

LearnByWire.Com Course Catalog

Business & Professional Skills

Series	Course Title	Course#	Status	Hours	Course Level
ADMINISTRATIVE SUPPORT CURRICULUM					
The Effective Administrative Support Professional					
	Getting Started--Administrative Support	ADM0101	available	3.0	Fundamental
	Overview to Effective Business Communication	ADM0102	available	3.0	
	Using Effective Business Communication	ADM0103	available	2.0	
	Administrative Functions	ADM0104	available	3.0	
	Advancing Your Administrative Career	ADM0105	available	3.0	
Advanced Skills for Administrative Support Professionals					
	Behavior: Putting Your Best Foot Forward	ADM0111	available	4.0	Intermediate
	Managing Yourself and Those Around You	ADM0112	available	3.5	
	Partnering with Your Boss	ADM0113	available	3.0	
	Communicating with Power and Confidence	ADM0114	available	3.0	
BUSINESS LAW CURRICULUM					
Fundamentals of Business Law					
	A Manager's Introduction to Business Law	LAW0101	available	3.0	Intermediate
	Contracts in Commercial Transactions	LAW0102	available	4.0	
	Employment and Labor Laws	LAW0103	available	3.5	
	American Business Formations in the 21st Century	LAW0104	available	3.5	
	Intellectual Property and Proprietary Rights	LAW0105	available	4.0	
	Lawsuits and Negotiations	LAW0106	available	2.5	
COMMUNICATION CURRICULUM					
Interpersonal Communication Skills for Business					
	The Dynamics of Interpersonal Communication	COMM0001	available	4.5	Fundamental
	The Mechanics of Effective Communication	COMM0002	available	5.0	
	Communication Skills for the Workplace	COMM0003	new	4.5	
	Communicate for Results	COMM0004	new	5.0	
	Communication Skills for Leadership	COMM0005	new	5.5	
Business Writing Essentials					
	Writing with Intention	COMM0011	available	4.0	Intermediate
	Avoiding Errors in Usage and Punctuation	COMM0012	available	4.5	
	Avoiding Grammatical Errors in Business Writing	COMM0013	available	4.5	
	Crisp Composition	COMM0014	new	4.5	
	Writing to Reach the Audience	COMM0015	new	3.0	
	Getting the Most from Business Documents	COMM0016	Future Release		
	The Writing Process	COMM0017	Future Release		
Interpersonal Communication Skills					
	Communicate to Develop Relationships	COMM0101	available	2.0	Fundamental
	Communicate to Increase Understanding	COMM0102	available	3.0	
	Listening, Influencing and Handling Tough Situations	COMM0103	available	4.0	
	Communicating Better With Your Team	COMM0104	available	4.0	
Mastering Interpersonal Communication					
	Dynamics of Interpersonal Communication	COMM0111	available	2.5	Intermediate
	Communication Tools	COMM0112	available	2.0	
	The Many Faces of Communication	COMM0113	available	3.0	
	The Interpersonal Side of Conflict	COMM0114	available	3.0	
	Interpersonal Business Savvy	COMM0115	available	2.5	
	Developing Interpersonal Skills in Your People	COMM0116	available	2.0	
Emotional Intelligence in the Workplace					
	What Is Emotional Intelligence?	COMM0141	available	2.5	Intermediate
	Emotional Intelligence at Work	COMM0142	available	2.5	
	Teamwork and Emotional Intelligence	COMM0143	available	2.5	
	Increasing Your Emotional Intelligence	COMM0144	available	2.5	
	The Emotionally Intelligent Leader	COMM0145	available	2.0	
Effective Listening Skills					
	The Basics of Listening	COMM0151	available	2.5	Intermediate

Listening for Comprehension	COMM0152	available	5.0	
Listening for Higher Purposes	COMM0153	available	3.0	
Enhancing Your Listening Skills	COMM0154	available	3.0	
Managing and Working with Difficult People				Intermediate
Difficult People in the Workplace	COMM0161	available	3.5	
Working with Aggressive People	COMM0162	available	3.0	
Working with Negative People and Procrastinators	COMM0163	available	3.0	
Working with Arrogant and Duplicitous People	COMM0164	available	2.0	
Assertive Communication				Intermediate
Professional Assertiveness	COMM0171	available	3.0	
Assertiveness from the Inside Out	COMM0172	available	3.0	
Business Etiquette and Professionalism				Intermediate
Everyday Business Etiquette	COMM0181	available	3.0	
Communication Etiquette	COMM0182	available	2.5	
Etiquette and the Business Meeting	COMM0183	available	2.5	
Etiquette for Supervisors	COMM0184	available	3.0	
Building Better Work Relationships				Intermediate
Building Effective Interfunctional Relationships	COMM0191	available	2.5	
Building Effective Intercultural Relationships	COMM0192	available	2.5	
Building Effective Intergender Relationships	COMM0193	available	2.5	
Working Effectively with Customers	COMM0194	available	2.5	
Working Effectively with Business Partners	COMM0195	available	3.0	
Business Grammar Essentials				Fundamental
Foundations of Grammar	COMM0201	available	2.5	
Sentence Construction	COMM0202	available	2.0	
Understanding Writing Mechanics	COMM0203	available	2.0	
Punctuating with Skill	COMM0204	available	2.0	
High-Impact Business Writing				Fundamental
Preparing to Write Effectively to Your Audience	COMM0211	available	1.5	
Writing Concisely and Accurately	COMM0212	available	1.0	
Writing Effective Business Documents	COMM0213	available	2.0	
Writing to Maximize Business Results				Intermediate
Exploring the New Basics of Business Writing	COMM0221	available	3.0	
Writing High-impact Reports and Proposals	COMM0222	available	3.5	
Producing Letters That Drive Your Business	COMM0223	available	2.5	
Using Good Letters to Deliver Bad News	COMM0224	available	2.5	
Writing: The Art of In-house Memos	COMM0225	available	2.0	
Writing Effective E-mail Messages	COMM0226	available	2.5	
Email Essentials				Intermediate
Essentials of Electronic Communication	COMM0231	available	1.5	
Optimizing Email at Work	COMM0232	available	2.0	
E-mail and Organizational Communication	COMM0233	available	2.5	
E-mail as a Marketing Tool	COMM0234	available	2.0	
Meeting the Presentation Challenge				Intermediate
The Foundations of Presentations	COMM0321	available	3.0	
Basic Presentation Structure	COMM0322	available	3.0	
Using Presentation Equipment Effectively	COMM0323	available	3.0	
Effective Presentation Delivery	COMM0324	available	3.0	
Advanced Presentation Skills	COMM0325	available	3.0	
Presentation as a Management Tool	COMM0326	available	2.5	
Effective Business Meetings				Intermediate
Planning Effective Business Meetings	COMM0331	available	2.5	
Leading an Effective Meeting	COMM0332	available	2.5	
Participating Effectively in Business Meetings	COMM0333	available	5.0	
Dealing with Conflict in the Workplace				Intermediate
Perspectives on Conflict	COMM0341	new	3.0	
Professional Telephone Skills				Fundamental
Handling Calls with Confidence & Professionalism	COMM0401	available	3.5	
Turn Difficult Callers into Delighted Customers	COMM0402	available	4.0	
Managing Telephone Technology	COMM0403	available	2.0	
Negotiating to Win: Getting the Results You Want				Intermediate
Crafting a Deal	COMM0501	available	3.0	

Connect and Communicate	COMM0502	available	2.5
The Negotiation Process	COMM0503	available	2.5
The Dynamics of Interaction	COMM0504	available	3.0
Inclusive Negotiating	COMM0505	available	2.5
When the Going Gets Tough	COMM0506	available	2.5
The Master Negotiator	COMM0507	available	2.5

Getting Results Without Authority

Building Relationships to Get Results	COMM0511	available	2.5
Teamwork and Results Without Authority	COMM0512	available	2.5
Leadership Without Authority	COMM0513	available	3.0
Gaining Allies, Creating Change	COMM0514	Future Release	
Getting Results through Communication	COMM0515	available	3.0
Getting Results from the Boss	COMM0516	available	3.0

Intermediate

Effective Use of Feedback for Business

An Essential Guide to Giving Feedback	COMM0521	available	2.5
Coping With Criticism and Feedback	COMM0522	available	5.0
Giving Feedback to Colleagues	COMM0523	available	4.5
Team Feedback: A Guide	COMM0524	available	4.0
Giving Feedback: A Manager's Guide	COMM0525	available	4.0

Intermediate

International Business Skills - Culture, Customs and Norms

Managing Cultural Divides	COMM0601	available	3.0
Around the World in 80 Cultures	COMM0602	available	3.0
America's Neighbors: Beyond U.S. Borders	COMM0603	available	2.5
Over There: Conducting Business with Europeans	COMM0604	available	2.5
Crossing the Dateline: Japan, China, India	COMM0605	available	2.5
A Rich Tapestry of Cultural Contrasts	COMM0606	available	2.5

Intermediate

Note: This series is targeted for U.S.-based business people who do business with people from other parts of the world.

Anger Management in the Workplace

Experiencing Anger	COMM0701	available	5.0
Managing Your Anger	COMM0702	available	5.5

Intermediate

CONSULTING

Consulting With the External Client

Essentials of External Consulting	CONS0111	new	5.0
The Client-Consultant Relationship	CONS0112	new	5.0
Diagnosing and Planning	CONS0113	new	4.0
Managing Delivery	CONS0114	new	3.5
Evaluation and Review	CONS0115	new	4.0

Intermediate

Consulting With the Internal Client

Essentials of Internal Consulting	CONS0121	available	4.0
Internal Consulting Skills	CONS0122	available	3.5
Establishing a Relationship with Internal Clients	CONS0123	available	4.0
A Workable Solution for Internal Clients	CONS0124	available	4.0
Evaluating Internal Assignments	CONS0125	available	4.5

Intermediate

CUSTOMER SERVICE CURRICULUM

How to Excel at Customer Service

Building the Service Foundation: Corporate Culture	CUST0101	available	3.5
Fundamentals of Exceptional Customer Service	CUST0102	available	3.5
The Voice of the Customer	CUST0103	available	2.0
Advancing Your Service Expertise	CUST0104	available	4.5
Customers, Conflict and Confrontation	CUST0105	available	5.5
Overcoming Challenging Service Situations	CUST0106	available	6.0
Instilling Service Excellence: the EXCEL Acronym	CUST0107	available	7.5
Service Stars and Service Teams	CUST0108	available	5.5

Intermediate

Frontline Call Center Skills

The Call Center Industry	CUST0111	available	2.5
Call Center Communication Skills	CUST0112	available	4.5
Call Center Customer Service	CUST0113	available	3.5
Call Center Telephone Sales	CUST0114	available	3.0

Fundamental

Customer Relationship Management

The Customer-driven Organization	CUST0121	available	2.0
Hiring and Retaining Service Professionals	CUST0122	available	3.5
Effective Service Recovery	CUST0123	available	2.5
Serving Your Internal Customers	CUST0124	available	3.0

Intermediate

Beginning Electronic Customer Relationships	CUST0125	available	2.5	
Sustaining Excellent Customer Service	CUST0126	available	3.5	
Measuring Customer Satisfaction				Intermediate
Discovering What Your Customers Want	CUST0131	available	2.5	
Developing Customer Satisfaction Surveys	CUST0132	available	3.0	
Customer Satisfaction: Analysis and Implementation	CUST0133	available	2.5	
Managing a Customer Service-Oriented Culture				Intermediate
Establishing Your Team's Desired Performance	CUST0201	available	4.0	
Coaching in a Service Oriented Culture	CUST0202	available	2.5	
Exceeding Customer Expectations	CUST0203	available	2.5	
Customer Service Strategy	CUST0204	available	2.5	
Improving the Process of Service Delivery	CUST0205	available	2.0	
Navigating the Change Process Successfully	CUST0206	available	4.0	
Inbound Call Center Management				Intermediate
The Inbound Call Center	CUST0211	available	2.5	
Inbound Call Center Management: Leadership	CUST0212	available	3.0	
Inbound Call Centers: People Management	CUST0214	Future Release		
Inbound Call Center Technology	CUST0213	available	4.0	
Performance Metrics for an Inbound Call Center	CUST0215	available	2.5	

e-BUSINESS

e-Business Foundations				Intermediate
The Fundamentals of e-Business	EBUS0101	available	2.5	
Approaches to e-Business	EBUS0102	available	2.0	
e-Business Opportunities	EBUS0103	available	2.5	
e-Business Design	EBUS0104	available	2.5	
Building a Successful Web Site	EBUS0105	available	2.5	
e-Business Solutions	EBUS0106	available	2.5	
e-Business for Customer Relationship Management				Intermediate
Introduction to Customer Relationship Management	EBUS0111	available	3.0	
Electronic Customer Relationship Management	EBUS0112	available	3.0	
Data Mining	EBUS0113	available	2.5	
Profiting from Customer Relationship Management	EBUS0114	available	2.0	
Profit Networks	EBUS0115	available	2.5	
e-Commerce Series				Intermediate
Integrating e-Commerce with Traditional Business	EBUS0121	available	2.5	
e-Commerce: B2C	EBUS0122	available	2.5	
e-Commerce: B2B	EBUS0123	available	2.5	
e-Marketplaces: B2B Exchanges	EBUS0124	available	2.0	
Consumer Behavior and Customer Relationship Management in E-Commerce	EBUS0125	available	2.5	
Performance Measurement and e-Commerce Evaluation	EBUS0126	available	2.0	

Note: also look for our "Breakthrough Strategies for a Web Economy " series in the Personal Development curriculum.

e-LEARNING CURRICULUM

SkillSoft Guided Tour	ABC0101	available	2.0
e-Learning	ABC0111	available	3.0

FINANCE/ACCOUNTING CURRICULUM

Accounting 101				Fundamental
Accounting Fundamentals	FIN0121	available	3.5	
Accrual Accounting Procedures	FIN0122	available	2.0	
Accounting Systems and Closing Activities	FIN0123	available	2.5	
Accounting for Cash Control	FIN0124	available	3.0	
Accounting for Merchandising Businesses	FIN0125	available	2.5	
Business Finance for Managers				Intermediate
Introduction to Finance	FIN0141	available	2.5	
Making Budgets Work	FIN0142	available	2.5	
Cash Management	FIN0143	available	2.5	
Financial Statements and Analysis	FIN0144	available	2.5	
Sources of Funding	FIN0145	available	2.5	
The Manager's Performance Guide - Business Finance	FIN0146	available	1.5	
Practical Budgeting for Managers				Fundamental
The Basics of Budgeting	FIN0201	available	4.5	

