



COURSE DIRECTORY

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GERMAN

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- **IT SKILLS COURSEWARE**

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Einsatz der Six Sigma-Analysewerkzeuge und -Metriken für Projektentscheidungen / Using Six Sigma Analysis Tools and Metrics for Project Decisions	oper_06_a04_bs_de

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■ Fundamental Finance for non-Finance Professionals

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■ Accounting Fundamentals

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MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM - GERMAN

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 Change-Management: Positive Unterstützung für den Wandel / Managing Change: Building Positive Support for Changemgmt_13_a02_bs_de
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MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM - GERMAN

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Grundlagen der Personalführung: Erfolgreiches Führen durch Veränderungen / Leadership Essentials: Leading Changelead_05_a07_bs_de

Grundlagen der Personalführung: Erstellen eines persönlichen Entwicklungsplans für Führungskräfte / Leadership Essentials: Creating Your Own Leadership Development Planlead_05_a08_bs_de

PROFESSIONAL EFFECTIVENESS

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■ E-mail Essentials for Business

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 Adressieren und Weiterleiten von E-Mails / Addressing and Redistributing E-mailcomm_17_a02_bs_de
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■ Telephone Essentials for Business

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■ Interpersonal Communication

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■ Diversity on the Job

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■ **Project Management Foundations (PRINCE2-aligned)**

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■ **Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)**

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PROJECT EFFECTIVENESS

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■ ITIL® V3 Overview

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Übersicht ITIL® V3: Einführung in das ITIL®V3 Framework / ITIL® V3 Overview: Introduction to the ITIL® V3 Framework ib_ovvw_a02_it_de

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NETG BUSINESS

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NETG BUSINESS

OPERATIONS

■ Operations Curriculum

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NETG BUSINESS

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DESKTOP COMPUTER SKILLS

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■ Microsoft Windows Vista for the End User

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■ **Microsoft Office 2003: Corso per principianti di Excel**

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■ **Microsoft Office 2003: Beginning PowerPoint**

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DESKTOP COMPUTER SKILLS

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 チームの統率: 信頼関係の構築と責任感の付与 / Leading Teams: Building Trust and Commitmentteam_03_a04_bs_ja
 チームの統率: 効果的なコミュニケーションと協調性の育成 / Leading Teams: Fostering Effective Communication and Collaborationteam_03_a05_bs_ja
 チームの統率: 動機付けを与えて業績を最適化する / Leading Teams: Motivating and Optimizing Performanceteam_03_a06_bs_ja
 チームの統率: 衝突に対処する / Leading Teams: Dealing with Conflict.....team_03_a07_bs_ja
 チームの統率: 仮想チームの管理 / Leading Teams: Managing Virtual Teamsteam_03_a08_bs_ja

■ Participating in a Project Team

職場における前向きな態度と自己成長 / The Self-directed Project Team Member TEAM7131
 効果的なチーム運営 / Team-building Is an Inside Job TEAM7133
 チーム内トラブルへの対処と防止 / Troubleshooting for Project Teams TEAM7134

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM - JAPANESE

■ Sales: A Focus on Solutions

ソリューション営業の基礎 / Moving From Product Selling to Solution SALE7141
 見込み客へのアプローチ / Power Prospecting SALE7142
 顧客ニーズの発掘と拡大 / Finding the Pain You Can Cure SALE7143
 顧客の意思決定への関与 / Influencing Your Customer's Decision SALE7144
 継続的な取引を導く信頼関係 / Building Relationships for Continuing Success SALE7146

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM - JAPANESE

■ Customer Service Fundamentals

顧客サービスの基礎: 顧客との親密な関係を築く / Customer Service Fundamentals: Building Rapport in Customer Relationships	cust_09_a01_bs_ja
現場での顧客サービス / Customer Service in the Field	cust_09_a02_bs_ja
電話による顧客サービス / Customer Service over the Phone	cust_09_a03_bs_ja
社内顧客サービス / Internal Customer Service	cust_09_a04_bs_ja
顧客サービスにおける対立と衝突 / Customer Service Confrontation and Conflict	cust_09_a05_bs_ja
組織における顧客サービスの方向付け / Shaping the Direction of Customer Service in Your Organization	cust_09_a06_bs_ja

■ How to Excel at Customer Service

顧客サービスの基本 / Fundamentals of Exceptional Customer Service	CUST7102
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■ Customer Relationship Management

顧客志向の組織 / The Customer-driven Organization	CUST7121
顧客の信頼回復 / Effective Service Recovery	CUST7123
社内顧客との関係構築 / Serving Your Internal Customers	CUST7124

■ Measuring Customer Satisfaction

顧客ニーズの把握 / Discovering What Your Customers Want	CUST7131
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BRAZILIAN PORTUGUESE

- WORKPLACE COMPLIANCE
- BUSINESS SKILLS COURSEWARE
- DESKTOP SKILLS COURSEWARE
- IT SKILLS COURSEWARE

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ **Human Resources Management Essentials**

O Clima para o Desempenho / The Climate for Performance.....HRC104

■ **Managing Diversity and Inclusiveness**

Inclusão Organizacional / Organizational InclusionHRC143

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ **Essential Skills for Tomorrow's Managers**

O Gestor como Orientador e Conselheiro / The Manager as Coach and Counselor..... MGMTTC113
Manual Básico do Gerente para Garantir a Responsabilização / A Manager's Primer for Ensuring Accountability MGMTTC115

■ **How to Discipline Employees & Correct Performance Problems**

Motive e Reconheça os seus Funcionários / Motivate and Recognize Employees.....MGMTTC133

■ **Performance Appraisal**

Analisando o Desempenho / Reviewing Performance.....MGMTTC342

■ **Management Excellence: Performance-Based Appraisals**

Elaborar Avaliações Eficazes Baseadas em Desempenho / Designing Successful Performance-based Appraisals.....MGMTTC142

■ **Managing Problem Performance**

Identificando Problemas de Desempenho / Identifying Problem Performance.....MGMTTC162

■ **Supporting Employees through the Change Process**

Gerenciando Mudanças / Managing Through the Change MGMTTC182

■ **Coach with Confidence**

Habilidades de Treinamento / Coaching Skills MGMTTC284

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

■ **Leadership Essentials**

Princípios de Liderança: Motivando Funcionários / Leadership Essentials: Motivating Employees lead_05_a01_bs_ptbr

Princípios de Liderança: Visão Comunicativa / Leadership Essentials: Communicating Visionlead_05_a02_bs_ptbr

Princípios de Liderança: Construindo Sua Influência como um Líder / Leadership Essentials: Building Your Influence as a Leader..... lead_05_a03_bs_ptbr

Fundamentos da liderança: Lidando com inteligência emocional / Leadership Essentials: Leading with Emotional Intelligence lead_05_a04_bs_ptbr

Princípios de Liderança: Liderando a Execução de Negócios / Leadership Essentials: Leading Business Execution..... lead_05_a05_bs_ptbr

Princípios de Liderança: Liderando Inovações / Leadership Essentials: Leading Innovationlead_05_a06_bs_ptbr

Princípios de Liderança: Liderando a Mudança / Leadership Essentials: Leading Change ... lead_05_a07_bs_ptbr

Princípios de Liderança: Criando o Seu Próprio Plano de Desenvolvimento de Liderança / Leadership Essentials: Creating Your Own Leadership Development Plan.. lead_05_a08_bs_ptbr

■ **Going from Management to Leadership**

Orientando para o Desempenho / Coaching for Performance LEADC146

■ **Going from Management to Leadership**

Como Liderar as Mudanças / Leading through Change LEADC227

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ E-mail Essentials for Business

Usando E-mail e Mensagens Instantâneas Efetivamente / Using E-mail and Instant Messaging Effectivelycomm_17_a01_bs_ptbr

Endereçando e Redistribuindo E-mail / Addressing and Redistributing E-mailcomm_17_a02_bs_ptbr

Gerenciando Seu E-mail / Managing Your E-mailcomm_17_a03_bs_ptbr

■ Telephone Essentials for Business

Habilidades Essenciais para Chamadas Telefônicas Profissionais / Essential Skills for Professional Telephone Callscomm_18_a01_bs_ptbr

■ Business Writing Essentials

Como Redigir com Objetividade / Writing with Intention.....COMMC011

■ Emotional Intelligence in the Workplace

Trabalho de Equipe e Inteligência Emocional / Teamwork and Emotional IntelligenceCOMMC143

Aumentando a inteligência emocional / Increasing Your Emotional IntelligenceCOMMC144

■ Managing and Working with Difficult People

Pessoas difíceis no local de trabalho / Difficult People in the WorkplaceCOMMC161

■ Assertive Communication

A Asserção Profissional / Professional AssertivenessCOMMC171

A assertividade de dentro para fora / Assertiveness from the Inside OutCOMMC172

■ Email Essentials

E-mail e Comunicação Empresarial / E-mail and Organizational CommunicationCOMMC233

■ Effective Use of Feedback for Business

Um Guia do Gerente / Giving Feedback: A Manager's GuideCOMMC525

■ Mastering Interpersonal Communication

O Lado Interpessoal dos Conflitos / The Interpersonal Side of ConflictCOMMC114

Habilidade Profissional Interpessoal / Interpersonal Business Savvy COMMC115

Ampliar as Habilidades Interpessoais dos Funcionários / Developing Interpersonal Skills in Your People..... COMMC116

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

■ Telecommuting and the Remote Employee

Fundamentos do trabalho à distância: Maximizando a produtividade como empregado remoto / Telecommuting Basics: Maximizing Productivity as a Remote Employeepd_08_a01_bs_ptbr

Fundamentos das Telecomunicações: Estratégias de Comunicações para o Trabalhador a Distância / Telecommuting Basics: Communication Strategies for the Remote Employeepd_08_a02_bs_ptbr

■ Generating Creative & Innovative Ideas

Gerando Idéias Criativas e Inovadoras: Melhorando Sua Criatividade / Generating Creative and Innovative Ideas: Enhancing Your Creativity.....pd_09_a01_bs_ptbr

Gerando Idéias Criativas e Inovadoras: Maximizando a Criatividade da Equipe / Generating Creative and Innovative Ideas: Maximizing Team Creativitypd_09_a02_bs_ptbr

Ter idéias inovadoras e criativas: Verificar e ampliar idéias / Generating Creative and Innovative Ideas: Verifying and Building on Ideaspd_09_a03_bs_ptbr

■ Creativity and Innovation in the Workplace

Gerando Idéias Criativas e Inovadoras / Generating Creative and Innovative IdeasPDC032

Avaliando Idéias Criativas e Inovadoras / Evaluating Creative and Innovative IdeasPDC033

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ Advanced Project Management - Project Time Management - PMBOK-aligned

Planejamento das Atividades de um Projeto / Project Activity Planning PROJ241

■ Advanced Project Management - Project HR Management (PMBOK-aligned)

Planejamento Organizacional de Projetos /
Project Organizational Planning PROJ271

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Optimizing Your Performance on a Team

Sendo um Membro de Equipe Eficaz / Being an
Effective Team Member team_02_a01_bs_ptbr

Estabelecendo objetivos e responsabilidades
de equipes / Establishing Team Goals and
Responsibilities..... team_02_a02_bs_ptbr

Elementos de uma Equipe Coesa / Elements of
a Cohesive Team team_02_a03_bs_ptbr

Comunicação Eficaz em Equipe / Effective
Team Communication team_02_a04_bs_ptbr

Como usar o feedback para melhorar o
desempenho da equipe / Using Feedback to
Improve Team Performance team_02_a05_bs_ptbr

■ Leading Teams

Liderando Equipes: Iniciando uma Equipe de
Sucesso / Leading Teams: Launching a
Successful Team team_03_a01_bs_ptbr

Liderando Equipes: Estabelecendo Objetivos,
Papéis, e Diretrizes / Leading Teams:
Establishing Goals, Roles, and Guidelines team_03_a02_bs_ptbr

Liderando Equipes: Desenvolvendo a Equipe e
sua Cultura / Leading Teams: Developing the
Team and its Culture..... team_03_a03_bs_ptbr

Liderando Equipes: Construindo Confiança e
Comprometimento / Leading Teams: Building
Trust and Commitment..... team_03_a04_bs_ptbr

Liderando Equipes: Estimulando a Comunicação
Eficiente e a Colaboração / Leading Teams:
Fostering Effective Communication and
Collaboration team_03_a05_bs_ptbr

Liderando Equipes: Motivando e Aperfeiçoando
o Desempenho / Leading Teams: Motivating and
Optimizing Performance..... team_03_a06_bs_ptbr

Liderando Equipes: Lidando com conflito /
Leading Teams: Dealing with Conflict..... team_03_a07_bs_ptbr

Liderando Equipes: Gerenciando Equipes
Virtuais / Leading Teams: Managing Virtual
Teams team_03_a08_bs_ptbr

■ Cultivating a High-performance Project Team

Como Formar uma Equipe de Alto Desempenho /
Building a High-performance Team..... TEAMC141

Como Manter o Alto Desempenho na Equipe de
um Projeto / Maintaining Project Team Peak
Performance TEAMC145

■ Participating in Teams

Estratégias Eficazes de Integração de
Equipes / Effectively Communicating in Teams TEAMC171

■ Participating in a Project Team

Atividades de Integração de Equipe: Um
Trabalho Interno / Team-building Is an
Inside Job TEAMC133

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

■ How to Excel at Customer Service

Pontos Fundamentais de um Excepcional
Atendimento ao Cliente / Fundamentals of
Exceptional Customer Service.....CUSTC102

A Voz do Cliente / The Voice of the CustomerCUSTC103

■ Measuring Customer Satisfaction

Como Descobrir as Necessidades do Cliente /
Discovering What Your Customers WantCUSTC131

Como Desenvolver Pesquisas de Satisfação do
Cliente / Developing Customer Satisfaction
Surveys.....CUSTC132

Satisfação do Cliente: Análise e
Implementação / Customer Satisfaction:
Analysis and ImplementationCUSTC133

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2007

■ Microsoft Office 2007: New Features

Novos recursos para os usuários finais no
Microsoft Office 2007 / New Features for End
Users in Microsoft Office 2007 239866_PTBR

Microsoft Office Excel, PowerPoint e Outlook
2007 / Microsoft Office Excel, PowerPoint,
and Outlook 2007 239874_PTBR

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2003

■ **Microsoft Office 2003: Beginning Word**

Introdução ao Word 2003 / Getting Started with Word 2003 112997_PTBR

■ **Microsoft Office 2003: Beginning Excel**

Recursos básicos do Excel 2003 / Basic Features of Excel 2003 113187_PTBR

■ **Microsoft Office 2003: Beginning PowerPoint**

Criando apresentações básicas com o PowerPoint 2003 / Creating Basic Presentations using PowerPoint 2003 121838_PTBR

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ **Advanced Project Management - Project Time Management - PMBOK-aligned**

Planejamento das Atividades de um Projeto / Project Activity Planning PROJ241

■ **Advanced Project Management - Project HR Management (PMBOK-aligned)**

Planejamento Organizacional de Projetos / Project Organizational Planning PROJ271

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ **Optimizing Your Performance on a Team**

Sendo um Membro de Equipe Eficaz / Being an Effective Team Member team_02_a01_bs_ptbr

Estabelecendo objetivos e responsabilidades de equipes / Establishing Team Goals and Responsibilities team_02_a02_bs_ptbr

Elementos de uma Equipe Coesa / Elements of a Cohesive Team team_02_a03_bs_ptbr

Comunicação Eficaz em Equipe / Effective Team Communication team_02_a04_bs_ptbr

Como usar o feedback para melhorar o desempenho da equipe / Using Feedback to Improve Team Performance team_02_a05_bs_ptbr

■ **Leading Teams**

Liderando Equipes: Iniciando uma Equipe de Sucesso / Leading Teams: Launching a Successful Team team_03_a01_bs_ptbr

Liderando Equipes: Estabelecendo Objetivos, Papéis, e Diretrizes / Leading Teams: Establishing Goals, Roles, and Guidelines team_03_a02_bs_ptbr

Liderando Equipes: Desenvolvendo a Equipe e sua Cultura / Leading Teams: Developing the Team and its Culture team_03_a03_bs_ptbr

Liderando Equipes: Construindo Confiança e Comprometimento / Leading Teams: Building Trust and Commitment team_03_a04_bs_ptbr

Liderando Equipes: Estimulando a Comunicação Eficiente e a Colaboração / Leading Teams: Fostering Effective Communication and Collaboration team_03_a05_bs_ptbr

Liderando Equipes: Motivando e Aperfeiçoando o Desempenho / Leading Teams: Motivating and Optimizing Performance team_03_a06_bs_ptbr

Liderando Equipes: Lidando com conflito / Leading Teams: Dealing with Conflict team_03_a07_bs_ptbr

Liderando Equipes: Gerenciando Equipes Virtuais / Leading Teams: Managing Virtual Teams team_03_a08_bs_ptbr

■ **Cultivating a High-performance Project Team**

Como Formar uma Equipe de Alto Desempenho / Building a High-performance Team TEAMC141

Como Manter o Alto Desempenho na Equipe de um Projeto / Maintaining Project Team Peak Performance TEAMC145

■ **Participating in Teams**

Estratégias Eficazes de Integração de Equipes / Effectively Communicating in Teams TEAMC171

■ **Participating in a Project Team**

Atividades de Integração de Equipe: Um Trabalho Interno / Team-building Is an Inside Job TEAMC133

GREEK

■ **DESKTOP SKILLS COURSEWARE**

■ **BUSINESS SKILLS COURSEWARE**

■ **Customer Relationship Management**

Η Πελατοκεντρική Εταιρεία / The
Customer-driven Organization CUSTH121

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2003

■ **Microsoft Office 2003: Beginning Word**

Εισαγωγή στο Word 2003 / Getting Started
with Word 2003 112997_EL

■ **Microsoft Office 2003: Beginning Excel**

Βασικές δυνατότητες του Excel 2003 / Basic
Features of Excel 2003 113187_EL

■ **Microsoft Office 2003: Beginning PowerPoint**

Δημιουργία βασικών παρουσιάσεων με το
PowerPoint 2003 / Creating Basic
Presentations using PowerPoint 2003 121838_EL

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ **Emotional Intelligence in the Workplace**

Ανάπτυξη της συναισθηματικής νοημοσύνης /
Increasing Your Emotional IntelligenceCOMMH144

■ **Managing and Working with Difficult People**

Δύσκολα άτομα στο χώρο εργασίας / Difficult
People in the Workplace: ReplacedCOMMH161

■ **Assertive Communication**

Ανάπτυξη διεκδικητικής συμπεριφοράς /
Assertiveness from the Inside OutCOMMH172

**SALES AND CUSTOMER FACING
SKILLS**

**CUSTOMER SERVICE CURRICULUM -
GREEK**

■ **How to Excel at Customer Service**

Θεμελιώδεις Αρχές Άρτιας Εξυπηρέτησης
Πελατών / Fundamentals of Exceptional
Customer Service CUSTH102

FRENCH

- BUSINESS SKILLS COURSEWARE
- DESKTOP SKILLS COURSEWARE
- IT SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ **Six Sigma Foundations**

Introduction à Six Sigma / Introduction to Six Sigma..... oper_10_a01_bs_fr

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ **Strategic Marketing in Action**

Les éléments d'une stratégie marketing / Elements of Marketing Strategy MKTG201
Analyse du marché / Analyzing the Market MKTG202

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

■ **Essential Skills for Administrative Support Professionals**

Professionnels de l'administration : Représentation de votre supérieur hiérarchique / Administrative Professionals: Representing Your Boss ad_01_a01_bs_fr
Professionnels de l'administration : Tâches courantes de soutien administratif / Administrative Professionals: Common Administrative Support Tasks ad_01_a02_bs_fr
Professionnels de l'administration : Optimisation des relations avec votre supérieur / Administrative Professionals: Maximizing Your Relationship with Your Bossad_01_a03_bs_fr
Professionnels de l'administration : Échanges avec les autres / Administrative Professionals: Interacting with Others ad_01_a04_bs_fr
Professionnels de l'administration : Mettre tous les atouts de son côté / Administrative Professionals: Putting Your Best Foot Forward ad_01_a05_bs_fr

