

Collection	Curriculum	Series	Asset Title	Asset Type	Hours
BUSINESS STRATEGY and OPERATIONS					
	Operations Curriculum				
	The Foundations of Six Sigma (8)				
			Are You Listening to Your Customers?	Business Impact Series	0.1
			Quick Wins in Six Sigma Implementation	Business Impact Series	0.1
			Six Sigma Versus TQM	Business Impact Series	0.1
			Lean Inbound Transportation	Business Impact Series	0.1
			A Critical-to-quality Tree - What's That?	Business Impact Series	0.1
			Basic Measurement Concepts in Six Sigma	Business Impact Series	0.1
			Does Your Business Really Need Six Sigma?	Challenge Series	0.35
			Identifying Candidates for Key Six Sigma Roles	Challenge Series	0.35
	Six Sigma Green Belt: Six Sigma and the Organization (3)				
			Six Sigma and Organizational Goals	Course	2
			Lean Principles and Six Sigma Projects	Course	2.18
			Design for Six Sigma and FMEA	Course	1.5
	Six Sigma Green Belt: Define (6)				
			Six Sigma Project Identification	Course	1.5
			Voice of the Customer in Six Sigma	Course	2
			Basics of Six Sigma Project Management	Course	1.5
			Six Sigma Management and Planning Tools	Course	1.5
			Performance Metrics for Six Sigma	Course	1
			Six Sigma Project Team Dynamics and Performance	Course	1.5
	Six Sigma Green Belt: Measure (6)				
			Process Documentation and Analysis in Six Sigma	Course	1
			Basic Probability and Statistical Distributions in Six Sigma	Course	1.5

	Data Classification, Sampling, and Collection in Six Sigma	Course	1.5
	Statistics and Graphical Presentation in Six Sigma	Course	1
	Measurement System Analysis in Six Sigma	Course	1.48
	Process and Performance Capability Measurement in Six Sigma	Course	1.5
Six Sigma Green Belt: Analyze (3)			
	Multi-vari Studies, Correlation, and Linear Regression in Six Sigma	Course	1.5
	Introduction to Hypothesis Testing and Tests for Means in Six Sigma	Course	1.93
	Hypothesis Tests for Variances and Proportions in Six Sigma	Course	1.88
Six Sigma Green Belt: Improve (3)			
	Design of Experiments in Six Sigma	Course	1.5
	Root Cause Analysis and Waste Elimination in Six Sigma	Course	1.55
	Cycle Time Reduction and Kaizen in Six Sigma	Course	1
Six Sigma Green Belt: Control (3)			
	Statistical Process Control and Control Plans in Six Sigma	Course	1.5
	Creating and Using Control Charts in Six Sigma	Course	2
	Lean Tools for Process Control in Six Sigma	Course	1
Six Sigma Yellow Belt: Six Sigma Fundamentals (4)			
	Six Sigma and Lean Foundations and Principles	Course	1.5
	Six Sigma Team Basics, Roles, and Responsibilities	Course	1.5
	Six Sigma Quality Tools	Course	1
	Six Sigma Metrics	Course	1
Six Sigma Yellow Belt: Define (2)			
	Identifying Six Sigma Projects	Course	1.5
	Six Sigma Project Management Basics	Course	1.5
Six Sigma Yellow Belt: Measure (3)			
	Basic Statistics for Six Sigma	Course	1.12
	Data Types and Data Collection in Six Sigma	Course	1.5
	Six Sigma and Measurement System Analysis	Course	1
Six Sigma Yellow Belt: Analyze (3)			

	Lean Tools and FMEA in Six Sigma	Course	1
	Six Sigma Data Analysis and Root Cause Analysis	Course	1
	Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma	Course	1.5
Six Sigma Yellow Belt: Improve and Control (2)			
	Six Sigma Improvement Techniques	Course	1.22
	Control Tools and Documentation in Six Sigma	Course	1
Leading Sustainable Process Improvement (1)			
	Spearheading a Process Improvement	Challenge Series	0.25
Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment (3)			
	Fundamentals of Lean and Six Sigma and their Applications	Course	1.98
	Six Sigma Project Selection, Roles, and Responsibilities	Course	1.83
	Six Sigma Strategic Planning and Deployment	Course	2.5
Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures (2)			
	Impact on Stakeholders and Benchmarking for Six Sigma	Course	1.48
	Using Business and Financial Measures in Six Sigma	Course	2
Six Sigma Black Belt (2015 BOK): Team Management (3)			
	Six Sigma Team Dynamics, Roles, and Success Factors	Course	1.95
	Six Sigma Team Facilitation and Leadership	Course	2.08
	Six Sigma Team Dynamics and Training	Course	2.08
Six Sigma Black Belt (2015 BOK): Define (2)			
	Determining Requirements by Listening to the Voice of the Customer in Six Sigma	Course	2.02
	Six Sigma Business Case, Project Charter, and Tools	Course	2.2
Six Sigma Black Belt (2015 BOK): Measure (6)			
	Process Flow Metrics and Analysis Tools for Six Sigma	Course	1.8
	Data Types, Sampling, Collection, and Measurement in Six Sigma	Course	2.3
	Six Sigma Measurement Systems and Metrology	Course	2
	Using Basic Statistics and Graphical Methods in Six Sigma	Course	1
	Probability and Probability Distributions in Six Sigma	Course	2
	Determining Process Performance and Capability in Six Sigma	Course	1

Six Sigma Black Belt (2015 BOK): Analyze (5)			
	Measuring and Modeling Relationships between Variables in Six Sigma	Course	1.5
	Basics of Hypothesis Testing and Tests for Means in Six Sigma	Course	2
	Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma	Course	2
	Multivariate Tools and Nonparametric Tests in Six Sigma	Course	1.8
	FMEA and Other Nonstatistical Analysis Methods in Six Sigma	Course	2
Six Sigma Black Belt (2015 BOK): Improve (3)			
	Understanding DOE and Planning Experiments in Six Sigma	Course	2
	Designing, Conducting, and Analyzing Experiments in Six Sigma	Course	2
	Lean Improvement Methods and Implementation Planning in Six Sigma	Course	1.9
Six Sigma Black Belt (2015 BOK): Control (3)			
	Statistical Process Control (SPC) and Control Charts in Six Sigma	Course	2
	Using Lean Control Tools and Maintaining Controls in Six Sigma	Course	2
	Sustaining Six Sigma Improvements	Course	2.3
Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS) (1)			
	Common DFSS Methodologies, Design for X, and Robust Designs	Course	2
Operations Management: Efficiency of Production (5)			
	Operations Management Functions and Strategies	Course	0.5
	Strategic Product and Service Management	Course	0.4
	Supply Chain Management Basics: Cutting Costs and Optimizing Delivery	Course	0.5
	Inventory Management: Aligning Inventory with Production and Demand	Course	0.5
	Optimizing Operations Using Demand Forecasting and Capacity Management	Course	0.5
Understanding Lean Production (6)			
	Using Lean to Perfect Organizational Processes	Course	0.4
	Using Lean to Improve Flow and Pull	Course	0.4
	Using Lean to Reduce Waste and Streamline Value Flow	Course	0.4
	Applying Value Stream Mapping in Lean Business	Course	0.4
	Five Steps to Perfection: Implementing Lean	Business Impact Series	0.1
	Value Stream Maps for Non-manufacturing Processes	Business Impact Series	0.1