Building an Operating Budget	FIN0202	available	3.5	
Capital Budgeting	FIN0203	available	4.5	
Managing Budgets Effectively	FIN0204	available	3.0	
Advanced Business Finance				Advanced
Introduction to Advanced Finance	FIN0211	available	3.0	
Investment Project Analysis and Selection	FIN0212	available	2.0	
Raising Capital and Financing Decisions	FIN0213	available	3.0	
Managing Working Capital	FIN0214	available	4.0	
Corporate Restructuring	FIN0215	available	2.5	
Financial Risk Management	FIN0216	available	1.5	
International Finance	FIN0217	available	2.0	
Accounting 102				Intermediate
Accounting for Partnerships	FIN0221	available	3.5	
Accounting for Corporations	FIN0222	available	2.5	
Analyzing Cash Flow Statements	FIN0223	available	2.0	
Master Budgets	FIN0224	available	4.0	
Auditing: A Practical Approach				Intermediate
Introduction to Auditing	FIN0231	new	2.5	
Introduction to Internal Auditing	FIN0232	new	2.0	
Principles of Internal Auditing	FIN0233	new	2.5	
Introduction to External Auditing	FIN0234	new	2.5	
Managerial Accounting				Intermediate
Managerial Decisions and Capital Budgeting	FIN0242	new	5.0	
Managing for Asset Control	FIN0243	new	5.5	
Cost Accounting Decisions	FIN0244	new	2.5	

FINANCIAL SERVICES CURRICULUM

Retail Banking Essentials				Fundamental
Financial Planning	FS0101	available	2.0	
Consumer Credit Products	FS0102	available	2.5	
Trust Customer Referrals	FS0103	available	2.5	
Financial Planning Products	FS0104	available	2.0	
Insurance and Annuities Referrals	FS0105	available	1.5	
Making Securities Referrals	FS0106	available	4.5	
Financial Services for New Account Representatives				Fundamental
The Financial Services Industry	FS0201	available	3.5	
Customer Service for New Account Representatives	FS0202	available	3.5	
Financial Service Representatives in Action	FS0203	available	3.5	
Sales for New Account Representatives	FS0204	available	3.0	
Savings and Checking for New Account Representatives	FS0205	available	2.0	
IRAs for New Account Representatives	FS0206	available	1.0	
Commercial Accounts for New Account Representatives	FS0207	available	2.5	
Legal Aspects for New Account Representatives	FS0208	available	2.0	
Customer Service in the Financial Services Industry				
Customer Service Improves Your Results	FS0251	available	2.5	
Knowing Your Customers--the Key to Success	FS0252	available	4.0	
Essential Customer Service Communication Skills	FS0253	available	4.5	
Helping Your Customer to Make the Right Decisions	FS0254	available	4.5	
Continuous Customer Service	FS0255	available	5.0	
Security Issues for Financial Institutions				Intermediate
Automated Teller Fraud	FS0401	available	2.5	
Bank Security for Customer Contact Personnel	FS0402	available	3.0	
Bank Security for Officers	FS0403	available	2.0	
Embezzlement	FS0404	available	2.5	
Forgeries and Counterfeits	FS0405	available	2.0	
Identity Theft	FS0406	available	2.5	
Dealing with Robberies	FS0407	available	3.5	

HUMAN RESOURCES CURRICULUM

New Employee Orientation				Intermediate
Health, Safety, and Security Challenges	HR0001	available	5.5	
Laws and Ethics in the Workplace	HR0002	available	5.5	
Understanding Employee Benefits	HR0003	new	5.0	
Human Resources Management Essentials				Fundamental

Human Resources Planning and Analysis	HR0101	available	2.0	
Getting the Workforce Your Company Needs	HR0102	available	2.5	
Workforce Compensation	HR0103	available	2.5	
The Climate for Performance	HR0104	available	3.5	
Workplace Issue Fundamentals				Intermediate
Workplace Harassment	HR0111	available	2.5	
Diversity in the Workplace	HR0112	available	3.5	
Business Ethics	HR0113	available	2.5	
Family Medical Leave Act (FMLA)	HR0114	available	3.0	
Equal Employment Opportunity (EEO)	HR0115	available	2.5	
Americans with Disabilities Act	HR0116	available	2.0	
Rightful Termination	HR0117	available	1.5	
Understanding Healthcare Rights Under HIPAA	HR0158	new	1.5	
Managing Diversity and Inclusiveness				Intermediate
Workplace Diversity	HR0141	new	4.0	
Culture and Behavior	HR0142	new	3.0	
Organizational Inclusion	HR0143	new	5.0	
Corporate Culture and Diversity	HR0144	new	3.0	
Management Skills for the Diverse Work Force	HR0145	new	5.5	
Communication and Diversity Adoption	HR0146	new	5.0	
How to Interview and Hire the Right People				Fundamental
The Pre-Interview Process	HR0201	available	2.0	
Conducting Effective Interviews	HR0202	available	1.5	
Critical Parameters for Evaluating Candidates	HR0203	available	5.5	
Behavioral Interviewing				Intermediate
Building a Firm Foundation	HR0211	available	3.0	
Screening Applicants	HR0212	available	3.0	
Preparing for the Behavioral Interview	HR0213	available	3.0	
Conducting the Behavioral-based Interview	HR0214	available	2.5	
Preparing as the Interviewee	HR0215	available	2.5	
Experiencing the Behavioral-based Interview	HR0216	available	2.5	
Recruiting & Retention Strategies for the Tight Labor Market				Intermediate
Recruiting for the 21st Century: The Market	HR0221	available	3.0	
Recruiting for the 21st Century: Strategies	HR0222	available	4.0	
Recruiting Successfully	HR0223	available	3.5	
Online Recruiting	HR0224	available	2.5	
Facilitating Effective Hiring	HR0225	available	2.5	
Retention	HR0226	available	3.0	
Sexual Harassment Awareness				Intermediate
What is Sexual Harassment?	HR0301	available	4.0	
Quid Pro Quo Harassment	HR0302	available	2.5	
Hostile Work Environment Harassment	HR0303	available	2.0	
Managing Sexual Harassment Responsibly and Legally				Intermediate
The Employer's Liability and Responsibilities	HR0304	available	3.5	
Getting through the Legal Process	HR0305	available	4.5	
Avoiding Harassment Claims: Policies and Procedures	HR0306	available	4.0	
Managing Diversity and Inclusiveness				Intermediate
Workplace Diversity	HR0331	available	4.0	
Culture and Behavior	HR0332	available	3.0	
Organizational Inclusion	HR0333	available	5.0	
Corporate Culture and Diversity	HR0334	available	3.0	
Management Skills for the Diverse Work Force	HR0335	available	5.5	
Communication and Diversity Adoption	HR0336	available	5.0	
Hostility and Aggression in the Workplace				Intermediate
Workplace Aggression: The Scope of the Problem	HR0341	available	4.5	
The Three Stages of Aggressive Behavior	HR0342	available	3.5	
Potential Powder Kegs: Identifying & Defusing Them	HR0343	Future Release		
How to Make Your Company Safer	HR0344	available	3.0	
Keeping Your Company out of Legal Trouble	HR0345	available	3.5	
Managing a Violent Crisis	HR0346	available	3.5	

INDUSTRY FOUNDATIONS

Government

Doing Business with the U.S. Federal Government

Fundamental

The Federal Government is You	IND0101	available	3.0
Purposes of the Federal Government	IND0102	available	3.0
Organization of the Federal Government	IND0103	available	2.0
Dealing with the Federal Government	IND0104	available	2.5

KNOWLEDGE MANAGEMENT CURRICULUM

Knowledge Management Fundamentals				Intermediate
The Art of Knowledge Management	KNOW0101	available	3.5	
Knowledge as Capital	KNOW0102	available	3.0	
Putting Knowledge to Work	KNOW0103	available	4.0	
Managing Knowledge Workers	KNOW0104	available	2.0	
Being a Knowledge Activist	KNOW0105	available	3.0	
The 21st Century Learning Curve				Intermediate
Knowledge as Strategy: Performance Improvement	KNOW0201	available	3.0	
The Power of the Learning Organization	KNOW0202	available	3.0	
The Potential of Self-directed Learning	KNOW0203	available	2.5	
Implementing and Evaluating Self-directed Learning	KNOW0204	available	3.0	
Performance Support	KNOW0205	available	3.0	
Benchmarking for Best Practices	KNOW0206	available	3.0	
Achieving Measurable Performance Impact from Training				Intermediate
Training for Business Results	KNOW0301	available	2.5	

LEADERSHIP CURRICULUM

Leading from the Front Line				Intermediate
Challenges of the 21st Century	LEAD0121	available	2.0	
Organizational Culture and Leadership	LEAD0122	available	2.5	
Energizing & Empowering Employees	LEAD0123	available	2.5	
Leadership and the Knowledge Worker	LEAD0124	available	2.5	
Leading Change from the Front Line	LEAD0125	available	2.5	
Dynamics of Leadership	LEAD0126	available	3.0	
Leadership Skills for Women				Intermediate
The Secrets of Female Leaders	LEAD0131	available	2.5	
Building Your Support System	LEAD0132	available	3.5	
Playing by the Rules	LEAD0133	available	2.5	
Groundbreaking: The Paradigm Shift toward Women	LEAD0134	available	2.5	
Establish and Maintain Authority	LEAD0135	available	2.5	
Exceptional Challenges for Women Leaders	LEAD0136	<i>Future Release</i>		
Going from Management to Leadership				Intermediate
The Mark of a Leader	LEAD0221	available	4.5	
Communicating a Shared Vision	LEAD0222	available	4.5	
The Enabling Leader	LEAD0223	available	5.0	
Removing Performance Barriers	LEAD0224	available	4.0	
Communicating as a Leader	LEAD0225	available	4.5	
Coaching for Performance	LEAD0226	available	2.5	
Leading through Change	LEAD0227	available	3.0	
The Leader as a Model	LEAD0228	available	3.0	
Leading the Workforce Generations				Intermediate
Introduction to Work Force Generations	LEAD0231	available	2.5	
Attracting, Developing, and Retaining Generations	LEAD0232	available	3.0	
Leading Silent Generation and Baby Boom Workers	LEAD0233	available	3.0	
Leading Generations X and Next	LEAD0234	available	3.5	
Making Cross-generational Teams Work	LEAD0235	available	3.0	
Cross-generational Workers in the 21st Century	LEAD0236	available	3.0	
Succession Planning Foundations				Intermediate
Succession Planning Overview	LEAD0301	available	2.0	
Succession Planning Strategies	LEAD0302	available	4.5	
Succession Planning and Human Resources	LEAD0303	new	4.0	
Managing Succession Planning	LEAD0304	available	2.5	

MANAGEMENT CURRICULUM

Moving into a Management Role				Fundamental
Becoming a Manager	MGMT0001	new	6.0	
Succeeding as a First-Time Manager				Fundamental

Prepare for Your New Management Role	MGMT0101	available	2.0	
Lead and Develop Your Staff	MGMT0102	available	6.0	
Communication Skills and Positive Attitude	MGMT0103	available	3.0	
Essential Skills for Tomorrow's Managers				Intermediate
Competencies for Tomorrow's Managers	MGMT0111	available	5.5	
Development Tools for Tomorrow's Managers	MGMT0112	available	5.0	
The Manager as Coach and Counselor	MGMT0113	available	5.0	
The Manager as Project Champion	MGMT0114	available	4.5	
A Manager's Primer for Ensuring Accountability	MGMT0115	available	6.0	
Continuous Learning for Tomorrow's Managers	MGMT0116	available	4.5	
Moving from Technical Professional to Management				Intermediate
Management Development for Technical Professionals	MGMT0121	available	3.5	
Communication Skills for Successful Management	MGMT0122	Future Release		
Process Management Skills	MGMT0123	available	4.5	
Leadership Development for Technical Professionals	MGMT0124	available	3.0	
Strategies for Transitioning into Management	MGMT0125	available	6.5	
How to Discipline Employees & Correct Performance Problems				Fundamental
Understand and Confront Performance Problems	MGMT0131	available	2.0	
Set and Clarify Standards	MGMT0132	available	1.5	
Motivate and Recognize Employees	MGMT0133	available	2.0	
Use Formal Discipline Measures	MGMT0134	available	3.0	
Management Excellence: Performance-Based Appraisals				Intermediate
Effective Management: Performance-based Appraisal	MGMT0141	available	2.5	
Designing Successful Performance-based Appraisals	MGMT0142	available	2.5	
Implementing Performance-based Appraisals	MGMT0143	available	2.5	
Performance-based Appraisal - An Employee View	MGMT0144	available	3.0	
Appraising the Performance-oriented Team	MGMT0145	available	3.0	
360-degree Performance Appraisal				Intermediate
About 360-Degree Performance Feedback	MGMT0151	available	2.5	
Elements of a 360-Degree Performance Review	MGMT0152	available	2.0	
Delivering 360-Degree Performance Feedback	MGMT0153	available	5.0	
Dealing with Conflict and Confrontation				Fundamental
Understanding Conflict	MGMT0221	available	2.5	
Contentious Tactics and Conflict Escalation	MGMT0222	available	2.5	
Resolving Conflict through Problem Solving	MGMT0223	available	3.0	
<i>Note: also look for our "Making Teams Work: Capitalizing on Conflict" series in the Team Building curriculum.</i>				
The Successful Facilitator				Intermediate
The Role of the Facilitator	MGMT0231	available	5.0	
Facilitative Fundamentals: Techniques and Tools	MGMT0232	available	5.5	
Facilitating Work Groups and Meetings	MGMT0233	available	5.0	
Facilitating Challenging Situations	MGMT0234	available	5.0	
Facilitative Formats and Tools: Offering Options	MGMT0235	available	5.0	
The Facilitative Leader	MGMT0236	available	5.0	
The Consummate Coach				Intermediate
Coaching Changes Managerial Malpractices	MGMT0241	available	2.5	
Foundations of Coaching	MGMT0242	available	3.0	
The Coach's Roles	MGMT0243	available	3.5	
Coaching and the People Issues	MGMT0244	available	3.0	
Coaching Excellence Changes You	MGMT0245	available	2.5	
Manager's Performance Guide - Coaching Skills	MGMT0246	available	1.5	
Mentoring Essentials				Intermediate
Effective Mentoring	MGMT0251	available	3.0	
The Mentoring Manager	MGMT0252	available	2.5	
Implementing an Organizationwide Mentoring Program	MGMT0253	available	2.5	
Mentoring Strategies in the 21st Century	MGMT0254	available	3.0	
Achieving Success with the Help of a Mentor	MGMT0255	available	3.5	
e-Mentoring	MGMT0256	available	3.5	
Delegation Skills				Intermediate
Delegation Basics	MGMT0261	available	2.0	
The Personal Approach in Delegation	MGMT0262	available	2.5	
Managing the Delegated Environment	MGMT0263	available	5.0	
Coach with Confidence				
Coaching for Business	MGMT0281	available	4.0	
Successful Coaching Relationships	MGMT0282	Future Release		

