Leadership, Business, Technology Catalog

- Business Certifications
  - ASQ (Six Sigma)
  - CompTIA
  - Human Resource Certification Institute (HRCI)
  - International Institute of Business Analysis (IIBA)
  - ITIL®
  - PRINCE2®
  - Project Management Institute (PMI)®
  - Society for Human Resource Management (SHRM)

- Business Skills Curricula
  - Business Continuity
  - Business Continuity Planning
  - Post-pandemic Workplace
  - Working Remotely

- Administrative Support Curriculum
  - Administrative Support: Secrets to Success
  - Essential Skills for Administrative Support Professionals

- Business Analysis Curriculum
  - Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned
  - BABOK® v3: Business Analysis Competencies
  - BABOK® v3: Business Analysis Key Concepts
  - BABOK® v3: Business Analysis Techniques
  - Big Data Basics
  - Effective Business Analysis Techniques (BABOK®v3)
  - Key Business Analysis Competencies (BABOK®v3)
  - Key Business Analysis Concepts (BABOK®v3)

- Communication Curriculum
  - Achieving Emotional Intelligence
  - Anger Management Essentials
  - Basic Presentation Skills
  - Business Grammar Basics
  - Business Storytelling
  - Business Writing Basics
  - Communicate with Diplomacy and Tact
  - Communicating Effectively with the 'C' Level
  - Communicating Tactfully and Diplomatically
  - Communicating to Stakeholders
  - Communicating with Impact
  - Communicating with Senior Executives
  - Constructive Feedback
  - Constructive Feedback and Criticism
  - Cross-Cultural Communication
  - Dealing with Workplace Conflict
  - Developing Effective Negotiation Skills
  - Developing Your Emotional Intelligence
  - Developing Your Listening Skills
  - Digital Citizenship
  - Effective Business Meetings
  - Effective Business Writing
  - Effective Communication
  - E-mail Essentials for Business
  - Emotional Intelligence Essentials
  - Engaging Others with Tact and Diplomacy
  - Essential Skills for Professional Telephone Calls
  - Fundamentals of Cross Cultural Communication
  - Fundamentals of Working with Difficult People
  - Getting Results through Personal Power
  - Getting Results without Direct Authority
  - How to Succeed in Listening
  - How to Write an Effective Internal Business Case
  - Interpersonal Communication
  - Issue-focused Negotiation
  - Listening Essentials
  - Making the Most of Your Presentations
  - Managing and Controlling Anger
  - Managing Conflict in the Workplace
  - Negotiation Essentials
  - Note-taking Skills
  - Practical Grammar for Business Writing
  - Professional Networking Essentials
  - Running Effective Business Meetings
  - Skills for Communication Success
  - Storytelling Basics
  - Technical Communication Skills
  - Telephone Essentials for Business
  - The Art of Feedback
  - Using E-mail Effectively in the Workplace
  - Working with Difficult People
- **Workplace Conflict**
- **Writing a Business Case**
- **Writing Skills for Technical Professionals**

**Customer Service Curriculum**
- **Customer Advocacy**
- **Customer Focus**
- **Customer Service Fundamentals**
- **Customer Service Representative, Process**
- **Customer Service Representative, Professionalism**
- **Customer Service Representative, Skills**
- **Customer Service Skills**
- **Essentials of Customer Service**
- **Frontline Call Center Skills**
- **Inbound Call Center Management**
- **ITIL® 2011 Edition Foundation Syllabus**
- **ITIL® 2011 Foundation**
- **ITIL® 4 Foundation**

**Finance and Accounting Curriculum**
- **Accounting Basics**
- **Accounting for Non-Financial Professionals**
- **Accounting Fundamentals**
- **Auditing Essentials**
- **Budgeting Essentials**
- **Capital Budgeting Essentials**
- **Cost Consciousness in the Workplace**
- **Finance and Accounting Essentials for Non-financial Professionals**