Mentoring Asset (2)			
	Mentoring Six Sigma Green Belt (SSGB)	Mentoring Assets	
	Mentoring Six Sigma Yellow Belt (SSYB)	Mentoring Assets	
Test Preps (2)			
	TestPrep Six Sigma Green Belt (SSGB)	Testprep Exams	4
	TestPrep Six Sigma Yellow Belt (SSYB)	Testprep Exams	2
Strategic Planning Curriculum			
Moving From an Operational Manager to a Strategic Thinker (4)			
	Effective Critical Analysis of Business Reports	Business Impact Series	0.1
	Leading Outside the Organization	Business Impact Series	0.1
	Returning to Core Competencies	Business Impact Series	0.1
	Competitive Awareness and Strategy	Challenge Series	0.25
The Fundamentals of Globalization (3)			
	Managing Expatriates' Career Development	Business Impact Series	0.1
	The Etiquette of Cross-cultural Gift Giving	Business Impact Series	0.1
	Evaluating Globalization Opportunities	Challenge Series	0.25
Fundamentals of Business Planning (1)			
	Preparing and Implementing a Business Plan	Course	0.5
Thinking Strategically and Managing Risk (8)			
	Thinking Strategically as a Manager	Course	0.5
	Using Strategic Thinking to Consider the Big Picture	Course	0.5
	Identifying Risks in Your Organization	Course	0.5
	Assessing Your Organization's Risks	Course	0.5
	Responding Effectively to Risks	Course	0.4
	Effective Critical Analysis of Business Reports	Business Impact Series	0.1
	Returning to Core Competencies	Business Impact Series	0.1
	Competitive Awareness and Strategy	Challenge Series	0.25
Big Data Basics (2)			
	Big Data Fundamentals	Course	0.4

		Big Data Interpretation	Course	0.4	
	Marketing Curriculum				
	Digital Marketing (4)				
		Digital Marketing: Getting to the Customer	Course	0.62	
		Search Engine Marketing: Getting Discovered by the Customer	Course	0.5	
		Managing Your Reputation Through Content Marketing and Online PR	Course	0.62	
		Digital Marketing Partnerships, Sales, and After-sales Processes	Course	0.45	
	Essential Marketing Strategies (10)				
		The Basics of Marketing	Course	0.5	
		The People and Planning in Marketing	Course	0.5	
		Product, Pricing, and Promotion in the Marketing Mix	Course	0.5	
		Distribution and E-Marketing Ethics in the Marketing Mix	Course	0.5	
		Competitive Marketing Strategies: Analyzing Your Organization	Course	0.4	
		Designing Products to Fit the Channel	Business Impact Series	0.1	
		Sales and Marketing: Two Sides of the Same Coin?	Business Impact Series	0.1	
		Using Web Analytics to Increase Sales	Business Impact Series	0.1	
		Trade Show Marketing - Planning Ahead	Business Impact Series	0.1	
		Increasing Competitiveness through Collaboration	Challenge Series	0.2	
	Essentials of Public Relations (2)				
		Strategies for the Modern Public Relations Professional	Course	0.3	
		Writing Skills for Public Relations	Course	0.3	
	Marketing in the Digital Age (3)				
		Reaching Customers Digitally (New)	Course	0.4	
		Helping Customers Find You (New)	Course	0.4	
		Managing Your Corporate Reputation Online (New)	Course	0.5	
Collection	Curriculum	Series	Asset Title	Asset Type	Hours
FINANCE, HUMAN RESOURCES and ADMINISTRATION					
	Finance and Accounting Curriculum				
	Accounting for Non-Financial Professionals (12)				

	Basic Accounting Concepts for Non-financial Professionals	Course	0.5
	Basic Budgeting for Non-financial Professionals	Course	0.5
	Comprehending Financials: A Guide to Financial Statements	Course	0.5
	Financial Statement Analysis for Non-financial Professionals	Course	0.5
	Increasing Cash Flow in Times of Need	Business Impact Series	0.1
	Attracting New Investors - Keeping Presentations Focused	Business Impact Series	0.1
	What's Your Gross Profit Margin Really Saying?	Business Impact Series	0.1
	Recognizing The Value of Intangible Assets	Business Impact Series	0.1
	Recession: How it Affects Business	Business Impact Series	0.1
	Assessing Nonrecurring Items in Income Statements	Business Impact Series	0.1
	The Time Value of Money: Possible Pitfalls	Business Impact Series	0.1
	Using Financial Analysis for Credit Decisions	Challenge Series	0.25
Accounting Basics (6)			
	Key Accounting Concepts and Principles	Course	0.3
	Recording, Posting, and Balancing the Books	Course	0.4
	Preparing Financial Statements and Closing Accounts	Course	0.4
	Accounting for Stock Transactions	Course	0.3
	Outsourcing Financial Activities	Business Impact Series	0.1
	Deconstructing the Balance Sheet	Business Impact Series	0.1
Cost Consciousness in the Workplace (2)			
	Focusing on the Bottom Line as an Employee (New)	Course	0.4
	Managing with a Cost-control Mindset (New)	Course	0.5
Human Resources Curriculum			
Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned) (3)			
	Human Resources Core Knowledge: Skills, Concepts, and Tools	Course	1
	Human Resources Core Knowledge: Functions and Activities	Course	1
	Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)	Final Exams	0.4
Business Management and Strategy (HRCI: PHR/SPHR-aligned) (4)			
	Business Management and Strategy: The HR Function and Business Environment	Course	1

	Business Management and Strategy: HR and the Strategic Planning Process	Course	1
	Business Management and Strategy: HR Functions and Roles	Course	1
	Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)	Final Exams	0.6
Workforce Planning and Employment (HRCI: PHR/SPHR-aligned) (5)			
	Workforce Planning and Employment: Employment Legislation	Course	1
	Workforce Planning and Employment: Recruitment Strategies	Course	1
	Workforce Planning and Employment: Sourcing and Selecting Candidates	Course	1.5
	Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies	Course	1.5
	Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)	Final Exams	1
Human Resource Development (HRCI: PHR/SPHR-aligned) (4)			
	Human Resource Development: Regulations and Organizational Development	Course	1.5
	Human Resource Development: Employee Training	Course	1
	Human Resource Development: Performance Appraisal and Talent Management	Course	1
	Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)	Final Exams	0.7
Compensation and Benefits (HRCI: PHR/SPHR-aligned) (4)			
	Compensation and Benefits: Regulations, Strategies, and Needs Assessment	Course	1.5
	Compensation and Benefits: Managing Policies, Programs, and Activities	Course	0.5
	Compensation and Benefits: Organizational Responsibilities	Course	1
	Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)	Final Exams	0.6
Employee and Labor Relations (HRCI: PHR/SPHR-aligned) (4)			
	Employee and Labor Relations: Employment Regulations and Organizational Programs	Course	1.5
	Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution	Course	1
	Employee and Labor Relations: Unions and Collective Bargaining	Course	1.5
	Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)	Final Exams	0.8
Risk Management (HRCI: PHR/SPHR-aligned) (3)			
	Risk Management: Organizational Risk and Safety and Health Legislation	Course	1.5
	Risk Management: Workplace Safety, Security, and Privacy	Course	1
	Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)	Final Exams	0.5
Strategic Human Resource Management (HRCI: SPHR-aligned) (3)			



	Strategic HR for SPHR Exam Candidates Part I	Course	1.5
	Strategic HR for SPHR Exam Candidates Part II	Course	1.5
	Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)	Final Exams	0.6
SHRM-CP/SCP: HR Competencies (4)			
	HR Competencies: Leadership and Ethical Practice	Course	1
	HR Competencies: Business Acumen and Relationship Management	Course	1
	HR Competencies: Consultation and Critical Evaluation	Course	1
	HR Competencies: Global and Cultural Effectiveness and Communication	Course	1
SHRM-CP/SCP: Management of People (4)			
	Management of People: Talent Acquisition and Retention	Course	1.5
	Management of People: Employee Engagement	Course	1
	Management of People: Learning and Development	Course	1.5
	Management of People: Total Rewards	Course	1
SHRM-CP/SCP: Organization and the HR Function (4)			
	Organization and HR: Structure of the HR Function	Course	1
	Organization and HR: Organizational Effectiveness and Development	Course	1
	Organization and HR: Workforce Management and Using Technology and Data	Course	1.5
	Organization and HR: Employee Relations	Course	2
SHRM-CP/SCP: Workplace Management and HR (4)			
	Workplace Management: Global HR, Diversity, and Inclusion	Course	1.5
	Workplace Management: Risk Management	Course	1
	Workplace Management: Corporate Social Responsibility	Course	1.5
	Workplace Management: Employment Laws and Regulations	Course	1.5
SHRM-CP/SCP: HR Strategy Management (2)			
	Human Resource Strategy Management: Strategic Planning	Course	1
	Human Resource Strategy Management: Business and HR Strategy	Course	1
SHRM-SCP: HRM for Senior HR Professionals (4)			
	Advanced HR Management: Competencies for Senior HR Professionals Part I	Course	1
	Advanced HR Management: Competencies for Senior HR Professionals Part II	Course	1