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ **Moving into Management**

Occupation d'un poste à responsabilité / Taking on a Management Role..... mgmt_03_a01_bs_fr
Obtenir un poste de direction : Responsabilités et craintes / Becoming a Manager: Responsibilities and Fears mgmt_03_a02_bs_fr
Obtenir un poste de direction : Diriger et communiquer / Becoming a Manager: Leading and Communicating mgmt_03_a03_bs_fr

■ **Crucial Skills for Tomorrow's Managers**

Compétences des responsables de demain / Tomorrow's Managers' Competencies..... mgmt_04_a01_bs_fr
Outils de développement des responsables de demain / Tomorrow's Managers' Development Tools..... mgmt_04_a02_bs_fr
Gérer en tant qu'accompagnateur et conseiller / Managing as Coach and Counselormgmt_04_a03_bs_fr
Gérer en tant que chef de projet / Managing as Project Champion..... mgmt_04_a04_bs_fr
Introduction à la garantie de responsabilité / A Primer for Ensuring Accountability..... mgmt_04_a05_bs_fr

■ **Effective Delegation**

Les bases de la délégation / The Basics of Delegation mgmt_07_a01_bs_fr
Délégation : l'approche personnelle / Delegation: the Personal Approach mgmt_07_a02_bs_fr
Gestion de la délégation / Managing Delegation mgmt_07_a03_bs_fr

■ **Appraising Performance**

Évaluation continue des performances / Assessing Performance Continuously mgmt_11_a01_bs_fr
Évaluations des performances / Performance Reviews mgmt_11_a02_bs_fr

■ **Managing Organizational Change**

Gestion du changement : Compréhension du changement / Managing Change: Understanding Change mgmt_13_a01_bs_fr
Gestion du changement : Construction d'un soutien positif au changement / Managing Change: Building Positive Support for Changemgmt_13_a02_bs_fr
Gestion du changement : Gestion de la résistance au changement / Managing Change: Dealing with Resistance to Change mgmt_13_a03_bs_fr

Gestion du changement : Soutien du changement structurel / Managing Change: Sustaining Organizational Change..... mgmt_13_a04_bs_fr

■ Business Coaching Essentials

Accompagnement professionnel : Préparation à l'accompagnement / Business Coaching: Getting Ready to Coach..... mgmt_14_a01_bs_fr

Accompagnement professionnel : Animation de sessions d'accompagnement / Business Coaching: Conducting Coaching Sessions... mgmt_14_a02_bs_fr

Accompagnement professionnel : Établissement de la relation d'accompagnement / Business Coaching: Building the Coaching Relationship mgmt_14_a03_bs_fr

Accompagnement professionnel : Utilisation de différents styles d'accompagnement / Business Coaching: Using Different Coaching Styles mgmt_14_a04_bs_fr

■ Management Essentials

Principes de direction fondamentaux : Direction de vos collaborateurs / Management Essentials: Directing Others..... mgmt_15_a01_bs_fr

Principes de direction fondamentaux : Délégation / Management Essentials: Delegating..... mgmt_15_a02_bs_fr

Principes de direction fondamentaux : Évolution des collaborateurs directs / Management Essentials: Developing Your Direct Reports..... mgmt_15_a03_bs_fr

Principes de direction fondamentaux : Affrontement d'un comportement difficile chez un employé / Management Essentials: Confronting Difficult Employee Behavior... mgmt_15_a04_bs_fr

Principes de direction fondamentaux : Gestion d'une équipe hétérogène / Management Essentials: Managing a Diverse Team mgmt_15_a05_bs_fr

Principes de direction fondamentaux : Traitement équitable des collaborateurs directs / Management Essentials: Treating Your Direct Reports Fairly mgmt_15_a06_bs_fr

Principes de direction fondamentaux : Se montrer attentionné envers ses collaborateurs directs / Management Essentials: Caring about Your Direct Reports mgmt_15_a07_bs_fr

■ Talent Management Essentials

Gestion des talents : Notions de base / Talent Management: Basics..... mgmt_18_a01_bs_fr

Gestion des talents : Planification / Talent Management: Planning mgmt_18_a02_bs_fr

Gestion des talents : Acquisition des talents / Talent Management: Acquiring Talent mgmt_18_a03_bs_fr

Gestion des talents : Développement et engagement de talents / Talent Management: Developing and Engaging Talent mgmt_18_a04_bs_fr

Gestion des talents : Rétention des talents / Talent Management: Retaining Talent mgmt_18_a05_bs_fr

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

■ Leadership Essentials

Principes de direction fondamentaux : Motiver les employés / Leadership Essentials: Motivating Employees..... lead_05_a01_bs_fr

Principes de direction fondamentaux : Communication d'une vision / Leadership Essentials: Communicating Vision..... lead_05_a02_bs_fr

Principes de direction fondamentaux : Établissement de votre influence en tant que dirigeant / Leadership Essentials: Building Your Influence as a Leader..... lead_05_a03_bs_fr

Principes de direction fondamentaux : La direction par l'intelligence émotionnelle / Leadership Essentials: Leading with Emotional Intelligence lead_05_a04_bs_fr

Principes de direction fondamentaux : Conduite de l'exécution professionnelle / Leadership Essentials: Leading Business Execution..... lead_05_a05_bs_fr

Principes de direction fondamentaux : Conduite de l'innovation / Leadership Essentials: Leading Innovation..... lead_05_a06_bs_fr

Principes de direction fondamentaux : Conduite du changement / Leadership Essentials: Leading Change..... lead_05_a07_bs_fr

Principes de direction fondamentaux : Création de votre propre plan de développement de vos compétences en tant que dirigeant / Leadership Essentials: Creating Your Own Leadership Development Plan lead_05_a08_bs_fr

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ How to Write an Effective Internal Business Case

Rédaction d'une analyse de rentabilité / Writing a Business Case..... comm_01_a02_bs_fr

■ Effective Listening

Principes de base de l'écoute / Listening Basics comm_03_a01_bs_fr

■ Giving Successful Presentations

Les clés d'une présentation réussie / Presenting Successfully comm_05_a01_bs_fr
 Les clés d'une communication efficace / Delivering the Message comm_05_a02_bs_fr
 Ressources disponibles pour les présentations / Available Presentation Resources..... comm_05_a03_bs_fr

■ The Effective Business Meeting

Organiser des réunions de travail efficaces / Planning an Effective Business Meeting .. comm_06_a01_bs_fr
 Diriger des réunions de travail efficaces / Leading an Effective Business Meeting..... comm_06_a02_bs_fr
 Participer efficacement à des réunions de travail / Participating Effectively in a Business Meeting..... comm_06_a03_bs_fr

■ Professionalism and Business Etiquette

Le protocole de base en entreprise / Standard Business Etiquette..... comm_11_a01_bs_fr
 Étiquette en matière de communication commerciale / Communication Business Etiquette..... comm_11_a02_bs_fr
 Bonnes pratiques en réunion / Etiquette at the Business Meeting..... comm_11_a03_bs_fr
 Code de conduite en entreprise pour les cadres / Business Etiquette for Supervisors comm_11_a04_bs_fr

■ E-mail Essentials for Business

Utilisation efficace de l'email et de la messagerie instantanée / Using E-mail and Instant Messaging Effectively comm_17_a01_bs_fr
 Adressage et redistribution d'emails / Addressing and Redistributing E-mail comm_17_a02_bs_fr
 Gestion des emails / Managing Your E-mail comm_17_a03_bs_fr

■ Telephone Essentials for Business

Compétences essentielles pour les appels téléphoniques professionnels / Essential Skills for Professional Telephone Calls..... comm_18_a01_bs_fr

■ Interpersonal Communication

Communication interpersonnelle : Communiquer avec assurance / Interpersonal Communication: Communicating with Confidencecomm_21_a01_bs_fr
 Communication interpersonnelle : Cibler votre message / Interpersonal Communication: Targeting Your Message..... comm_21_a02_bs_fr

Communication interpersonnelle : Principes d'écoute fondamentaux / Interpersonal Communication: Listening Essentialscomm_21_a03_bs_fr
 Communication interpersonnelle : Communiquer avec assertivité / Interpersonal Communication: Communicating Assertivelycomm_21_a04_bs_fr
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■ Workplace Conflict

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IT BUSINESS

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MICROSOFT OFFICE 2007

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■ Microsoft Office 2007: Beginning Excel

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■ Microsoft Office 2003: Beginning Excel

Basisfuncties van Excel 2003 / Basic Features of Excel 2003 113187_NL

■ Microsoft Office 2003: Beginning PowerPoint

Eenvoudige presentaties maken met PowerPoint
2003 / Creating Basic Presentations using
PowerPoint 2003..... 121838_NL

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ Six Sigma Black Belt (2007 BOK): Define

Voice of the Customer gebruiken in Six Sigma
/ Using Voice of the Customer in Six Sigma .oper_14_a01_bs_nl

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE & ACCOUNTING CURRICULUM

■ Fundamental Finance for non-Finance Professionals

De grondbeginselen van financieel management
/ The Principles of Financial Management fin_01_a01_bs_nl

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ Managing Organizational Change

Verandermanagement: verandering begrijpen /
Managing Change: Understanding Change .mgmt_13_a01_bs_nl
Verandermanagement: positieve steun voor
verandering opbouwen / Managing Change:
Building Positive Support for Changemgmt_13_a02_bs_nl
Verandermanagement: omgaan met verzet tegen
verandering / Managing Change: Dealing with
Resistance to Change.....mgmt_13_a03_bs_nl

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ Building Improved Work Relationships

Effectieve relaties met klanten / Effective
Relationships with Customerscomm_12_a04_bs_nl

■ Interpersonal Communication

Persoonlijke communicatie: essentiële
luistervaardigheden / Interpersonal
Communication: Listening Essentials comm_21_a03_bs_nl
Persoonlijke communicatie: assertief
communiceren / Interpersonal Communication:
Communicating Assertively comm_21_a04_bs_nl
Persoonlijke communicatie: benaderbaar zijn
/ Interpersonal Communication: Being
Approachable comm_21_a05_bs_nl

■ Emotional Intelligence in the Workplace

Je emotionele intelligentie verhogen /
Increasing Your Emotional Intelligence COMMJ144

■ Managing and Working with Difficult People

Lastige mensen op de werkplek / Difficult
People in the Workplace: Replaced COMMJ161

■ Assertive Communication

Assertiviteit van binnenuit / Assertiveness
from the Inside Out..... COMMJ172

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

■ Decision-making and Problem-solving for Business

Problemen oplossen: alternatieven genereren
/ Problem Solving: Generating Alternatives pd_04_a03_bs_nl

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Leading Teams

Leidinggeven aan teams: Doelen, rollen en
richtlijnen bepalen / Leading Teams:
Establishing Goals, Roles, and Guidelines ... team_03_a02_bs_nl
Leidinggeven aan teams: Het team en de
teamcultuur ontwikkelen / Leading Teams:
Developing the Team and its Culture team_03_a03_bs_nl
Leidinggeven aan teams: Effectieve
communicatie en samenwerking bevorderen /
Leading Teams: Fostering Effective
Communication and Collaboration..... team_03_a05_bs_nl

Leidinggeven aan teams: Management van
virtuele teams / Leading Teams: Managing
Virtual Teams team_03_a08_bs_nl

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

■ How to Excel at Customer Service

Basisprincipes voor een uitzonderlijke
service aan de klant / Fundamentals of
Exceptional Customer Service CUSTJ102

LATIN AMERICAN SPANISH

- LEGAL COMPLIANCE
- DESKTOP SKILLS COURSEWARE
- IT SKILLS COURSEWARE
- BUSINESS SKILLS COURSEWARE
- WORKPLACE COMPLIANCE
- ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE
- LEGAL COMPLIANCE COURSEWARE

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

■ **HR Compliance**

Concientización sobre la diversidad en el lugar de trabajo / Workplace Diversity Awareness..... lchr_01_a03_lc_esdo

■ **Harassment**

Conocimiento sobre el acoso sexual de los empleados / Employee Sexual Harassment Awareness..... lch_01_a01_lc_esdo
 Sensibilización sobre acoso sexual para supervisores y gerentes: edición para varios estados / Supervisor and Manager Sexual Harassment Awareness – Multi-State Edition lch_01_a04_lc_esdo

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM - LATIN AMERICAN SPANISH

■ **Optimizing Your Performance on a Team**

Ser un miembro eficiente del equipo / Being an Effective Team Member team_02_a01_bs_esdo
 Establecer las metas y las responsabilidades del equipo / Establishing Team Goals and Responsibilities..... team_02_a02_bs_esdo
 Elementos de un equipo unido / Elements of a Cohesive Team team_02_a03_bs_esdo
 Comunicación eficaz en el equipo / Effective Team Communication team_02_a04_bs_esdo
 Usar los comentarios para mejorar el desempeño del equipo / Using Feedback to Improve Team Performance team_02_a05_bs_esdo

■ **Leading Teams**

Liderazgo de equipos: Crear un equipo exitoso / Leading Teams: Launching a Successful Team team_03_a01_bs_esdo
 Liderazgo de equipos: Establecer metas, roles y pautas / Leading Teams: Establishing Goals, Roles, and Guidelines team_03_a02_bs_esdo
 Liderazgo de equipos: Desarrollar el equipo y su cultura / Leading Teams: Developing the Team and its Culture..... team_03_a03_bs_esdo

Liderazgo de equipos: Generar confianza y compromiso / Leading Teams: Building Trust and Commitment team_03_a04_bs_esdo
 Liderazgo de equipos: Fomentar la comunicación efectiva y la colaboración / Leading Teams: Fostering Effective Communication and Collaboration..... team_03_a05_bs_esdo
 Liderazgo de equipos: Motivar y optimizar el desempeño / Leading Teams: Motivating and Optimizing Performance team_03_a06_bs_esdo
 Liderazgo de equipos: Enfrentar el conflicto / Leading Teams: Dealing with Conflict .. team_03_a07_bs_esdo
 Liderazgo de equipos: Gerencia de equipos virtuales / Leading Teams: Managing Virtual Teams team_03_a08_bs_esdo

■ **Global Business Strategy**

Afrontar y resolver conflictos / Confronting and Resolving Conflict TEAM1106

■ **Managing and Leading the Virtual Team**

Colaboración en equipos virtuales / Collaboration in Virtual Teams TEAM1223
 Gestión de un proyecto virtual / Virtual Project Management..... TEAM1224

■ **Cultivating a High-performance Project Team**

Formar un equipo de alto rendimiento / Building a High-performance Team..... TEAM1141
 Harnessing Collective Knowledge / Harnessing Collective Knowledge TEAM1142
 Mantener el máximo rendimiento del equipo de proyecto / Maintaining Project Team Peak Performance TEAM1145

■ **Participating in a Project Team**

Habilidades de comunicación del equipo de proyecto / Project Team Communication Skills TEAM1132
 La formación de equipos es un trabajo interno / Team-building Is an Inside Job TEAM1133
 Resolución de problemas en equipos de proyectos / Troubleshooting for Project Teams TEAM1134

■ **Participating in Teams**

Comunicación efectiva en los equipos / Effectively Communicating in Teams TEAM1172
 La función del individuo en el equipo / The Individual's Role in a Team..... TEAM1173

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ ISO 9000:2000 Overview

Crear un Sistema de Gestión de la Calidad / Building a Quality Management System	OPER1402
Una dirección orientada a la calidad / Quality-minded Management	OPER1403
La satisfacción del cliente mediante la gestión de recursos / Customer Satisfaction Through Resource Management	OPER1404
Mejora continua de la calidad / Continual Quality Improvement	OPER1406

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM - LATIN AMERICAN SPANISH

■ How to Write a Business Case

Presentando el caso / Presenting Your Case	STGY1216
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■ Global Business Strategy

Gestión de negocios y estrategia / Business Management and Strategy	STGY1321
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BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM - LATIN AMERICAN SPANISH

■ Strategic Marketing in Action

Elementos de la estrategia de marketing / Elements of Marketing Strategy	MKT1201
Análisis del mercado / Analyzing the Market	MKT1202
Factores competitivos en el marketing estratégico / Competitive Factors in Strategic Marketing	MKT1203
Elaborar un plan de marketing: fase 1 / Writing a Marketing Plan: Phase 1	MKT1204
Elaborar un plan de marketing: la estrategia creativa / Writing the Marketing Plan: Creative Strategy	MKT1205
Diseñar una campaña de marketing / Creating a Marketing Campaign	MKT1206

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE/ACCOUNTING CURRICULUM - LATIN AMERICAN SPANISH

■ Business Finance for Managers

La gestión de efectivo / Cash Management	FIN1143
Estados y análisis financieros / Financial Statements and Analysis	FIN1144
Fuentes de financiamiento / Sources of Funding	FIN1145

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM - LATIN AMERICAN SPANISH

■ Behavioral Interviewing

Preparación de la entrevista basada en el comportamiento / Preparing for the Behavioral Interview	HR1213
Realización de entrevistas basadas en el comportamiento / Conducting the Behavioral-based Interview	HR1214

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM - LATIN AMERICAN SPANISH

■ Essential Skills For Tomorrow's Managers

Competencias para futuros gerentes / Competencies for Tomorrow's Managers	MGMT1111
Herramientas de desarrollo para futuros gerentes / Development Tools for Tomorrow's Managers	MGMT1112
El gerente como instructor y asesor / The Manager as Coach and Counselor	MGMT1113
El gerente como defensor del proyecto / The Manager as Project Champion	MGMT1114
Fundamentos sobre la responsabilidad del gerente / A Manager's Primer for Ensuring Accountability	MGMT1115
Aprendizaje continuo para el futuro gerente / Continuous Learning for Tomorrow's Managers	MGMT1116

■ How to Discipline Employees & Correct Performance Problems

Motivar a los empleados y reconocer su trabajo / Motivate and Recognize Employees.....MGMT1133

■ Moving from Technical Professional to Management

Diseño de evaluaciones eficaces basadas en el rendimiento / Designing Successful Performance-based Appraisals.....MGMT1142

Evaluación basada en el rendimiento: la visión del empleado / Performance-based Appraisal: An Employee ViewMGMT1144

Evaluación de un equipo orientado al rendimiento / Appraising the Performance-oriented TeamMGMT1145

■ The Successful Facilitator

Facilitación de reuniones y grupos de trabajo / Facilitating Work Groups and MeetingsMGMT1233

La facilitación en situaciones conflictivas / Facilitating Challenging Situations.....MGMT1234

Principios básicos de la facilitación: técnicas y herramientas / Facilitative Fundamentals: Techniques and Tools.....MGMT1232

■ The Consummate Coach

Fundamentos de la instrucción / Foundations of CoachingMGMT1242

Funciones del instructor / The Coach's RolesMGMT1243

Guía de rendimiento del directivo: técnicas de coaching / Manager's Performance Guide - Coaching Skills.....MGMT1246

■ Mentoring Essentials

Labor eficaz de mentor / Effective MentoringMGMT1251

El directivo como mentor / The Mentoring Manager.....MGMT1252

■ Managing Others through Change

El liderazgo en tiempos de cambio / Change LeadershipMGMT1331

■ Supporting Employees through the Change Process

Incorporar el cambio en la empresa / Incorporating Change in Your Organization.....MGMT1183

■ Performance Appraisal

Evaluación del desempeño / Reviewing PerformanceMGMT1342

■ Delegation Skills

Fundamentos de la delegación / Delegation BasicsMGMT1261

El enfoque personal en la delegación / The Personal Approach in DelegationMGMT1262

