

## INFORMATION TECHNOLOGY LIBRARY

### A+ 2003 Certification (5 courses)

Course Title
PC Basics (A+2003)
Installing and Configuring a PC (A+2003)
Operating Systems (A+ 2003)
Preventive Maintenance of a PC (A+2003)
Troubleshooting PC-related Problems (A+2003)

### Actuate (1 course)

Course Title
Actuate Developer Workbench Fundamentals

### Adobe Photoshop Album (1 course)

Course Title
Touching up Digital Photos by Using Adobe Photoshop Album 2.0

### CIW Foundations (5 courses)

Course Title
Internet Concepts
Advanced Internet Concepts
Using HTML
Networking Fundamentals
Internetworking Technologies

### Cisco Curriculum (13 courses)

Course Title
Cisco Internetworking Technologies 1
Cisco Internetworking Technologies 2
Cisco Router Configuration Basics
Cisco TCP/IP Addressing and Cisco Routers
Cisco IP Routing Concepts
Cisco IP Routing Configuration
Cisco IPX Routing
Cisco Monitoring and Security
Cisco WAN Protocols - HDLC, PPP
Cisco Configuring X.25
Cisco Configuring Frame Relay and ISDN
Cisco LAN Switching
Cisco Advanced Networking and Routing

### Client/Server Curriculum (4 courses)

Course Title
Client/Server Concepts
Relational Database Concepts and Facilities
Relational Database Concepts: The Structured Query Language
Relational Database Design and Administration

### Corel WordPerfect (2 courses)

Course Title
Fundamentals of Corel WordPerfect 12
Advanced Features of Corel WordPerfect 12

Data Modeling (1 course)

**Course Title**

Data Modeling

Data Warehousing (2 courses)

**Course Title**

Fundamentals of Data Warehousing

Building a Data Warehouse

Developing COM Components (2 courses)

**Course Title**

COM: Basic Concepts and Techniques

COM: Advanced Features and their Implementation

Essentials of e-Commerce Curriculum (3 courses)

**Course Title**

Introduction to E-Commerce

Electronic Commerce Strategies

Electronic Commerce Security Issues

Instructional Design Concepts (1 course)

**Course Title**

Instructional Design Concepts

## Java Curriculum (20 courses)

Course Title
Fundamentals JavaBeans Programming
Advanced JavaBeans Programming
GUI Programming with Swing
Using Swing Components
Programming Enterprise JavaBeans with WebLogic
Java 2: Introduction to Java 2
Java 2: Language and Semantics
Java 2: Classes and Inheritance
Java 2: Handling Exceptions & Implementing Threads
Java 2: java.lang Package
Java 2: java.util Package
Java 2: Building a Graphical User Interface
Java 2: Applets and Imaging
Java 2: File I/O
Java 2: Advanced Java
Java 2: Enterprise Java
Advanced Features of java.lang & java.util Packages
Java 2: Extending the GUI
Java 2: Networking
Advanced Enterprise Java

## LAN/WAN Basics (3 courses)

Course Title
Networking Basics
LAN Fundamentals
WAN Fundamentals

[-] LINUX Curriculum (1 course)

Course Title
The Linux Operating System

[-] Lotus Notes Curriculum (3 courses)

Course Title
Migrating to Lotus Notes R5
Lotus Notes R5 for End-Users Basic
Lotus Notes R5 for End-Users Advanced

[-] MS BackOffice - MCSD, Solutions Architecture Curriculum (4 courses)

Course Title
MCSD Solutions Architecture I
MCSD Solutions Architecture II
MCSD Solutions Architecture III
MCSD Solutions Architecture IV

[-] MS BackOffice - MCSE, Microsoft Windows 2000 Curriculum (54 courses)

