



# Online Training Catalog



TRAINING



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## Business Skills

### • Business Communication

Communicating Non Verbally  
Enhancing Your Speaking Skills  
Report Organization and Presentation  
Communicating Persuasively  
Communication Basics  
Communicating Negative Messages  
Communicating Cross Culturally  
Telephone Techniques  
Business Writing" Reports and Proposals  
Business Writing: Preparation  
Communicating Interpersonally  
Business Writing: Letters and Emails  
Communicating at Work  
Communicating Proactively  
Communicating Reactively  
Presentation Skills  
Communication Topics  
Communicating as a Team  
Individual Listening Skills  
Business Writing: Being Effective  
Cross Cultural Training  
    *What is Culture?*  
    *What is Your Culture?*  
Introduction to Basic Cultural Differences  
Global Communications  
Culture in the Workplace  
Email Etiquette  
Writing Effective Emails

### • Business Diagnostics

Business Diagnostics Online: 7 modules  
    *Funding for Business Expansion*  
    *External Business Environment*  
    *Internal Business Environment-Part 1*  
    *Internal Business Environment-Part 2*  
    *Strategic Direction*  
    *Risk Assessment*  
    *Enterprise Review Summary*  
Business Diagnostics: Reference Guide  
Business Diagnostics: Fast Track

### • Business Excellence

Documenting Quality Management Systems  
Introduction to Documenting Quality Management  
Systems: 4 modules

Introduction to the Framework of Excellence: 8 modules

*Introduction*  
*Leadership*  
*Planning*  
*Customer/Citizen/Client Focus*  
*People Focus*  
*Process Management*  
*Supplier/Partner Focus*  
*Organizational Performance*

Introduction to the Healthy Workplace Criteria: 7  
modules

Quest for Quality  
Tourism Excellence Certificate  
International Business  
Trade Series Certificate

### • Business Management

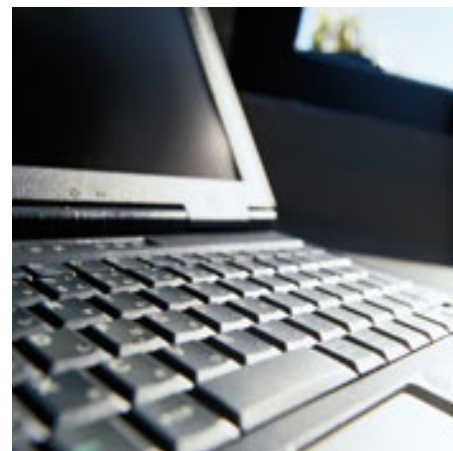
Making Change Successful not Stressful  
Change Management  
    *Change Management-Coping with Change*  
    *Change Management-Managing Change*  
Emotional Intelligence for Personal Leadership  
Certified Government Contractor Program: 5 modules  
Introduction to Risk Management  
Leadership for the Future  
Empowering your People  
Effective Staff Meetings  
Effective Leadership  
Working Well with Others  
Developing Diverse Teams  
Individual Leadership Power  
Running Effective Meetings  
Using Leadership Basics  
Running Effective Teams  
Delivering Effective Feedback  
Conflict Management  
Delegation  
Team Problem Solving  
Negotiating Skills for the Professional  
Valuing Diversity  
Being a Successful Supervisor  
Employee Motivation  
Developing a Strong Leadership Team  
Delegating I  
Delegating II  
Individual Productivity Enhancement  
Project Management: The Basics  
Project Management: Getting Ready  
Project Management: Goals and Stakeholders

Quality Management Refresher  
Problem Solving in the Workplace  
Problem Solving: The 5 Steps  
Work Process Basics  
Conflict Management  
Management and Supervisory Modules  
Meeting Effectiveness  
Strategies for Meeting Goals  
Management and Team Building  
Acting Effectively on a Team  
Doing Performance Reviews  
Job Candidate Interviewing  
Sales: Team Effectiveness  
Future Trends in Management Consulting  
Management Practices in Information Technology  
Certificate  
*Introduction to Management Practices in IT*  
*Basic IT Components*  
*Computing and the Internet*  
*Corporate Strategy*  
*Tactical Management-Planning and Acquiring*  
*Tactical Management-Implementing and Maintaining*  
*Distance and Mobile Computing*  
*The IT Consulting Environment*  
*Current Issues in IT Management*  
Negotiating for Success: 6 modules  
*Defining Negotiation*  
*Using Persuasion*  
*Planning for Negotiation*  
*Negotiating Tactics*  
*The Fabric of Negotiation*  
*The Power/Interest Cycle*  
Operations Management: 6 modules  
*Introduction to Operations Management*  
*Product and Process Development*  
*Logistics Management*  
*Work Management*  
*Facilities Management*  
*Services Operations*  
Shaping the Market to your Advantage: 9 modules  
*Shaping the Market*  
*Defining and Managing the Business Need*  
*Procurement Marketing*  
*Supplier Improvement*  
*Reverse Marketing*  
*Contract Strategy*  
*Monopolies and Cartels*  
*Partnerships*  
*Integrating the Techniques-the Toronto Matrix*