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM - LATIN AMERICAN SPANISH

■ Moving from Management to Leadership

Comunicación y liderazgo / Communication and Leadership lead_01_a05_bs_esdo

La efectividad de la preparación / Coaching Performance lead_01_a06_bs_esdo

Liderazgo y cambio / Leadership and Change lead_01_a07_bs_esdo

El líder modelo / The Model Leader lead_01_a08_bs_esdo

■ Leadership Essentials

Aspectos esenciales del liderazgo: Motivar a los empleados / Leadership Essentials: Motivating Employees lead_05_a01_bs_esdo

Aspectos esenciales del liderazgo: Comunicar su visión / Leadership Essentials: Communicating Vision..... lead_05_a02_bs_esdo

Aspectos esenciales del liderazgo: Lograr influencia como líder / Leadership Essentials: Building Your Influence as a Leader..... lead_05_a03_bs_esdo

Aspectos esenciales del liderazgo: Dirigir con inteligencia emocional / Leadership Essentials: Leading with Emotional Intelligence lead_05_a04_bs_esdo

Aspectos esenciales del liderazgo: Dirigir la ejecución comercial / Leadership Essentials: Leading Business Execution.... lead_05_a05_bs_esdo

Aspectos esenciales del liderazgo: Liderar la innovación / Leadership Essentials: Leading Innovation..... lead_05_a06_bs_esdo

Aspectos esenciales del liderazgo: Dirigir el cambio / Leadership Essentials: Leading Change lead_05_a07_bs_esdo

Aspectos esenciales del liderazgo: Crear su plan de desarrollo de liderazgo / Leadership Essentials: Creating Your Own Leadership Development Plan lead_05_a08_bs_esdo

■ Leading from the Front Line

Liderazgo y cultura organizacional / Organizational Culture and Leadership	LEAD1122
Dinamizar y delegar poder / Energizing and Empowering Employees	LEAD1123
El liderazgo y el trabajador del conocimiento / Leadership and the Knowledge Worker	LEAD1124
Liderar el cambio desde primera línea / Leading Change from the Front Line	LEAD1125
La dinámica del liderazgo / Dynamics of Leadership	LEAD1126

■ Going from Management to Leadership

La marca de un líder / The Mark of a Leader	LEAD1221
Comunicación de una visión compartida / Communicating a Shared Vision	LEAD1222
El líder con recursos / The Enabling Leader	LEAD1223
Supresión de las barreras al rendimiento / Removing Performance Barriers	LEAD1224
La comunicación en un líder / Communicating as a Leader	LEAD1225
Instrucción para el rendimiento / Coaching for Performance	LEAD1226
Cómo liderar en el cambio / Leading through Change	LEAD1227
El líder como modelo / The Leader as a Model	LEAD1228

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM - LATIN AMERICAN SPANISH

■ Emotional Intelligence at Work

Liderazgo emocionalmente inteligente / Emotionally Intelligent Leadership	comm_09_a05_bs_esdo
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■ Mastering Interpersonal Communication

Dinámica de la comunicación interpersonal / Dynamics of Interpersonal Communication	COMM1111
Herramientas de comunicación / Communication Tools	COMM1112
Las diversas facetas de la comunicación / The Many Faces of Communication	COMM1113
El lado interpersonal del conflicto / The Interpersonal Side of Conflict	COMM1114
Habilidades interpersonales para los negocios / Interpersonal Business Savvy	COMM1115

Desarrollo de capacidades interpersonales en su staff / Developing Interpersonal Skills in Your People	COMM1116
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■ Effective Listening Skills

Los fundamentos de la escucha / The Basics of Listening	COMM1151
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■ Managing and Working with Difficult People

Personas difíciles en el lugar de trabajo / Difficult People in the Workplace	COMM1161
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■ Writing to Maximize Business Results

Estudio de las nuevas bases de escritura comercial / Exploring the New Basics of Business Writing	COMM1221
Escritura de reportes y propuestas de impacto / Writing High-impact Reports and Proposals	COMM1222

■ Meeting the Presentation Challenge

Los fundamentos de las presentaciones / The Foundations of Presentations	COMM1321
Exposición de presentaciones eficaces / Effective Presentation Delivery	COMM1324

■ Getting Results Without Authority

Construir relaciones para obtener resultados / Building Relationships to Get Results	COMM1511
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■ Emotional Intelligence in the Workplace

¿Qué es la inteligencia emocional? / What is Emotional Intelligence?	COMM1141
Inteligencia emocional en el trabajo / Emotional Intelligence at Work	COMM1142
Trabajo en equipo e inteligencia emocional / Teamwork and Emotional Intelligence	COMM1143

■ Effective Business Meetings

Cómo dirigir reuniones eficaces en la empresa / Leading Effective Business Meetings	COMM1332
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■ Assertive Communication

Adopte un estilo profesional asertivo / Professional Assertiveness	COMM1171
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■ Interpersonal Communication Skills for Business

Habilidades comunicativas para la resolución de conflictos / Communication Skills for Resolving Conflict COMM1006

■ Effective Use of Feedback for Business

Dar Feedback: una guía para directivos / Giving Feedback: A Manager's Guide COMM1525

■ Negotiating to Win: Getting the Results You Want

El proceso de negociación / The Negotiation Process COMM1503
Cerrar un trato / Crafting a Deal COMM1501

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM - LATIN AMERICAN SPANISH

■ Achieving Balance in Your Professional and Personal Life

Gestión del tiempo / Managing Time PD1113
Combatir el estrés / Coping with Stress PD1114

■ Overcoming Overload - Managing Memory and Time

El tiempo como recurso / Time as a Resource PD1121
Eliminar los factores que hacen perder el tiempo / Eliminate the Time Wasters PD1122
Organizarse para recordar / Organize to Remember PD1123
Programa para administrar el tiempo y la memoria / Create Your Time and Memory Management Program PD1124
Implementar y valorar una decisión / Implementing and Evaluating a Decision PD1235
Toma de decisiones dinámica / Dynamic Decision Making PD1234

■ Problem-solving and Decision-making for Business

Fundamentos del pensamiento eficaz / Foundations of Effective Thinking PD1231
Contextualizar el problema / Framing the Problem PD1232

Idear alternativas para solucionar los problemas / Generating Alternatives in Problem Solving PD1233

Resolución de problemas y toma de decisiones en grupo / Problem Solving and Decision Making in Groups PD1236

■ Working without a Net - The Business of Risk

Planificación estratégica y gestión de riesgos / Strategic Planning and Risk Management PD1244

■ Creativity and Innovation in the Workplace

Los fundamentos de la creatividad y la innovación / The Foundations of Creativity and Innovation PD1031

■ Dealing with Organizational Change

Comunicación durante el cambio organizacional / Communicating during Organizational Change PD1193

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM - LATIN AMERICAN SPANISH

■ Optimizing Your Performance on a Team

Ser un miembro eficiente del equipo / Being an Effective Team Member team_02_a01_bs_esdo
Establecer las metas y las responsabilidades del equipo / Establishing Team Goals and Responsibilities team_02_a02_bs_esdo
Elementos de un equipo unido / Elements of a Cohesive Team team_02_a03_bs_esdo
Comunicación eficaz en el equipo / Effective Team Communication team_02_a04_bs_esdo
Usar los comentarios para mejorar el desempeño del equipo / Using Feedback to Improve Team Performance team_02_a05_bs_esdo

■ Leading Teams

Liderazgo de equipos: Crear un equipo exitoso / Leading Teams: Launching a Successful Team team_03_a01_bs_esdo
Liderazgo de equipos: Establecer metas, roles y pautas / Leading Teams: Establishing Goals, Roles, and Guidelines team_03_a02_bs_esdo

Liderazgo de equipos: Desarrollar el equipo y su cultura / Leading Teams: Developing the Team and its Culture..... team_03_a03_bs_esdo

Liderazgo de equipos: Generar confianza y compromiso / Leading Teams: Building Trust and Commitment team_03_a04_bs_esdo

Liderazgo de equipos: Fomentar la comunicación efectiva y la colaboración / Leading Teams: Fostering Effective Communication and Collaboration team_03_a05_bs_esdo

Liderazgo de equipos: Motivar y optimizar el desempeño / Leading Teams: Motivating and Optimizing Performance..... team_03_a06_bs_esdo

Liderazgo de equipos: Enfrentar el conflicto / Leading Teams: Dealing with Conflict... team_03_a07_bs_esdo

Liderazgo de equipos: Gerencia de equipos virtuales / Leading Teams: Managing Virtual Teams team_03_a08_bs_esdo

■ Global Business Strategy

Afrontar y resolver conflictos / Confronting and Resolving Conflict TEAM1106

■ Managing and Leading the Virtual Team

Colaboración en equipos virtuales / Collaboration in Virtual Teams TEAM1223

Gestión de un proyecto virtual / Virtual Project Management TEAM1224

■ Cultivating a High-performance Project Team

Formar un equipo de alto rendimiento / Building a High-performance Team TEAM1141

Harnessing Collective Knowledge / Harnessing Collective Knowledge TEAM1142

Mantener el máximo rendimiento del equipo de proyecto / Maintaining Project Team Peak Performance..... TEAM1145

■ Participating in a Project Team

Habilidades de comunicación del equipo de proyecto / Project Team Communication Skills TEAM1132

La formación de equipos es un trabajo interno / Team-building Is an Inside Job TEAM1133

Resolución de problemas en equipos de proyectos / Troubleshooting for Project Teams TEAM1134

■ Participating in Teams

Comunicación efectiva en los equipos / Effectively Communicating in Teams TEAM1172

La función del individuo en el equipo / The Individual's Role in a Team..... TEAM1173

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM - LATIN AMERICAN SPANISH

■ Sales: A Focus on Solutions

El paso de vender productos a vender soluciones / Moving from Product Selling to Solution SALE1141

Prospección de clientes / Power Prospecting SALE1142

Cómo influir en la decisión de su cliente / Influencing Your Customer's Decision..... SALE1144

Presentación de su solución / Presenting Your Solution SALE1145

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

■ Environmental

Generador de desechos peligrosos (conocimiento) / Hazardous Waste Generator (Awareness)..... ENV1102

Control y Prevención de Derrames / Spill Prevention and Control..... ENV1103

Plan de Control y Contramedidas de Prevención de Derrames / Spill Prevention Control and Countermeasure Plan ENV1104

Prevención de la contaminación de aguas pluviales / Storm Water Pollution Prevention ENV1105

■ Safety and Health

Acceso a los Registros Médicos y de Exposición / Access to Medical and Exposure Records..... SAH1401

Investigación y reporte de accidentes / Accident Investigation and Reporting SAH1402

Conocimiento sobre la exposición al asbesto / Asbestos Awareness SAH1403

Seguridad de la espalda / Back Safety SAH1404

Seguridad basada en el comportamiento para supervisores / Behavior-based Safety for Supervisors SAH1405

Patógenos transmitidos por la sangre / Bloodborne Pathogens	SAH1406
Estrés causado por el frío / Cold Stress	SAH1409
Seguridad contra el gas comprimido / Compressed Gas Safety as Safety	SAH1411
Ingreso a Espacios Restringidos / Confined Space Entry	SAH1414
Orientación para la seguridad en la construcción/Construction Safety Orientation	SAH1415
Conducción a la defensiva / Defensive Driving.....	SAH1417
Conocimientos sobre seguridad eléctrica / Electrical Safety Awareness	SAH1419
Preparación para desastre de emergencia / Emergency Disaster Preparedness	SAH1421
Concientización sobre ergonomía / Emergency Disaster Preparedness	SAH1424
Conocimiento sobre Protección contra Caídas / Fall Protection Awareness	SAH1425
Prevención y seguridad contra incendios / Fire Prevention and Safety.....	SAH1427
Seguridad de las grúas de horquilla / Forklift Safety.....	SAH1433
Seguridad para Herramientas Manuales y Eléctricas / Hand and Power Tool Safety	SAH1434
Conservación de la audición / Hearing Conservation.....	SAH1438
Comunicación del peligro / Hazard Communication	SAH1435
Ácido sulfhídrico / Hydrogen Sulfide	SAH1442
Izamiento y montaje de interior / Indoor Hoisting and Rigging.....	SAH1443
Seguridad en escaleras y andamios / Ladder and Scaffolding Safety.....	SAH1447
Seguridad para el uso de escaleras / Ladder Safety.....	SAH1448
Bloqueo con candado/etiqueta / Lockout/Tagout	SAH1452
Hojas de datos de seguridad del material / Material Safety Data Sheets.....	SAH1456
Ergonomía de la oficina / Office Ergonomics	SAH1457
Seguridad en la oficina / Office Safety	SAH1458
Equipo de Protección Personal (PPE) / Personal Protective Equipment.....	SAH1461
Extintores de incendios portátiles / Portable Fire Extinguishers.....	SAH1462
Seguridad de los camiones industriales a motor / Powered Industrial Truck Safety	SAH1463
Seguridad para la radiación / Radiation Safety	SAH1471
Protección Respiratoria / Respiratory Protection.....	SAH1474

Prácticas de trabajo seguras / Safe Work Practices	SAH1475
Resbalones, tropezones y caídas / Slips, Trips, and Falls.....	SAH1479
Seguridad durante los procesos de excavación y apertura de zanjas / Trenching and Excavation Safety.....	SAH1483
Soldadura, corte y soldadura fuerte / Welding, Cutting, and Brazing	SAH1485
Bloqueo/etiquetado por personas autorizadas / Lockout/Tagout for Authorized Persons .esh_sah_a08_sh_esdo	
Comunicación de peligros: El derecho a saber del empleado / Hazard Communication: An Employee's Right to Know.....	esh_sah_a27_sh_esdo

■ Transportation

DOT1: Tabla de materiales peligrosos, MP (del inglés, HAZMAT, HMT) / DOT 1: Hazardous Materials Table.....	TRNS1201
DOT (Department of Transportation - Departamento de Transporte) 2: Embalar y Etiquetar / DOT 2: Packaging and Labeling.....	TRNS1202
DOT 3: Documentos de transporte / DOT 3: Shipping Papers.....	TRNS1203
DOT 4: Carga y almacenamiento / DOT 4: Loading and Storage.....	TRNS1204

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

■ HR Compliance

Concientización sobre la diversidad en el lugar de trabajo / Workplace Diversity Awareness	lchr_01_a03_lc_esdo
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■ Harassment

Conocimiento sobre el acoso sexual de los empleados / Employee Sexual Harassment Awareness	lch_01_a01_lc_esdo
Sensibilización sobre acoso sexual para supervisores y gerentes: edición para varios estados / Supervisor and Manager Sexual Harassment Awareness – Multi-State Editionlch_01_a04_lc_esdo	

CANADIAN FRENCH

- **LEGAL COMPLIANCE COURSEWARE**

- **ENVIRONMENTAL, SAFETY & HEALTH AND
TRANSPORTATION COURSEWARE**

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

■ **Harassment**

Harcèlement et prévention de la violence
dans l'environnement de travail canadien /
Harassment and Violence Prevention in the
Canadian Workplace..... lch_01_a06_lc_frca

**ENVIRONMENTAL, SAFETY & HEALTH
AND TRANSPORTATION COURSEWARE**

**ENVIRONMENTAL, SAFETY & HEALTH,
AND TRANSPORTATION**

■ **Safety and Health**

Système d'information sur les
matières/Workplace Hazardous Materials
Information System SAH6488

POLISH

- IT SKILLS COURSEWARE
- DESKTOP SKILLS COURSEWARE
- BUSINESS SKILLS COURSEWARE

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM - POLISH

■ Advanced Project Management - Project Integration Management

Przygotowanie planu projektu / Project Plan Development.....	PROJD221
Realizacja planu projektu i całościowa kontrola zmian / Project Plan Execution and Overall Change Control.....	PROJD222

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■ Managing Microsoft Windows 2000 in a Network Environment

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管理Microsoft Windows 2000网络中的DHCP、DNS和名称解析 / Managing DHCP, DNS, and Name Resolution on a Microsoft Windows 2000 Network 67441_ZH

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■ Microsoft Windows 2000 Server Technologies: Designing Highly available Web Solutions

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■ Linux: Basic System Administration I

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■ Linux: Basic System Administration II

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■ Linux: Basic System Administration III

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■ Microsoft Office 2007: Advanced Word

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■ Microsoft Office 2007: Word for the Power User

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■ Microsoft Office 2007: Advanced Excel

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■ Microsoft Office 2007: Beginning PowerPoint

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■ Microsoft Office 2007: Advanced PowerPoint

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■ Microsoft Office 2007: Beginning Access

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■ Microsoft Office XP: Advanced Excel 2002

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■ Microsoft Office XP: Advanced FrontPage 2002

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■ Microsoft Office XP: Advanced Outlook 2002

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■ Microsoft Office XP: Advanced PowerPoint 2002

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■ Microsoft Office XP: Beginning Access 2002

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■ Microsoft Office 2003: Beginning PowerPoint

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■ Microsoft Windows XP - Getting Started

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■ Microsoft Windows XP - New Features

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■ Microsoft Windows XP for Beginners

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MICROSOFT PROJECT 2002 (AUDIO)

■ Microsoft Project 2002: Beginners

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启动和运行 Project 2002 / Up and Running with Project 2002 117554_ZH
通过 Project 2002 进行跟踪和报告 / Tracking and Reporting with Project 2002 117565_ZH

■ Microsoft Project 2002: Advanced

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MICROSOFT WINDOWS VISTA

■ Microsoft Windows Vista for the End User

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BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM - CHINESE (MANDARIN)

■ Logistics Management

物流管理概论 / Overview of Logistics Management OPERA311
库存管理 / Inventory Management OPERA312
供应链管理 / Supply Chain Management OPERA313

■ Six Sigma Foundations

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6σ : 减少偏差, 提高质量 / Six Sigma: Reducing Variation to Improve Quality OPERA141
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■ Supply Chain Management

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STRATEGIC PLANNING CURRICULUM - CHINESE (MANDARIN)

■ How to Write a Business Case

商务计划书的构成要素 / Fundamental Components of a Business Case STGYA211

目标市场开发策略 (无音频) / Developing Target Market Strategy STGYA212

理解定位 (无音频) / Understanding Positioning STGYA213

市场和销售计划 (无音频) / The Marketing and Sales Plan STGYA214

计划书展示 / Presenting Your Case STGYA216

■ The Fundamentals of Globalization

全球化与变化中的世界 (无音频) / Globalization and Our Changing World STGYA351

全球化与你的公司 (无音频) / Globalization and Your Company STGYA352

从全球角度进行管理 (无音频) / Managing from a Global Viewpoint STGYA354

■ Systems Thinking in the 21st Century

什么是系统思维 (无音频) / What is Systems Thinking? STGYA401

建立一个健康的组织系统 (无音频) / Building a Healthy System STGYA402

系统化思维模型与思维技巧 (无音频) / Systems-thinking Models and Thinking Skills STGYA403

系统原型 (无音频) / System Archetypes STGYA404

将系统思维融入你的个人生活 / Taking Systems Thinking into Your Personal Life STGYA407

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MARKETING CURRICULUM - CHINESE (MANDARIN)

■ Strategic Marketing in Action

营销战略要素 / Elements of Marketing Strategy MKTA201

市场分析 / Analyzing the Market MKTA202

战略营销中的竞争要素 / Competitive Factors in Strategic Marketing MKTA203

制定营销计划：第一阶段 / Writing a Marketing Plan: Phase 1 MKTA204

制定营销计划：有创意的战略 / Writing the Marketing Plan: Creative Strategy MKTA205

营销活动的策划 / Creating a Marketing Campaign MKTA206

营销管理 / Marketing Management MKTA207

成功营销的财务分析 / Financial Analysis for Successful Marketing MKTA208

■ Product Management Essentials

制定新产品策略 / Developing a New-product Strategy MKTA242

产品经理如何确定价格和收益率 / Pricing and Profitability for Product Managers MKTA243

■ Strategic Brand Management

品牌管理概论 (无音频) / Introduction to Brand Management MKTA211

管理品牌的创造性元素 (无音频) / Managing the Creative Elements of Brand MKTA213

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE/ACCOUNTING CURRICULUM - CHINESE (MANDARIN)

