic)
- Delegation: Making Sure the Work Gets Done
- Delegation: Preparing Your Team for Delegation
- Delegation: Task Assignment Checklist (pdf/word job aid)
- Delegation: The Five-Step Delegation Process
- Demystifying Management
- Developing B-Players Into Top Performers (Part 1 of 6): The Great Overlooked Opportunity
- Developing B-Players Into Top Performers (Part 2 of 6): Identifying Potential A-Players
- Developing B-Players Into Top Performers (Part 3 of 6): Building Aspiration in B-Players
- Developing B-Players Into Top Performers (Part 4 of 6): Organizational Examination Comes First
- Developing B-Players Into Top Performers (Part 5 of 6): Leveraging the Talents of B-Players
- Developing B-Players Into Top Performers (Part 6 of 6): How to Build More A-Players
- Developing Management Skills
- Developing Remote Employees
- Discipline (Part 1 of 4): Discipline Crash Course: Discipline at Work
- Discipline (Part 2 of 4): Discipline Crash Course: Disciplinary Discussions
- Discipline (Part 3 of 4): Discipline Crash Course: Preparing to Act
- Discipline (Part 4 of 4): Discipline Crash Course: Progressive Discipline
- Discipline Crash Course: Disciplinary Discussions
- Discipline Crash Course: Discipline at Work
- Discipline Crash Course: Preparing to Act
- Discipline Crash Course: Progressive Discipline
- Dodos and Coyotes - Only the Nimble Survive
- Driving Agility: Constant Contact
- Driving Agility: Drivers of Innovation
- Driving Agility: Driving Agility
- Driving Agility: Inside Influences
- Driving Agility: Replacement Thinking
- Driving Agility: The 3 Rs
- Driving Agility: The Moment
- Driving Agility: The Question
- Driving Agility: What's Next
- Driving Agility: Yellow Gold
- Effectance Motivation Fundamentals
- Effective Communication for Remote Workers
- Effective Delegation Skills
- Effective Emergency Management & Disaster Planning
- Effective Feedback
- Effective Global Program Management for IT
- Effective Negotiation Tactics for Supervisors
- Effective Performance Reviews
- Elite!
- Embedding Organizational Culture
- Employee Discipline for Managers and Supervisors
- Employee Recognition
- Employee Retention (Part 1 of 7): Building a High-Performance Work System
- Employee Retention (Part 2 of 7): Costs and Causes of Employee Turnover
- Employee Retention (Part 3 of 7): Compiling Employee Satisfaction Data
- Employee Retention (Part 4 of 7): Essential Factors
- Employee Retention (Part 5 of 7): Pay for Performance Plans
- Employee Retention (Part 6 of 7): Promoting Work-Life Balance
- Employee Retention (Part 7 of 7): Advanced Strategies
- Enhancing Productivity With Remote Workers: How to Be a Productive Remote Worker
- Enhancing Productivity With Remote Workers: Managing Remote Teams
- Enhancing Productivity With Remote Workers: Managing Remote Workers
- Ergonomics for Managers
- Ethics: A Manager’s Perspective
- Extrinsic and Intrinsic Rewards
- Facilities Management
- Facility Planning and Management for Service Providers
- Feedback That Works
- Field Tested
- Flexing Your Coaching Approach
- Four Things All New Supervisors Must Remember: E.X.A.L.T.
- Four Things All New Supervisors Must Remember: L.E.A.R.N.
- Four Things All New Supervisors Must Remember: S.H.A.K.E.
- Four Things All New Supervisors Must Remember: S.U.P.E.R.
- Fred Pryor on Leadership
- Generational Differences
- Generational Differences (French)
- Generational Differences (French-Canadian)
- Generational Differences (Spanish)
- Generations at Work
- Goal Theory
- Going From Coworker to Boss
- Going From Coworker to Boss (French)
- Going From Coworker to Boss (French-Canadian)
- Going From Coworker to Boss (Spanish)
- Group Decision Making
- Hallmarks of a Motivating Experience
- Helping Employees Use Their Time Wisely
- Helping Others Solve Problems
- Hiring Remote Employees
- How People Get Their Kicks
- How Perceptions and Expectations Affect Motivation
- How to Ace Your First Day as a Supervisor
- How to Avoid the Most Common Mistakes New Managers Make
- How to Bargain Better with Vendors and Suppliers
- How to Deal with Employee Complaints and Concerns
- How to Handle the Management Problems of a Technical Specialist
- How to Manage, Train and Motivate the Change-Resistant Employee
- How to Read, Interpret and Troubleshoot Contracts
- How to Return Your Best and Brightest Employees
- How to Supervise Bad Attitudes & Negative Behaviors
- How to Supervise Off-Site Employees
- How to Understand and Administer a Budget
- Identifying the Culture of Your Organization
- Implementing the Strategic Plan
- Influencing
- Innovation at the Verge
- Intellectual Property
- Introduction to Discipline
- Introduction to Managing Remote Employees
- Introduction to Working Remotely
- Introverts and Extroverts: Managing Extroverts
- Introverts and Extroverts: Managing Introverts
- Job Rotation, Motivation and Morale