Strategic Management Certificate  
*Enabling the Next Generation Enterprise*  
*Customer Profitability Analysis*  
*Applying the Balanced Scorecard*  
*Implementing the Process Management*  
*Strategic Partnering*  
*Implementing Self Directed Work Teams*  
Succession Planning  
*Valuing Your Business*  
*Getting the Most for Your Business*  
*Contract Award*  
What's in a Price: 5 modules  
*Finance Reports*  
*Finance Ratios*  
*Costing Methods*  
*Pricing Policy*  
*Case Studies*

• **Computer Skills**

All about Word  
All about Excel  
All about Access  
All about Power point  
All about the Internet  
All about Windows XP  
All about Introduction to PC's





## Customer Relationship Management

### Professional Customer Relations Soft Skills Series -

#### Essential Customer Skills:

- Creating Winning First Impressions*
- Diffusing Tense Situations*
- Body Language On and Off the Phone*

### Professional Customer Relations Soft Skills Series:

- #### Fundamentals for Customer Relations
- Creating Valuable Customer Relationships*
  - Helping and Keeping Clients*
  - Overcoming Barriers to Communication*

### Professional Customer Relations Soft Skills Series:

- #### Customer Service Skills
- Understanding Active Listening*
  - Telephone Skills*
  - Dealing with Hostile Clients*

### Professional Customer Relations Soft Skills Series: Basics for Quality Sales and Service

- Introduction to the Sales Process*
- Providing Quality Service*

### Professional Customer Relations Soft Skills Series:

- #### Fundamentals for Business Communications
- Overcoming Barriers to Communication*
  - Business Communication*

### Professional Customer Relations Soft Skills Series: Conflict Management and Resolution

- Dealing with Hostile Clients*
- Understanding Needs and Conflict*
- Dealing with Impasse: Creating Common Ground*
- Client Service Processes*

### Advanced Professional Customer Relations Soft Skills Series: Behind Organizational Customer Service

### Advanced Professional Customer Relations Soft Skills Series: Working in a Team Environment

### Advanced Professional Customer Relations Soft Skills Series: Dealing with Change in the Workplace

### Attaining Excellence for Leaders and Managers

- Introduction to Attaining Excellence for Leaders and Managers*
- Moments of Truth*
- Identifying Customer Service Standards*
- Qualities and Expectations*
- Communicating Quality Service Standards*
- Coaching for Performance*

### Customer First Series: 11 modules

- Communication Basics*
- Developing Strong Customer Relationships*
- Customer Loyalty*
- Handling Difficult Customers*
- Creating Winning First Impressions*
- Creating Valuable Customer Relationships*

- Communicating Proactively*
- Work Process Basics*
- Practice Active Learning*
- Writing Effective Emails*
- Telephone Techniques*

### Customer Service Certificate

- Providing Service Excellence*
- Creating Valuable Customer Relationships*
- Telephone Skills*
- Creating Winning First Impressions*
- Helping and Keeping Clients*
- Diffusing Tense Situations*
- Body Language On and Off the Phone*
- Practice Active Listening*
- Providing Quality Service*
- Communication Styles*

### Essential Multicultural Communication

### Introduction to the Sales Process

### Essence of Caring for Health Care

### Expanding Customer Services (for Financial Services)

- Sales is Just Great Service*
- We Have What They Need*
- Only a Minute?*
- More Time to Focus*
- Meeting Customer Needs with Teamwork*

### Exceeding Customer Expectations

### Five Star Service for Hospitality Employees

- The Customers Perspective*
- Doing your Best*
- Partners in Change*
- The Challenge*

### Five Star Service for Hospitality Managers

- Identifying Customer Service Outcomes*
- Qualities and Expectations*
- Coaching for Performance*

