Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Business - NEW	P4867EN	Microsoft Word: Getting Started	This eLearning course will demonstrate how to edit, format, and save documents, as well as how to use tools such as templates, tables, and graphics. Upon completing this course, learners will know how to create professional-looking documents quickly and easily.	$19.00	41760EN	1	
Business - NEW	P4868EN	Microsoft Excel: Getting Started	This eLearning course covers the basics on Excel worksheets and will provide learners with a solid foundation in creating, editing, and formatting spreadsheets, using formulas and functions to perform calculations, and analyzing data through charts and graphs. Upon completing this course, learners will have gained essential skills in Excel.	$19.00	41763EN	1	
Business - NEW	P4869EN	Microsoft Outlook: Getting Started	This eLearning course is designed for users who want to learn how to efficiently manage their email, calendar, and contacts using Outlook. The course will provide learners with a solid foundation in composing and sending emails, organizing, and managing their inbox, creating appointments and events, managing contacts, and customizing the interface to fit their needs. Upon completing this course, learners will understand how to use Outlook to stay organized and productive.	$19.00	41764EN	0.5	
Business - NEW	P4870EN	Microsoft PowerPoint: Getting Started	This eLearning course is designed to introduce the fundamental features of PowerPoint, such as creating, formatting, and editing slides, inserting text, images, and multimedia, and adding animations and transitions. This course will also demonstrate how to use PowerPoint templates to create professional-looking presentations quickly and how to save and share presentations. Upon completing this course, learners will have a solid understanding of the basics of PowerPoint, enabling them to create engaging and informative presentations.	$19.00	41765EN	0.5	
Business - NEW	P4863EN	AI - Introduction to Generative AI	This Introduction to Generative AI online training course is designed for all employees. This course will take you through the basics of generative artificial intelligence (AI) technology. Generative AI is here to stay, so it is important to understand where it came from and where it's going. It enables you to visualize your own professional future and what you can do with this technology in a year, or five years. It allows you to expand your skills or your personnel's skills, giving you an edge in your field. In this course we take a look at the diverse content generative AI is able to produce such as text, images, audio, tasks, music, code, etc. Knowing that it has such diverse potential will enable you to visualize its diverse use cases; from simple email responses to customer service chatbots, music composition, legal document interpretation, and gaming content generation, to name just a few. This course will also list some of the challenges we face as users of generative AI and best practices to combat these challenges. It is notable that the benefits of this technology outweigh its limitations.	$19.00	41753EN	0.5	
Business - NEW	P4864EN	AI - Overview of Basic Tools	This Overview of Basic Tools online training course explores the breadth of applications of certain popular generative AI tools in the market. You can be a specialist, like a music composer or a software developer, or you can be a generalist like an office manager or salesman. Whatever your job title, there are one or more generative AI tools out there that can help you become more effective in your role. This course walks through how you can use and leverage a text and task generation tool like ChatGPT, image generation tool like Dall-E, code generation tool like GitHub Copilot, video generation tool like Synthesia, and music generation tool like AIVA to your advantage.	$19.00	41754EN	0.5	

Information subject to change

Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Business - NEW	P4865EN	AI - Best Practices for Creating Prompts	This Best Practices for Creating Prompts online training course explores the most effective ways to craft a prompt in order to get the most out of your generative AI tool. Generative AI is one of the fastest growing technologies in the world. Everyone is thinking and experimenting with ways to use it to their advantage. Accordingly, everyone should know how to effectively communicate with a generative AI tool. Prompt design is not a specialized skill for a specialized role. Everyone can and should be well-versed in it. In this course, we take a close look at the best practices you can employ when crafting a prompt for your specific need. We will also look at some nuances of prompt design that are more tailored to leverage specific model types, like language, images, and code.	$19.00	41755EN	0.5	
Business - NEW	P4866EN	AI - AI Information Security	This AI Information Security online training course explores the risks surrounding the use and misuse of generative AI, and ways to mitigate them. Among the many risks are threats to data privacy, data security, and intellectual property, along with the potential for cyberattacks. Data is the backbone of generative AI technology. You need to know how to secure it and how to protect the privacy of the individual or organization whose data you feed into the model. The knowledge gained from this course equips individuals and organizations to navigate the complex landscape of generative AI, fostering responsible usage and effective cybersecurity practices.	$19.00	41756EN	0.5	
Business	P4255EN	Acting Effectively on a Team	This Acting Effectively on a Team online training course was designed for all employees and supervisors. This course will help you contribute more effectively to your team and help your teammates do the same. It will expand your understanding of the challenges teams face and what you can do to overcome them.	$39.00	12538EN	1	2
Business	P4499EN	Board Behaviour	This Board Behavior online training course is designed for new board members and other employees who aim to become board members. Working as a team is challenging, and it is no different when it comes to an organization's board of directors. Group cohesion in vision, mission, and action is critical. A high-functioning board trusts each other while being unafraid to face challenges together to achieve a common goal. This course highlights how to overcome issues in board dynamics, which will enable boards to be effective and efficient	$39.00	41667EN	0.75	
Business	P4477EN	Business Continuity Planning: An Overview	This Business Continuity Planning: An Overview online training course is designed for employees in all industries with responsibilities for maintaining business functions and processes. Business Continuity Planning (BCP) is a comprehensive strategy to ensure the continued operation of critical business functions and processes in the event of disruptions or disasters. Learn about identifying potential risks and vulnerabilities, assessing their potential impact on business operations, and developing strategies and procedures to mitigate those risks and maintain continuity..	$39.00	41646E	0.75	1
Business	P4608EN	Business Essentials: Change Management	This Business Essentials: Change Management online training course will explore change management in the workplace and help to improve your change management skills. This course will cover how to recognize individual responses to change, how to manage change in the correct way, and change management strategies including Prosci's 3 Phase Process Change Management Strategy.	$59.00	40191EN	0.25	
Business	P4607EN	Business Essentials: Discrimination in the Workplace	This Business Essentials: Discrimination in the Workplace online training course will discuss discrimination in the workplace with real-life scenarios. This course will help to improve your understanding of the definition of discrimination, how to identify discrimination in the workplace, what constitutes unlawful discrimination and retaliation, and understand your organization's illegal discrimination policy.	$39.00	40190EN	0.25	
Business

Information subject to change | P4606EN | Business Essentials: Harassment in the Workplace | This Business Essentials: Harassment in the Workplace online training course is designed for all employees and deals with workplace harassment. This course will improve your understanding of the definition of harassment, understand your organization's harassment policy, help identify harassment in the workplace, and test your understanding of harassment. | $39.00 | 40189EN | 0.25 | |

Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Business	P4604EN	Business Essentials: Managing People	This Business Essentials online training course provide fast, focused, video-based online training for the busy professional. Business Essentials: Managing People course presents four short video modules on key topics for new and experienced supervisors: setting boundaries, delegating, performance reviews, and managing workplace conflict. This course was designed for managers or supervisors.	$59.00	40080EN	0.5	
Business	P4605EN	Business Essentials: Project Management	This Business Essentials: Project Management online training course provide fast, focused, video-based micro online training for the busy professional. This Business Essentials: Project Management course will help improve your project management skills with instruction on procurement processes, project coordination within different organizational structures, and conducting economic feasibility and risk assessments.	$59.00	40132EN	0.5	
Business	P3247EN	Business Etiquette: Accelerate Your Career	This Business Etiquette: Accelerate Your Career online training course will introduce you to business etiquette principles and practices. This course will show you how they can be applied in typical business situations to put yourself and others at ease. Business Etiquette improves your chances of advancement and benefits your organization.	$79.00	17880EN	1	1.5
Business	P5845EN	Business Writing: Being Effective	This Business Writing – Being Effective online training course shows you precisely how to jump from planning a business message to the actual research, writing, and revising of the message. You will learn formal and informal methods of conducting research and generating ideas; how to organize your information; how to write a solid first draft; and how to edit it for accuracy, proper grammar, and syntax.	$39.00	12574EN	1	1
Business	P5846EN	Business Writing: Letters and Emails	This Business Writing – Letters and Emails online training course is designed for business owners, managers, and employees. This course will help you write coherent business messages – letters, memos, and emails. You will learn how to correspond with different audiences and to plan and structure different kinds of correspondence—letters, memos, and emails.	$39.00	12576EN	1	1
Business	P5847EN	Business Writing: Preparation	This Business Writing – Preparation online training course is designed for business owners, managers, and employees. This course provides an introduction to the writing process and the techniques for writing effective business messages. Understanding the basics of business writing is crucial to your success. Whether you are an executive vice president or a trainee, you will benefit from this course.	$39.00	12573EN	1	1
Business	P5871EN	Business Writing: Reports and Proposals	This Business Writing – Reports and Proposals online training course is designed for business owners, managers, and employees. This course presents techniques for writing two crucial business documents—proposals and reports. It covers various types of business reports and proposals and outlines the basic components of each kind of business report and proposal in use today.	$39.00	12572EN	1	1
Business	P5933EN	Change Management	This Change Management online training course describes how to plan the change process, address the phases of transition, and ensure results. Organizations and businesses go through the change process on a fairly frequent basis. To achieve meaningful results, it is important for everyone involved in the process—initiators and executors—to support the change and to work together.	$39.00	12547EN	0.5	1
Business	P2816EN	Cloud Computing: An Introduction	This Cloud Computing: An Introduction online training course introduces learners to the exciting world of cloud computing and will learn to define cloud computing. The learner will explore how cloud computing evolved, describe how businesses can benefit from cloud computing, draw attention to the risks of cloud computing, and conclude with the practicalities of its implementation.	$69.00	16544EN	1	1.5
Business	P5881EN	Communicating as a Team	This Communicating as a Team online training course is designed for all employees working within a team. Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques.	$39.00	12496EN	0.75	1

Information subject to change

Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Business	P5872EN	Communicating at Work	This Communicating at Work online training course is designed for supervisors and employees. This course explores the fundamentals of both interpersonal and organizational communications, it also provides a solid grounding in business ethics. This course goes into depth about how your success in the new workplace depends on excellent communication skills.	$39.00	12578EN	0.5	1
Business	P5857EN	Communicating Cross Culturally	This Communicating Cross Culturally online training course is designed for employees in the workplace. The workplace has changed dramatically in the past few decades. These changes have brought people from diverse cultures together and created workplace communication difficulties. This course provides a broad overview of problems and solutions for cross-cultural workplace communication.	$39.00	12557EN	1	1
Business	P5875EN	Communicating Interpersonally	This Communicating Interpersonally online training course is designed to help you learn to communicate effectively and how to practice perfecting and mastering these skills. This course will discuss how to improve your interpersonal communication skills, how to avoid adversarial situations, and how to communicate more effectively with managers and co-workers.	$39.00	12575EN	1	1
Business	P5873EN	Communicating Negative Messages	This Communicating Negative Messages online training course is designed for employees, employers, and business communicators. This course outlines strategies for presenting negative messages both inside and outside an organization and explores tactful, effective strategies for communicating bad or unwelcome news to others. You will learn strategies for presenting negative messages both inside and outside an organization.	$39.00	12555EN	0.75	1
Business	P5876EN	Communicating Non Verbally	This Communicating Non Verbally online training course is designed for all employees and explores how the signals projected through body language impacts the message you deliver. This course provides an introduction to the meaning of signals projected through body language. By learning the techniques presented in this course, and developing your communication skills, you can become a more effective communicator.	$39.00	12495EN	0.75	1
Business	P5878EN	Communicating Persuasively	This Communicating Persuasively online training course is designed for all levels of employees – including sales and marketing staff. This course presents techniques in the art of persuading others. It shows you how to use the 3-x-3 writing plan to organize and compose persuasive internal messages, sales messages, news releases, claims and adjustments, and action requests.	$39.00	12499EN	1	1
Business	P5879EN	Communicating Proactively	This Communicating Proactively online training course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models include the explanation model, the agreement model, and the closure model. Through these three models, you will learn how will how to become a stronger, more positive communicator.	$39.00	12579EN	1	1
Business	P5880EN	Communicating Reactively	This Communicating Reactively online training course discusses techniques to use when communicating with someone who questions what you are saying, or doubts that the information you are providing is correct. In this course, you will learn to use non-confrontational methods to clarify information and how to participate in constructive, positive communication.	$39.00	12580EN	1	1
Business	P5910EN	Communication Basics	This Communication Basics online training course is designed for employees, employers, and business communicators and explores the communication process and how you can send clear and consistent messages. This course will introduce you to the basics of effective communication so you can be on your way to having greater confidence in your ability to make sure that your messages are understood.	$39.00	12540EN	1	1
Business	P2384EN	Compensation and Benefits Planning for Small Business [US]	In this Compensation and Benefits Planning for Small Business online training course, we will review four key aspects of an effective compensation plan: salary administration, pay equity, compensation strategies, and benefits. Your compensation system is a critical part of your overall business strategy. It has a direct impact on your ability to attract and retain employees, as well as on your organizational culture.	$59.00	14418EN	1	

