madison approach
S T A F F I N G

Online Training Platform | Course Sampling

INDUSTRY SPECIFIC TRAINING

ACCOUNTING, BANKING & FINANCE
- Banking 101
- Basics of Accounting
- Electronic Banking
- Final Statements of Accounts of Banks
- Financial Analysis for Lending
- Improving Profitability in Tough Times
- Internal Control System
- Introduction to Banking
- Introduction to Bookkeeping and Accounting
- Lending Against Real Estate
- Loans and Advances
- Moving to a Paperless Office
- Operational Risk Management
- Risk Management Principles
- Supervisors and External Auditors
- Supervisory Self-Assessment
- Who is your Customer?:
  - I'm on a Mission
  - I'm With My Kids. Please Hurry.
  - I've Got a Coupon for That
  - I've Got Time and Money
  - I Can't Find This
  - I'm Just Looking
- Working Capital

EDUCATION
- Campus Aware: Sexual Violence Prevention
- Facebook® for Educators
- FERPA Training
- New Employee Training for School and College Districts
- Preventing Discrimination and Harassment on Campus
- Preventing Employment Discrimination Campus Edition
- Preventing Unlawful Harassment: College and University Edition
- Unlawful Harassment for Colleges: Employee Version

GOVERNMENT
- Customer Service in Government Agencies
- Government Project Management
- Government Transitions
- Government's Place in the Market
- Leadership in Government Agencies
- Plain Language for Government
- Preventing Employment Discrimination Federal Sector Managers and Supervisors
- Records Management in Government Agencies
- Resolving Government Customer Complaints on the Spot
- Self-Directed Work Teams in a Government Agency
- Social Media in Government
- The Power of Data in Government Agencies

HEALTHCARE
- Aged Care: Managing Incontinence
- Anatomy: Functional Body Systems
- Assessing Skin Conditions
- Caring for the Frail and Immobile
- Chronic Disease Management
- Dealing with Difficult Patients
- Developing a Nursing Portfolio
- Emerging Diseases: Prions and Viruses
- Encountering Grief and Loss
- End of Life Care
- Handling Complaints in the Medical Profession
- HIPAA Privacy and Security Basics for Employees in the Healthcare Sector
- How to Reduce Missed Medical Appointments
- Medical Records and Patient Information Distribution
- Mental Health: The Individual and Society
- Palliative Care Nursing: Caring For Yourself
- Preventing Falls in Aged Care
- Recognizing Mental Illness in Your Patient

LEGAL
- Effective Email & Memo Writing for Paralegals
- Paralegal Proofing
- Paralegal Roles from Pleading to Judgement
- Research Skills and Strategies for Paralegals

SMALL BUSINESS / STARTUPS
- Entrepreneur Skills
- Preparing Your Business Case
- Taking Ideas into Business Reality
- Talking Up Your Business
- The Dream
- The Small Business Guide to Government Contracts
- The Value of Employee Ownership

ROLE SPECIFIC TRAINING

ADMINISTRATIVE ASSISTANT
- 50 Training Activities for Administrative, Secretarial, and Support Staff
- Accessing Internet at the Office
- Effective Telephone Communication Skills for Receptionists
- Filing and Record-Keeping
- Managing the Front Desk
- Organizational Structure of an Office
- Organizing Computer Files
- Overview for the New Administrative Assistant
- Professional Telephone Skills
- Telephone Techniques:
  - Greeting
  - Handling Angry Callers
  - Taking Messages

BUSINESS SKILLS
- Basics: Introduction to Business Math
- Brainstorming and Solving
- Business Attire Basics for Men: Business Casual Attire
- Business Attire Basics for Women: Business Casual Attire
- Business Planning for Beginners
- Business Recovery after a Natural Disaster
- Character Matters! :
  - Character and Courage (Part 1 of 5)
  - Connecting Character in the Workplace (Part 2 of 5)
- Characteristics of Critical Thinkers
- Coordinating With Others:
  - Coordinating Gone Wrong! (Part 1 of 4)
  - Traits of an Effective Coordinator (Part 2 of 4)
- Corporate Social Responsibility
- Creating an Ethical Workplace for Managers
- Creating and Maintaining a Code of Conduct
- Creating Workforce Agility
- Critical Thinking 101:
  - Developing Yourself as a Critical Thinker
  - Leveraging Critical Thinking at Work
- Effective Online Meetings:
  - 1: Manage (1 of 8)
  - 2: Plan (2 of 8)
  - 3: Technology (3 of 8)
- Estimation: Computing Estimation
- Estimation: Visual Estimation
- Ethical Decision-Making Skills:
  - Ethical Issues and Problems (Section 1)
  - Connecting Character (Section 2)
  - What You Need to Know (Section 3)
  - Actions for Success (Section 4)
- Ethical Expectations:
  - Code of Conduct and Compliance Training (Section 1–5)
- Ethics and Business Conduct for Government Contractors
- Ethics and Code of Conduct
- Ethics and Social Responsibility in Management
- Ethics For Managers
- Ethics in Business
- Ethics in the Workplace
- Ethics: An Employee's Perspective
- Ethics: Why Even Bother With Ethics Training?
- Gathering Data:
  - Costs and Benefits
  - Identifying and Addressing Risks
  - SWOT Analysis
  - Understanding Financial Metrics
- Handling Ethics Situations
- Helping Yourself and Others Through Change
- How Ethics Affect Attitude and Behavior
- How Much Does Your Meeting Cost?
- Identifying and Overcoming Business Challenges
- Identifying Business Opportunities