	Advanced Human Resources Management: People and Organization	Course	2		
	Advanced Human Resources Management: Workplace and HR Strategy	Course	1		
Recruiting, Screening, and Onboarding Effectively (13)					
	Hitting the Recruitment Bull's-eye	Course	0.5		
	Applicant Screening: The First Step in Hiring the Best	Course	0.5		
	Ensuring Onboarding Success	Course	0.5		
	Guarding Against Interviewing Biases	Business Impact Series	0.1		
	Conducting Interviews: Asking the Right Questions	Business Impact Series	0.1		
	Creating a Compelling Job Description	Business Impact Series	0.1		
	Hiring Strategic Thinkers	Challenge Series	0.25		
	Hiring a New Employee	Challenge Series	0.25		
	Fringe Benefits: Maintaining a Competitive Hiring Advantage	Business Impact Series	0.1		
	Aligning Recruitment to Job Requirements	Business Impact Series	0.1		
	Preventing High Turnover Rates: How to Keep The Best	Business Impact Series	0.1		
	Disciplines of Organizational Learning: Personal Mastery	Business Impact Series	0.1		
	Surviving the Talent Crunch	Challenge Series	0.2		
Transformational HR and Talent Management (4)					
	Planning for Skills Needs and Managing Performance	Course	0.4		
	Building Career Development Programs and Succession Planning	Course	0.4		
	Implementing Transformational HR	Course	0.3		
	Individual Behavior in Organizations	Course	0.4		
	Administrative Support Curriculum				
Administrative Support: Secrets to Success (4)					
	Administrative Support: Developing Your Essential Skills	Course	0.4		
	Administrative Support: Working in Partnership with Your Boss	Course	0.3		
	Administrative Support: Interacting Effectively with Colleagues	Course	0.3		
	Administrative Support: Projecting a Positive Professional Image	Course	0.3		
Collection	Curriculum	Series	Asset Title	Asset Type	Hours
MANAGEMENT and LEADERSHIP					

	Management Curriculum		
Business Execution (2)			
	Fostering a Business Execution Culture	Business Impact Series	0.1
	Performance Dashboard or Scorecard?	Business Impact Series	0.1
Coaching for Results (6)			
	Beginning Your Coaching Engagement	Course	0.58
	Coaching Techniques that Drive Change	Course	0.42
	Coaching to Drive Performance	Course	0.42
	The Art of Effective Coaching	Business Impact Series	0.1
	Coaching	Challenge Series	0.25
	Coaching to Shift Perceptions	Challenge Series	0.25
Effective Delegation (6)			
	Achieve Your Objectives through Effective Delegation	Course	0.5
	The Delegation Process	Course	0.5
	Successful Delegation: Supervise and Encourage	Course	0.5
	Use Delegation to Develop Your Team	Course	0.5
	Delegating Appropriate Tasks	Business Impact Series	0.1
	Developing Employees through Delegation	Challenge Series	0.25
First Time Manager Essentials (6)			
	The Reality of Being a First-time Manager	Course	0.4
	Facing Challenges as a First-time Manager	Course	0.3
	Managing Fairly	Business Impact Series	0.1
	Acting Decisively	Challenge Series	0.25
	Employee Dismissal	Challenge Series	0.25
	Making the Move Into Management	Challenge Series	0.25
Managing Employee Performance (7)			
	Keeping Top Performers Challenged	Course	0.3
	Planning an Effective Performance Appraisal	Course	0.3
	Creating a Plan for Performance Management	Course	0.4

	Detecting and Dealing with Performance Problems	Course	0.4
	Preparing for Your Performance Appraisal	Business Impact Series	0.1
	Underperforming Employee - Now What?	Business Impact Series	0.1
	Managing Performance	Challenge Series	0.25
Advanced Management Techniques (12)			
	Gauging Your Organization's High-performing Potential	Course	0.4
	Managing for Cross-functionality	Course	0.4
	Managing Your Company's Talent	Course	0.4
	Managing the Unique Needs of Experts	Course	0.3
	Fostering Mentoring Relationships	Course	0.4
	Attracting and Retaining Talent	Challenge Series	0.25
	Managing Top Performers Is Always Easy...Right?	Business Impact Series	0.1
	Recognizing Natural Leaders	Challenge Series	0.3
	Developing Adaptable Managers	Business Impact Series	0.1
	Employee Engagement	Challenge Series	0.4
	Delivering Bad News Effectively	Challenge Series	0.25
	Building Upward Relationships	Challenge Series	0.25
Leveraging Key Management Techniques (4)			
	Effectively Directing and Delegating as a Manager	Course	0.5
	Managing Employee Development	Course	0.5
	Facing the Management Challenges of Difficult Behavior and Diverse Teams	Course	0.5
	Being a Fair and Caring Manager	Course	0.5
Managing a Multigenerational Workforce (5)			
	Maintaining a Cohesive Multigenerational Workforce	Course	0.4
	Managing Multigenerational Employees	Course	0.4
	Managing an Aging Workforce	Business Impact Series	0.1
	Developing the Next Generation	Business Impact Series	0.1
	Understanding the Motives of Millennials	Business Impact Series	0.1
Managing in Difficult Times (5)			

	Being an Effective Manager When Times Are Tough	Course	0.4
	Managing Motivation during Organizational Change	Course	0.4
	How to Manage Difficult Conversations	Course	0.5
	Demonstrating Accountability in a Crisis Situation	Challenge Series	0.25
	Perseverance and Flexibility in Times of Crisis	Challenge Series	0.25
Achieving Success through Delegation (3)			
	Choosing and Preparing Your Delegate (New)	Course	0.5
	Getting What You Expect from Your Delegate (New)	Course	
	Taking Your Team to the Next Level with Delegation (New)	Course	0.3
Leadership Curriculum			
Effective Succession Planning (2)			
	Succession Planning	Business Impact Series	0.1
	Succession Planning and Management Programs	Challenge Series	0.2
Setting and Managing Organizational Priorities (1)			
	Do You Share Your Organization's Values?	Business Impact Series	0.1
Leading Organizational Change (9)			
	The Keys to Sustainable Change	Course	0.5
	Planning for Change	Course	0.5
	Implementing and Sustaining Change	Course	0.5
	Communicating Properly during Layoffs	Business Impact Series	0.1
	Involving Employees in Corporate Change	Business Impact Series	0.1
	Communicating Organizational Change	Business Impact Series	0.1
	Beyond Change: Working with Agility	Business Impact Series	0.1
	Developing People	Challenge Series	0.25
	Instituting a Quality Improvement Program	Challenge Series	0.25
Developing Leadership Skills (12)			
	Motivating Your Employees	Course	0.4
	Communicating Vision to Your Employees	Course	0.4
	Leading through Positive Influence	Course	0.5