### Working With Customers

### Providing Service Excellence

### Creating Valuable Customer Relationships

### Helping and Keeping Clients

### Diffusing Tense Situations

### Providing Quality Service

### Identifying Customer Service Outcomes

### Customer Support

### Customer Support Online

### Customer Loyalty Improvement

## Finance

### • Finance Basics and Financial Statements

Banking, Credit and Money

*Introduction to Banking*

*Products, Tools and Resources*

*Defining Credit*

*Budgeting Basics*

*The Power of Investing*

Basic Business Finance

Interpreting Financial Statements

Introduction to Financial Statements

Understanding Cash Flow

Understanding Ratios

Investing 101

Personal Finance: 7 modules

Understanding Financial Statements

### • Financial Derivatives

Hull on Derivatives: Derivative Instruments

Hull on Derivatives: Futures Contracts and Hedging

Hull on Derivatives: Swaps

### • Financial Management

Balanced Scorecard

Customer Profitability Analysis

Redesigning the Finance Function

Strategic Cost Management

## International Business

Doing Business in the Americas Certificate

*The Global Village*

*International Organizations*

*Business and Culture*

*Business Relationships*

*Business and History*

Going Global-The Complete Program: 6 modules

Trade Series Certificate: 4 modules

*International Trade Opportunities*

*Researching International Trade Online*

*Maximizing International Trade Opportunities*

*Developing A Trade Strategy*

## Small Business

Entrepreneurship

You the Entrepreneur

Opportunity Knocks

Charting Your Course

Excellence for Small Business Self-Evaluation Tool

Financial Management for Small Business Certificate: 5 modules

Health and Safety for Small Business

John Bulloch on Small Business: 10 modules

Stages of Growth in Leading Firms Certificate: 3 modules

Leading Growth Firms: Great Beginnings

Leading Growth Firms: The People Crunch

Leading Growth Firms: Expansion

## Non-Profits and Community Development

Community Development Certificate

Non-Profit Organizations and Director's Liability

*Legal Duties and Obligations*

*Introduction to Non-Profit Organizations*

*Liability and Risk Management*

*Rights and Powers of Directors*

*Liability and Committees*

*Registered Charities and Deregistration*

Robbery Response & Aftermath Techniques for Security Officers

Robbery Response Techniques for All Personnel







## Health Care

Essence of Caring for Health Care  
*Introduction to the Essence of Caring for Health Care*  
*Understanding Why People Do What They Do*  
*Essence of Caring for Health Care-Part One*  
*The Language of Positive Communication*  
*Essence of Caring for Health Care-Part Two*  
*The Art of Making Patients Happy*  
IMLS Course System Program  
Preparation for Childbirth

## Privacy and Security

Information Security Awareness Certification Program  
Introduction to Security  
Information Security Basics  
Introduction to Privacy: 6 modules  
Primer on Privacy  
Robbery Prevention Techniques for Security Officers, Executives and Managers  
The Annual Security Program Report  
Workplace Violence Issues for Security Officers

## Sales and Marketing

Basic Sales Modules  
Customer Support  
Customer Support Online  
Customer Loyalty Improvement  
Individual Goals and Challenges  
Individual Goal Contract  
Individual Goal Setting  
Individual Priority Management  
Individual Anger Management  
Individual Goal Personalization  
Employee Time Management  
Customer Service - Sales Skills  
The Basics  
Qualifying Prospects  
Team Effectiveness  
Telephone Skills  
Cold Calls  
Closing  
Marketing: 4 modules  
Marketing Basics  
Marketing Opportunities  
Marketing and Customer Service

The Marketing Mix  
Sales is Just Great Service (for Community Bankers)  
Sales is Just Great Service (for Financial Services)  
Systematic Selling  
*Establishing Rapport*  
*Gaining Commitment and Following Up*  
*Getting the Appointment*  
*Handling Obstacles*  
*Identifying Objectives*  
*Making a Recommendation*  
*Planning the Call*

## Telephone Customer Contact

New Business Development: Cold Calling  
*Understanding the Cold Call*  
*Preparation for the Cold Call*  
*Conducting the Cold Call*  
Telepro Online-Complete Program  
*Before the Call*  
*Making the Connection*  
*Establishing Rapport*  
*Maintaining Rapport*  
*Creating a Climate for Rapport*  
*Effective Listening*  
*Communicating Through Accents*  
*Questioning Skills*  
*Holding and Transferring Calls*  
*Establishing Control of the Call*  
*Regaining Control of the Call*  
*Positive Call Management*