- International Travel for Business
- Introducing the Foundations of Business
- Keys to Lively and Effective Meetings
- Knowledge Management: Getting and Sharing Best Practices
- Knowledge Management: Removing the Blocks to Sharing Best Practices
- Knowledge Management: Understanding Best Practices
- Leveraging Critical Thinking at Work
- Linking Ethical Behavior to Your Organization's Structure
- Making Ethical Decisions
- Managing Change in Tough Times
- Managing Change in Your Organization
- Mathematical Foundation
- Meeting For Results
- Office Etiquette
- Operations Processes
- Opportunities in International Business
- Organizational Ethics
- Overcoming Fears
- People Matter! Beginning with Respect
  - Ethics and Human Value
  - Ethics and Respect Connection: Do you "Care"?
  - Roadblocks to Respect
- Personal Ethics
- Privacy and Ethical Behavior
- Product Liability: Strict Liability and Negligence
- Product Liability: Warranties, Agency and Damages
- Professional Ethics
- Promoting an Ethical Culture in Your Organization
- The Global Business Environment:
  - Maximizing Cultural Awareness
  - Working in Different Economies
- The Globalization of Business
- The Impact of Social Media Within Your Organization
- Understand Your Industry
- Understanding Organizational Behavior

BUSINESS WRITING
- APA (6th Ed.) Research Paper Basics: Word 2010
- Articles, Determiners, Quantifiers, and Interjections
- Bad Email Habits: What Message Are You Sending?
- Basics of a Business Letter
- Beginning a Business Letter
- Business Email Guidelines
- Business Writing and Editing for Professionals
- Business Writing Tips:
  - Edit, Rewrite, and Say It Right
  - Make an Outline and a First Draft
- Business Writing:
  - Abbreviations
  - Acronyms
  - Appropriate Language
  - Executive Reports & Memos
  - Misused Words
  - Processes
  - Proposals
  - Sentences and Paragraphs
- Common Mistakes in Writing

- Common Word Usage Errors
- Commonly Misused Words: Skills and Drills
- Effective and Appropriate Email Use
- Effective Business Proposals
- Email Attachments
- Email Blunders to Avoid
- Email Etiquette Infographic
- Email Matters:
  - Address Fields
  - Authoring Emails When Angry
  - Composing a Message
  - Confidentiality
  - Handling Irate Customers
  - Humor in Email
  - Inappropriate Topics
  - Internal Customer Service
  - Introduction
  - Jargon and Shortcuts
  - Message Length
  - Opening & Closing Lines
  - Proofreading
  - Replying to All
  - Respond Promptly
  - Synchronous vs Asynchronous
  - The Subject Line
  - Tools for Emphasis
  - Writing with Conviction
- Ending a Business Letter
- Everyday Word Usage Blunders
- Frequent Word Usage Mistakes
- Fundamental Email Functions
- Great Grammar and Painless Proofreading
- How to Accurately Proofread
- Introduction to Email
- Office Spelling: Confusing Homonyms, Compounds, and Negative Formations
- Political Awareness in Government Agencies
- Professional Email Protocol
- Proposals That Work for Government Agencies
- Sending an Email
- Thank You Notes

COMMUNICATION
- A Positive Approach to Speaking
- Active Listening
- Advanced Presentation Skills
- Aggressive Manipulators
- Basic Facilitation
- Building Influence in the Workplace
- Conferences
- Confronting Workplace Conflict
- Cutting Edge Communication:
  - Building Relationships
  - Listening Actively
  - Presenting with Passion
  - Surviving Team Conflicts
- Dealing with Anger and Emotions: Quick Tips
- Dealing with Difficult Parents
- DISC Styles: D
- DISC Styles: I
- DISC Styles: S
- DISC Styles: C
- DISC: Introduction
  - DISC: Leading D
  - DISC: Leading I
  - DISC: Leading S