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

- Mentoring: How to Match Mentors and Mentees
- Mentoring: Making a Mentoring Agreement
- Mentoring: Mentoring Meeting Guidelines
- Mentoring: The What and Why
- Mentoring: What is a Mentoring Program
- Mergers, Acquisitions & Divestments
- Mistakes Leaders Make: Eight Signs of a Dysfunctional Organization
- Mistakes Leaders Make: Fixing the Dysfunction
- Motivating and Retaining the Teenager Worker
- Motivating Employees: Appraising Performance
- Motivating Employees: Creating an Inspiring Workplace
- Motivating Employees: Designing Satisfying Jobs
- Motivating Employees: Part 1
- Motivating Employees: Part 2
- Motivating Employees: Rewarding Performance
- Motivating Your People and Being a Positive Role Model
- Motivation
- Motivation and Job Performance
- Motivation: Ethical Strategies
- Moving from Technical Professional to Manager
- Negotiating With Suppliers
- Next Generation Talent Management
- No Magic Bullet
- On Selecting, Developing and Managing Talent
- Onboarding Remote Employees
- Open-Book Management (Part 1 of 4): The Missing Link
- Open-Book Management (Part 2 of 4): Addressing Your Fears
- Open-Book Management (Part 3 of 4): Key Elements
- Open-Book Management (Part 4 of 4): Tips for Implementation
- Operational Plans: Budgets
- Operational Plans: The Single Use Plan
- Operational Plans: The Standing Plan
- Operations Management for Service Providers
- Operations Management in Manufacturing
- Operations Rules
- Organization for Efficiency
- Organizational Behavior
- Organizational Communication
- Organizational Learning
- Organizational Skills
- Overcoming Resistance When Coaching
- People People
- Performance Excellence: Cost
- Performance Excellence: Introduction
- Performance Excellence: Requirements
- Performance Excellence: Roadblocks
- Performance Excellence: Terms
- Performance Excellence: Why
- Performance Gaps: A Diagram for Success: Find the Right Solution to Improve Performance
- Performance Gaps: Boat Gaps? Discover the Real Reason for Performance Gaps
- Performance Gaps: Setting Clear Expectations: What You Say & What They Hear
- Performance Gaps: Solve Performance Gaps: When They Can’t Do It
- Performance Gaps: Solve Performance Gaps: When They Won’t Do It
- Performance Gaps: Test Your Skills: Tackle Performance Gaps Head-On
- Performance Gaps: Uncover What You Don’t Know About Your Team’s Performance Gaps
- Performance Intervention Maps
- Performance Management: A Manager’s Responsibility
- Performance Management: Setting SMART Goals
- Performance Reviews with Less Stress and Better Results
- Performance Reviews: 7 Steps to Prepare
- Placing a Product: Creating Value With Supply Chains
- Placing a Product: Exploring Distribution
- Positioned
- Preparing for Your PCI Audit
- Preventing Age Discrimination for Managers and Supervisors
- Preventing Employment Discrimination for Managers and Supervisors
- Preventing Unlawful Workplace Harassment in Federal Agencies - Manager Edition
- Pricing a Product
- Principles of Planning
- Product Development and Patents
- Productive Performance Appraisals
- Productivity Through Praise
- Progressive Discipline
- Project Management for Non-Project Managers
- Proper Introductions: Virtual Introductions
- Providing Feedback
- Put On Your Manager’s Hat
- Put the Moose on the Table
- Put Your Business on Autopilot
- Recruiting Crash Course: Be an Effective Interviewer
- Recruiting Crash Course: Job Postings
- Recruiting Crash Course: Legal Pitfalls in Recruiting
- Recruiting Crash Course: Sourcing Applicants
- Recruiting Crash Course: The Recruitment Process
- Religious Discrimination and Accommodation for Managers and Supervisors
- Return on Investment (ROI) Basics
- Risk
- Risk Management Basics: Defining Hazards
- Risk Management Basics: Embedding Processes
- Risk Management Basics: Health Risk Culture
- Risk Management Basics: Identifying Risk
- Risk Management Basics: Risk Assessment
- Risk Management Basics: Risk Management Techniques
- ROI at Work
- S.M.A.R.T. Goals
- Sense and Respond
- Servant Leadership 101
- Service is Front Stage
- Six Sigma: A Method for Eliminating Defects
- Six Sigma: Belt Certification
- Six Sigma: Design for Six Sigma
- Six Sigma: Introduction
- Six Sigma: Process Control
- Six Sigma: Six Sigma and Kaizen
- Six Sigma: The DMAIC Method
- Six Sigma: The Five Whys Technique
- Six Sigma: Variation and the 6Ms
- Solving the Compensation Puzzle
- Staffing to Support Business Strategy
- Staying Positive
- Strategic Customer Management
- Strategic Planning for Long-Term Success (Part 1 of 4): Vision
- Strategic Planning for Long-Term Success (Part 2 of 4): Self-Assessment
- Strategic Planning for Long-Term Success (Part 3 of 4): Process
- Strategic Planning for Long-Term Success (Part 4 of 4): Meeting Tips
- Strategic Planning: A Definition
- Strategic Problem Solving for Better Decision Making
- Strategic Staffing
- Success for Hire
- Success Principles for Leaders
- Successful Customer Care in a Week
- Succession Planning
- Succession Planning: 8 Critical Steps
- Succession Planning: 01. The Importance of Succession Planning
- Succession Planning: 02. What is a HiPo?
- Succession Planning: 03. Creating a Policy
- Succession Planning: 04. Identifying HiPos
- Succession Planning: 05. HiPos vs. High Performers
- Succession Planning: 06. Retaining and Developing HiPos
- Succession Planning: People Back-up
- Succession Planning: The Private Business
- Succession Planning: The Transition Process
- Supervising a Pronoid
- Supervising Remote Employees
- Supervisor’s Passport to Success
- Survive the 10 Toughest Conversations
- Every Supervisor Dreads
- Talent Leadership
- Team Building: Characteristics of a Successful Team
- Team Building: Effective Team Members
- Team Building: Team Development and Tunkan Model
- Team Building: Teams in Crisis Situations
- Team Building: Types of Teams
- Team Building: What is Team Building?
- Team Facilitation Skills: Getting Started (Part 1 of 7) -- The Role of the Steering Team
- Team Facilitation Skills: Getting Started (Part 2 of 7) -- Creating a Team Charter
- Team Facilitation Skills: Getting Started (Part 3 of 7) -- Defining Problems and Setting Goals
- Team Facilitation Skills: Getting Started (Part 4 of 7) -- The Basic Stages of Team Development

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

• Team Facilitation Skills: Getting Started (Part 5 of 7) -- The Complex Stages of Team Development
• Team Facilitation Skills: Getting Started (Part 6 of 7) -- Using the DISC Model to Form Teams
• Team Facilitation Skills: Getting Started (Part 7 of 7) -- Essential Traits for Team Success
• Team Facilitation Skills: Meeting Guidelines (Part 1 of 5) -- Effective Team Communication
• Team Facilitation Skills: Meeting Guidelines (Part 2 of 5) -- Dysfunctional Team Members
• Team Facilitation Skills: Meeting Guidelines (Part 3 of 5) -- Facilitator Intervention Skills
• Team Facilitation Skills: Meeting Guidelines (Part 4 of 5) -- Handling Team Conflict
• Team Facilitation Skills: Meeting Guidelines (Part 5 of 5) -- Tips for Forming Effective Teams
• Teams that Work
• Telework: How to Telecommute Successfully
• Terminating Employees
• The Age of Productivity
• The Answer for Business Success
• The Benefits of an Environmental Management System
• The Cultural Fit Factor
• The Daily You
• The Decision Making Process, Part One
• The Decision Making Process, Part Two
• The Executive Guide to Integrated Talent Management
• The External Environment
• The Facility Manager's Handbook
• The Golden Crossroads
• The Hidden Drivers of Success
• The Lean Office
• The Network is Your Customer
• The New Realities of Change
• The Performance Engagement Model
• The Product Life Cycle
• The Productivity Tip System
• The Progressive Discipline Process
• The Road to Audacity
• The Rookie Manager: 10 Tips for Holding Disciplinary Conversations
• The Rookie Manager: 4 Styles of Effective Leaders
• The Rookie Manager: Addressing Employee Grievances
• The Rookie Manager: From Coworker to Manager
• The Rookie Manager: What NOT to Do as a New Manager
• The Rules of Attraction
• The Secret to Employee Motivation
• The Three Types of Effectance
• The Value of Followers: Becoming a Followable Leader (Part 3 of 3)
• The Value of Followers: Leaders as Followers (Part 2 of 3)
• The Value of Followers: Traits of a Great Follower (Part 3 of 3)
• The Virtual World of Work
• The Why Behind Poor Performance
• Tips for Effective Delegation

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

MARKETING

• 10 Mistakes in Marketing
• 49 Marketing Secrets (that Work) to Grow Sales
• Billion Dollar Branding
• Boosting Sales
• Brand Marketing
• Breaking Through
• Building Brand and Reputation
• Business Marketing Face to Face
• Competitive Marketing in Tourism
• Conducting Competitor Research Online
• Creating Your Brand Proposition
• Determining Customer Needs
• Developing a Value Proposition
• DO IT! Marketing
• Easy E-Newsletters
• Email Metrics 101
• Great Layout & Design: Tips, Tricks and the Latest Trends
• Great Legal Marketing
• Grow Regardless
• Guerrilla Facebook® Marketing
• Guerrilla Marketing During Tough Times
• Guerrilla Marketing on the Front Lines
• How to Create a Social Media Flowchart
• Increasing Search Engine Optimization
• Increasing Website Traffic
• Introduction to Marketing
• Lean but Agile
• Leveraging LinkedIn to Increase Sales
• Managing Bad Press
• Marketing Communications: Budgeting
• Marketing Communications: Goals and Objectives
• Marketing Communications: Integrated Marketing Communications
• Marketing Communications: Resonating with your Audience
• Marketing Communications: Tracking Campaigns
• Marketing Environment Basics
• Marketing Greatest Hits
• Marketing in the 21st Century and Beyond
• Marketing Plans
• Marketing: Selecting Target Markets
• Mastering Social Media
• Place Branding
• Pricing Perspectives
• Reverse Psychology Marketing
• Social Networking Crash Course: Building Your Network
• Social Networking Crash Course: Facebook
• Social Networking Crash Course: LinkedIn
• Social Networking Crash Course: Safety Tips
• Social Networking Crash Course: Twitter
• Social Networking: Does it Work at Work?
• Social Networking: Facebook®
• Social Networking: Instant Messaging
• Social Networking: LinkedIn®
• Social Networking: Twitter
• Stakeholder Reputation Research
• Strategic Marketing Planning for the Small to Medium-Sized Business
• Successful Email Marketing
• Successful Marketing
• The Brand Glossary
• The Four P’s: Marketing Strategies
• The Mobile Marketing Handbook
• The New Rules of Green Marketing
• The Secrets of Successful Business Blogging
• The Value of Podcasts
• Write Powerful Copy for the Web and More