**Foundation Skills Curriculum**
- **Basic Business Math**

**Global Banking and Financial Services Curriculum**
- **Bank Branch Operations Management**
- **Bank Risks and Capital Adequacy Planning**
- **Basel III and Liquidity Risk Management**
- **Basel Regulations and Bank Risk Management**
- **Commodity and Energy Markets, Futures, and Forwards**
- **Counterparty Credit Risk and Credit Rating**
- **Credit Derivative Instruments**
- **Credit Risk Analysis**
- **Global Banking Supervision and Anti-Money Laundering Regulations**
- **Insurance Concepts, Types, and Annuities**

- **Mutual Fund Concepts, Portfolio Management, and Regulations**

**Human Resources Curriculum**
- **Business Management and Strategy (HRCI: PHR/SPHR-aligned)**
- **Compensation and Benefits (HRCI: PHR/SPHR-aligned)**
- **Effective Hiring Practices**
- **Employee and Labor Relations (HRCI: PHR/SPHR-aligned)**
- **Essentials of Interviewing and Hiring**
- **Human Resource Development (HRCI: PHR/SPHR-aligned)**
- **Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)**
- **Managing a Crisis**
- **Organizational Behavior**
- **Professional in Human Resources Exam Prep**
- **Recruiting and Retention Strategies**
- **Recruiting, Screening, and Onboarding Effectively**
- **Risk Management (HRCI: PHR/SPHR-aligned)**
- **Senior Professional in Human Resources Exam Prep**
- **SHRM-SCP: HRM for Senior HR Professionals**
- **SHRM-CP/SCP: Workplace Management and HR**
- **SHRM-CP/SCP: HR Competencies**
- **SHRM-CP/SCP: HR Strategy Management**
- **SHRM-CP/SCP: Management of People**
- **SHRM-CP/SCP: Organization and the HR Function**
- **Strategic Human Resource Management (HRCI: SPHR-aligned)**
- **The role of HR as a Business Partner**
- **Transformational HR and Talent Management**
- **Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)**

**Industry Foundations Curriculum**
- **Industry Overviews**

**Leadership Curriculum**
- **Business Acumen Essentials**
- **Creating a Positive Atmosphere**
- **Creating a Positive Work Environment**
- **Developing a Culture of Learning**
- **Developing Leadership Skills**
- **Effective Succession Planning**
- **Employee Engagement**
• Essentials of Leadership
• Generating Creative Ideas
• Improving Leadership Skills
• Improving Your Leadership Skills
• Inspiring and Developing as a Leader
• Leadership Essentials
• Leading Organizational Change
• Leading Virtual Teams
• Leveraging Leadership Techniques
• Making Cross-Functional Teams Work
• Organizational Awareness
• Performance Measurement
• Setting and Managing Organizational Priorities
• The Voice of Leadership
• Women in Leadership

• Management Curriculum
  • Achieving Success through Delegation
  • Advanced Management Skills
  • Advanced Management Techniques
  • Business Coaching Essentials
  • Business Execution
  • Coaching for Results
  • Coaching to Drive Success
  • Difficult Conversations
  • Dismissing an Employee
  • Effective Delegation
  • Effectively Managing Top Performers
  • Empowering Employees
  • Essential Mentoring Techniques
  • Essentials of Facilitating
  • Essentials of Managing Technical Professionals
  • Final Exams
  • First Time Manager Essentials
  • Fostering Success through Coaching
  • Leveraging Key Management Techniques
  • Management Essentials
  • Managing a Multigenerational Workforce
  • Managing during Difficult Times
  • Managing Employee Performance
  • Managing Experts
  • Managing in Difficult Times
  • Managing Organizational Change
  • Managing Problem Performance
  • Managing Technical Teams
  • Performance Appraisal Essentials
  • Performance Management
  • Talent Management Essentials
  • Thinking Like a CFO
  • Workforce Generations

• Marketing Curriculum
  • Competitive Marketing Strategies
  • Digital Marketing
  • DMI: Digital Marketing Essentials
  • Essential Marketing Strategies
  • Essentials of Marketing
  • Essentials of Public Relations
  • Marketing Essentials
  • Marketing in the Digital Age
  • Strategic Brand Management

