

# Business Skills Learning Solutions



Business Skills							
Professional Effectiveness	Management & Leadership	Project Effectiveness	Sales & Customer Facing Skills	Finance, HR & Administration	Business Strategy & Operations	Safety & Health	Financial Services Industry
<ul style="list-style-type: none"> <li>• Interpersonal Communication</li> <li>• Business Writing &amp; Email</li> <li>• Presentations</li> <li>• Business meetings</li> <li>• Negotiating &amp; Influencing</li> <li>• Time Management</li> <li>• Creativity &amp; Innovation</li> <li>• Creativity &amp; Innovation</li> <li>• Dealing with Change</li> <li>• Career Development</li> <li>• Balancing Personal &amp; Professional Life</li> <li>• Personal Finances</li> </ul>	<ul style="list-style-type: none"> <li>• Management Essentials</li> <li>• Managing Performance</li> <li>• Facilitation</li> <li>• Coaching &amp; Mentoring</li> <li>• Managing Change</li> <li>• Contractors &amp; Temp. Employees</li> <li>• Leadership Essentials</li> <li>• Frontline Leadership</li> <li>• Leadership Skills for Women</li> <li>• Leading Workforce Generations</li> <li>• Succession Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Project Mgmt. Essentials</li> <li>• IT Project Management</li> <li>• Project Integration Management</li> <li>• Project Scope Management</li> <li>• Project Time Management</li> <li>• Project Cost Management</li> <li>• Project Quality Management</li> <li>• Project HR Management</li> <li>• Communication Management</li> <li>• Project Risk Management</li> <li>• Project Procurement Management</li> </ul>	<ul style="list-style-type: none"> <li>• SalesUniversity: Sales Foundations</li> <li>• SalesUniversity: Time &amp; Territory Mgmt.</li> <li>• SalesUniversity: Sales Communication</li> <li>• Solution Selling</li> <li>• Selling at the Executive Level</li> <li>• Industry Foundations</li> <li>• Customer Service Essentials</li> <li>• Call Center</li> <li>• Customer Relationship Mgmt.</li> <li>• Building a Customer Service Culture</li> <li>• Consulting with External Clients</li> <li>• Consulting with Internal Clients</li> </ul>	<ul style="list-style-type: none"> <li>• Finance for Nonfinancial Mgrs.</li> <li>• Financial Accounting</li> <li>• Analyzing Financial Statements</li> <li>• Budgeting</li> <li>• HR Compliance Issues</li> <li>• Interviewing</li> <li>• Recruiting &amp; Retention</li> <li>• Diversity &amp; Inclusiveness</li> <li>• New Hire Orientation</li> <li>• Administrative Support Skills</li> </ul>	<ul style="list-style-type: none"> <li>• Business Strategy Essentials</li> <li>• Value Chain Analysis</li> <li>• Competitive Strategy</li> <li>• Global Business Strategy</li> <li>• Systems Thinking</li> <li>• e-Business Strategy</li> <li>• Marketing Strategy Essentials</li> <li>• Branding Strategy</li> <li>• Six Sigma</li> <li>• Supply Chain Management</li> <li>• ISO 9000</li> <li>• Business Law</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid &amp; Medical Emergencies</li> <li>• Electrical Safety</li> <li>• Toxic &amp; Hazardous Substances</li> <li>• Personal Protective Equipment</li> <li>• Hearing Safety</li> <li>• Environmental Controls</li> <li>• Walking-Working Surfaces</li> <li>• Ergonomics</li> <li>• Chemical Process Safety</li> <li>• Hazardous Waste Operations</li> <li>• Defensive Driving</li> <li>• Forklift Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Retail Banking Essentials</li> <li>• Financial Services for Sales Professionals</li> <li>• Customer Service for Financial Services</li> <li>• Security Issues for Financial Services</li> </ul>

# IT Learning Solutions



Information Technology					
Software Development	OS & Server Technologies	Internet & Network Technologies	Enterprise Database Systems	Web Design	Desktop Computer Skills
<ul style="list-style-type: none"> <li>• Software Development Principles</li> <li>• Software Development Tools</li> <li>• Java</li> <li>• Microsoft.NET Software Development Tools</li> <li>• Microsoft Software Development Tools</li> <li>• Generic Languages</li> </ul>	<ul style="list-style-type: none"> <li>• OS &amp; Server Fundamentals</li> <li>• Microsoft Windows</li> <li>• Microsoft.NET Enterprise Servers</li> <li>• Sun Solaris</li> <li>• Linux</li> <li>• Unix</li> <li>• Mainframe</li> <li>• Lotus Domino</li> </ul>	<ul style="list-style-type: none"> <li>• Cisco</li> <li>• Internetworking</li> <li>• Data Communications</li> <li>• Internet and Network Security</li> </ul>	<ul style="list-style-type: none"> <li>• Database Design Principles</li> <li>• Oracle Database Systems</li> <li>• Microsoft Database Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Site Design Principles &amp; Tools</li> <li>• Macromedia Design Tools</li> <li>• Scripting Languages</li> <li>• Graphic Design</li> </ul>	<ul style="list-style-type: none"> <li>• Computing Fundamentals</li> <li>• Microsoft Office</li> <li>• Internet Skills</li> <li>• e-Mail &amp; Groupware</li> <li>• Business &amp; Reporting Tools</li> </ul>
Certifications					
<ul style="list-style-type: none"> <li>• MCAD</li> <li>• MCSD</li> <li>• MCP</li> <li>• CLS</li> <li>• CLP</li> <li>• jCert</li> </ul>	<ul style="list-style-type: none"> <li>• MCSA</li> <li>• MCSE</li> <li>• MCP</li> <li>• A+</li> <li>• Server+</li> <li>• Linux+</li> <li>• LPI</li> <li>• CSA</li> <li>• CLS</li> <li>• CLP</li> </ul>	<ul style="list-style-type: none"> <li>• CCNA/P</li> <li>• CCDA/P</li> <li>• CCIP</li> <li>• CCIE</li> <li>• iNET+</li> <li>• Network+</li> <li>• CIW</li> <li>• SANS GIAC</li> <li>• CISSP</li> <li>• LCTE</li> </ul>	<ul style="list-style-type: none"> <li>• OCA</li> <li>• OCP</li> <li>• MCDBA</li> </ul>	<ul style="list-style-type: none"> <li>• Macromedia</li> <li>• CIW</li> <li>• iNET+</li> </ul>	<ul style="list-style-type: none"> <li>• MOUS</li> <li>• ECDL</li> <li>• ICDL</li> <li>• e-Biz+</li> <li>• IT Project</li> </ul>