



**Course List- Business Skills Video  
Personal Development**

<b>Series and Course Titles</b>	<b>Acronym</b>
<b>BSV Subscription: Personal Development</b>	<b>(BSVCP)</b>
<b>Career Development (Videos)</b>	<b>PBC001</b>
Career Development (Videos): The Influence Edge and Your Career	v_c104
Career Development (Videos): 1 Been There, Done That, Now What?	c1cd01
<b>Communication (Videos)</b>	<b>PBC003</b>
Communication (Videos): Curing Common Meeting Ailments (Interview)	v_c301
Communication (Videos): Effective Business Writing	v_c303
Communication (Videos): High Performance Communication	v_c304
Communication (Videos): Keeping Meeting Participants Awake (Interview)	v_c305
Communication (Videos): People Styles at Work	v_c307
Communication (Videos): Resolving Conflict	v_c308
Communication (Videos): Telephone Etiquette	v_c309
Communication (Videos): The Influence Edge and E-Mail	v_c310
Communication (Videos): The People Styles Model	v_c306
Communication (Videos): Understanding Negotiation	v_c311
Communication (Videos): Working Wounded: Effective Business Presentations	v_c312
Communication (Videos): Working Wounded: Giving an Apology at Work	v_c313
Communication (Videos): Working Wounded: Leading a Successful Meeting	v_c314
Communication (Videos): Working Wounded: Making Group Decisions	v_c315
Communication (Videos): Working Wounded: Working Through Conflict	v_c316
<b>Self-Management (Videos)</b>	<b>PBS002</b>
Self-Management (Videos): Becoming More Assertive	v_s201
Self-Management (Videos): Business Protocol	v_s202
Self-Management (Videos): Creative Time Management for the New Millennium	v_s203
Self-Management (Videos): Dealing with Non-Stop Change	v_s204
Self-Management (Videos): Goal Setting and Action Planning	v_s205
Self-Management (Videos): Leap of Faith	v_s206
Self-Management (Videos): Self-Motivation Through Self-Talk	v_s207
Self-Management (Videos): Self-Talk First Aid Kit	v_s208
Self-Management (Videos): The Dynamics of Self-Talk (Interview)	v_s209
Self-Management (Videos): The Influence Edge and Change	v_s210
Self-Management (Videos): The Influence Edge Model	v_s211
Self-Management (Videos): Working Wounded: Dealing with a Messy Desk	v_s212
Self-Management (Videos): Working Wounded: Getting More Work Done	v_s213
Self-Management (Videos): Working Wounded: Office Politics	v_s214
Self-Management (Videos): Working Wounded: Performance Appraisals	v_s215
<b>Work and Life Balance (Videos)</b>	<b>PBW001</b>
Work and Life Balance (Videos): Child Care Selection	v_w101
Work and Life Balance (Videos): Elder Care Selection	v_w102
Work and Life Balance (Videos): Embracing New Technology	v_w103
Work and Life Balance (Videos): Exhausted Single Working Parent	v_w104
Work and Life Balance (Videos): Financial Planning for Elder Care	v_w105
Work and Life Balance (Videos): Making a Case to Telecommute (Interview)	v_w107
Work and Life Balance (Videos): Overload in an Over-Wired World (Interview)	v_w108
Work and Life Balance (Videos): Telecommuting	v_w109
Work and Life Balance (Videos): The Moral Dilemma of Success	v_w110
Work and Life Balance (Videos): The Risks of Job Burnout	v_w111
Work and Life Balance (Videos): Working Wounded: Connecting With Your Kids When Traveling	v_w112
Work and Life Balance (Videos): Working Wounded: Information Overload	v_w113