Information subject to change

Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Business	P4259EN	Conflict Management	This Conflict Management online training course is designed for employers, managers, and supervisors. This course will help you understand the difference between good or "functional" conflict and bad or "dysfunctional" conflict and provide a useful model of conflict development that can be used to diagnose and treat conflicts in the workplace.	$49.00	12556EN	1	1
Business	P4565EN	Coping with Change	This Coping with Change online training course is designed for all employees and explores the cause and effects of organizational change and how to manage challenges in the process. This course will give you an understanding of the process of change and the typical responses to it, you will be able to use proven techniques and strategies to decrease the stress of change.	$15.00	10798EN	0.5	0.5
Business	P5968EN	Delegating I & II	In Delegating I online training course, we will explore the fundamentals and guideline of delegating. In Delegating II online training course we will recommend strategies that you can use to delegate effectively. It will also explore ways to handle delegated tasks that get stalled and celebrate ones that are successfully completed.	$49.00	12941EN 12942EN	1	
Business	P5858EN	Delegation	This Delegating online training course is designed for employees leading teams, supervisors and managers. Delegation is an integral part of employee development, product improvement, and workload management. When done correctly, it can make your job easier and your subordinates' jobs more fun. By using just a few key tips and strategies, you can make it a win-win situation.	$39.00	40535EN	1	1.5
Business	P5940EN	Delivering Effective Feedback	This Delivering Effective Feedback online training course was designed for employees seeking to grow in a management role and managers who want to develop their leadership skills. This course will provide you with strategies to give effective feedback that serves as a tool to enhance performance and morale within the company.	$39.00	12541EN	1	1
Business	P5917EN	Developing A Strong Leadership Team	This Developing A Strong Leadership Team online training course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. This provides practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities.	$39.00	12695EN	1	1
Business	P3197EN	Effective Leadership	In this Effective Leadership online training course, you will have an opportunity to explore essential leadership skills. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. This course will teach you the skills of effective leadership, how to motivate employees, overcoming negativity and how to coach employees.	$39.00	12918EN	0.5	
Business	P3261EN	Email Etiquette	This Email Etiquette online training course is designed for all employees and explores the best practices for using email effectively and efficiently and presents five principles of good communication that will improve the quality of your email and ensure that your messages have the desired effect. Learn how to format an email; strategies for managing email; and how to apply the principles of good communication to email.	$69.00	10186EN	1	1.5
Business	P2844EN	Employee Share Ownership Plans for Owners	This Employee Share Ownership Plans for Owners online training course gives a fundamental level of understanding as to why ESOPs are being adopted by successful business enterprises. This course takes learners through an interactive journey of explaining what is an ESOP, why an owner should consider establishing an ESOP, how an owner can begin a path towards ESOP implementation, and who is a good ESOP candidate.	$59.00	16991EN	1	
Business	P0243EN	Empowering Your People	In this Empowering Your People online training course, you will examine the process of motivating and working with people that you lead and building relationships with the people you lead. This course will discuss the use of motivation to inspire in the workplace, how to identify techniques for working with people and how to understand how to use incentives and discipline.	$39.00	10097EN	0.5	
Business Information subject to change	P5874EN	Enhancing Your Speaking Skills	This Enhancing Your Speaking Skills online training course is designed for anyone who needs to improve public speaking and oral presentation skills. This course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods.	$39.00	12497EN	1	1

Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Business	P2872EN	Fundamentals of Ownership Thinking	The Fundamentals of Ownership Thinking online training course will explain the importance of ending cultures of workplace 'entitlement' while taking the learner through the exciting and revolutionary Ownership Thinking methodology. This course will explore will basic financials to your employees, the basics of the Ownership Thinking Model, and how to identify Key Performance Indicators.	$59.00	16990EN	0.83	
Business	P2087EN	Health and Safety for Small Business [US]	This Health and Safety for Small Business online training course introduces owners and managers to the types of health and safety problems that can occur in small businesses and gives practical information and tips regarding strategies to identify hazards and manage risks, identify the health and safety responsibilities of employers and identify key components of an effective health and safety program.	$59.00	12700EN	0.75	
Business	P4569EN	Introduction to Emotional Intelligence	This Introduction to Emotional Intelligence online training course will give you an overview of EI and strategies to improve your own emotional intelligence. Emotional Intelligence is defined as the ability to recognize and manage emotions, both in ourselves and in others. Many people believe that EI is as important as IQ as an indicator of success in life and in the workplace.	$89.00	40133EN	0.5	1
Business	P1219EN	Leadership for the Future	This online Leadership for the Future training course is a five-part program designed to help you develop the skills and attitudes you need to take an efficient and effective leadership role in your organization. The program will lead you through the process of becoming an effective leader in an organization, including ideas for personal development, the creation and implementation of vision, and working with people.	$69.00	41382EN	2.5	4
Business	P0375EN	Leading Your Resources	This Leading Your Resources online training course is designed for all leaders in an organization or anyone seeking a leadership role. Leading people involves more than a vision and the ability to communicate is also a strategic activity. This course looks at the strategic aspects of leading people and will explore the skills you need to lead and motivate your human resources and skills for talent mining and team building.	$39.00	10096EN	0.5	
Business	P0408EN	Managing a Remote Workforce	This Managing a Remote Workforce online training course explores the challenges of managing a remote workforce and outlines strategies that managers can use to keep their teams engaged and productive. In times of crisis, employees are sometimes required to work from home. The transition from the traditional workplace to a remote environment is not easy.	$15.00	40894EN	0.5	
Business	P4566EN	Managing Change	This Managing Change online training course is designed for supervisors, managers, and all employees tasked with managing change. This course outlines the skills required to manage organizational change and prepare for it. Once these management processes are set, you can continue to reinforce the change so that it becomes commonplace and part of the organization's culture.	$39.00	10799EN	0.5	0.5
Business	P5859EN	Meeting Effectiveness	This Meeting Effectiveness online training course is designed for all employees and supervisors. Meeting Effectiveness teaches the skills needed to lead and participate in meetings effectively and efficiently. By applying the key skills in this course, you will find that meetings become more effective, more enjoyable, and less time consuming.	$39.00	12493EN	0.5	1
Business	P4285EN	Operations Management	Operations Management is concerned with the work an organization must do to satisfy its customers. This Operations Management online training course comprehensive series was designed for operations managers and will advise management consultants on current practices in operations management, as well as go into detail regarding best practices within the industry.	$99.00	18593EN	4	
Business	P3260EN	Presentations That Work	This Presentations That Work online training course includes techniques to help you determine what the audience wants and needs, methods to gauge their needs and a structure for organizing and formatting a good presentation. This course will include worksheets and checklists to help you plan and present your remarks for the most impact.	$69.00	18066EN	1	1.5
Business Information subject to change	P0551EN	Presentations That Work in a Virtual Environment	This online Presentations That Work in a Virtual Environment training course includes tools and techniques to help you determine what the virtual audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation. You will learn that for virtual presentations, the preparation is actually similar to traditional live presentations.	$69.00	41069EN	1.25	1.5

Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Business	P5113EN	Problem Solving and Decision Making	This Problem Solving and Decision Making online training course was designed for all employees and is a six module course. These courses will help you learn about problem solving in the workplace, problem solving 5 steps, work process basics, individual leadership power, developing a strong leadership team, and team problem solving.	$49.00	12552EN 12553EN 12554EN 12491EN 12695EN 12562EN	5	
Business	P5112EN	Project Management	This Project Management online training course is designed for project managers and employees involved in the project management process. Basic knowledge of project management can provide value to people and the organization's stakeholders. The four modules in this course will help you have a better understanding of the fundamentals of project management and improve your skills.	$79.00	41245EN	2.75	1
Business	P0350EN	Project Management: Getting Ready	This Project Management: Getting Ready online training course is designed for project managers and employees involved in the project management process. You will learn how to divide a project into several project phases to better control project deliverables. The course covers topics including the project life cycle (PLC), organizational support structures, and the key organizational influences that can affect a project.	$39.00	12494EN	1	
Business	P0139EN	Project Management: Goals and Stakeholders	This Project Management: Goals and Stakeholders online training course is designed for project managers and employees involved in the project management process. This course will help you establish a meaningful and attainable mission statement and project objectives, manage stakeholders' expectations, and conduct project feasibility assessments throughout the project life cycle. Understanding the role and motivation of individual project stakeholders will assist the project team in developing a mission statement that is not only meaningful but also attainable.	$39.00	12560EN	1	
Business	P4526EN	Project Management: The Basics	This Basics of Project Management online training course is designed for employees involved in the project management process. Get a better understanding of a project manager's overall role and responsibilities which include the successful initiation, planning, design, execution, monitoring, controlling, and closure of a project.	$39.00	12492EN	0.75	
Business	P0140EN	Project Risk Management	This Project Risk Management online training course is designed for project managers and employees who manage projects.
Project managers must manage the elements of risk in the project, as well as the project itself. This course will provide project managers with the information they need to identify and manage project risks.	$39.00	12340EN	0.5	
Business	P5877EN	Report Organization and Presentation	This Report Organization and Presentation online training course is designed for anyone who wishes to improve their business report writing skills.

You will learn techniques to simplify, summarize and classify collected data, draw conclusions from that data, make specific suggestions for actions, and finally prepare report with easy to read graphics. | $39.00 | 12498EN | 0.75 | 1 |
| Business | P4281EN | Risk Management and Your Organization | This Risk Management and Your Organization online training course provide your organization's employees and stakeholders with a thorough understanding of the Risk Management Policy. In conducting their operations and executing their strategies, organizations face a number of risks. This online course provides learners with a thorough understanding of how to develop and implement a risk management policy. | $49.00 | 18553EN | 0.83 | |