Key Stages in Coaching	MGMT0283	Future Release	
Coaching Skills	MGMT0284	Future Release	
Mindsets, Emotions and Coaching	MGMT0285	Future Release	
Coaching Trends	MGMT0286	Future Release	
Managing Technical Professionals			Intermediate
Understanding Technical Professionals	MGMT0291	Future Release	
Management Models for Technical Professionals	MGMT0292	Future Release	
Attracting, Motivating, and Retaining Technical Professionals	MGMT0293	Future Release	
Career Development for Technical Professionals	MGMT0294	Future Release	
How to Overcome Negativity in the Workplace			Fundamental
The Path from Pessimism to Optimism	MGMT0311	available	4.0
Proactive Approaches to Stop Negativity	MGMT0312	available	2.0
Overcoming Organizational Negativity	MGMT0313	available	2.0
Managing Others through Change			Intermediate
Change Leadership	MGMT0331	available	2.5
Communicating and Reinforcing Change	MGMT0332	available	2.5
Overcoming the Challenges of Change	MGMT0333	available	2.5
<i>Note: also look for our "Managing Yourself through Change" series in the Personal Development curriculum.</i>			
Managing Contractors and Temporary Employees			Intermediate
Doing Business with Independent Contractors	MGMT0701	available	5.0
Hiring Temporary (Contingent) Employees	MGMT0702	available	3.5
Managing Contingent Employees	MGMT0703	available	4.0
Legal Pitfalls Regarding Independent Contractors	MGMT0704	new	3.0
Working with Temporary Agencies	MGMT0705	new	5.5

MARKETING CURRICULUM

Strategic Marketing in Action			Fundamental
Elements of Marketing Strategy	MKT0201	available	3.0
Analyzing the Market	MKT0202	available	2.5
Competitive Factors in Strategic Marketing	MKT0203	available	2.5
Writing a Marketing Plan: Phase 1	MKT0204	available	3.0
Writing the Marketing Plan: Creative Strategy	MKT0205	available	2.5
Creating a Marketing Campaign	MKT0206	available	4.0
Marketing Management	MKT0207	available	4.0
Financial Analysis for Successful Marketing	MKT0208	available	4.5
Strategic Brand Management			Intermediate
Introduction to Brand Management	MKT0211	available	3.5
Building Brand Equity	MKT0212	available	3.5
Managing the Creative Elements of Brands	MKT0213	available	3.5
Promoting Your Brand to Consumers	MKT0214	available	3.0
Evaluating Brand Effectiveness	MKT0215	available	6.0
Managing and Maintaining Brand Equity	MKT0216	available	4.5
Online Branding Strategy			Intermediate
Introduction to Online Branding	MKT0221	Future Release	
The Online Branding Environment	MKT0222	available	3.0
Strategies for Building an Online Brand	MKT0223	available	7.0
Creative Strategies for Building Online Brands	MKT0224	Future Release	
Using Promotional Tools to Build Online Brands	MKT0225	Future Release	

OPERATIONS CURRICULUM

Managing Customer-Driven Process Improvement			Intermediate
Why Customer Driven?	OPER0121	available	2.5
Identifying What the Customer Wants	OPER0122	available	3.0
Translating Requirements into Process Goals	OPER0123	available	3.5
Understanding Processes	OPER0124	available	2.5
Implementing Improvements	OPER0125	available	2.5
Managing Process Improvements	OPER0126	available	3.0
Six Sigma Foundations			Intermediate
Six Sigma Introduction	OPER0131	available	3.5
Preparing for Six Sigma	OPER0132	Future Release	
The First Steps of Sigma	OPER0133	Future Release	
Implementing the DMAIC Improvement Process	OPER0134	Future Release	
OSHA Standards for General Industry			Fundamental
OSHA Standards and Compliance	OPER0201	available	2.0

OSHA Recordkeeping and Training	OPER0202	available	2.5	
OSHA General Industry Safety	OPER0203	available	3.5	
OSHA General Industry Health	OPER0204	available	3.5	
Developing an OSHA Safety and Health Program	OPER0205	available	3.0	
Logistics Management				
Overview of Logistics Management	OPER0311	available	3.5	Fundamental
Inventory Management	OPER0312	available	3.0	
Supply Chain Management	OPER0313	available	3.0	
Implementing ISO 9000:2000				
The Who, What, & Why of ISO 9000:2000	OPER0401	available	2.5	Intermediate
Building a Quality Management System	OPER0402	available	2.0	
Quality-minded Management	OPER0403	available	2.5	
Customer Satisfaction Through Resource Management	OPER0404	available	2.5	
Processes for Quality Products and Services	OPER0405	available	4.0	
Continual Quality Improvement	OPER0406	Future Release		
Steps for Successful ISO Registration	OPER0407	available	3.0	
Transitioning from ISO 9000:1994 to ISO 9001:2000	OPER0408	available	2.5	
Supply Chain Management				
The Fundamentals of Supply Chain Management	OPER0501	available	2.0	Intermediate
Strategies for Implementing Supply Chain Management Systems	OPER0502	available	5.5	
Supply Chain Planning and Inventory Management	OPER0503	available	5.0	
Supply Chain Management and e-Business	OPER0504	new	4.0	
Supply Chain Transportation and Facility Design	OPER0505	new	4.5	
Measuring Performance of Supply Chain Management Systems	OPER0506	Future Release		
Materials Management in the Supply Chain	OPER0507	Future Release		

PERSONAL DEVELOPMENT CURRICULUM

Creativity and Innovation in the Workplace				
The Foundations of Creativity and Innovation	PD0031	new	2.5	Intermediate
Generating Creative and Innovative Ideas	PD0032	new	2.5	
Taking Control of Your Workday				
Analyze Your Use of Time	PD0101	Future Release		Fundamental
Setting Goals & Prioritize Your Use of Time	PD0102	available	2.0	
Major Time Management Challenges	PD0103	available	3.0	
Achieving Balance in Your Professional and Personal Life				
Discovering Balance	PD0111	available	4.0	Intermediate
Setting a Course	PD0112	available	2.5	
Managing Time	PD0113	available	2.5	
Coping with Stress	PD0114	available	3.0	
Committing to Self	PD0115	available	3.5	
Keeping Your Balance	PD0116	available	2.0	
Overcoming Overload - Managing Memory and Time				
Time as a Resource	PD0121	available	2.5	Intermediate
Eliminate the Time Wasters	PD0122	available	3.0	
Organize to Remember	PD0123	Future Release		
Create Your Time and Memory Management Program	PD0124	available	2.0	
Fast-tracking Your Career				
Get Your Career on to the Fast Track	PD0131	available	2.5	Intermediate
Basic Business Skills to Get You on the Fast Track	PD0132	available	2.5	
Communication Skills to Fast Track Your Career	PD0133	available	2.5	
Interpersonal Skills on the Fast Track	PD0134	available	2.5	
The Boss Factor	PD0135	available	3.0	
Improving Your Image	PD0136	available	3.0	
Planning Your Personal Finances				
Managing Your Cash Flow and Credit	PD0141	available	2.5	Intermediate
Homes & Vacation Homes	PD0142	available	3.0	
Tax Planning	PD0143	available	5.5	
Determining Your Insurance Needs	PD0144	available	2.5	
Financing Your Family's Education	PD0145	available	2.5	
Investing Wisely	PD0146	available	2.5	
Planning for Retirement and Retirement Accounts	PD0147	available	2.5	
Separation and Divorce	PD0148	available	2.0	
Basic Estate Planning	PD0149	Future Release		
Creativity and Innovation				
				Fundamental

The Creative Process at Work	PD0201	available	2.5	
Brainstorming and Promoting Creative Thinking	PD0202	available	2.0	
Breakthrough Strategies for a Web Economy				Intermediate
Breakthrough Strategies	PD0221	available	2.5	
Solution Thinking for Breakthrough Decisions	PD0222	available	2.5	
Breakthrough Innovation	PD0223	available	3.0	
Enabling Breakthrough Creativity	PD0224	available	2.5	
Breakthrough Motivation	PD0225	available	2.5	
Different Intelligences for Business Breakthroughs	PD0226	available	2.5	
<i>Note: also look for our "Systems Thinking " series in the Strategic Planning curriculum.</i>				
<i>Note: also look for our "e-Business Foundations" series in the e-Business curriculum.</i>				
Problem-solving and Decision-making for Business				Intermediate
Foundations of Effective Thinking	PD0231	available	3.5	
Framing the Problem	PD0232	available	3.0	
Generating Alternatives in Problem Solving	PD0233	available	2.5	
Dynamic Decision Making	PD0234	available	2.5	
Implementing and Evaluating a Decision	PD0235	available	3.0	
Problem Solving and Decision Making in Groups	PD0236	available	2.5	
Working without a Net - The Business of Risk				Advanced
Risk Basics	PD0241	available	2.0	
Approaches to Risk Management	PD0242	available	2.0	
Decisions and Risk	PD0243	available	2.0	
Strategic Planning and Risk Management	PD0244	available	2.5	
Risk Strategies: The Cutting Edge	PD0245	available	2.5	
Achieving Organizational Excellence Through Critical Thinking				Intermediate
The Role of Critical Thinking in Organizations	PD0251	available	4.0	
Developing Fundamental Critical Thinking Skills	PD0252	available	3.0	
Strategies for Facilitating Critical Thinking	PD0253	available	4.5	
Critical Thinking Skills for Managing	PD0254	available	3.5	
Organizational Scope of Critical Thinking	PD0255	available	3.5	
Managing Yourself through Change				Intermediate
The Effects of Organizational Change	PD0331	available	3.0	
Making the Change	PD0332	available	2.5	
The Paradigm Shift of Change	PD0333	available	2.5	
<i>Note: also look for our "Managing Others through Change " series in the Management curriculum.</i>				

PROJECT MANAGEMENT CURRICULUM

Professional Project Management (non-certification)				Fundamental
Defining Projects	PROJ0021	new	3.0	
Essential Project Management Tools	PROJ0022	new	2.5	
Computer-assisted Project Planning	PROJ0023	new	3.0	
Building the Project Team	PROJ0024	new	3.0	
Leading the Successful Project Team	PROJ0025	new	2.5	
Completing the Project	PROJ0026	new	2.5	
Professional Project Management Fundamentals (PMBOK-aligned)				Intermediate
Project Management Context and Processes	PROJ0111	available	2.5	
Project Integration, Scope and Time Management	PROJ0112	available	2.5	
Project Cost and Quality Management	PROJ0113	available	2.5	
Project Human Resources and Communications	PROJ0114	available	2.5	
Project Risk and Procurement Management	PROJ0115	available	1.5	
Manager's Performance Guide - Project Management	PROJ0116	available	1.5	
Project Integration Management (PMBOK-aligned)				Advanced
Project Plan Development	PROJ0221	available	2.0	
Project Plan Execution and Overall Change Control	PROJ0222	available	2.0	
Project Scope Management (PMBOK-aligned)				Advanced
Project Scope Management: Initiation and Planning	PROJ0231	available	2.5	
Project Scope Management: Defining Scope	PROJ0232	available	2.0	
Project Scope Management: Controlling Change	PROJ0233	available	1.5	
Project Time Management (PMBOK-aligned)				Advanced
Project Activity Planning	PROJ0241	available	2.5	
Project Activity Duration Estimating	PROJ0242	available	1.5	
Project Schedule Development	PROJ0243	available	3.0	
Project Schedule Control	PROJ0244	available	3.0	

Project Cost (PMBOK-aligned)				Advanced
Project Resource Planning	PROJ0251	available	2.0	
Project Cost Estimating and Budgeting	PROJ0252	available	3.0	
Project Cost Control	PROJ0253	available	2.0	
Project Quality Management (PMBOK-aligned)				Advanced
Project Quality Planning	PROJ0261	available	2.5	
Project Quality Assurance	PROJ0262	available	2.5	
Project Quality Control	PROJ0263	available	2.5	
Project HR Management (PMBOK-aligned)				Advanced
Project Organizational Planning	PROJ0271	available	2.5	
Project Staff Acquisition	PROJ0272	available	2.5	
Project Team Development	PROJ0273	available	3.0	
Project Communications Management (PMBOK-aligned)				Advanced
Project Communications Planning	PROJ0281	available	2.0	
Project Performance Reporting	PROJ0282	available	2.5	
Project Information Distribution and Closure	PROJ0283	available	2.0	
Project Risk Management (PMBOK-aligned)				Advanced
Project Risk Identification	PROJ0291	available	2.0	
Project Risk Quantification	PROJ0292	available	2.5	
Project Risk Response Development and Control	PROJ0293	available	2.5	
Project Procurement Management (PMBOK-aligned)				Advanced
Project Procurement Planning	PROJ0301	available	2.0	
Project Solicitation	PROJ0302	available	2.0	
Project Source Selection	PROJ0303	available	2.0	
Project Contract Management	PROJ0304	available	3.0	
Project Management for IT Professionals (PMBOK 2000-aligned)				Advanced
Introduction to IT Project Management	PROJ0351	available	4.0	
Functions of IT Project Managers	PROJ0352	new	4.5	
The Life Cycle of an IT Project	PROJ0353	available	5.0	
Managing the Execution and Control of IT Projects	PROJ0354	new	5.5	
Techniques of IT Project Management	PROJ0355	Future Release		
Certification for IT Project Managers	PROJ0356	Future Release		
Strategic Project Management for IT Projects (PMBOK 2000-aligned)				Advanced
Strategic Planning and Positioning for IT Projects	PROJ0361	new	5.0	
Strategic Approaches to Managing IT Projects	PROJ0362	new	5.0	
Estimating the IT Project Work Effort	PROJ0363	available	5.5	
IT Project Leadership, Authority & Accountability	PROJ0364	new	6.0	
Managing Multiple IT Projects	PROJ0365	new	5.5	
Project Integration Management (PMBOK 2000-aligned)				Advanced
Project Plan Development	PROJ0421	available	3.5	
Project Execution and Change Control	PROJ0422	available	4.5	
Project Integrated Change Control	PROJ0423	new	4.0	
Project Scope Management (PMBOK 2000-aligned)				Advanced
Project Initiation and Planning	PROJ0431	new	3.5	
Project Scope Definition	PROJ0432	available	4.0	
Project Scope Verification and Change Control	PROJ0433	available	4.5	
Project Time Management (PMBOK 2000-aligned)				Advanced
Project Activity Planning	PROJ0441	available	4.0	
Project Plan Execution	PROJ0442	available	1.5	
Project Schedule Development	PROJ0443	available	3.0	
Project Schedule Control	PROJ0444	available	3.0	
Project Cost Management (PMBOK 2000-aligned)				Advanced
Project Resource Planning	PROJ0451	available	2.0	
Project Cost Estimating and Budgeting	PROJ0452	available	3.5	
Project Cost Control	PROJ0453	available	2.5	
Project Quality Management (PMBOK 2000-aligned)				Advanced
Project Quality Planning	PROJ0461	available	2.5	
Project Quality Assurance	PROJ0462	available	2.5	
Project Quality Control	PROJ0463	available	2.0	
Project Human Resource Management (PMBOK 2000-aligned)				Advanced
Project Organizational Planning	PROJ0471	available	2.5	
Project Staff Acquisition	PROJ0472	available	2.5	