Course Title
Win2000 Professional: Installing and Upgrading
Win2000 Prof MCSE: Installing on Multiple Computers
Win2000 Professional: Managing Hardware Devices
Win2000 Professional: Enhanced Support for Hardware Devices
Win2000 Professional: Admin Users and Groups
Win2000 Professional: Administering Resources
Win2000 Professional: Custom Desktop Environment
Win2000 Professional: Optimizing System Performance
Win2000 Professional: Recovering Data and Systems

Win2000 Professional: Implementing and Monitoring Security
Win2000 Professional: Connect through Networks
Win2000 Server: Installing and Upgrading
Win2000 Server: Managing Hardware Devices & Drivers
Win2000 Server: Managing File and Print Resources
Win2000 Server: Configuring Storage Use
Win2000 Server: Maintenance and Troubleshooting
Win2000 Server: Implementing Local Security and Policies
Win2000 Server: Monitoring and Optimizing
Win2000 Server: Configuring Network Services
Win2000 Server: Managing Terminal Services
Win2000 Server: Setting Up Remote Access Service
Win2000 Server: Sharing Resources Over the Internet
Win2000 Server: Implementing Interoperability
Win2000 Server: Automated Methods of Installation
Win2000 Network Infra Implementation: Administering DNS
Win2000 Network Infra: Administering DHCP
Win2000 Network Infra: Administering WINS
Win2000 Network Infra: Configuring Network Protocols
Win2000 Network Infra: Configuring IP Routing Protocols
Win2000 Network Infra: Config Internet Connection Sharing & Network
Win2000 Network Infra: Administering RAS
Win2000 Network: Using Certificate Services
Win2000 Dir Serve: Install/Config/Trbleshoot Active Directory
Win2000 Dir Serve: Man/Optimizing Active Dir Components
Win2000 Dir Serv: Implementation Change & Configuration Mgmt
Win2000 Dir Serv: Manager User Environ/Software Deploy
Win2000 Dir Serve: Remote Installation of Windows 2000

Win2000 Actv Dir Design: Intro Win2000 Active Dir Services
Win2000 Actv Dir Design: Bus Req. and Naming Strategies
Win2000 Actv Dir Design: Planning a Domain Structure in Win2000
Win2000 Active Directory Design: Active Directory Security and Replication Strategies
Win2000 Actv Dir Design: Adv Active Directory Concepts
Win2000 Netwk Sec Design: Analyzing an Org Sec Reqts
Win2000 Netwk Security Design:Providing Secure Access in a LAN
Win2000 Netwk Security Design:Providing Secure Access in Remote Netwks
Win2000 Netwk Security Design: Providing Secure Access-Internet
Win2000 Netwk Infra Design: Prep. for W2K Netwk Serv Infra
Win2000 Netwk Infra Design: Designing a Network Strategy
Win2000 Netwk Infra Design: Designing a WINS/Dfs Strategy
Win2000 Netwk Infra Design: Internet Connection Infra
Win2000 Netwk Infra Design: Wide Area Network Infra
Win2000 Netwk Infra Design: Internet Connectivity Strat
Win2000 Server Migration - Part I
Win2000 Server Migration - Part II

**MS BackOffice - MS SQL Server 7 (MS Certified) Curriculum** (16 courses)

Course Title
Getting Started with SQL Server 2000
Retrieving Data in SQL Server 2000
SQL Server 7.0 Introduction
SQL Server 7.0 Installing and Upgrading
SQL Server 7.0 Management Part I
SQL Server 7.0 Management Part II
SQL Server 7.0 Management Part III
SQL Server 7.0 Data Warehousing SQL Part I

SQL Server 7.0 Data Warehousing Part II
SQL Server 7.0 Developing SQL Client/Server Part I
SQL Server 7.0 Developing SQL Client/Server Part II
SQL Server 7.0 Advanced Features Part I
SQL Server 7.0 Advanced Features Part II
SQL Server 7.0 Web Integration
SQL Server 7.0 Database Admin. Part I
SQL Server 7.0 Database Admin. Part II