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Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Business	P2521EN	Social Media Marketing	In this Social Media Marketing online training course, we will discuss Social Media and the role of Social Media Marketing; we will identify commonly-used Social Media platforms and explain the significance of each in a marketing context, and we will discuss the various aspects of developing a Social Media Marketing plan.	$15.00	14661EN	0.5	1
Business	P3259EN	Succeed as a Supervisor	This Succeed as a Supervisor online training course details the most important elements of successful supervision, with attention to both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow.	$69.00	18065EN	1	1.5
Business	P1833EN	Succession Planning	This Succession Planning online training course is designed for small business owners. Developing your succession plan is a process that requires you to make many decisions, some of them complex. The earlier you start this process, the more successful it will be. The three modules in this course will help you think about your exit strategy, initiate the process of valuing your business, and discover how to get the most for your business when the time comes.	$99.00	11511EN	2.5	2.5
Business	P0500EN	Supply Chain Management Basics	This Supply Chain Management Basics online training course is designed to provide an overview of supply chain management for managers and employees involved in producing, warehousing, transporting, and selling products. Learners will gain an understanding of the essential considerations for developing and managing a supply chain, the key processes in managing today's supply chains and the capabilities of Supply Chain Event Management tools.	$39.00	41028EN	0.5	
Business	P5870EN	Telephone Techniques	This Telephone Techniques online training course is designed for Business/Sales employees. This Telephone Techniques online training course explores how to establish effective telephone behaviors, improve your telephone efficiency, telephone technologies and how to deal with upset customers. Conversations with customers, suppliers, and colleagues are key opportunities to build positive relationships.	$39.00	12571EN	1	
Business	P4273EN	Time Management	This Time Management online training course is designed for anyone wishing to manage their time more efficiently. This course addresses the nuts and bolts of time management and includes tools for setting goals, keeping logs, and planning your time. It includes methods for identifying low pay-off activities and timewasters, along with suggestions for getting rid of them.	$15.00	12567EN	0.75	2
Business	P4274EN	Time Management - Strategies for Success	This Time Management – Strategies for Success online training course is designed for all employees and explores the most effective way to manage one's time. Time and energy are two valuable resources. This course will give you the tools to evaluate your energy spend and improve your time management skills.	$49.00	10890EN	0.66	2
Business	P4283EN	Time Management for Employees	This Time Management for Employees online training course is designed for employees who want to use their time more effectively to become more productive. This course will teach you tools and techniques to change the way you do things and make time to do all the things you need to do without adding stress.	$49.00	12523EN	1	2
Business	P5908EN	Using Leadership Basics	This Using Leadership Basics online training course will provide the fundamental skills for leading a group: defining the task, establishing a vision, gaining commitment, and building relationships. This course guides you on how and when to use various leadership styles and gives smart techniques to help leaders direct the efforts of others.	$39.00	12532EN	1	1
Business	P0410EN	Working from Home Effectively	This Working from Home Effectively online training course is designed for all remote workers and addresses the challenges and advantages of working remotely and offers tools to make it most effective. Many of us are working from home and trying to do it effectively, and this course offers tools to enhance productivity.	$15.00	40896EN	0.5	
Business	P5502EN	Writing Effective Emails	This Writing Effective Emails online training course is designed for employees and employers in any industry. A properly formatted and well-written email will ensure what you write is easily understood and will reflect favorably on you and your company. This course will outline the advantages and challenges of email, correct grammar and formatting and the importance of the active voice in emails.	$49.00	11309EN	1	
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Compliance	P1942EN	Americans with Disabilities Act	This Americans with Disabilities Act online training course explains the ADA in simple, understandable terms. It uses examples from news headlines to emphasize the importance of ADA compliance, and it reinforces these messages with realistic quiz scenarios presented at the end of the course. This course will help you recognize situations at work that raise ADA issues and will assist you in dealing with the issues effectively.	$27.00	14905EN	1	1.5
Compliance	P1944EN	Avoiding Insider Trading	This Avoiding Insider Trading online training course is designed to help you understand the law and avoid the serious criminal penalties, fines, and civil lawsuits that can result if you trade in a company's stock based on confidential information. This course provides an overview of the law regarding Insider Trading.	$27.00	15579EN	0.83	1.5
Compliance	P3539EN	California Consumer Privacy Legislation	This California Consumer Privacy Legislation online training course is designed for employees of companies that do business in California and collect, sell or share consumers' personal information. California has the most stringent privacy legislation of any U.S. state. The course outlines the key provisions of the California Consumer Privacy Act (CCPA) and the Consumer Privacy Rights Act (CPRA).	$39.00	41359EN	1	
Compliance	P0686EN	Clean Desk Policy	This Clean Desk Policy online training course is designed for office employees and those working in public areas. The purposes of a clean desk policy are to ensure the security of sensitive and confidential information, to increase physical security, and to improve efficiency at work. Learn what employees need to do to comply with a clean desk policy.	$40.00	41227EN	0.25	
Compliance	P1946EN	Code of Conduct [US]	This Code of Conduct online training course provides a model Code of Conduct that explains the most important parts of the Code. A company that already has a Code in place can customize and use this course to communicate that policy to its employees and for a company that has not yet implemented a Code, this course provides a turn-key solution that can be put in place quickly.	$27.00	14906EN	0.5	1
Compliance	P3554EN	Colorado Consumer Data Privacy Legislation	This Colorado Consumer Data Privacy Legislation online training course is designed for employees of companies that do business in Colorado and collect and sell consumers' personal information. This course will outline the key provisions of the CPA, underscore the privacy rights provided to Colorado consumers and review the implications for organizations that do business in Colorado and with Colorado residents.	$39.00	41375EN	0.5	
Compliance	P4536EN	Combating Human Trafficking	This Combating Human Trafficking online training course will discuss human trafficking, the risks it creates, and the steps you can take to combat it at your organization. Human trafficking is a global issue and needs to be a concern for businesses and organizations. Increasingly, businesses are being asked by governments, customers, and the public to take steps to combat human trafficking.	$39.00	40024EN	0.75	
Compliance	P1947EN	Conflicts of Interest	This Conflicts of Interest online training course was designed for all employees. This course explains what is conflict of interest, how to deal with conflict of interest situations, and how to avoid them. The objective of this course is to help you deal with similar situations that you encounter in the workplace.	$27.00	14907EN	0.5	1.5
Compliance	P1952EN	Crisis Management and Emergency Response Planning	This Crisis Management and Emergency Response Planning online training course is intended to help you recognize and deal with crises that can occur that affect companies and their employees. This course will address the key components of crisis management and emergency response planning and how they apply to all full-time and part-time employees, including managers, supervisory and non-supervisory personnel.	$49.00	14294EN	1.25	
Compliance	P2629EN	Drug Free Workplace	This Drug Free Workplace online training course contains a clear and unequivocal Drug-Free Workplace Policy for maintaining a workplace free of illegal drugs and alcohol. This course will address how to implement a drug-free policy in the workplace, how to define substance abuse testing, how to identify violations, and how to define a drug-free workplace.	$27.00	14359EN	0.5	1
Compliance Information subject to change	P0510EN	Equal Employment Opportunity and Affirmative Action	The Equal Employment Opportunity and Affirmative Action online training course was designed for senior management, human resources managers, and supervisors. This course will give you an introduction to Equal Employment Opportunity and Affirmative Action (EEO/AA) and present employment practices that will help you comply with the EEO/AA requirements.	$39.00	41053EN	0.75	1.5

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Compliance	P1962EN	Foreign Corrupt Practices Act	This Foreign Corrupt Practices Act online training course will help you understand the scope and purpose of the Foreign Corrupt Practices (FCPA's) key provisions and includes real-life newscasts of incidents that showcase the material in this course. In this course, you will also learn to recognize red flags and deal with them properly.	$27.00	12954EN	1	1.5
Compliance	P2357EN	Gramm-Leach-Bliley Act Overview	The information in this Gramm-Leach-Bliley Act Overview online training course is based on the key privacy concepts, terms, rules, and requirements of the Gramm-Leach-Bliley Act (GLBA). This course provides an overview of the fundamentals of privacy regarding the use of personal information that is obtained by a financial institution from consumers and customers.	$27.00	40655EN	0.5	
Compliance	P0684EN	Ground Disturbance Awareness	This Ground Disturbance Awareness online training course is designed for employees of pipeline companies and other utilities who undertake ground disturbance activities. Hitting existing buried facilities can cause a host of problems, in this course, you will learn how ground disturbance projects can be undertaken safely and efficiently, without damaging existing infrastructure.	$29.00	41223EN	0.75	
Compliance	P3538EN	Ground Disturbance Level II	This Ground Disturbance Level II online training course is designed for supervisors in the pipeline and other utility companies, as well as in companies that undertake ground disturbance activities. Striking existing buried facilities can cause a number of problems. Learn how ground disturbance projects can be undertaken safely and efficiently, without damaging existing infrastructure.	$69.00	41349EN	1.25	
Compliance	P3545EN	Harassment Prevention Training [Connecticut]	This Harassment Prevention Training [Connecticut] online training course is designed for all Connecticut employers and employees (including supervisors). Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees, and society at large. This training will give employers, supervisors, and employees in Connecticut a greater understanding of harassment and illegal discrimination, how they can be prevented, and the processes to follow when a complaint is made.	$15.00	41351EN	2	
Compliance	P3546EN	Harassment Prevention Training [New York]	This Harassment Prevention Training [NY] online training course is designed for all New York employers and employees (including supervisors). Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees, and society at large. This training will give employers, supervisors, and employees in New York a greater understanding of harassment and illegal discrimination, how they can be prevented, and the processes to follow when a complaint is made.	$15.00	41352EN	1.25	2
Compliance	P3541EN	Harassment Prevention Training for Employees [California] (SB1343)	This Harassment Prevention Training for Employees [California] (SB1343) online training course is designed for all employees in California. Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees, and society at large. This training will give employees in California a greater understanding of harassment and illegal discrimination, how they can be prevented, and the processes to follow when a complaint is made.	$15.00	41334EN	1	2
Compliance	P4088EN	Harassment Prevention Training for Employees [Chicago Illinois]	This Harassment Prevention Training for Employees [Chicago Illinois] online training course is designed for all employees in Chicago. Municipal laws concerning harassment, especially sexual harassment prevention, in the City of Chicago are more stringent than Federal and Illinois laws. As an employee working in Chicago, an understanding of the Chicago Human Rights Ordinance will benefit you greatly. This course will also give you an understanding of how to prevent harassment, what to do in case you're a victim of harassment, who is liable and what remedies are available to you.	$15.00	41424EN	1	
Compliance	P3543EN	Harassment Prevention Training for Employees [US]	This Harassment Prevention Training for Employees [US] online training course is designed for all employees in the US. Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees, and society at large. This training will give employees a greater understanding of harassment and illegal discrimination, how they can be prevented, and processes to follow when a complaint is made.	$15.00	41336EN	1	1.5

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Compliance	P3542EN	Harassment Prevention Training for Supervisors [California] (AB1825)	This Harassment Prevention Training for Supervisors [California] (AB1825) online training course is designed for supervisory employees and employers in California. Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees, and society at large. This training will give employers and supervisors in California a greater understanding of harassment and illegal discrimination, how they can be prevented, and the processes to follow when a complaint is made.	$15.00	41300EN	2	4
Compliance	P4087EN	Harassment Prevention Training for Supervisors [Chicago Illinois]	This Harassment Prevention Training for Supervisors [Chicago Illinois] online training course is designed for supervisors, managerial-level employees, and employers in Chicago, Illinois. Harassment and illegal discrimination are not only based on sex. They can manifest in nuanced ways and this training will create awareness around abusive conduct that can lead to cases of harassment, illegal discrimination, and even retaliation and how to prevent them.	$15.00	41423EN	2	
Compliance	P3544EN	Harassment Prevention Training for Supervisors [US]	This Harassment Prevention Training for Supervisors [US] online training course is designed for all supervisory employees and employers in the US. Sexual harassment and other forms of illegal discrimination are damaging to organizations, employees, and society at large. This training will give employers and supervisors a greater understanding of harassment and illegal discrimination, how they can be prevented, and the processes to follow when a complaint is made.	$15.00	41335EN	2	2
Compliance	P4248EN	Information Security	This Information Security online training course will identify the safeguards needed to ensure the confidentiality, integrity, and security of the information that employees work with. Organizations are increasingly concerned about the security of electronic information. This course will introduce key concepts and terms, identify security threats, and outline best practices for information protection.	$49.00	19377EN	1	1.5
Compliance	P3061EN	Leaves of Absence [California]	This four-part Lifecycle of a Leave of Absence online training course series will explore different leaves of absence in California compliance; Pregnancy, Medical, Family, Military, and other leaves. Using a 'cast of characters,' you will encounter the twists and turns all parties deal with as they navigate through various absences from work.	$95.00	17799EN 17800EN 17801EN 17802EN	4.25	
Compliance	P1971EN	Managing Workplace Stress	This Managing Workplace Stress online training course is designed for all employees and supervisors. This course covers topics including job stress, dealing with burnout and prevention tools, avoiding unnecessary stress and facts about stress. Learners will find tools to create a healthier workplace and a more peaceful outlook.	$39.00	12987EN	1	2
Compliance	P4382EN	PCI Compliance for Retail and Service Industries	This PCI Compliance for Retail and Service Industries online training course is designed for retail and service industry business owners, IT managers and security managers. Most financial transactions are done by either debit or credit card. All of these transactions involve some level of electronic data transfer and storage, which creates opportunities for cyberthieves. This course provides an overview of what companies that handle credit card payments need to do to comply with the Payment Card Industry Data Security Standard (PCI DSS).	$29.00	41492EN	1	
Compliance	P1973EN	Preventing Workplace Violence	This Preventing Workplace Violence online training course provides information on why workplace violence occurs and how it can be prevented. Topics covered in this course include types of workplace violence, examples of prohibited conduct, tips on how to prevent workplace violence, tips on how to deal with irate customers and how to identify danger, the importance of reporting, domestic violence, and how it affects the workplace.	$39.00	12988EN	0.83	1
Compliance	P1975EN	Quality Communications	This Quality Communications online training course provides information on how you can improve your workplace communications. This course will cover, the importance of knowing your audience and understanding the law, recognizing your limits in communication, the importance of saying what you mean and using facts in communications, managing closure with clients, and the importance of record retention.	$39.00	12989EN	0.83	

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Compliance	P1976EN	Questionable Interview Questions	This Questionable Interview Questions online training course presents learners with tips on how to avoid asking problematic interview questions. This course covers topics such as the importance of being aware of laws, focusing on applicant qualifications during interviews, recognizing and avoiding irrelevant questions, avoiding eliciting information and tips from the Equal Employment Opportunity Commission.	$39.00	12990EN	0.5	
Compliance	P1981EN	Sarbanes-Oxley Act Primer	This Sarbanes-Oxley Act Primer online training course summarizes the Sarbanes-Oxley Act and describes the important new obligations and impacts it imposes — particularly for the senior management of public companies, these include; new obligations on corporate officers and directors, and increase the scope and severity of the penalties that may be imposed on public companies and their officers and auditors for violations of federal securities laws.	$27.00	15588EN	0.83	
Compliance	P2888EN	Security Awareness	This Security Awareness online training course will introduce key concepts in security, and provide you with a basic understanding of the security function. This course will outline the five primary responsibilities of the security function, and review common security-related events, including crimes involving security. This course will also look at the monetary and non-monetary costs of crime.	$27.00	15536EN	0.5	1.5
Compliance	P3060EN	Supervisor's Guide to Meals, Rests, Wages and Hours Worked [California]	The laws governing meal and rest breaks, wages and hours worked can be quite complex, especially for California employers. This Supervisor's Guide to Meals, Rests, Wages and Hours Worked online training course is a basic guide to meal breaks, rest breaks, wages and hours worked for supervisors in California. The goal of this course is to raise your awareness of this important area of employment law.	$20.00	17803EN	1	
Compliance	P0252EN	Supervisory Law - California	This Supervisory Law-California online training course will cover the basics of each area of employment law. The laws governing employment are very complex. The objective of this course is to raise awareness among members at the leadership level so that they are "sensitive" to issues that pose potentially litigious repercussions.	$35.00	18509EN	1	
Compliance	P0253EN	Supervisory Law [US]	This Supervisory Law online training course will cover the basics of each area of employment law. The laws governing employment are very complex. The laws governing employment are very complex. The objective of this course is to raise awareness among members at the leadership level so that they are "sensitive" to issues that pose potentially litigious repercussions.	$35.00	18551EN	1.25	
Compliance	P1986EN	Unfair Competition	This Unfair Competition online training course will help you recognize situations presenting unfair competition issues and how to deal with them properly. This course will explain the purpose of unfair competition laws, identify the categories, explain the difference between infringements and misrepresentation and discuss remedies available for acts of unfair competition.	$27.00	12953EN	1	
Compliance	P3553EN	Virginia Consumer Data Privacy Legislation	This Virginia Consumer Data Privacy Legislation online training course is designed for employees of companies that do business in Virginia and collect and sell consumers' personal information. This course will outline the key provisions of the CDPA, underscore the privacy rights provided to Virginia consumers, and review the implications for organizations that do business in Virginia and with Virginia residents.	$39.00	41374EN	0.5	
Compliance	P1987EN	Whistleblowing	This Whistleblowing online training course was developed to help you understand the False Claims Act (FCA), its administrative remedies, and federal whistleblower protection laws. The FCA is a federal law to encourage individuals to sue on the government's behalf for fraud. The course covers the basics of the law and what you can do to stop defrauders in their tracks.	$27.00	12952EN	1	
Compliance	P4246EN	Workstation Security	Employees have an important role to play in protecting the organization's assets. Keeping individual work areas secure is a key aspect of this responsibility. This Workstation Security online training course will provide an explanation of why workstation security is important and will review best practices for workstation security for individual employees.	$39.00	18539EN	0.5	
Customer Service, Marketing & Sales	P3192EN	Basics of Market Research	In this Basics of Market Research online training course, we will explain what market research is, review the market research process, and discuss the internal and external factors that influence success in a new market. Whether you are starting a new venture or looking to expand an existing business, sound information about your market is critical for success.	$39.00	17765EN	0.5	0.5