■ Fundamental Finance for non-Finance Professionals

财务管理原理 / The Principles of Financial Management fin_01_a01_bs_zh

预算基础知识 / The Basics of Budgeting fin_01_a02_bs_zh

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财务报表 / Financial Statements fin_01_a04_bs_zh

■ Accounting 101

会计基础 / Accounting Fundamentals FINA121

■ Business Finance for Managers

公司财务入门 / Introduction to Finance FINA141

公司财务预算 / Making Budgets Work FINA142

企业融资 / Sources of Funding FINA145

■ Advanced Business Finance

企业重组 (无音频) / Corporate Restructuring FINA215

企业财务风险管理 / Financial Risk Management FINA216

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FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

■ The Effective Administrative Support Professional

行政支持专业人员入门 (无音频) / Getting Started--The Administrative Support ProfessionalADMA101

运用有效的商务沟通技巧 (无音频) / Using Effective Business CommunicationADMA103

行政职能 (无音频) / Administrative FunctionsADMA104

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM - CHINESE (MANDARIN)

■ How to Interview and Hire the Right People

进行有效的面试 / Conducting Effective InterviewsHRA202

■ Behavioral Interviewing

招聘者:精心打造行为面试 / Preparing for the Behavioral InterviewHRA213

行为面试实战 / Experiencing the Behavioral-based InterviewHRA216

■ Recruiting & Retention Strategies for the Tight Labor Market

成功的招聘 / Recruiting SuccessfullyHRA223

■ HRCI Professional in Human Resources (PHR)

人力资源基础 (HRCI/PHR) / Human Resources Fundamentals (HRCI/PHR - 2007-aligned).....HRA261

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM - CHINESE (MANDARIN)

■ Appraising Performance

持续评估绩效 / Assessing Performance Continuously mgmt_11_a01_bs_zh

绩效审核 / Performance Reviews mgmt_11_a02_bs_zh

■ Managing Organizational Change

管理变革:理解变革 / Managing Change: Understanding Change mgmt_13_a01_bs_zh

管理变革:为变革赢得积极的支持 / Managing Change: Building

Positive Support for Change..... mgmt_13_a02_bs_zh

管理变革:应对变革阻力 / Managing Change: Dealing with Resistance to Change..... mgmt_13_a03_bs_zh

管理变革:维持组织变革 / Managing Change: Sustaining Organizational Change mgmt_13_a04_bs_zh

■ Business Coaching Essentials

业务辅导:做好辅导的准备 / Business Coaching: Getting Ready to Coach mgmt_14_a01_bs_zh

业务辅导:进行辅导谈话 / Business Coaching: Conducting Coaching Sessions mgmt_14_a02_bs_zh

业务辅导:建立辅导关系 / Business Coaching: Building the Coaching Relationship..... mgmt_14_a03_bs_zh

业务辅导:使用不同的辅导方式 / Business Coaching: Using Different Coaching Styles mgmt_14_a04_bs_zh

■ Essential Skills For Tomorrow's Managers

未来经理的能力 / Competencies for Tomorrow's Managers MGMTA111

未来经理的培养 / Development Tools for Tomorrow's Managers MGMTA112

作为教练和顾问的经理 / The Manager as Coach and Counselor MGMTA113

作为项目领导人的经理 / The Manager as Project Champion MGMTA114

经理如何确保责任到位 / A Manager's Primer for Ensuring Accountability MGMTA115

未来经理的持续学习 / Continuous Learning for Tomorrow's Managers MGMTA116

■ Moving from Technical Professional to Management

利用沟通技巧达到成功的管理 / Communication Skills for Successful Management MGMTA122

■ Managing Others through Change

超越变革的挑战 / Overcoming the Challenges of Change MGMTA333

■ Managing Technical Professionals

为专业技术人员制定职业规划 / Developing Career Plans for Your Technical ProfessionalsMGMTA294

■ 360-Degree Performance Appraisal

关于360度绩效反馈 / About 360-Degree Performance Feedback.....MGMTA151

360度绩效反馈：实施 / Delivering 360-Degree Performance Feedback.....MGMTA153

■ The Successful Facilitator

协调者的角色 (无音频) / The Role of the Facilitator MGMTA271

协调的基础：技术和工具 (无音频) / Facilitative Fundamentals: Techniques and Tools.....MGMTA272

■ The Fundamentals of Business Crises Management

做好应对企业危机的准备 (无音频) / Preparing for Business Crises.....MGMTA171

商务危机的响应 (无音频) / Responding to Business Crises MGMTA172

从商务危机中恢复 (无音频) / Recovering from Business Crises.....MGMTA173

■ Mentoring Essentials

有效指导 (无音频) / Effective MentoringMGMTA251

在导师的指导下取得成功 (无音频) / Achieving Success with the help of a Mentor.....MGMTA255

■ Making Change Work

引导自己度过改变 / Guide Yourself Through Change MGMTA322

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM - CHINESE (MANDARIN)

■ Leadership Essentials

领导素质:激励员工 / Leadership Essentials: Motivating Employees..... lead_05_a01_bs_zh

领导素质:沟通愿景 / Leadership Essentials: Communicating Vision..... lead_05_a02_bs_zh

领导素质：建立领导者的影响力 / Leadership Essentials: Building Your Influence as a Leader..... lead_05_a03_bs_zh

领导素质:运用情绪智力开展领导工作 / Leadership Essentials: Leading with Emotional Intelligence..... lead_05_a04_bs_zh

领导素质：领导业务执行 / Leadership Essentials: Leading Business Executionlead_05_a05_bs_zh

领导素质:领导创新 / Leadership Essentials: Leading Innovationlead_05_a06_bs_zh

领导素质:领导变革 / Leadership Essentials: Leading Changelead_05_a07_bs_zh

领导素质:制定个人领导力发展计划 / Leadership Essentials: Creating Your Own Leadership Development Planlead_05_a08_bs_zh

■ Leading from the Front Line

21 世纪的挑战 / Challenges of the 21st CenturyLEADA121

组织文化与领导力 / Organizational Culture and LeadershipLEADA122

激励并放权给雇员 / Energizing and Empowering EmployeesLEADA123

领导力与知识型员工 / Leadership and the Knowledge WorkerLEADA124

在基层领导改革 / Leading Change from the Front Line LEADA125

领导力的原动力 / Dynamics of LeadershipLEADA126

■ Business Execution

企业执行力基础 / Foundations for Business Execution LEADA151

建立企业执行力文化 / Creating a Business Execution Culture.....LEADA152

让企业执行力发挥作用 / Business Execution in Action LEADA153

■ Leadership in Senior Management

高级领导原则 / Senior Leadership PrinciplesLEADA201

■ Going from Management to Leadership

领导的标志 / The Mark of a LeaderLEADA221

沟通：达成共同愿景 / Communicating a Shared Vision LEADA222

领导力的培养 / The Enabling LeaderLEADA223

消除绩效的障碍 / Removing Performance Barriers LEADA224

领导与员工的沟通 / Communicating as a Leader ..LEADA225

训练：提高员工绩效 / Coaching for Performance ..LEADA226

引导员工完成变革 / Leading through ChangeLEADA227

领导模式 / The Leader as a ModelLEADA228

■ Leading the Workforce Generations

劳动力世代介绍 / Introduction to Work Force GenerationsLEADA231

吸引、培养和维系劳动力世代 / Attracting, Developing, and Retaining GenerationsLEADA232

领导沉默一代和婴儿潮一代员工 / Leading Silent Generation and Baby Boom WorkersLEADA233

领导 X 一代和新一代 / Leading Generations X and Next LEADA234

让跨代人团队运转 / Making Cross-generational Teams WorkLEADA235
 21 世纪的跨代员工 / Cross-generational Workers in the 21st CenturyLEADA236

■ Going from Management to Leadership

继任规划概述 / Succession Planning OverviewLEADA301
 继任规划战略 / Succession Planning StrategiesLEADA302
 继任规划与人力资源 / Succession Planning and Human ResourcesLEADA303
 继任规划管理 / Succession Planning Management .LEADA304

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM - CHINESE (MANDARIN)

■ Giving Successful Presentations

传递信息 / Delivering the Message comm_05_a02_bs_zh

■ E-mail Essentials for Business

高效地使用电子邮件和即时消息 / Using E-mail and Instant Messaging Effectively comm_17_a01_bs_zh
 指定电子邮件地址和重新分发电子邮件 / Addressing and Redistributing E-mail..... comm_17_a02_bs_zh
 管理电子邮件 / Managing Your E-mail .. comm_17_a03_bs_zh

■ Interpersonal Communication

人际沟通:充满自信地沟通 / Interpersonal Communication: Communicating with Confidence comm_21_a01_bs_zh
 人际沟通:定位信息 / Interpersonal Communication: Targeting Your Message..... comm_21_a02_bs_zh
 人际沟通:倾听的基本技巧 / Interpersonal Communication: Listening Essentials comm_21_a03_bs_zh
 人际沟通:以自我肯定的态度进行沟通 / Interpersonal Communication: Communicating Assertively..... comm_21_a04_bs_zh
 人际沟通:为人亲和 / Interpersonal Communication: Being Approachable comm_21_a05_bs_zh

■ Telephone Essentials for Business

职业电话的基本技巧 / Essential Skills for Professional Telephone Calls..... comm_18_a01_bs_zh

■ Workplace Conflict

工作中的冲突:了解和应对冲突 / Workplace Conflict: Recognizing and Responding to Conflict .. comm_22_a01_bs_zh

工作中的冲突:解决冲突的策略 / Workplace Conflict: Strategies for Resolving Conflicts comm_22_a02_bs_zh

■ Negotiation essentials

谈判的基本技巧:什么是谈判? / Negotiation Essentials: What Is Negotiation?..... comm_24_a01_bs_zh
 谈判的基本技巧:为谈判做准备 / Negotiation Essentials: Planning for Negotiation comm_24_a02_bs_zh
 谈判的基本技巧:沟通 / Negotiation Essentials: Communicating comm_24_a03_bs_zh

■ Mastering Interpersonal Communication

商务沟通面面观 / The Many Faces of Communication COMMA113
 在团队中开发沟通技巧 / Developing Interpersonal Skills in Your People..... COMMA116

■ Business Etiquette and Professionalism

日常商务礼仪 / Everyday Business Etiquette COMMA181
 沟通礼仪 / Communication Etiquette COMMA182
 礼仪与商务会议 / Etiquette and the Business Meeting COMMA183
 管理者礼仪 (无音频) / Etiquette for Supervisors COMMA184

■ Effective Listening Skills

倾听的基本要素 / The Basics of Listening COMMA151
 从倾听到理解 / Listening for Comprehension COMMA152
 高层次的倾听技巧 / Listening for Higher Purposes COMMA153
 倾听技巧的应用 / Enhancing Your Listening Skills COMMA154

■ Building Better Work Relationships

建立有效的跨职能关系 / Building Effective Interfunctional Relationships..... COMMA191

■ Effective Business Meetings

筹备高效的商务会议 / Planning Effective Business Meetings..... COMMA331
 主持高效的商务会议 / Leading Effective Business Meetings..... COMMA332
 有效参加商务会议 / Participating Effectively in Business Meetings..... COMMA333

■ Managing and Working with Difficult People

工作中难以相处的人 / Difficult People in the Workplace COMMA161

■ Negotiating to Win: Getting the Results You Want

谈判流程 / The Negotiation ProcessCOMMA503
 谈判中的互动技巧 / The Dynamics of Interaction COMMA504
 谈判高手 / The Master NegotiatorCOMMA507

■ Getting Results Without Authority

无职务情形下的领导力 / Leadership Without Authority COMMA513

■ Assertive Communication

职场中的自信 / Professional AssertivenessCOMMA171
 全面展现自己 / Assertiveness from the Inside Out COMMA172

■ Delivering Successful Presentations

如何成功演讲 / Presenting to SucceedCOMMA301
 如何利用演示资源 (无音频) / Presentation Resources Available to You.....COMMA303

■ International Communications

不同文化对沟通的影响 (无音频) / The Impact of Culture on CommunicationCOMMA021
 全球沟通艺术 (无音频) / The Art of Global CommunicationCOMMA022
 改进跨文化交流能力 (无音频) / Improving Your Cross-cultural Communications.....COMMA023

■ Emotional Intelligence in the Workplace

什么是情商? / What Is Emotional Intelligence? ReplacedCOMMA141
 提高你的情商 / Increasing Your Emotional IntelligenceCOMMA144
 高情商领导 (无音频) / The Emotionally Intelligent LeaderCOMMA145

■ Effective Use of Feedback for Business

给予反馈: 经理人必读 (无音频) / Giving Feedback: A Manager's GuideCOMMA525

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM - CHINESE (MANDARIN)

■ Generating Creative & Innovative Ideas

萌发具有创造性和创新性的想法:增强创造力 / Generating Creative and Innovative Ideas: Enhancing Your Creativity..... pd_09_a01_bs_zh
 提出具有创造性和创新性的想法:最大限度地提高团队的创造力 / Generating Creative and Innovative Ideas: Maximizing Team Creativity pd_09_a02_bs_zh
 提出具有创造性和创新性的想法:验证并改进想法 / Generating Creative and Innovative Ideas: Verifying and Building on Ideas pd_09_a03_bs_zh

■ Managing Your Career

管理你的职业生涯:制定规划 / Managing Your Career: Creating a Plan pd_10_a01_bs_zh
 管理你的职业生涯:走上正轨 / Managing Your Career: Getting on the Right Track pd_10_a02_bs_zh
 管理你的职业生涯:专业关系网基础 / Managing Your Career: Professional Networking Essentials pd_10_a03_bs_zh
 管理你的职业生涯:你与上司 / Managing Your Career: You and Your Boss pd_10_a04_bs_zh
 管理你的职业生涯:利用绩效考核 / Managing Your Career: Leveraging the Performance Appraisal pd_10_a05_bs_zh

■ Effective Time Management

时间管理:分析时间使用情况 / Time Management: Analyzing Your Use of Time..... pd_11_a01_bs_zh
 时间管理:规划时间并排定优先级 / Time Management: Planning and Prioritizing Your Time pd_11_a02_bs_zh
 时间管理:赶走时间小偷 / Time Management: Avoiding Time Stealers pd_11_a03_bs_zh

■ Problem Solving and Decision Making Strategies

解决问题:基础知识 / Problem Solving: The Fundamentals pd_12_a01_bs_zh
 解决问题:确定并强化你的优势 / Problem Solving: Determining and Building Your Strengths pd_12_a02_bs_zh
 解决问题:深入挖掘 / Problem Solving: Digging Deeper pd_12_a03_bs_zh
 制定决策:基础知识 / Decision Making: The Fundamentals pd_12_a04_bs_zh
 制定决策:工具和方法 / Decision Making: Tools and Techniques pd_12_a05_bs_zh
 制定决策:制定艰难决策 / Decision Making: Making Tough Decisions pd_12_a06_bs_zh

■ Fast-tracking Your Career

职场提升快车：管理你的上司 / The Boss Factor PDA135

■ Problem-solving and Decision-making for Business

团队中的问题解决与决策制定 / Problem Solving and Decision Making in Groups PDA236

■ Working More Effectively - Taking Control of Your Time

个人和时间 / You and Your Time PDA151
 时间管理技巧 / Techniques for Better Time Management PDA152
 养成良好的时间管理习惯 / Developing Good Time Management Habits PDA153

■ Working More Fast-tracking Your Career

职场成功快车：基本商务技能 / Basic Business Skills to Get You on the Fast Track PDA132
 职场提升快车：管理你的上司 / The Boss Factor PDA135
 自我形象塑造 / Improving Your Image PDA136

■ Living a Balanced Life

寻求生活的平衡 / Finding Your Life Balance PDA181
 成功地应对压力 / Success Over Stress PDA182
 优化平衡的策略 / Strategies for Better Balance PDA183

■ Dealing with Organizational Change

组织变革期间的沟通 / Communicating During Organizational Change PDA193

■ Ethics in Business

经理人商业道德 (无音频) / Managerial Business Ethics PDA172

■ Business Professionalism

为自己工作 / Personal Accountability: Working for Your Inner Boss PDA261
 自我促进 (无音频) / Self-empowerment: Managing from Within PDA262
 成功的终身学习 (无音频) / Successful Lifelong Learning PDA265

■ Creativity and Innovation in the Workplace

创意与创新的基础 / The Foundations of Creativity and Innovation PDA031

产生改革创新想法 / Generating Creative and Innovative Ideas PDA032
 实施改革创新想法 / Implementing Creative and Innovative Ideas PDA034
 评估创意与创新 / Evaluating Creative and Innovative Ideas PDA033

■ Working without a Net - The Business of Risk

风险入门 (无音频) / Risk Basics PDA241
 风险管理方法 (无音频) / Approaches to Risk Management PDA242
 决策与风险 (无音频) / Decisions and Risk PDA243
 战略规划与风险管理 (无音频) / Strategic Planning and Risk Management PDA244
 风险战略：刀刃上的游戏 (无音频) / Risk Strategies: The Cutting Edge PDA245

■ Achieving Organizational Excellence Through Critical Thinking

批判性思维在组织中的作用 / The Role of Critical Thinking in Organizations PDA251
 培养基本的批判性思维技能 / Developing Fundamental Critical Thinking Skills PDA252
 促进批判性思维的策略 / Strategies for Facilitating Critical Thinking PDA253
 管理中的批判性思维技能 / Critical Thinking Skills for Managing PDA254
 批判性思维的组织范围 / Organizational Scope of Critical Thinking PDA255

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)

组织项目管理 / Managing Projects within Organizations proj_05_a01_bs_zh
 项目管理概览 / Project Management Overview proj_05_a02_bs_zh
 项目管理过程组 / Project Management Process Groups proj_05_a03_bs_zh

■ Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)

启动与规划整合 / Integrated Initiation and Planning proj_06_a01_bs_zh
 项目执行与监控整合 / Integrated Project Execution, Monitoring, and Control proj_06_a02_bs_zh
 项目整体变更控制与结束 / Integrated Project Change Control and Close proj_06_a03_bs_zh

■ Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)

项目需求和定义范围 / Project Requirements and Defining Scopeproj_07_a01_bs_zh
 创建工作分解结构 / Create Work Breakdown Structure proj_07_a02_bs_zh
 监控项目范围 / Monitoring and Controlling Project Scopeproj_07_a03_bs_zh

■ Project Time Management (PMBOK® Guide - Fourth Edition-aligned)

定义项目活动并排列活动顺序 / Defining and Sequencing Project Activitiesproj_08_a01_bs_zh
 估算活动资源及其持续时间 / Estimating Activity Resources and Durations.....proj_08_a02_bs_zh
 制定项目进度计划与控制项目进度 / Developing and Controlling the Project Scheduleproj_08_a03_bs_zh

■ Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)

项目成本的估算和预算 / Estimating and Budgeting Project Costsproj_09_a01_bs_zh
 控制成本 / Controlling Costsproj_09_a02_bs_zh

■ Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)

项目质量规划 / Project Quality Planningproj_10_a01_bs_zh
 质量保证和质量控制 / Quality Assurance and Quality Control.....proj_10_a02_bs_zh

■ Project Human Resource Management (PMBOK® Guide - Fourth Edition-aligned)

规划项目人力资源 / Planning Project Human Resources proj_11_a01_bs_zh
 管理项目人力资源 / Managing Project Human Resources proj_11_a02_bs_zh

■ Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)

干系人与沟通管理计划 / Stakeholders and the Communication Management Planproj_12_a01_bs_zh
 管理项目沟通的过程 / Processes for Managing Project Communicationsproj_12_a02_bs_zh

■ Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)

规划风险管理 / Risk Management Planning proj_13_a01_bs_zh
 识别项目风险 / Identifying Project Risksproj_13_a04_bs_zh

实施风险分析 / Performing Risk Analysis ..proj_13_a02_bs_zh
 风险应对和监控 / Risk Response, Monitor, and Controlproj_13_a03_bs_zh

■ Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)

规划项目采购 / Planning Project Procurement proj_14_a01_bs_zh
 管理采购 / Managing Procurementsproj_14_a02_bs_zh

■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

道德规范在项目管理中的作用 / The Role of Ethics in Project Management.....proj_15_a01_bs_zh
 PMI® 核心价值观和道德标准 / Core PMI® Values and Ethical Standards.....proj_15_a02_bs_zh

■ Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)

项目管理入门 / An Introduction to Project Management (PMBOK-Third Edition aligned)..... PROJA511
 项目生命期和利益相关者 / Project Lifecycles and Stakeholders PROJA512
 项目过程组和项目启动入门 / Introduction to Project Process Groups and Initiating a Project..... PROJA513
 项目规划 / Project Planning PROJA514
 项目的执行、监控和收尾 / Executing, Monitoring & Controlling, and Closing a Project PROJA515

■ Project Integration Management (PMBOK® Guide - Third Edition-aligned)

项目启动和项目计划准备 / Initiating a Project and Preparing the Project Plan PROJA521
 执行和完成项目 / Project Integration: Executing and Completing a Project PROJA522

■ Project Cost Management (PMBOK® Guide - Third Edition-aligned)

活动费用估算 / Estimating Activity Costs PROJA551
 费用预算和控制 / Budgeting and Controlling Costs PROJA552

■ Project Scope Management (PMBOK® Guide - Third Edition-aligned)

项目范围规划 / Planning Project Scope PROJA531
 项目范围控制 / Controlling Project Scope PROJA532

■ Project Time Management (PMBOK® Guide - Third Edition-aligned)

项目时间管理基础 / Elements of Project Time Management PROJA541
项目进度安排 / Project Scheduling PROJA542

■ Project Quality Management (PMBOK® Guide - Third Edition-aligned)

质量规划 / Planning for Quality PROJA561
质量保证与控制的执行 / Performing Quality Assurance and Control PROJA562

■ Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)

项目人力资源管理基础 / Elements of Project Human Resource Management PROJA571
项目人力资源管理实施 / Implementing Project Human Resource Management PROJA572

■ Project Communications Management (PMBOK® Guide - Third Edition-aligned)

沟通规划和信息发布 / Communications Planning and Information Distribution PROJA581
绩效报告和利益相关者管理 / Performance Reporting and Stakeholder Management PROJA582

■ Project Risk Management (PMBOK® Guide - Third Edition-aligned)

规划和识别项目风险 / Planning and Identifying Project Risk PROJA591
项目风险分析 / Analyzing Project Risk PROJA592
响应并控制项目风险 / Responding to and Controlling Project Risk PROJA593

■ Project Procurement Management (PMBOK® Guide - Third Edition-aligned)

项目采购规划和询价 / Planning Project Procurement and Requesting Seller Responses PROJA601
选择供货商，执行与完成合同 / Choosing Sellers and Administering and Closing Contracts PROJA602

■ Project Management Professional Responsibility

道德规范和专业性知识 / Ethics and Professional Knowledge (PMBOK aligned) PROJA041
利益相关者利益和多元文化 / Stakeholder Interests and Cultural Diversity (PMBOK aligned) PROJA042

■ Managing Software Project Outsourcing

制定正确的外包决策 / Making the Right Outsourcing Decision 232192_ZH
规划外包交易 / Planning the Outsourcing Deal 232202_ZH
外包项目 / The Outsourcing Project 232209_ZH
确定项目质量标准 and 里程碑 / Determining Project Quality Standards and Milestones 232224_ZH
衡量项目外包是否成功 / Measuring Project Outsourcing Success 232292_ZH

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM - CHINESE (MANDARIN)

■ Optimizing Your Performance on a Team

做一名有效率的团队成员 / Being an Effective Team Member team_02_a01
设定团队目标和职责 / Establishing Team Goals and Responsibilities team_02_a02_bs_zh
一个有凝聚力的团队的要素 / Elements of a Cohesive Team team_02_a03
有效的团队沟通 / Effective Team Communication team_02_a04_bs_zh
利用反馈提高团队绩效 / Using Feedback to Improve Team Performance team_02_a05_bs_zh

■ Leading Teams

领导团队: 组建一支成功的团队 / Leading Teams: Launching a Successful Team team_03_a01_bs_zh
领导团队: 确立目标、角色和准则 / Leading Teams: Establishing Goals, Roles, and Guidelines team_03_a02_bs_zh
领导团队: 发展团队及其文化 / Leading Teams: Developing the Team and its Culture team_03_a03_bs_zh
领导团队: 培养信任感和责任感 / Leading Teams: Building Trust and Commitment team_03_a04_bs_zh
领导团队: 培养有效的沟通和协作 / Leading Teams: Fostering Effective Communication and Collaboration team_03_a05_bs_zh
领导团队: 激发成员积极性和提高团队绩效 / Leading Teams: Motivating and Optimizing Performance team_03_a06_bs_zh
领导团队: 处理冲突 / Leading Teams: Dealing with Conflict team_03_a07_bs_zh
领导团队: 管理虚拟团队 / Leading Teams: Managing Virtual Teams team_03_a08_bs_zh

■ Participating in a Project Team

项目团队成员的自我引导 / The Self-directed Project Team Member TEAMA131
团队的内部建设 / Team-building Is an Inside Job . TEAMA133

■ Participating in Teams

- 有效的团队建立策略 / Effective Team-building Strategies TEAMA171
- 团队内的有效沟通 / Effectively Communicating in Teams TEAMA172
- 个人在团队中的作用 / The Individual's Role in a Team TEAMA173

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

■ Certified Business Analysis Professional (CBAP™)

- 商业分析的核心概念 / Core Concepts in Business Analysis cons_01_a01_bs_zh
- 企业分析与商业案例 / Enterprise Analysis and Making a Business Case cons_01_a02_bs_zh
- 需求规划简介 / Introduction to Requirements Planning cons_01_a03_bs_zh
- 需求规划和管理 / Requirements Planning and Management cons_01_a04_bs_zh

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM - CHINESE (MANDARIN)

■ Sales: A Focus on Solutions

- 从产品销售向解决方案销售迈进 / Moving from Product Selling to Solution Selling SALEA141
- 开发潜在客户的能力 / Power Prospecting SALEA142
- 找出你能满足的客户需求 / Finding the Pain You Can Cure SALEA143
- 如何影响客户的决定 / Influencing Your Customer's Decision SALEA144
- 呈现你的解决方案 / Presenting Your Solution SALEA145
- 建立持续成功的客户关系 / Building Relationships for Continuing Success SALEA146

■ Selling at the Executive Level

- 为成功做准备 / Prepare for Success SALEA221
- 战略规划 / Strategic Planning SALEA222
- 复合销售成功之路 / Progressing through the Complex Sale SALEA223
- 呈现你的方案 / Presenting Your Proposition SALEA224
- 双赢谈判法 / Negotiating to Mutual Benefit SALEA225

从高层销售到战略合作关系 / From Executive-level Sale to Strategic Partnership.....SALEA226

■ Field Sales Skills

- 现场销售基础 / Field Sales FoundationsSALEA101
- 规划现场销售法 / Planning Your Field Sales Approach SALEA102
- 应用现场销售法 / Applying Your Field Sales Approach SALEA103
- 完成现场销售法 / Completing Your Field Sales ApproachSALEA104

■ Strategic Account Sales Skills

- 战略客户销售法 / The Strategic Account Sales ApproachSALEA131
- 了解客户 / Understanding Your CustomerSALEA132
- 主持有效的销售调查会谈 / Conducting Effective Sales Research MeetingsSALEA133
- 与客户的关键人物合作 / Working with Your Customer's Key PlayersSALEA134
- 提供有效的销售演示 / Delivering High-Impact Sales PresentationsSALEA135

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM - CHINESE (MANDARIN)

■ Customer Service Fundamentals

- 客户服务基本原则:建立良好的客户关系 / Customer Service Fundamentals: Building Rapport in Customer Relationships cust_09_a01_bs_zh
- 现场客户服务 / Customer Service in the Field cust_09_a02_bs_zh
- 通过电话提供客户服务 / Customer Service over the Phone cust_09_a03_
- 内部客户服务 / Internal Customer Service .cust_09_a04_bs_zh
- 客户服务对抗与冲突 / Customer Service Confrontation and Conflict..... cust_09_a05_bs_zh
- 在组织中规划客户服务的方向 / Shaping the Direction of Customer Service in Your Organization..... cust_09_a06_bs_zh

■ How to Excel at Customer Service

- 杰出客户服务的基础知识 / Building the Service Foundation: Corporate Culture..... CUSTA101
- 客户的声音 / Fundamentals of Exceptional Customer Service..... CUSTA102
- 客户的声音 / The Voice of the Customer CUSTA103
- 提高客户服务技能 / Advancing Your Service Expertise CUSTA104
- 客户服务中的冲突和对抗 / Customers, Conflict and Confrontation CUSTA105

CHINESE MANDARIN

战胜客户服务中的困难 / Overcoming Challenging Service Situations CUSTA106
树立优质服务意识：EXCEL概念 / Instilling Service Excellence: the EXCEL Acronym CUSTA107

■ Measuring Customer Satisfaction

找出顾客的需求 / Discovering What Your Customers Want CUSTA131
客户满意度：分析与实施 / Customer Satisfaction: Analysis and Implementation CUSTA133

■ Customer Relationship Management

保持优质的客户服务 / Sustaining Excellent Customer Service CUSTA126

■ Frontline Call Center Skills

呼叫中心的沟通技巧 / Call Center Communication Skills CUSTA112
呼叫中心客户服务 / Call Center Customer Service CUSTA113
呼叫中心的电话销售技巧 / Call Center Telephone Sales CUSTA114

■ Excelling at Customer Service

服务团队和服务明星 / Service Teams and Service Stars cust_05_a08_bs_zh

■ Internal Customer Service

提供出色的内部客户服务 / Excellence in Internal Customer Service CUSTA141
解决内部客户服务问题 / Overcoming Internal Customer Service Problems CUSTA143

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

■ Environmental

Spill Prevention Control and Countermeasure Plan ENVA104
Storm Water Pollution Prevention ENVA105
Used Oil Management ENVA107

■ Safety and Health

Accident Investigation and Reporting SAHA402
Behavior-based Safety for Supervisors SAHA405
Compressed Gas Safety SAHA411
Computer Ergonomics SAHA412

Defensive Driving SAHA417
Defensive Driving Techniques SAHA418
Electrical Safety Awareness SAHA419
Emergency Disaster Preparedness SAHA421
Emergency Response SAHA422
Ergonomics Awareness SAHA424
Fire Prevention and Safety SAHA427
First Aid--Basic SAHA429
First Aid--CPR SAHA431
First Aid--Medical Emergencies SAHA432
Forklift Safety SAHA433
Indoor Hoisting and Rigging SAHA443
Job Hazard Analysis SAHA445
Ladder and Scaffolding Safety SAHA447
Ladder Safety SAHA448
Material Handling and Storage SAHA455
Material Safety Data Sheets SAHA456
Office Ergonomics SAHA457
Office Safety SAHA458
流感预防知识 / Pandemic Flu Awareness ...esh_sah_a10_sh_zh
Radiation Safety SAHA471
Respiratory Protection SAHA474
Safe Work Practices SAHA475
Signs and Tags SAHA476
Slips, Trips, and Falls SAHA479
Welding, Cutting, and Brazing SAHA485
Workplace Safety Orientation SAHA486
Workplace Security Awareness SAHA487

■ Security

NFPA 1600 灾害/紧急事务管理 / NFPA 1600 Disaster/Emergency Management esh_sec_a01_sh_zh
NFPA 1600 商务连续性计划 / NFPA 1600 Business Continuity Programs esh_sec_a02_sh_zh

UK ENGLISH

- LEGAL COMPLIANCE
- LEGAL COMPLIANCE COURSEWARE
- ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE
- BUSINESS SKILLS COURSEWARE
- DESKTOP SKILLS COURSEWARE
- IT SKILLS COURSEWARE

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

■ **HR Compliance**

Data Protection Awareness in the UK/Record Retention LCO8119
 UK Diversity in the Workplace LCO8132
 UK Freedom of Information Act LCO8141

■ **Harassment**

UK Discrimination in the Workplace LCO8203
 Age Discrimination in the UK LCO8131

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

■ **HR Compliance**

Data Protection Awareness in the UK/Record Retention LCO8119
 UK Diversity in the Workplace LCO8132
 UK Freedom of Information Act LCO8141

■ **Harassment**

UK Discrimination in the Workplace LCO8203
 Age Discrimination in the UK LCO8131

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM - UK ENGLISH

■ **Managing Customer-Driven Process Improvement**

Why Customer Driven? OPER8121
 Identifying What the Customer Wants OPER8122
 Translating Requirements into Process Goals OPER8123
 Understanding Processes OPER8124
 Implementing Improvements OPER8125
 Managing Process Improvements OPER8126

■ **Six Sigma Foundations**

Six Sigma Introduction OPER8131

■ **Logistics Management**

Overview of Logistics Management OPER8321
 Inventory Management OPER8322
 Supply Chain Management OPER8323

■ **ISO9000:2000 Overview**

The Who, What & Why of ISO 9000:2000 OPER8401
 Building a Quality Management System OPER8402
 Quality-focused Management OPER8403
 Customer Satisfaction Through Resource Management OPER8404

■ **Supply Chain Management**

The Fundamentals of Supply Chain Management OPER8501
 Supply Chain Management Strategies OPER8502
 Supply Chain Planning and Inventory Management OPER8503

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM - UK ENGLISH

■ **How to Write a Business Case**

Fundamental Components of a Business Case STGY8211
 Developing Target Market Strategy STGY8212

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM - UK ENGLISH

■ **Strategic Marketing in Action**

Competitive Factors in Strategic Marketing MKT8203

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE/ACCOUNTING CURRICULUM - UK ENGLISH

Business Finance for Managers

Introduction to FinanceFIN8141
 Making Budgets WorkFIN8142
 Cash ManagementFIN8143
 Financial Statements and AnalysisFIN8144
 Sources of FundingFIN8145
 Manager's Performance Guide - Business FinanceFIN8146

Finance Fundamentals for non-Finance Professionals

Principles of Financial ManagementFIN8151
 Understanding Financial StatementsFIN8154
 Basics of BudgetingFIN8152

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

KNOWLEDGE MANAGEMENT - UK ENGLISH

Knowledge Management Fundamentals

The Art of Knowledge ManagementKNOW8101
 Knowledge as CapitalKNOW8102
 Putting Knowledge to WorkKNOW8103
 Managing Knowledge WorkersKNOW8104
 Being a Knowledge ActivistKNOW8105

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM - UK ENGLISH

Respecting Individual Rights

Understanding Ethical Business Practice HR8121
 Implementing Ethics in Business HR8122
 Employment Rights HR8123
 Managing Diversity HR8124
 The Human Rights Act HR8125
 Harassment at Work HR8126

Behavioral Interviewing

Building a Firm Foundation HR8211
 Screening Applicants HR8212

Preparing for the Behavioural InterviewHR8213
 Conducting the Behavioural-based InterviewHR8214
 Preparing as the IntervieweeHR8215
 Experiencing the Behavioural-based InterviewHR8216

Recruiting & Retention Strategies for the Tight Labor Market

Recruiting for the 21st Century: The MarketHR8221
 Recruiting for the 21st Century: StrategiesHR8222
 Recruiting SuccessfullyHR8223
 Online RecruitingHR8224
 Facilitating Effective RecruitingHR8225
 RetentionHR8226

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM - UK ENGLISH

Moving into a Management Role

Becoming a ManagerMGMT8001
 A New Manager's Responsibilities and FearsMGMT8002
 Lead and Communicate Effectively as a New ManagerMGMT8003
 A New Manager's Role in the Company's FutureMGMT8004

Essential Skills For Tomorrow's Managers

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM - UK ENGLISH

PRINCE2® 2009 Foundation

Overview of Project Management (PRINCE2: 2009-aligned) ib_prin_a01_it_enuk
 Project Organization, Planning and Risk (PRINCE2: 2009-aligned)..... ib_prin_a02_it_enuk
 Project Quality, Change and Progress (PRINCE2: 2009-aligned)..... ib_prin_a03_it_enuk
 Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)..... ib_prin_a04_it_enuk
 Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned)..... ib_prin_a05_it_enuk
 Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned)..... ib_prin_a06_it_enuk

■ Project Management Foundations (PRINCE2-aligned)

Overview of Project Managing a PRINCE2-aligned Project.....	proj_04_a01_bs_enuk
Project Planning and Controlling a PRINCE2-aligned Project.....	proj_04_a02_bs_enuk
Managing Quality and Risk in a PRINCE2-aligned Project.....	proj_04_a03_bs_enuk
Initial and Ongoing Processes in a PRINCE2-aligned Project.....	proj_04_a04_bs_enuk
Controlling, Managing and Closing a PRINCE2-aligned Project.....	proj_04_a05_bs_enuk
Techniques for Managing a PRINCE2-aligned Project.....	proj_04_a06_bs_enuk

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM - UK ENGLISH

■ Participating in a Project Team

The Self-directed Project Team Member	TEAM8131
Project Team Communication Skills	TEAM8132
Team-building Is an Inside Job	TEAM8133
Troubleshooting for Project Teams	TEAM8134
The Project Team Star Player	TEAM8135
Improving Your Leadership Skills	TEAM8136

■ Cultivating a High-performance Project Team

Building a High-performance Team	TEAM8141
Harnessing Collective Knowledge	TEAM8142
Managing a Project with Your Team	TEAM8143
Revvng up Your High-performance Project Team.....	TEAM8144
Maintaining Project Team Peak Performance	TEAM8145
Fixing Broken Teams	TEAM8146

■ Making Teams Work: Capitalizing on Conflict

Team Conflict: The Seeds of Dissent	TEAM8211
Analysing Workplace War Zones	TEAM8212
Getting Past Clashes: Valuing Team Diversity	TEAM8213
Conquering Conflict through Communication	TEAM8214
The Path to Peace and Harmony	TEAM8215
Manager's Performance Guide - Team Conflict Skills.....	TEAM8216

KOREAN

- **IT SKILLS COURSEWARE**
- **DESKTOP SKILLS COURSEWARE**
- **BUSINESS SKILLS COURSEWARE**

**BUSINESS STRATEGY AND
OPERATIONS**

**STRATEGIC PLANNING CURRICULUM -
KOREAN**

■ **Competitive Intelligence**

경쟁우위 지적자산: 기획 및 실행 / Competitive
Intelligence: Planning and Direction.....STGY3341
경쟁우위 지적자산 : 인터넷등을 통한 정보 수집 /
Competitive
Intelligence: Information GatheringSTGY3342
경쟁우위 지적자산: 분석, 벤치마킹과 활용 / Competitive
Intelligence: Analysis & DisseminationSTGY3343

MANAGEMENT AND LEADERSHIP

**MANAGEMENT CURRICULUM -
KOREAN**

■ **Essential Skills For Tomorrow's Managers**

미래 관리자를 위한 핵심역량 / Competencies for
Tomorrow's ManagersMGMT3111
책임감을 고취시키는 관리자 입문 과정 / A Manager's Primer
for Ensuring Accountability.....MGMT3115