**Macromedia Director** (2 courses)

Course Title
Getting Started with Director 8.0
Advanced Features of Director 8.0

**Macromedia HomeSite** (1 course)

Course Title
Creating Dynamic Web Sites with HomeSite 5

**Microsoft FrontPage** (5 courses)

Course Title
Basics of FrontPage 2000
Advanced Features of Frontpage 2000
Getting Started with FrontPage 2002
Formatting & Adding Interactivity to Web Sites
Advanced Features of FrontPage 2002

**Microsoft InfoPath** (1 course)

Course Title
Introduction to InfoPath 2003

☐ Microsoft Office Curriculum (14 courses)

Course Title
Migrating to Microsoft Office 2000
Microsoft Word 2000 Basic
Microsoft Word 2000 Intermediate
Microsoft Word 2000 Advanced
Microsoft Excel 2000 Basic
Microsoft Excel 2000 Intermediate
Microsoft Excel 2000 Advanced
Microsoft Access 2000 Basic
Microsoft Access 2000 Intermediate
Microsoft Access 2000 Advanced
Microsoft PowerPoint 2000 Basic
Microsoft PowerPoint 2000 Advanced
Microsoft Outlook 2000 Basic
Microsoft Outlook 2000 Intermediate

☐ Microsoft Office 2002 (XP) (16 courses)

Course Title
Getting Started with Access 2002
Creating Queries & Forms with Access 2002
Creating Reports, Charts, & Macros with Access 2002
Getting Started with Excel 2002
Data Management and Analysis with Excel 2002
Using Advanced Data Management Techniques
Enhancing and Securing Data
Getting Started with Outlook 2002

- Advanced Features of Outlook 2002
- Introducing Office XP
- Getting Started with PowerPoint 2002
- Advanced Features of PowerPoint 2002
- Getting Started with Word 2002
- Advanced Features of Word 2002
- Designing Documents and Presenting Data
- Managing Large and Collaborative Documents

Microsoft Office 2003 (9 courses)

- | Course Title                                   |
|--|
| Getting Started w/ Word 2003                   |
| Advanced Features of Word 2003                 |
| Getting Started With Excel 2003                |
| Managing Worksheets and Customizing Excel 2003 |
| Intro. to Outlook 2003                         |
| Outlook 2003 Proficient User                   |
| Getting Started w/ PowerPoint 2003             |
| Getting Started with Access 2003               |
| Advanced Features of PowerPoint 2003           |

Microsoft Office 97/98 (13 courses)

- | Course Title                    |
|---------------------------------|
| Microsoft Word 97 Basic         |
| Microsoft Word 97 Intermediate  |
| Microsoft Word 97 Advanced      |
| Microsoft Excel 97 Basic        |
| Microsoft Excel 97 Intermediate |

Microsoft Excel 97 Advanced

Microsoft Access 97 Basic

Microsoft Access 97 Intermediate

Microsoft Access 97 Advanced

Microsoft PowerPoint 97 Basic

Microsoft PowerPoint 97 Advanced

Microsoft Outlook 98 Basic

Microsoft Outlook 98 Advanced

Microsoft Project Curriculum (5 courses)

**Course Title**

Fundamentals of MS Project 2000

Advanced Features of MS Project 2000

Microsoft Project 98 Basic

Microsoft Project 98 Intermediate

Microsoft Project 98 Advanced

Microsoft Publisher (3 courses)

**Course Title**

Basics of Publisher 2000

Using Publisher 2002

Microsoft Publisher 2003

Microsoft Visio (1 course)

**Course Title**

Diagramming with Microsoft Visio 2002

## Microsoft Windows NT (9 courses)

Course Title
Planning and Installing NT Server 4.0
Networking NT Server 4.0
NT Server 4.0 Administration
NT Server 4.0 Maintenance
NT Server 4.0 Security
Microsoft Windows NT Workstation 4.0 Essentials
Working with Windows NT Workstation 4.0
Windows NT Workstation 4.0 Networking
Administering Windows NT Workstation 4.0