Project Team Development	PROJ0473	available	3.0	
Project Communications Management (PMBOK 2000-aligned)				Advanced
Project Communication Planning	PROJ0481	available	3.0	
Project Performance Reporting	PROJ0482	available	2.5	
Project Information Distribution and Closure	PROJ0483	available	2.0	
Project Risk Management (PMBOK 2000-aligned)				Advanced
Project Risk Planning and Identification	PROJ0491	new	2.5	
Project Qualitative Risk Analysis	PROJ0492	available	2.5	
Project Quantitative Risk Analysis	PROJ0493	available	2.5	
Project Risk Response Planning	PROJ0494	new	2.5	
Project Risk Monitoring and Control	PROJ0495	available	5.5	
Project Procurement Planning (PMBOK 2000-aligned)				Advanced
Project Procurement Planning	PROJ0501	available	2.0	
Project Solicitation	PROJ0502	available	3.0	
Project Source Selection	PROJ0503	available	3.0	
Project Contract Management	PROJ0504	available	3.0	

SAFETY AND HEALTH

OSHA General Industry Health and Safety Standards				Fundamental
OSHA Safety & Health Standards	SFTY0001	available	2.5	
OSHA Recordkeeping	SFTY0002	available	4.5	
OSHA Safety for General Industry	SFTY0003	available	3.5	
OSHA Health for General Industry	SFTY0004	available	4.0	
Implementing an OSHA Safety and Health Program	SFTY0005	available	4.0	
Industrial Hygiene				Fundamental
Industrial Hygiene Introduction	SFTY0011	available	2.5	
Medical and First Aid (29 CFR 1910 Subpart K Sections 151- 152)				Fundamental
Basic First Aid Techniques	SFTY0021	available	4.0	
First Aid for Medical Emergencies	SFTY0022	new	4.5	
Toxic and Hazardous Substances (29 CFR 1910 Subpart Z Sections 100-1450)				Fundamental
Biological Hazard Communications	SFTY0031	available	2.0	
Chemical Hazard Communications	SFTY0032	new	2.5	
Bloodborn Pathogens for Emergency Respondents	SFTY0033	new	3.0	
Bloodborn Pathogens for Healthcare Workers	SFTY0034	Future Release		
Laboratory Safety	SFTY0035	Future Release		
Hazard Determination	SFTY0036	Future Release		
Asbestos Awareness (29 CFR 1910 Section 1001)				Fundamental
Asbestos Protection	SFTY0041	new	4.0	
General Environmental Controls (29 CFR 1910 Subpart J Section 146)				Fundamental
Confined-space Entry	SFTY0071	new	4.0	

SALES CURRICULUM

Sales: A Focus on Solutions				Fundamental
Moving from Product Selling to Solution Selling	SALE0141	available	2.5	
Power Prospecting	SALE0142	available	2.5	
Finding the Pain You Can Cure	SALE0143	available	3.5	
Influencing Your Customer's Decision	SALE0144	available	3.0	
Presenting Your Solution	SALE0145	available	3.0	
Building Relationships for Continuing Success	SALE0146	available	2.5	
The Sales Wheel of Success - Advanced Selling Series				Intermediate
Sales Motivation	SALE0211	available	3.0	
Developing Your Full Sales Potential	SALE0212	available	3.0	
Advanced Sales Communication Techniques: Part One	SALE0213	available	2.5	
Advanced Sales Communication Techniques: Part Two	SALE0214	available	4.0	
Maintaining Your Customer Base	SALE0215	available	4.0	
Expanding Your Customer Base	SALE0216	available	3.0	
Time is Money: Spend it Well	SALE0217	available	5.0	
Product Knowledge	SALE0218	available	3.0	
Selling at the Executive Level				Intermediate

Prepare for Success	SALE0221	available	3.0	
Strategic Planning	SALE0222	available	3.5	
Progressing through the Complex Sale	SALE0223	available	4.0	
Presenting Your Proposition	SALE0224	available	4.0	
Negotiating to Mutual Benefit	SALE0225	available	4.0	
From Executive-level Sale to Strategic Partnership	SALE0226	available	4.0	
Sales University Sales Orientation				Intermediate
The Profession of Selling	SALE0401	available	3.5	
Professional Selling in the Knowledge Economy	SALE0402	available	5.0	
Sales University Sales Math 101				Intermediate
Sales Math 101: Developing a Sales Plan for Success	SALE0411	new	4.0	
Sales Communication 101				Intermediate
Sales Communications Foundations	SALE0431	new	7.0	
Sales Communications Essentials	SALE0432	new	7.0	
<i>Note: For sales professionals who plan to develop business opportunities with the U.S. Federal Government, also refer to our "Working with the United States Federal Government" series in the Industry Foundations curriculum.</i>				
<i>Note: For sales professionals in the financial services industry, please refer to our "Financial Service for New Account Professionals" series in the Financial Services Industry curriculum.</i>				

STRATEGIC PLANNING CURRICULUM

How to Write a Business Case				Intermediate
Fundamental Components of a Business Case	STGY0211	available	3.5	
Developing Target Market Strategy	STGY0212	available	2.5	
Understanding Positioning	STGY0213	available	3.0	
The Marketing and Sales Plan	STGY0214	available	3.0	
Pricing for Profitability	STGY0215	available	2.5	
Presenting Your Case	STGY0216	available	2.5	
Strategic Management				Fundamental
Strategic Management - Planning	STGY0301	available	2.5	
Strategic Management - Analysis & Choice	STGY0302	available	2.0	
Strategic Management - Corporate Implementation	STGY0303	available	2.5	
Technology Forecasting				Intermediate
Technology Forecasting	STGY0311	available	3.0	
Global Business Strategy				Intermediate
Business Management and Strategy	STGY0321	available	1.5	
Technology Management and Strategy	STGY0322	available	2.0	
Value-Chain Analysis to Create Competitive Advantage				Advanced
Value-Chain: Structure and Analysis	STGY0331	available	2.0	
Cost Advantage via Value-Chain Analysis	STGY0332	available	1.5	
Differentiation Advantage via Value-Chain Analysis	STGY0333	available	2.5	
Focus Advantage via Value Chain Analysis	STGY0334	available	2.5	
Competitive Intelligence				Advanced
Competitive Intelligence: Planning and Direction	STGY0341	available	1.5	
Competitive Intelligence: Information Gathering	STGY0342	available	1.5	
Competitive Intelligence: Analysis & Dissemination	STGY0343	available	2.0	
Fundamentals of Globalization				Advanced
Globalization and Our Changing World	STGY0351	available	1.5	
Globalization and Your Company	STGY0352	available	4.0	
The Process of Globalizing a Product or Service	STGY0353	available	3.5	
Managing from a Global Viewpoint	STGY0354	new	4.5	
Systems Thinking in the 21st Century				Intermediate
What is Systems Thinking?	STGY0401	available	2.5	
Building a Healthy System	STGY0402	available	2.5	
Systems-thinking Models and Thinking Skills	STGY0403	available	2.5	
System Archetypes	STGY0404	available	3.0	
Redesigning Your Organization: Part 1	STGY0405	available	3.0	
Redesigning Your Organization: Part II	STGY0406	available	3.0	
Taking Systems Thinking into Your Personal Life	STGY0407	available	3.0	
<i>Note: also look for our "Breakthrough Strategies for a Web Economy" series in the Personal Development curriculum.</i>				
<i>Note: also look for our "Working without a Net - The Business of Risk" series in the Personal Development curriculum.</i>				

TEAM BUILDING CURRICULUM

How to Make Cross-Functional Teams Work				Fundamental
Determine Need and Select the Project Manager	TEAM0121	available	2.5	
Select, Evaluate and Fund the Cross-functional Team	TEAM0122	available	3.5	
Developing the Cross-functional Team	TEAM0123	available	3.5	
Achieving Results as a Cross-functional Team	TEAM0124	available	3.0	
Participating in a Project Team				Intermediate
The Self-Directed Project Team Member	TEAM0131	available	2.5	
Project Team Communication Skills	TEAM0132	available	3.0	
Team-building Is an Inside Job	TEAM0133	available	3.0	
Troubleshooting for Project Teams	TEAM0134	available	3.0	
The Project Team Star Player	TEAM0135	available	3.5	
Honing Your Leadership Skills	TEAM0136	available	3.0	
Cultivating a High-performance Project Team				Intermediate
Building a High-performance Team	TEAM0141	available	2.0	
Harnessing Collective Knowledge	TEAM0142	available	2.5	
Managing a Project with Your Team	TEAM0143	available	3.0	
Reving up Your High-Performance Project Team	TEAM0144	available	2.5	
Maintaining Project Team Peak Performance	TEAM0145	available	2.5	
Fixing Broken Teams	TEAM0146	available	2.5	
Making Teams Work: Capitalizing on Conflict				Intermediate
Team Conflict: The Seeds of Dissent	TEAM0211	available	3.0	
Analyzing Workplace War Zones	TEAM0212	available	2.5	
Getting Past Clashes: Valuing Team Diversity	TEAM0213	available	2.5	
Conquering Conflict through Communication	TEAM0214	available	3.0	
The Path to Peace and Harmony	TEAM0215	available	2.5	
Manager's Performance Guide - Team Conflict Skills	TEAM0216	available	1.5	
Managing and Leading the Virtual Team				Intermediate
Virtual Team Basics	TEAM0221	available	3.5	
Virtual Team Communication	TEAM0222	available	4.0	
Collaboration in Virtual Teams	TEAM0223	available	3.5	
Virtual Project Management	TEAM0224	available	2.0	
Virtual Team Leadership	TEAM0225	available	3.5	
Learning Organizations and the Virtual Team	TEAM0226	available	3.0	

Desktop & Technical Computer Skills

Series	Course Title	Status
End User Business Skills Development		
Getting Started		
	Getting Started: How to Take a Course	available
Basics of Business Math Series		
	Basics of Business Math: 1 Fractions	available
	Basics of Business Math: 2 Decimals	available
	Basics of Business Math: 3 Calculator	available
	Basics of Business Math: 4 Equations	available
	Basics of Business Math: 5 Percents	available
	Basics of Business Math: 6 Reports	available
Business Communication Series		
	Business Communication: 1 Writing Skills	available
	Business Communication: 2 Forms of Writing	available
	Business Communication: 3 Documentation	available
Business Management Series		
	Business Management: 1 Pressure	available
	Business Management: 2 The Three C's	available
	Business Management: 3 Visualization	available
	Business Management: 4 Stress Management	available
	Business Management: 5 Project Management	available
	Business Management: 6 Project Resources	available
Computing Concepts Series		
	Computing Concepts: Database Basics	available
	Computing Concepts: Selecting Databases	available
Customer Service Series		

Customer Service: 1 Defining Service
Customer Service: 2 Communicating
Customer Service: 3 Fixing Problems
Customer Service: 4 Building a Department
Customer Service: 5 Tools of the Trade

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Grammar Skills Series

Grammar: 1 Fundamental Sentence Structures
Grammar: 2 Punctuation
Grammar: 3 Complex Sentence Structures
Grammar: 4 Advanced Grammar

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Motivation Series

Motivation: 1 Leading with a Vision
Motivation: 2 Communicating
Motivation: 3 Rewarding and Correcting
Motivation: 4 Performance and Training
Motivation: 5 Building Trust

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Negotiating Series

Negotiating: 1 Negotiating Techniques
Negotiating: 2 Gaining Control
Negotiating: 3 Closing the Deal
Negotiating: 4 Everyday Negotiations

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Project Management Series

Project Management: 1 Project Management Overview
Project Management: 2 Understanding the Project Manager's Role
Project Management: 3 Defining the Problem
Project Management: 4 Determining the Strategy
Project Management: 5 Developing the Work Breakdown Structure
Project Management: 6 Estimating and Scheduling Resources
Project Management: 7 Understanding Scheduling Computations
Project Management: 8 Tracking Project Activities
Project Management: 9 Closing Out the Project
Project Management: 10 Formalizing Project Management Standards
Project Management: 11 Developing Project Teams
Project Management: 12 Ensuring Your Own Effectiveness

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Sexual Harassment Series

Sexual Harassment: 1 Understanding the Issues
Sexual Harassment: 2 Understanding the Law
Sexual Harassment: 3 Assessing the Problem Situations
Sexual Harassment: 4 Responding Effectively
Sexual Harassment: 5 Designing Policies and Procedures
Sexual Harassment: 6 Federal and State Law
Sexual Harassment: 7 Common Law Tort Actions

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Time Management Series

Time Management: 1 Introduction
Time Management: 2 Meetings
Time Management: 3 Managing Work
Time Management: 4 Co-Workers

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End User Desktop Computing

Getting Started

Getting Started: How to Take a Course

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Access 2000 MOUS Series

Access 2000 MOUS: 1 Creating Databases
Access 2000 MOUS: 2 Building Tables
Access 2000 MOUS: 3 Modifying Tables
Access 2000 MOUS: 4 Sorting and Filtering
Access 2000 MOUS: 5 Relationships & Queries
Access 2000 MOUS: 6 Building Forms
Access 2000 MOUS: 7 Producing Reports
Access 2000 MOUS: 8 Advanced Tasks

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Access 2002 Series

Access 2002: 1 Creating Databases
Access 2002: 2 Building Tables
Access 2002: 3 Modifying Tables
Access 2002: 4 Sorting and Filtering