• Operations Curriculum
  • Business Process Improvement
  • Fundamentals of Lean for Business Organizations
  • Leading Sustainable Process Improvement
  • Manager of Quality/Organizational Excellence
  • Managing for Operational Excellence
  • Operations Management
  • Operations Management: Efficiency of Production
  • Purchasing and Vendor Management Essentials
  • Six Sigma Black Belt (2007 BOK): Analyze
  • Six Sigma Black Belt (2007 BOK): Control
  • Six Sigma Black Belt (2007 BOK): Define
  • Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies
  • Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment
  • Six Sigma Black Belt (2007 BOK): Improve
  • Six Sigma Black Belt (2007 BOK): Measure
  • Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures
  • Six Sigma Black Belt (2007 BOK): Team Management
  • Six Sigma Black Belt (2015 BOK): Analyze
  • Six Sigma Black Belt (2015 BOK): Control
  • Six Sigma Black Belt (2015 BOK): Define
  • Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)
  • Six Sigma Black Belt (2015 BOK): Improve
  • Six Sigma Black Belt (2015 BOK): Measure
  • Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures
- Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment
- Six Sigma Black Belt (2015 BOK): Team Management
- Six Sigma Green Belt - Analyze
- Six Sigma Green Belt - Control
- Six Sigma Green Belt - Define
- Six Sigma Green Belt - Improve
- Six Sigma Green Belt - Measure
- Six Sigma Green Belt - Six Sigma and Organizational Strategy
- Six Sigma Green Belt: Analyze
- Six Sigma Green Belt: Control
- Six Sigma Green Belt: Define
- Six Sigma Green Belt: Improve
- Six Sigma Green Belt: Measure
- Six Sigma Green Belt: Six Sigma and the Organization
- Six Sigma Yellow Belt - Analyze
- Six Sigma Yellow Belt - Define
- Six Sigma Yellow Belt - Improve and Control
- Six Sigma Yellow Belt - Measure
- Six Sigma Yellow Belt - Six Sigma Fundamentals
- Six Sigma Yellow Belt: Analyze
- Six Sigma Yellow Belt: Define
- Six Sigma Yellow Belt: Improve and Control
- Six Sigma Yellow Belt: Measure
- Six Sigma Yellow Belt: Six Sigma Fundamentals
- Six Sigma: Champion Training
- The Foundations of Six Sigma
- Understanding Lean Production
- Vendor Management

- Personal Development Curriculum
  - 360 Degree Relationships
  - Adopting Systems Thinking
  - Analogical Thinking
  - Building and Maintaining Trust
  - Building Likeability Skills
  - Building, Rebuilding and Sustaining Trust
  - Business Ethics
  - Business Ethics Essentials
  - Business Etiquette and Professionalism
  - Campus to Corporate
  - Career Management
  - Creating Lasting Organizational Change
  - Creativity in the Workplace
  - Critical Thinking Essentials
  - Dealing with Organizational Change
  - Dealing with Setbacks
  - Developing Your Critical Thinking Skills
  - Difficult Boss Relationships
  - Digital Economy Skills
  - Discovering Your Strengths
  - Diversity on the Job
  - Diversity, Equity, and Inclusion
  - Doing Business Professionally
  - Effective Time Management
  - Facing Problems and Making Decisions
  - Generating Creative & Innovative Ideas
  - Growth Mindset
  - Improving Your Memory
  - Improving Your Personal Productivity
  - Improving Your Reading Speed
  - Improving Your Work/Life Balance
  - Interviewing Strategies for the Interviewee
  - Learning How to Learn
  - Living and Working Abroad in the United States
  - Managing Your Career
  - Mentor Relationships
  - Navigating through Organizational Change
  - Optimizing Your Work/Life Balance
  - Overcoming Procrastination
  - Peer Relationships
  - Performance under Pressure
  - Performing Under Pressure
  - Perseverance and Resilience
  - Perseverance at Work
  - Personal Productivity Improvement
  - Polishing Your Professional Edge
  - Problem Solving and Decision Making
  - Problem Solving and Decision-Making Strategies
  - Public Speaking Strategies
  - Skills for Effective Collaboration
  - Staying Motivated at Work
  - Telecommuting and the Remote Employee
  - Thinking Critically
  - Time Management
  - Unconscious Bias
  - Understanding Cognitive Bias
  - Writing Under Pressure