## Network Security (3 courses)

Course Title
Fundamentals of Network Security
Maintaining Network Security
Implementing Network Security using Firewalls

## Network+ Certification (5 courses)

Course Title
Fundamentals of Networking
OSI Network Layers
TCP/IP Protocol
Accessing Remote Networks
Implementing Networks

## OS/390 Curriculum (49 courses)

Course Title
JES2 : Job Controls II
OS/390 Introduction
OS/390 MVS Concepts and Facilities
OS/390 MVS JCL Introduction
OS/390 MVS JCL Intermediate
OS/390 MVS JCL Advanced
OS/390 and SMP/E Fundamentals
OS/390 SMPE Maintaining System Software
OS/390 MVS/ESA Fundamentals of VSAM Part I
OS/390 MVS/ESA Fundamentals of VSAM Part II
OS/390 and the Internet
OS/390 Security
OS/390 WebSphere Application Server
OS/390 Introduction to e-business
OS/390 eNetwork Server
OS/390 and Java
OS/390 UNIX System Services: Concepts & Facilities
OS/390 UNIX System Services: Intermediate
OS/390 UNIX System Services Advanced
OS/390 Designing DB2 Data Warehouse
OS/390 Managing DB2 Data Warehouse
OS/390 Introduction to CICS Transaction Server
OS/390 CICS/ESA Concepts
OS/390 REXX Programming Fundamentals
OS/390 REXX Program Development

OS/390 TSO/E REXX Programming
OS/390 Assemb. Language Programming: Intro.
OS/390 Assembl. Language Programming: Intermediate
OS/390 Asembl. Language Programming: Advan.
OS/390 COBOL
OS/390 C Programming
OS/390 C++ Programming
OS/390 and Networking
OS/390 ISPF Programming Dialogs
OS/390 ISPF Dialog Management Services
OS/390 Intro to Parallel Sysplex
OS/390 MQ Series
OS/390 VM Concepts and Facilities
OS/390 Introduction to ISPF
JES2 Job and Device Control I
JES2 Job and Device Control II
JES2 System Control I
JES2 System Control II
JES2 Advanced Operations I
JES2 Advanced Operations II
JES2 Job Controls
CICS/ESA Concepts
CICS/ESA Definition and Program Design
CICS/ESA File Processing and Program Execution

## Object Oriented Analysis and Design (2 courses)

Course Title
Object-Oriented Analysis & Design I
Object-Oriented Analysis & Design II

## ☐ Oracle Curriculum (15 courses)

Course Title
Oracle 8i PL/SQL - Intro to RDBMS and SQL *Plus
Oracle 8i PL/SQL - Functions, Tables, and Groups
Oracle 8i PL/SQL - Adv SQL, SQL *Plus & Data Dictionary
Oracle 8i PL/SQL - DML and DDL Statements
Oracle 8i PL/SQL - Database Objects and Security
Oracle8i PL/SQL: Oracle PL/SQL Basic Operations
Oracle 8i DBA - Introducing Procedure Builder
Oracle 8i DBA - Oracle Server and Database Architecture
Oracle 8i DBA - Oracle Instance, the Start-up and Shutdown Procedure
Oracle 8i DBA - Data Dictionary and Database Files
Oracle 8i DBA - Oracle Storage Architecture
Oracle 8i DBA - Understanding Storage Allocation
Oracle8i DBA: Indexes and Constraints
Oracle 8i DBA - Managing Oracle Database Security
Oracle8i DBA--SQL*Loader, Oracle Export and Import, and NLS

## ☐ PC/Handheld Concepts and Operating Systems Curriculum (20 courses)

Course Title
Introduction to Operating Systems
Getting Started with Windows ME
Advanced Features of Windows ME