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM - KOREAN

■ **Going from Management to Leadership**

리더의 특징 / The Mark of a Leader LEAD3221
비전을 함께 나누는 리더 / Communicating a Shared
Vision LEAD3222
격려자로서의 리더 / The Enabling Leader LEAD3223
성과 장애요인을 제거하는 리더 / Removing Performance
Barriers LEAD3224
최상의 커뮤니케이션을 가능케 하는 리더 / Communicating
as a
Leader LEAD3225
성과 향상 격려자로서의 리더 / Coaching for Performance LEAD3226
변화를 주도하는 리더 / Leading Through Change . LEAD3227
업무 수행 모델로서의 리더 / The Leader as a Model LEAD3228

PROFESSIONAL EFFECTIVENESS

■ **Problem-solving and Decision-making for
Business**

효율적 사고의 기초 / Professional Project Management
(non-certification)..... PD3231
문제 해결을 위한 대안 제시하기 / Generating Alternatives
in Problem Solving PD3233
능동적인 의사결정 / Dynamic Decision Making PD3234
결정의 수행과 평가 / Implementing and Evaluating a
Decision PD3235
그룹을 통한 문제해결과 의사결정 / Problem Solving and
Decision Making in Groups..... PD3236

**SALES AND CUSTOMER FACING
SKILLS**

CONSULTING SKILLS

■ **Consulting with the External Client**

외부 컨설팅의 필수 사항 / Essentials of External
ConsultingCONS3111
고객 및 컨설턴트 관계 / The Client-Consultant
Relationship.....CONS3112
진단 및 계획 / Diagnosing and PlanningCONS3113
이행 관리 / Managing DeliveryCONS3114

CHINESE TRADITIONAL

- BUSINESS SKILLS COURSEWARE
- DESKTOP SKILLS COURSEWARE
- IT SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ Six Sigma Foundations

六個標準差之簡介 / Six Sigma Introduction OPERE131

■ Supply Chain Management

供應鏈管理的基本原則 / The Fundamentals of Supply Chain Management..... OPERE501

供應鏈管理策略 / Supply Chain Management Strategies OPERE502

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

■ How to Write a Business Case

行銷與銷售計畫 / The Marketing and Sales Plan STGYE214

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM - CHINESE (TRADITIONAL)

■ Strategic Marketing in Action

行銷策略的基礎 / Elements of Marketing Strategy ...MKTE201

市場分析 / Analyzing the MarketMKTE202

策略行銷中的競爭要素 / Competitive Factors in Strategic MarketingMKTE203

制定行銷計畫：第一階段 / Writing a Marketing Plan: Phase 1.....MKTE204

撰寫行銷計畫：有創意的策略 / Writing the Marketing Plan: Creative StrategyMKTE205

行銷活動的策劃 / Creating a Marketing Campaign ..MKTE206

行銷管理 / Marketing ManagementMKTE207

■ Strategic Brand Management

品牌管理入門 / Introduction to Brand Management ..MKTE211

建立品牌權益 / Building Brand EquityMKTE212

管理品牌的創意要素 / Managing the Creative Elements of BrandMKTE213

評估品牌效力 / Evaluating Brand Effectiveness MKTE215

管理和維護品牌權益 / Managing and Maintaining Brand Equity MKTE216

■ Competitive Marketing Strategies

全球市場的競爭策略 / Competitive Strategies for a New Marketplace..... MKTE231

超越競爭 / Surpassing the Competition MKTE232

■ Product Management Essentials

產品管理入門 / Introduction to Product Management MKTE241

擬定新產品策略 / Developing a New-product Strategy MKTE242

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE/ACCOUNTING CURRICULUM - CHINESE (TRADITIONAL)

■ Advanced Business Finance

財務風險管理 / Financial Risk Management FINE216

■ Practical Budgeting Skills for Business

編製與分析營運預算 / Creating and Analyzing an Operating Budget FINE161

資本預算之進與出 / The Ins and Outs of Capital Budgeting FINE162

有效的預算管理 / Effective Budget Management FINE163

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

■ Advanced Skills for Administrative Support Professionals

管理自己和周遭的人 / Managing Yourself and Those Around You.....ADME112

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

KNOWLEDGE MANAGEMENT - CHINESE (TRADITIONAL)

■ Knowledge Management Fundamentals

知識管理的藝術 / The Art of Knowledge Management KNOWE101
 知識就是資本 / Knowledge as Capital KNOWE102
 發揮知識的作用 / Putting Knowledge to Work KNOWE103
 管理知識工作者 / Managing Knowledge Workers KNOWE104

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM - CHINESE (TRADITIONAL)

■ How to Interview and Hire the Right People

有效的面試 / Conducting Effective Interviews HRE202

■ Effective Hiring and Interviewing Skills

僱用考量 / Hiring Considerations HRE231
 選擇最理想的人選 / Selecting the Best Applicant HRE233

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ Essential Skills For Tomorrow's Managers

未來經理的能力 / Competencies for Tomorrow's Managers MGMTE111
 未來經理人的培養 / Development Tools for Tomorrow's Managers MGMTE112
 扮演教練和顧問角色的經理人 / The Manager as Coach and Counselor MGMTE113
 捍衛專案的經理人 / The Manager as Project Champion MGMTE114
 未來經理人的責任 / A Manager's Primer for Ensuring Accountability MGMTE115
 未來經理的持續學習 / Continuous Learning for Tomorrow's Managers MGMTE116

■ Moving from Technical Professional to Management

從悲觀轉為樂觀 / The Path from Pessimism to Optimism MGMTE311
 主動中止負面思考的方法 / Proactive Approaches to Stop Negativity MGMTE312

■ Moving from Technical Professional to Management

技術人員晉升管理階層的準備 / Management Development for Technical Professionals MGMTE121
 利用溝通技巧達到成功的管理 / Communication Skills for Successful Management MGMTE122
 轉變成管理人員之策略 / Strategies for Transitioning into Management MGMTE125

■ The Successful Facilitator

會議促進師的基本技巧與方法 / Facilitative Fundamentals: Techniques and Tools MGMTE232
 促進工作團隊與會議績效 / Facilitating Work Groups and Meetings MGMTE233

■ The Consummate Coach

指導的基礎 / Foundations of Coaching MGMTE242

■ Mentoring Essentials

有效的職場導師關係 / Effective Mentoring MGMTE251

■ Delegation Skills

授權的基本原則 / Delegation Basics MGMTE261
 權責下授藝術 / The Personal Approach in Delegation MGMTE262

■ Managing Technical Professionals

了解專業技術人員 / Understanding Technical Professionals MGMTE291

■ Managing Others through Change

克服變革所面臨的挑戰 / Overcoming the Challenges of Change MGMTE333

■ Performance Appraisal

持續性績效考核 / Continuous Performance Assessment MGMTE341
 審核績效表現 / Reviewing Performance MGMTE342

■ Coach with Confidence

輔導技巧 / Coaching Skills MGMTE284
 心境、情緒與輔導 / Mindsets, Emotions and Coaching MGMTE285

■ Mentoring Essentials

有效的職場導師關係 / Effective Mentoring MGMTE251

CHINESE TRADITIONAL

二十一世紀的指導策略 / Mentoring Strategies in the 21st Century..... MGMTE254

■ Supporting Employees through the Change Process

透過改變進行管理 / Managing Through the Change MGMTE182

■ Managing Problem Performance

辨識績效問題 / Identifying Problem Performance MGMTE162
改善問題績效 / Improving Problem Performance .MGMTE163

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM - CHINESE (TRADITIONAL)

■ Leadership Essentials

領導能力的本質:激勵員工 / Leadership Essentials: Motivating Employees.....lead_05_a01_bs_zhtw
領導能力的本質:溝通願景 / Leadership Essentials: Communicating Vision.....lead_05_a02_bs_zhtw
領導能力的本質:建立身為領導者的影響力 / Leadership Essentials: Building Your Influence as a Leader.....lead_05_a03_bs_zhtw
領導能力的本質:以情緒智商領導 / Leadership Essentials: Leading with Emotional Intelligence.....lead_05_a04_bs_zhtw
領導能力的本質:領導企業執行力 / Leadership Essentials: Leading Business Execution.....lead_05_a05_bs_zhtw
領導能力的本質:領導創新 / Leadership Essentials: Leading Innovation.....lead_05_a06_bs_zhtw
領導能力的本質:領導變革 / Leadership Essentials: Leading Change.....lead_05_a07_bs_zhtw
領導力的本質:打造您自己的領導力培養計畫 / Leadership Essentials: Creating Your Own Leadership Development Plan.....lead_05_a08_bs_zhtw

■ Leading from the Front Line

迎接 21 世紀的挑戰 / Challenges of the 21st Century LEADE121
激勵和授權員工 / Energizing and Empowering Employees LEADE123
領導與知識工作者 / Leadership and the Knowledge Worker..... LEADE124
領導動態學 / Dynamics of Leadership LEADE126

■ Going from Management to Leadership

領導力的培養 / The Enabling Leader LEADE223
領導者的溝通 / Communicating as a Leader LEADE225
打造高績效的指導技巧 / Coaching for Performance LEADE226

引導員工完成變革 / Leading through Change LEADE227

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM - CHINESE (TRADITIONAL)

■ E-mail Essentials for Business

有效地使用電子郵件與即時訊息 / Using E-mail and Instant Messaging Effectively.....comm_17_a01_bs_zhtw
設定電子郵件地址和轉寄 / Addressing and Redistributing E-mail.....comm_17_a02_bs_zhtw
管理您的電子郵件 / Managing Your E-mail comm_17_a03_bs_zhtw

■ Assertive Communication

建立由內而外的自信 / Assertiveness from the Inside Out..... COMME172

■ Delivering Successful Presentations

成功的簡報 / Presenting to Succeed COMME301
可運用的演說資源 / Presentation Resources Available to You..... COMME303

■ Effective Business Meetings

策劃高效率的商務會議 / Planning Effective Business Meetings..... COMME331
主持高效率的商務會議 / Leading Effective Business Meetings..... COMME332

■ Getting Results Without Authority

建立同儕關係，實現個人目標 / Building Relationships to Get Results COMME511
毋需權威的領導 / Leadership Without Authority . COMME513
透過主管，實現目標 / Getting Results from the Boss COMME516

■ Negotiating to Win: Getting the Results You Want

談判程序 / The Negotiation Process COMME503
成功的談判－多變的互動技巧 / The Dynamics of Interaction COMME504
談判高手 / The Master Negotiator COMME507

■ Interpersonal Communication Skills for Business

人際溝通流程 / The Process of Interpersonal Communications..... COMME001
溝通結果 / Communicate for Results COMME004

CHINESE TRADITIONAL

解決衝突的溝通技巧 / Communication Skills for Resolving Conflict COMME006

■ Emotional Intelligence in the Workplace

職場上的情緒智商 / Emotional Intelligence at Work COMME142
團隊合作和情緒智商 / Teamwork and Emotional Intelligence COMME143
增強自我 EQ / Increasing Your Emotional Intelligence COMME144

■ Anger Management in The Workplace

管理您的憤怒 / Managing Your Anger COMME702

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM - CHINESE (TRADITIONAL)

■ Generating Creative & Innovative Ideas

激發創意和創新構想:提升創造力 / Generating Creative and Innovative Ideas: Enhancing Your Creativitypd_09_a01_bs_zhtw
激發創意和創新構想:大幅提昇團隊創造力 / Generating Creative and Innovative Ideas: Maximizing Team Creativity pd_09_a02_bs_zhtw
激發創意和創新構想構想的核實與發展 / Generating Creative and Innovative Ideas: Verifying and Building on Ideas pd_09_a03_bs_zhtw

■ Achieving Balance in Your Professional and Personal Life

找出平衡點 / Discovering Balance PDE111

■ Overcoming Overload - Managing Memory and Time

時間就是資源 / Time as a Resource PDE121
找出多種解決問題的方法 / Generating Alternatives in Problem Solving PDE233

■ Problem-solving and Decision-making for Business

問題建構 / Framing the Problem PDE232
團隊問題的解決與決策 / Problem Solving and Decision Making in Groups PDE236

■ Creativity and Innovation in the Workplace

創意與創新的基礎 / The Foundations of Creativity and Innovation PDE031
產生具創意與創新的構想 / Generating Creative and Innovative Ideas PDE032
評估具創意與創新的構想 / Evaluating Creative and Innovative Ideas PDE033
執行具創意與創新的構想 / Implementing Creative and Innovative Ideas PDE034

■ Working More Effectively - Taking Control of Your Time

時間與你 / You and Your Time PDE151
有效管理時間的技巧 / Techniques for Better Time Management PDE152
培養良好的時間管理習慣 / Developing Good Time Management Habits PDE153

■ Dealing with Organizational Change

組織變革的觀點 / Perspectives on Organizational Change PDE191

■ Business Professionalism

個人責任感：依內在指標行事 / Personal Accountability: Working for Your Inner Boss PDE261
自我鞭策：從內在管理起 / Self-empowerment: Managing from Within PDE262

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM - CHINESE (TRADITIONAL)

■ Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)

專案管理入門 / An Introduction to Project Management PROJE511
專案的生命週期與利害關係人 / Project Lifecycles and Stakeholders PROJE512
專案的策劃 / Project Planning PROJE514

■ Project Risk Management (PMBOK® Guide - Third Edition-aligned)

規劃並分辨專案的風險 / Planning and Identifying Project Risk PROJE591

■ Project Quality Management (PMBOK® Guide - Third Edition-aligned)

規劃出高品質的專案 / Planning for Quality PROJE561
 執行品質擔保與控制 / Performing Quality Assurance and Control..... PROJE562

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Leading Teams

領導團隊:創建成功的團隊 / Leading Teams: Launching a Successful Team team_03_a01_bs_zhtw
 領導團隊:建立目標、角色及指導方針 / Leading Teams: Establishing Goals, Roles, and Guidelinesteam_03_a02_bs_zhtw
 領導團隊:開發團隊及團隊文化 / Leading Teams: Developing the Team and its Culture..... team_03_a03_bs_zhtw
 領導團隊:建立信任與承諾 / Leading Teams: Building Trust and Commitment team_03_a04_bs_zhtw
 領導團隊:培養有效溝通與協作的氣氛 / Leading Teams: Fostering Effective Communication and Collaborationteam_03_a05_bs_zhtw
 領導團隊:激勵團隊擁有最佳表現 / Leading Teams: Motivating and Optimizing Performance team_03_a06_bs_zhtw
 領導團隊:處理衝突 / Leading Teams: Dealing with Conflict..... team_03_a07_bs_zhtw
 領導團隊:管理虛擬團隊 / Leading Teams: Managing Virtual Teams team_03_a08_bs_zhtw

■ Optimizing Your Performance on a Team

成為高效率團隊成員 / Being an Effective Team Member team_02_a01_bs_zhtw
 建立團隊目標及職責 / Establishing Team Goals and Responsibilities..... team_02_a02_bs_zhtw
 有凝聚力的團隊要素 / Elements of a Cohesive Team team_02_a03_bs_zhtw
 高效率團隊溝通 / Effective Team Communication team_02_a04_bs_zhtw

■ Cultivating a High-performance Project Team

建立高績效團隊 / Building a High-performance Team TEAME141
 管理團隊專案 / Managing a Project with Your Team TEAME143

■ Participating in Teams

有效的團隊建立策略 / Effective Team-building Strategies TEAME171
 團隊間的有效溝通 / Effectively Communicating in Teams TEAME172

■ Leading Teams

領導成功的團隊 / Leading Successful On-site Teams TEAME152
 輔導實體及虛擬團隊 / Facilitating On-site and Virtual TeamsTEAME154

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM - CHINESE (TRADITIONAL)

■ Sales: A Focus on Solutions

從產品銷售轉向策略銷售 / Moving from Product Selling to Solution SALEE141
 開發潛在客戶 / Power Prospecting SALEE142
 找出客戶的問題 / Finding the Pain You Can Cure ..SALEE143
 影響客戶的決定 / Influencing Your Customer's Decision SALEE144
 提出你的解決方案 / Presenting Your Solution SALEE145
 建立持續成功的客戶關係 / Building Relationships for Continuing Success SALEE146

■ Selling at the Executive Level

銷售簡報 / Presenting Your Proposition SALEE224
 雙贏的談判技巧 / Negotiating to Mutual Benefit SALEE225

■ SalesUniversity Communication 101

銷售溝通的基本要點 / Sales Communications Essentials SALEE432

■ Strategic Account Sales Skills

高震撼力的銷售簡報術 / Delivering High-Impact Sales Presentations SALEE135

■ Sales Team Management

建立一個致勝的業務團隊 / Building a Winning Sales Team SALEE151
 運用業務工具管理銷售團隊 / Using Business Tools to Manage Sales Teams SALEE152
 激勵常勝的業務團隊 / Motivating a Winning Sales Team SALEE153
 與業務團隊溝通 / Communicating in Sales Teams .SALEE154

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM - CHINESE (TRADITIONAL)

How to Excel at Customer Service

- 建立服務的基礎：公司文化 / Building the Service Foundation: Corporate Culture CUSTE101
- 傑出客戶服務的基礎 / Fundamentals of Exceptional Customer Service..... CUSTE102
- 強化專業的服務技巧 / Advancing Your Service Expertise CUSTE104
- 顧客、衝突與處理 / Customers, Conflict and Confrontation..... CUSTE105

Frontline Call Center Skills

- 電話客服中心：溝通方法 / Call Center Communication Skills..... CUSTE112

Customer Relationship Management

- 開拓電子化客戶關係 / Beginning Electronic Customer Relationships CUSTE125
- 維護優良的客服品質 / Sustaining Excellent Customer Service..... CUSTE126

Measuring Customer Satisfaction

- 找出顧客的需求 / Discovering What Your Customers Want CUSTE131

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM - CHINESE (TRADITIONAL)

Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)

- 專案管理入門 / An Introduction to Project Management PROJE511
- 專案的生命週期與利害關係人 / Project Lifecycles and Stakeholders PROJE512
- 專案的策劃 / Project Planning PROJE514

Project Risk Management (PMBOK® Guide - Third Edition-aligned)

- 規劃並分辨專案的風險 / Planning and Identifying Project Risk PROJE591

Project Quality Management (PMBOK® Guide - Third Edition-aligned)

- 規劃出高品質的專案 / Planning for Quality PROJE561
- 執行品質擔保與控制 / Performing Quality Assurance and Control..... PROJE562

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

Leading Teams

- 領導團隊:創建成功的團隊 / Leading Teams: Launching a Successful Team.....team_03_a01_bs_zhtw
- 領導團隊:建立目標、角色及指導方針 / Leading Teams: Establishing Goals, Roles, and Guidelinesteam_03_a02_bs_zhtw
- 領導團隊:開發團隊及團隊文化 / Leading Teams: Developing the Team and its Cultureteam_03_a03_bs_zhtw
- 領導團隊:建立信任與承諾 / Leading Teams: Building Trust and Commitmentteam_03_a04_bs_zhtw
- 領導團隊:培養有效溝通與協作的氣氛 / Leading Teams: Fostering Effective Communication and Collaborationteam_03_a05_bs_zhtw
- 領導團隊:激勵團隊擁有最佳表現 / Leading Teams: Motivating and Optimizing Performance.....team_03_a06_bs_zhtw
- 領導團隊:處理衝突 / Leading Teams: Dealing with Conflict.....team_03_a07_bs_zhtw
- 領導團隊:管理虛擬團隊 / Leading Teams: Managing Virtual Teams.....team_03_a08_bs_zhtw

Optimizing Your Performance on a Team

- 成為高效率團隊成員 / Being an Effective Team Member team_02_a01_b
- 建立團隊目標及職責 / Establishing Team Goals and Responsibilitiesteam_02_a02_bs_zhtw
- 有凝聚力的團隊要素 / Elements of a Cohesive Team team_02_a03_bs_zh
- 高效率團隊溝通 / Effective Team Communication team_02_a04_bs_zhtw

Cultivating a High-performance Project Team

- 建立高績效團隊 / Building a High-performance Team TEAME141
- 管理團隊專案 / Managing a Project with Your Team TEAME143