  - DISC: Leading C
  - DISC: Questionnaire
  - DISC: Understanding DISC Styles
- EQ Toolbox:
  - Becoming Socially Aware
  - How to be More Self-Aware
  - How to Express Empathy
  - Managing Your Relationships
- Foundations of Assertive Communication
- Giving Your Best Presentation
- Handling Conflict: An Employees' Guide
- Healthy Communication:
  - 01. Types of Communication at Work
  - 02. How to Communicate Well at Work
  - 03. How Not to Communicate
  - 04. Using Email at Work
  - 05. Communicating with Your Remote Team
- How to:
  - Appreciate Complaints
  - Be Assertive - Not Aggressive
  - Find Common Ground
  - Manage Emotions in the Workplace
  - To Overcome Disruptive Workstyle Differences
  - To Work With Someone You Dislike
- Interpersonal Communication
- Manage Yourself in the Midst of Conflict
- Managing Conflict in Special Circumstances
  - Conflict Step-by-Step
- Powerful Listening Skills
- Simple Scripts for Problems at Work
- Speak Up and Be Heard! A Confidence: Boosting Course for Women
- Speaking and Listening
- Straight Talk On Bad Language
- The Basics of Emotional Intelligence
- The Eight Basic Emotions
- The Great Conversationalist
- The Secret to Effective Communication
- The Truth About Conflict
- Understanding Your Learning Style
- Using Assertive Verbal Skills
- Working Well with Everyone:
  - The Diversity Continuum
  - The Mistake of Stereotyping

COMPUTER SKILLS
- Computer Literacy Basics (PC)
  - Networking
  - Storage Devices
- Connecting with Other Computers
- Desire2Learn (Brightspace)
- Digital Storytelling and Creativity
- Glogster Training
- Hardware Troubleshooting: Monitor and Keyboard
  - Mouse, Printer, and Hard Drive
- jQuery & JavaScript® Basics
- jQuery Mobile
- Laptop Computers and Computer Maintenance
- Laptops and Mobile Device Tips
- Maintaining Your Computer's Security
- PC Security and Maintenance
- Plickers
- Podcasting Workshop: An Introduction to Audio Podcasting
- Snapchat in Education
- Troubleshooting Apple® Mac®

- Understanding Computer Memory and Input Devices
- Using Computer Output Devices
- Using Computers in the Office
- Utilizing Web Search Engines
- Video Storytelling Guide
- Web Resources Workshop: Search, Evaluate & Use
- Weebly
- Your Ideal Computer Setup

COMPUTER SOFTWARE
- Adobe® Acrobat
- Microsoft® Access
  - Excel
  - Outlook
  - PowerPoint
  - Photoshop
  - Word
- Angel 8.0 Instructor
- Angel 8.0 Student
- Anime Studio Training
- Audacity® 2.0.3
- AutoCAD® 2014
- Browsing the Web Using Google Chrome™ 32 Training
- Browsing the Web Using Internet Explorer® 11 Training
- Camtasia® 7.1
- Camtasia® 8
- Canvas Instructor
- Captivate® 5.5
- Desire2Learn (Brightspace) 10.6: Instructor Training
- Desire2Learn (Brightspace) 10.6: Student Training
- Dreamweaver® CS6
- dummies®: Conducting a Meeting in Microsoft® Skype® for Business
- FileMaker® Pro 12
- Final Cut Pro® X
- Fireworks® CS5
- Flash® CS5
- Google Docs™ Document Sharing & Collaborating Training
- Google Drive™ Introduction
- Google™ Classroom Training
  - Docs Creating, Formatting, Organizing, & Editing
  - Drawing Training
  - Hangouts™
- Google™ Slides—Sharing & Publishing Training
- GoTo Meeting®
- Illustrator® CS5
- Illustrator® CS6
- Java® for Beginners Training
- Kahoot!
- OneDrive®
- OneNote® 2016
- Picasa™ 3.9
- QuickBooks®

CUSTOMER SERVICE
- 1 to 1: Customer Service Success
- 10 Steps to Successful Customer Service
- Building Great Customer Experiences
- Characteristics of a Value-Centered Organization