	Leveraging Emotional Intelligence	Course	0.5
	The Emotionally Intelligent Leader	Challenge Series	0.25
	Crafting an Organizational Vision	Challenge Series	0.25
	Motivating Human Behavior	Challenge Series	0.5
	Communicating a Shared Vision	Business Impact Series	0.1
	Leading Outside the Organization	Business Impact Series	0.1
	Leader as Motivator	Challenge Series	0.25
	Returning to Core Competencies	Business Impact Series	0.1
	Competitive Awareness and Strategy	Challenge Series	0.25
Leveraging Leadership Techniques (11)			
	Key Elements of Business Execution	Course	0.5
	Building Innovation Cultures and Leaders	Course	0.5
	Leading Your Team through Change	Course	0.5
	Building a Leadership Development Plan	Course	0.5
	Aligning Unit Goals and Imperatives	Course	0.4
	Leading Teams through Change	Business Impact Series	0.1
	Knowing When to Take Leadership Risks	Business Impact Series	0.1
	Wanted - Innovation Leaders	Business Impact Series	0.1
	Developing a Business Execution Culture	Challenge Series	0.25
	Leading Change	Challenge Series	0.25
	Leading Innovation	Challenge Series	0.25
Creating a Positive Atmosphere (3)			
	Positive Atmosphere: Establishing an Engaged Workforce	Course	0.4
	Positive Atmosphere: Establishing a Positive Work Environment	Course	0.4
	Positive Atmosphere:How Organizational Learning Drives Positive Change	Course	0.4
Improving Leadership Skills (2)			
	Becoming an Inspirational Leader	Course	0.5
	Assessing Your Own Leadership Performance	Course	0.4
Women In Leadership (3)			

	Gender and Leadership	Course	0.3
	Choosing to Lead as a Woman	Course	0.3
	Career and Family Challenges for Women Leaders	Course	0.3
Leading Virtual Teams (2)			
	Establishing Effective Virtual Teams (New)	Course	0.5
	Facing Virtual Team Challenges (New)	Course	0.4

Collection	Curriculum	Series	Asset Title	Asset Type	Hours
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## PROFESSIONAL EFFECTIVENESS

	Communication Curriculum			
Workplace Conflict (9)				
	Preventing Unhealthy Workplace Conflict	Course		0.5
	Working Out and Through Conflict	Course		0.5
	Adapting Your Conflict Style	Course		0.5
	Confrontation: What's the Best Approach	Business Impact Series		0.1
	Personal Conflict Styles	Business Impact Series		0.1
	Coping with Accusations in the Workplace	Challenge Series		0.3
	Managing Conflict	Challenge Series		0.25
	Conflict: Avoid, Confront, or Delay?	Challenge Series		0.25
	Meeting the Challenge of Workplace Conflict	Challenge Series		0.25
Issue-focused Negotiation (6)				
	Issue-focused Negotiation: Are You Ready?	Course		0.5
	You and Your Negotiating Counterpart	Course		0.5
	Reaching a Negotiated Agreement	Course		0.5
	Effective Body Language in Negotiations	Business Impact Series		0.1
	Vendor Negotiations: Choosing the Best Approach	Challenge Series		0.25
	Tailoring Your Negotiating Approach	Challenge Series		0.25
Developing Your Emotional Intelligence (6)				
	Emotional Intelligence: Owning Your Emotions	Course		0.57
	Emotional Intelligence: Building Self-Management Skills	Course		0.52

	Emotional Intelligence: Being Aware of the Emotions of Others	Course	0.55
	Emotional Intelligence: Applying EI at Work	Course	0.5
	How High Is Your EQ?	Business Impact Series	0.1
	Emotional Intelligence at Work	Challenge Series	0.25
Getting Results through Personal Power (5)			
	Personal Power and Credibility	Course	0.4
	Building Personal Power through Influence	Course	0.5
	Influence Others with Political Savvy	Course	0.4
	Influencing Key Decision Makers	Business Impact Series	0.1
	Influence and Persuasion	Challenge Series	0.25
How to Succeed in Listening (7)			
	Be a Better Listener	Course	0.47
	Roadblocks to Excellent Listening	Course	0.47
	Active Listening Skills for Professionals	Course	0.5
	Mastering Active Listening in the Workplace	Course	0.6
	Listening to Improve Conversation	Business Impact Series	0.1
	Effective Listening	Challenge Series	0.25
	Listening with Skill	Challenge Series	0.25
Constructive Feedback (7)			
	Feedback and Its Vital Role in the Workplace	Course	0.48
	Delivering Feedback	Course	0.38
	Receiving Feedback	Course	0.3
	Making Feedback a Regular Occurrence	Course	0.4
	Criticism in Context	Business Impact Series	0.1
	Giving Appropriate Feedback	Challenge Series	0.25
	Giving Feedback to Coworkers	Challenge Series	0.25
Engaging Others with Tact and Diplomacy (4)			
	Diplomacy and Tact for Every Day	Course	0.5
	Diplomacy and Tact in Challenging Situations	Course	0.5



	Connecting with Others through Diplomacy and Tact	Course	0.4
	Using Humor with Diplomacy and Tact	Course	0.4
Working with Difficult People (6)			
	Difficult People: Why They Act That Way and How to Deal with Them	Course	0.5
	Difficult People: Can't Change Them, so Change Yourself	Course	0.52
	Difficult People: Strategies to Keep Everyone Working Together	Course	0.5
	Coping with Aggressive Behavior in the Workplace	Business Impact Series	0.1
	Blame Backfires--Conquer Negative Thinking	Business Impact Series	0.1
	Reacting to Co-workers Who Try Taking Advantage	Challenge Series	0.35
Managing and Controlling Anger (1)			
	The Essentials for Anger Management	Course	0.4
Cross-Cultural Communication (4)			
	How Culture Impacts Communication	Course	0.5
	Using Communication Strategies to Bridge Cultural Divides	Course	0.5
	Communicating with a Cross-cultural Audience	Business Impact Series	0.1
	Dispute Resolution in International Contracts	Challenge Series	0.2
Communicating with Senior Executives (1)			
	Capturing the Attention of Senior Executives	Course	0.5
Effective Business Meetings (5)			
	Planning Meetings Fit for Purpose	Course	0.3
	Running Meetings in Better Directions	Course	0.3
	When Too Many Meetings Are Just Too Much	Business Impact Series	0.1
	Making Meetings Work	Business Impact Series	0.1
	Managing Meetings for Productivity and Effectiveness	Challenge Series	0.25
Effective Business Writing (5)			
	Audience and Purpose in Business Writing	Course	0.5
	Clarity and Conciseness in Business Writing	Course	0.5
	Editing and Proofreading Business Documents	Course	0.5
	Writing for Business	Business Impact Series	0.1

	Written Communication	Challenge Series	0.25
Writing a Business Case (1)			
	Developing an Effective Business Case	Course	0.5
Using E-mail Effectively in the Workplace (3)			
	Writing Effective E-mails and Instant Messages	Course	0.5
	Sending E-mails to the Right People	Course	0.5
	Organizing Your E-mail	Course	0.5
Essential Skills for Professional Telephone Calls (1)			
	Keeping Business Calls Professional	Course	0.4
Practical Grammar for Business Writing (6)			
	Using the Parts of Speech	Course	0.5
	Getting the Details Right: Spelling Basics	Course	0.5
	Abbreviating, Capitalizing, and Using Numbers	Course	0.6
	Using Punctuation Marks	Course	0.5
	Creating Well-Constructed Sentences	Course	0.6
	Troublesome Words and Phrases: Common Usage Mistakes in Writing	Course	0.5
Making the Most of Your Presentations (4)			
	Planning an Effective Presentation	Course	0.5
	Building Your Presentation	Course	0.5
	Ensuring Successful Presentation Delivery	Course	0.5
	Handling Difficult Questions as a Presenter	Business Impact Series	0.1
Skills for Communication Success (8)			
	The Art and Science of Communication	Course	0.3
	Making an Impact with Non-verbal Communication	Course	0.4
	Trust Building through Effective Communication	Course	0.4
	Choosing the Right Interpersonal Communication Method to Make Your Point	Course	0.5
	Become a Great Listener	Course	0.4
	Do We Have A Failure to Communicate?	Course	0.4
	Making Yourself Approachable	Business Impact Series	0.1