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Access 2002: 5 Relationships & Queries	available
Access 2002: 6 Building Forms	available
Access 2002: 7 Producing Reports	available
Access 2002: 8 Advanced Tasks	available
Computing Concepts Series	
Computing Concepts: 1 Types of Security	available
Computing Concepts: 2 Security Risks	available
Computing Concepts: 3 Database Basics	available
Computing Concepts: 4 Selecting Databases	available
Computing Concepts: 5 Data Processing	available
Computing Concepts: 6 Managing Data	available
Computing Concepts: 7 Teleprocessing	available
Computing Concepts: 8 Transmitting Data	available
Computing Concepts: 9 Messaging	available
Crystal Reports 8 Series	
Crystal Reports 8: 1 Getting Started	available
Crystal Reports 8: 2 Designing a Report	available
Crystal Reports 8: 3 Selecting Records	available
Crystal Reports 8: 4 Creating Summary Totals, Reports & Graphs	available
Crystal Reports 8: 5 Sorting and Grouping Data	available
Crystal Reports 8: 6 Formulas and Functions	available
Crystal Reports 8: 7 Printing and Exporting Reports	available
Crystal Reports 8: 8 Linking Tables	available
European Computer Driving License Series	
European Computer Driving License: 1 Understanding Information Technology	available
European Computer Driving License: 2 Using the Computer and Managing Files	available
European Computer Driving License: 3 Word Processing	available
European Computer Driving License: 4 Creating and Using Spreadsheets	available
European Computer Driving License: 5 Creating and Using Databases	available
European Computer Driving License: 6 Building and Delivering Presentations	available
European Computer Driving License: 7 The World Wide Web and Electronic Mail	available
European Computer Driving License Version 4.0 Series	
European Computer Driving Licence Version 4.0: 1 Concepts of Information Technology (IT)	new
European Computer Driving Licence Version 4.0: 2 Using the Computer and Managing Files	new
European Computer Driving Licence Version 4.0: 3 Word Processing	new
European Computer Driving Licence Version 4.0: 4 Spreadsheets	new
European Computer Driving Licence Version 4.0: 5 Database	new
European Computer Driving Licence Version 4.0: 6 Presentation	new
European Computer Driving Licence Version 4.0: 7 Information and Communication	new
Excel 2000 MOUS Series	
Excel 2000 MOUS: 1 Working with Cells	available
Excel 2000 MOUS: 2 Working with Files	available
Excel 2000 MOUS: 3 Formatting Worksheets	available
Excel 2000 MOUS: 4 Page Setup and Printing	available
Excel 2000 MOUS: 5 Worksheets & Workbooks	available
Excel 2000 MOUS: 6 Formulas and Functions	available
Excel 2000 MOUS: 7 Charts and Objects	available
Excel 2000 MOUS Expert Series	
Excel 2000 MOUS Expert: 1 Importing and Exporting Data	available
Excel 2000 MOUS Expert: 2 Working with Templates, Links, and Report Manager	available
Excel 2000 MOUS Expert: 3 Formatting, Sorting, & Filtering Data	available
Excel 2000 MOUS Expert: 4 Naming Ranges, Working with Macros, and Customizing Toolbars	available
Excel 2000 MOUS Expert: 5 Validating and Auditing Data	available
Excel 2000 MOUS Expert: 6 Analyzing Data and Using PivotTables	available
Excel 2000 MOUS Expert: 7 Sharing Work and Adding Security	available
Excel 2002 Series	
Excel 2002: 1 Working with Cells	available
Excel 2002: 2 Working with Files	available
Excel 2002: 3 Formatting Worksheets	available
Excel 2002: 4 Page Setup and Printing	available
Excel 2002: 5 Worksheets and Workbooks	available
Excel 2002: 6 Formulas and Functions	available
Excel 2002: 7 Charts and Objects	available
Exchange	
Exchange 4.0:1 Using Microsoft Exchange	available
Exchange 5.0:1 Using Microsoft Exchange 5.0	available

GroupWise 5.5 Series

GroupWise 5.5: 1 Getting Started with GroupWise
GroupWise 5.5: 2 Creating and Sending Messages
GroupWise 5.5: 3 Organizing Your Mailbox
GroupWise 5.5: 4 Calendar, Task and Phone Features
GroupWise 5.5: 5 Managing Documents and Folders
GroupWise 5.5: 6 Advanced GroupWise Features

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Internet/Internet Explorer Series

Internet: A Beginner's Guide
Internet Explorer 3.0: A Beginner's Guide
Internet Explorer 4.0: A Beginner's Guide
Internet Explorer 5: 1 Browsing the Web
Internet Explorer 5: 2 Using Files & Mail
Internet Tools: Internet Explorer

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International Computer Driving License Series

International Computer Driving License: 1 Understanding Information Technology
International Computer Driving License: 2 Using the Computer and Managing Files
International Computer Driving License: 3 Word Processing
International Computer Driving License: 4 Creating and Using Spreadsheets
International Computer Driving License: 5 Creating and Using Databases
International Computer Driving License: 6 Building and Delivering Presentations
International Computer Driving License: 7 The World Wide Web and Electronic Mail

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International Computer Driving License Version 4.0

International Computer Driving Licence Version 4.0: 1 Concepts of Information Technology (IT)
International Computer Driving Licence Version 4.0: 2 Using the Computer and Managing Files
International Computer Driving Licence Version 4.0: 3 Word Processing
International Computer Driving Licence Version 4.0: 4 Spreadsheets
International Computer Driving Licence Version 4.0: 5 Database
International Computer Driving Licence Version 4.0: 6 Presentation
International Computer Driving Licence Version 4.0: 7 Information and Communication

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Internet Explorer 6 Series

Internet Explorer 6:1 Browsing the Web
Internet Explorer 6:2 Using Files and Mail

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Internet/Netscape Series

Netscape Navigator 3.0: A Beginner's Guide
Netscape Navigator 4.0: A Beginner's Guide
Netscape Communicator 4.0: An Overview
Internet Tools: Netscape Navigator

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Introduction to PCs Series

Introduction to PCs: 1 Introducing the PC
Introduction to PCs: 2 Using Your PC
Introduction to PCs: 3 Working with Folders and Files
Introduction to PCs: 4 Inside Your PC
Introduction to PCs: 5 Basic Peripherals
Introduction to PCs: 6 Other Peripherals
Introduction to PCs: 7 Understanding Software
Introduction to PCs: 8 Introducing the Internet
Introduction to PCs: 9 Internet and E-mail Tips
Introduction to PCs:10 Troubleshooting and Tips

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Lotus Notes 4.6 Series

Lotus Notes 4.6: 1 Using Notes Mail
Lotus Notes 4.6: 2 Using Calendar and Databases

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Lotus Notes R5 Series

Lotus Notes R5: 1 Getting Around in Notes
Lotus Notes R5: 2 Reading and Sending Mail
Lotus Notes R5: 3 Managing Mail
Lotus Notes R5: 4 Using the Calendar
Lotus Notes R5: 5 Meetings & Address Books
Lotus Notes R5: 6 Browsing the Web
Lotus Notes R5: 7 Editing Documents
Lotus Notes R5: 8 Using Document Tables
Lotus Notes R5: 9 File Attachments & Links
Lotus Notes R5: 10 Finding and Viewing Data
Lotus Notes R5: 11 Replication
Lotus Notes R5: 12 Using Notes Remotely

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Networking End User

Networking: 1 Networking for End Users	available
New CLAIT Series	
New CLAIT: 1 Using a Computer	available
New CLAIT: 2 Word Processing	available
New CLAIT: 3 Electronic Communication	available
New CLAIT: 4 Spreadsheets	available
New CLAIT: 5 Databases	available
New CLAIT: 6 Presentation Graphics	available
Office 97 Series	
Word 97: 1 Getting Started	available
Word 97: 2 Formatting Documents	available
Word 97: 3 Using Productivity Tools	available
Excel 97: 1 Getting Started	available
Excel 97: 2 Modifying Worksheets	available
Excel 97: 3 Using Excel Tools	available
PowerPoint 97: 1 Creating Presentations	available
PowerPoint 97: 2 Modifying Presentations	available
Access 97: 1 Getting Started	available
Access 97: 2 Using a Database	available
Outlook 97: Getting Organized	available
Office 2000 Series	
Office 2000:1 Getting Started	available
Office 2000:2 Editing Text and Printing	available
Office 2000:3 Text and Document Formats	available
Office 2000:4 Introduction to Word	available
Office 2000:5 Introduction to Excel	available
Office 2000:6 Introduction to Outlook	available
Office 2000:7 Introduction to PowerPoint	available
Office 2000:8 Introduction to Access	available
Office 2003 - What's New Series	
Office 2003 - What's New: 1 New Features	new
Office 2003 - What's New: 2 Changes in Applications	new
Office XP Upgrade Series	
Office XP Upgrade: 1 Getting Around in the New Interface	available
Office XP Upgrade: 2 New Options and Tools	available
Office XP Upgrade: 3 Application Changes	available
Outlook 98 Series	
Outlook 98:1 Using Electronic Mail	available
Outlook 98:2 Organizing Your Time	available
Outlook 2002 Series	
Outlook 2002: 1 Navigating in Outlook	available
Outlook 2002: 2 Reading and Sending Messages	available
Outlook 2002: 3 Customizing and Organizing Messages	available
Outlook 2002: 4 Using the Calendar	available
Outlook 2002: 5 Using Tasks and Notes	available
Paint Shop Pro 5 Series	
Paint Shop Pro 5:1 Working With Graphics	available
Paint Shop Pro 5:2 Enhancing Images	available
PowerPoint 2000 MOUS Series	
PowerPoint 2000 MOUS: 1 Presentations	available
PowerPoint 2000 MOUS: 2 Layout and Text	available
PowerPoint 2000 MOUS: 3 Graphics & Tables	available
PowerPoint 2000 MOUS: 4 Custom Slides	available
PowerPoint 2000 MOUS: 5 Showing Slides	available
PowerPoint 2002 Series	
PowerPoint 2002: 1 Presentations	available
PowerPoint 2002: 2 Layout and Text	available
PowerPoint 2002: 3 Graphics & Tables	available
PowerPoint 2002: 4 Custom Slides	available
PowerPoint 2002: 5 Showing Slides	available
Project 98 Series	
Project 98:1 Getting Started	available
Project 98:2 Project Administration	available

Project 2000 MOUS Series

Project 2000 MOUS: 1 Starting a Project
Project 2000MOUS: 2 Scheduling Tasks and Adding Resources
Project 2000 MOUS: 3 Managing Work and Multiple Projects
Project 2000 MOUS: 4 Using Project Central
Project 2000 MOUS: 5 Customizing the Project
Project 2000 MOUS: 6 Creating Reports and Exporting Data

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SAP R/3 Release 4.6 Series

SAP R/3 Release 4.6: 1 Getting Started
SAP R/3 Release 4.6: 2 Using the Task Interface
SAP R/3 Release 4.6: 3 Working with Data in a Task
SAP R/3 Release 4.6: 4 Optimizing R/3 and Getting Help
SAP R/3 Release 4.6: 5 Reporting

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Visio 2002 Series

Visio 2002: 1 Using Tools, Commands, Custom Toolbars, and Menus
Visio 2002: 2 Working with Objects and Hyperlinks
Visio 2002: 3 Using the Shape Menu
Visio 2002: 4 Working with Shapes
Visio 2002: 5 Defining and Using Styles, Custom Properties and Templates
Visio 2002: 6 Working with Pages, Layers, and Stencils
Visio 2002: 7 Working with Data
Visio 2002: 8 Understanding ShapeSheets
Visio 2002: 9 Working with Flowcharts
Visio 2002:10 Creating Database Models

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Windows

Windows 95: Introduction to Windows 95
Windows 98: What's New in Windows 98
WinNT Wkstm 4.0: Intro. to Windows NT Workstation
Windows 2000 Basics: Client

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Windows 98 Tips Series

Windows 98 Tips: 1 Customizing the Desktop
Windows 98 Tips: 2 Working Faster
Windows 98 Tips: 3 Maximizing Performance

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Windows XP Upgrade Series

Windows XP Upgrade: 1 Home Editions
Windows XP Upgrade: 2 Professional

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Word 2000 MOUS Series

Word 2000 MOUS: 1 Managing Documents
Word 2000 MOUS: 2 Working with Text
Word 2000 MOUS: 3 Formatting Paragraphs
Word 2000 MOUS: 4 Page Format and Printing
Word 2000 MOUS: 5 Tables and Other Objects

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Word 2000 MOUS Expert Series

Word 2000 MOUS Expert: 1 Page Formatting
Word 2000 MOUS Expert: 2 Managing Documents
Word 2000 MOUS Expert: 3 Inserting Objects
Word 2000 MOUS Expert: 4 Advanced Features
Word 2000 MOUS Expert: 5 Workgroup

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Word 2002 Series

Word 2002: 1 Managing Documents
Word 2002: 2 Working with Text
Word 2002: 3 Formatting Paragraphs
Word 2002: 4 Page Format and Printing
Word 2002: 5 Tables and Other Objects

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End User Home and Small Business

Getting Started

Getting Started: How to Take a Course

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Budgeting and Saving Series

Budgeting and Saving: 1 Confronting Debt
Budgeting and Saving: 2 Eliminating Debt
Budgeting and Saving: 3 Banking Basics
Budgeting and Saving: 4 Choosing Bank Accounts
Budgeting and Saving: 5 Planning Your Retirement

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Budgeting and Saving: 6 Making 401(k) Plans Work
Budgeting and Saving: 7 Exploring Investment Options

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Estate Planning Series

Estate Planning: 1 Starting an Estate Plan
Estate Planning: 2 Sorting Out Your Assets
Estate Planning: 3 Preparing Your Will
Estate Planning: 4 All About Probate
Estate Planning: 5 Considering Your Family
Estate Planning: 6 Taxes to Expect
Estate Planning: 7 Tax Strategies
Estate Planning: 8 Retirement Issues
Estate Planning: 9 Revising an Estate Plan

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Home Business Series

Home Business: 1 Choosing a Business
Home Business: 2 Raising Financing
Home Business: 3 Office Management
Home Business: 4 Managing Your Business

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Interview Skills Series

Interview Skills: 1 Getting the Interview
Interview Skills: 2 Preparing Yourself
Interview Skills: 3 Making an Entrance
Interview Skills: 4 Listening & Answering
Interview Skills: 5 Taking the Reins
Interview Skills: 6 Asking Questions
Interview Skills: 7 Opening Interviews
Interview Skills: 8 Tough Interviews
Interview Skills: 9 Following Through

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Investing Fundamentals Series

Investing Fundamentals: 1 The Basics
Investing Fundamentals: 2 Organizing
Investing Fundamentals: 3 Stocks
Investing Fundamentals: 4 Bonds
Investing Fundamentals: 5 Mutual Funds
Investing Fundamentals: 6 Planning

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Money 98 Series

Money 98: 1 Getting Started
Money 98: 2 Plan and Budget For Life

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QuickBooks Series

QuickBooks: 1 The First Time in QuickBooks
QuickBooks: 2 Setting Up Accounting
QuickBooks: 3 Entering Historical Data
QuickBooks: 4 Managing Accounts and Lists
QuickBooks: 5 Invoices and Sales Tax
QuickBooks: 6 Paying Bills
QuickBooks: 7 Managing Assets and Reports
QuickBooks: 8 Paying Employees
QuickBooks: 9 Managing Taxes
QuickBooks: 10 Online Banking and Budgets

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Quicken 98 Series

Quicken 98: 1 Getting Started
Quicken 98: 2 Planning and Budgeting

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Resumes Series

Resumes: 1 Choosing a Resume Format
Resumes: 2 Starting Out with a Bang
Resumes: 3 Packing a Powerful Resume
Resumes: 4 Circulating Your Resume

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Retirement Planning Series

Retirement Planning: 1 Money Management
Retirement Planning: 2 Investing

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SAT Preparation Series

SAT Preparation: 1 Test Strategies
SAT Preparation: 2 Practice Test 1
SAT Preparation: 3 Practice Test 2