- Customer Experience
  - Lifetime Value
  - Loyalty
  - Relationship Management
- Customer Service and DISC Styles
  - Basics
  - Communication Skills
- Customer Service:
  - Episode 1 (of 10): A Tale of Two Businesses
  - Episode 2 (of 10): Pay Attention to Your Environment
  - Episode 3 (of 10): Little Things Matter
  - Episode 4 (of 10): Your Wait Time is Approximately Forever
  - Episode 5 (of 10): Customer Service
- Dealing with Customers Lawfully: A Rapid Skill Builder Booklet
- Delivering a Powerful Customer Experience
- Diffusing Hostility Through Customer Service
- Diffusing Techniques for Healing Customer Relationships
- Effective Techniques for Dealing with Difficult Customers
- Feedback:
  - Feedback Basics
  - What To Do With Feedback
- Handling Consumer Complaints
  - Customer Complaints in Hospitality
  - The Difficult Customer
- Healing Customer Relationships
- Hospitality ADA Compliance
- How to Deliver Effective Online Customer Support
  - Engage Your Customer
  - Improve a Situation With an Upset Customer: Quick Reference
  - Resolve Customer Complaints on the Spot
  - Say You're Sorry
  - Tell a Customer "No"
- Key Qualities in Building Customer Loyalty
- Know and Work With the Expectations of Those You Serve
- Lower Your Call Center Costs
- Maintaining a Positive Service Attitude
- Manage Your Body Language—And Read Theirs
- Over-Service to Leave a Lasting Impression
- Projecting Competence and Credibility
- Promote Your Service Value
- Quality Customer Service: Four Basic Elements
- Quality Customer Service: Phone Calls
- Recruit and Hire Stellar Customer Service Representatives
- Revolutionize Your Customer Experience
- Service as a DIS-satisfier
- Service Failure
- Service Impact Series:
  - Credibility Through Honesty
  - Cross-Cultural Communication
  - Dimensions of Service
  - Levels of Learning
  - The Angry Customer
- Service Matters:
  - Series (1 of 12): Excellent Customer Service: Natural or Learned?
  - (2 of 12): How Do You Build Rapport?

  - (3 of 12): How Do You Demonstrate You Care?
  - (4 of 12): How Do You Handle Bad Days?
  - (5 of 12): How Do You Handle Varying Customer Styles?
- SMILE!
- Taking C.A.R.E. of Business
- Taking the Customer Point of View
- TeleCare®:
  - Your Role as Advocate
  - Your Role as Detective
  - Your Role as Healer
  - Your Role as Host
  - Your Role as Teacher
- The "First Person" Syndrome:
  - 3 Traits of Great Customer Service
  - 4 P's in Creating Loyal Customers
  - 5 Values of Great Customer Service
  - Customer Service Survival Kit
  - Customer Service Zone
  - DNA of Customer Experience
- Turn Lemons into Lemonade: Handling Complaints Effectively
- Turning Around an Angry Customer
- Turning Customer Satisfaction into Customer Loyalty
- Understand What Those You Serve Value: Evaluation Values
- Use Effective Phone Skills
- What NOT to Say to Your Customers
- What's in it for Me?
- When Things Go Wrong
- When You Can't Say Yes
- Who Affects Service the Most?
- Who Gets Your Attention?

FINANCE & ACCOUNTING
- Accounting in a Nutshell
- Accounting Statements, Balance Sheets, and More!
- Accrual Accounting, (Part 1 of 3)
- Advanced Scenario Analysis and Stress Tests
- Analysis and Evaluation of Risk Exposures
  - Financing Liabilities
  - Income Taxes
- Analyzing Financial Leverage for a Business
  - Risks
- Back Office Controls
- Balancing the Books
- Be Audit Secure:
  - Part 1: Introduction (1 of 8)
  - Part 2: Reasonable Basis (2 of 8)
  - Part 3: The Rule of 3's (3 of 8)
  - Part 4: Policies and Procedures (4 of 8)
- Bookkeeping and Accounting
- Bookkeeping Basics
- Budgeting: How to Budget Expenses
- Business and Financial Information for Small Businesses
- Business Financing for Beginners
- Cash Flow Management:
  - How to Read Cash Flow Statements
  - Managing Payables
  - Managing Receivables
- Conducting Internal Payroll Audits
- Cost of Sales:
  - COGS

HUMAN RESOURCES

- The Value of Diversity
- Workplace Bullying
- Workplace Harassment Prevention for Managers and Supervisors
- Workplace Harassment: Prevention and the Law
- Workplace Violence
- Workplace Violence: An Overview

IT—FOR NON-IT PEOPLE
- Best Practices for Improving Data Quality
- Big Data in the Enterprise: An Introduction
- Big Data: Good for the Customer Not Just the Business
- Blogging With WordPress® 3.8 Training
- Computing Securely in the Cloud
- Cyber Attacks: The Best Defense is a Good Offense
- Cyber Ethics: A Growing Business Challenge
- Cyber Security Basics
- Data Security Compliance
  - Common Data Breaches and the Costs
  - Data Threats, The Law, And Your Responsibilities
  - Data Security-Device Access
- Effective Data Management
- Effective Network Security
- Energy Efficient Data Centers: Best Practices
- Enterprise Automation: What You Need to Know
- Enterprise Security Landscape
- Enterprise Security Update
- HTML Basics
- Insider Threats: Avoiding the Next Snowden
- Introducing IoT: The Internet of Things
- IT Help Desk Management
- Managing Supply Chain Risk
- Microsoft® SharePoint®
  - Designer
  - Foundation
  - Server
  - Tips and Tricks
- PHP Basics
- Privacy Issues
- Privileged User Accounts: Best Practices
- Protecting Your PC
- Sage 50 Certificate Course
- Secure Document Sharing with Mobile Devices
- Storage Optimization: An Introduction
- Theft and the Protection of Data
- Virtual Appliances: An Introduction
- Virtual Teams: Strategies for Success
- Virtualization: An Introduction