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Customer Service, Marketing & Sales	P5971EN	Creating Valuable Customer Relationships	This Creating Valuable Customer Relationships online training course is designed for business owners, managers, and anyone else seeking information about creating valuable customer relationships. This course explores creating valuable customer relationships and will help you discover the advantages to you and your customers of reaching out to each other and communicating openly.	$39.00	11305EN	0.75	1
Customer Service, Marketing & Sales	P0377EN	Creating Winning First Impressions	This Creating Winning First Impressions online training course is designed for business owners, managers, and anyone else seeking information about creating a winning first impression. This course explores first impressions and the impact that they have on client communications, the non-verbal and verbal factors that influence first impressions, and explores barriers to good communication.	$39.00	11304EN	1	
Customer Service, Marketing & Sales	P0293EN	Customer First Series (11 modules)	In this Customer First Series online training course, you will examine issues such as rapport and trust, and identify what clients want in terms of communication. You will learn some techniques for establishing trust and eliminating negative messages from your communication, both of which will have a significant impact on your client relations.	$99.00	18952EN	11	11
Customer Service, Marketing & Sales	P4331EN	Customer Loyalty Improvement	This Customer Loyalty Improvement online training course is designed for all employees. This course explores how to retain customers in the long term by focusing on meeting and exceeding their expectations. Through the knowledge and tips offered in this course, you will be able to create a loyal customer base for your organization, keeping you competitive in the long run.	$39.00	11010EN	0.75	
Customer Service, Marketing & Sales	P0468EN	Customer Service Excellence	This Customer Service Excellence online training course will teach you new ways to provide excellent quality customer service, how to deal with customers in difficult situations, help you build a comfortable environment for customers and co-workers, establish positive lines of communication, and feel more confident about yourself and your abilities.	$39.00	18264EN	5	
Customer Service, Marketing & Sales	P0469EN	De-Escalating Confrontations Over Masks	This De-Escalating Confrontations Over Masks online training course will address why companies have mask policies in place, situations where customers should be allowed into your business without wearing masks, steps your company can take to address customers' objections, and methods for de-escalating a confrontation with an angry mask-refusing customer and bring about a positive outcome.	$15.00	40979EN	0.5	
Customer Service, Marketing & Sales	P5956EN	Developing Strong Customer Relationships	This Developing Strong Customer Relationships online training course is designed for employees, managers, and anyone else seeking information about strong customer service relationships. This course will help you to identify how to develop a customer-centered organization to provide consistent and extraordinary customer service. You will explore methods to create a customer-friendly workplace as well as to select approaches that can be used in handling difficult people and situations.	$39.00	11301EN	0.75	1
Customer Service, Marketing & Sales	P4637EN	Empowerment	In this Empowerment online training course, you will develop the ability to take responsibility and exercise authority in making fast decisions. This course will assist you in understanding how empowerment leads to better customer service, improve your decision making skills and identify how to create a culture of empowerment in your workplace.	$19.00	40277EN	1	
Customer Service, Marketing & Sales	P0651EN	First Impressions	This First Impressions online training course is designed for employees in the service industry. This course will help you better understand what comprises excellence in customer service and how to add value to your guest relationships. You will learn about the importance of first impressions and how to present actions and attitudes that result in exceptional interactions.	$39.00	10387EN	0.5	
Customer Service, Marketing & Sales	P0450EN	Fundamentals of Web-Based Marketing	In this three-part course, Fundamentals of Web-Based Marketing online training course we will discuss social media and how to develop an effective social media marketing plan. We will help you explore and refine your Internet strategy so that your website can become your most effective marketing tool. Lastly, we will review the basics of marketing and apply them to online business.	$39.00	40893EN	3	

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Customer Service, Marketing & Sales	P0451EN	Increasing Web Site Traffic	This Increasing Web Site Traffic online training course will help you explore and refine your Internet strategy so that your website can become your most effective marketing tool. We'll investigate ways you can improve communications with your customers and keep them coming back to your site. Finally, we'll consider ways to measure customer visit behavior.	$39.00	18262EN	0.5	
Customer Service, Marketing & Sales	P0452EN	Marketing and Customer Service	This Marketing and Customer Service online training course is designed for managers, business owners, and anyone seeking a career in marketing. This course examines the relationship between marketing and customer service. It explores the key steps in setting up an effective customer service program. The focus is on providing excellence through service to gain customer loyalty and increase sales.	$39.00	10307EN	1.25	
Customer Service, Marketing & Sales	P0238EN	Marketing Basics	This Marketing Basics online training course is designed for managers, business owners, and anyone seeking a career in marketing. Marketing is an important and key function in business and economic systems. This course will demonstrate the process and activities of marketing, how it is tied to consumer needs and the exchange of goods and services, and will explore various areas of marketing specialization.	$39.00	10248EN	0.25	
Customer Service, Marketing & Sales	P0453EN	Marketing Basics for Business Web Sites	In this Marketing Basics for Business Web Sites online training course, we will review the basics of marketing and apply them to online business. We will examine ways to identify your target market and create an effective web marketing strategy and cover key technical aspects of online marketing, including using banners and other methods of online promotion and improving your ranking in search engines.	$39.00	18263EN	0.5	
Customer Service, Marketing & Sales	P0454EN	Marketing Opportunities	This Marketing Opportunities online training course is designed for managers, business owners, and anyone seeking a career in marketing. This course explores the techniques used to identify new market opportunities to increase market share and increase sales. It examines three fundamental activities: identifying opportunities, conducting market research, and understanding consumer behavior.	$39.00	10249EN	0.5	
Customer Service, Marketing & Sales	P1199EN	New Business Development: Cold Calling	This New Business Development: Cold Calling online course is designed for all sales employees. This course is critical for the ongoing success of any business. Contacting prospective new customers ('prospects') on the phone is one of the most powerful ways to maintain this new business stream. This New Business Development: Cold Calling online training course examines these areas of difference and guides learners through the creation of a roadmap to successful new customer generation.	$79.00	16188EN	4	
Customer Service, Marketing & Sales	P4346EN	Online Customer Support	This Online Customer Support online training course was designed for customer support and customer service professionals. This course will explore how to provide effective and professional online customer service and support while interacting with customers in the following three mediums: live chat support, text message support, and email support.	$49.00	40159EN	0.5	1
Customer Service, Marketing & Sales	P5960EN	Providing Service Excellence	In this Providing Service Excellence online training course, we will look at the value of customer service and how to implement it in organizations. Customer service is a cornerstone of any business and every employee can make a difference. This course will cover the value of customer service, outline effective communication strategies, review handling customer complaints, and key to providing excellent service.	$39.00	19715EN	1	
Customer Service, Marketing & Sales	P1249EN	Sales Is Just Great Service!	This Sales is Just Great Service online training course is designed for Employees in banks, credit unions, and other financial institutions. This six-part course explores Sales and Customer Service and is designed to show employees how they can promote the success of the organization by expanding existing relationships with customers.	$59.00	10447EN	4	
Customer Service, Marketing & Sales	P1317EN	Sales Skills - Basic	This Sales Skills – Basic online training course is designed for the professional salesperson. This course will provide you with practical tips on identifying the features and benefits of your product and service, conducting a competitive analysis, preparing sales presentations, dealing with customers, handling objections and using customer feedback to improve your performance.	$89.00	12568EN 12685EN 12570EN 12683EN 12684EN 12686EN	5	

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Customer Service, Marketing & Sales	P5911EN	Sales: The Basics	This Sales: The Basics online training course is designed for sales team members. This course will provide you with practical tips on identifying the features and benefits of your product and service, conducting a competitive analysis, preparing sales presentations, dealing with customers, handling objections and using customer feedback to improve your performance.	$25.00	12568EN	0.5	
Customer Service, Marketing & Sales	P5914EN	Sales: Closing	This Sales: Closing online training course was designed for Sales Professionals. This course examines the issues related to preparing and setting the stage for a commitment to buy, looks at some of the reasons why this is such a tough step for many aspiring sales professionals and gives techniques and methods for making sure it happens.	$25.00	12686EN	0.5	
Customer Service, Marketing & Sales	P5936EN	Sales: Cold Calls	In this Sales: Cold Calls online training course, you will learn the strategies and tips to become more confident and competent in making cold calls. This course describes both the technical and the psychological techniques and methods to help you overcome apprehension and conduct a sales call that gets results.	$25.00	12685EN	1	
Customer Service, Marketing & Sales	P5941EN	Sales: Qualifying Prospects	This Sales: Qualifying Prospects online training course is designed for Sales Employees. This course explores techniques and methods that will help find and qualify prospects, how to pursue a prospect, how to determine where to invest your time for the best potential payoff and how to make a qualifying call.	$25.00	12570EN	1	
Customer Service, Marketing & Sales	P0283EN	Sales: Team Effectiveness	In this Sales: Team Effectiveness online training course, a sales force leader will learn how to get a sales team organized, motivated, and focused on results. This course will present suggestions and tools for creating a cohesive team, developing a high level of commitment to goals, and coaching sales professionals for improved performance.	$25.00	12683EN	1	
Customer Service, Marketing & Sales	P5948EN	Sales: Telephone Skills	This Sales: Telephone Skills online training course identifies the specific selling techniques and strategies that salespeople need to be effective over the phone. This course provides suggestions for relieving the anxiety of picking up the phone, checklists to make sure you are prepared for that all important conversation, and techniques for polishing your over-the-phone approach.	$25.00	12684EN	1	
Customer Service, Marketing & Sales	P0244EN	Selling Your Idea	This Selling Your Idea online training course includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs and a structure for organizing and formatting a good presentation. This course also deals with conquering the anxiety that often accompanies such assignments and presenting the most effective presentation.	$39.00	18049EN	1	
Customer Service, Marketing & Sales	P1032EN	Telepro Online - Complete Program	This TelePro® online training Program is essential for anyone who interacts with internal or external customers over the telephone. This comprehensive program offers twelve modules designed to develop the interpersonal skills of anyone who interacts with internal or external customers on the telephone. To be efficient and successful, professional service representatives must develop effective telephone skills.	$199.00	40653EN	12	
Customer Service, Marketing & Sales	P0455EN	The Marketing Mix	This Marketing Mix online training course is designed for managers, business owners, and anyone seeking a career in marketing. This course examines the strategies that organizations use to create the right balance of product, place, promotion, and price—the four Ps that make up the marketing mix. Devising the right marketing mix, will maximize profits.	$39.00	10308EN	0.5	
Customer Service, Marketing & Sales	P2736EN	Value of Brands	This Value of Brands online training course covers the many factors that contribute to the establishment of a successful brand. It explores the successful connections between business and consumer that a brand is able to enforce it examines the fundamentals of branding; you will become familiar with the basic characteristics.	$69.00	15592EN	1	2
Diversity and Inclusion	P4271EN	Diversity in the Workplace [US]	This Diversity in the Workplace online training course is designed for all employees, supervisors, and employers to raise awareness about demographic changes and the benefits of diverse teams in the workplace. This course teaches about the science of unconscious bias, how to recognize and resolve it and move toward an inclusive work culture.	$49.00	40471EN	1.75	1.5