**Total Business Skills Video - Personal Development courses: 44**



## Course List- Business Skills Video Management

Series and Course Titles	Acronym
<b>BSV Subscription: Management</b>	<b>(BSVCM)</b>
<b>Coaching (Videos)</b>	<b>PBC002</b>
Coaching (Videos): Performance Coaching: Career Coaching	v_c203
Coaching (Videos): Performance Coaching: Collaborating	v_c204
Coaching (Videos): Performance Coaching: Mentoring	v_c205
Coaching (Videos): Performance Coaching: Training	v_c206
<b>Leadership (Videos)</b>	<b>PBL001</b>
Leadership (Videos): "Show, Don't Tell"	v_l108
Leadership (Videos): Creating and Communicating Vision	v_l101
Leadership (Videos): Creating Organizations with Many Leaders (Interview)	v_l102
Leadership (Videos): Digital Markets (Interview)	v_l103
Leadership (Videos): E-Business Strategies (Interview)	v_l104
Leadership (Videos): Leadership in Freaked Out Times (Interview)	v_l105
Leadership (Videos): Leading into the Future (Interview)	v_l106
Leadership (Videos): Leading Organizational Transition	v_l107
Leadership (Videos): Strategic Planning: Establish Processes	v_l109
Leadership (Videos): Strategic Planning: Implement Initiatives	v_l110
Leadership (Videos): Strategic Planning: Strategic Alignment	v_l111
Leadership (Videos): Supporting Innovation (Interview)	v_l112
Leadership (Videos): Surfer Rules (Interview)	v_l113
Leadership (Videos): The E-Marketplace (Interview)	v_l114
Leadership (Videos): The Leadership Challenge: Challenge the Process	v_l116
Leadership (Videos): The Leadership Challenge: Enable Others to Act	v_l117
Leadership (Videos): The Leadership Challenge: Encourage the Heart	v_l118
Leadership (Videos): The Leadership Challenge: Inspire a Shared Vision	v_l119
Leadership (Videos): The Leadership Challenge: Model the Way	v_l120
Leadership (Videos): The Power of B-Webs (Interview)	v_l115
Leadership (Videos): Tilt The Field: Attitude	v_l121
Leadership (Videos): Tilt The Field: Leadership	v_l122
Leadership (Videos): Tilt The Field: Perspective	v_l123
Leadership (Videos): Transform, Don't Conform (Interview)	v_l124
Leadership (Videos): Value Matters (Interview)	v_l125
<b>Leading Teams (Videos)</b>	<b>PBL002</b>
Leading Teams (Videos): Creating Successful Teams (Interview)	v_l201
Leading Teams (Videos): Developing Successful Teams	v_l202
Leading Teams (Videos): Successful Geo-Dispersed Teams (Interview)	v_l203
Leading Teams (Videos): Team Learning (Interview)	v_l204
Leading Teams (Videos): The Influence Edge and Your Team	v_l205
Leading Teams (Videos): Virtual Teams	v_l206
Leading Teams (Videos): Working Wounded: Teams at Work	v_l207
<b>Management (Videos)</b>	<b>PBM001</b>
Management (Videos): Attracting Key Talent (Interview)	v_m101
Management (Videos): Bringing The Workplace to Life (Interview)	v_m102
Management (Videos): Delegation Strategies	v_m103
Management (Videos): Fire Up and Motivate Your Employees	v_m104
Management (Videos): Handling Performance Problems	v_m105
Management (Videos): Interviewing for Organizational Fit	v_m106
Management (Videos): Interviewing for Success	v_m107
Management (Videos): Knowledge Management (Interview)	v_m108

Management (Videos): Making 360 Degree Feedback Work	v_m109
Management (Videos): Managing Performance	v_m110
Management (Videos): Managing Telecommuters	v_m111
Management (Videos): Motivate to Retain (Interview)	v_m112
Management (Videos): Recruiting Top Talent	v_m113
Management (Videos): Retaining Top Talent	v_m114
Management (Videos): Retention for the Long Haul (Interview)	v_m115
Management (Videos): Succession Planning	v_m116
Management (Videos): The Costs of Attrition (Interview)	v_m117
Management (Videos): The Diversity Manager	v_m118
Management (Videos): Working Wounded: Becoming a New Manager	v_m119
Management (Videos): Working Wounded: Counseling an Employee	v_m120
Management (Videos): Working Wounded: The More You Give, The More You'll Get	v_m121