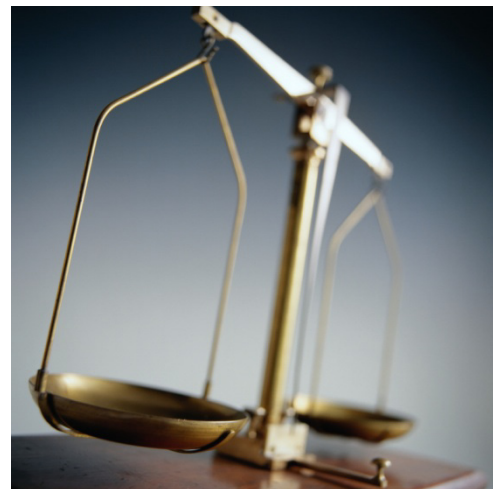
## Systems Analysis

- Defining Project Scope
- The Framework
- The Steps
- Development Environments
- Building in Quality
- Describing Business Process
- Describing Functional Business Requirements
- Discovering and Describing Requirements
- Quality Assurance
- Determining Information Requirements
- Entity Relationship Diagramming
- Determining Project Objectives
- Constraints, Assumptions, and Dependencies
- Documenting Requirements Meetings
- Eliciting Data Warehouse Requirements
- Identifying Business Objectives
- Describing Business Usage Scenarios
- Discovering Facts, Measures and Dimensions
- Describing Facts and Dimensions
- Fundamentals of Requirements Elicitation
- Business Activities
- Functional Requirements
- Data Requirements
- Putting it all Together

- Export Control Basics
- Fair Labour Standards Act
- Federal Contracting (OFCCP) Primer
- Foreign Corrupt Practices Act
- Fraud Awareness and Protection
- Gramm-Leach-Bliley Act Privacy Policy
- Handling Hazardous Waste
- Healthcare Fraud and Abuse
- Immigration Law Primer
- Information Security
- Managing within the Law
- Managing Workplace Stress
- Money Laundering
- Preventing Workplace Violence
- Privacy Policy Primer
- Quality Communications
- Questionable Interview Questions
- Record Management
- Reductions in Force
- Regulation FD Training
- Regulation FD
- Sanctions and Trade Embargoes
- Sarbanes-Oxley Act Primer
- Telemarketing Compliance
- The SBAR Technique
- Trade Secrets
- U.S Customs Compliance
- Unfair Competition
- Whistleblowing
- Workplace Bullying
- Workplace Diversity

## Compliance

- Preventing Harassment and Illegal Discrimination for Supervisors (Federal and California)
- Preventing Harassment and Illegal Discrimination for Employees (Federal and California)
- How to Comply with HIPAA-a general overview
- Union Free: a Guide to Managers and Supervisors
- Alternative Dispute Resolution
- Americans with Disabilities Act
- Antitrust Basics
- Avoiding Insider Trading
- Code of Conduct
- Conflicts of Interest
- Contract Law Basics
- Corporate Compliance Primer
- Corporate Political Activity
- Crisis Management
- DOT Drug Screen Collection
- Drug Free Workplace
- E-mail and Internet Use
- Ethics and Compliance Basics
- EU Competition Law







## Health and Safety

Accident Investigation  
Annual Safety Review  
Asbestos Awareness  
Assessment and Improvement of Safety Culture and Safety Performance  
Back Safety  
Conducting Safety Audits  
Confined Space Management: 3 modules  
Contractor Health and Safety  
Contractor Safety  
Developing and Occupational Health and Safety Program  
Due Diligence  
Electrical Hazards  
Emergency Preparedness for Workers  
Emergency Response Planning  
Fall Prevention and Fall Arrest  
Federal Hazard Prevention Program  
Fire Safety: The Basics  
First Aid Refresher  
First Aid Basics Part I  
First Aid Basics Part II  
Health and Safety for Small Business Owners  
Health and Safety for Managers and Supervisors: 8 modules  
*Safety Principles and Risk Management Legislation*  
*Hazard Recognition and Control*  
*Emergency Preparedness and Fire Prevention*  
*Occupational Hygiene*  
*Ergonomics*  
*Workplace Inspection and Accident Investigation Program Development and Implementation*  
Ladder Safety  
Lockout  
*Electrical Sources of Energy*  
*Other Sources of Energy*  
Manual Material Handling and Back Safety  
Mould Awareness  
Musculoskeletal Disorders (MSD's): Prevention  
Office Ergonomics  
Office Health and Safety  
Office Safety  
Orientation on Health and Safety for New Workers  
OSHA  
*Right-to-Know*  
*The OSHA Laboratory Standard*  
Pandemic Planning  
Personal Protective Equipment (PPE)-Generic  
Personal Protective Equipment: The Basics

