

BUSINESS & PERSONAL DEVELOPMENT (SOFTSKILL) COURSES

STARTER PACK	COURSE NO.	CURICULLUM NAME
SP01 - Personal Management & Development	43005	Stress Management: Fundamentals for Managers
	43006	Stress Management: Fundamentals for Employees
	43021	Time Management: Developing a Time Management Plan
	43022	Time Management: Planning Your Day
	43011	Self Development: Motivating Yourself to Perform
	43012	Self-Development: Increasing Your Assertiveness
SP02 - Communicating with Difficult People & Coaching	41042	Applying the Coaching Process
	41041	Coaching: Building Relationships
	41043	Coaching: Communicating with Employees
	45203	Communicating with Difficult People: Communicating with Your Manager
	45202	Communicating with Difficult People: Handling Difficult Co-Workers
	45201	Communicating with Difficult People: Working with Difficult Employees
SP03 - Delegation & Essentials of Management	41021	Essentials of Management: Creating a Positive Workplace
	41022	Essentials of Management: Maintaining a Productive Workforce
	41020	Essentials of Management: Succeeding as a New Manager
	46043	Delegation: Monitoring and Evaluating Results
	46042	Delegation: The Delegation Process
	46041	Delegation: Understanding Delegation
SP04 - Advanced Interpersonal & Organizational Communication	45242	Organizational Communication: Communicating in the Workplace
	45243	Organizational Communication: Managing Communication
	45272	Advanced Business Communication: Business Writing for Results
	45101	Advanced Interpersonal Communication: Building Relationships
	45103	Advanced Interpersonal Communication: Communicating to Build a Positive Customer Relationship
	45102	Advanced Interpersonal Communication: Communicating with Co-Workers
SP05 – Management & Professional Selling	43004	Organizational Skills: Time Management
	44511	Professional Selling Over the Phone: Preparation and Strategies
	44512	Professional Selling Over the Phone: Prospecting
	44522	Sales Management: Motivating Sales Teams to Win
	43023	Time Management: Overcoming Time Management Challenges
	44711	Quality Management: The Quality Management Process
SP06 - Excellence in Service	44007	Excellence in Service: Working with Upset Customers

	44004	'Excellence in Service: Fundamentals for Managers
	44006	'Excellence in Service: Providing Superior Customer Service
	44009	'Excellence in Service: Establishing Service Standards
	44011	'Excellence in Service: Creating Customer Loyalty
	44008	'Excellence in Service: Communicating with Your Customers
'SP07 - Team & Women Leadership	'46351	'Women in Leadership: Becoming a Leader
	'46352	'Women in Leadership: Developing a Leadership Path
	'46350	'Women in Leadership: Leadership Roles and Styles
	'42202	'Team Leadership: Conducting Productive Team Meetings
	'42201	'Team Leadership: Developing a High-Performance Team
	'42203	'Team Leadership: Promoting Your Team's Effectiveness
'SP08 - Listening & Business Writing Skills	45107	'Business Writing - The Fundamentals
	45108	'Business Writing - Writing Effective Proposals
	'45105	'Grammar Skills - Writing Effectively
	'45291	'Listening Skills: The Fundamentals of Listening
	'45292	'Listening Skills: Listening Challenges
	'45282	'Telephone Skills: Handling Difficult Calls
'SP23 - Financial Management & Budgeting	'48501	'Financial Management: Fundamental Accounting Concepts
	'48502	'Financial Management: Understanding Financial Statements
	'48542	'Budgeting: Operating and Manufacturing Budgets
	'48543	'Budgeting: Capital Budgets
	'48541	'Budgeting: Creating and Analyzing a Budget
	'48531	'Advanced Financial Statements: Financial Statement Analysis
	'48532	'Advanced Financial Statements: Reading and Analyzing an Annual Report
SP34 - Safety	14983	'Safety: Electrical Safety
	14984	'Safety: Driver Safety
	15436	'Safety: Fire Safety in the Workplace
	14996	'Back Safety
	14993	'Safety and Health - Office Ergonomics
	14994	'Safety and Health - Bloodborne Pathogens
'SP35 - Industrial Safety 1	14986	'Industrial Safety - Forklift Safety
	14987	'Industrial Safety - Hazard Communication
	14988	'Industrial Safety - Personal Protective Equipment
	14989	'Industrial Safety - Applied Ergonomics
	14990	'Industrial Safety - HazMat