Participating in Teams

- 有效的團隊建立策略 / Effective Team-building StrategiesTEAME171
- 團隊間的有效溝通 / Effectively Communicating in TeamsTEAME172

Leading Teams

- 領導成功的團隊 / Leading Successful On-site Teams TEAME152
- 輔導實體及虛擬團隊 / Facilitating On-site and Virtual TeamsTEAME154

CHINESE CANTONESE

- IT SKILLS COURSEWARE
- DESKTOP SKILLS COURSEWARE
- BUSINESS SKILLS COURSEWARE

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ **Cultivating a High-performance Project Team**

建立卓越團隊 / Building a High-performance Team TEAMF141

■ **Participating in Teams**

有效的團隊建立策略 / Effective Team-building StrategiesTEAMF171
 團隊間的有效溝通 / Effectively Communicating in TeamsTEAMF172

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ **Managing Customer-Driven Process Improvement**

改進流程以客為先 / Why Customer Driven?OPERF121
 識別顧客需要 / Identifying What the Customer Wants OPERF122
 管理流程改進項目 / Managing Process Improvements OPERF126

■ **Logistics Management**

認識物流管理 / Overview of Logistics Management OPERF311
 施行存貨管理 / Inventory ManagementOPERF312
 掌握供應鏈管理基礎 / Supply Chain Management .OPERF313

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

■ **How to Write a Business Case**

撰寫商業提案需知 / Fundamental Components of a Business Case STGYF211
 確立市場定位 / Understanding Positioning STGYF213
 策動市場推廣及營銷計劃 / The Marketing and Sales Plan STGYF214

■ **Strategic Management**

運用策略管理 – 分析與選擇 / Strategic Management - Analysis and Choice STGYF302

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ **Strategic Marketing in Action**

認識市場策略要素 / Elements of Marketing Strategy MKTF201
 分析市場形勢 / Analyzing the Market MKTF202
 綜合市場策略競爭因素 / Competitive Factors in Strategic Marketing MKTF203
 策劃行銷活動 / Creating a Marketing Campaign MKTF206
 推動市場管理 / Marketing Management MKTF207

■ **Strategic Brand Management**

建立品牌 / Building Brand Equity MKTF212

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE/ACCOUNTING CURRICULUM

■ **Business Finance for Managers**

財務學入門 / Introduction to FinanceFINF141
 現金管理 / Cash ManagementFINF143
 分析財務報告 / Financial Statements and AnalysisFINF144

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

KNOWLEDGE MANAGEMENT

■ **Knowledge Management Fundamentals**

實踐知識管理 / The Art of Knowledge Management KNOWF101

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ **How to Interview and Hire the Right People**

甄選求職者之要素 / Critical Parameters for Evaluating Candidates.....HRF203

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

Essential Skills For Tomorrow's Managers

- 裝備自己成為未來管理人 / Competencies for Tomorrow's Managers MGMTF111
- 提昇指導與輔導技巧 / The Manager as Coach and Counselor..... MGMTF113
- 掌握項目管理致勝之道 / The Manager as Project Champion MGMTF114
- 未來經理人的責任 / A Manager's Primer for Ensuring Accountability MGMTF115
- 未來經理的持續學習 / Continuous Learning for Tomorrow's Managers MGMTF116

How to Overcome Negativity in the Workplace

- 透過進取方法減少負面行為 / Proactive Approaches to Stop Negativity MGMTF312

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

Leading from the Front Line

- 組織文化和領導層 / Organizational Culture and Leadership LEADF122
- 激勵和授權員工 / Energizing and Empowering Employees LEADF123
- 領導動態學 / Dynamics of Leadership LEADF126

Going from Management to Leadership

- 領導變革 / Leading through Change LEADF227
- 成為領袖典範 / The Leader as a Model LEADF228

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

Mastering Interpersonal Communication

- 溝通面面觀 / The Many Faces of Communication COMMF113
- 人際商業智慧 / Interpersonal Business Savvy COMMF115

Emotional Intelligence at Work

- 團隊與情緒智商 / Teamwork and Emotional Intelligence COMMF143
- 提高你的情緒智商 / Increasing Your Emotional Intelligence COMMF144

Managing and Working with Difficult People

- 應付刁難的工作伙伴 / Difficult People in the WorkplaceCOMMF161

Assertive Communication

- 表現果斷力 / Professional AssertivenessCOMMF171
- 由內到外的進取心 / Assertiveness from the Inside Out COMMF172

Business Etiquette and Professionalism

- 溝通禮儀 / Communication EtiquetteCOMMF182

Meeting the Presentation Challenge

- 善用演說技巧 / Presentation as a Management Tool COMMF326

Negotiating to Win: Getting the Results You Want

- 塑造圓滿的談判 / Crafting a DealCOMMF501
- 談判程序 / The Negotiation ProcessCOMMF503
- 成功的談判 – 多變的互動技巧 / The Dynamics of InteractionCOMMF504
- 毋需權威的領導 / Leadership Without Authority ..COMMF513

Interpersonal Communication Skills for Business

- 人際溝通流程 / The Process of Interpersonal CommunicationCOMMF001

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

Overcoming Overload - Managing Memory and Time

- 應用時間管理方法 / Create Your Time and Memory Management Program PDF124

Problem-solving and Decision-making for Business

- 衍生多種解決問題的方法 / Generating Alternatives in Problem Solving PDF233

Working without a Net - The Business of Risk

- 風險管理方法 / Approaches to Risk Management PDF242

■ Working More Effectively - Taking Control of Your Time

時間與你 / You and Your TimePDF151
有效管理時間的技巧 / Techniques for Better Time Management: ReplacedPDF152

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Cultivating a High-performance Project Team

建立卓越團隊 / Building a High-performance Team TEAMF141

■ Participating in Teams

有效的團隊建立策略 / Effective Team-building StrategiesTEAMF171
團隊間的有效溝通 / Effectively Communicating in TeamsTEAMF172

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

■ Sales: A Focus on Solutions

從產品銷售轉向策略銷售 / Moving from Product Selling to Solution SellingSALEF141
開發潛在客戶 / Power ProspectingSALEF142

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

■ Customer Relationship Management

有效的補救服務 / Effective Service RecoveryCUSTF123

■ Frontline Call Center Skills

應用於客戶服務中心之溝通技巧 / Call Center Communication SkillsCUSTF112
應用於客戶服務中心之服務技巧 / Call Center Customer ServiceCUSTF113

■ How to Excel at Customer Service

傑出客戶服務的基礎 / Fundamentals of Exceptional Customer ServiceCUSTF102
提昇顧客服務素質 / Advancing Your Service Expertise CUSTF104
平息與客戶的衝突 / Customers, Conflict and ConfrontationCUSTF105

TURKISH

- **BUSINESS SKILLS COURSEWARE**
- **DESKTOP SKILLS COURSEWARE**
- **IT SKILLS COURSEWARE**

MANAGEMENT AND LEADERSHIP**MANAGEMENT CURRICULUM -
TURKISH****■ Essential Skills For Tomorrow's Managers**

Koç ve Danışman Olarak Yönetici / The
Manager as Coach and Counselor.....MGMT4113

MANAGEMENT AND LEADERSHIP**LEADERSHIP CURRICULUM - TURKISH****■ Leadership Essentials**

Liderliğin Temelleri: Çalışanları Motive
Etmek / Leadership Essentials: Motivating
Employeeslead_05_a01_bs_tr

Liderliğin Temelleri: Vizyonun İletilmesi /
Leadership Essentials: Communicating Visionlead_05_a02_bs_tr

Liderliğin Temelleri: Bir Lider Olarak
Etkileme Gücünüzü Oluşturma / Leadership
Essentials: Building Your Influence as a
Leaderlead_05_a03_bs_tr

Liderliğin Temelleri: Duygusal Zekayla
Liderlik Yapma / Leadership Essentials:
Leading with Emotional Intelligencelead_05_a04_bs_tr

Liderliğin Temelleri: İş Yürütmeye Liderlik
Etmek / Leadership Essentials: Leading
Business Execution.....lead_05_a05_bs_tr

Liderliğin Temelleri: İnovasyona Liderlik
Etmek / Leadership Essentials: Leading
Innovation.....lead_05_a06_bs_tr

Liderliğin Temelleri: Değişim Liderliği /
Leadership Essentials: Leading Changelead_05_a07_bs_tr

Liderliğin Temelleri: Kendi Liderlik Gelişim
Planinizi Oluşturma / Leadership Essentials:
Creating Your Own Leadership Development Planlead_05_a08_bs_tr

■ Leading from the Front Line

Yirmibirinci Yüzyılın Zorlukları /
Challenges of the 21st Century LEAD4121

Kurum Kültürü ve Liderlik / Organizational
Culture and Leadership..... LEAD4122

Çalışanın Yetkilendirilmesi ve / Energizing
and Empowering Employees LEAD4123

Liderlik ve Bilgi Çalışanı / Leadership and
the Knowledge Worker..... LEAD4124

Önbürodan Değişime Liderlik Etmek / Leading
Change from the Front Line..... LEAD4125

PROFESSIONAL EFFECTIVENESS**COMMUNICATION CURRICULUM -
TURKISH****■ E-mail Essentials for Business**

E-posta ve Anlık Mesajlaşmayı Etkili Şekilde
Kullanma / Using E-mail and Instant
Messaging Effectivelycomm_17_a01_bs_tr

E-postaya Adres Ekleme ve Yeniden Dağıtma /
Addressing and Redistributing E-mail.....comm_17_a02_bs_tr

E-postalarınızı Yönetme / Managing Your
E-mailcomm_17_a03_bs_tr

■ Emotional Intelligence at Work

Duygusal Zeka Nedir? / What is Emotional
Intelligence?COMM4141

İşyerinde Duygusal Zeka / Emotional
Intelligence at WorkCOMM4142

Takım Çalışması ve Duygusal Zeka / Teamwork
and Emotional Intelligence.....COMM4143

Duygusal Zekanızı Yükseltmek / Increasing
Your Emotional IntelligenceCOMM4144

Duygusal Zekası Yüksek Lider / The
Emotionally Intelligent LeaderCOMM4145

■ Managing and Working with Difficult People

İş Yerindeki Zor Kisiler / Difficult People
in the WorkplaceCOMM4161

■ Assertive Communication

Her Yönüyle Girişkenlik / Assertiveness from
the Inside OutCOMM4172

PROFESSIONAL EFFECTIVENESS**PERSONAL DEVELOPMENT
CURRICULUM - TURKISH****■ Generating Creative & Innovative Ideas**

Yaratıcı ve Yenilikçi Fikirler Üretme:
Yaratıcılığınızı Geliştirme / Generating
Creative and Innovative Ideas: Enhancing
Your Creativitypd_09_a01_bs_tr

Yaratıcı ve Yenilikçi Fikirler Üretme: Ekip
Yaraticılığını En Üst Düzeye Çıkarma /
Generating Creative and Innovative Ideas:
Maximizing Team Creativity..... pd_09_a02_bs_tr
Yaratıcı ve Yenilikçi Fikirler Üretme:
Fikirleri Doğrulama ve Geliştirme /
Generating Creative and Innovative Ideas:
Verifying and Building on Ideas..... pd_09_a03_bs_tr

■ Overcoming Overload - Managing Memory and Time

Kaynak Olarak Zaman / Time as a ResourcePD4121

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM - TURKISH

■ Optimizing Your Performance on a Team

Etkili Bir Ekip Üyesi Olma / Being an
Effective Team Memberteam_02_a01_bs_tr
Ekip Hedeflerini ve Sorumluluklarını
Belirleme / Establishing Team Goals and
Responsibilities.....team_02_a02_bs_tr
Uyumlu Bir Ekibin Unsurları / Elements of a
Cohesive Teamteam_02_a03_bs_tr
Etkili Ekip İletisimi / Effective Team
Communicationteam_02_a04_bs_tr
Geri Bildirim Kullanarak Ekip Performansını
İyileştirme / Using Feedback to Improve Team
Performance.....team_02_a05_bs_tr

■ Leading Teams

Ekip Yönetimi: Başarılı Bir Ekip Kurma /
Leading Teams: Launching a Successful Teamteam_03_a01_bs_tr
Ekip Yönetimi: Hedef, Rol ve İlkeleri
Belirleme / Leading Teams: Establishing
Goals, Roles, and Guidelinesteam_03_a02_bs_tr
Ekip Yönetimi: Ekibi ve Ekip Kültürünü
Geliştirme / Leading Teams: Developing the
Team and its Culture.....team_03_a03_bs_tr
Ekip Yönetimi: Güven ve Bağlılık Oluşturma /
Leading Teams: Building Trust and Commitmentteam_03_a04_bs_tr
Ekip Yönetimi: Etkili İletişim Kurmayı ve
İsbirliğini Destekleme / Leading Teams:
Fostering Effective Communication and
Collaborationteam_03_a05_bs_tr
Ekip Yönetimi: Motive Etme ve Performansı
Optimize Etme / Leading Teams: Motivating
and Optimizing Performanceteam_03_a06_bs_tr
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Ekip Yönetimi: Sanal Ekipleri Yönetme /
Leading Teams: Managing Virtual Teamsteam_03_a08_bs_tr

■ Making Teams Work: Capitalizing on Conflict

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Liderlik Becerilerinizi Keskinleştirmek /
Honing Your Leadership Skills TEAM4136

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM - TURKISH

■ Sales: A Focus on Solutions

Ürün Satışından Çözüm Satışına Geçmek /
Moving from Product Selling to Solution SALE4141
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CUSTOMER SERVICE CURRICULUM - TURKISH

■ How to Excel at Customer Service

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Mükemmel Müşteri Hizmetlerinin / Fundamentals of Exceptional Customer Service	CUST4102
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Hizmet Yıldızları ve Hizmet Takımları / Service Stars and Service Teams	CUST4108

■ Frontline Call Center Skills

Çağrı Merkezinde İletişim Becerileri / Call Center Communication Skills	CUST4112
Çağrı Merkezinde Müşteri Hizmeti / Call Center Customer Service	CUST4113
Çağrı Merkezinde Telefonla Satış / Call Center Telephone Sales	CUST4114

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2003

■ Microsoft Office 2003: Beginning Word

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■ Microsoft Office 2003: Beginning Excel

Excel 2003'ün Temel Özellikleri / Basic Features of Excel 2003	113187_TR
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■ Microsoft Office 2003: Beginning PowerPoint

PowerPoint 2003 Kullanarak Temel Sunular Oluşturma / Creating Basic Presentations using PowerPoint 2003	121838_TR
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PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM - TURKISH

■ Optimizing Your Performance on a Team

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Uyumlu Bir Ekibin Unsurları / Elements of a Cohesive Team	team_02_a03_bs_tr
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■ Leading Teams

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Ekip Yönetimi: Hedef, Rol ve İlkeleri Belirleme / Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_tr
Ekip Yönetimi: Ekibi ve Ekip Kültürünü Geliştirme / Leading Teams: Developing the Team and its Culture	team_03_a03_bs_tr
Ekip Yönetimi: Güven ve Bağlılık Oluşturma / Leading Teams: Building Trust and Commitment	team_03_a04_bs_tr
Ekip Yönetimi: Etkili İletişim Kurmayı ve İşbirliğini Destekleme / Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_tr
Ekip Yönetimi: Motive Etme ve Performansı Optimize Etme / Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_tr
Ekip Yönetimi: Çatışmayla Başa Çıkma / Leading Teams: Dealing with Conflict	team_03_a07_bs_tr
Ekip Yönetimi: Sanal Ekipleri Yönetme / Leading Teams: Managing Virtual Teams	team_03_a08_bs_tr

■ Making Teams Work: Capitalizing on Conflict

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İşyerindeki Savaş Cephelerini İncelemek/Analyzing Workplace War Zones	TEAM4212
Çatışmaları Aşmak: Farklılıklara Değer Vermek / Getting Past Clashes: Valuing Team Diversity	TEAM4213
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Bariş ve Uyuma Giden Yol / The Path to Peace and Harmony	TEAM4215

■ Participating in a Project Team

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Proje Takımı İletişim Becerileri / Project Team Communication Skills	TEAM4132
Takım Olmak Takımın İşidir / Team-building Is an Inside Job	TEAM4133
Proje Takımlarında Sorun Giderme / Troubleshooting for Project Teams	TEAM4134
Proje Takımı Yıldız Oyuncusu / The Project Team Star Player	TEAM4135
Liderlik Becerilerinizi Keskinleştirmek / Honing Your Leadership Skills	TEAM4136

RUSSIAN

- **IT SKILLS COURSEWARE**
- **DESKTOP SKILLS COURSEWARE**
- **BUSINESS SKILLS COURSEWARE**

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ **Project Management for Non-Project Managers**

Основы управления проектами / Project Management Fundamentals proj_01_a01_bs_ru
 Переход к роли менеджера проектов / Transitioning into a Project Management Roleproj_01_a02_bs_ru
 Инициация и планирование проекта / Initiating and Planning a Project..... proj_01_a03_bs_ru
 Управление проектом и мониторинг / Managing a Project..... proj_01_a04_bs_ru
 Решение проблем и закрытие проекта / Troubleshooting and Closing the Project..... proj_01_a05_bs_ru

■ **Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)**

Введение в управление проектами / An Introduction to Project Management PROJ511
 Жизненный цикл и участники проекта / Project Lifecycles and Stakeholders PROJ512
 Введение в группы процессов проекта и инициация проекта / Introduction to Project Process Groups and Initiating a Project PROJ513
 Исполнение, мониторинг и управление, завершение проекта / Executing, Monitoring & Controlling, and Closing a Project..... PROJ515
 Планирование проекта / Project Planning PROJ514

■ **Project Integration Management (PMBOK® Guide - Third Edition-aligned)**

Инициация проекта и подготовка плана управления проектом / Initiating a Project and Preparing the Project Plan..... PROJ521
 Интеграция проекта: исполнение и завершение проекта / Project Integration: Executing and Completing a Project PROJ522

■ **Project Scope Management (PMBOK® Guide - Third Edition-aligned)**

Планирование содержания проекта / Planning Project Scope PROJ531
 Управление содержанием проекта / Controlling Project Scope PROJ532

■ **Project Time Management (PMBOK® Guide - Third Edition-aligned)**

Elements of Project Time ManagementPROJ541
 Расписание проекта / Project SchedulingPROJ542

■ **Project Cost Management (PMBOK® Guide - Third Edition-aligned)**

Оценка стоимости операций / Estimating Activity Costs.....PROJ551
 Разработка бюджета расходов и управление стоимостью / Budgeting and Controlling CostsPROJ552

■ **Project Quality Management (PMBOK® Guide - Third Edition-aligned)**

Планирование качества / Planning for QualityPROJ561
 Обеспечение и контроль качества / Performing Quality Assurance and Control.....PROJ562

■ **Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)**

Управление человеческими ресурсами / Elements of Project Human Resource Management.....PROJ571
 Практика управления человеческими ресурсами проекта / Implementing Project Human Resource ManagementPROJ572

■ **Project Communications Management (PMBOK® Guide - Third Edition-aligned)**

Планирование коммуникаций и распространение информации / Communications Planning and Information Distribution.....PROJ581
 Отчетность по исполнению и управление участниками проекта / Performance Reporting and Stakeholder ManagementPROJ582

■ **Project Risk Management (PMBOK® Guide - Third Edition-aligned)**

Проектные риски: планирование управления и идентификация / Planning and Identifying Project RiskPROJ591
 Анализ рисков проекта / Analyzing Project RiskPROJ592
 Проектные риски: реагирование и управление / Responding to and Controlling Project RiskPROJ593

Project Procurement Management (PMBOK® Guide - Third Edition-aligned)

Планирование покупок и запрос информации у продавцов/Planning Project Procurement and Requesting Seller Responses PROJI601

Выбор продавцов, администрирование и закрытие контрактов/Choosing Sellers and Administering and Closing Contracts PROJI602