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.
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
• Asbestos Awareness
• Back Injury Prevention
• Back to Work. Back to Safety. Re-gaining Safety Habits after Time Away from Work. (Spanish)
• Back to Work. Back to Safety. Re-gaining Safety Habits after Time Away from Work.)
• BPP for Healthcare
• Bloodborne Pathogens
• Bloodborne Pathogens and Personal Protective Equipment (PPE)
• Bloodborne Pathogens and the Needlestick Safety and Prevention Act
• Bloodborne Pathogens Overview
• Carbon Dioxide for Managers
• Carbon Monoxide for Managers
• CDL: 01. Basics
• CDL: 02. Basic Vehicle Control
• CDL: 03. Transporting Cargo Safety
• CDL: 04. Transporting Hazardous Materials
• CDL: 05. Hazardous Driving Conditions
• CDL: 06. Accident and Fire Procedures
• CDL: 07. Vehicle Inspections
• Cell Phones in the Workplace: A Dangerous Distraction
• Cell Phones in the Workplace: A Dangerous Distraction (Spanish)
• Chemical Hazard Communication
• Cold Stress
• Combustible and Flammable Liquids
• Compressed Gas Cylinders
• Confined Space Entry
• Confined Spaces
• Confined Spaces for Employees: 01. Personnel Responsibilities
• Confined Spaces for Employees: 02. Understanding Permits
• Confined Spaces for Employees: 03. Atmospheric Hazards
• Confined Spaces for Employees: 04. Personal Protective Equipment
• Confined Spaces for Employees: 05. Confined Spaces for Construction
• Controlling Workplace Exposure to Bloodborne Pathogens
• Coronavirus Precautions and Prevention: Common Sense Hygiene
• Coronavirus Precautions and Prevention: Coronavirus Preparedness
• Crane Safety (Spanish)
• Crane Safety in Industrial & Construction Environments
• Creating Safety in Welding Operations
• Creating Safety in Welding Operations, (Spanish)
• 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: Loading and Unloading
• DOT: Marking, Labeling and Placarding
• DOT: Packaging
• DOT: Shipping Papers
• Electrical Safety Awareness
• Electrical Safety for Everyone
• Electrical Safety for Everyone (Spanish)
• Electrical Safety for Qualified Workers
• Electrical Safety for Qualified Workers (Spanish)
• Electrical Safety in the Laboratory
• Electrocution Hazards in Construction Environments Part I... Types of Hazards and how You Can Protect Yourself
• Electrocution Hazards in Construction Environments Part II... Employer Requirements
• Emergency Preparedness & Response
• Emergency Preparedness & Response (Spanish)
• Environmental Management Systems
• ErgoNet: A Training Guide for Healthy Office Workers
• Ergonomics for Manufacturing
• Exposure Monitoring and Medical Surveillance (HAZWOPER)
• Fall Factors: Understanding & Preventing Slips, Trips & Falls
• Fall Factors: Understanding & Preventing Slips, Trips & Falls (Spanish)
• Fall Protection
• Fall Protection in Construction Environments
• Fire Extinguisher Safety
• Fire Prevention & Response
• Fire Prevention in Healthcare Facilities
• Fire Prevention in the Office
• Fire Prevention and Safety in Construction Environments Part I... Types of Hazards
• 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: eje 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 (Spanish)
• Hand and Power Tool Safety
• Handling Compressed Gas Cylinders in the Laboratory
• Hazard Communication in Construction Environments
• Hazard Communication in Healthcare Facilities
• Hazardous Chemicals in Labs
• Hazardous Energy Control
• Hazardous Waste Management
• HAZCOM: What's New with OSHA?
• HAZWOPER for Cleanup Sites (Part 1 of 4)
• HAZWOPER for Cleanup Sites (Part 2 of 4)
• HAZWOPER for Cleanup Sites (Part 3 of 4)
• HAZWOPER for Cleanup Sites (Part 4 of 4)
• HAZWOPER for Emergency Response 1
• HAZWOPER for Emergency Response 2
• HAZWOPER for TSD Facilities 1
• HAZWOPER for TSD Facilities 2
• Hearing Conservation
• Hearing Conservation & You
• Hearing Conservation & You (Spanish)
• Heat Stress
• How to Lower Your Energy Bills: Creating a Comprehensive Energy Savings Plan
• How to Lower Your Energy Bills: Doing Your Part at Work
• How to Lower Your Energy Bills: Saving Fuel Costs
• Hydrogen Sulfide Employee Training
• Hydrogen Sulfide Employee Training (Spanish)
• I Chose to Look the Other Way: Three Stories of Workplace Safety
• I Chose to Look the Other Way: Three Stories of Workplace Safety (Spanish)
• Indoor Air Quality: Carbon Dioxide
• Indoor Air Quality: Carbon Monoxide
• Introduction to Accident Investigation
• Introduction to Accident Investigation (Spanish)
• Introduction to GHS for Construction Workers
• Introduction to Laser Safety
• Job Safety Analysis, Safety Awareness & You
• Job Safety Analysis, Safety Awareness & You (Spanish)
• Laboratory Ergonomics
• Laboratory Hoods
• Laboratory Safety
• Ladder Safety
• Lead Exposure
• Lessons Learned From Hand Injuries [Non-Graphic]
Lessons Learned From Hand Injuries (Non-Graphic) (Spanish)
Lockout/Tagout: Energy Control Programs
Details, Questions, & Expectations
Lockout/Tagout: Introduction
Lockout/Tagout: Training
Machine Guard
Machine Guard Safety for Managers
Machine Guarding & Operator Safety
Making Safety Work: Overview of Workplace Safety & Responsibilities
Making Safety Work: Overview of Workplace Safety & Responsibilities (Spanish)
Managing Workplace Safety and Health
Medical OSHA Compliance
Medical OSHA Compliance 2020
Medical Surveillance Programs (HAZWOPER)
More High-Impact Lockout/Tagout
More High-Impact Lockout/Tagout (Spanish)
Move It Safely: Avoiding Injury
While Moving Materials
Orientation to Laboratory Safety
OSHA and Workplace Safety for HR Professionals
OSHA Compliance Update: MSDS to SDS
OSHA Formaldehyde Standard
OSHA in the Real World
OSHA Record-Keeping Compliance
OSHA TOOLBOX: HAZCOM - Labeling Protocol
OSHA TOOLBOX: HAZCOM - Safety Data Sheet
OSHA Toolbox: HAZCOM - What You Need to Know
OSHA Toolbox: What Matters Regarding Bloodborne Pathogens
OSHA's HAZWOPER Requirements
OSHA's HAZWOPER Standard
Personal Protective Equipment
Personal Protective Equipment: Eye & Face Protection
Personal Protective Equipment: Foot Protection
Personal Protective Equipment: General Overview
Personal Protective Equipment: Hand & Arm Protection
Personal Protective Equipment: Head Protection
Planning for a Pandemic: Business Continuity
Planning for a Pandemic: External Communications
Planning for a Pandemic: Internal Communications
Planning for a Pandemic: Preparing for a Pandemic
Planning for Laboratory Emergencies
Powered Industrial Truck Safety
PPE: Your Last Layer of Protection
PPE: Your Last Layer of Protection (Spanish)
Preparing for an Epidemic
Preventing Contamination in the Laboratory
Preparing Fires in Hot Work Operations
Preparing Fires in Hot Work Operations (Spanish)
Preparing Hearing Loss
Preparing Slips & Falls
Principle to Practice with David Lynn, CSP
Pollution 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
Radioisotope Safety
Respiratory Protection
Rigging Safety in Industrial & Construction Environments
Safe Forklift Operation
Safe Handling of Laboratory Glassware
Safe Use & Operation of Industrial Cranes
Safe Use & Operation of Industrial Cranes (Spanish)
Safety Bob's Comprehensive Construction Safety Orientation - (Spanish)
Safety Decision-Making: Overcoming Human Nature
Safety Decision-Making: Overcoming Human Nature (Spanish)
Safety First: Fire Extinguisher Use
Safety Management
Safety Showers and Eye Washes in the Laboratory
Safety Toolbox: Driving Defensively
Safety Toolbox: Driving in Poor Conditions
Safety Toolbox: Fall Protection
Safety Toolbox: Prevent Slips, Trips, and Falls
Safety Toolbox: Protect Your Back
Safety Toolbox: The Safe Use of Aerial Lifts
Safety Toolbox: The Safe Use of Ladders
Safety Toolbox: Using Lockout Tagout
Safety Toolbox: What You Need to Know About Emergency Exits
Severe Weather Alert: Are You Prepared? (Spanish)
Severe Weather Alert: Emergency Preparedness and Response
Slip, Trip and Fall Prevention
Stormwater Pollution Prevention Plan General Awareness Training
Stormwater Pollution Prevention Plan General Awareness Training (Spanish)
Supported Scaffolding Safety in Industrial and Construction Environments
Survive Inside: Employee Safety in Confined Spaces
Survive Inside: Employee Safety in Confined Spaces (Spanish)
Surviving the Fall: Proper Use of Your Personal Fall Arrest System
Surviving the Fall: Proper Use of Your Personal Fall Arrest System (Spanish)
Take Time for Safety
Take Time for Safety (Spanish)
The Hazard Communications Program
The Lockout/Tagout Program
Two-Wheeled Handcart
Understanding & Preventing Heat-Related Illnesses
Understanding & Preventing Heat-Related Illnesses (Spanish)
Understanding Your Facility's Stormwater Pollution Prevention Plan
Understanding Your Facility's Stormwater Pollution Prevention Plan (Spanish)
Warehouse Ergonomics
What Is Crystalline Silica?
Workers' Comp 10 Must Ask Questions
Workers' Compensation Basics
Working in Cold Weather
Working in Hot Weather
Workplace Safety in Action: Safety Committees