Getting Started with Windows XP Home Edition
Advanced Features of Windows XP Home Edition
Win 2000 Professional for End-Users Basic: Getting Started
Win2000 Professional for End-Users Basic: Managing Files & Folders
Win2000 Professional for End-Users Intermediate: Networking
Win2000 Professional for End Users Intermediate: Customization
Win2000 Professional for End-Users Advanced Features
Microsoft Windows 95 for End-Users Basic
Microsoft Windows 95 for End-Users Intermediate
Microsoft Windows 95 for End-Users Advanced
Microsoft Windows 98 for End-Users Brief
Microsoft Windows 98 for End-Users Basic
Microsoft Windows 98 for End-Users Intermediate
Microsoft Windows 98 for End-Users Advanced
Microsoft NT 4 Workstation for End-Users Basic
Microsoft NT 4 Workstation for End-Users Intermediate
Microsoft NT 4 Workstation for End-Users Advanced

☐ **Programming Languages Curriculum** (14 courses)

Course Title
Fundamentals of C++ Programming
Programming Constructs of C++
Object-Oriented Programming using C++
Data Manipulation in C++
Programming Logic and Techniques
SQL Basic Skills
SQL Advanced Skills

Advanced COBOL
Introduction to C Programming
Basic C Programming
Intermediate C Programming
Advanced C Programming
Basic COBOL
Intermediate COBOL

Requirements and Solutions Architecture (2 courses)

Course Title
Analyzing Requirements
Defining Solution Architectures

Security + (2 courses)

Course Title
Network Infrastructure Security - Part 1
General Security Concepts

Software Engineering (2 courses)

Course Title
Software Engineering Concepts
Software Project Management

System Analysis and Design (1 course)

Course Title
System Analysis and Design

☐ TCP/IP (2 courses)

Course Title
Introducing TCP/IP
TCP/IP Protocols & Network Management

☐ Telecommunications (1 course)

Course Title
Basics of Telecommunications

☐ Unix/Solaris Curriculum (8 courses)

Course Title
Introduction to UNIX
UNIX Files and Directories
UNIX Editing, Printing and Text Formatting
UNIX System Administration
UNIX Shell Programming
UNIX Programming Tools
The Sun Solaris Operating System
The HP-UX Operating System

☐ Visual Basic 6 (MS Certified) Curriculum (14 courses)

Course Title
Visual Basic 6 Introduction Part I
Visual Basic 6 Introduction Part II
Visual Basic 6 Intermediate
Visual Basic 6 Advanced
Visual Basic 6 ActiveX/COM Part I
Visual Basic 6 ActiveX/COM Part II
Visual Basic 6 Database Access Part I
Visual Basic 6 Database Access Part II

Visual Basic 6 Enterprise Client/Server Development Part 1

Visual Basic 6 Enterprise Client/Server Dev. Part II

Visual Basic 6 Adv. Enterprise Client/Server Dev. Part I

Visual Basic 6 Adv Enterprise Client/Server Dev. Part II

Visual Basic 6 Using the Win 32 API Part I

Visual Basic 6 Using the Win32 API Part II

Web Designing Concepts (1 course)

**Course Title**

Web Design Basics

Web Programming (15 courses)

**Course Title**

Fundamentals of HTML Programming

Advanced HTML Programming

XML: Basic Concepts and Techniques

XML: Implementation in Enterprise

JavaScript Fundamentals

JavaScript Programming

JavaScript Browser Objects

Advanced JavaScript

Dynamic HTML

VBScript Programming Basics

ActiveX Programming with VBScript

Programming in PERL 5

Implementing CGI using PERL 5

HTML 4 and Cascading Style Sheets

Introduction to .NET

Web Server Fundamentals (1 course)

Course Title

Web Server Concepts

Web Writing Concepts (1 course)

Course Title

Web Writing Concepts

Wireless Networking (1 course)