MANAGEMENT & LEADERSHIP
- A Manager's Guide to Virtual Teams
- Anti-Harassment: Anti-Harassment for Managers
- Assertive Communication Skills for Managers
- Barriers to Communication Success
- Become An Effective Leader
- Becoming a Great Leader:
  - (1 of 14): Building an Effective Leadership Team
  - (2 of 14): Characteristics
  - (3 of 14): Creating Followership
  - (4 of 14): Developing Followers
  - (5 of 14): Developing Yourself
  - (6 of 14): Effective Delegation

- Building and Sustaining a Nimble Culture
- Building More Effective Organizations
- Building Profit Through Building People
- Change Management:
  - After the Announcement
  - (1 of 7): An Introduction
  - (2 of 7): Analysis
  - (3 of 7): Creating Employee Excitement
  - (4 of 7): Making the Announcement
- Changing Organizational Culture
- Choosing the Best Person for the Task
- Competitive Advantage in Organizational Strategy
- Connecticut Sexual Harassment Training for Supervisors
- Connecting with Remote Employees
- Constructive Feedback
- Creating a Bully-Free Workplace: Manager Edition
- Creating Accountability
- Creating an Effective Leadership Style
- Creating Workforce Agility
- Creative Ways to Reward and Motivate Employees
- Criticism & Discipline Skills for Managers and Supervisors
- Dealing with Resistance
- Developing Management Skills
  - Remote Employees
- Discipline and Accountability for Results
- Effective Delegation Skills
  - Performance Reviews
- Embedding Organizational Culture
- Employee Discipline for Managers and Supervisors
- Employee Recognition
- Ethics: A Manager's Perspective
- Extrinsic and Intrinsic Rewards
- Facilities Management
- Feedback That Works
- Four Things All New Supervisors Must Remember:
  - E.X.A.L.T.
  - L.E.A.R.N.
  - S.H.A.K.E.
  - S.U.P.E.R.
- Generations at Work
- Going from Coworker to Boss
- Helping Others Solve Problems
- Hiring Remote Employees
- How Perceptions and Expectations Affect Motivation
- How to Avoid the Most Common Mistakes New Managers Make
- How to Supervise Off-Site Employees
- Introduction To:
  - Discipline
  - Managing Remote Employees
  - Working Remotely
- Introverts and Extroverts: Introduction
- Introverts and Extroverts: Managing Extroverts
- Job Rotation, Motivation, and Morale
- Lead by Listening
- Leader's Toolbox: The Change Environment
- Leaders Working with Leaders: Building Your Team
- Leadership & Engagement: A Correlation?
- Leadership and Decision Making

- Leadership and Problem Solving
- Leadership vs. Management
- Leading by Listening
- Lean:
  - Common Tools
  - Excellence through Lean Six Sigma
  - Introduction to 5S
  - Principles
  - The Basics
- Maintaining a Drug-Free Workplace: Manager's Edition
- Make Effective Decisions
- Manage Diversity and Grow
- Manager:
  - Getting Started on Accountability
  - Leading Accountable Teams
  - Transforming into a Culture of Accountability
- Manager's Toolbox:
  - Background Checks
  - Battling a Toxic Environment
  - Building an Engaged Organization
  - Building an Engaged Team
  - Employee Termination Checklist
  - Interviewing Checklist
  - Modeling Engagement Behaviors
  - The Power of Positive Language
  - Time Management and Your Team
  - Understanding Employee Privacy
- Managing Risk:
  - (1 of 7): Criminal Awareness
  - (2 of 7): Decision Making
  - (3 of 7): Employee Health
- Managing Team Development
- Managing Teams Ethically
- Managing Team Within an Organization
- Managing Virtual Teams: Techniques and Best Practices
- Maximizing Employee Performance
- Motivating Employees:
  - Appraising Performance
  - Creating an Inspiring Workplace
  - Designing Satisfying Jobs
  - Rewarding Performance
- Onboarding Remote Employees
- Operational Plans:
  - Budgets
  - The Single Use Plan
  - The Standing Plan
- Operations Management for Service Providers
- Operations Management in Manufacturing
- Operations Rules
- Organization for Efficiency
- Organizational Behavior:
  - Communication
  - Learning
  - Skills
  - Strategy
- Performance Excellence:
  - (1 of 6): Introduction
  - (2 of 6): Cost
  - (3 of 6): Requirements
- Preventing Employment Discrimination for Managers and Supervisors
- Preventing Workplace Harassment for Managers and Supervisors
- Project Management for Non-Project Managers