PERSONAL DEVELOPMENT

01. How to Know What You Don't Know: Getting Up to Speed
02. How to Know What You Don't Know: Identifying Blind Spots
7 Levers to Success
Achieving Best Practice in Crisis Management
Achieving Mindfulness at Work (Part 1 of 2): The Case for Mindfulness
Achieving Mindfulness at Work (Part 2 of 2): Elevating Your Workplace Mindfulness
Active Learning Techniques
After Work Socializing
Are You Stressed?
Around the Coffee Machine
Art of Authenticity: Art Naturally: Managing Multiple Selves (Part 3 of 7)
Art of Authenticity: Authenticity GPS -- Navigating Ethical Minefields (Part 6 of 7)
Art of Authenticity: Balancing Act (Part 4 of 7)
Art of Authenticity: Introduction: Becoming a More Authentic Leader (Part 1 of 7)
Art of Authenticity: Psychological Guardrails: Stay Focused on Your Values (Part 7 of 7)
Art of Authenticity: Selves Awareness: Being Your Selves With Skill (Part 2 of 7)
Art of Authenticity: Total Transparency: Best Practices or Myth? (Part 5 of 7)
Avoiding Faulty Decision Making
Become Action Oriented Exam
Body Language: At Work
Body Language: Introduction
Body Language: Movement
Body Language: Position
Body Language: Reading
Building Strong Personal Relationships
Building Strong Professional Relationships
Business Meals: Table Manners
Change Is Hard
Character in the Workplace: How to Build Character (Part 4 of 4)
Character in the Workplace: The Importance of Good Character (Part 1 of 4)
Character in the Workplace: The Psychology of Cheating (Part 3 of 4)
Character in the Workplace: The Six Pillars of Character (Part 2 of 4)
Complex Problem Solving: Characteristics of Complex Problems (Part 2 of 5)
Complex Problem Solving: Complex Problem Solving with Causal Loop Diagrams (Part 4 of 5)
Complex Problem Solving: Complex Problems Organizations Face (Part 5 of 5)