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Works Series

Works: 1 Getting Started
Works: 2 Introducing the Word Processor
Works: 3 Formatting Word Processor Pages
Works: 4 Using the Spreadsheet
Works: 5 Managing Spreadsheet Data
Works: 6 Using the Database
Works: 7 Calendar and Cross-Works Tools

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Insurance Professional Development

Getting Started

Getting Started: How to Take a Course

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HS326 Series (Insurance Professionals Exam)

HS326: 1 Introduction to Retirement
HS326: 2 Choosing a Qualified Plan
HS326: 3 Matching Plans with Clients
HS326: 4 Funding and Administration
HS326: 5 Monetary Needs after Retirement
HS326: 6 Nonqualified Plans & Distribution

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Technical General

Getting Started

Getting Started: How to Take a Course

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A+ Certification Series

A+ 2001 Hardware and Operating System Certification: 1 Computer Introduction
A+ 2001 Hardware and Operating System Certification: 2 The System Board
A+ 2001 Hardware and Operating System Certification: 3 Connecting Peripherals
A+ 2001 Hardware and Operating System Certification: 4 Operating Systems
A+ 2001 Hardware and Operating System Certification: 5 MS/DOS
A+ 2001 Hardware and Operating System Certification: 6 Windows 3.X and 95
A+ 2001 Hardware and Operating System Certification: 7 Disk Drives
A+ 2001 Hardware and Operating System Certification: 8 Monitors
A+ 2001 Hardware and Operating System Certification: 9 Modems
A+ 2001 Hardware and Operating System Certification: 10 Printers
A+ 2001 Hardware and Operating System Certification: 11 Networks
A+ 2001 Hardware and Operating System Certification: 12 Troubleshooting
A+ 2001 Hardware and Operating System Certification: 13 Maintenance Tasks

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C Series

C in 21 Days: Week 1
C in 21 Days: Week 2
C in 21 Days: Week 3

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Cisco CCDA Series

CCDA: 1 Internetworking Review
CCDA: 2 LAN Networking
CCDA: 3 WAN Networking
CCDA: 4 Introduction to Design
CCDA: 5 Examining Existing Networks
CCDA: 6 Designing LANs
CCDA: 7 Designing WANs
CCDA: 8 Design Issues
CCDA: 9 Optimizing by Design
CCDA: 10 Testing and Managing

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Cisco CCNA Series

CCNA: 1 OSI Reference Model
CCNA: 2 Networks and Data Transfer
CCNA: 3 Local Area Networking
CCNA: 4 Wide Area Networking
CCNA: 5 Using a Router
CCNA: 6 Introduction to IOS
CCNA: 7 IOS Configuration
CCNA: 8 Network Management
CCNA: 9 Bridges and Switches
CCNA: 10 TCP/IP Networking
CCNA: 11 IP Addressing
CCNA: 12 IP Routing
CCNA: 13 IPX Networking
CCNA: 14 Network Security and Control
CCNA: 15 Additional Configurations

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CCNA: 16 Exam Preparation 1	available
CCNA: 17 Exam Preparation 2	available
CCNA: 18 Numbering Systems	available
Client/Server	
Client/Server Technology for Managers	available
Data Warehousing Series	
Data Warehousing: Concepts	available
Data Warehousing: Management	available
FOCUS Series	
FOCUS: 1 Getting Started	available
FOCUS: 2 Working with FOCUS	available
FOCUS: 3 Basic Report Preparation	available
FOCUS: 4 Creating Simple Reports	available
FOCUS: 5 Creating Complex Reports	available
FOCUS: 6 Additional Reporting Techniques	available
FOCUS: 7 Fundamentals of Graphs	available
FOCUS: 8 Advanced Graph Topics	available
FOCUS: 9 Data Manipulation for Reporting	available
FOCUS: 10 Advanced Screening Techniques	available
FOCUS: 11 Accessing External Files	available
FOCUS: 12 Creating File Definitions	available
FOCUS: 13 Adjusting File Definitions	available
FOCUS: 14 Basic MODIFY Requests	available
FOCUS: 15 Segment Modification	available
FOCUS: 16 Complex MODIFY Requests	available
FOCUS: 17 Additional File Maintenance	available
FOCUS: 18 Dialogue Manager and FIDEL	available
FOCUS: 19 More Features of FIDEL	available
FOCUS: 20 MAINTAIN Facility	available
FOCUS: 21 Completing a MAINTAIN Application	available
LANs Series	
LANs: 1 Network Basics	available
LANs: 2 Hardware and Software	available
LANs: 3 Internetworking	available
Linux LPIC 101 Series	
Linux LPIC 101: 1 Partitions and the Boot Process	available
Linux LPIC 101: 2 File Management	available
Linux LPIC 101: 3 GNU and Linux Commands	available
Linux LPIC 101: 4 File System Maintenance	available
Linux LPIC 101: 5 Users and Groups	available
Linux LPIC 101: 6 Text Streams	available
Linux LPIC 101: 7 Permissions	available
Linux LPIC 101: 8 Administration and Documentation	available
Linux LPIC 101: 9 Backup and Restore	available
Network+ Series	
Network+: 1 Network Topology and Operating Systems	available
Network+: 2 Network Media and Elements	available
Network+: 3 The OSI Reference Model and Physical Layer	available
Network+: 4 Data Link, Network and Transport Layers	available
Network+: 5 Understanding TCP/IP	available
Network+: 6 TCP/IP Configuration and Utilities	available
Network+: 7 Remote Connectivity	available
Network+: 8 Network Installation	available
Network+: 9 Security, Maintenance and Support	available
Network+: 10 Troubleshooting	available
Networking for Technical Users Series	
Networking: Technical Information	available
Networking: Hardware and Software	available
Notes 5 Programming Series	
Notes 5 Programming: 1 Designing in Domino	available
Notes 5 Programming: 2 Pages and Forms	available
Notes 5 Programming: 3 Organizing Info	available
Notes 5 Programming: 4 Scripting	available
Notes 5 Programming: 5 LotusScript	available
Notes 5 Programming: 6 Java	available
Novell 560 CNE Series	

Novell 560 CNE: 1 NetWare Basics	available
Novell 560 CNE: 2 Installation	available
Novell 560 CNE: 3 Using NDS	available
Novell 560 CNE: 4 File System	available
Novell 560 CNE: 5 NDS Security	available
Novell 560 CNE: 6 File Security	available
Novell 560 CNE: 7 ZENworks	available
Novell 560 CNE: 8 Advanced ZENworks	available
Novell 560 CNE: 9 Distributed Printing	available
Novell 570 CNE Advanced Administration Series	
Novell 570 CNE Advanced Administration: 1 Upgrading or Migrating	available
Novell 570 CNE Advanced Administration: 2 Managing the Server	available
Novell 570 CNE Advanced Administration: 3 The File System	available
Novell 570 CNE Advanced Administration: 4 Storage and Backup	available
Novell 570 CNE Advanced Administration: 5 Server Performance	available
Novell 570 CNE Advanced Administration: 6 Improving Performance	available
Object-Oriented Analysis & Design Series	
Object-Oriented Analysis & Design:1 Intro	available
Object-Oriented Analysis & Design:2 System	available
OOP Using C++ Series	
OOP Using C++: Week 1	available
OOP Using C++: Week 2	available
OOP Using C++: Week 3	available
Oracle Series	
Oracle: 1 Introduction to PL/SQL	available
Oracle: 2 Overview of Developer/2000	available
Oracle: 3 Forms 4.5 and Reports 2.5	available
Oracle: 4 Graphics 2.5 and Procedure Builder 1.5	available
Oracle: 5 Developer/2000 Applications	available
Oracle: 6 Developer/2000 Integration	available
Oracle8 Series	
Oracle8: 1 Installing Oracle	available
Oracle8: 2 Database Management	available
Oracle8: 3 Building Databases	available
Oracle8: 4 Files, Data, and Users	available
Oracle8: 5 Database Schema Objects	available
Oracle8: 6 Processes and Security	available
Oracle8: 7 Backup and Recovery	available
Oracle9i Database Fundamentals 1Z1-031 Series	
Oracle9i Database Fundamentals 1Z1-031: 1 Oracle Architecture and Tools	available
Oracle9i Database Fundamentals 1Z1-031: 2 Managing Instances and Creating Databases	available
Oracle9i Database Fundamentals 1Z1-031: 3 Managing the Database Structure	available
Oracle9i Database Fundamentals 1Z1-031: 4 Managing Table Managing Tablespace and Datafiles	available
Oracle9i Database Fundamentals 1Z1-031: 5 Managing Storage Structures and Undo Data	available
Oracle9i Database Fundamentals 1Z1-031: 3 Managing the Database Structure	available
Oracle9i Database Fundamentals 1Z1-031: 6 Managing Tables	available
Oracle9i Database Fundamentals 1Z1-031: 7 Managing Indexes and Data Integrity	available
Oracle9i Database Fundamentals 1Z1-031: 8 Managing Users and Profiles	available
Oracle9i Database Fundamentals 1Z1-031: 9 Managing Privileges and Roles	available
Oracle9i Database Fundamentals 1Z1-031: 10 Exam Preparation	available
Oracle9i SQL 1Z0-007 Series	
Oracle9i SQL 1Z0-007:1 Introduction to SQL	available
Oracle9i SQL 1Z0-007:2 Intermediate Queries	available
Oracle9i SQL 1Z0-007:3 Queries with Single-Row Functions	available
Oracle9i SQL 1Z0-007:4 Combining Tables	available
Oracle9i SQL 1Z0-007:5 Grouping and Summarizing Data	available
Oracle9i SQL 1Z0-007:6 Advanced Queries and Views	available
Oracle9i SQL 1Z0-007:7 Working with Data	available
Oracle9i SQL 1Z0-007:8 Creating Tables and Constraints	available
Oracle9i SQL 1Z0-007:9 Database Objects and User Security	available
Oracle9i SQL 1Z0-007:10 SQL*Plus And iSQL*Plus Reporting and PL/SQL	available
Oracle9i SQL 1Z0-007:11 Practice Exam	available
PowerBuilder 5 Series	
PB 5.0:1 Overview	available
PB 5.0:2 Getting Started	available
PB 5.0:3 Using PowerScript	available
PB 5.0:4 Using DataWindows	available

PB 5.0:5 Delivering the Final Product	available
PowerBuilder 6 Series	
PowerBuilder 6: 1 Introducing PowerBuilder	available
PowerBuilder 6: 2 Design Concepts	available
PowerBuilder 6: 3 Building Objects	available
PowerBuilder 6: 4 Building Windows	available
PowerBuilder 6: 5 Event Programming	available
PowerBuilder 6: 6 PowerScript and SQL	available
PowerBuilder 6: 7 Creating DataWindows	available
PowerBuilder 6: 8 Using DataWindows	available
PowerBuilder 6: 9 Reviewing an Application	available
PowerBuilder 6:10 The Final Product	available
RDBMS	
RDBMS Fundamentals: Database Principles	available
RPG IV Programming Series	
RPGIV Programming: 1 Introduction to RPG	available
RPGIV Programming: 2 Getting Started with RPG	available
RPGIV Programming: 3 Defining Data	available
RPGIV Programming: 4 Arithmetic Operations	available
RPGIV Programming: 5 Flow of Control	available
RPGIV Programming: 6 Externally Described Files	available
RPGIV Programming: 7 File Access	available
RPGIV Programming: 8 Interactive Applications	available
RPGIV Programming: 9 Tables and Arrays	available
RPG IV Programming:10 Modular Programming	available
RPG IV Programming:11 Advanced Data Definition	available
RPG IV Programming:12 Advanced Techniques	available
RPG IV Programming:13 Maintaining the Past	available
SAS Series	
SAS: 1 Introduction	available
SAS: 2 Using SAS	available
SAS: 3 Data Manipulation	available
SAS: 4 DATA Step Programming	available
SAS: 5 Results	available
SAS: 6 Display Manager System	available
SAS: 7 Data Libraries	available
SAS: 8 Inputting Data and PROC SQL	available
SAS: 9 Combining and Updating Data Sets	available
SAS 8 Series	
SAS 8: 1 Introduction	available
SAS 8: 2 Using SAS	available
SAS 8: 3 Data Manipulation	available
SAS 8: 4 DATA Step Programming	available
SAS 8: 5 Results	available
SAS 8: 6 Display Manager System	available
SAS 8: 7 Data Libraries	available
SAS 8: 8 Inputting Data and PROC SQ	available
SAS 8: 9 Combining and Updating Data Sets	available
Server+ Series	
Server+: 1 Network Terminology and Operating Systems	available
Server+: 2 Servers, Bus Structures, and Caching	available
Server+: 3 Memory	available
Server+: 4 Data Storage Systems	available
Server+: 5 Interfacing with the Network	available
Server+: 6 Installing Network Hardware	available
Server+: 7 Upgrading BIOS and Installing the Operating System	available
Server+: 8 Preventing Disaster	available
Server+: 9 Practice Exam	available
Solaris 8 System Administrator 310-011 Series	
Solaris 8 System Administrator 310-011: 1 Installation, Initialization, and Shutdown	available
Solaris 8 System Administrator 310-011: 2 The Boot Process and Boot PROM	available
Solaris 8 System Administrator 310-011: 3 User and Software Package Administration	available
Solaris 8 System Administrator 310-011: 4 System Security and Remote Connection	available
Solaris 8 System Administrator 310-011: 5 Process Control	available
Solaris 8 System Administrator 310-011: 6 File Systems, Files, and Directories	available
Solaris 8 System Administrator 310-011: 7 Disk Configuration	available
Solaris 8 System Administrator 310-011: 8 Backup and Recovery	available
Solaris 8 System Administrator 310-011: 9 vi Editor and Command Syntax	available

Solaris 8 System Administrator 310-011:10 LP Print Service
Solaris 8 System Administrator 310-011:11 Practice Exam

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Sybase Series

Sybase: 1 Introduction to Sybase
Sybase: 2 Using SQL Server
Sybase: 3 System Administration
Sybase: 4 User Administration
Sybase: 5 Programming with T-SQL
Sybase: 6 Querying Databases with T-SQL
Sybase: 7 T-SQL Commands

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UNIX Systems Series

UNIX: 1 Introduction to UNIX
UNIX: 2 Shells: Bourne, Korn, and C
UNIX: 3 Shell Programming
UNIX: 4 System Administration I
UNIX: 5 System Administration II
UNIX: 6 Process Management

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Visual Basic 4.0 Series

Visual Basic 4.0: 1 Beginning Skills
Visual Basic 4.0: 2 Intermediate Skills
Visual Basic 4.0: 3 Advanced Skills