- Product Management Curriculum
  - Developing Your Product Management Acumen

- Program/Portfolio Management Curriculum
- **Project Management Curriculum**
  - Agile Practitioner - (PMI-ACP & ScrumMaster aligned)
  - Agile Project Management Fundamentals (PMI_ACP)® aligned
  - Code of Ethics and Professional Conduct (PMI® Standard-aligned)
  - Communications (PMBOK® Guide Fifth Edition)
  - Communications (PMBOK® Guide Sixth Edition)
  - CompTIA Project+ PK0-004
  - HR Management (PMBOK® Guide Fifth Edition)
  - IT Project Management Essentials
  - Managing Software Project Outsourcing
  - PMI Agile Certified Practitioner (PMI-ACP)®
  - PMP Exam Prep (2021 Update)
  - PMP Exam Prep (PMBOK® Guide Fifth Edition)
  - PRINCE2® - Foundation (2017 Update)
  - PRINCE2® Foundation (2009-aligned)
  - PRINCE2®: 2009 Foundation
  - PRINCE2®: Practitioner
  - Procurement (PMBOK® Guide Fifth Edition)
  - Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Cost (PMBOK® Guide Fifth Edition)
  - Project Cost (PMBOK® Guide Sixth Edition)
  - Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Integration (PMBOK® Guide Fifth Edition)
  - Project Integration (PMBOK® Guide Sixth Edition)
  - Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Management (PMBOK® Guide Fifth Edition)
  - Project Management (PMBOK® Guide Sixth Edition)
  - Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)
  - Project Management Ethics and Values
  - Project Management for All
  - Project Management for Everyone
  - Project Management for Non-Project Managers
  - Project Procurement (PMBOK® Guide Sixth Edition)
  - Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Quality (PMBOK® Guide Fifth Edition)
  - Project Quality (PMBOK® Guide Sixth Edition)
  - Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Risk (PMBOK® Guide Sixth Edition)
  - Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Schedule (PMBOK® Guide Sixth Edition)
  - Project Scope (PMBOK® Guide Fifth Edition)
  - Project Scope (PMBOK® Guide Sixth Edition)
  - Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Stakeholders (PMBOK® Guide Sixth Edition)
  - Project Time (PMBOK® Guide Fifth Edition)
  - Project Time Management (PMBOK® Guide - Fifth Edition-aligned)
  - Resource Management (PMBOK® Guide Sixth Edition)
  - Risk Management (PMBOK® Guide Fifth Edition)
  - Stakeholders (PMBOK® Guide Fifth Edition)

- **Sales Curriculum**
  - Essential Selling Skills
  - Field Sales Skills
  - Sales Foundations
  - Sales Management
  - Sales Negotiations
  - Solution Selling
  - Strategic Account Sales Skills
  - Territorial Account Sales Skills

- **Strategic Planning Curriculum**
  - Business Continuity
  - Business Law Essentials
• Business Planning Essentials
• Business Sustainability
• Developing Strategic Thinking Acumen
• Fundamentals of Business Planning
• Horizon Scanning
• IT Strategy Essentials
• Leading and Implementing Sustainable Green Business Strategies
• Moving From an Operational Manager to a Strategic Thinker
• Risk Management
• Strategic Risk-taking
• The Fundamentals of Globalization
• The Quality Management of Data
• Thinking Strategically and Managing Risk

• Team Building Curriculum
  o Leading Teams
  o Leveraging Team Leadership Skills
  o Making a Pitch
  o Optimizing Performance on a Team
  o Optimizing Your Performance On a Team
  o Virtual Teams