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
<table>
<thead>
<tr>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fighting the Flu: Throw in the Towel</td>
</tr>
<tr>
<td>Fighting the Flu: Get in the Hands</td>
</tr>
<tr>
<td>Fighting the Flu: The Fight is On!</td>
</tr>
<tr>
<td>Fighting the Flu: Gain the Upper Hand</td>
</tr>
<tr>
<td>Fighting the Flu: Getting to Know Your Opponent</td>
</tr>
<tr>
<td>Complex Problem Solving: Key Definitions in Complex Problem Solving</td>
</tr>
<tr>
<td>Complex Problem Solving: Systems Thinking in Complex Problem Solving</td>
</tr>
<tr>
<td>Conducting an Audit</td>
</tr>
<tr>
<td>Control the Chaos and Clear Out the Clutter</td>
</tr>
<tr>
<td>Convenience Store Diet</td>
</tr>
<tr>
<td>Coping with Loss</td>
</tr>
<tr>
<td>Create an Ergonomic Workstation</td>
</tr>
<tr>
<td>Create Your Own Memory Hooks</td>
</tr>
<tr>
<td>Creating a Positive Focus</td>
</tr>
<tr>
<td>Creating Development Plans (Part 1 of 3):</td>
</tr>
<tr>
<td>Key Elements of Development Planning</td>
</tr>
<tr>
<td>Creating Development Plans (Part 2 of 3): Seven Steps for Creating</td>
</tr>
<tr>
<td>a Personal Development Plan</td>
</tr>
<tr>
<td>Creating Development Plans (Part 3 of 3): Tips for Personal</td>
</tr>
<tr>
<td>Development Planning</td>
</tr>
<tr>
<td>Creative Brainstorming for Innovation</td>
</tr>
<tr>
<td>Cutting Edge Success at Work: Contribute to the Team</td>
</tr>
<tr>
<td>Cutting Edge Success at Work: Prioritize and Organize</td>
</tr>
<tr>
<td>Cutting Edge Success at Work: Set and Achieve Goals</td>
</tr>
<tr>
<td>Dealing with Stress at Work</td>
</tr>
<tr>
<td>Dealing with Stressful People</td>
</tr>
<tr>
<td>Decision Key: Because</td>
</tr>
<tr>
<td>Decision Key: Candor</td>
</tr>
<tr>
<td>Decision Key: Contrast</td>
</tr>
<tr>
<td>Decision Key: Imagination</td>
</tr>
<tr>
<td>Decision Key: In-Print</td>
</tr>
<tr>
<td>Decision Key: Labeling</td>
</tr>
<tr>
<td>Decision Key: Losses Versus Gains</td>
</tr>
<tr>
<td>Decision Key: Mental Accounting</td>
</tr>
<tr>
<td>Decision Key: Risk-Value Curve</td>
</tr>
<tr>
<td>Decision Making: A Model for the Best Style</td>
</tr>
<tr>
<td>Decision Making: An Overview</td>
</tr>
<tr>
<td>Decoding Indirect and Direct Messages</td>
</tr>
<tr>
<td>Deskercises: Arms and Shoulders</td>
</tr>
<tr>
<td>Deskercises: Chest, Neck, and Back</td>
</tr>
<tr>
<td>Deskercises: Legs and Backside, While Sitting</td>
</tr>
<tr>
<td>Deskercises: Legs and Backside, While Standing</td>
</tr>
<tr>
<td>Deskercises: Simple, Cardio, and Core</td>
</tr>
<tr>
<td>Destressing your Inner and Outer World</td>
</tr>
<tr>
<td>DISC: Determine Styles of Others</td>
</tr>
<tr>
<td>Effective Performance Reviews: Handling</td>
</tr>
<tr>
<td>Effective Performance Reviews: Performance Reviews for Managers</td>
</tr>
<tr>
<td>Effective Performance Reviews: Preparing for Your Review</td>
</tr>
<tr>
<td>Effective Performance Reviews: Self-Assessments</td>
</tr>
<tr>
<td>Ergonomic Risk Factors</td>
</tr>
<tr>
<td>Failure is an Option: Accepting Failure</td>
</tr>
<tr>
<td>Failure is an Option: Moving Forward and Learning from Failure</td>
</tr>
<tr>
<td>Failure is Obsolete</td>
</tr>
<tr>
<td>Father &amp; Son</td>
</tr>
<tr>
<td>Fighting the Flu: Call for Backup</td>
</tr>
<tr>
<td>Fighting the Flu: Gain the Upper Hand</td>
</tr>
<tr>
<td>Fighting the Flu: Getting to Know Your Opponent</td>
</tr>
<tr>
<td>Fighting the Flu: The Fight is On!</td>
</tr>
<tr>
<td>Fighting the Flu: Throw in the Towel</td>
</tr>
<tr>
<td>Fitness and Wellness</td>
</tr>
<tr>
<td>Framework for Execution: A Framework for Execution</td>
</tr>
<tr>
<td>Framework for Execution: Reasons for Poor Execution</td>
</tr>
<tr>
<td>Framework for Execution: The Current Situation</td>
</tr>
<tr>
<td>Framework for Execution: The Failure to Execute</td>
</tr>
<tr>
<td>Freedom to Fail: Learning and Growing from Failure</td>
</tr>
<tr>
<td>Getting Organized</td>
</tr>
<tr>
<td>Goal Setting in the Workplace</td>
</tr>
<tr>
<td>Green Cleaning Concepts</td>
</tr>
<tr>
<td>Green Purchasing</td>
</tr>
<tr>
<td>Handling Stress</td>
</tr>
<tr>
<td>Happiness at Work: Applying Happiness to the Workplace (Part 1 of 3)</td>
</tr>
<tr>
<td>Happiness at Work: Creating a Happier Workplace (Part 3 of 3)</td>
</tr>
<tr>
<td>Happiness at Work: Improving Personal Happiness at Work (Part 2 of 3)</td>
</tr>
<tr>
<td>How Things Feel Affects What We Do</td>
</tr>
<tr>
<td>How to Break a Bad Habit</td>
</tr>
<tr>
<td>How to Build a Personal Brand</td>
</tr>
<tr>
<td>How to Handle Unavoidable Stress</td>
</tr>
<tr>
<td>How to Keep Your Commitments</td>
</tr>
<tr>
<td>How to Make Time for Training at Work</td>
</tr>
<tr>
<td>How to Reduce Anxiety</td>
</tr>
<tr>
<td>How to Re-Energize Yourself at Work</td>
</tr>
<tr>
<td>How to Sit Correctly</td>
</tr>
<tr>
<td>How to Sit Correctly (French)</td>
</tr>
<tr>
<td>How to Sit Correctly (French-Canadian)</td>
</tr>
<tr>
<td>How to Sit Correctly (Spanish)</td>
</tr>
<tr>
<td>How to Study Effectively</td>
</tr>
<tr>
<td>How-To Tool: Decision Matrix</td>
</tr>
<tr>
<td>Improve Your Memory, Improve Your Productivity</td>
</tr>
<tr>
<td>Improving Your Self-Awareness</td>
</tr>
<tr>
<td>Improving Your Self-Management</td>
</tr>
<tr>
<td>Improving Your Social-Awareness</td>
</tr>
<tr>
<td>In the Hallways</td>
</tr>
<tr>
<td>Individual Decision-Making: Four Decision-Making Styles</td>
</tr>
<tr>
<td>Individual Decision-Making: Making the Right Choice</td>
</tr>
<tr>
<td>Individual Decision-Making: The Five-Step Process</td>
</tr>
<tr>
<td>Individual Decision-Making: When and Why?</td>
</tr>
<tr>
<td>Introduction to Emotional Intelligence</td>
</tr>
<tr>
<td>Know Your Numbers: Blood Pressure</td>
</tr>
<tr>
<td>Know Your Numbers: Body Mass Index</td>
</tr>
<tr>
<td>Know Your Numbers: Cholesterol</td>
</tr>
<tr>
<td>Know Your Numbers: Glucose</td>
</tr>
<tr>
<td>Leadership and Stress</td>
</tr>
<tr>
<td>Learning Styles: Develop Your Learning</td>
</tr>
<tr>
<td>Learning Styles: Different Learning Styles</td>
</tr>
<tr>
<td>Learning Styles: Managing Multiple Learning Styles</td>
</tr>
<tr>
<td>Let’s Work It Out</td>
</tr>
<tr>
<td>Linking Ethics to Stress and Emotions</td>
</tr>
<tr>
<td>Living Large on Less</td>
</tr>
<tr>
<td>Making Command Decisions Work for You</td>
</tr>
<tr>
<td>Making Consensus Decisions Work for You</td>
</tr>
<tr>
<td>Making Consultative Decisions Work for You</td>
</tr>
<tr>
<td>Making Delegated Decisions Work for You</td>
</tr>
<tr>
<td>Making Learning Stick</td>
</tr>
<tr>
<td>Manager’s Toolbox: Building an Engaged Organization (French)</td>
</tr>
<tr>
<td>Manager’s Toolbox: Building an Engaged Organization (French-Canadian)</td>
</tr>
<tr>
<td>Manager’s Toolbox: Building an Engaged Organization (Spanish)</td>
</tr>
<tr>
<td>Managing Information Overload</td>
</tr>
<tr>
<td>Managing Others’ Impression of You</td>