- Return on Investment (ROI) Basics
- Risk Management Basics:
  - (1 of 6): Defining Hazards
  - (2 of 6): Embedding Processes
  - (3 of 6): Healthy Risk Culture
- Six Sigma: Six Sigma and Kaizen
- Supervising Remote Employees
- Team Building:
  - (1 of 6): Characteristics of a Successful Team
  - (2 of 6): Effective Team Members
  - (3 of 6): Team Development and Tunkan Model
- The Lean Office
- Valuing Diversity for Managers
- Vision, Mission and Values
- Work Habits for Remote Employees

MARKETING
- 10 Mistakes in Marketing
- 49 Marketing Secrets (that Work) to Grow Sales
- Basics of Marketing with Social Media
- Billion Dollar Branding
- Boosting Sales
- Brand Marketing
- Breaking Through
- Building Brand and Reputation
- Business Marketing Face to Face
- Conducting Competitor Research Online
- Creating a Blog with WordPress® 4.1
- Creating Your Brand Proposition
- Determining Customer Needs
- Developing a Value Proposition
- Easy E-Newsletters
- Email Marketing Strategies
- Email Metrics 101
- Flickr
- Great Layout & Design: Tips, Tricks, and the Latest Trends
- Great Legal Marketing
- Grow Regardless
- How to Create a Social Media Flowchart
- Increasing Search Engine Optimization
- Increasing Website Traffic
- Lead Development: Social Media Networking
- Lean but Agile
- Managing Bad Press
- Marketing Plans
- Mastering Social Media
- Pinterest® Training
- Place Branding
- Pricing Perspectives
- Reverse Psychology Marketing
- Selecting Target Markets
- Setting a Marketing Communications Budget
- Setting Communication Objectives
- Social Media for Business: What You Need to Know
- Social Media in the Workplace: Advice and Best Practices
- Social Networking:
  - Does it Work at Work?
  - Facebook®
  - Instant Messaging
  - LinkedIn®
  - Twitter
- Stakeholder Reputation Research
- Strategic Marketing Planning for the Small to Medium-Sized Business
- Successful Email Marketing
- Successful Marketing
- The Brand Glossary
- The Four P's: Marketing Strategies
- The Marketing Environment:
  - Consumer Behavior
  - Generational Differences
  - The Basics
- The Mobile Marketing Handbook
- The New Rules of Green Marketing
- The Role of Public Relations in Earned Media
- The Secrets of Successful Business Blogging
- The Value of Podcasts
- Tracking Marketing and Communications Campaigns
- Tumblr
- Twitter
- Understanding Integrated Marketing Communications
- Understanding the Media (Part 1 of 4)
- Web Writing Basics
- Write Powerful Copy for the Web and More

OSHA & WORKPLACE SAFETY
- 7 Safety Habits That Could Save Your Life
- A Manager's Guide to Safety in the Workplace
- Accident Investigation
- Active Shooter & Workplace Violence
- Back Injury Prevention
- Back to Work. Back to Safety. (Re-gaining Safety Habits after Time Away from Work.)
- BBP for Healthcare
- Bloodborne:
  - Pathogen Training
  - Pathogens
- Bloodborne Pathogens and Personal Protective Equipment (PPE)
- Bloodborne Pathogens and the Needlestick Safety and Prevention Act
- Bloodborne Pathogens Overview
- Developing an Effective Safety Culture
- Electrical Safety
- Emergency Preparedness & Response
- Environmental Management Systems
- Ergonomics for Manufacturing
- Exposure Monitoring and Medical Surveillance (HAZWOPER)
- Eye Safety
- Fall Factors: Understanding & Preventing Slips, Trips & Falls
- Fire Prevention in Healthcare
- Fire Prevention in the Office
- Fire Safety for Industrial Workers
- Fire Safety for Office Workers
- First Aid
- Good Housekeeping: Everyone's Responsibility
- I Chose to Look the Other Way: Three Stories of Workplace Safety
- Job Safety Analysis, Safety Awareness & You
- Laboratory Safety
- Machine Guard
- Making Safety Work: Overview of Workplace Safety & Responsibilities
- Managing Workplace Safety and Health
- Medical OSHA Compliance
- Medical Surveillance Programs (HAZWOPER)
- Move It Safely: Avoiding Injury While Moving Materials
- Orientation to Laboratory Safety
- OSHA and Workplace Safety for HR Professionals
- OSHA Compliance and Management Handbook
- OSHA Record-Keeping Compliance
- OSHA Toolbox: What Matters Regarding Bloodborne Pathogens
- Personal Protective Equipment
- Personal Protective Equipment:
  - Eye & Face Protection
  - Foot Protection
  - Hand & Arm Protection
  - Head Protection
- Radiation Safety
- Radioisotope Safety
- Respiratory Protection
- Safety Decision-Making: Overcoming Human Nature
- Safety Management
- Safety Toolbox: What You Need to Know About Emergency Exits
- Slip, Trip, and Fall Prevention
- Take Time for Safety
- The Hazard Communications Program
- Warehouse Ergonomics
- Workers' Comp 10 Must Ask Questions
- Workers' Compensation Basics