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Diversity and Inclusion	P2900EN	Gender Identity	This Gender Identity online training course is designed for all employees. This course supports gender diversity, equity and inclusion in the workplace. This online course provides learners with a foundational knowledge of the gender spectrum, gender identity and expression, the impacts of inclusion and exclusion, and actionable steps to take in building an inclusive workplace. True workplace stories from different gender viewpoints are included (both from a transgender/non-binary employee and a cisgender woman). This course utilizes the latest technological advances for engagement including workplace practical application, quizzes, and expanded learning opportunities.	$69.00	41279EN	2	
Diversity and Inclusion	P0440EN	Let's Talk About Racism [US]	This Let's Talk About Racism online training course is designed for everyone. This course explores racism in today's society, racial discrimination, systemic racism, and how individuals, businesses and government can take actions to end racism. This course begins and continues the important conversations about race we all need to have.	$0.00	40948EN	1	
Diversity and Inclusion	P0463EN	Unconscious Bias	This Unconscious Bias online training course is designed for all employees, supervisors, and management. This course explains unconscious bias, the impact it has on the workplace, and the steps you can take to manage it and encourage diversity and inclusivity. With a better understanding of unconscious bias and where it comes from, you can take steps to resolve individual bias and make better choices and connections.	$49.00	40962EN	0.75	
Finance	P1600EN	Basic Business Finance (2 modules)	The Basic Business Finance online training course will explore the fundamentals of corporate finance. This course is a two-module program consisting of Basics of Business Finance and Shareholder Value Creation. These courses will give you an understanding of the basics of corporate finance and an organization's shareholder values and growth.	$49.00	12501EN 12502EN	1.83	
Finance	P2665EN	Basics of Budgeting	This Basics of Budgeting online training course will introduce you to the fundamentals of budgeting. This course addresses how changes in management techniques, the business environment, economies, and technology are reflected in the changes in budgeting, and how the basics of budgeting are important to any business, large or small.	$69.00	14662EN	1	2
Finance	P5962EN	Business Finance Basics	This Business Finance Basics online training course presents information about the fundamentals of corporate finance. This course will give you an understanding of the basics of corporate finance in easy-to-understand terms and appreciate more fully how your work activities can and do affect the financial health of your organization and business.	$39.00	12501EN	1	
Finance	P1621EN	Interpreting Financial Statements	This Interpreting Financial Statements online training course is a four-part course and is designed for business professionals from various industry sectors to learn how to use financial statements and to manage business finances. This course explores how to use financial statements, profit and loss statements cash flow statements, and manage your business finances.	$65.00	11174EN	4	
Finance	P4043EN	Strategic Management of Your Organization	This Strategic Management of Your Organization online training course provides an important tool for strategically managing an organization's performance. This course will show what is involved in implementing a balanced scorecard in an organization. The balanced scorecard seeks to ensure the proper execution of strategy and to balance an organization's current performance against the long-term health of the organization.	$99.00	18288EN	4	4.5
Finance	P1276EN	Understanding Financial Statements	This Understanding Financial Statements online training course is designed for all employees. It introduces information about the fundamentals of reading and understanding financial statements. It shows how various work activities can and do affect the financial health of an organization, and introduces concepts, examples, and knowledge that non-financially oriented decision makers should know.	$39.00	10006EN	0.75	
Health & Safety	P1342EN	Asbestos Awareness	This Asbestos Awareness online training course was designed for construction workers. In this course, you will learn about asbestos and its uses, as well as its health hazards and methods of exposure control in the workplace. We also examine the health concerns and how to evaluate exposure to asbestos.	$49.00	12262EN	0.5	
Health & Safety	P5429EN	Back Safety	This Back Safety online training course is designed for employees in all types of jobs, from a factory worker to an office worker. This course explains the physiology of the back and presents common types and causes of back injuries. It also describes injury prevention, safety practices, basic back exercises, and proper lifting techniques.	$29.00	12474EN	0.5	

Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Health & Safety	P0381EN	Backing Vehicles Safely	In this Backing Vehicles Safely online training course, you will learn safe backing techniques applicable to all types of vehicles, as well as best practices for specific types of vehicles and work situations. This course will explore the basics steps of backing up, summarize when a spotter should be used, and recognize a traffic control plan.	$29.00	40814EN	0.5	
Health & Safety	P4461EN	Bed Bug Awareness	This Bed Bug Awareness online training course is designed for employees of property management companies, public health agency employees and consumers. Bed bugs are a significant public health issue that cause a variety of negative physical health, mental health, and economic outcomes. In this course, you will learn about bed bugs, their behavior, how to avoid bringing them into your home, and how to get rid of them if you do have them.	$29.00	41596EN	0.75	
Health & Safety	P0492EN	Cannabis - Workplace Implications	This Cannabis - Workplace Implications online training course is designed for employers, employees, and organizations that have comprehensive workplace impairment policies in place are setting clear expectations and providing guidelines for employers, supervisors, and employees in a variety of situations. This course deals with impairment in general and impairment from cannabis in particular.	$25.00	40987EN	0.75	1
Health & Safety	P4661EN	Compressed Gases in the Workplace	This Compressed Gases in the Workplace online training course is designed for employees who use compressed gases in their work. Learn about the types and properties of compressed gases and cylinders, the hazards associated with them, the dos and don'ts of working with them, and the regulations, standards and codes associated with their safe use.	$29.00	41677EN	0.75	
Health & Safety	P1812EN	Conducting Safety Audits	This Conducting Safety Audits online training course is designed for employees and supervisors in industrial and commercial facilities. All types of facilities use safety audits to evaluate their efforts in keeping the workplace safe and to ensure that they are in compliance with Safety and Health legislation and company policies.	$29.00	12484EN	0.5	
Health & Safety	P0379EN	Conducting Workplace Inspections	This Conducting Workplace Inspections online training course will teach you how to plan and conduct efficient workplace inspections. The purpose of workplace inspections is to ensure that new and ongoing hazards are identified, that workers are kept safe and healthy, and to prevent incidents by identifying hazards and recommending corrective actions.	$29.00	40816EN	0.5	
Health & Safety	P0278EN	Earthquake Preparedness	This Earthquake Preparedness online training course is designed for everyone. Earthquakes can happen at any time of the year and occur without warning. Larger earthquakes may cause deaths, injuries, extensive property damage, and disruption of public services. This course will help you learn what you can do to prepare for earthquakes and stay safe when and after one occurs.	$0.00	40675EN	0.5	
Health & Safety	P1189EN	Electrical Hazards	This Electrical Hazards online training course is designed for workers who may come in contact with electrical hazards in the workplace but who are not formally qualified to work with electrical equipment. This course will help you recognize electrical hazards and how to protect yourself from the risk of electrocution in the workplace.	$29.00	10487EN	0.5	
Health & Safety	P4465EN	Emergency Response and Evacuation Planning	This Emergency Response and Evacuation Planning online training course is designed for employees with responsibilities for emergency response and health and safety. In this course, you will learn about the types of emergencies that may occur, what should be included in an emergency response plan, and how to ensure that all employees know what to do when an emergency occurs.	$29.00	41617EN	0.25	
Health & Safety	P1419EN	Everyday Ergonomics	This Everyday Ergonomics online training course is designed for employees, supervisors, managers, and employers. This course explores how Work-related Musculoskeletal Disorders (WMSDs) can be reduced or eliminated. Workers in many types of workplaces are vulnerable to ergonomic injuries. Learn how Work-related Musculoskeletal Disorders (WMSDs) can be reduced or eliminated.	$29.00	12267EN	0.75	1.5
Health & Safety Information subject to change	P1188EN	Fall Prevention and Fall Arrest	This Fall Prevention and Fall Arrest Awareness online training course is designed for Employers and workers in the construction and general industry where work at heights is performed. Fall prevention and fall protection measures can greatly reduce the risk of injury or death. This course describes the various fall prevention methods for working at heights.	$29.00	10486EN	0.5	

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Health & Safety	P4456EN	Federal Energy Regulatory Commission (FERC) – An Overview	This Federal Energy Regulatory Commission (FERC) – An Overview online training course is designed for employees of natural gas, oil, and electricity transmission companies; projects to build liquefied natural gas (LNG) terminals and interstate natural gas pipelines; and hydropower projects. In this course, you will learn about FERC's responsibilities and areas of activities, its Standards of Conduct for Transmission Providers, enforcement powers, and options for public participation in FERC proceedings.	$25.00	41600EN	0.75	
Health & Safety	P2084EN	First Aid Basics [US]	This First Aid Basics online training course has been developed to allow certified first aid attendants to refresh and update their basic first aid knowledge. This program is meant to supplement completed first aid training by providing a review of some of the critical information covered in a typical First Aid Course.	$69.00	18281EN	1.5	
Health & Safety	P4649EN	Flood Preparedness	This Flood Preparedness online training course is designed for employees in all industries. In this course, you will learn about the causes and effects of flooding, what can be done to prepare homes and businesses for floods, how to stay safe during a flood event, and the considerations for post-event recovery.	$29.00	41672EN	0.75	
Health & Safety	P0272EN	Forklift Safety	This Forklift Safety online training course will deal with how forklift incidents can be prevented, especially when employers and workers work together to improve safety and health at work. Forklifts offer a practical materials handling solution for many businesses, each year they continue to be associated with workplace deaths and injuries.	$29.00	40668EN	0.5	
Health & Safety	P0296EN	Hand Safety and Injury Prevention	This Hand Safety and Injury Prevention online training course was designed for workers in retail, construction, and industry. This course will review the different types of utility knives available, their uses, advantages, and disadvantages of each, how to maintain them, and how to work with them safely to avoid injuries to the hands and fingers.	$29.00	40726EN	0.25	
Health & Safety	P0271EN	Hazard Communication [US]	In this Hazard Communication online training course, we will describe the Hazard Communication Standard (HCS), how to effectively apply it at your work and how to protect yourself from those hazards. The HCS specifies what information chemical suppliers and employers must provide, as well as the training employers, must provide to their workers.	$49.00	40650EN	0.75	
Health & Safety	P0348EN	Hazardous Materials Transportation: 49 CFR Overview	This Hazardous Materials Transportation online training course will provide an overview of the responsibilities of hazmat employers and employees under Title 49 of the Code of Federal Regulations (49 CFR), Subchapter C, "Hazardous Materials Regulations", including classification, packaging, hazard communication requirements including shipping papers, marking, labeling and placarding, as well as incident reporting and security.	$49.00	40774EN	1.5	
Health & Safety	P4462EN	Health and Safety: The Business Case	This Health and Safety: The Business Case online training course is designed for business owners and senior managers. In this course, we will discuss the tangible and intangible benefits of providing a healthy and safe work environment, as well as the elements that make up a comprehensive health and safety program. Learn about the financial, legal, organizational, and reputational benefits of providing a healthy and safe work environment, as well as the elements that make up a comprehensive health and safety program.	$29.00	41587EN	0.5	
Health & Safety	P0346EN	Identifying Hazards and Assessing Risks	Every workplace has hazards and risks, some are minor, some are life- and property-threatening and many fall somewhere in between. This Identifying Hazards and Assessing Risks online training course will teach you to identify the hazards and assess risks in your workplace and learn to protect workers' safety and health by putting controls in place to reduce or eliminate hazards.	$29.00	40783EN	0.5	
Health & Safety	P1811EN	Incident Investigation	This Incident Investigation online training course is designed for employees who are members of the health and safety committee, health and safety representatives, supervisors, and managers. This course will help you understand how and why incidents in the workplace are investigated. It will also examine the process of Root Cause Analysis and present good safety practices that can help prevent incidents from occurring.	$29.00	12483EN	0.5	