</tr>
<tr>
<td>Managing Your Waste</td>
</tr>
<tr>
<td>Memory Challenge: Mnemonics</td>
</tr>
<tr>
<td>Money Secrets of the Rich</td>
</tr>
<tr>
<td>Participating in a High Performance Team</td>
</tr>
<tr>
<td>Perceptions: Managing How You’re Perceived</td>
</tr>
<tr>
<td>Perceptions: Rebuilding Your Reputation</td>
</tr>
<tr>
<td>Perceptions: Understanding Perceptions</td>
</tr>
<tr>
<td>Personal Brands</td>
</tr>
<tr>
<td>Powered Industrial Trucks and Power Pallet Trucks</td>
</tr>
<tr>
<td>Preparing for My Appraisal</td>
</tr>
<tr>
<td>Problem Solving: Define the Problem</td>
</tr>
<tr>
<td>Problem Solving: Determine the Root Cause</td>
</tr>
<tr>
<td>Problem Solving: Evaluate and Select Solutions</td>
</tr>
<tr>
<td>Problem Solving: Generate Solutions</td>
</tr>
<tr>
<td>Problem Solving: Implement Solutions</td>
</tr>
<tr>
<td>Problem Solving: Introduction to Problem Solving</td>
</tr>
<tr>
<td>Problem Solving: Monitor the Resolution</td>
</tr>
<tr>
<td>Putting it all Together</td>
</tr>
<tr>
<td>Putting the Pro in Proactive</td>
</tr>
<tr>
<td>Ready for Retirement</td>
</tr>
<tr>
<td>Recognize Eye Strain</td>
</tr>
<tr>
<td>Recognize Eye Strain (French)</td>
</tr>
<tr>
<td>Recognize Eye Strain (French-Canadian)</td>
</tr>
<tr>
<td>Recognize Eye Strain (Spanish)</td>
</tr>
<tr>
<td>Recycling in the Workplace</td>
</tr>
<tr>
<td>Reduce Eye Strain</td>
</tr>
<tr>
<td>Reduce Eye Strain (French)</td>
</tr>
<tr>
<td>Reduce Eye Strain (French-Canadian)</td>
</tr>
<tr>
<td>Reduce Eye Strain (Spanish)</td>
</tr>
<tr>
<td>Reducing Stress Through Time Management</td>
</tr>
<tr>
<td>Reducing Stress: Meditation and Visualization</td>
</tr>
<tr>
<td>Reducing Stress: Techniques to Relax</td>
</tr>
<tr>
<td>Reducing Stress: Visualizing and Communication</td>
</tr>
<tr>
<td>Reducing Stress: Techniques to Relax</td>
</tr>
<tr>
<td>Representing Your Brand</td>
</tr>
<tr>
<td>Respect - How to Be Liked</td>
</tr>
<tr>
<td>Respect - How to Be Respected</td>
</tr>
<tr>
<td>Respect - Working with Dislike</td>
</tr>
<tr>
<td>Rethinking Brainstorming</td>
</tr>
<tr>
<td>Safe Money Millionaire</td>
</tr>
<tr>
<td>Selfies Gone Wrong</td>
</tr>
<tr>
<td>Setting Sound Goals</td>
</tr>
<tr>
<td>Setting Your Development Goals</td>
</tr>
<tr>
<td>Six-Step Process to Problem Solving</td>
</tr>
<tr>
<td>Smile!</td>
</tr>
<tr>
<td>Social Awareness Tools</td>
</tr>
<tr>
<td>Strengths Finder 2.0</td>
</tr>
<tr>
<td>Stress at Work</td>
</tr>
<tr>
<td>Stress Management - Avoidable Stress</td>
</tr>
<tr>
<td>Stress Management - Handling Stress</td>
</tr>
<tr>
<td>Stress Management - Managing Stress</td>
</tr>
<tr>
<td>Stress Management - Unavoidable Stress</td>
</tr>
<tr>
<td>Stress Management - Understanding Stress</td>
</tr>
<tr>
<td>Stress Management for Women</td>
</tr>
<tr>
<td>Stretching in the Workplace</td>
</tr>
</tbody>
</table>
Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
• 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
• PMPl 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: Allocating Project Responsibilities (Part 15 of 18)
• Project Management Pre-Work: Creating Strong Project Proposals (Part 11 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: Determining the Best Project Plan (Part 5 of 18)
• Project Management Pre-Work: Developing a Project Goal Statement (Part 7 of 18)
• Project Management Pre-Work: Identifying Key Project Personnel (Part 12 of 18)
• Project Management Pre-Work: Identifying Project Parameters (Part 2 of 18)
• Project Management Pre-Work: Introduction to Project Pre-Work (Part 1 of 18)
• Project Management Pre-Work: Listing and Organizing Needs and Wants (Part 5 of 18)
• Project Management Pre-Work: Making Meaningful Project Requests (Part 16 of 18)
• Project Management Pre-Work: Project Authority Planning (Part 14 of 18)
• Project Management Pre-Work: Project Complexity Analysis (Part 17 of 18)
• Project Management Pre-Work: Quantifying Project Risks (Part 10 of 18)
• Project Management Pre-Work: Securing Commitment in Projects (Part 13 of 18)
• Project Management Pre-Work: The Project Kickoff Meeting (Part 18 of 18)
• Project Management Pre-Work: Understanding Project Risks (Part 9 of 18)
• Project Management Pre-Work: Validating Project Assumptions (Part 6 of 18)
• Project Management Skills for Non Project Managers: Lesson 1 - Planning the Project
• Project Management Skills for Non Project Managers: Lesson 2 - Implementing the Project Plan
• Project Management, Planning, and Control
• Project Management: Advanced, 2nd Edition
• Project Management: Basic, 2nd Edition
• Project Management: Intermediate, 2nd Edition
• Project Problem Solving
• Project Ranking Method
• ProjectTeams
• 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 Project Management Primer
• Schedule and Cost Control: Section 02 - Time Management
• Schedule and Cost Control: Section 03 - Critical Path Method
• Schedule and Cost Control: Section 04 - Basic Cost Management
• Schedule and Cost Control: Section 05 - Introduction to Earned Value
• Schedule and Cost Control: Section 06 - Critical Chain Management
• Schedule and Cost Control: Section 07 - Other Cost Calculations
• Scope and Requirements: Section 01 - Effective Listening Skills for Requirements Definition
• Scope and Requirements: Section 02 - Stakeholders
• Scope and Requirements: Section 03 - Scope Definition
• Scope and Requirements: Section 04 - Creating Effective Work Breakdown Structures
• Scope and Requirements: Section 05 - Requirements Basics
• Scope and Requirements: Section 06 - Use Cases
• Scope and Requirements: Section 07 - Development Methodologies
• Scope and Requirements: Section 08 - Testable Requirements
• Scope and Requirements: Section 09 - The Software Requirements Specification (SRS)
• Scope and Requirements: Section 10 - Business Domain Modeling
• Scope and Requirements: Section 11 - Other Advanced Tools
• Scope and Requirements: Section 12 - Final Exam
• Stakeholder Analysis Alternatives
• Stocking Your Project Management Toolkit
• Strategic Planning Skills: Lesson 01 - Preparing for the Strategic Planning Process
• Strategic Planning Skills: Lesson 02 - Initiating the Strategic Planning Process
• Strategic Planning Skills: Lesson 03 - Developing the Strategic Plan
• Strategic Planning Skills: Lesson 04 - Executing the Plan
• Stress-Free Event Planning
• Successful Project Management in a Week
• Taking Control of Projects and Priorities
• The 77 Deadly Sins of Project Management
• The AMA Handbook of Project Management
• The Five Processes of Project Management
• The Principles of Project Management
• The Project Management Life Cycle Model
• The Stakeholder Analysis Matrix
• Thinking on Purpose for Project Managers
• Types of Project Stakeholders
• History Means Business - Meet Fred Pryor
• Pryor + Tutorial for Users and Admins, Online and Live Account