	14991	'Industrial Safety - Respirator Use
'SP36 - Industrial Safety 2	14992	'Industrial Safety - Confined Space Entry
	'14997	'Industrial Safety – Ladder and Stairway Safety
	'14998	'Industrial Safety - Slips, Trips, and Falls
	'14999	'Industrial Safety - Fall Protection
	'16212	'Industrial Safety - Eye and Face Protection
	'16213	'Industrial Safety - Scaffold Safety
'SP37 - Blueprint Reading	'15727	'Blueprint Reading: General Print Reading
	'15728	'Blueprint Reading: Process and Instrumentation Drawings ®
	'15729	'Blueprint Reading: Electrical Print Reading
	'15730	'Blueprint Reading: Geometric Dimensioning and Tolerancing ®
	'15731	'Blueprint Reading: Mechanical Print Reading
'SP38 - Electrical & Electronics	'15732	'Introduction to Electricity
	'15733	'Applied Electricity
	'15734	'AC Circuits
	'15735	'DC Circuits
	'15736	'Electrical/Electronics: Motors and Transformers
	'15738	'Electrical/Electronics: Fundamentals of Digital Electronics
'SP41 - Management & Conducting Meetings	'41003	'Change Management: Managing Change
	'41006	'Essentials of Management: Negotiation Skills
	'41009	'Conducting Meetings: The Meeting Process
	'41010	'Conducting Meetings: Managing a Meeting
	'41011	'Conducting Meetings: Effective Meeting Communication
	'41012	'Change Management: Adapting to Change
'SP42 - Facilitation & Coaching	'41031	'Facilitation: The Effective Facilitator
	'41032	'Facilitation: The Facilitation Process
	'41033	'Facilitation: Facilitating Challenging Situations
	'41041	'Coaching: Building Relationships
	'41042	'Applying the Coaching Process
	'41043	'Coaching: Communicating with Employees
'SP46 - Business Ethics & Mentoring	'41071	'Business Ethics: Ethical Decision Making
	'41072	'Business Ethics: Managerial Business Ethics
	'41073	'Business Ethics: Organizational Ethics
	'41091	'Mentoring: Implementing a Formal Mentoring Program
	'41092	'Mentoring: Developing Your Mentoring Skills

	'41093	'Mentoring: Using a Mentor to Your Advantage
'SP47 - Managing Performance & Correcting Performance Problems	'41051	'Managing Performance: Establishing a Performance Plan
	'41052	'Managing Performance: The Performance Appraisal Process
	'41053	'Managing Performance: Overcoming Performance Appraisal Challenges
	'41061	'Correcting Performance Problems: Identifying Performance Problems
	'41062	'Correcting Performance Problems: Addressing Performance Problems
	'41063	'Correcting Performance Problems: Disciplining Employees
'SP48 - Negotiating & Goal Setting	'41081	'Negotiating: Preparing for a Negotiation
	'41082	'Negotiating: The Negotiation Process
	'41083	'Negotiating: Advanced Negotiating Tactics
	'46031	'Goal Setting: Reaching Individual Goals
	'46032	'Goal Setting: Goal Setting Tools for Managers
	'46033	'Goal Setting: Organizational Goal Setting
'SP49 - Managing Expert & High Performers	'41201	'Managing the Expert: Understanding Experts
	'41202	'Managing the Expert: Developing a Successful Environment
	'41203	'Managing the Expert: Managing the Unique Needs of Experts
	41221	'Managing High Performers: Creating a Retention Strategy
	41222	'Managing High Performers: Defining and Finding High Performers
'SP50 - Managing Change & Generation in the Workplace	41223	'Managing High Performers: Implementing Recognition Programs
	41210	'Managing Generations in the Workplace: Understanding the Generations
	41211	'Managing Generations in the Workplace: Generations Working Together
	41212	'Managing Generations in the Workplace: Recruitment and Retention
	'41231	'Managing Change: The Change Process
	'41232	'Managing Change: Overcoming Change Obstacles
	'41233	'Managing Change: Managing Yourself Through Change
'SP51 - Balanced Scorecard & Talent Management	'41413	'Talent Management: Developing Talent
	'41401	'Balanced Scorecard: Corporate Strategy
	'41402	'Balanced Scorecard: Implementing
	'41403	'Balanced Scorecard: Measuring Business Objectives
	'41411	'Talent Management: Knowing Talent
	'41412	'Talent Management: Selecting Talent
'SP52 - Advanced Project Management	'41512	'Advanced Project Management: Building Productive Stakeholder Relationships
	'41513	'Advanced Project Management: Project Estimating Techniques
	'41514	'Advanced Project Management: Managing Accelerated Projects
	'41515	'Advanced Project Management: Setting Up a Project Office