### **Managing Within the Law (Videos)**

<b>Managing Within the Law (Videos)</b>	<b>PBM002</b>
Managing Within the Law (Videos): At Will Employment	v_m201
Managing Within the Law (Videos): Complying with ADA Requirements	v_m202
Managing Within the Law (Videos): Discrimination	v_m203
Managing Within the Law (Videos): Discrimination (Presentation Style)	v_m204
Managing Within the Law (Videos): Drug and Alcohol Abuse in the Workplace	v_m205
Managing Within the Law (Videos): Family and Medical Leave Act	v_m206
Managing Within the Law (Videos): FLSA & State Wage-Hour Law	v_m207
Managing Within the Law (Videos): Freedom of Religion in the Workplace	v_m208
Managing Within the Law (Videos): Freedom of Speech in the Workplace	v_m209
Managing Within the Law (Videos): Legal Guidelines for Interviewing	v_m210
Managing Within the Law (Videos): Preventing Sexual Harassment - Manager Version	v_m211
Managing Within the Law (Videos): Respecting Employees' Individual Rights	v_m212
Managing Within the Law (Videos): Top Ten Ways for a Manager to Stay Out of Jail	v_m213
Managing Within the Law (Videos): Working Wounded: Preventing Lawsuits	v_m214
Managing Within the Law (Videos): Wrongful Termination	v_m215
Managing Within the Law (Videos): Wrongful Termination (Presentation Style)	v_m216

### **Six Sigma (Videos)**

<b>Six Sigma (Videos)</b>	<b>V_SSIG</b>
Six Sigma (Videos): 1 Six Sigma Fundamentals	v_ss01
Six Sigma (Videos): 2 Deployment Roadmap	v_ss02
Six Sigma (Videos): 3 Lasting Six Sigma	v_ss03

**Total Business Skills Video - Management courses: 76**



## Course List- Business Skills Video Essentials

Series and Course Titles	Acronym
<b>BSV Subscription: Essentials</b>	<b>(BSVCE)</b>
<b>Customer Service (Videos)</b>	<b>PBC004</b>
Customer Service (Videos): Building Customer Loyalty	v_c401
Customer Service (Videos): Building Web Relationships (Interview)	v_c403
Customer Service (Videos): Creating Customer Value	v_c404
Customer Service (Videos): Crown Your Customers (Interview)	v_c405
Customer Service (Videos): Customer Convenience is Key to E-Commerce (Interview)	v_c406
Customer Service (Videos): Customer Service Strategy	v_c407
Customer Service (Videos): Dealing with Customer Complaints	v_c408
Customer Service (Videos): Delighting Your Customers	v_c402
Customer Service (Videos): Exceeding Customer Expectations	v_c409
Customer Service (Videos): Getting to Know Your Customers	v_c410
Customer Service (Videos): Getting Your Customer Experience Right (Interview)	v_c411
Customer Service (Videos): Implementing Effective Service Standards	v_c412
Customer Service (Videos): Keeping Loyal Customers	v_c413
Customer Service (Videos): Measuring Customer Service	v_c416
Customer Service (Videos): Profits, Not Promises (Interview)	v_c417
Customer Service (Videos): Understanding Customer Service	v_c418
Customer Service (Videos): Working Wounded: Building Relationships with Your Customers	v_c419
Customer Service (Videos): Working Wounded: Good News About Customer Complaints	v_c420
<b>Finance (Videos)</b>	<b>PBF001</b>
Finance (Videos): Building Budgets That Affect Reality (Interview)	v_f101
Finance (Videos): Capitalize Your Capital (Interview)	v_f102
Finance (Videos): Cash Flow Analysis	v_f103
Finance (Videos): Key Financial Ratios	v_f104
Finance (Videos): Linking Financial Management with Organizational Goals	v_f105
Finance (Videos): Understanding Financial Statements	v_f106
Finance (Videos): Working Wounded: The Budget Blues	v_f107
<b>Global Business (Videos)</b>	<b>PBG001</b>
Global Business (Videos): Communicating Across Cultures	v_g101
Global Business (Videos): Global Work	v_g102
Global Business (Videos): Global Work in China (Interview)	v_g103
Global Business (Videos): Presenting Globally	v_g104
Global Business (Videos): The Influence Edge in Cross-Cultural Situations	v_g105
<b>Sales and Marketing (Videos)</b>	<b>PBS001</b>
Sales and Marketing (Videos): E-Mail Marketing (Interview)	v_s101
Sales and Marketing (Videos): Guerrilla Marketing	v_s102
Sales and Marketing (Videos): Guerrilla Trade Show Selling	v_s103
Sales and Marketing (Videos): Marketing Your Web Site (Interview)	v_s104
Sales and Marketing (Videos): New Rules of Online Advertising (Interview)	v_s105
Sales and Marketing (Videos): Sales Skills for Call Centers	v_s106
Sales and Marketing (Videos): Target Your Market (Interview)	v_s107
Sales and Marketing (Videos): The Influence Edge and Sales	v_s108
Sales and Marketing (Videos): Track Selling Step 1: Approach	v_s109
Sales and Marketing (Videos): Track Selling Step 2: Qualification	v_s110