• Desktop Certifications
  o Isograd
  o Microsoft

• Digital Transformation
  o Agile Methodologies
  o Agile Mindset & Culture
  o Big Data
  o Championing Digital Transformation
  o Computational Thinking
  o Continuous Learning
  o Cross-Functional Collaboration
  o Data Analytics for Management
  o Data and Analytics at Work
  o Data and Analytics Literacy
  o Data Visualization
  o Data-driven Decision Making
  o Design Thinking Methodologies
  o Designing Digital Experiences
  o Digital Automation
  o Digital Transformation Strategy
  o Disruptive Technologies
  o Functional Insights on Digital Transformation
  o Industry Insights on Digital Transformation
  o Infrastructure & Architecture
  o Serving Digital Customers
  o Social Media Marketing
  o Virtual Collaboration

• Environmental, Safety & Health, and Transportation
  o Cal/OSHA
  o EHS Impacts
  o Environmental
  o Safety and Health
  o Security
  o Transportation

• Federal Government Curricula
• Food & Alcohol Safety Curricula
  o Food And Alcohol Safety

• IT Professional Certifications
  o (ISC)2
  o Amazon
  o BCS Professional Certification
  o Cisco
  o Cloud Native Computing Foundation (CNCF)
  o CompTIA
  o EC Council
  o Google
  o Information Systems Audit and Control Association (ISACA)
  o International Institute of Business Analysis (IIBA)
  o International Software Testing Qualification Board (ISTQB)
  o ITIL®
  o Juniper
  o Linux Professional Institute (LPI)
  o Microsoft
  o Oracle
  o PRINCE2®
  o Project Management Institute (PMI)®
  o Red Hat
  o SAS
  o TOGAF

• IT Professional Curricula
  o Business Skills for the IT Professional Solution Area
    ▪ Business Analysis
    ▪ Customer Service
    ▪ IT Business
    ▪ Project Management
    ▪ Team Building
  o Enterprise Database Systems Solution Area
    ▪ Big Data
    ▪ Blockchain
    ▪ Business Intelligence
    ▪ Data and Analytics at Work
    ▪ Data Fundamentals
Data Integration
Data Management
Data Science
Data Visualization
Data Warehousing
Database Fundamentals
Data-driven Decision Making
Design Thinking Methodology
Machine Learning
MariaDB
Math
Microsoft SQL Server 2012
Microsoft SQL Server 2014
Microsoft SQL Server 2016
MySQL
NoSQL
Operational Intelligence
Oracle 11g
Oracle 12c
Oracle 12c R2
Oracle ATG
PostgreSQL
Redis
Redis
SAS
Serving Digital Customers
SQL
SQLAlchemy
Systems and Database Design
Teradata

- Enterprise Resource Planning Systems Solution Area
  - Microsoft Dynamics
  - Salesforce
  - SAP

- Internet and Network Technologies Solution Area
  - Cisco
  - Cisco DESGN
  - Cloud Computing
  - CompTIA Network+
  - CompTIA Networking, Internetworking, and Security Technologies
  - Getting Started with Site Reliability
  - Internet of Things
  - Network Management
  - Network Protocols
  - Networking and Telecommunications Fundamentals

- Security Principles
- Security Solutions
- Site Reliability Engineering
- Social Networking
- Telecommunications Systems and Services
- Wireless Communications

- Operating Systems and Server Technologies Solution Area
  - CompTIA A+
  - CompTIA Linux+
  - CompTIA Server+
  - DevOps
  - IT Services
  - Linux Professional Institute (LPI)
  - Microsoft Exchange Server 2010
  - Microsoft Exchange Server 2013
  - Microsoft Exchange Server 2016
  - Microsoft Internet Information Server 8.5
  - Microsoft Lync Server 2013
  - Microsoft Mobility and Device Fundamentals
  - Microsoft Office 365
  - Microsoft SharePoint Server 2010
  - Microsoft SharePoint Server 2013
  - Microsoft Sharepoint Server 2016
  - Microsoft Windows 10
  - Microsoft Windows 7
  - Microsoft Windows 8
  - Microsoft Windows Server 2008
  - Microsoft Windows Server 2012
  - Microsoft Windows Server 2016
  - Microsoft Windows Server 2019
  - Red Hat Linux
  - Ubuntu
  - UNIX Essentials
  - VMware
  - Windows Performance Monitoring
  - Windows PowerShell