Information subject to change

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Health & Safety	P1068EN	Ladder Safety	This Ladder Safety online training course is designed for employees in the workplace or anyone using a ladder. In this course, we will review features and safety tips for ladders in the workplace, set up and placement procedures, ladder inspection, and the role of the employee and the manager/supervisor in maintaining ladder safety.	$29.00	10482EN	0.25	
Health & Safety	P0270EN	Lockout/Tagout	This Lockout/Tagout online training course was designed for HR managers, safety managers and department/site managers, and supervisors in all industries. This course will describe the different types of energy sources, explain the general rules of lockout/ tagout procedures, and gives you the basic knowledge required to correctly and effectively complete lockout/ tagout procedures.	$29.00	40651EN	0.5	
Health & Safety	P0436EN	Machine Guarding	This Machine Guarding online training course provides an overview of the types of mechanical motions and actions that can be hazardous. This course will teach you how to assess their risks, recall the different types of machine guards and safeguarding devices and methods, and how to outline the legal requirements for safeguarding.	$29.00	40912EN	0.75	
Health & Safety	P0447EN	Managing Anxiety During a Pandemic	This Managing Anxiety During a Pandemic online training course examines the causes and symptoms of anxiety. It also explores strategies that can be used to manage and alleviate anxiety during times of uncertainty during a pandemic. In times like these, people have heightened levels of anxiety. They have so many questions to which there are no definite answers.	$15.00	40935EN	0.5	
Health & Safety	P1343EN	Manual Material Handling and Back Safety	This Manual Material Handling and Back Injuries online training course is designed for workers, supervisors, and managers. Manual material handling (MMH) involves the moving of material by hand through lifting, lowering, carrying, pushing, pulling, shoveling, or any combination of these actions. This course explores how the back works and discusses the causes and prevention of MMH injuries.	$29.00	12263EN	0.5	
Health & Safety	P0497EN	Mental Health Awareness	This Mental Health Awareness online training course is designed for employers, employees, and for general health and safety. This course will explore commonly diagnosed mental illnesses, causes and signs of mental health issues, misconceptions about mental health, stigma and its reduction, and workplace strategies to support and improve mental health.	$15.00	41019EN	0.5	
Health & Safety	P0458EN	Mold Awareness [US]	Mold can be a serious workplace issue and can be hazardous to our health. In this Mold Awareness online training course, we will describe what molds are, examine the health effects of mold exposure, review the duties of employers under current legislation concerning mold, and outline methods of mold prevention and control.	$49.00	40934EN	0.5	
Health & Safety	P4459EN	Occupational Cancer Awareness	This Occupational Cancer Awareness online training course is designed for employees in all industries. In this course, you will learn about the factors affecting the development of occupational cancers, sources of information about workplace carcinogens, responsibilities and methods for controlling exposures to carcinogens, and details about the most common occupational carcinogens.	$29.00	41597EN	1	
Health & Safety	P4047EN	Occupational Health and Safety Program Development	This Occupational Health and Safety Program Development online training course is designed for employers and owners of small and medium-sized businesses. Learn about developing an occupational health and safety (OHS) program - a plan of action that sets out the requirements and procedures to prevent situations that could cause injuries, occupational illnesses, or fatalities. Some type of program is required under occupational health and safety legislation in most Canadian jurisdictions and must include the elements required by the jurisdiction's legislation, at a minimum.	$49.00	41421EN	0.5	
Health & Safety	P0354EN	Office Ergonomics	This Office Ergonomics online training course is designed for all employees and supervisors. Workers in many types of workplaces are vulnerable to ergonomic injuries. Learn how Work-related Musculoskeletal Disorders (WMSDs) can be reduced or eliminated. In this course, you will learn about the ergonomic hazards and risks of office work and measures to control them.	$15.00	40791EN	0.5	

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Health & Safety	P1069EN	Office Safety	This Office Safety online training course is designed for employees working in an office. This course explores working in an office and how to manage common office hazards. This course will help you reduce the risk of workplace injury by discussing how to prevent common office hazards by following safety procedures.	$29.00	10483EN	0.5	1.5
Health & Safety	P4472EN	Opioids – Use and Misuse	This Opioids – Use and Misuse online training course is designed for employees in all industries. In this course, you will learn about: what opioids are; their uses and effects; opioid dependence, addiction and overdose; workplace concerns about opioids; and what employers can do to mitigate the effects of workplace opioid use and misuse.	$29.00	41641EN	0.75	
Health & Safety	P1070EN	Personal Protective Equipment (PPE)	This Personal Protective Equipment online training course is designed for Employers, supervisors, and workers in the construction and general industry. More than one-quarter of all disabling injuries involve the head, eyes, hands, or feet. Personal protective equipment, or PPE, is designed to protect you from those health and safety hazards that cannot practically be removed from your immediate work environment.	$29.00	10484EN	1	
Health & Safety	P3150EN	Pipeline Construction Safety Overview	This Pipeline Construction Safety Overview online training course is designed for workers involved in pipeline construction. Learn about the rights and responsibilities of everyone at the worksite, the steps in pipeline construction, the hazards of different types of pipeline construction work, and the ways to identify and minimize the associated risks.	$29.00	41332EN	2	
Health & Safety	P4492EN	Reasonable Suspicion of Impairment in the Workplace	This Reasonable Suspicion of Impairment in the Workplace online training course is designed for managers, supervisors, and employees in safety-sensitive industries such as construction, mining, transportation and aviation, and in safety-sensitive positions in all industries. Learn about the causes, symptoms and consequences of impairment, the value and content of a workplace impairment policy, the steps to take if you observe someone in the workplace who appears to be impaired, and options for drug testing.	$29.00	41661EN	0.5	
Health & Safety	P2859EN	Safe Driving [US]	This Safe Driving online training course is designed to assist drivers of all ages to understand many of the factors which can help ensure a safe driving experience in most circumstances. To help get your Safe Driving Program off to a great start, this course is primarily focused on skills you, the driver will need to become a successful and efficient driver.	$79.00	18277EN	2.5	
Health & Safety	P0282EN	Safety and Health Awareness [US]	This Safety and Health Awareness online training course outlines key health and safety rights and responsibilities of different groups in the workplace, helps you identify the types of workplace hazards, outlines protective measures that should be taken to ensure everyone in a workplace is safe and how you can participate in the health and safety of your workplace.	$15.00	40652EN	0.5	
Health & Safety	P1813EN	Safety Attitudes and Actions	This Safety Attitudes and Actions online training course was designed for all employees. This course discusses how to develop safety awareness in the workplace and helps you understand how your attitude can be a critical factor in accident prevention. This course covers safety attitudes, safety audits, accident prevention, P.P.E., back care, working with electricity, mental alertness, and injury treatment.	$29.00	12485EN	0.5	2
Health & Safety	P5425EN	Safety in Bloodborne Pathogens for Employees	This Safety in Bloodborne Pathogens for Employees online training course will show you how exposure to bloodborne pathogens occurs so that you can help protect yourself and others. Exposure to bloodborne diseases is a serious concern in today's world. Because of this concern, in 1991 the Occupational Safety and Health Administration (OSHA) created a regulation dealing with bloodborne pathogens.	$49.00	12473EN	1	
Health & Safety	P5427EN	Safety in Fire Prevention	This Safety in Fire Prevention online training course provides basic information on the precautions and procedures necessary for fire protection and safety in the workplace. This course will cover topics including fire prevention techniques, the types and classes of fires and fire extinguishers, and first aid procedures for dealing with fire-related injuries.	$29.00	12528EN	0.5	2
Health & Safety	P1071EN	Slips, Trips and Falls	This Slips, Trips and Falls online training course is designed for all employers, supervisors, and workers. In this course we will review guidelines for avoiding slip, trip and fall accidents. We will talk about what employers and employees can do to reduce the risk of accidents and look at how good housekeeping practices contribute to workplace safety.	$29.00	10485EN	0.25	

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Health & Safety	P4493EN	Working in the Heat	This Working in the Heat online training course is designed for employees who work outdoors in hot weather or in high-temperature indoor settings and their managers and supervisors. Learn about how heat affects people, the different illnesses caused by exposure to excessive heat and how to prevent or treat them, legal requirements for protecting workers from heat stress, guidance on working at higher apparent temperatures, and developing workplace policies to address heat exposure.	$29.00	41663EN	0.5	
Health & Safety	P4596EN	Zika Awareness	Zika virus outbreaks are occurring in multiple countries in Africa, Asia, the Pacific, and the Americas, including the continental United States. This Zika Awareness online training course will provide you with basic information about Zika virus. This course will help you understand what causes Zika virus, how it is spread, symptoms, treatment, risk, and prevention and control.	$29.00	40193EN	0.21	
Human Resources	P0683EN	Business Entertaining	This Business Entertaining online training course is designed for all employees, especially client-facing teams, who want a better understanding of business entertaining etiquettes involving serving and consuming alcohol. Professional etiquette can be confusing when business and pleasure are mixed into a social situation. However, there are some rules and guidelines you can follow to make a good impression and not jeopardize your position at your organization.	$39.00	17051EN	0.33	
Human Resources	P4284EN	Coaching for Improved Performance	This Coaching for Improved Performance online training course teaches effective coaching techniques and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. This course will cover specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner.	$49.00	12581EN	1	1
Human Resources	P2937EN	Creativity and Innovation in the Workplace	This Creativity and Innovation in the Workplace online training course will show you how creativity and innovation can be made to work. As you move through the various sections, you will begin to see how an overall framework, processes, methods and techniques can make creativity and innovation a valuable asset, not only in the workplace but for the organization.	$15.00	14663EN	1	1
Human Resources	P5889EN	Developing Brand You	This Developing Brand You online training course provides ideas and exercises designed to help you formulate clear ideas about creating Brand You and about managing your career. It will help you focus on what you like about your current position, what you would like in your next position, and what actions you need to take to gain control over your career.	$39.00	12588EN	1	
Human Resources	P4264EN	Doing Performance Reviews	This Doing Performance Reviews online training course will explain the benefits of the performance review process and provide three strategies to make it easier and approach it with confidence. A performance review is a great opportunity for you and your employees to develop a positive working relationship, clarify expectations, and improve productivity.	$49.00	17164EN	1	1.5
Human Resources	P5964EN	Effective Performance Feedback	This Effective Performance Feedback online training course is designed for supervisors, managers, and employees seeking to grow in a management role. This course will give you an understanding of the importance of performance feedback, outline the stages of a performance review, and provide strategies for ensuring that your feedback is constructive and effective.	$39.00	12006EN	0.5	
Human Resources	P5902EN	Employee Discipline [US]	This Employee Discipline online training course provides information on conducting an effective workplace investigation and discusses the common methods of discipline that exist in workplaces today. The information presented will help you treat your employees fairly and avoid possible charges of discrimination relating to disciplinary actions. You will learn how to conduct an investigation and apply an appropriate method of discipline.	$39.00	12345EN	0.5	
Human Resources Information subject to change	P5937EN	Employee Motivation	This Employee Motivation online training course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. This course explores methods for revitalizing the workplace and encouraging initiative in employees and also gives an opportunity to reach a new awareness of the people who work for you and view them as major investors in your organization.	$39.00	12693EN	1	1

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Human Resources	P5945EN	Establishing Performance Goals and Expectations	This Establishing Performance Goals and Expectations online training course is designed for employers looking to establish goals and expectations and employees wanting to meet those requirements. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to your goals and methods to help you review performance goals regularly.	$39.00	12565EN	1	1
Human Resources	P4309EN	Ethics for Employees	This Ethics for Employees online training course will guide employees through business ethics. This course will encourage you to reflect on the ethical questions we all face and give you a process for arriving at good ethical decisions, explain the importance of doing business ethically, identify the ethical issues, outline ethical decision making and recognize ethical responsibilities.	$49.00	12349EN	0.5	1.5
Human Resources	P4311EN	Ethics for Managers	This Ethics for Managers online training course explains what business ethics means and why initiatives to develop and maintain ethical cultures in organizations are more important than ever. Managers need to know how ethical business practices can prevent wrongdoing in their organizations and how ethics can help employees make good choices.	$49.00	12348EN	0.5	1.5
Human Resources	P4286EN	Five Steps to Effective Coaching [Micro Course]	This Five Steps to Effective Coaching online training course teaches effective coaching techniques and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions to be able to implement the coaching process in an effective manner.	$19.00	18903EN	0.5	
Human Resources	P3727EN	From Peer to Supervisor	This From Peer to Supervisor online training course was designed to help new supervisors address with confidence the challenges of managing their former co-workers. This course presents three key strategies for making the transition from peer to supervisor, stresses the importance of effective communication, and explores three management responsibilities: delegating, coaching, and discipline.	$79.00	40195EN	1	3
Human Resources	P5920EN	Handling Violence in the Workplace	This Handling Violence in the Workplace online training course will help prepare you and your company to effectively manage violent situations should they occur. To create a workplace that is a safe environment for everyone, it is important to acknowledge that violence can occur in your company and that there are plans and programs that you can put in place to help prevent potentially volatile situations.	$29.00	12548EN	1	2
Human Resources	P3250EN	Hiring Right	Hiring the right people is an important part of your role as a manager. This Hiring Right online training course will give you an understanding of the four steps of effective interviewing and selection, and explore the key interviewing skills that will assist you in conducting an efficient and effective interview.	$39.00	17881EN	0.75	1
Human Resources	P0562EN	Hiring Right in a Virtual Environment	This Hiring Right in a Virtual Environment online training course will give you an understanding of the virtual interview and selection process and provide you with practical tips for managing the steps in the process, including the key skills you need to conduct an efficient and effective interview with potential candidates.	$39.00	41067EN	0.75	
Human Resources	P0279EN	How Adults Learn	This How Adults Learn online training course is designed for managers and supervisors. In this course, we will take a closer look at ways adults learn and strategies that can be utilized to create more effective training and will also review a sample training plan and action plan that you can incorporate into training.	$25.00	10157EN	0.25	
Human Resources	P2027EN	How to Comply with HIPAA – A General Overview	This How to Comply with HIPAA online training course provides a general overview of what is referred to as the Privacy Rule and discusses the key provisions and significant exceptions. The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) include national standards for electronic health care transactions, codes, identifiers, and security and privacy standards for personal health information.	$49.00	11794EN	1	1.5
Human Resources Information subject to change	P5942EN	Identifying and Avoiding Burnout	This Identifying and Avoiding Burnout online training course is designed for anyone with stress. People face stress in a variety of ways. Many can handle it in most instances but there are sometimes when the stress causes you to burn out. This course can help you recognize and avoid burnout in your life. We'll show you how.	$39.00	12563EN	1	