Sales and Marketing (Videos): Track Selling Step 3: Agreement On Need	v_s111
Sales and Marketing (Videos): Track Selling Step 4: Sell the Company	v_s112
Sales and Marketing (Videos): Track Selling Step 5: Fill the Need	v_s113
Sales and Marketing (Videos): Track Selling Step 6: Act of Commitment	v_s114
Sales and Marketing (Videos): Track Selling Step 7: Cement the Sale	v_s115
Sales and Marketing (Videos): Working Wounded: Closing A Sale	v_s116
Sales and Marketing (Videos): Working Wounded: Getting Out of a Sales Slump	v_s117
Sales and Marketing (Videos): Working Wounded: Keys to a Successful Marketing Campaign	v_s118
Sales and Marketing (Videos): Working Wounded: Making A Gatekeeper an Ally	v_s119

### **Workplace Environment (Videos)**

### **PBW002**

Workplace Environment (Videos): Computer Comfort	v_w201
Workplace Environment (Videos): Diversity Effectiveness - An Overview	v_w202
Workplace Environment (Videos): E-Mail and Internet Privacy at Work	v_w203
Workplace Environment (Videos): Ethical Decision Making	v_w204
Workplace Environment (Videos): Ethics in the Workplace - Choose Wisely!	v_w205
Workplace Environment (Videos): Moving Toward Diversity Effectiveness	v_w206
Workplace Environment (Videos): Preventing Sexual Harassment	v_w207
Workplace Environment (Videos): Preventing Sexual Harassment (Presentation Style)	v_w208
Workplace Environment (Videos): Preventing Violence in the Workplace	v_w209
Workplace Environment (Videos): Preventing Violence in the Workplace (Presentation Style)	v_w210
Workplace Environment (Videos): Working Wounded: Overcoming Your Own Bias	v_w212
Workplace Environment (Videos): Workplace Violence: Ingredients for Disaster	v_w211