	Asserting Yourself in the Workplace	Challenge Series	0.25
Developing Your Listening Skills (2)			
	Listening Even When it's Difficult to Listen	Course	0.5
	Using Active Listening in Workplace Situations	Course	0.6
Dealing with Workplace Conflict (2)			
	The Many Approaches to Facing Workplace Conflict	Course	0.6
	Facing and Resolving Conflict in the Workplace	Course	0.5
Developing Effective Negotiation Skills (2)			
	The First Steps in Negotiating	Course	0.4
	Negotiating the Best Solution	Course	0.5
Achieving Emotional Intelligence (3)			
	Navigating Your Own Emotions (New)	Course	0.5
	Navigating Other People's Emotions (New)	Course	0.4
	Navigating the Workplace with Emotional Intelligence (New)	Course	0.4
The Art of Feedback (2)			
	Polishing Your Feedback Skills	Course	0.6
	Gaining a Positive Perspective on Feedback	Course	0.5
Writing Skills for Technical Professionals (1)			
	Improving Your Technical Writing Skills	Course	0.37
Personal Development Curriculum			
Problem Solving and Decision Making (8)			
	Solving Problems: Framing the Problem	Course	0.52
	Solving Problems: Generating and Evaluating Alternatives	Course	0.65
	Making and Carrying Out Tough Decisions	Course	0.6
	Playing the Devil's Advocate in Decision Making	Business Impact Series	0.1
	Turning Problems Around with Reverse Brainstorming	Business Impact Series	0.1
	Uncovering the Root Problem	Challenge Series	0.25
	Problem Solving: Process, Tools, and Techniques	Challenge Series	0.25
	Decisions: Making the Right Move	Challenge Series	0.25

Thinking Critically (5)			
	Thinking Critically: Coming to Terms with Assumptions	Course	0.43
	Thinking Critically: Getting Your Arms around Arguments	Course	0.52
	Thinking Critically: Drawing Conclusions with Confidence	Course	0.53
	Critical Thinking	Challenge Series	0.25
	Applying Your Best Thinking	Challenge Series	0.25
Perseverance at Work (4)			
	Forging Ahead with Perseverance and Resilience	Course	0.5
	Reaching Goals Using Perseverance and Resilience	Course	0.4
	Perseverance: Flexibility in Action	Business Impact Series	0.1
	Persevering through Setbacks	Challenge Series	0.25
Building, Rebuilding and Sustaining Trust (3)			
	The Building Blocks of Building Trust	Course	0.5
	Rebuilding Trust	Business Impact Series	0.1
	The Fruits of Integrity: Building Trust at Work	Challenge Series	0.25
Improving Your Work/Life Balance (6)			
	Taking Stock of Your Work/Life Balance	Course	0.4
	Staying Balanced in a Shifting World	Course	0.2
	Take a Deep Breath and Manage Your Stress	Course	0.4
	Employee Exhaustion: Managing a Well-balanced Workload	Business Impact Series	0.1
	Managing Workplace Stress	Business Impact Series	0.1
	Creating Work/Life Balance	Challenge Series	0.25
Navigating through Organizational Change (5)			
	Organizations Change So Get Ready	Course	0.5
	Redefining Yourself after Organizational Change	Course	0.5
	Managing the Stress of Organizational Change	Business Impact Series	0.1
	The Importance of Flexibility in the Workplace	Business Impact Series	0.1
	Developing Organizational Agility	Challenge Series	0.25
Improving Your Personal Productivity (4)			

	Organize Your Physical and Digital Workspace	Course	0.4
	Avoid Procrastination by Getting Organized Instead	Course	0.3
	Maximize Your Productivity by Managing Time and Tasks	Course	0.3
	Achieve Productivity in Your Personal Life	Course	0.3
Polishing Your Professional Edge (10)			
	Becoming an Accountable Professional	Course	0.5
	Becoming Your Own Best Boss	Course	0.5
	Becoming More Professional through Business Etiquette	Course	0.3
	Developing a Personal Accountability Framework	Course	0.4
	Disciplines of Organizational Learning: Personal Mastery	Business Impact Series	0.1
	Safe Small Talk	Business Impact Series	0.1
	Broadening Your Learning Horizons	Business Impact Series	0.1
	Reframing Negative Situations	Business Impact Series	0.1
	Managing Goals	Challenge Series	0.2
	Targeting Personal Learning	Challenge Series	0.25
360 Degree Relationships (6)			
	Cultivating Relationships with Your Peers	Course	0.3
	Building Your Professional Network	Course	0.4
	Building Rapport with Your Boss	Course	0.5
	Peer Political Styles	Business Impact Series	0.1
	Building Better Relationships through Understanding	Challenge Series	0.25
	Building Peer Relationships	Challenge Series	0.25
Diversity on the Job (4)			
	Bridging the Diversity Gap	Course	0.4
	Your Role in Workplace Diversity	Course	0.5
	Understanding Workplace Diversity	Business Impact Series	0.1
	Managing Diversity	Challenge Series	0.25
Performing Under Pressure (1)			
	Managing Pressure and Stress to Optimize Your Performance	Course	0.4

Managing Your Career (8)			
	Developing a Plan to Further Your Career	Course	0.5
	Getting Your Career on the Right Track	Course	0.5
	Using Performance Appraisals to Advance Your Career	Course	0.5
	Conquering Career Stagnation	Business Impact Series	0.1
	Developing Your Career	Challenge Series	0.25
	Building and Managing Upward Relationships	Challenge Series	0.25
	Planning Your Career	Challenge Series	0.25
	Exploring Self-development	Challenge Series	0.25
Business Ethics Essentials (5)			
	Developing Your Business Ethics	Course	0.4
	Do You Share Your Organization's Values?	Business Impact Series	0.1
	Office Politics - What Will You Do?	Challenge Series	0.25
	Ethics, Integrity, and Trust	Challenge Series	0.25
	The Ethics Enigma	Challenge Series	0.25
Public Speaking Strategies (2)			
	Writing and Preparing an Effective Speech	Course	0.4
	Conquering the Challenges of Public Speaking	Course	0.4
Creativity in the Workplace (6)			
	Unleashing Personal and Team Creativity	Course	0.5
	Verifying and Building on Creative Ideas	Course	0.4
	Executing Innovation	Business Impact Series	0.1
	Getting Ready to Present	Challenge Series	0.25
	Creativity: Developing and Communicating Ideas	Challenge Series	0.25
	Promoting Creative Thinking	Challenge Series	0.25
Time Management (11)			
	Aligning Goals and Priorities To Manage Time	Course	0.4
	Make The Time You Need: Get Organized	Course	0.5
	The Art of Staying Focused	Course	0.5

	Coping with Information Overload	Business Impact Series	0.1
	Prioritizing Personal and Professional Responsibilities	Business Impact Series	0.1
	Planning for Interruptions Helps with Procrastination	Business Impact Series	0.1
	Setting and Managing Priorities	Challenge Series	0.25
	Coping with Conflicting Priorities	Challenge Series	0.25
	Setting Goals	Challenge Series	0.25
	Getting Time under Control	Challenge Series	0.25
	The Dangers of Multitasking	Business Impact Series	0.2
Discovering Your Strengths (3)			
	Uncovering and Utilizing Your Talents and Skills	Course	0.3
	Self-improvement for Lifelong Success	Course	0.4
	Establishing Self-confidence for Life	Course	0.4
Overcoming Procrastination (2)			
	Procrastination: Admitting it is the First Step	Course	0.3
	Beating Procrastination by Boosting Your Creativity and Drive	Course	0.3
Improving Your Memory (1)			
	Improving Your Memory Skills	Course	0.3
Improving Your Reading Speed (1)			
	Improving Your Reading Speed and Comprehension	Course	0.3
Unconscious Bias (3)			
	Understanding Unconscious Bias	Course	0.4
	Overcoming Your Own Unconscious Biases	Course	0.4
	Overcoming Unconscious Bias in the Workplace	Course	0.4
Facing Problems and Making Decisions (3)			
	Getting to the Root of a Problem	Course	0.4
	Defining Alternative Solutions to a Problem	Course	0.4
	Choosing and Using the Best Solution	Course	0.4
Developing Your Critical Thinking Skills (3)			
	Confronting Your Assumptions	Course	0.4