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Human Resources	P5822EN	Individual Anger Management	This Individual Anger Management online training course is designed to describe the essentials of managing anger in an appropriate and constructive manner. This course was designed specifically for the work environment, but the core elements of this training can be applied when you are at home or on the road.	$39.00	12521EN	1	1
Human Resources	P5823EN	Individual Goal Personalization	This Individual Goal Personalization online training course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role playing. Using these techniques, you will learn how to become a successful goal setter and achiever.	$39.00	12522EN	1	1
Human Resources	P5819EN	Individual Goal Setting	This Individual Goal Setting online training course outlines the fundamentals of effective goal setting and offers guidelines to help you achieve your goals. This course defines goals, outlines the fundamentals of goal setting, highlights the differences between wishes, resolutions, and goals, and sets out guidelines to help you achieve your goals.	$39.00	12518EN	0.75	1
Human Resources	P5817EN	Individual Goals and Challenges	This Individual Goals and Challenges online training course will provide you with tools to set and remain committed to designing and achieving your goals. You will learn how to commit your goals to paper, set timelines, and track your progress. This course will teach you the importance of setting, pursuing, and achieving your goals.	$39.00	12516EN	0.5	1
Human Resources	P5862EN	Individual Leadership Power	This Individual Leadership Power online training course is designed for supervisors and managers looking to develop their leadership skills. This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP).	$39.00	12491EN	0.75	1
Human Resources	P5820EN	Individual Listening Skills	This Individual Listening Skills online training course is designed for all employees and explores the meaning of active listening and the reasons why people do not listen effectively. This course is designed to help participants improve listening skills through increased awareness of their personal listening styles and practical exercises to develop their listening skills.	$39.00	12519EN	0.75	1
Human Resources	P5821EN	Individual Priority Management	This Individual Priority Management online training course is about setting and ranking priorities, overcoming obstacles, evaluation, and adjustment. This course will explore how to use a priority process to achieve meaningful personal and career goals. It also provides numerous techniques and tips that will make priority management a key to successful accomplishments.	$39.00	12520EN	1	1
Human Resources	P5861EN	Individual Productivity Enhancement	This Individual Productivity Enhancement online training course is designed for everyone. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life. Productivity soars when people get the most impact from their time and effort. To maximize productivity, you must know the underlying value of the tasks you do.	$39.00	12490EN	1	1
Human Resources	P5928EN	Interviewing Job Candidates	In this Interviewing Job Candidates online training course, you will learn how to define exactly what you are looking for in a job candidate, and be given checklists and discussion guides to ask the right questions and get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate.	$39.00	12681EN	0.75	3
Human Resources	P0280EN	Introduction to Training	This Introduction to Training online training course is designed for supervisors and managers and presents an overview of training including the steps needed to plan, implement and assess learner-centered training. This course explores the training function and the role of the trainer as facilitator and coach, defines outcomes, and creates training to support learning and improved performance.	$25.00	10156EN	0.5	
Human Resources Information subject to change	P2740EN	Leaves and Accommodations [US]	This Leaves and Accommodations online training course provides an overview of Federal laws which cover employee leaves and accommodations, such as the Family and Medical Leave Act (FMLA) and the Americans with Disabilities Act (ADAAA). The course also discusses the importance of privacy and confidentiality as it relates to these specific acts.	$49.00	15540EN	1	

Category	Program ID	Program Title	Short Description	Price	Program Modules	Length (Hours)	NASBA CPE
Human Resources	P4291EN	Leaves of Absence [US]	This Leaves of Absence online training course will cover what you need to know about California and federal leaves of absence. The practice of managing leaves has become one of the more complex and time-consuming in the average HR practitioner's world. With numerous legal issues, along with the choices available to employers, it is important that HR professionals have a good grasp of this topic.	$69.00	18884EN	1.5	
Human Resources	P5886EN	Managing Your Career Path	This Managing Your Career Path online training course provides ideas and exercises designed to help you formulate clear ideas about your career interests, skills, accomplishments, and work values. This course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion, or change careers within the same company.	$39.00	12586EN	1	
Human Resources	P0561EN	Multigenerational Workforce	This Multigenerational Workforce online training course was designed for employees and managers in the workplace. This course explores generations in the workplace, how generations connect, practical strategies to promote generational leadership, how to build community across generations in the workplace, generational differences, similarities, and how to leverage differences as strengths.	$69.00	41102EN	1	
Human Resources	P5938EN	Negotiating Skills for the Professional	This Negotiating Skills for the Professional online training course will explore techniques for identifying customer expectations and determining how to meet them in a way that both parties are satisfied by the results. This course has checklists and discussion guidelines to help a sales professional master this essential communication skill.	$39.00	12687EN	1	1.5
Human Resources	P5887EN	Networking Your Career Path	In this Networking Your Career Path online training course, you will develop your initial network list of names and learn effective ways to begin using this list. The power of networking is evident in various studies of the job search process, which concluded that between 70 and 80 percent of all executive and managerial jobs are obtained through networking.	$39.00	12587EN	1	
Human Resources	P5884EN	Performance Appraisal Basics	This Performance Appraisal Basics online training course is designed to educate you about the critical elements of the performance appraisal process. This course will give you an understanding of the importance of performance appraisal, explain the critical elements of the performance appraisal process, the essentials of a sound approach to appraisal, and how to apply an appraisal to groups and teams.	$39.00	12584EN	1	
Human Resources	P2870EN	Performance Management: Performance Review	This Performance Management: Performance Review online training course will explain the benefits of the performance review process and provide three strategies to make it easier and approach it with confidence. This course provides learners with helpful strategies to improve their performance management skills, specifically those related to the Performance Review.	$69.00	17164EN	1	
Human Resources	P5867EN	Problem Solving in the Workplace	This Problem Solving in the Workplace online training course gives you the opportunity to learn how to solve some of your most important business problems using a logical method and supporting techniques. This course introduces the five-step process for solving problems, outlines techniques for prioritizing and selecting problems, and introduces the Four Absolutes of Quality Management.	$39.00	12552EN	1	1
Human Resources	P5868EN	Problem Solving: The 5 Steps	This Problem Solving: The 5 Steps online training course will define and explain the five steps involved in the problem-solving process. The five steps that will help solve any workplace dispute include defining the situation, providing a quick fix if necessary, identifying the root causes, taking corrective action, and evaluating and following up.	$39.00	12553EN	0.75	
Human Resources	P3400EN	Return to Work and Accommodation	This Return to Work and Accommodation online training course is designed for managers and supervisors. Employee absences resulting from injury or illness are a challenge for both the employer and the employee. It is to everyone's benefit for employees to return to work as soon as they are able. In this course, you will learn about the responsibilities of employers, employees, and other stakeholders in return-to-work cases, as well as accommodation considerations.	$29.00	41343EN	0.5	

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Human Resources	P5932EN	Running A Virtual Office	This Running A Virtual Office online training course identifies the potential benefits and pitfalls in managing a virtual workforce, gives guidelines for maintaining communication, monitoring productivity, and encouraging peak performance. There are methods for assuring alignment and consistency, and suggestions for preserving important working relationships without the traditional work structure.	$39.00	12682EN	1	
Human Resources	P5930EN	Running Effective Meetings	This Running Effective Meetings online training course is designed for managers and anyone who conducts meetings. In this course, we will review strategies that will help you plan and conduct effective meetings and get observable results. This course will provide you techniques that will encourage participation and lead to a productive meeting.	$39.00	12531EN	0.75	1
Human Resources	P5931EN	Running Effective Teams	This Running Effective Teams online training course is designed for supervisors and managers and explores how to successfully manage a team to accomplish the desired results. Teams can provide a wonderful opportunites for collaboration and innovation, but sometimes hurdles get in the way of reaching objectives. In this course, we will review strategies for effective team leadership.	$39.00	12536EN	1.25	1
Human Resources	P0565EN	Skills for Being Interviewed in a Virtual Environment	This Skills for Being Interviewed in a Virtual Environment online training course is designed for employees interviewing for a new job. This course explores basic interview concepts and presents strategies and tips to prepare for behavioral interview questions. This course will help you recognize the importance of preparation for an online job interview and identify questions to ask during an interview.	$39.00	41068EN	0.75	
Human Resources	P5890EN	Skills for Interviewing	This Skills for Interviewing online training course offers strategies and tips for valuable preliminary work and tools to prepare for the interviewer's questions. Key points will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected.	$39.00	12589EN	0.5	
Human Resources	P3759EN	Social Media and Your Organization	This Social Media and Your Organization online training course provide company stakeholders and employees with a thorough understanding of how to develop and implement a social media policy. The policy will clearly outline your organization's expectations for appropriate online behavior. The rapid growth and application of social media represent both an opportunity and a risk for many organizations.	$39.00	18153EN	0.5	1
Human Resources	P5946EN	Team Problem Solving	This Team Problem Solving online training course is designed for managers and supervisors. As a team leader, you are responsible for making sure that your team knows how to solve problems together. Working together will greatly increase the likelihood of a high-quality solution. It will also generate energy and enthusiasm in the team for successful implementation.	$39.00	12562EN	1	1
Human Resources	P0281EN	Training Tips & Techniques	This Training Tips and Techniques online training course is designed for training managers and human resources professionals. This course outlines ways to create effective and efficient training that leads to improved performance on the job and explores ways to present materials that not only captivate attention but also produce the required results.	$25.00	10158EN	0.25	
Human Resources	P1157EN	Train-the-Trainer	This Train-the-Trainer online training course was designed for business managers, consultants, trainers, and human resource professionals. This course is a three-module series designed to provide managers with the information they need to create and conduct results-oriented training. This course will introduce you to training in general. It will provide an overview of the training function and the role of the trainer as facilitator and coach.	$39.00	10156EN 10157EN 10158EN	1	
Human Resources	P4290EN	Wage and Hour Laws [California]	This Wage and hour laws online training course is designed for all employers and includes the statutes, regulations, and wage orders that govern the wages, hours worked, and working conditions of employees. Employers in California generally follow state law, as California law tends to be more stringent than federal law.	$69.00	18883EN	2.75	
Human Resources Information subject to change	P2742EN	Wage and Hour Laws [US]	In this Wage and Hour Laws online training course, you will learn about U.S. laws relating to employee pay. We refer to these as 'wage and hour' laws because they cover the wages paid to employees for their hours worked; specifically, the correct amount of wages in exchange for what counts as 'working hours' for which the company must pay its employees.	$49.00	15539EN	3	

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Human Resources	P5869EN	Work Process Basics: Producing Quality Work	This Work Process Basics online training course is designed for employees, supervisors, and managers and explores the work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, looking at inputs and outputs, and how to examine listening skills to ensure those customer requirements are met.	$39.00	12554EN	0.5	1
Information Technology	P4600EN	IT Disaster Recovery Planning: An Overview	This IT Disaster Recovery Planning: An Overview online training course is designed for employees with IT systems responsibilities. Learn about Disaster Recovery Planning (DRP) - the development and implementation of strategies, processes, and procedures designed to prevent and anticipate disruptions to an organization's critical IT systems and infrastructure, and to restore them as quickly and completely as possible after a disruptive event or disaster.	$40.00	41669EN	0.75	
Information Technology	P3123EN	IT Security: Corporate Account Takeover	This IT Security: Corporate Account Takeover online training course is designed for all employees who use computers and other electronic devices in the course of their work. Corporate Account Takeover (CATO) is a type of cybercrime where cybercriminals gain access to employees' account credentials on corporate systems. In this course, employees will learn to recognize Corporate Account Takeover (CATO) attacks and take action to defend against them.	$40.00	41297EN	0.75	
Information Technology	P0675EN	IT Security: Credential Stuffing	This IT Security: Credential Stuffing online training course is designed for all employees in all industries. Credential stuffing is a type of cyberattack in which user IDs and passwords obtained from a data breach on one service are used to attempt to log into another, unrelated service. Learn what credential stuffing is, the potential negative effects of a credential stuffing attack, and best practices for IT Departments and employees to prevent credential stuffing attacks.	$40.00	41209EN	0.25	
Information Technology	P0702EN	IT Security: It Begins with You	This IT Security – It Begins with You online training course is designed for all employees who use computers and other devices to access their organizations' systems. Learn about the main ways that cybercriminals use people to compromise systems, and what we can all do to avoid becoming victims.	$40.00	41252EN	0.5	
Information Technology	P0656EN	IT Security: Mobile Phone Security Awareness	This IT Security: Mobile Phone Security Awareness online training course is designed for employees who use smartphones in the course of their work. In this course, you will learn to identify smartphone security threats, how to configure your smartphone to mitigate the risks and use your smartphone in a secure way.	$40.00	41176EN	0.5	
Information Technology	P0674EN	IT Security: Ransomware	This IT Security: Ransomware online training course is designed for employees in all industries who work on computers. In this course, you will learn about ransomware, best practices for IT staff and other employees to prevent ransomware attacks, and recovery options in the event that your organization becomes a ransomware victim.	$40.00	41208EN	0.75	
Information Technology	P0701EN	Social Engineering Awareness	This Social Engineering Awareness online training course is designed for all employees. The techniques that cybercriminals use have been evolving over the years. As companies become better at securing their systems, cybercriminals are increasingly turning to social engineering – manipulating people into performing actions that either compromise their computers and devices or expose personal or sensitive information. Learn to recognize the ways that criminals try to manipulate people into performing actions that either compromise their computers and devices or expose personal or sensitive information.	$40.00	41265EN	0.75	
Information Technology	P0688EN	Supply Chain Cybersecurity	This Supply Chain Cybersecurity online training course is designed for Chief Information Security Officers (CISOs) and IT security employees. Learn about the two types of supply chain attacks: island hopping and third-party software attacks, and how to mitigate the risks for both types of attacks within your organization and your supply chain.	$40.00	41247EN	0.5	
Information Technology Information subject to change	P0676EN	Synthetic Identity Fraud	This Synthetic Identity Fraud online training course is designed for employees of banks and other lending institutions. In this course, you will learn what Synthetic Identity Fraud is, how fraudsters create and use synthetic identities, and what you can do to reduce the risk of loss from this type of fraud.	$40.00	41211EN	0.5	