**Total Business Skills Video - Essentials courses: 61**



Home and Small Business  
Course List - March 2009

<b>Series: Course Title</b>	<b>Acronym</b>
<b>401(k) Plans</b>	<b>401K1K</b>
401(k) Plans: 1 401(k) Basics	401k01
<b>Budgeting and Saving</b>	<b>BUDGET</b>
Budgeting and Saving: 1 Confronting Debt	budg01
Budgeting and Saving: 2 Eliminating Debt	budg02
Budgeting and Saving: 3 Banking Basics	budg03
Budgeting and Saving: 4 Choosing Bank Accounts	budg04
Budgeting and Saving: 5 Planning Your Retirement	budg05
Budgeting and Saving: 6 Making 401(k) Plans Work	budg06
Budgeting and Saving: 7 Exploring Investment Options	budg07
<b>Estate Planning</b>	<b>EPLLIB</b>
Estate Planning: 1 Starting an Estate Plan	ep1
Estate Planning: 2 Sorting Out Your Assets	ep2
Estate Planning: 3 Preparing Your Will	ep3
Estate Planning: 4 All About Probate	ep4
Estate Planning: 5 Considering Your Family	ep5
Estate Planning: 6 Taxes to Expect	ep6
Estate Planning: 7 Tax Strategies	ep7
Estate Planning: 8 Retirement Issues	ep8
Estate Planning: 9 Revising an Estate Plan	ep9
<b>Home Business</b>	<b>HBBLIB</b>
Home Business: 1 Choosing a Home Business	hb1
Home Business: 2 Raising Financing	hb2
Home Business: 3 Office Management	hb3
Home Business: 4 Managing Your Business	hb4
<b>Interview Skills</b>	<b>ITVLIB</b>
Interview Skills: 1 Getting the Interview	it1
Interview Skills: 2 Preparing Yourself	it2
Interview Skills: 3 Making an Entrance	it3
Interview Skills: 4 Listening & Answering	it4
Interview Skills: 5 Taking the Reins	it5
Interview Skills: 6 Asking Questions	it6
Interview Skills: 7 Opening Interviews	it7
Interview Skills: 8 Tough Interviews	it8
Interview Skills: 9 Following Through	it9
<b>Investing Fundamentals</b>	<b>IVFLIB</b>
Investing Fundamentals: 1 The Basics	iv1
Investing Fundamentals: 2 Organizing	iv2
Investing Fundamentals: 3 Stocks	iv3
Investing Fundamentals: 4 Bonds	iv4
Investing Fundamentals: 5 Mutual Funds	iv5
Investing Fundamentals: 6 Planning	iv6



Home and Small Business  
Course List - March 2009

Series: Course Title	Acronym
<b>QuickBooks</b>	<b>QBKLIB</b>
QuickBooks: 1 The First Time in QuickBooks	qb1
QuickBooks: 2 Setting Up Accounting	qb2
QuickBooks: 3 Entering Historical Data	qb3
QuickBooks: 4 Managing Accounts and Lists	qb4
QuickBooks: 5 Invoices and Sales Tax	qb5
QuickBooks: 6 Paying Bills	qb6
QuickBooks: 7 Managing Assets and Reports	qb7
QuickBooks: 8 Paying Employees	qb8
QuickBooks: 9 Managing Taxes	qb9
QuickBooks:10 Online Banking and Budgets	qb10
<b>QuickBooks 2004</b>	<b>QB04IN</b>
QuickBooks 2004: 1 Setting Up QuickBooks	qb0401
QuickBooks 2004: 2 Adding Information and Security	qb0402
QuickBooks 2004: 3 Invoices, Purchases, and Payments	qb0403
QuickBooks 2004: 4 Timesaving Features	qb0404
QuickBooks 2004: 5 Recording Inventory and Assets	qb0405
QuickBooks 2004: 6 Working with Taxes, Equity, and Liabilities	qb0406
QuickBooks 2004: 7 Extra Features and Reports	qb0407
<b>Retirement Planning</b>	<b>RETLIB</b>
Retirement Planning: 1 Money Management	re1
Retirement Planning: 2 Investing	re2
<b>Works</b>	<b>WKSLIB</b>
Works: 1 Getting Started	wk1
Works: 2 Introducing the Word Processor	wk2
Works: 3 Formatting Word Processor Pages	wk3
Works: 4 Using the Spreadsheet	wk4
Works: 5 Managing Spreadsheet Data	wk5
Works: 6 Using the Database	wk6
Works: 7 Calendar and Cross-Works Tools	wk7
<b>Total Home &amp; Smal Business courses: 62</b>	