PERSONAL DEVELOPMENT
- 7 Levers to Success
- Achieving Best Practice in Crisis Management
- Body Language:
  - At Work
  - Introduction
  - Movement
  - Position
  - Reading
- Building Strong Personal Relationships
- Building Strong Professional Relationships
- Business Meals: Table Manners
- Creative Brainstorming for Innovation
- Cutting Edge Communication: Achieving SMART Goals
- Cutting Edge Success at Work:
  - Contribute to the Team
  - Prioritize and Organize
  - Set and Achieve Goals
- Dealing with Stress at Work
- Dealing with Stressful People
- Effective Performance Reviews:
  - Handling a Bad Performance Review
  - Performance Reviews for Managers
  - Preparing for Your Review
  - Self-Assessments
- Getting Organized
- Goal Setting in the Workplace
- Handling Stress
- How Attitudes affect Employee Behavior
- How Do We Plan with Purpose? A Look at Effective PD
- How to:
  - Keep Your Commitments
  - Make Time for Training at Work
  - Reduce Anxiety

- Re-Energize Yourself at Work
- Improving Your:
  - Critical Thinking Skills
  - Daily Routine
  - Self-Awareness
  - Self-Management
  - Social-Awareness
- Introduction to Emotional Intelligence
- Living Large on Less
- Making Command Decisions Work for You
- Making Consensus Decisions Work for You
- Making Consultative Decisions Work for You
- Making Delegated Decisions Work for You
- Making Learning Stick
- Money Secrets of the Rich
- Problem Solving:
  - Define the Problem
  - Determine the Root Cause
  - Evaluate and Select Solutions
  - Generate Solutions
  - Implement Solutions
  - Introduction to Problem Solving
  - Monitor the Resolution
- Putting it all Together
- Reducing Stress Through:
  - Time Management
  - Meditation and Visualization
  - Techniques to Relax
- Respect:
  - How to Be Liked
  - How to Be Respected
  - Working with Dislike
- Rethinking Brainstorming
- Safe Money Millionaire
- Setting Sound Goals
- Setting Your Development Goals
- Six-Step Process to Problem Solving
- Smile!
- Social Awareness Tools
- Strengths Finder 2.0
- Stress at Work
- Stress Management:
  - Avoidable Stress
  - Handling Stress
  - Managing Stress
  - Unavoidable Stress
  - Understanding Stress
- Stress Management for Women
- Stress Management:
  - Stress Awareness Comes First
  - Taking Care of Yourself
- Switch On Caring
- Take Charge of Your Talent
- Taking Control of Your Inbox
- The Better Money Method
- The Money Flow
- The Psychology of Decision-Making
- The Science of Sleep:
  - How Much Sleep Do You Need
  - Sleep Hygiene
  - Sleeping for Shift Work
  - The Science of Sleep
- Think Big, Live Large
- Using DISC to Raise Your Emotional-IQ
- What are Emotions?
- What Can be Done About Job Stress?

- What is Stress?
- What Stresses Employees at Work?
- Work Hacks:
  - 5 Hacks for Workplace Sanity
  - 5 Hacks to a Clean and Comfortable Space
  - 6 Hacks to Controlling Your Inbox
  - 7 Hacks for Office Productivity
  - 7 Hacks to Maintain Work/Home Balance
- Working in Adversarial Relationships
- Working Well with Everyone:
  - Diversity = Greatness
  - The Power of Inclusion
- Workplace Life Jacket:
  - 7 Tips to Improve Your Work-Life Balance
  - 8 Tips to Control Your Email
  - Tips for an Organized Workspace
  - Tips to Increase Productivity
  - Tips to Remain Sane
- Workplace Stress