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Visual Basic 5.0 Series

Visual Basic 5.0: 1 Beginning Skills
Visual Basic 5.0: 2 Intermediate Skills
Visual Basic 5.0: 3 Advanced Skills
Visual Basic 5.0: 4 Windows API and ActiveX

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Visual Basic 6 Series

Visual Basic 6.0: 1 Programming Basics
Visual Basic 6.0: 2 Controls and Coding
Visual Basic 6.0: 3 Coding the Details
Visual Basic 6.0: 4 Lists and More Controls
Visual Basic 6.0: 5 Using Supplied Tools
Visual Basic 6.0: 6 Data Files and Printing
Visual Basic 6.0: 7 Program Tuning
Visual Basic 6.0: 8 Delivering the Program

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Windows 2000 Basics Series

Windows 2000 Basics: Server

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Technical Microsoft

Getting Started

Getting Started: How to Take a Course

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Exchange 2000 Administration MCSE 70-224 Series

Exchange 2000 Administration MCSE 70-224: 1 Installation and Coexistence
Exchange 2000 Administration MCSE 70-224: 2 Creating and Managing Recipient Objects
Exchange 2000 Administration MCSE 70-224: 3 Creating and Managing Groups and Connectors
Exchange 2000 Administration MCSE 70-224: 4 Deploying Internet Messaging
Exchange 2000 Administration MCSE 70-224: 5 Administering the Chat Service
Exchange 2000 Administration MCSE 70-224: 6 Working with Clients
Exchange 2000 Administration MCSE 70-224: 7 Using Public Folders
Exchange 2000 Administration MCSE 70-224: 8 Security and Performance
Exchange 2000 Administration MCSE 70-224: 9 Backing Up Data

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Exchange Server 4.0 Series

Exchange Server 4.0: 1 Planning
Exchange Server 4.0: 2 Installing and Configuring
Exchange Server 4.0: 3 Administering and Managing

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Exchange Server 5.0 Series

Exchange Server 5.0: 1 Planning
Exchange Server 5.0: 2 Configuration
Exchange Server 5.0: 3 Installation
Exchange Server 5.0: 4 Managing
Exchange Server 5.0: 5 Monitoring
Exchange Server 5.0: 6 Troubleshooting
Exchange Server 5.0: 7 Site Solutions

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Exchange Server 5.5 Series

Exchange Server 5.5: 1 Planning
Exchange Server 5.5: 2 Strategies
Exchange Server 5.5: 3 Installing
Exchange Server 5.5: 4 Configuring
Exchange Server 5.5: 5 Managing
Exchange Server 5.5: 6 Monitoring
Exchange Server 5.5: 7 Troubleshooting
Exchange Server 5.5: 8 Connectivity
Exchange Server 5.5:9 Site Solutions

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IIS 4 Series

IIS 4: 1 Internet Information Server Basics
IIS 4: 2 Architecture and Components
IIS 4: 3 Configuration
IIS 4: 4 The WWW Server
IIS 4: 5 The FTP Service
IIS 4: 6 Security
IIS 4: 7 Microsoft Certificate Server
IIS 4: 8 The SMTP Server
IIS 4: 9 The NNTP Server
IIS 4: 10 Microsoft Index Server
IIS 4: 11 Programmability
IIS 4: 12 Performance Tuning
IIS 4: 13 Site Analysis
IIS 4: 14 Troubleshooting

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Networking Essentials Series

Networking Essentials: 1 Terminology
Networking Essentials: 2 Standards
Networking Essentials: 3 Planning a Topology
Networking Essentials: 4 Planning Connections
Networking Essentials: 5 Implementation
Networking Essentials: 6 Troubleshooting

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SQL Server 6.5 Series

SQL Server 6.5: 1 Introduction
SQL Server 6.5: 2 Installation and Setup
SQL Server 6.5: 3 Users and Replication
SQL Server 6.5: 4 Database Administration
SQL Server 6.5: 5 System Management
SQL Server 6.5: 6 Tuning for Performance

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SQL Server 7 Admin Series

SQL Server 7 Admin: 1 Security Strategy
SQL Server 7 Admin: 2 System Requirements
SQL Server 7 Admin: 3 Migration Planning
SQL Server 7 Admin: 4 Replication Plans
SQL Server 7 Admin: 5 Installing the Server
SQL Server 7 Admin: 6 Other Installations
SQL Server 7 Admin: 7 Configuring
SQL Server 7 Admin: 8 Security Management
SQL Server 7 Admin: 9 Managing Accounts
SQL Server 7 Admin: 10 Managing Permissions
SQL Server 7 Admin: 11 Database Management
SQL Server 7 Admin: 12 Loading Databases
SQL Server 7 Admin: 13 Backups and Restores
SQL Server 7 Admin: 14 Managing Replication
SQL Server 7 Admin: 15 Management Tasks
SQL Server 7 Admin: 16 Monitoring Events
SQL Server 7 Admin: 17 Watching & Optimizing
SQL Server 7 Admin: 18 Server Repair
SQL Server 7 Admin: 19 More Troubleshooting

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SQL Server 2000 Database Design Series MCSE 70-229

SQL Server 2000 Database Design MCSE 70-229: 1 Data Modeling and Database Creation
SQL Server 2000 Database Design MCSE 70-229: 2 Database Objects
SQL Server 2000 Database Design MCSE 70-229: 3 Retrieving and Modifying Data
SQL Server 2000 Database Design MCSE 70-229: 4 Indexes and Views
SQL Server 2000 Database Design MCSE 70-229: 5 Database Programming
SQL Server 2000 Database Design MCSE 70-229: 6 Remote Data Access and XML
SQL Server 2000 Database Design MCSE 70-229: 7 Optimization and Security
SQL Server 2000 Database Design MCSE 70-229: 8 Exam Preparation 1
SQL Server 2000 Database Design MCSE 70-229: 9 Exam Preparation 2

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TCP/IP Series

TCP/IP: 1 Introduction to TCP/IP Concepts
TCP/IP: 2 Data Delivery and Routing
TCP/IP: 3 Microsoft TCP/IP and IIS
TCP/IP: 4 Printing Services and DHCP
TCP/IP: 5 Name Resolution and WINS
TCP/IP: 6 Introduction to DNS Server
TCP/IP: 7 Managing DNS and TCP/IP
TCP/IP: 8 Utilities for Monitoring TCP/IP
TCP/IP: 9 Performance Monitor and RAS
TCP/IP: 10 PPTP and Troubleshooting

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Visual C# Web Applications MCAD 70-315 Series

Visual C# Web Applications MCAD 70-315: 1 Introducing Web Forms
Visual C# Web Applications MCAD 70-315: 2 Controls and Input Validation
Visual C# Web Applications MCAD 70-315: 3 Implementing Navigation for the User Interface
Visual C# Web Applications MCAD 70-315: 4 Error Handling, User Assistance, and Accessibility
Visual C# Web Applications MCAD 70-315: 5 Data Binding
Visual C# Web Applications MCAD 70-315: 6 Accessing and Manipulating Data
Visual C# Web Applications MCAD 70-315: 7 SQL Server Data and Data Errors
Visual C# Web Applications MCAD 70-315: 8 Managing .NET Components and Assemblies
Visual C# Web Applications MCAD 70-315: 9 Web Services, Globalization, and Legacy Code
Visual C# Web Applications MCAD 70-315:10 Testing and Debugging Web Applications

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Visual Studio .NET Advanced Topics

Visual Studio .NET Advanced Topics:1 Using Rich Web Controls and Debugging Applications
Visual Studio .NET Advanced Topics:2 Data Binding and Working with Control Templates
Visual Studio .NET Advanced Topics:3 Creating Mobile Applications and Using ADO.NET
Visual Studio .NET Advanced Topics:4 Working with XML, Configuration, and HTTP Handlers
Visual Studio .NET Advanced Topics:5 Caching, Security, and Migration
Visual Studio .NET Advanced Topics:6 Working with Web Services
Visual Studio .NET Advanced Topics:7 Deploying Applications

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Visual Studio .NET and ASP.NET Series

Visual Studio .NET and ASP.NET: 1 Getting Started
Visual Studio .NET and ASP.NET: 2 Using Server Controls
Visual Studio .NET and ASP.NET: 3 Working with Validation and Composite Controls

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Visual Studio .NET Overview Series

Visual Studio .NET Overview: 1 Exploring the .NET Initiative
Visual Studio .NET Overview: 2 Languages and Application Development
Visual Studio .NET Overview: 3 Getting Started with .NET

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Visual Studio .NET Programming with Visual C# Series

Visual Studio .NET Programming with Visual C#: 1 Getting Started
Visual Studio .NET Programming with Visual C#: 2 Arrays and Classes
Visual Studio .NET Programming with Visual C#: 3 Creating Windows Applications

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Windows 2000 Active Directory Series 70-217

Windows 2000 Active Directory MCSE 70-217: 1 Preparing for Active Directory
Windows 2000 Active Directory MCSE 70-217: 2 Building an Active Directory Structure
Windows 2000 Active Directory MCSE 70-217: 3 Administering Active Directory Services
Windows 2000 Active Directory MCSE 70-217: 4 Managing Servers
Windows 2000 Active Directory MCSE 70-217: 5 Understanding Group Policy
Windows 2000 Active Directory MCSE 70-217: 6 Managing User Environments with Group Policy
Windows 2000 Active Directory MCSE 70-217: 7 Distributing Software with Group Policy
Windows 2000 Active Directory MCSE 70-217: 8 Managing Security with Group Policy
Windows 2000 Active Directory MCSE 70-217: 9 Using Remote Installation Services

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Windows 2000 Directory Design Series 70-219

Windows 2000 Directory Design MCSE 70-219: 1 Analyzing Business Requirements
Windows 2000 Directory Design MCSE 70-219: 2 Analyzing the Technical Environment
Windows 2000 Directory Design MCSE 70-219: 3 Analyzing Performance and Access
Windows 2000 Directory Design MCSE 70-219: 4 Analyzing Security Considerations
Windows 2000 Directory Design MCSE 70-219: 5 Analyzing the Impact of Active Directory
Windows 2000 Directory Design MCSE 70-219: 6 Analyzing Client Management Requirements
Windows 2000 Directory Design MCSE 70-219: 7 Directory Naming and DNS Placement
Windows 2000 Directory Design MCSE 70-219: 8 Designing Directory Service Architecture
Windows 2000 Directory Design MCSE 70-219: 9 Designing a Site Topology and Service Locations
Windows 2000 Directory Design MCSE 70-219:10 Designing an OU Management Structure
Windows 2000 Directory Design MCSE 70-219:11 Designing a Group Policy Management Structure
Windows 2000 Directory Design MCSE 70-219:12 Planning for Coexistence with Other Directories
Windows 2000 Directory Design MCSE 70-219:13 Schema Modification Policy and Implementation Plan

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Windows 2000 Network Administration Series 70-216

Windows 2000 Network Administration MCSE 70-216: 1 Working with DNS and DHCP	available
Windows 2000 Network Administration MCSE 70-216: 2 Working with Remote Access	available
Windows 2000 Network Administration MCSE 70-216: 3 Working with Network Protocols	available
Windows 2000 Network Administration MCSE 70-216: 4 Working with WINS and NAT	available
Windows 2000 Network Administration MCSE 70-216: 5 Working with IP Routing	available
Windows 2000 Network Administration MCSE 70-216: 6 Working with Certificate Services	available

Windows 2000 Network Design Series 70-221

Windows 2000 Network Design MCSE 70-221: 1 Analyzing Business Needs	available
Windows 2000 Network Design MCSE 70-221: 2 Analyzing Technical Needs	available
Windows 2000 Network Design MCSE 70-221: 3 Infrastructure Design	available
Windows 2000 Network Design MCSE 70-221: 4 DHCP and Name Services	available
Windows 2000 Network Design MCSE 70-221: 5 Designing for the Internet	available
Windows 2000 Network Design MCSE 70-221: 6 Designing a WAN	available
Windows 2000 Network Design MCSE 70-221: 7 Management and Services	available

Windows 2000 Network Management MCSA Series 70-218

Windows 2000 Network Management MCSA 70-218: 1 Installing Devices and Managing Disks	available
Windows 2000 Network Management MCSA 70-218: 2 Configuring Volume Features and Replication	available
Windows 2000 Network Management MCSA 70-218: 3 Managing Permissions and Resources	available
Windows 2000 Network Management MCSA 70-218: 4 Updating Windows and Software	available
Windows 2000 Network Management MCSA 70-218: 5 Managing Group Policy	available
Windows 2000 Network Management MCSA 70-218: 6 Implementing Auditing and Account Policies	available
Windows 2000 Network Management MCSA 70-218: 7 Controlling File and Web Access	available
Windows 2000 Network Management MCSA 70-218: 8 Monitoring and Backing Up Systems	available
Windows 2000 Network Management MCSA 70-218: 9 Managing TPC/IP and DHCP	available
Windows 2000 Network Management MCSA 70-218:10 Administering Name Resolution and DNS	available
Windows 2000 Network Management MCSA 70-218:11 Managing Remote Access	available
Windows 2000 Network Management MCSA 70-218:12 Configuring VPNs and Terminal Services	available
Windows 2000 Network Management MCSA 70-218:13 Practice Test	available

Windows 2000 Professional Series 70-210

Windows 2000 Professional MCSE 70-210: 1 Installation	available
Windows 2000 Professional MCSE 70-210: 2 Remote Installations and Upgrades	available
Windows 2000 Professional MCSE 70-210: 3 Administering Resources	available
Windows 2000 Professional MCSE 70-210: 4 Administering Shared Resources	available
Windows 2000 Professional MCSE 70-210: 5 Managing Disks	available
Windows 2000 Professional MCSE 70-210: 6 Managing Hardware	available
Windows 2000 Professional MCSE 70-210: 7 Monitoring and Optimizing Your System	available
Windows 2000 Professional MCSE 70-210: 8 Configuring Your Desktop	available
Windows 2000 Professional MCSE 70-210: 9 Networking with Windows 2000 Professional	available
Windows 2000 Professional MCSE 70-210: 10 Using TCP/IP	available
Windows 2000 Professional MCSE 70-210: 11 Managing Users and Groups	available
Windows 2000 Professional MCSE 70-210: 12 Securing Your System	available

Windows 2000 Security Design Series 70-220

Windows 2000 Security Design MCSE 70-220: 1 Analyzing Business Requirements	available
Windows 2000 Security Design MCSE 70-220: 2 Analyzing Technical Requirements	available
Windows 2000 Security Design MCSE 70-220: 3 Establishing a Security Baseline	available
Windows 2000 Security Design MCSE 70-220: 4 Planning Security for System Resources	available
Windows 2000 Security Design MCSE 70-220: 5 Designing a Security Group Strategy	available
Windows 2000 Security Design MCSE 70-220: 6 Designing Security Policy Inheritance	available
Windows 2000 Security Design MCSE 70-220: 7 Protecting Resources with Auditing and Encryption	available
Windows 2000 Security Design MCSE 70-220: 8 Using Native Windows 2000 Authentication	available
Windows 2000 Security Design MCSE 70-220: 9 Using Alternate Authentication Strategies	available
Windows 2000 Security Design MCSE 70-220:10 Designing a Public Key Infrastructure	available
Windows 2000 Security Design MCSE 70-220:11 Designing Security for Network Services	available
Windows 2000 Security Design MCSE 70-220:12 Designing Security for Access Between Networks	available
Windows 2000 Security Design MCSE 70-220:13 Designing Security for Communications Channels	available