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

- Characteristics of the Sale: Product Knowledge
- Characteristics of the Sale: Sales Cycle LINE A
- Characteristics of the Sale: Sales Cycle LINE B
- Claiming vs. Creating Value in Negotiation
- Closing the Sale
- Conquering Sales Objections
- Creating Effective Sales Proposals
- Creating Your Elevator Pitch
- Cross Selling
- Dealing with Difficult Situations
- Developing Your Territory: Building the Sales Plan
- Developing Your Territory: Summarizing the Business Situation
- DISC: Selling C
- DISC: Selling D
- DISC: Selling I
- DISC: Selling S
- Effective Selling in Any Situation
- Emotional Intelligence for Sales Success
- Establishing Credibility
- Establishing Trust with Customers
- Excellent Customer Service
- Finding Good Prospects
- Following up on Your Sale
- Follow-Up After the Sale
- Get Clients Now!
- Getting Past the Gatekeeper
- Handling Tough Customers
- How Customers Want to Be Treated
- How to Develop Your Sales Plan
- How to Leave Phone Voicemail that Get Returned
- Leading the Sales Force
- Managing Enterprise Accounts: Customer Lifetime Value
- Managing Enterprise Accounts: Development
- Managing Enterprise Accounts: Handling Objections
- Managing Enterprise Accounts: Introduction
- Managing Enterprise Accounts: No Push Close
- Managing Enterprise Accounts: No Push Selling
- Managing Enterprise Accounts: Pre-Call Planning
- Managing Enterprise Accounts: Selling Benefits
- Managing Enterprise Accounts: The Five-Minute Debrief
- Managing Enterprise Accounts: Value Added Selling
- Managing Your Sales Prospects
- Modern Phone Sales Techniques
- Motivate Your Sales Team
- Negotiating for Success
- Negotiating: 01. Introduction to Negotiating
- Negotiating: 02. Framing
- Negotiating: 03. Styles
- Negotiating: 04. Identifying Leverage
- Negotiating: 05. Analyzing Upcoming Negotiations
- Negotiating: 06. Planning for Negotiations
- Negotiating: 07. The Negotiation Process
- Negotiating: 08. Reaching Agreement
- Negotiating: 09. Evaluating Your Performance
- Negotiating: 10. DISC Styles
- Negotiating: 11. Dealing with Strategies
- Negotiations: Solving the Tough Problems
- No, But, If
- Objection Series: Doubt
- Objection Series: Indifference
- Objection Series: Misunderstanding
- Objection Series: True Negative
- Overview of Sales Methodologies
- Preparing for Your Sales Pre-approach
- Presentation Skills: Closing
- PROactive Sales Management
- Prospecting by Phone: 7 Guidelines for Cold Call Management
- Prospecting by Phone: Avoiding Common Mistakes
- Prospecting by Phone: Cold Call Guidelines
- Prospecting by Phone: Does Cold Calling Work?
- Prospecting by Phone: Great Incoming Greetings
- Prospecting by Phone: Standing Out from the Crowd
- Prospecting by Phone: The 4-Minute Call
- Prospecting by Phone: The Great Voice Message, Part 1
- Prospecting by Phone: The Great Voice Message, Part 2
- Quick sell
- Researching Prospects & Industry Online
- Riding Along with Sales Reps
- Running a Sales Meeting
- Sales and Ethics: Connecting Your Values to Your Career
- Sales and Ethics: Making Ethical Decisions
- Sales and Ethics: Managing Conflicts of Interest
- Sales Communications: Internal Sales Communication
- Sales Communications: Writing Sales Proposals
- Sales Force Design for Strategic Advantage
- Sales Forecasting for the Salesperson
- Sales Forecasting Management
- Sales Prospecting: How to Get Past Gatekeepers
- Sales Prospecting: How to Leave Sales Voicemails
- Sales Prospecting: Sales Analytics and Metrics
- Sales Prospecting: Social Media Networking
- Sales Prospecting: The Flipped Sales Funnel
- Sales Prospecting: The Link Between Marketing and Sales
- Sales Prospecting: The Original Sales Funnel
- Sales Prospecting: The Sales Pipeline
- Sales Time Management
- Sales: Attitude is Everything
- Sales: Attitude is Everything (French)
- Sales: Attitude is Everything (French-Canadian)
- Sales: Attitude is Everything (Spanish)
- Sales: Boost Your Selling Power
- Sales: Boost Your Selling Power (French)
- Sales: Boost Your Selling Power (French-Canadian)
- Sales: Boost Your Selling Power (Spanish)
- Sales: Create Sales Proposals
- Sales: Create Sales Proposals (French)
- Sales: Create Sales Proposals (French-Canadian)
- Sales: Create Sales Proposals (Spanish)
- Sales: Overcoming Objections
- Sales: Overcoming Objections (French)
- Sales: Overcoming Objections (French-Canadian)
- Sales: Overcoming Objections (Spanish)
- Sales: Qualifying Prospects
- Sales: Qualifying Prospects (French)
- Sales: Qualifying Prospects (French-Canadian)
- Sales: Qualifying Prospects (Spanish)
- Sales: Set Goals and Manage Time
- Sales: Set Goals and Manage Time (French)
- Sales: Set Goals and Manage Time (French-Canadian)
- Sales: Set Goals and Manage Time (Spanish)
- Sales: Tips for Successful Sales
- Sales: Tips for Successful Sales (French)
- Sales: Tips for Successful Sales (French-Canadian)
- Sales: Tips for Successful Sales (Spanish)
- Sell for Success! What You Need to Know About Selling
- Sell Without Selling
- Selling at a Distance: Gathering Prospect Information
- Selling at a Distance: Phone Selling
- Selling at a Distance: The Virtual Presentation
- Selling New Products
- Selling Strategies: Consultative Selling
- Selling Strategies: Cyclical Selling
- Selling Strategies: Field Sales
- Selling Strategies: STUN Selling
- Selling Strategies: Tiered Selling
- Selling Strategies: Upsell and Add-Ons
- Selling to Different Customer Roles
- Selling to the C-Suite
- Selling Value Over Price
- Setting and Managing Your Sales Goals
- Speaking Customer
- Strategizing for Your Sales Presentation
- Successful Selling in Today's Economy
- Taking Effective Call Notes
- Territory Management: Analyzing a Territory
- Territory Management: Managing a New Territory
- The Accidental Salesperson
- The Distance Sales Cycle
- The New Rules of Lead Generation
- The Qualifying Process
- The Sales Process: Advanced Questioning Techniques
- The Sales Process: DISC
- The Sales Process: No Fuss Closing
- The Sales Process: Overcoming Objections
- The Sales Process: Uncovering Needs
- The Unmet Need
- Turning Features into Benefits
- Understanding Techniques for a Sales Approach
- Understanding the B2B Buying Process
- Upsell With Confidence
- Using Adaptive Selling to Make the Sale
- Utilizing DISC in Sales
- What Is a Sales Process?
- What's Right for This Prospect, Today?
- When to Shut Up
- Working with Psychological Biases in Negotiation
- Writing Effective Sales e-Mails