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Personal Development & Wellness	P0359EN	Alternative Energy Primer	This Alternative Energy Primer online training course will explore and describe several sources of renewable energy sources and associated technologies that have the potential to reduce and ultimately eliminate our use of fossil fuels. This course will explain what fossil fuels are, their uses, alternative energy sources, and how they can be used to generate electricity and heating.	$25.00	40799EN	1	
Personal Development & Wellness	P2218EN	Conquer Your Anxiety	This Conquer Your Anxiety online training course is designed to reduce your anxiety. This course will help you better understand yourself, your mood, and the things that make your anxiety better or worse. This course explores techniques designed to change the way you feel about the world and think about yourself.	$15.00	11331EN	0.83	
Personal Development & Wellness	P2217EN	Mind Your Mood	This Mind Your Mood online training course is designed for anyone wishing to learn more about computerized cognitive behavior. This course will explore techniques designed to help you feel differently about the world and think differently about yourself and help you better understand yourself, your mood, and the things that make your mood better or worse.	$39.00	11330EN	0.5	
Personal Development & Wellness	P0378EN	Practice Active Listening	This Practice Active Listening online training course is designed for employees and employers. This course will help you improve your listening skills by explaining the difference between hearing and active listening, and outlining the steps involved in becoming an active listener. This course will teach you more about your customers and coworkers and be better able to meet their needs.	$39.00	11308EN	0.75	
Personal Development & Wellness	P1569EN	Reaching Personal Goals	This Reaching Personal Goals online training course is designed for employees looking to achieve their personal goals. This course will give you a chance to change your life as you learn how to purposefully achieve your goals.
You know your life could be better. You're not fulfilling your potential. Or maybe you've been wondering when your dreams will come true. This course will get you headed in the right direction and give you some tips for making it all happen!	$39.00	12544EN	1	
Personal Development & Wellness	P4491EN	Reducing Mental Health Stigma in the Workplace	This Reducing Mental Health Stigma in the Workplace online training course is designed for employers, managers, supervisors, and all employees. Reducing the stigma around mental health opens opportunities for those experiencing it to talk about it and seek help. On a personal level, individuals have better health outcomes. As employees, individuals with better mental health are more productive and participate in a greater capacity within the workplace.	$29.00	41649EN	0.5	
Personal Development & Wellness	P0654EN	Strategic Management Certificate	This Strategic Management Certificate online training course is designed for management employees, entrepreneurs, and accounting professionals. This course provides up-to-date management advice. The modules in this course are: Enabling the Next Generation Enterprise; Customer Profitability Analysis; Applying the Balanced Scorecard; Implementing Process Management; Strategic Partnering; and Implementing Self-Directed Work Teams.	$39.00	12304EN	2	
Personal Development & Wellness	P5860EN	Strategies for Achieving Goals	This Strategies for Achieving Goals online training course is designed for employees looking to set goals. There are several approaches you can adopt that encourage the pursuit of multiple goals, making the process more efficient and rewarding. With the right strategies, attitude, and commitment, you can overcome obstacles, and set and achieve goals now as well as years into the future.	$15.00	12559EN	0.75	
Personal Development & Wellness	P1468EN	Workplace and Personal Skills Certificate	This Workplace and Personal Skills Certificate online training course is designed for all employees. This program addresses key topics including effective communication, coping with stress, self-esteem, skills for managers, and building a healthy workplace culture. This program offers a comprehensive skillset including improving productivity, how to have better staff meetings, customer service skills, how to delegate and dealing with grief.	$79.00	41135EN	12	12
Spanish Courses	P0241ES	Aspectos básicos de las finanzas comerciales	Este curso presenta información acerca de los fundamentos de las finanzas corporativas. Muestra de qué forma varias actividades de trabajo pueden y, de hecho, afectan la salud financiera de una organización.	$39.00	12501ES	1	

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Spanish Courses	P5930ES	Cómo llevar a cabo reuniones efectivas	Este curso de formación en línea Cómo llevar a cabo reuniones efectivas está diseñado para los directivos y para cualquier persona que dirija reuniones. En este curso, revisaremos las estrategias que lo ayudarán a planificar y llevar a cabo reuniones efectivas y a tener resultados visibles.	$39.00	12531ES	0.75	1
Spanish Courses	P1342ES	Concienciación sobre el asbesto	Este curso de formación online sobre el asbesto ha sido diseñado para los trabajadores de la construcción. En este curso, aprenderá sobre el asbesto y sus usos, así como sus peligros para la salud y los métodos de control de la exposición en el lugar de trabajo. También examinamos las preocupaciones de salud y cómo evaluar la exposición al amianto.	$49.00	12262ES	0.5	
Spanish Courses	P5940ES	Dar una retroalimentación efectiva	La retroalimentación es un proceso por el cual el desempeño efectivo es reforzado y se corrige el desempeño no deseable. Este curso proporcionará a usted estrategias para dar retroalimentación efectiva que sirva como una herramienta para aumentar el rendimiento y la moral.	$39.00	12541ES	1	1
Spanish Courses	P5917ES	Desarrollo de un equipo de liderazgo fuerte	En este curso, se proporcionan los elementos clave para crear un equipo de liderazgo que dé el ejemplo para el resto de la organización.	$39.00	12695ES	0.83	1
Spanish Courses	P0261ES	Diversidad en el lugar de trabajo	This course is designed to raise employee awareness about demographic changes and the benefits of diverse teams in the workplace. The course teaches employees about the science of unconscious bias, how to recognize and resolve it and move toward an inclusive work culture.	$49.00	40633ES	1.5	
Spanish Courses	P0243ES	Empoderar a su gente	Como líder, se espera que usted delegue gran parte del trabajo a otros. En este curso, examinaremos cómo puede usted desarrollar relaciones y empoderar a las personas que usted dirige.	$39.00	40187ES	0.5	
Spanish Courses	P5933ES	Gestión de cambio	Este curso describe cómo planear el proceso de cambio, abordar las fases de transición y asegurar resultados.	$39.00	12547ES	0.5	1
Spanish Courses	P3197ES	Liderazgo efectivo	En el lugar de trabajo de hoy, no es suficiente simplemente con gestionar. Las organizaciones están buscando líderes. Convertirse en líder efectivo requiere tener una idea clara de las cosas que motivan a los empleados a dar lo mejor de sí mismos. También requiere habilidad en el manejo de los desafíos de la negatividad y los conflictos interpersonales. También requiere habilidades de asesoramiento. Un líder efectivo sabe cómo asesorar a los empleados mientras asumen nuevos proyectos y se esfuerzan por crecer profesionalmente.	$39.00	12918ES	0.33	
Spanish Courses	P2521ES	Mercadotecnia en los medios sociales	En este curso hablaremos sobre los medios sociales y el papel que desempeña la mercadotecnia en los medios sociales. Identificaremos las plataformas de medios sociales más utilizadas, explicaremos la importancia de cada una en un contexto de mercadotecnia y discutiremos los diversos aspectos del desarrollo de un plan de mercadotecnia en los medios sociales.	$15.00	14661ES	0.5	1
Spanish Courses	P5862ES	Poder de liderazgo personal	Este curso de formación en línea Poder del liderazgo personal está diseñado para supervisores y gerentes que buscan desarrollar sus habilidades de liderazgo. Este curso está diseñado para ayudarlo a usted a desencadenar su potencial de liderazgo. Usted aprenderá cómo adoptar una postura, alcanzar un objetivo y motivar a otros.	$39.00	12491ES	0.75	1
Spanish Courses	P0222ES	Prevención de acoso de empleados [California] (SB1343)	El acoso y la discriminación ilegal le están haciendo daño a las organizaciones, los empleados y la sociedad en general. Esta capacitación le dará a los empleados en California un mayor entendimiento sobre el acoso y la discriminación ilegal, como se pueden prevenir y el proceso a seguir cuando se presenta una queja.	$15.00	40549ES	1	
Spanish Courses	P0501ES	Prevención de acoso de empleados [US]	Aprenda sobre sus derechos y responsabilidades como empleado en la prevención del acoso y la discriminación ilegal.	$15.00	41018ES	1	
Spanish Courses	P0223ES	Prevención de acoso de Supervisor [California] (AB1825)	El acoso y la discriminación ilegal le están haciendo daño a las organizaciones, los empleados y la sociedad en general. Esta capacitación le dará a los empleadores y supervisores en California un mayor entendimiento sobre el acoso y la discriminación ilegal, como se pueden prevenir y el proceso a seguir cuando se presenta una queja. Este curso cumple con el AB1825.	$15.00	40492ES	2	
Spanish Courses	P0502ES	Prevención de acoso de Supervisor [US]	Aprenda sobre sus derechos y responsabilidades como empleador o supervisor en la prevención del acoso y la discriminación ilegal.	$15.00	41017ES	2	

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Spanish Courses	P0392ES	Prevención del acoso [Connecticut]	El acoso y la discriminación ilegal le están haciendo daño a las organizaciones, los empleados y la sociedad en general. Esta capacitación le dará a los empleadores y supervisores y un mayor entendimiento sobre el acoso y la discriminación ilegal, como se pueden prevenir y el proceso a seguir cuando se presenta una queja.	$15.00	40879ES	2	
Spanish Courses	P0153ES	Prevención del acoso [Nueva York]	El acoso sexual y otras formas de discriminación ilegal son perjudiciales para las organizaciones, los empleados y la sociedad en general. Esta capacitación dará a los empleadores, supervisores y empleados en el estado de Nueva York, incluyendo la ciudad de Nueva York, una mayor comprensión del acoso y la discriminación ilegal, cómo se pueden prevenir, y los procesos a seguir cuando se hace una queja.	$15.00	40433ES	2	
Spanish Courses	P4088ES	Prevención del acoso para empleados [Chicago Illinois]	Este curso de formación en línea sobre Prevención del acoso para empleados [Chicago Illinois] está diseñado para todos los empleados de Chicago. Las leyes municipales relativas al acoso, especialmente la prevención del acoso sexual, en la ciudad de Chicago son más estrictas que las leyes federales y de Illinois. Como empleado que trabaja en Chicago, la comprensión de la Ordenanza de Derechos Humanos de Chicago le beneficiará enormemente. Este curso también le permitirá comprender cómo prevenir el acoso, qué hacer en caso de ser víctima de acoso, quién es responsable y qué recursos tiene a su disposición.	$15.00	41424ES	1	1
Spanish Courses	P4087ES	Prevención del acoso para supervisores [Chicago Illinois]	Este curso de formación en línea sobre Prevención del acoso para supervisores [Chicago Illinois] está diseñado para supervisores, empleados de nivel gerencial y empleadores en Chicago, Illinois. El acoso y la discriminación ilegal no sólo se basan en el sexo. Pueden manifestarse en formas matizadas y esta formación creará conciencia en torno a la conducta abusiva que puede conducir a casos de acoso, discriminación ilegal, e incluso represalias y cómo prevenirlos.	$15.00	41423ES	2	1
Spanish Courses	P2084ES	Primeros Auxilios Básicos [US]	Este programa de Primeros auxilios básicos ha sido desarrollado para brindar a los asistentes de primeros auxilios certificados la oportunidad de refrescar y actualizar sus conocimientos básicos de primeros auxilios. Este programa está destinado a complementar la capacitación en primeros auxilios al proporcionar una revisión de parte de la información crítica cubierta en un curso típico de primeros auxilios.	$69.00	18281ES	2	
Spanish Courses	P0272ES	Seguridad de la Carretilla Elevadora	Este curso de formación online sobre seguridad de la carretilla elevadora tratará sobre cómo se pueden prevenir los incidentes con carretillas elevadoras, especialmente cuando los empresarios y los trabajadores colaboran para mejorar la seguridad y la salud en el trabajo. Si bien los montacargas ofrecen una solución práctica de manejo de materiales para muchas empresas, cada año siguen estando asociados con muertes y lesiones en el lugar de trabajo.	$29.00	40668ES	0.5	
Spanish Courses	P0410ES	Trabajar desde casa de manera efectiva	La COVID-19 está cambiando la forma en que vivimos y trabajamos. De repente, muchos de nosotros estamos trabajando desde casa e intentando hacerlo de manera efectiva en medio del caos de las cuarentenas, el autoaislamiento, los cierres de las escuelas y las noticias constantes.	$15.00	40896ES	0.4	