Preventing Fall from Slips and Trips  
Preventing Hearing Loss from Workplace Noise  
Return to Work: The Basics  
Safe Driving  
Safety in Bloodborne Pathogens for Employees  
Safety in Fire Prevention  
Slips, Trips and Falls  
TDG for Carriers  
Sample TDG Training Certificates  
Documentation of Dangerous Goods  
Safety Marks  
Means of Containment  
Emergency Response  
Special Cases for Road Transport  
TDG for Consignors/Consignees  
Classification of Dangerous Goods  
Violence in the Workplace: Establish a Prevention Program  
Violence in the Workplace: Recognize the Risk and Take Action  
Young Worker Safety Orientation



## Human Resources

Union Free: a Guide for Managers and Supervisors  
Selecting Top Talent  
Career Growth  
Introduction to Training  
How Adults Learn  
Training Tips and Techniques  
Individual Goals and Challenges  
Individual Goal Contract  
Individual Goal Setting  
Individual Priority Management  
Individual Anger Management  
Individual Goal Personalization  
Reaching Personal Goals  
Identifying and Avoiding Burnout  
Managing Work and Family  
Time Management  
Mentoring for Improved Performance  
Developing your Career Path  
Managing your Career Path  
Networking your Career Path  
Running a Virtual Office  
Marketing yourself  
Immigration Forms and Resources  
Overview of Employment Law  
ADR Mediation  
ADR Summary Jury Trial and Mini-Trial  
ADR Negotiations  
ADR Commercial Arbitration  
ADR Labor and Employment Arbitration  
Effective Approaches to Employee Discipline  
Developing Diverse Teams  
Employee Discipline  
Settling Disputes using ADR  
Ethics for Managers  
Employee Ethics  
Ergonomics Overview for the Office  
Ergonomics for the Office  
Discharging and Employee  
Handling Violence in the Workplace  
Understanding Contracts and their use  
Litigation and Dispute Resolution  
The Family and Medical Leave Act  
Employee Disciplining  
Hiring, Managing and Terminating  
How to Comply with HIPAA  
Human Resources Basics Program: 5 modules  
Effective Performance Feedback  
Employee Time Management  
Employee Performance Recognition

Establishing Performance Goals and Expectations  
Negotiating and Starting Right  
Negotiating Skills for the Professional  
Human Resources Development Topics  
Overview of 360 Degree Feedback  
Implementation of 360 Degree Feedback  
Performance Appraisal Basic  
Developing Brand You  
Skills for Interviewing  
Job Candidate Interviewing  
Individual Leadership Power  
Business Finance Basics  
Doing Performance Reviews  
Conflict Management  
Employee Motivation  
Effective Leadership  
Creating Valuable Customer Relationships  
Nuts and Bolts of Supervisory Law (California)  
Preventing Harassment and Illegal Discrimination (California)  
Preventing Harassment and Illegal Discrimination (Federal)  
Succession Planning - 3 modules  
Negotiating Skills for The Professional  
Negotiating and Starting Right  
Mentoring for Improved Performance  
Introduction to Human Resources  
*HR Documentation*  
*Overview of Employment Law*  
*Immigration Forms and Resources*  
*HR Management*  
Human Resources Generalist Certificate – 8 modules  
Human Resources Development Topics





## Personal Development

Mind Your Mood  
Conquer your Anxiety  
Clear Mind, Bright Future: 7 modules  
Job Search for Success  
Introduction to Job Search for Success  
    *Marketing Yourself*  
    *Building a Resume*  
    *Job Search Strategies*  
    *Writing Covering Letters*  
    *Interview Skills*  
    *Preparing for Employment*  
Negotiating for Success: 5 modules  
    *Defining Negotiation*  
    *Using Persuasion*  
    *Negotiating Tactics*  
    *The Fabric of Negotiation*  
    *The Power/Interest Cycle*  
Time Management-Strategies for Sales Success  
Time Management-Strategies for Success

Vubiz Primer on E-Learning  
All About Vubiz-A Primer on E-Learning  
Workplace and Personal Skill Certificate  
Effective Communication  
Dealing with Conflict  
Presentation Basics  
Improve your Productivity  
Self-Esteem  
Parenting Skills  
Dealing with Grief  
Accepting Change in the Workplace  
Customer Service is about People  
Working Well With Others  
Becoming a Creative Asset  
Understanding Stress  
Managing Stress  
Relax!  
Special Issues in Stress  
Healthy Workplace Culture  
Managing Workplace Culture