- Software Development Solution Area
  - Algorithms
  - Apache
  - Bots
- C++ Programming
- C++11 Programming Essentials
- Configuration Management
- CQRS Theory
- Defensive Programming
- Digital Assistant Development
- Eclipse
- Full Stack Development
- Generic Languages
- Go
- IBM Websphere
- IoT Development
- Java 2 Programming
- Java EE7
- Machine Learning
- Microsoft .NET
- Microsoft .NET for Developers
- Microsoft .NET Software Development Tools
- Microsoft C#
- Microsoft Enterprise Library
- Microsoft F#
- Microsoft LINQ
- Microsoft ORM
- Microsoft Visual Basics for Applications (VBA)
- Microsoft Visual Studio Team Foundation Server 2013 Administration
- Microsoft Web Applications
- Microsoft Windows Store Apps
- Mobile Application Development Programming Best Practices
- Programming in C++
- Software Design
- Software Development Principles
- Software Programming Fundamentals
- Software Requirements
- Software Testing
- Software Testing Foundations
- Universal Windows Platform
- Vue.js
- Web Development Technologies
- Windows Embedded
- Tech & Dev Essentials
- Amazon Web Services
- Balsamiq
- Certified Cloud Security Professional
- Certified Information Systems Security Professional
- Cisco
- CompTIA
- ITIL
- Jira
- Microsoft
- Power BI
- RedHat
- Systems Security Certified Practitioner
- Tableau
- Web Design Solution Area
- Adobe
- Content Management Systems
- Designing and Hosting a Website
- Scripting and Web Languages
- Web Application
- Web Application Frameworks
- Web Design
- Web Development
- Web Services
- Leadership Development Program powered by MIT SMR
  - Building & Leading Teams
  - Cross-Cultural Leadership
  - Customer First Leadership
  - Developing People
  - Embracing Diversity
  - Executive Presence
  - Judgment & Decisiveness
  - Leader as Coach
  - Leader as Motivator
  - Leadership Networking
  - Leadership Toolkit
  - Leadership Transitions
  - Leading a Culture of Execution
  - Leading Innovation
  - Leading Organizational Vision
  - Leading Through Change
  - Leading Virtually
  - Managing Conflict
  - Managing Priorities
  - Problem Solving & Decision Making
  - The Accountable Leader
  - The Adaptive Leader
  - The Agile Leader
  - The Collaborative Leader
  - The Digital Leader
  - The Emotionally Intelligent Leader
  - The Ethical Leader
The Influential Leader
The Mindful Leader
Thinking Critically
Thinking Strategically
Women & Leadership

Legal Compliance Curricula
- Harassment
- HIPAA
- HR Compliance
- Legal Compliance Business Impacts
- Title 31

Productivity & Collaboration Tools
- Adobe
- Apple Mac OS X
- Apple Safari X
- Collaboration Tools
- Crystal Reports
- Desktop Best Practices
- Firefox
- Google
- Graphics and Design
- IBM for End Users
- Microsoft Edge
- Microsoft Internet Explorer 11
- Microsoft Office 2010
- Microsoft Office 2013
- Microsoft Office 2016
- Microsoft Office 2019
- Microsoft Office for Mac 2016
- Microsoft Windows 10
- Microsoft Windows 8
- Microsoft Windows XP for End Users
- Mobile Devices
- Office 365
- PowerPoint Office 365
- Productivity Tools
- QuickBooks
- SAP
- Seagate Crystal Reports
- Social Networking
- Social Networking Tools