Windows 2000 Server 70-215 Series

Windows 2000 Server MCSE 70-215: 1 Installation	available
Windows 2000 Server MCSE 70-215: 2 Hardware	available
Windows 2000 Server MCSE 70-215: 3 Controlling Access to Files and Folders	available
Windows 2000 Server MCSE 70-215: 4 Controlling Access to Web Resources and Printers	available
Windows 2000 Server MCSE 70-215: 5 Optimizing Your Server	available
Windows 2000 Server MCSE 70-215: 6 Recovering from Disaster	available
Windows 2000 Server MCSE 70-215: 7 Configuring Disks and Volumes	available
Windows 2000 Server MCSE 70-215: 8 Administering Disks	available
Windows 2000 Server MCSE 70-215: 9 Networking Your Server	available
Windows 2000 Server MCSE 70-215:10 Implementing Remote Access	available
Windows 2000 Server MCSE 70-215:11 Implementing Terminal Services	available
Windows 2000 Server MCSE 70-215:12 Using Security Features	available

Windows NT Server 4.0 Series

WinNT Server 4.0: 1 Planning and Installation
WinNT Server 4.0: 2 Configuration
WinNT Server 4.0: 3 Resource Management
WinNT Server 4.0: 4 Monitoring and Troubleshooting

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Windows NT Server 4.0 Enterprise Series

WinNT Server 4.0 Enterprise: 1 Configuration
WinNT Server 4.0 Enterprise: 2 Connectivity

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Windows NT Workstation 4.0 Series

WinNT Wkstn 4.0: 1 Installation and Configuration
WinNT Wkstn 4.0: 2 Connectivity & Resource Mgmt.
WinNT Wkstn 4.0: 3 Troubleshooting

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Windows XP Professional MCSE 70-270 Series

Windows XP Professional MCSE 70-270: 1 Installation
Windows XP Professional MCSE 70-270: 2 Administering Resources
Windows XP Professional MCSE 70-270: 3 Configuring Hardware
Windows XP Professional MCSE 70-270: 4 Optimizing the System
Windows XP Professional MCSE 70-270: 5 Configuring the Desktop
Windows XP Professional MCSE 70-270: 6 Networking the System
Windows XP Professional MCSE 70-270: 7 Securing the System

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Technical Web Development

Getting Started

Getting Started: How to Take a Course

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CGI/Perl Series

CGI/Perl: 1 Getting Familiar with Forms
CGI/Perl: 2 Building Programs
CGI/Perl: 3 Web Applications
CGI/Perl: 4 Interacting with Databases

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CIW Foundations 1D0-410 Series

CIW Foundations 1D0-410: 1 The Internet and the World Wide Web
CIW Foundations 1D0-410: 2 E-Mail, FTP, Newsgroups and Telnet
CIW Foundations 1D0-410: 3 Objects, Plug-Ins, Viewers and Security
CIW Foundations 1D0-410: 4 Search Engines and E-Commerce
CIW Foundations 1D0-410: 5 Web Page Authoring and HTML Coding
CIW Foundations 1D0-410: 6 Graphical Elements, Hyperlinks and Tables
CIW Foundations 1D0-410: 7 Forms, Images and Frames
CIW Foundations 1D0-410: 8 HTML Editors and Extensions
CIW Foundations 1D0-410: 9 Networking, Protocols, LANs and WANs
CIW Foundations 1D0-410:10 Internet Addressing and Servers
CIW Foundations 1D0-410:11 Scripting, Connectivity, and Security
CIW Foundations 1D0-410:12 Practice Exam for Internet Fundamentals
CIW Foundations 1D0-410:13 Practice Exam for Web Page Authoring Fundamentals
CIW Foundations 1D0-410:14 Practice Exam for Networking Fundamentals

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CIW Security 1D0-470 Series

CIW Security 1D0-470: 1 Security Fundamentals
CIW Security 1D0-470: 2 Attack Types and Encryption
CIW Security 1D0-470: 3 Protocol Layers and Security
CIW Security 1D0-470: 4 Firewalls
CIW Security 1D0-470: 5 Operating System Security
CIW Security 1D0-470: 6 Assessing and Reducing Risk
CIW Security 1D0-470: 7 Security Auditing
CIW Security 1D0-470: 8 Auditing and the Control Phase
CIW Security 1D0-470: 9 Attack Detection and Response
CIW Security 1D0-470:10 Auditing and Log Analysis

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ColdFusion MX

ColdFusion MX:1 Introduction and Installation
ColdFusion MX:2 Talking With the Database
ColdFusion MX:3 Displaying Data
ColdFusion MX:4 Programming and Application Framework
ColdFusion MX:5 Custom Tags and Building Blocks
ColdFusion MX:6 Using E-mail, Complex Data Types, and FTP
ColdFusion MX:7 Securing, Debugging, and Improving Application Performance
ColdFusion MX:8 Using Flash, Java, and XML
ColdFusion MX:9 Integration and Understanding Fusebox and FLIP
ColdFusion MX:10 Functions, Tags, and Resources

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Dreamweaver MX Series

- Dreamweaver MX: 1 Introduction
- Dreamweaver MX: 2 Setting Up a Web Site
- Dreamweaver MX: 3 Designing the Site
- Dreamweaver MX: 4 Adding Graphics
- Dreamweaver MX:5 Tables
- Dreamweaver MX:6 Frames
- Dreamweaver MX:7 Styles and CSS
- Dreamweaver MX:8 Dynamic HTML
- Dreamweaver MX:9 Advanced DHTML
- Dreamweaver MX:10 Multimedia Integration
- Dreamweaver MX:11 Dynamic Web Sites
- Dreamweaver MX:12 Forms and Interactivity

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Dynamic HTML Series

- Dynamic HTML: 1 DHTML and Style Sheets
- Dynamic HTML: 2 Using Javascript
- Dynamic HTML: 3 Objects and Events
- Dynamic HTML: 4 Styles and Content
- Dynamic HTML: 5 Data From Other Sources

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E-Commerce Series

- E-Commerce: 1 Your E-Business
- E-Commerce: 2 Getting Started
- E-Commerce: 3 Influences on E-Commerce
- E-Commerce: 4 Killer Apps
- E-Commerce: 5 Developing Your E-Business
- E-Commerce: 6 Real-Time and Data Mining
- E-Commerce: 7 Lowering Your Business Costs
- E-Commerce: 8 Customer Service and Payment
- E-Commerce: 9 Marketing Your E-Business
- E-Commerce: 10 Advertising on the Internet
- E-Commerce: 11 Building Marketing Strategy
- E-Commerce: 12 Resource Planning
- E-Commerce: 13 Managing Your E-Business

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Flash MX Series

- Flash MX: 1 Flash Overview
- Flash MX: 2 Animation
- Flash MX: 3 Text and Forms
- Flash MX: 4 Coordinated Animations
- Flash MX: 5 Sound and Music

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FrontPage Series

- FrontPage 97: Creating a Web Site
- FrontPage 98: Creating a Web Site

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FrontPage 2000 Series

- FrontPage 2000: 1 Creating Web Sites
- FrontPage 2000: 2 Building Pages
- FrontPage 2000: 3 Working with Images
- FrontPage 2000: 4 Adding Spark to Your Site

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GUI Design Series

- GUI Design: 1 Planning an Interface
- GUI Design: 2 Developing an Interface
- GUI Design: 3 Designing Screen Elements

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HTML Series

- HTML: 1 Start Creating Your Own Web Pages
- HTML: 2 Creating High Quality Web Graphics
- HTML: 3 Layout and Design for Your Web Pages
- HTML: 4 Making Your Web Pages Interactive
- HTML: 5 Start Using JavaScript
- HTML: 6 Using JavaScript for Interactivity
- HTML: 7 Using Advanced JavaScript

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JAVA 1.1 Series

- Java 1.1: 1 Writing Java Programs
- Java 1.1: 2 Java Programming Basics
- Java 1.1: 3 Using Objects and Arrays
- Java 1.1: 4 Creating Java Applets
- Java 1.1: 5 Graphics and User Events
- Java 1.1: 6 Putting Your Skills to Work

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JAVA 1.2 Series

Java 1.2: 1 Writing Java Programs
Java 1.2: 2 Java Programming Basics
Java 1.2: 3 Using Objects and Arrays
Java 1.2: 4 Creating Java Applets
Java 1.2: 5 Graphics and User Events
Java 1.2: 6 Putting Your Skills to Work

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Java 2 Enterprise Design Series

Java 2 Enterprise Design: 1 Enterprise Foundations
Java 2 Enterprise Design: 2 Modeling Components with JavaBeans
Java 2 Enterprise Design: 3 Enterprise Data and JDBC
Java 2 Enterprise Design: 4 Network and Web Communications
Java 2 Enterprise Design: 5 CORBA, RMI, and DCOM Communications
Java 2 Enterprise Design: 6 Naming, Directory, Trading, and Activation Services
Java 2 Enterprise Design: 7 Messaging and Transaction Services
Java 2 Enterprise Design: 8 Systems Assurance and Security
Java 2 Enterprise Design: 9 Java's Security Features
Java 2 Enterprise Design: 10 Enterprise Web Design
Java 2 Enterprise Design: 11 Java Servlets
Java 2 Enterprise Design: 12 Java Server Pages
Java 2 Enterprise Design: 13 Enterprise Applications and Enterprise JavaBeans
Java 2 Enterprise Design: 14 Advanced Enterprise JavaBeans and Application Integration

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Java 2 Programmer Certification 310-025 Series

Java 2 Programmer Certification 310-025: 1 Java and Object-Oriented Fundamentals
Java 2 Programmer Certification 310-025: 2 Declarations, Flow Control, and Exception Handling
Java 2 Programmer Certification 310-025: 3 Classes, Interfaces, Methods, and Garbage Collection
Java 2 Programmer Certification 310-025: 4 Threads
Java 2 Programmer Certification 310-025: 5 The java.lang Package
Java 2 Programmer Certification 310-025: 6 The java.util Package
Java 2 Programmer Certification 310-025: 7 GUI Components and Containers of the java.awt Package
Java 2 Programmer Certification 310-025: 8 Layouts and Event Handlers of the java.awt Package
Java 2 Programmer Certification 310-025: 9 Graphic and Image Elements of the java.awt Package
Java 2 Programmer Certification 310-025: 10 The java.io Package

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Macromedia Flash MX ActionScript

Macromedia Flash MX ActionScript: 1 Getting Started
Macromedia Flash MX ActionScript: 2 Directing and Managing Movies
Macromedia Flash MX ActionScript: 3 Using Variables, Properties, and Functions
Macromedia Flash MX ActionScript: 4 Creating Objects and Interactive Elements
Macromedia Flash MX ActionScript: 5 Working with Text, Buttons, and Menus
Macromedia Flash MX ActionScript: 6 Statements, Expressions, and Testing
Macromedia Flash MX ActionScript: 7 Adding Advanced Features
Macromedia Flash MX ActionScript: 8 Finishing Touches

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Photoshop Series

Photoshop: 1 Managing Graphics Files
Photoshop: 2 Colors, Brushes, and Printing
Photoshop: 3 Selecting and Retouching
Photoshop: 4 Text, Fills, and Actions
Photoshop: 5 Using Layers and Plug-Ins
Photoshop: 6 Manipulating Images

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Photoshop 7 Series

Photoshop 7: 1 The Application and Its Elements
Photoshop 7: 2 Opening and Navigating Images
Photoshop 7: 3 Pixels, Image Sizes, and Color
Photoshop 7: 4 Saving and Print
Photoshop 7: 5 The Paint Tools
Photoshop 7: 6 Modifying Images
Photoshop 7: 7 Cleaning Images and Undoing
Photoshop 7: 8 Making Selections
Photoshop 7: 9 Modifying Selections and Color Filling
Photoshop 7: 10 Layers

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Visual InterDev 6 Series

Visual InterDev 6: 1 Learning the Basics
Visual InterDev 6: 2 Using HTML
Visual InterDev 6: 3 Dynamic Content
Visual InterDev 6: 4 Objects and Databases
Visual InterDev 6: 5 Database Interaction
Visual InterDev 6: 6 Active Server Pages
Visual InterDev 6: 7 Controls and Scripts
Visual InterDev 6: 8 Testing and Debugging

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Visual InterDev 6: 9 Management and Design

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Web Design & Graphics Series

- Web Design & Graphics: 1 Introduction to Design
- Web Design & Graphics: 2 Making Your Site Fast and Viewable
- Web Design & Graphics: 3 Building Your Site with Images
- Web Design & Graphics: 4 Building Your Site with Formatting
- Web Design & Graphics: 5 Using Other Tools

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XML Series

- XML: 1 Viewing and Understanding XML
- XML: 2 Creating a Basic Document
- XML: 3 Building DTDs & Checking Documents
- XML: 4 Entities
- XML: 5 The Document Object Model
- XML: 6 CSS and XSL Style Sheets

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Workplace Health & Safety

Series	Course Title	Status
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Employment Law

- Absences from the Workplace
- AIDS in the Workplace
- Computer Security
- Disability in the Workplace
- Discrimination-Free Workplace
- Drug-free Workplace
- Employee Concerns
- Ethics
- Hiring and Lawful Termination
- Sexual Harassment for Employees
- Sexual Harassment for Managers
- Violence in the Workplace

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Occupational Safety

- Asbestos Awareness
- Basic First Aid
- Basic Respiratory Protection
- Bloodborne Pathogens
- Cardiopulmonary Resuscitation (CPR)
- Chemical Safety
- Compressed Gases
- Confined Space - Entry Level
- Confined Spaces
- Crane and Rigging Safety
- Criticality Safety
- Driver Safety
- Electrical Safety
- Emergency Response
- Environmental Management
- Excavation, Trenching and Shoring Safety
- Fall Protection
- Fire Safety
- Flammable Liquid Safety
- Forklift Operator Training
- Hand and Power Tool Safety
- Hazard Communication
- Hearing Conservation
- Heat And Cold Stress
- Hot Work
- Industrial Ergonomics
- Laboratory Safety
- Ladder Safety
- Lead Awareness
- Lock and Tag
- Office Ergonomics
- Personal Protective Equipment
- Process Safety Management
- Radio Communications
- Scaffold Safety
- Slips, Trips and Falls
- Traffic Control (Flagger)

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