TIME MANAGEMENT

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.
• 10 Benefits of Daily Routines
• 8-Week Get Organized Diet - Quick Reference
• Common Time Management Problems: 01. Procrastination
• Common Time Management Problems: 02. Precrastination
• Control Your Work Day: 9 Good Time Management Tips
• Cooperative Time Management
• Creating a Work Plan
• Creating Extra Time
• Developing Your Daily Routine
• Effective Time Management: 01. How to Manage Your Time
• Effective Time Management: 02. How to Time Block
• Effective Time Management: 03. How To Use the Pomodoro Technique
• Effective Time Management: 04. How to Create a Bullet Journal
• 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
• Planning and Prioritizing Your Time: Effectively - 06/17/2020 Live Recording
• 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)
• Stop Procrastinating
• Survey Says: Top Time-Wasters at Work
• Tackle These 10 Time Wasters Worksheet
• 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 for Managers
• Time Management: Clear Mental Clutter
• Time Management: Make Meetings Work
• Time Management: Prioritize Your Work
• Time Management: Procrastination
• Time Management: Time Manage Projects
• Time Tracking Log Worksheet
• Tips for Sticking to Your Routine
• To-Do List Tool: Paired Comparison
• To-Do List Tool: Rocks, Pebbles, and Sand
• Work Life Balance Tool
• Working More Efficiently

Topics are continually added and updated. For your current local schedule visit us at pryor.com and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.
<table>
<thead>
<tr>
<th>ADMINISTRATIVE ASSISTANT &amp; FRONT DESK</th>
<th>CUSTOMER SERVICE</th>
<th>IT</th>
<th>MANAGEMENT &amp; LEADERSHIP</th>
</tr>
</thead>
</table>
| 50 Training Activities for Administrative, Secretarial, and Support Staff | • A Customer Complains: Now What?  
• Creating Great Customer Conversations  
• Customer Service Basics  
• Effective Techniques for Dealing with Difficult Customers  
• How to Resolve Customer Complaints on the Spot  
• Quality Customer Service: Four Basic Elements  
• Quality Customer Service: Phone Calls  
• Turning Around an Angry Customer  
• What NOT To Say to Your Customers | • Effective Network Security  
• Protecting Your PC | • Assertive Communication Skills for Managers  
• Budget Management  
• Coaching Skills: Beyond Basic Supervision  
• Creative Ways to Reward and Motivate Employees  
• Criticism & Discipline Skills for Managers and Supervisors  
• Effective Delta Skills  
• How to Avoid the Most Common Mistakes New Managers Make  
• How to Deal with Employee Complaints and Concerns  
• How to Supervise Bad Attitudes & Negative Behaviors  
• How to Understand and Administer a Budget  
• Organizational Behavior  
• The Secret to Employee Motivation  
• Transitioning from Staff to Supervisor |

<table>
<thead>
<tr>
<th>BUSINESS SKILLS</th>
<th>FINANCE &amp; ACCOUNTING</th>
<th>BUSINESS WRITING &amp; GRAMMAR</th>
<th>MARKETING</th>
</tr>
</thead>
</table>
| • Ethics: An Employee’s Perspective | • 365 Ways to Live Cheap  
• Bookkeeping Basics  
• Effective Inventory Management  
• How to Read and Understand Financial Statements  
• QuickBooks® 2012  
• QuickBooks®: A 60 Minute Crash Course | • Bad Email Habits: What Message Are You Sending?  
• Business Writing and Editing for Professionals  
• Effective and Appropriate Email Use  
• Write Effective and Appropriate Emails | • 49 Marketing Secrets (that Work) to Grow Sales  
• Easy E-Newsletters  
• Great Layout & Design: Tips, Tricks and the Latest Trends  
• Social Networking: Facebook® |

<table>
<thead>
<tr>
<th>COMMUNICATION</th>
<th>HUMAN RESOURCES</th>
<th>COMPUTER SOFTWARE</th>
<th>OSHA &amp; WORKPLACE SAFETY</th>
</tr>
</thead>
</table>
| • Confronting Workplace Conflict  
• How to Manage Emotions in the Workplace  
• How to Overcome Disruptive Workstyle Differences  
• Presentation Skills: Creating Slides  
• The Secret to Effective Communication | • An Introduction to HIPAA  
• Are You Really Listening?  
• Conduct Effective Interviews and Hire the Right People  
• Dos & Don’ts of Records Retention and Destruction  
• Eliminate the Confusion of FMLA  
• HIPAA Privacy and Security Basics  
• HIPAA: What Health and Human Services Requires  
• How to succeed as a One Person HR Department  
• How to Write Comprehensive Policies and Procedures  
• Legally Terminate Employees: 10 Critical Things You Must Know  
• The Minimum Requirements for HIPAA Compliance  
• Understanding Sexual Harassment | • 60 Minutes of Adobe® Acrobat® Secrets  
• 60 Minutes of Microsoft® Access® Secrets  
• 60 Minutes of Microsoft® Excel® Secrets  
• 60 Minutes of Microsoft® Excel® Secrets 2013  
• 60 Minutes of Microsoft® Outlook® Secrets  
• 60 Minutes of Microsoft® PowerPoint® Secrets  
• Adjust Row Height and Column Width in Microsoft® Excel® 2013  
• Advanced Tips and Techniques for Microsoft® Word Users  
• Customize Your Environment in Microsoft® Excel® 2013  
• Microsoft® Access® 2013 Basic  
• Microsoft® Excel® 2010 Working with PivotTables  
• Microsoft® Excel® 2013 Basic  
• Microsoft® Excel® 2013 Intermediate  
• Microsoft® Excel® 2013 Shortcuts, Tips, and Tricks  
• Microsoft® Excel® Charts and Graphs Made Easy  
• Microsoft® Excel® Formulas Made Easy  
• Microsoft® Excel® Macros for Finance Professionals  
• Microsoft® Outlook® 2013 Reading and Writing Email  
• Microsoft® PowerPoint® 2010 Getting Started With Microsoft® PowerPoint®  
• Microsoft® Project Tips and Tricks | • A Manager’s Guide to Safety in the Workplace  
• Indoor Air Quality: Carbon Dioxide  
• Managing Workplace Safety and Health  
• Medical OSHA Compliance  
• OSHA and Workplace Safety for HR Professionals  
• OSHA Record-Keeping Compliance  
• Safety First: Fire Extinguisher Use |

<table>
<thead>
<tr>
<th>INDUSTRY SPECIFIC</th>
<th>PERSONAL DEVELOPMENT</th>
<th>PROJECT MANAGEMENT</th>
<th>SALES</th>
</tr>
</thead>
</table>
| • Basics of Accounting  
• Before School Starts: Things To Do  
• Dealing with Difficult Patients  
• Government Project Management  
• Handling Complaints in the Medical Profession  
• HIPAA Privacy and Security Basics for Employees in the Healthcare Sector  
• How to Reduce Missed Medical Appointments  
• Introduction to Bookkeeping and Accounting  
• Leadership in Government Agencies  
• Moving to a Paperless Office  
• Plain Language for Government | • Control the Chaos and Clear Out the Clutter  
• Goal Setting in the Workplace  
• Improve Your Memory, Improve Your Productivity  
• Stress Management - Managing Stress | • 10 Steps to Successful Project Management  
• Fundamentals of Project Management  
• Improve Your Project Management  
• PMI® Certification: Project Management Basics  
• Project Management  
• Project Management Essentials  
• Project Management: Advanced, 2nd Edition  
• Project Management: Basic, 2nd Edition  
• Project Management: Intermediate, 2nd Edition  
• Stress-Free Event Planning | • Building GREAT Sales Relationships  
• Conquering Sales Objections  
• Selling Value Over Price  
• Upsell With Confidence |

<table>
<thead>
<tr>
<th>TIME MANAGEMENT</th>
<th>Top Online Courses</th>
<th>TOP ONLINE COURSES</th>
<th>OSHA &amp; WORKPLACE SAFETY</th>
</tr>
</thead>
</table>
| • How to Manage Your Time Effectively  
• The Secrets of Successful Time Management | | | |