**Business Skills Development  
Course List - March 2009**

<b>Series: Course Title</b>	<b>Acronym</b>
<b>Basics of Business Math</b>	<b>MATHBB</b>
Basics of Business Math: 1 Fractions	math01
Basics of Business Math: 2 Decimals	math02
Basics of Business Math: 3 Calculator	math03
Basics of Business Math: 4 Equations	math04
Basics of Business Math: 5 Percents	math05
Basics of Business Math: 6 Reports	math06
<b>Building Relationships</b>	<b>BLDREL</b>
Building Relationships: 1 Socializing at Work	bldr01
Building Relationships: 2 Understanding Behavioral Intentions	bldr02
Building Relationships: 3 Choosing Your Approach	bldr03
<b>Business Ethics</b>	<b>BETHIC</b>
Business Ethics: 1 What You Don't Know Can Hurt You	v_be01
Business Ethics: 2 Everyday Ethical Dilemmas	beth02
Business Ethics: 3 Ethical Dilemmas and the Law	beth03
Business Ethics: 4 Individual Values; Organizational Values	beth04
<b>Communicating with Power</b>	<b>POCOMM</b>
Communicating with Power: 1 Elements of Powerful Communication	poco01
Communicating with Power: 2 Persuasive Appeals	poco02
Communicating with Power: 3 Modes of Persuasion	poco03
Communicating with Power: 4 Active Listening	poco04
Communicating with Power: 5 Resolving Conflict	poco05
Communicating with Power: 6 Negotiation	poco06
<b>Customer Service</b>	<b>CUSLIB</b>
Customer Service: 1 Defining Service	cu1
Customer Service: 2 Communicating	cu2
Customer Service: 3 Fixing Problems	cu3
Customer Service: 4 Building a Department	cu4
Customer Service: 5 Tools of the Trade	cu5
<b>Dealing with Difficult People</b>	<b>DIFFIP</b>
Dealing with Difficult People: 1 Managing Against the Odds	v_di01
Dealing with Difficult People: 2 Consideration	diff02
Dealing with Difficult People: 3 Attitude	diff03
Dealing with Difficult People: 4 Trust	diff04
Dealing with Difficult People: 5 Power	diff05
Dealing with Difficult People: 6 Communication	diff06
Dealing with Difficult People: 7 Responsibility	diff07
<b>E-Mailing Your Way to the Top</b>	<b>EMATOP</b>
E-Mailing Your Way to the Top: 1 Managing Your Inbox	emat01
E-Mailing Your Way to the Top: 2 Writing Effective E-Mails	emat02
E-Mailing Your Way to the Top: 3 The Legal Face of E-Mail	EMAT03
E-Mailing Your Way to the Top: 4 Becoming an Organizational Leader	EMAT04



**Business Skills Development  
Course List - March 2009**

<b>Series: Course Title</b>	<b>Acronym</b>
<b>Effective Business Communication</b>	<b>BUSCOM</b>
Effective Business Communication: 2 The Planning Worksheet	busc02
Effective Business Communication: 3 Writing Skills	busc03
Effective Business Communication: 4 Patterns of Development	busc04
Effective Business Communication: 5 Letters	busc05
Effective Business Communication: 6 Memos, E-Mail, and Other Communications	busc06
Effective Business Communication: 7 Reports	busc07
Effective Business Communication: 8 Documentation	busc08
<b>Effective Presentations</b>	<b>EFPRES</b>
Effective Presentations: 1 Preparing for a Presentation	efpr01
Effective Presentations: 2 Developing an Effective Message	efpr02
Effective Presentations: 3 Improving Delivery Skills	efpr03
Effective Presentations: 4 Using PowerPoint and Other Visuals	efpr04
<b>Fundamentals of Business Management</b>	<b>BIZMNG</b>
Fundamentals of Business Management: 1 Management in Perspective	bizm01
Fundamentals of Business Management: 2 Functions of Front-Line Management	bizm02
Fundamentals of Business Management: 3 Managerial Finance and Accounting	bizm03
<b>Grammar</b>	<b>GRAMBB</b>
Grammar: 1 Fundamental Sentence Structures	gram01
Grammar: 2 Punctuation	gram02
Grammar: 3 Complex Sentence Structures	gram03
Grammar: 4 Advanced Grammar	gram04
<b>* Innovation in the Workplace</b>	<b>INNOVA</b>
Innovation in the Workplace: 1 Defining Innovation and Determining Your Point of View	INNO01
Innovation in the Workplace: 2 Identifying the Enemies of Ideas and Innovation	INNO02
* Innovation in the Workplace: 3 Asking Questions	INNO03
* Innovation in the Workplace: 4 Harnessing Energy	INNO04
* Innovation in the Workplace: 5 Creating Ideas	INNO05
* Innovation in the Workplace: 6 Measuring Success	INNO06
<b>Instructional Design</b>	<b>INSDDES</b>
Instructional Design: 1 Process, Needs, and Roles	insd01
Instructional Design: 2 Analysis and Objectives	insd02
Instructional Design: 3 Design Concepts	insd03
Instructional Design: 4 Planning and Implementation	insd04
Instructional Design: 5 Evaluation	insd05
<b>Management Skills Introduction</b>	<b>MNGSKL</b>
Management Skills Introduction: 1 Ready! Set! Manage!	mngs01
Management Skills Introduction: 2 Motivating	mngs02
Management Skills Introduction: 3 Planning	mngs03
Management Skills Introduction: 4 Communication	mngs04
Management Skills Introduction: 5 Getting Input	mngs05
Management Skills Introduction: 6 Dealing with Challenging People and Times	mngs06
Management Skills Introduction: 7 Building Success	mngs07