	'41516	'Advanced Project Management: Portfolio Management
	'41517	'Advanced Project Management: Project Management Maturity
'SP53 - Project & Advanced Project Leadership	41521	'Project Leadership: Leading the Project Team
	41522	'Project Leadership: Communicating Within a Project Team
	41523	'Project Leadership: Overcoming Obstacles
	'41524	'Advanced Project Leadership: Organization, Strategy and Business Needs
	'41525	'Advanced Project Leadership: Navigating Corporate Structures
	'41526	'Advanced Project Leadership: Bringing Home the Value
	'41527	'Advanced Project Leadership: Selling Project Management to the Organization
'SP54 - Managing IT Projects & Project Management Essentials	'41531	'Managing IT Projects: Project Fundamentals and Initiation
	'41532	'Managing IT Projects: Project Planning and Execution
	'41533	'Managing IT Projects: Project Control and Closure
	'41551	'Project Management Essentials: Planning a Project
	'41552	'Project Management Essentials: Project Scheduling and Budgeting
	'41553	'Project Management Essentials: Controlling and Closing a Project
'SP55 - Project Management 2	41561	'Project Management: The Fundamentals
	41562	'Project Management: Scope
	41563	'Project Management: Time Management
	41564	'Project Management: Estimating Costs
	41565	'Project Management: Quality Standards
	41566	'Project Management: Risk Management
'SP56 - Project Management 3	'41567	'Project Management: The Team
	'41568	'Project Management: Communications
	'41569	'Project Management: Contracts and Procurement
	'41570	'Project Management: Coordination
	'41571	'Project Management: The Process
	'41601	'Project Management for Verticals: Government
'SP57 - Team Participation & Virtual Teams	'42003	'Team Participation: Team Communication
	'42004	'Team Participation: Resolving Conflict in Teams
	'42005	'Team Participation: Decision Making in Teams
	'42101	'Virtual Teams: The Fundamentals
	'42102	'Virtual Teams: Communicating Effectively
	'42103	'Virtual Teams: Participating in Virtual Meetings
'SP58 - Team Leadership & Conflict	'42201	'Team Leadership: Developing a High-Performance Team
	'42202	'Team Leadership: Conducting Productive Team Meetings

	'42203	'Team Leadership: Promoting Your Team's Effectiveness
	'42211	'Team Conflict: Resolving Team Conflict
	'42212	'Team Conflict: Working in Diversified Teams
	'42213	'Team Conflict: Overcoming Conflict with Communication
'SP59 - Project & Cross-Functional Teams	'42221	'Project Teams: Participating on a Project Team
	'42222	'Project Teams: Applying Team Building Techniques
	'42223	'Project Teams: Building a Project Team
	'42231	'Cross-Functional Teams: Goal Setting in a Cross-Functional Team
	'42232	'Cross-Functional Teams: Selecting Cross-Functional Team Members
	'42233	'Cross-Functional Teams: Cross-Functional Team Development
'SP60 - Brand Management	'42411	'Brand Management: Fundamentals of Brand Management
	'42412	'Brand Management: Building Brand Equity
	'42413	'Brand Management: Managing Brand Equity
	'42414	'Brand Management: Developing a Brand Strategy
	'42415	'Brand Management: Integrated Marketing
	'42416	'Brand Management: Branding on the Web
'SP61 - Strategic Management & Managing Business Risk	'42501	'Strategic Management: Establishing Strategic Focus
	'42502	'Strategic Management: Analyzing Strategic Options
	'42503	'Strategic Management: Developing a Successful Process
	'42521	'Managing Business Risk: Developing a Risk Management Plan
	'42522	'Managing Business Risk: Risk Assessment and Control
	'42523	'Managing Business Risk: Financing and Contingency Planning
'SP62 - Career Development & Moving From Technical Professional to Manager	'43041	'Career Development: Developing a Career Strategy
	'43042	'Career Development: Excelling in Your Career
	'43043	'Career Development: Professional Networking
	'43490	'Moving From Technical Professional to Manager: Getting Started
	'43491	'Moving From Technical Professional to Manager: Managing Personnel
	'43492	'Moving From Technical Professional to Manager: Managing the IT Department
'SP63 - Call Center & Customer Relationship Management	'44021	'Call Center Management: Managing an Inbound Call Center
	'44022	'Call Center Management: Measuring Quality and Performance
	'44023	'Call Center Management: Managing and Motivating Your Staff
	44031	'Customer Relationship Management: Fundamentals of CRM
	44032	'Customer Relationship Management: Implementing CRM
	44033	'Customer Relationship Management: eCRM
'SP64 - Excellence in Service 2	44111	'Excellence in Service: Building Lasting Customer Relationships

