

<b>BUSINESS</b>	
Business Diagnostics: 7 modules	Business Etiquette
Change Management	Change: Making Change Successful Not Stressful
Cloud Computing	Complete Guide: Government Contracting: 5 modules
Conflict Management	Creativity and Innovation in the Workplace
Delegating I & II	Delivering Effective Feedback
Developing a Strong Leadership team	Developing Diverse Teams
Effective Leadership	Emotional Intelligence for Personal Leadership
Employee Share Ownership Plans (ESOP)	Ethics for Managers/Employees
High Performance Teams	Individual Leadership Power
Individual Productivity Enhancement	Introduction to Risk Management
Introduction to the Framework of Excellence: 8 modules	Introduction to the Healthy Workplace Criteria: 7 modules
Job Candidate Interviewing	Leadership for the Future
Meeting Effectiveness	Negotiating for Success: 6 modules
Negotiating Skills for the Professional	Operations Management: 6 modules
Problem Solving and Decision Making	Project Management: 5 modules
Quality Management Refresher	Running Effective Meetings
Running Effective Teams	Shaping the Market to your Advantage: 9 modules
Social Media Marketing	Strategic Management Certificate: 6 modules
Strategies for Achieving Goals	Succeed as a Supervisor
Succession Planning: 3 modules	Supplier Management Series
Team Problem Solving	Time Management
Using Leadership Basics	Valuing Diversity
What's in a Price: 5 modules	

<b>BUSINESS COMMUNICATION</b>	
Business Writing: Being Effective	Business Writing: Letters and Emails
Business Writing: Preparation	Business Writing: Reports and Proposals
Communication Series	Communication Basics
Communications for Accounting Professionals	Cross Cultural Training
Email Etiquette	Email Protocol
Enhancing Your Speaking Skills	Essential Multicultural Communication
Individual Listening Skills	Mobile Communications
Presentations That Work	Quality Communications
Report Organization and Presentation	Telephone Techniques
Writing Effective Emails	

<b>FINANCE</b>	
Advances in Business & Financial Reporting	Auditing
Auditing Series	Auditing: The Basics
Banking, Credit and Money: 5 modules	Basic Business Finance
Basics of Budgeting	How to Build a Profitable Customer Base
Information Systems Auditing	Interpreting Financial Statements
Introduction to Financial Statements	Introduction to Strategic Cost Management
Investing 101	Personal Finance: 7 modules
Planning for Success	Redesigning the Finance Function
Scenario Planning	Strategic Cost Management
Understanding Financial Statements	

<b>SMALL BUSINESS</b>	
Compensation and Benefits Planning for Small Business	Employee Share Ownership Plans (ESOP)
Entrepreneurship	Excellence for Small Business Self-Evaluation Tool
Financial Management for Small Business Certificate: 5 modules	Fundamentals of Ownership Thinking
Health and Safety for Small Business	How to Write a Business Plan
John Bullock on Small Business: 10 modules	Leading Growth Firms Certificate: 3 modules
Small Business Health & Safety Certificate	Small Business Human Resources Certificate
Small Business Management Certificate	Small Business Marketing & Sales Certificate
Succession Planning: 3 modules	

<b>CUSTOMER SERVICE</b>	
Accessible Customer Service Training	Advanced Professional Customer Relationships – Behind Organizational Customer Service: 3 modules
Advanced Professional Customer Relations – Dealing with Change in the Workplace: 3 modules	Advanced Professional Customer Relations – Working in a Team Environment: 3 modules
Attaining Excellence for Leaders and Managers: 5 modules	Customer First Series: 11 modules
Customer Service Certificate	Customer Support
Customer Support Online	Developing Strong Customer Relationships
Expanding Customer Services (for Financial Services)	Five Star Service for Hospitality Employees
Five Star Service for Hospitality Managers	Helping and Keeping Clients
Professional Customer Relations – Basics for Quality Sales and Service: 3 modules	Professional Customer Relations – Conflict Management and Resolution: 3 modules
Professional Customer Relations – Customer Service Skills: 3 modules	Professional Customer Relations – Essential Customer Skills: 3 modules
Professional Customer Relations – Fundamentals for Business Communications: 3 modules	Professional Customer Relations – Fundamentals for Customer Relations: 3 modules

<b>SALES AND MARKETING</b>	
Basics of Market Research	Marketing: 4 modules
New Business Development: Cold Calling: 3 modules	Sales Skills: The Basics
Social Media Marketing	Systematic Selling: 7 modules
Telepro Online – Complete Program: 12 modules	The Value of Brands
Time Management – Strategies for Sales Success	