**Business Skills Development  
Course List - March 2009**

<b>Series: Course Title</b>	<b>Acronym</b>
<b>Managing Change</b>	<b>MNGCHG</b>
Managing Change: 1 Refocusing Yourself	mngc01
Managing Change: 2 Leading the Team	mngc02
Managing Change: 3 Working with Individuals	mngc03
<b>Motivation Methods and Strategies</b>	<b>MOTIVE</b>
Motivation Methods and Strategies: 2 Leading for Commitment	moti02
<b>Motivation</b>	<b>MOTLIB</b>
Motivation: 1 Leading with a Vision	mo1
Motivation: 2 Communicating	mo2
Motivation: 3 Rewarding and Correcting	mo3
Motivation: 4 Performance and Training	mo4
Motivation: 5 Building Trust	mo5
<b>Negotiating</b>	<b>NGOLIB</b>
Negotiating: 1 Negotiating Techniques	ng1
Negotiating: 2 Gaining Control	ng2
Negotiating: 3 Closing the Deal	ng3
Negotiating: 4 Everyday Negotiations	ng4
<b>* Problem Solving Through Productive Thinking</b>	<b>THINKI</b>
Problem Solving Through Productive Thinking: 1The Concept of Productive Thinking	thin01
Problem Solving Through Productive Thinking: 2 Productive Thinking in Principle	thin02
* Problem Solving Through Productive Thinking: 3 The Productive Thinking Model	thin03
* Problem Solving Through Productive Thinking: 4 Productive Thinking in Practice	thin04
<b>Project Management from a People Perspective</b>	<b>PMEFFE</b>
Project Management from a People Perspective: 1 Working Across Departments	pmef01
Project Management from a People Perspective: 2 Building and Leading a Team	pmef02
Project Management from a People Perspective: 3 Managing Project Stakeholders	pmef03
Project Management from a People Perspective: 4 Communicating Effectively	pmef04
Project Management from a People Perspective: 5 Key Documentation	pmef05
Project Management from a People Perspective: 6 Balancing Multiple Projects	pmef06
<b>Project Management Professional Certification 2005</b>	<b>PMP5UP</b>
Project Management Professional Certification 2005: 1 Project Management Framework and Initiating the Project	pmp501
Project Management Professional Certification 2005: 2 Project Planning Processes	pmp502
Project Management Professional Certification 2005: 3 Project Execution and Quality Management	pmp503
Project Management Professional Certification 2005: 4 Project Monitoring and Control	pmp504
Project Management Professional Certification 2005: 5 Project Closing	pmp505
Project Management Professional Certification 2005: 6 Professional Responsibility	pmp506
Project Management Professional Certification 2005: 7 Practice Exams	pmp507