	44107	'Excellence in Service: Communicating with Customers Virtually
	44108	'Excellence in Service: Creating an Exceptional Service Environment
	44109	'Excellence in Service: Establishing Service Standards
	44110	'Excellence in Service: Building a Customer Service Team
	44105	'Excellence in Service: Solving Customer Problems
'SP65 - Quality & Operations Management	'44711	'Quality Management: The Quality Management Process
	'44712	'Quality Management: Quality Management Tools
	'44713	'Quality Management: Business Process Improvement
	'44721	'Operations Management: Fundamentals of Operations Management
	'44722	'Operations Management: Operations Components
	'44723	'Operations Management: Operations Management Tools
SP66 - ISO9001 & Total Quality Management	'44731	'ISO 9001:2000: Overview of Standards
	'44732	'ISO 9001:2000: Implementing Standards
	'44733	'ISO 9001:2000: The Auditing Process
	'44851	'Total Quality Management: Essentials of TQM
	'44852	'Total Quality Management: Principles
	'44853	'Total Quality Management: Implementation and Tools
'SP67 - Six Sigma & Advanced Six Sigma	'44751	'Six Sigma Part 1: Six Sigma Essentials
	'44752	'Six Sigma Part 2: Deploying Six Sigma
	'44753	'Six Sigma Part 3: Managing Six Sigma Projects
	'44754	'Advanced Six Sigma: The Define Phase of DMAIC
	'44755	'Advanced Six Sigma: The Measure and Analysis Phases of DMAIC
	'44756	'Advanced Six Sigma: The Improve and Control Phases of DMAIC
'SP68 - Organizational Learning & Emotional Intelligence	'44601	'Organizational Learning: Developing a Knowledge Management System
	'44602	'Organizational Learning: Transferring Knowledge Within an Organization
	'44603	'Organizational Learning: Deploying a Knowledge Management System
	'45211	'Emotional Intelligence: Developing Emotional Intelligence Skills
	'45212	'Emotional Intelligence: Applying Emotional Intelligence in the Workplace
	'45213	'Emotional Intelligence: Emotional Intelligence for Executives
'SP69 - Communication - Cross-Cultural & Difficult People	'45201	'Communicating with Difficult People: Working with Difficult Employees
	'45202	'Communicating with Difficult People: Handling Difficult Co-Workers
	'45203	'Communicating with Difficult People: Communicating with Your Manager
	'45221	'Cross-Cultural Business Communication: Understanding Cultural Differences
	'45222	'Cross-Cultural Business Communication: Developing Cross-Cultural Communication
	'45223	'Cross-Cultural Business Communication: Addressing Cross-Cultural Business

		Strategy
'SP70 - Email & Business Etiquette	'45231	'E-mail Etiquette: E-mail in the Workplace
	'45232	'E-mail Etiquette: Using E-mail to Communicate Successfully
	'45233	'E-mail Etiquette: Writing Effective E-mail Messages
	'45251	'Business Etiquette: Office Protocol
	'45252	'Business Etiquette: Communicating in Today's Workplace
	'45253	'Business Etiquette: Business Functions and Travel
'SP71 - Grammar, Listening Skills & Business Writing	'45104	'Grammar Skills - An Introduction to Basic Grammar
	'45105	'Grammar Skills - Writing Effectively
	'45106	'Grammar Skills - Punctuation, Mechanics, and Spelling
	'45107	'Business Writing - The Fundamentals
	'45108	'Business Writing - Writing Effective Proposals
	'45291	'Listening Skills: The Fundamentals of Listening
'SP72 - Strategic Decision Making & Problem Solving	'45292	'Listening Skills: Listening Challenges
	'46011	'Strategic Decision Making: Preparing to Make Decisions
	'46012	'Strategic Decision Making: Making the Right Decision
	'46013	'Strategic Decision Making: Advanced Decision Making
	46021	'Business Problem Solving: Problem Solving Fundamentals
	46022	'Business Problem Solving: The Problem-Solving Process
'SP73 - Leadership Development & Decision Making	46023	'Business Problem Solving: Critical Thinking and Information Analysis
	'46001	'Decision Making and Problem Solving: Decision Making Fundamentals
	'46002	'Leadership Development: Delegation
	'46003	'Leadership Development: Goal Setting
	'46004	'Leadership Development: Leading the Way
	'46005	'Leadership Development: Motivation
'SP74 - Frontline & Managerial Leadership	'46006	'Decision Making and Problem Solving: Problem Solving Fundamentals
	'46101	'Frontline Leadership: Preparing to Lead
	'46102	'Frontline Leadership: Knowledge in the Workplace
	'46103	'Frontline Leadership: Positively Influencing Workplace Culture
	'46111	'Managerial Leadership: Creating a Vision
	'46112	'Managerial Leadership: Leading Through Change
'SP75 - Motivation & Executive Level Leadership	'46113	'Managerial Leadership: Motivating Employees
	'46121	'Motivation: Fostering Employee Motivation
	'46122	'Motivation: Motivating Through Rewards and Recognition
	'46123	'Motivation: Empowering to Increase Motivation