Course Title

Wireless Networking for Small Businesses

# PROFESSIONAL DEVELOPMENT LIBRARY

## Communications (22 courses)

Course Title
Communicating Clearly: Write to be Understood
Communicating Clearly: Speak to be Heard
Presenting Your Ideas: Plan for High Impact
Presenting Your Ideas: Captivate Your Audience
Moving Past Conflict: Handle Conflict Rationally
Moving Past Conflict: Negotiate for Resolution
Preparing to Negotiate: Know Your Game Position
Preparing to Negotiate: Know the Opposing Position
Preparing to Negotiate: Size Up the Playing Field
Selecting Your Strategy: Choose Your Game Plan
Selecting Your Strategy: Compete to Win
Selecting Your Strategy: Collaborate for Solutions
Selecting Your Strategy: Compromise to Move Forward
Selecting Your Strategy: Choosing Not to Negotiate
Selecting Your Strategy: Legal and Ethical Concerns
A Process for Business Writing: The POWER Writing Process
Plan and Organize Your Documents: Plan Before Writing
Plan and Organize Your Documents: Brainstorm Before Writing
Write for Business Success: Break Writing Barriers
Plan and Organize Your Documents: Structure Texts for Clarity
Evaluate and Revise for Impact: Check Your Writing Style
Evaluate and Revise for Impact: Review Texts Systematically

## Customer Service (25 courses)

Course Title
Customer Care: The Value of Customer Care
Customer Care: You Make the Difference
Customer Care: Who is the Customer?
Excelling at Customer Care: Customers Define Success
Excelling at Customer Care: Recognize Critical Moments
Excelling at Customer Care: Increase Sales via Service
Communicating with Customers: Service Face to Face
Communicating with Customers: Service via the Telephone
Communicating with Customers: Service via the Internet
Rising to the Customer Challenge: Turn Complaints into Delight
Rising to the Customer Challenge: Engage Difficult Customers
Call Center Structures : The Call Center Profession
Call Center Operations : Performance Measurement
Call Center Operations : Workforce Management
Call Center Operations: Call Center Technologies
Call Center Structures : Customer Relationships
Introducing Contact Centers: Contact Center Essentials
Introducing Contact Centers: CSR Success Criteria
Introducing Contact Centers: Customer Response Etiquette
Communicating Effectively: Build Customer Rapport 1
Communicating Effectively: Build Customer Rapport 2
Handling Contacts Professionally: Maximize Call Performance 1
Handling Contacts Professionally: Maximize Call Performance 2
Preparing for Mutual Success: Satisfy Customer Needs
Preparing for Mutual Success: Reduce CSR Stress

Finance Curriculum (5 courses)

Course Title
PrimeFinance: The Ground Rules
PrimeFinance: The Financial Statements
PrimeFinance: Evaluating Performance
PrimeFinance: Budgeting Matters
PrimeFinance: How to Budget

Human Resources (5 courses)

Course Title
PrimeDiversity Awareness: The Evolving Labor Force
PrimeDiversity Awareness: Diversity Defined
PrimeDiversity Awareness: Begin Your Diversity Journey
PrimeDiversity Management: Corporate Diversity Drivers
PrimeDiversity Management: Be a Diversity Ambassador

Management (34 courses)

Course Title
Developing as a Manager: The Many Roles of a Manager
Communicating Successfully: Speak Without Talking
Communicating Successfully: Manage Better by Listening
Communicating Successfully: Assert to Achieve
Creating Successful Solutions: Identify the Core Issues
Creating Successful Solutions: Solve Problems Creatively
Creating Successful Solutions: Implement Solutions Decisively
Empowering your Workgroup: Delegate for Results