**Business Skills Development  
Course List - March 2009**

<b>Series: Course Title</b>	<b>Acronym</b>
<b>Project Management</b>	<b>PROJMG</b>
Project Management: 1 Project Management Overview	proj01
Project Management: 2 Understanding the Project Manager's Role	proj02
Project Management: 3 Defining the Problem	proj03
Project Management: 4 Determining the Strategy	proj04
Project Management: 5 Developing the Work Breakdown Structure	proj05
Project Management: 6 Estimating and Scheduling Resources	proj06
Project Management: 7 Understanding Scheduling Computations	proj07
Project Management: 8 Tracking Project Activities	proj08
Project Management: 9 Closing Out the Project	proj09
Project Management:10 Formalizing Project Management Standards	proj10
Project Management:11 Developing Project Teams	proj11
Project Management:12 Ensuring Your Own Effectiveness	proj12
<b>Sarbanes-Oxley Act</b>	<b>SARBOX</b>
Sarbanes-Oxley Act: 1 Overview, Disclosures, and Reporting	sarb01
Sarbanes-Oxley Act: 2 Standards, Regulations, and Penalties	sarb02
<b>Self-Management (Videos)</b>	<b>PBS002</b>
Self-Management (Videos): Becoming More Assertive	v_s201
Self-Management (Videos): Business Protocol	v_s202
Self-Management (Videos): Creative Time Management for the New Millennium	v_s203
Self-Management (Videos): Dealing with Non-Stop Change	v_s204
Self-Management (Videos): Goal Setting and Action Planning	v_s205
Self-Management (Videos): Leap of Faith	v_s206
Self-Management (Videos): Self-Motivation Through Self-Talk	v_s207
Self-Management (Videos): Self-Talk First Aid Kit	v_s208
Self-Management (Videos): The Dynamics of Self-Talk (Interview)	v_s209
Self-Management (Videos): The Influence Edge and Change	v_s210
Self-Management (Videos): The Influence Edge Model	v_s211
Self-Management (Videos): Working Wounded: Dealing with a Messy Desk	v_s212
Self-Management (Videos): Working Wounded: Getting More Work Done	v_s213
Self-Management (Videos): Working Wounded: Office Politics	v_s214
Self-Management (Videos): Working Wounded: Performance Appraisals	v_s215
<b>Sexual Harassment in the Workplace</b>	<b>SHARSS</b>
Sexual Harassment in the Workplace: 1 Why Can't We All Just Get Along	v_sh01
Sexual Harassment in the Workplace: 2 Defining Sexual Harassment	shar02
Sexual Harassment in the Workplace: 3 Preventing Sexual Harassment	shar03
Sexual Harassment in the Workplace: 4 Responding to Sexual Harassment	shar04
<b>Stress Management</b>	<b>STRESS</b>
Stress Management: 1 Stress on the Job	stre01
Stress Management: 2 Resisting Stress	stre02
Stress Management: 3 Assertiveness	stre03
Stress Management: 4 Coping with Anger	stre04



**Business Skills Development  
Course List - March 2009**

<b>Series: Course Title</b>	<b>Acronym</b>
<b>Teams That Work</b>	<b>TEAMWK</b>
Teams That Work: 1 Building Effective Teams	team01
Teams That Work: 2 Leading Effective Teams	team02
<b>Time Management for Maximum Productivity</b>	<b>TIMPRO</b>
Time Management for Maximum Productivity: 1 Taming Time	timp01
Time Management for Maximum Productivity: 2 Prioritizing and Procrastinating	timp02
Time Management for Maximum Productivity: 3 Establishing Goals	timp03
Time Management for Maximum Productivity: 4 Managing Time Together	timp04
Time Management for Maximum Productivity: 5 Controlling Time Leaks	timp05
<b>Time Management Fundamentals</b>	<b>TIMEMG</b>
Time Management Fundamentals: 2 Evaluating and Improving Time Management	time01
Time Management Fundamentals: 3 Organizing Tasks and Creating Uninterrupted Time	time02
Time Management Fundamentals: 4 Managing Meetings	time03
Time Management Fundamentals: 5 Managing Workload	time04
Time Management Fundamentals: 6 Managing Time with Co-Workers	time05

**Total Business Skills Development courses: 135**