	'46201	'Executive Level Leadership: Becoming an Executive Leader
	'46202	'Executive Level Leadership: Change and the Executive Leader
	'46203	'Executive Level Leadership: Leadership and Communication
'SP76 - International Biz Essentials & Business Law	'46501	'International Business Essentials: The Global Business Environment
	'46502	'International Business Essentials: Succeeding as a Global Manager
	'46503	'International Business Essentials: Conducting Business in Europe
	'46601	'Essentials of Business Law: The Legal Environment
	'46602	'Essentials of Business Law: Contract Law
	'46603	'Essentials of Business Law: Employment Law
	'46604	'Essentials of Business Law: Cyberlaw
'SP77 - Business Code of Conduct	'46610	'Business Code of Conduct - Ethical Responsibility
	'46611	'Business Code of Conduct - Bribery and Kickbacks
	'46612	'Business Code of Conduct-Insider Trading
	'46614	'Business Code of Conduct - Sarbanes - Oxley Act
	'46615	'Business Code of Conduct - Confidentiality and Company Assets
	'46616	'Business Code of Conduct-Conflicts of Interest
'SP78 - Interviewing Skills	'47010	'Interviewing Skills: Preparing for an Interview
	'47011	'Interviewing Skills: Conducting an Interview
	'47012	'Interviewing Skills: Laws Governing the Interview Process
	'47014	'Exit Interviewing Skills: Preparing for an Exit Interview
	'47015	'Exit Interviewing Skills: Conducting an Exit Interview
	'47016	'Exit Interviewing Skills: The Termination Process
'SP78 - Workplace Aggression, Recruiting & Retention	'47101	'Workplace Aggression: Recognizing Aggressive Behavior
	'47102	'Workplace Aggression: Defusing Aggressive Situations
	'47103	'Workplace Aggression: Taking a Proactive Approach
	'47111	'Recruiting and Retention: Staffing Your Organization
	'47112	'Recruiting and Retention: Internet Recruiting
	'47113	'Recruiting and Retention: Keeping Your Good Employees
'SP79 - Human Resource Law	'47311	'Human Resource Law: Management's Role
	'47312	'Human Resource Law: Americans with Disabilities Act
	'47313	'Human Resource Law: Equal Employment Opportunity Law
	'47314	'Human Resource Law: Family and Medical Leave Act
	'47315	'Human Resource Law: Fair Labor Standards Act
	'47316	'Human Resource Law: Understanding Privacy Rights
'SP80 - Business Finance & Accounting	'48511	'Business Finance: Risk Analysis

	'48512	'Business Finance: Time Value of Money
	'48513	'Business Finance: Valuation of Stocks and Bonds
	'48521	'Business Accounting: Accounting for Assets
	'48522	'Business Accounting: Accounting for Liabilities
	'48523	'Business Accounting: Accounting for Stockholders' Equity
'SP81 - E-Learning Essentials	'46501	'International Business Essentials: The Global Business Environment
	'46502	'International Business Essentials: Succeeding as a Global Manager
	'46503	'International Business Essentials: Conducting Business in Europe
	'48301	'E-Learning Essentials Pt. 1 - E-Learning and Successful Strategy
	'48302	'E-Learning Essentials Pt. 2 - Marketing to your Key Players
	'48303	'E-Learning Essentials Pt. 3 - Deploying and Measuring Your Solution
'SP82 - Economics & Financial Management	'48811	'Economics: The Principles of Economics
	'48501	'Financial Management: Fundamental Accounting Concepts
	'48502	'Financial Management: Understanding Financial Statements
	'48812	'Economics: Basic Concepts in Microeconomics
	'48813	'Economics: Producers and Markets
	'48814	'Economics: The Foundations of Macroeconomics