	Investigating Arguments	Course	0.4
	Reaching Sound Conclusions	Course	0.3
Creating Lasting Organizational Change (3)			
	Facilitating Sustainable Change	Course	0.4
	Moving Forward with Change Planning	Course	0.4
	Making Change Stick	Course	0.4

Collection	Curriculum	Series	Asset Title	Asset Type	Hours
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## PROJECT EFFECTIVENESS

	Project Management Curriculum			
PRINCE2®: Practitioner (1)				
	PRINCE2® Practitioner Exam Information	Course	1	
Project Integration (PMBOK® Guide Fifth Edition) (5)				
	Project Initiation and the Project Charter (PMBOK® Guide Fifth Edition)	Course	1	
	Managing Project Work (PMBOK® Guide Fifth Edition)	Course	1.1	
	Change Control and Project Close-out (PMBOK® Guide Fifth Edition)	Course	1	
	Using Lessons Learned for Continuous Improvement	Course	1.1	
	Managing Projects for Strategic Alignment	Course	1	
Project Scope (PMBOK® Guide Fifth Edition) (3)				
	Collect Requirements and Define Scope (PMBOK® Guide Fifth Edition)	Course	1.2	
	Create Work Breakdown Structure (PMBOK® Guide Fifth Edition)	Course	1.1	
	Validate and Control Scope (PMBOK® Guide Fifth Edition)	Course	0.9	
Project Time (PMBOK® Guide Fifth Edition) (3)				
	Define and Sequence Activities (PMBOK® Guide Fifth Edition)	Course	1.3	
	Estimate Resources and Durations (PMBOK® Guide Fifth Edition)	Course	1.1	
	Develop and Control the Schedule (PMBOK® Guide Fifth Edition)	Course	1.1	
Project Management Ethics and Values (2)				
	Ethics and Project Management	Course	0.9	
	Ethical Standards and PMI® Core Values	Course	1	
Project Cost (PMBOK® Guide Fifth Edition) (2)				



	Creating a Project Budget (PMBOK® Guide Fifth Edition)	Course	1.1
	Keeping Your Project on Budget (PMBOK® Guide Fifth Edition)	Course	1.1
Project Quality (PMBOK® Guide Fifth Edition) (3)			
	Planning Project Quality (PMBOK® Guide Fifth Edition)	Course	1.1
	Perform Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	Course	1.1
	Quality Management and Continuous Improvement	Course	1.1
HR Management (PMBOK® Guide Fifth Edition) (2)			
	Putting Together the Team (PMBOK® Guide Fifth Edition)	Course	1
	Develop and Manage Your Team (PMBOK® Guide Fifth Edition)	Course	1
PRINCE2® Foundation (2009-aligned) (6)			
	PRINCE2® Project Management Overview (2009-aligned)	Course	0.8
	PRINCE2® Project Planning and Risk Management (2009-aligned)	Course	0.8
	PRINCE2® Project Quality Planning and Control (2009-aligned)	Course	0.7
	PRINCE2® Project Start Up, Initiation, and Direction (2009-aligned)	Course	0.6
	PRINCE2® Project Control, Management, and Closure (2009-aligned)	Course	0.6
	Tailoring PRINCE2® for your Project Environment (2009-aligned)	Course	0.8
Communications (PMBOK® Guide Fifth Edition) (2)			
	Managing Project Communications (PMBOK® Guide Fifth Edition)	Course	1
	Controlling Communications (PMBOK® Guide Fifth Edition)	Course	0.7
Risk Management (PMBOK® Guide Fifth Edition) (4)			
	Risk Planning (PMBOK® Guide Fifth Edition)	Course	1
	Risk Identification (PMBOK® Guide Fifth Edition)	Course	1.1
	Risk Analysis (PMBOK® Guide Fifth Edition)	Course	1.2
	Risk Control (PMBOK® Guide Fifth Edition)	Course	1
PMI Agile Certified Practitioner (PMI-ACP)® (5)			
	Agile Principles and Methodologies	Course	0.9
	Agile Project Planning	Course	1
	Agile Project Scheduling and Monitoring	Course	0.9
	Agile Stakeholder Engagement and Team Development	Course	0.9

	Agile Key Exam Concepts	Course	0.8
Procurement (PMBOK® Guide Fifth Edition) (2)			
	Procurement Planning (PMBOK® Guide Fifth Edition)	Course	1.1
	Procurement Management (PMBOK® Guide Fifth Edition)	Course	1.1
Stakeholders (PMBOK® Guide Fifth Edition) (2)			
	Project Stakeholders (PMBOK® Guide Fifth Edition)	Course	0.9
	Stakeholder Engagement (PMBOK® Guide Fifth Edition)	Course	0.9
CompTIA Project+ PK0-004 (10)			
	Project Selection and Initiation	Course	
	Scope, Schedule and Cost Planning	Course	0.9
	Resource and Risk Planning	Course	1
	Communication, Changes and Documentation	Course	1
	Controlling Project Work, and Closing	Course	1
	Planning and Controlling the Project Schedule	Course	0.9
	Project Management Practical Exercises	Course	1.1
	Quality and Procurement Planning	Course	0.9
	Project Planning Documents	Course	0.7
	Project Documents and Terminology (New)	Course	0.6
Project Management (PMBOK® Guide Fifth Edition) (3)			
	Introduction to Project Management (PMBOK® Guide Fifth Edition)	Course	1
	Project Fundamentals (PMBOK® Guide Fifth Edition)	Course	0.9
	The Process Groups (PMBOK® Guide Fifth Edition)	Course	1.2
Project Management for All (18)			
	Finding Your Bearings as a Project Manager	Course	0.5
	Getting the Big Picture by Defining the Project's Scope and Team	Course	0.5
	Mastering the Details of a Project's Schedule and Budget	Course	0.5
	Managing a Project to Minimize Risk and Maximize Quality	Course	0.5
	Navigating through Changes and Conflicts in Projects	Course	0.2
	Taking Final Steps to Bring a Project to its Close	Course	0.4

	Managing Projects with No Direct Authority	Business Impact Series	0.1
	Ensuring Management Buy-in on a Project	Business Impact Series	0.1
	Managing Conflict in Project Teams	Business Impact Series	0.1
	Managing Scope on a Project	Business Impact Series	0.1
	Weighing the Costs of Project Change	Business Impact Series	0.1
	Managing Vendor Relationships	Business Impact Series	0.1
	Anticipating and Solving Problems as a Project Champion	Business Impact Series	0.1
	Addressing Stakeholder Conflicts	Business Impact Series	0.1
	Portfolios, Programs, and Projects: What's the Difference?	Business Impact Series	0.1
	Controlling Project Cost	Business Impact Series	0.1
	Project Management Essentials	Challenge Series	0.25
	Supporting Project Managers	Challenge Series	0.25
PMP Exam Prep (PMBOK® Guide Fifth Edition) (2)			
	PMP Key Exam Concepts (PMBOK® Guide Fifth Edition)	Course	1
	PMP Practical Exercises (PMBOK® Guide Fifth Edition)	Course	1.1
Mentoring Assets (5)			
	Mentoring PRINCE2: Foundation	Mentoring Assets	
	Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned	Mentoring Assets	
	Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	Mentoring Assets	
	Mentoring PRINCE2: Practitioner	Mentoring Assets	
	Mentoring PK0-004 CompTIA Project+ (New)	Mentoring Assets	
Test Preps (4)			
	TestPrep PRINCE2®: Foundation	Testprep Exams	1
	TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	Testprep Exams	3
	TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)	Testprep Exams	4
	TestPrep PRINCE2®: Practitioner	Testprep Exams	2.5
Team Building Curriculum			
Optimizing Performance on a Team (5)			
	Being an Effective Team Member	Course	0.5