PROJECT MANAGEMENT
- 10 Steps to Successful Project Management
- Agile Certified Practitioner Exam Prep:
  - Chapter 01 (of 10): The Process
  - Chapter 02 (of 10): The Exam
  - Chapter 03 (of 10): Agile Principles & Mindset
  - Chapter 04 (of 10): Dynamic Systems Development (DSDM)
  - Chapter 05 (of 10): Value-Driven Delivery
- Alternative Routes to Accomplishing the Project Goal
- Building Commitment
- Business Intelligence: Best Practices for Successful Project Management
- Certified Associate in Project Management (CAPM) 5th Edition
- Characteristics of Projects
- Contingency Planning
- Cross-Cultural Considerations for Managing Projects
- Defining Project Problems or Opportunities
- Determining Project Requirements
- Executive Strategy & Management:
  - Section 1: The Basics of Project Management
  - Section 2: The Keys to Success
  - Section 3: Strategy Basics
- Fundamentals of Project Management
- Garnering Agreement on Project Requirements
- Getting Project Requests Right
- Identifying Personnel
- Identifying Project Risks
- Improve Your Project Management
- Intro to Scrum
- Introduction to Project Management:
  - Final Exam
  - Section 1 (of 10): Introduction & Overview
  - Section 2 (of 10): Teams & Leadership
  - Section 3 (of 10): Project Communication
  - Section 4 (of 10): Stakeholder Management
  - Section 5 (of 10): The Basics of Project Management
  - Section 6: Scope and Requirements
- Planning Project Phases
- PMI Risk Management Professional: PMI-RMP

- PMP Exam Prep:
  - Chapter 01 (of 14): Application and the PMP Exam
  - Chapter 02 (of 14): Types of Exam Questions
  - Chapter 03 (of 14): The Basics of Project Management
- PMP Exam Prep: Final Exam
- PMP® Certification: Project Management Basics
- Pragmatic Project Management
- Prioritizing Project Work
- Project Authority Planning
- Project Budgeting
- Project Complexity Analysis
- Project Definition Questions: Quick Reference
- Project Evaluation Questions : Quick Reference
- Project Management
- Project Management Essentials
- Project Management for Small Business

SALES
- Addressing Objections in Sales
- Awesome Lead Generation
- Building GREAT Sales Relationships
- Characteristics of the Sale:
  - Analytics and Metrics
  - Introduction to the Sales Cycle LINE
  - Key Account Selling Overview
  - Product Knowledge
  - Sales Cycle LINE A
  - Sales Cycle LINE B
- Defining the Wants and Needs of Customers
- Developing a Multi-Channel Contact Approach
- DISC: Selling D
- DISC: Selling I
- DISC: Selling S
- DISC: Selling C
- Handling Rejection
- Handling Tough Customers
- How to Be a Super Sales Coach
- Leading the Sales Force
- Managing an Enterprise Account:
  - Finding Unmet Needs (1 of 10)
  - Five Minute Debrief (2 of 10)
  - Five Minute Pre Brief (3 of 10)
  - Handling Objections (4 of 10)
- Motivate Your Sales Team
- Negotiating:
  - 01. Introduction to Negotiating (Part 1 of 11)
  - 02. Framing (Part 2 of 11)
  - 03. Styles (Part 3 of 11)
  - 04. Identifying Leverage (Part 4 of 11)
- Objection Series:
  - Doubt (Part 1 of 4)
  - Indifference (Part 2 of 4)
- Organizing your Prospect Information
- Organizing Your Sales Presentation
- Overcoming Sales Approach Obstacles
- Practicing for Your Sales Presentation
- Preparing for Your Sales Call with SMART Goals
- Presentation Skills: Closing
- Prospecting by Phone:
  - 7 Guidelines for Cold Call Management
  - Avoiding Common Mistakes (Part 1 of 8)
  - Cold Call Guidelines (Part 2 of 8)
  - Does Cold Calling Work? (Part 3 of 8)
- Researching Prospects & Industry Online

- Riding Along with Sales Reps
- Sales and Ethics:
    - Making Ethical Decisions
    - Managing Conflicts of Interest
- Sales Communications:
    - Internal Sales Communication
    - Writing Sales Proposals
- The Qualifying Process
- Turning Features into Benefits
- Using Third-Party Interveners
- When to Shut Up

TIME MANAGEMENT
- 8-Week Get Organized Diet: Quick Reference
- Control Your Work Day: 9 Good Time Management Tips
- Effective Time Management:
    - 01. How to Manage Your Time
    - 02. How to Time Block
    - 03. How To Use the Pomodoro Technique
    - 04. How to Create a Bullet Journal
- Effective vs. Efficient
- How to Avoid Self-Inflicted Delay
- How to Communicate with Time in Mind
- Manage Your Time By Organizing Paperwork
- Meeting Deadlines and Avoiding Procrastination
- Planning Your Week
- Prioritize Your Tasks
- Working More Efficiently