Empowering your Workgroup: Coach for Achievement
Empowering your Workgroup: Evaluate Staff Performance
Cultivating Great Teams: Create an Invincible Team
Cultivating Great Teams: Inspire Team Success
Cultivating Great Teams: Team Briefings for Success
Cultivating Great Teams: Resolve Conflicts Positively
Building Dynamic Teams: Build Dynamic Teams
Building Dynamic Teams: Drive to a Mission
Building Dynamic Teams: Strive for Effectiveness
Building Dynamic Teams: Thrive on Teamwork
Building Dynamic Teams: Arrive at Peak Performance
Succeeding Through Teamwork: Tune Into Team Communication
Succeeding Through Teamwork: Resolve Team Conflict
Succeeding Through Teamwork: Differences Make Great Teams
Succeeding Through Teamwork: Motivate Teams to Excel
Making Team Decisions: Brainstorm as a Team
Making Team Decisions: Decide Through Silent Voting
Making Team Decisions: Merge Team Opinions
Making Team Decisions: Organize Team Consensus
Making Team Decisions: Choose Between Alternatives
Making Team Decisions: Rank Choices by Criteria
Measuring Team Performance: Measure for Success
Measuring Team Performance: Select the Right Metrics
Measuring Team Performance: Survey for Accurate Data
Measuring Team Performance: Focus on Perceptions
Measuring Team Performance: Learn from Results

## Marketing (9 courses)

Course Title
Marketing Your Business on the Web
Branding Your Internet Identity: eMarketing Overview
Branding Your Internet Identity: Define Your Core Business
Branding Your Internet Identity: Develop an Online Identity
Branding Your Internet Identity: Form Strategic Alliances
Scoping Your Internet Project: Evaluate Statistics
Scoping Your Internet Project: Research Accurate Data
Scoping Your Internet Project: Select Your Web Team
Scoping Your Internet Project: Create an eMarketing Budget

## Professional Development (29 courses)

Course Title
Balancing Stress: Measuring Stress
Balancing Stress: Simple Solutions for Stress
Balancing Stress: Stress Relieving Habits
Balancing Stress: Devise a Stress Control Plan
Expanding Time: Develop SMART Goals
Expanding Time: Remove Your Barriers
Expanding Time: Focus on What is Important
Working Collaboratively: Assert Your Influence
Working Collaboratively: Build Rapport, Gain Trust
Working Collaboratively: Communicate Your Goals
Working Collaboratively: Extend Your Influence
Working with Difficult People: Recognize Work Styles
Working with Difficult People: Respond to Challenges
Working with Difficult People: Cope With Continued Conflict

Solving Problems Logically: Solve Problems Together
Solving Problems Logically: The Problem Solving Process
Defining the Issue: Analyze Problems Creatively
Defining the Issue: Determine the Real Problem
Investigating the Problem: Use Investigative Tools
Investigating the Problem: Gather Evidence
Investigating the Problem: Interpret Data
Selecting the Solution: Solve Problems Methodically
Selecting the Solution: Group-Based Solutions
Selecting the Solution: Cost-Benefit Solutions
Accepting the Decision: Sell Your Solution
Accepting the Decision: Implement Decisions
Making Group Decisions: Working Together
Making Group Decisions: The Nature of Groups
Making Group Decisions: Ensure Group Success

**Project Management (19 courses)**

Course Title
Project Management: Overview
Project Management: Initiating a Project
Project Management: Planning a Project Scope
Project Management: Planning Project Activities
Project Management: Project Cost
Project Management: Executing a Project
Project Management: Controlling a Project
Project Management: Closing a Project
Project Management Professional: Integration Management
Project Management Professional: Scope Management

Project Management Professional: Time Management I
Project Management Professional: Time Management II
Project Management Professional: Cost Management
Project Management Professional: Quality Management
Project Management Professional: Human Resources Management
Project Management Professional: Communications Management
Project Management Professional: Risk Management
Project Management Professional: Procurement Management
Project Management Professional: Certification Review

**Sales** (16 courses)

Course Title
Sales: Seller Behaviors
Sales: Buyer Behaviors
Sales: Buyer-Focused Selling
Sales: The Selling Cycle
Sales: Telephone Communications
Sales: Communication Skills
Sales: Written Communications
Sales: Managing a Territory
Sales: Gathering Information
Sales: Planning a Sales Call
Sales: The Sales Call
Sales: Probing and Questioning
Sales: Presenting Solutions
Sales: Closing the Sale
Sales: Buyer Reactions
Sales: Concluding a Call