	Strategies for Building a Cohesive Team	Course	0.5
	Effective Team Communication	Course	0.5
	Establishing Team Goals and Responsibilities, and Using Feedback Effectively	Course	0.5
	Power and Politics in Matrixed Teams	Challenge Series	0.25
Leveraging Team Leadership Skills (15)			
	Building the Foundation for an Effective Team	Course	0.5
	Developing a Successful Team	Course	0.5
	Encouraging Team Communication and Collaboration	Course	0.5
	Handling Team Conflict	Course	0.5
	Leading a Cross-functional Team	Course	0.5
	Using Conflict to an Organization's Advantage	Business Impact Series	0.1
	Mediating Project Team Conflict	Business Impact Series	0.1
	Facilitating Work-related Conflict Discussions	Business Impact Series	0.1
	Building Trust Incrementally	Business Impact Series	0.1
	Inspiring Your Team	Business Impact Series	0.1
	Support Your Leader	Business Impact Series	0.1
	Managing Communications in a Virtual Team	Business Impact Series	0.1
	Choosing the Right Team Culture	Challenge Series	0.2
	Building and Leading Teams	Challenge Series	0.25
	Meeting Team Performance Challenges	Challenge Series	0.25
Business Analysis			
BABOK® v3: Business Analysis Key Concepts (8)			
	Introduction to Business Analysis	Course	1
	Business Analysis Planning and Monitoring	Course	1.5
	Business Analysis Elicitation and Collaboration	Course	1.5
	Business Analysis and Requirements Life Cycle Management	Course	1
	Business Analysis and Strategy Analysis	Course	1
	Business Analysis and RADD: Requirements Definition	Course	1
	Business Analysis and RADD: Design Definition	Course	1

	Business Analysis and Solution Evaluation	Course	1		
BABOK® v3: Business Analysis Techniques (3)					
	Analytical Techniques Used for Business Analysis	Course	2		
	Activities and Tools Used for Business Analysis	Course	2		
	Documentation and Criteria Used for Business Analysis	Course	1		
BABOK® v3: Business Analysis Competencies (3)					
	Business Analysis Competencies: Personal Skills	Course	1		
	Business Analysis Competencies: Professional Effectiveness	Course	1		
	Business Analysis Perspectives	Course	2		
Key Business Analysis Concepts (BABOK® v3) (8)					
	Business Analysis Overview (New)	Course	1		
	The BA Planning and Monitoring Knowledge Area (New)	Course	1.6		
	The BA Elicitation and Collaboration Knowledge Area (New)	Course	1.5		
	The Requirements Life Cycle Management Knowledge Area (New)	Course	1		
	The Strategy Analysis Knowledge Area (New)	Course			
	RADD Knowledge Area: Part 1 (New)	Course	0.8		
	RADD Knowledge Area: Part 2 (New)	Course	0.9		
	The Solution Evaluation Knowledge Area (New)	Course	1		
Effective Business Analysis Techniques (BABOK®v3) (1)					
	Business Analysis Activities and Tools (New)	Course			
Collection	Curriculum	Series	Asset Title	Asset Type	Hours
SALES and CUSTOMER FACING SKILLS					
	Sales Curriculum				
Sales Foundations (1)					
			Educating and Collaborating with Customers	Business Impact Series	0.1
Solution Selling (4)					
			Turning Potential Customers into Allies	Challenge Series	0.25
			Preparing to Implement Solutions	Challenge Series	0.25
			Managing Implementation Problems	Business Impact Series	0.1

	Connecting Customers and Solutions	Business Impact Series	0.1
Strategic Account Sales Skills (8)			
	Selling to Key Players	Business Impact Series	0.1
	Planning for Effective Selling	Business Impact Series	0.1
	Building Profitable Customer Relationships	Business Impact Series	0.1
	Crafting Sales Strategies	Challenge Series	0.2
	Performance Payout Plans	Challenge Series	0.35
	Sales and Marketing: Two Sides of the Same Coin?	Business Impact Series	0.1
	Connecting the Dots: Insightful Account Management	Business Impact Series	0.1
	Succeeding in Account Management	Challenge Series	0.25
Sales Management (5)			
	Storming: Developing and Leading Your Sales Team	Business Impact Series	0.1
	Sales Support Roles for Better Customer Interaction	Business Impact Series	0.1
	Succeeding in Account Management	Challenge Series	0.25
	Gaining Access through Cold Calls	Challenge Series	0.25
	Overcoming Resistance to Coaching	Business Impact Series	0.1
Sales Foundations (45)			
	Prospecting: Panning for Sales Gold	Course	0.4
	The Discovery Meeting: Starting Off on the Right Foot	Course	0.4
	The Value Proposition: Getting Your Pitch Right	Course	0.4
	Turning Objection into Opportunity during a Sales Call	Course	0.4
	Negotiating Well and Going for the Close	Course	0.4
	Don't Only Go for the Big Fish	Business Impact Series	0.1
	The Ethics of Gift Giving	Business Impact Series	0.1
	Using Persuasion Techniques to Boost Sales	Business Impact Series	0.2
	Get it Together: Organizing Your Sales Approach	Business Impact Series	0.1
	Presentations That Get People Talking	Business Impact Series	0.1
	Building Momentum in Discovery Meetings	Business Impact Series	0.2
	Appealing to Prospects	Business Impact Series	0.1

	Getting Your Head around Pipeline Management	Business Impact Series	0.1
	Initiating Discovery Meetings	Challenge Series	0.25
	The Proof Is in the Proposal	Challenge Series	0.25
	Educating and Collaborating with Customers	Business Impact Series	0.1
	Using Customer Knowledge to Advance Sales	Challenge Series	0.25
	Prospecting Strategically	Challenge Series	0.25
	Responding to News of a Lost Sale	Challenge Series	0.25
	Talking Value with Your Customers	Business Impact Series	0.1
	Dealing with Questions, Objections, and Resistance	Business Impact Series	0.1
	Dealing with Negotiation Challenges	Business Impact Series	0.1
	Negotiating Contract Terms	Challenge Series	0.25
	Communicating Your Company's Value	Challenge Series	0.25
	Turning Obstacles into Opportunities	Challenge Series	0.25
	Negotiating with Your Customer	Challenge Series	0.25
	Turning Potential Customers into Allies	Challenge Series	0.25
	Connecting Customers and Solutions	Business Impact Series	0.1
	Managing Implementation Problems	Business Impact Series	0.1
	Preparing to Implement Solutions	Challenge Series	0.25
	Effective Cold Calling	Business Impact Series	0.1
	Prompting Action through Focused Communication	Business Impact Series	0.1
	Regaining Your Customer's Trust	Business Impact Series	0.1
	Talking about the Competition	Business Impact Series	0.1
	Responding to Bad News	Business Impact Series	0.1
	Communicating a High-impact Business Case	Business Impact Series	0.2
	Making the Cold Call	Business Impact Series	0.2
	Getting Organized to Meet Your Sales Goals	Challenge Series	0.25
	Making Contact: Access Strategies	Challenge Series	0.25
	Managing a Sales Pipeline	Challenge Series	0.25
	Demonstrating Business Acumen	Challenge Series	0.25