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

Optimizing Your Performance on a Team

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Постановка целей и распределение ролей в команде / Establishing Team Goals and Responsibilities..... team_02_a02_bs_ru

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Использование обратной связи для повышения производительности команды / Using Feedback to Improve Team Performance team_02_a05_bs_ru

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Управление командой: Определение целей, назначение ролей и разработка рекомендаций / Leading Teams: Establishing Goals, Roles, and Guidelines team_03_a02_bs_ru

Управление командой: Развитие команды и командной культуры / Leading Teams: Developing the Team and its Culture team_03_a03_bs_ru

Управление командой: Развитие доверия и преданности / Leading Teams: Building Trust and Commitment team_03_a04_bs_ru

Управление командой: Эффективное общение и сотрудничество / Leading Teams: Fostering Effective Communication and Collaborationteam_03_a05_bs_ru

Управление командой: Мотивация и повышение производительности / Leading Teams: Motivating and Optimizing Performance team_03_a06_bs_ru

Управление командой: Разрешение конфликтов / Leading Teams: Dealing with Conflict..... team_03_a07_bs_ru

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP™)

Основные понятия бизнес-анализа / Core Concepts in Business Analysiscons_01_a01_bs_ru

Исследование компании и разработка бизнес-кейса / Enterprise Analysis and Making a Business Case.....cons_01_a02_bs_ru

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2007

Microsoft Office 2007: New Features

Новые возможности пользователя в Microsoft Office 2007 / New Features for End Users in Microsoft Office 2007mo_mosn_a01_dt_ru

Microsoft Office Excel, PowerPoint и Outlook 2007 / Microsoft Office Excel, PowerPoint, and Outlook 2007mo_mosn_a02_dt_ru

Microsoft Office 2007: Beginning Word

Начиная работать с Word 2007 / Getting Started with Word 2007 mo_bgwd_a01_dt_ru

Работа с текстом и абзацами в Word 2007 / Working with Text and Paragraphs in Word 2007mo_bgwd_a02_dt_ru

Microsoft Office 2007: Beginning Outlook

Основные сведения об Outlook 2007 / Getting Started with Outlook 2007..... mo_bgol_a01_dt_ru

Форматирование и управление электронной почтой в Outlook 2007 / Formatting and Managing E-mail in Outlook 2007 mo_bgol_a02_dt_ru

Microsoft Office 2007: Advanced Word

Расширенное форматирование в Word 2007 / Advanced Formatting in Word 2007mo_adwd_a01_dt_ru

Microsoft Office 2007: Beginning Excel

Начиная работать с Excel 2007 / Getting Started with Excel 2007 mo_bgex_a01_dt_ru

Использование и форматирование данных и листов / Manipulating and Formatting Data and Worksheets mo_bgex_a02_dt_ru

Формулы и функции Excel 2007 / Excel 2007 Formulas and Functions mo_bgex_a04_dt_ru

■ **Microsoft Office 2007: Advanced Excel**

Расширенное форматирование в Excel 2007 /
Advanced Formatting in Excel 2007 mo_adex_a01_dt_ru

■ **Microsoft Office 2007: Beginning PowerPoint**

Начиная работать с PowerPoint 2007 / Getting
Started with PowerPoint 2007 mo_bgpp_a01_dt_ru
Добавление файлов мультимедиа и анимации в
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■ **Microsoft Office 2007: Advanced PowerPoint**

Создание произвольных показов в PowerPoint
2007 / Creating Custom Slide Shows in
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BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

■ **Moving From an Operational Manager to a Strategic Thinker**

Стратегическое мышление / Thinking
Strategically..... stgy_01_a01_bs_ru

■ **Systems Thinking in the 21st Century**

Что такое системное мышление? / What is
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/ Building a Healthy System STGYI402
Системное мышление: методы и модели /
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BUSINESS STRATEGY AND OPERATIONS

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■ **Competitive Marketing Strategies**

Маркетинговые стратегии на конкурентном
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BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ **Six Sigma Foundations**

Знакомство с методикой «Шесть Сигм» /
Introduction to Six Sigma..... oper_10_a01_bs_ru

■ **Six Sigma Black Belt (2007 BOK): Define**

Использование голоса клиента в концепции
«Шесть сигм» / Using Voice of the Customer
in Six Sigma oper_14_a01_bs_ru

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE & ACCOUNTING CURRICULUM

■ **Finance Fundamentals for non-Finance Professionals**

Основы финансового менеджмента / Principles
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FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ **Recruiting & Retention Strategies for the Tight Labor Market**

Успешный рекрутинг / Recruiting Successfully HRI223

■ **Effective Hiring and Interviewing Skills**

Эффективные собеседования / Effective
Interviewing HRI232

■ **Effective Hiring and Interviewing**

Как выбрать лучшего кандидата / Choosing the
Best Applicant hr_03_a03_bs_ru

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ **Coaching with Confidence**

Бизнес-коучинг / Business Coaching mgmt_09_a01_bs_ru
 Эффективный коучинг: внутренний мир коуча и его подопечных / Emotions, Mindsets and Coaching mgmt_09_a05_bs_ru

■ **The Essentials of Mentoring**

Эффективное наставничество / Mentoring Effectively mgmt_10_a01_bs_ru
 Наставничество как новый стиль руководства / Mentoring as a Manager mgmt_10_a02_bs_ru

■ **Appraising Performance**

Непрерывная оценка персонала / Assessing Performance Continuously mgmt_11_a01_bs_ru
 Аттестация персонала / Performance Reviews mgmt_11_a02_bs_ru

■ **Managing Organizational Change**

Управление изменениями: осмысление перемен / Managing Change: Understanding Change mgmt_13_a01_bs_ru
 Управление изменениями: создание позитивной поддержки нововведений / Managing Change: Building Positive Support for Change mgmt_13_a02_bs_ru
 Управление изменениями: преодоление сопротивления переменам / Managing Change: Dealing with Resistance to Change mgmt_13_a03_bs_ru
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■ **Business Coaching Essentials**

Бизнес-коучинг: Как стать эффективным коучем / Business Coaching: Getting Ready to Coachmgmt_14_a01_bs_ru
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 Бизнес-коучинг: Построение взаимоотношений с подопечным / Business Coaching: Building the Coaching Relationship..... mgmt_14_a03_bs_ru
 Бизнес-коучинг: Различные стили коучинга / Business Coaching: Using Different Coaching Styles mgmt_14_a04_bs_ru

■ **Moving into a Management Role**

Первые шаги в роли менеджера / Becoming a Manager MGMTI001
 Роль менеджера в компании XXI века / A New Manager's Role in the Company's Future MGMTI004

■ **Moving from Technical Professional to Management**

Стратегии перехода к роли менеджера / Strategies for Transitioning into ManagementMGMTI125

■ **360-Degree Performance Appraisal**

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 Проведение оценки по методу 360 градусов / Elements of a 360-degree Performance ReviewMGMTI152

■ **Supporting Employees through the Change Process**

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■ **Delegation Skills**

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MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

■ **Leadership Essentials**

Основы лидерства: Эффективная мотивация персонала / Leadership Essentials: Motivating Employees lead_05_a01_bs_ru
 Основы лидерства: Передача видения / Leadership Essentials: Communicating Visionlead_05_a02_bs_ru
 Основы лидерства: Влияние лидера / Leadership Essentials: Building Your Influence as a Leader..... lead_05_a03_bs_ru
 Основы лидерства: Эмоциональный интеллект лидера / Leadership Essentials: Leading with Emotional Intelligence lead_05_a04_bs_ru
 Основы лидерства: Проведение изменений / Leadership Essentials: Leading Change lead_05_a07_bs_ru
 Основы лидерства: Ведение бизнеса / Leadership Essentials: Leading Business Execution..... lead_05_a05_bs_ru
 Основы лидерства: Внедрение инноваций / Leadership Essentials: Leading Innovation ... lead_05_a06_bs_ru

Основы лидерства: Разработка индивидуального плана развития лидерских качеств / Leadership Essentials: Creating Your Own Leadership Development Plan lead_05_a08_bs_ru

■ Leading from the Front Line

Лидерство в XXI веке: сложности и их преодоление / Challenges of the 21st Century LEADI121
 Организационная культура и лидерство / Organizational Culture and Leadership LEADI122
 Как заряжать сотрудников энергией / Energizing and Empowering Employees LEADI123
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■ Effective Listening

Основы активного слушания / Listening Basics comm_03_a01_bs_ru
 Улучшение навыков слушания для достижения целей в бизнесе / Higher Purpose Listening comm_03_a03_bs_ru
 Развитие навыков слушания / Enhancing Listening Skills comm_03_a04_bs_ru

■ Giving Successful Presentations

Успешная презентация / Presenting Successfully comm_05_a01_bs_ru

■ The Effective Business Meeting

Эффективное участие в деловой встрече / Participating Effectively in a Business Meeting comm_06_a03_bs_ru

■ Building Improved Work Relationships

Эффективные межкультурные взаимоотношения / Effective Intercultural Relationships comm_12_a02_bs_ru
 Эффективные взаимоотношения с клиентами / Effective Relationships with Customers comm_12_a04_bs_ru

■ E-mail Essentials for Business

Основы деловой переписки по электронной почте и с помощью мессенджеров / Using E-mail and Instant Messaging Effectively .. comm_17_a01_bs_ru
 Отправка и пересылка электронных писем / Addressing and Redistributing E-mail..... comm_17_a02_bs_ru
 Эффективное управление электронной почтой / Managing Your E-mail..... comm_17_a03_bs_ru

■ Telephone Essentials for Business

Базовые навыки профессиональных телефонных звонков / Essential Skills for Professional Telephone Calls..... comm_18_a01_bs_ru

■ Interpersonal Communication

Межличностная коммуникация: Доверие, убедительность, уверенность / Interpersonal Communication: Communicating with Confidence comm_21_a01_bs_ru
 Межличностная коммуникация: Сообщение, ориентированное на получателя / Interpersonal Communication: Targeting Your Message comm_21_a02_bs_ru
 Межличностная коммуникация: Активное слушание / Interpersonal Communication: Listening Essentials comm_21_a03_bs_ru
 Межличностная коммуникация: Уверенное общение / Interpersonal Communication: Communicating Assertively comm_21_a04_bs_ru
 Межличностная коммуникация: Коммуникативная доступность / Interpersonal Communication: Being Approachable comm_21_a05_bs_ru

■ Workplace Conflict

Рабочие конфликты: идентификация и разрешение конфликтов / Workplace Conflict: Recognizing and Responding to Conflict ... comm_22_a01_bs_ru
 Рабочие конфликты: стратегии разрешения конфликтов / Workplace Conflict: Strategies for Resolving Conflicts comm_22_a02_bs_ru

■ Negotiation essentials

Ведение переговоров: Что такое переговоры? / Negotiation Essentials: What Is Negotiation? comm_24_a01_bs_ru
 Ведение переговоров: Планирование и подготовка / Negotiation Essentials: Planning for Negotiation comm_24_a02_bs_ru
 Ведение переговоров: Эффективная коммуникация / Negotiation Essentials: Communicating comm_24_a03_bs_ru

■ **Interpersonal Communication Skills for Business**

- Навыки общения на рабочем месте / Communication Skills for the Workplace..... COMMI003
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■ **Emotional Intelligence in the Workplace**

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■ Leading Teams

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Управление командой: Определение целей, назначение ролей и разработка рекомендаций / Leading Teams: Establishing Goals, Roles, and Guidelines team_03_a02_bs_ru

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BUSINESS ANALYSIS

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■ Customer Service Fundamentals

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Основы клиентского сервиса: Улучшение
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MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

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PERSONAL DEVELOPMENT CURRICULUM

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■ Generating Creative & Innovative Ideas

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PROJECT MANAGEMENT CURRICULUM

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PROJECT EFFECTIVENESS

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HINDI

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■ BUSINESS SKILLS COURSEWARE

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Leading Teams

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MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

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MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ Managing Organizational Change

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परिवर्तन के साथ तालमेल बिठाना: परिवर्तन के प्रतिरोध का सामना करना / Managing Change: Dealing with Resistance to Change	mgmt_13_a03_bs_hi
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■ Business Coaching Essentials

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PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ E-mail Essentials for Business

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■ Interpersonal Communication

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■ Workplace Conflict

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■ Negotiation essentials

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PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

■ Generating Creative & Innovative Ideas

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■ Managing Your Career

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■ Problem Solving and Decision Making Strategies

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Effective Time Management

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PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

Leading Teams

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टीम को लीड करना: टीम और उसकी संस्कृति का विकास करना / Leading Teams: Developing the Team and its Culture team_03_a03_bs_hi

टीम का नेतृत्व करना: विश्वास और प्रतिबद्धता विकसित करना / Leading Teams: Building Trust and Commitment team_03_a04_bs_hi

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टीम का नेतृत्व करना: विरोध से निपटना / Leading Teams: Dealing with Conflict team_03_a07_bs_hi

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Optimizing Your Performance on a Team

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टीम प्रदर्शन में सुधार के लिए फीडबैक का उपयोग करना / Using Feedback to Improve Team Performance team_02_a05_bs_hi

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

Customer Service Fundamentals

ग्राहक सेवा के आधारभूत सिद्धांत: ग्राहक संबंधों में सौहार्द का विकास करना / Customer Service Fundamentals: Building Rapport in Customer Relationships cust_09_a01_bs_hi

फ़ील्ड में ग्राहक सेवा / Customer Service in the Field cust_09_a02_bs_hi

फ़ोन पर ग्राहक सेवा / Customer Service over the Phone cust_09_a03_bs_hi

आंतरिक ग्राहक सेवा / Internal Customer Service cust_09_a04_bs_hi

ग्राहक सेवा के दौरान टकराव एवं विरोध / Customer Service Confrontation and Conflict cust_09_a05_bs_hi

अपने संगठन में ग्राहक सेवा की दिशा निर्धारित करना / Shaping the Direction of Customer Service in Your Organization cust_09_a06_bs_hi

SPANISH

- **BUSINESS SKILLS COURSEWARE**
- **DESKTOP SKILLS COURSEWARE**
- **LEGAL COMPLIANCE COURSEWARE**

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

■ Essential Skills for Administrative Support Professionals

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Profesionales administrativos: tareas de apoyo administrativo comunes / Administrative Professionals: Common Administrative Support Tasksad_01_a02_bs_esdo

Profesionales administrativos: maximización de la relación con su jefe / Administrative Professionals: Maximizing Your Relationship with Your Bossad_01_a03_bs_esdo

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Profesionales administrativos: causar una buena impresión / Administrative Professionals: Putting Your Best Foot Forwardad_01_a05_bs_esdo

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ Managing Organizational Change

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Gestión del cambio: construir un apoyo positivo para el cambio / Managing Change: Building Positive Support for Change mgmt_13_a02_bs_esdo

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■ Business Coaching Essentials

Entrenamiento empresarial: prepararse para brindar entrenamiento personalizado / Business Coaching: Getting Ready to Coachmgmt_14_a01_bs_esdo

Entrenamiento empresarial: dirigir sesiones de entrenamiento / Business Coaching: Conducting Coaching Sessionsmgmt_14_a02_bs_esdo

Entrenamiento empresarial: construir una relación de entrenamiento / Business Coaching: Building the Coaching Relationshipmgmt_14_a03_bs_esdo

Entrenamiento empresarial: utilizar distintos estilos de entrenamiento / Business Coaching: Using Different Coaching Stylesmgmt_14_a04_bs_esdo

■ Management Essentials

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Elementos esenciales de la gestión: Delegación / Management Essentials: Delegatingmgmt_15_a02_bs_esdo

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Elementos esenciales de gestión: Hacer frente al comportamiento difícil de un empleado / Management Essentials: Confronting Difficult Employee Behaviormgmt_15_a04_bs_esdo

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Elementos esenciales de gestión: Tratar a sus subordinados directos de forma justa / Management Essentials: Treating Your Direct Reports Fairlymgmt_15_a06_bs_esdo

Elementos esenciales de gestión: Preocuparse por sus subordinados directos / Management Essentials: Caring about Your Direct Reportsmgmt_15_a07_bs_esdo

■ Talent Management Essentials

Gestión del talento: Conceptos básicos / Talent Management: Basicsmgmt_18_a01_bs_esdo

Gestión del talento: Planificar / Talent Management: Planningmgmt_18_a02_bs_esdo

Gestión del talento: Adquirir talento / Talent Management: Acquiring Talentmgmt_18_a03_bs_esdo

Gestión del talento: Desarrollar y lograr el compromiso de gente con talento / Talent Management: Developing and Engaging Talentmgmt_18_a04_bs_esdo

Gestión del talento: Retener el talento / Talent Management: Retaining Talentmgmt_18_a05_bs_esdo

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ Interpersonal Communication

Comunicación interpersonal: comunicarse con seguridad / Interpersonal Communication: Communicating with Confidencecomm_21_a01_bs_esdo

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Comunicación interpersonal: comunicarse de forma asertiva / Interpersonal Communication: Communicating Assertivelycomm_21_a04_bs_esdo

Comunicación interpersonal: ser accesible / Interpersonal Communication: Being Approachable.....comm_21_a05_bs_esdo

■ Workplace Conflict

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Conflictos en el lugar de trabajo: estrategias para la resolución de conflictos / Workplace Conflict: Strategies for Resolving Conflictscomm_22_a02_bs_esdo

■ Negotiation essentials

Elementos esenciales de la negociación: ¿qué es la negociación? / Negotiation Essentials: What Is Negotiation?comm_24_a01_bs_esdo

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■ Emotional Intelligence Essentials

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Mejorar sus habilidades de inteligencia emocional: conocimiento de sí mismo y autogestión / Improving Your Emotional Intelligence Skills: Self-awareness and Self-managementcomm_25_a02_bs_esdo

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■ Fundamentals of Cross Cultural Communication

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■ Getting Results without Direct Authority

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■ Listening Essentials

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■ Constructive Feedback and Criticism

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PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

■ Optimizing Your Work/Life Balance

Optimización del equilibrio entre trabajo y vida personal: análisis de su equilibrio de vida / Optimizing Your Work/Life Balance: Analyzing Your Life Balance.....pd_06_a01_bs_esdo

Optimización del equilibrio entre trabajo y vida personal: mantener su equilibrio vital / Optimizing Your Work/Life Balance: Maintaining Your Life Balance..... pd_06_a02_bs_esdo

Optimización del equilibrio entre su trabajo y su vida personal: tomar el control de su estrés / Optimizing Your Work/Life Balance: Taking Control of Your Stress.....pd_06_a03_bs_esdo

Diversity on the Job

La diversidad en el trabajo: la importancia de la diversidad y los cambios en el lugar de trabajo / Diversity on the Job: The Importance of Diversity and the Changing Workplace.....pd_07_a01_bs_esdo

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Managing Your Career

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Gestión de la carrera profesional: ir por buen camino / Managing Your Career: Getting on the Right Trackpd_10_a02_bs_esdo

Gestión de la carrera profesional: elementos esenciales para la formación de una red de contactos profesionales / Managing Your Career: Professional Networking Essentials .pd_10_a03_bs_esdo

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Effective Time Management

Gestión del tiempo: analizar cómo emplea su tiempo / Time Management: Analyzing Your Use of Timepd_11_a01_bs_esdo

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Problem Solving and Decision Making Strategies

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Dealing with Organizational Change

Comprensión del cambio en la organización / Understanding Organizational Changepd_13_a01_bs_esdo

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SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

Customer Service Fundamentals

Fundamentos del servicio de atención al cliente: crear compenetración en las relaciones con el cliente / Customer Service Fundamentals: Building Rapport in Customer Relationshipscust_09_a01_bs_esdo

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Dar forma a la dirección del servicio de atención al cliente en su organización / Shaping the Direction of Customer Service in Your Organization.....cust_09_a06_bs_esdo

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2010

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LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

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