	Selling with Trust	Challenge Series	0.25
	Using Competitive Selling Skills	Challenge Series	0.25
	Aligning Your Business Case to Customer Priorities	Challenge Series	0.25
	Effective Sales Coaching	Challenge Series	0.2
Customer Service Curriculum			
Frontline Call Center Skills (3)			
	The Importance of Call Tracking and Ticketing	Business Impact Series	0.1
	Creating an Effective On-hold Message	Business Impact Series	0.1
	Aligning Agent Behaviors with Caller Types	Business Impact Series	0.1
Inbound Call Center Management (6)			
	Converting a Call Center to a Profit Center	Business Impact Series	0.1
	Managing Your Call Center More Efficiently	Business Impact Series	0.1
	Customer Service Training - The Interview and Beyond	Business Impact Series	0.1
	Disaster Recovery - Keeping the Lines Open	Business Impact Series	0.1
	Preventing Agent Absenteeism through Better Working Conditions	Business Impact Series	0.1
	Prioritizing Rewards and Recognition in Call Centers	Business Impact Series	0.1
Customer Focus (3)			
	Listening to Your Customers	Business Impact Series	0.1
	Creating a Customer-focused Organization	Challenge Series	0.25
	Developing Your Customer Focus	Challenge Series	0.25
ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA) (14)			
	ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	Course	1.5
	ITIL® 2011 Edition OSA: Introduction to Event Management	Course	3.5
	ITIL® 2011 Edition OSA: Introduction to Incident Management	Course	2.5
	ITIL® 2011 Edition OSA: Incident Management Interactions	Course	3
	ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	Course	2
	ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	Course	2.5
	ITIL® 2011 Edition OSA: Introduction to Problem Management	Course	3
	ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	Course	2.5



	ITIL® 2011 Edition OSA: Introduction to Access Management	Course	3
	ITIL® 2011 Edition OSA: Introduction to the Service Desk	Course	2
	ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	Course	1.5
	ITIL® 2011 Edition OSA: Introduction to Functions	Course	2.5
	ITIL® 2011 Edition OSA: Function Activities	Course	1.5
	ITIL® 2011 Edition OSA: Technology and Implementation Considerations	Course	2.5
Customer Service Skills (5)			
	Interacting with Customers	Course	0.5
	Communicating Effectively with Customers	Course	0.5
	Controlling Conflict, Stress, and Time in a Customer Service Environment	Course	0.5
	Dealing with Customer Service Incidents and Complaints	Course	0.5
	Polishing Your Skills for Excellent Customer Service	Course	0.4
Essentials of Customer Service (8)			
	Rapport Building in Customer Service	Course	0.5
	Providing On-site Customer Service	Course	0.5
	Providing Telephone Customer Service	Course	0.5
	Providing Effective Internal Customer Service	Course	0.5
	Facing Confrontation in Customer Service	Course	0.4
	Designing a Customer Service Strategy	Course	0.5
	Aligning Performance to Key Indicators	Business Impact Series	0.1
	The Angry Caller: What's Your Plan?	Business Impact Series	0.1
ITIL® 2011 Foundation (11)			
	Mentoring ITIL Foundation	Mentoring Assets	
	Overview of the ITIL® Service Lifecycle	Course	0.8
	ITIL® Service Strategy Concepts	Course	1.3
	ITIL® Service Strategy Processes	Course	0.8
	ITIL® Service Design Concepts	Course	0.7
	ITIL® Service Design Processes	Course	1.2
	ITIL® Service Transition Concepts and Processes	Course	1.2

	ITIL® Service Operation Concepts	Course	0.6
	ITIL® Service Operation Processes	Course	0.7
	ITIL® Continual Service Improvement	Course	0.6
	TestPrep ITIL Foundation	Testprep Exams	1
	Industry Foundations		
	Industry Overviews (21)		
	The Telecommunications Industry Overview: Version 4	Course	1
	The Health Care Industry Overview: Version 4	Course	1
	The Insurance Industry Overview: Version 4	Course	1
	The Banking Industry Overview: Version 4	Course	1
	The Oil and Gas Industry Overview: Version 4	Course	1
	The Retail Industry Overview: Version 4	Course	1
	The Manufacturing Industry Overview: Version 3	Course	1
	The Pharmaceutical Industry Overview: Version 5	Course	1
	The Information Technology Industry Overview: Version 4	Course	1
	The Federal Government Industry Overview: Version 4	Course	1
	The Education Industry Overview: Version 2	Course	1
	The Utilities Industry Overview: Version 2	Course	1
	The Chemicals Industry Overview: Version 2	Course	1
	The Broadcasting & Entertainment Industry Overview: Version 2	Course	1
	The Capital Markets Industry Overview: Version 2	Course	1
	The Consumer Electronics Industry Overview: Version 2	Course	1
	The Aerospace & Defense Industry Overview: Version 2	Course	1
	The Biotechnology Industry Overview: Version 2	Course	1
	The Automotive Industry Overview: Version 3	Course	1
	The Food and Beverage Industry Overview: Version 4	Course	1
	The Agriculture Industry Overview: Version 4	Course	1.5
	TestPreps		
	Test Preps (1)		

	TestPrep ITIL Foundation	Testprep Exams	1
	Mentoring Assets		
	Mentoring Assets (1)		
	Mentoring ITIL Foundation	Mentoring Assets	

## NEW RELEASES

Collection	Curriculum	Series	Asset Title	Asset Type	Hours
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### BUSINESS STRATEGY and OPERATIONS

	Marketing Curriculum				
	Marketing in the Digital Age (3)				
			Reaching Customers Digitally <b>(New)</b>	Course	0.4
			Helping Customers Find You <b>(New)</b>	Course	0.4
			Managing Your Corporate Reputation Online <b>(New)</b>	Course	0.5

Collection	Curriculum	Series	Asset Title	Asset Type	Hours
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### FINANCE, HUMAN RESOURCES and ADMINISTRATION

	Finance and Accounting Curriculum				
	Cost Consciousness in the Workplace (2)				
			Focusing on the Bottom Line as an Employee <b>(New)</b>	Course	0.4
			Managing with a Cost-control Mindset <b>(New)</b>	Course	0.5

Collection	Curriculum	Series	Asset Title	Asset Type	Hours
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### MANAGEMENT and LEADERSHIP

	Management Curriculum				
	Achieving Success through Delegation (3)				
			Choosing and Preparing Your Delegate <b>(New)</b>	Course	0.5
			Getting What You Expect from Your Delegate <b>(New)</b>	Course	
			Taking Your Team to the Next Level with Delegation <b>(New)</b>	Course	0.3
	Leadership Curriculum				
	Leading Virtual Teams (2)				

			Establishing Effective Virtual Teams (New)	Course	0.5
			Facing Virtual Team Challenges (New)	Course	0.4
Collection	Curriculum	Series	Asset Title	Asset Type	Hours
PROFESSIONAL EFFECTIVENESS					
	Communication Curriculum				
Achieving Emotional Intelligence (3)					
			Navigating Your Own Emotions (New)	Course	0.5
			Navigating Other People's Emotions (New)	Course	0.4
			Navigating the Workplace with Emotional Intelligence (New)	Course	0.4
Collection	Curriculum	Series	Asset Title	Asset Type	Hours
PROJECT EFFECTIVENESS					
	Project Management Curriculum				
CompTIA Project+ PK0-004 (10)					
			Project Documents and Terminology (New)	Course	0.6
Mentoring Assets (5)					
			Mentoring PK0-004 CompTIA Project+ (New)	Mentoring Assets	
	Business Analysis				
Key Business Analysis Concepts (BABOK® v3) (8)					
			Business Analysis Overview (New)	Course	1
			The BA Planning and Monitoring Knowledge Area (New)	Course	1.6
			The BA Elicitation and Collaboration Knowledge Area (New)	Course	1.5
			The Requirements Life Cycle Management Knowledge Area (New)	Course	1
			The Strategy Analysis Knowledge Area (New)	Course	
			RADD Knowledge Area: Part 1 (New)	Course	0.8
			RADD Knowledge Area: Part 2 (New)	Course	0.9
			The Solution Evaluation Knowledge Area (New)	Course	1
Effective Business Analysis Techniques (BABOK®v3) (1)					
			Business Analysis Activities and Tools (New)	Course	

