



## Administrative Assistant & Front Desk

- 50 Training Activities for Administrative, Secretarial, and Support Staff (self-paced eBook)
- Telephone Techniques: Angry Callers (3 min Video With Quiz)
- Telephone Techniques: Greeting (2 min Video With Quiz)
- Telephone Techniques: Hold, Please (2 min Video With Quiz)
- Telephone Techniques: Phone Etiquette (3 min Video With Quiz)
- Telephone Techniques: Taking Calls (3 min Video With Quiz)
- Telephone Techniques: Taking Messages (3 min Video With Quiz)

## Business Skills

- Business Meals: Attending a Business Meal (3 min Video With Quiz)
- Business Meals: Hosting a Business Meal (7 min Video With Quiz)
- Business Planning for Beginners (self-paced eBook)
- Change Management: Change Model (4 min Video With Quiz)
- Concept Evaluation: Finding Support (7 min Video With Quiz)
- Concept Evaluation: Identifying Opportunities (8 min Video With Quiz)
- Concept Evaluation: Making Decisions (7 min Video With Quiz)
- Crafting Effective Meeting Agendas: Designing Meeting Agenda Topic Questions (4 min Video With Quiz)
- Creativity: 01. Getting Creative (5 min Video With Quiz)
- Creativity: 02. Logic vs Creativity (3 min Video With Quiz)
- Creativity: 03. Techniques (2 min Video With Quiz)
- Creativity: 04. Defining Problems (3 min Video With Quiz)
- Creativity: 05. Generate and Evaluate (2 min Video With Quiz)
- Creativity: 06. Staying Creative (1 min Video With Quiz)
- Critical Thinking: Asking Effective Questions (5 min Video With Quiz)
- Do You Need a Meeting? Infographic (self-paced eTips)
- Effective Leadership Communication: When to Leverage Town Hall Meetings (4 min Video With Quiz)
- Ethics Essentials: 4 Steps for Handling Potentially Unethical Situations (6 min Video With Quiz)
- Ethics Essentials: Common Ethical Traps in Business (10 min Video With Quiz)
- Ethics Essentials: Cultivating an Ethical Work Culture (6 min Video With Quiz)
- Ethics Essentials: Draft and Maintain a Statement of Values (6 min Video With Quiz)
- Ethics Essentials: Ethical Decision Making (8 min Video With Quiz)
- Ethics Essentials: Expressing Ethics to Customers (6 min Video With Quiz)
- Ethics Essentials: How to Avoid and Prevent Unethical Behavior (7 min Video With Quiz)
- Ethics Essentials: The Benefits of Being Ethical (6 min Video With Quiz)
- Ethics Essentials: What are Business Ethics? (8 min Video With Quiz)
- Ethics For Managers (6 min Video With Quiz)
- Ethics For Small Businesses (9 min Video With Quiz)
- Fun at Work: 01: The Importance of Humor (7 min Video With Quiz)
- Fun at Work: 02: What's Funny? (8 min Video With Quiz)
- Fun at Work: 03: What's NOT Funny? (7 min Video With Quiz)
- Gathering Data: Costs and Benefits (6 min Video With Quiz)
- Gathering Data: Identifying and Addressing Risks (6 min Video With Quiz)
- Gathering Data: SWOT Analysis (6 min Video With Quiz)
- Gathering Data: Understanding Financial Metrics (5 min Video With Quiz)
- Handling Change: 01. A Look at the Process of Change (7 min Video With Quiz)
- Handling Change: 02. Your Response to Change (5 min Video With Quiz)
- How To Work a Room: After The Event (3 min Video With Quiz)
- How To Work a Room: Attending an Event (5 min Video With Quiz)

- How To Work a Room: Preparing for an Event (4 min Video With Quiz)
- Insider Trading (6 min Video With Quiz)
- Introduction to Math: Adding and Subtracting (7 min Video With Quiz)
- Introduction to Math: Choosing the Right Operation (3 min Video With Quiz)
- Introduction to Math: Estimation Basics (5 min Video With Quiz)
- Introduction to Math: Fighting the Fear (4 min Video With Quiz)
- Introduction to Math: Finding Averages (5 min Video With Quiz)
- Introduction to Math: Inequalities (3 min Video With Quiz)
- Introduction to Math: Positive and Negative Numbers (5 min Video With Quiz)
- Introduction to Math: Understanding Decimals (5 min Video With Quiz)
- Introduction to Math: Understanding Fractions (4 min Video With Quiz)
- Introduction to Math: Understanding Percentages (4 min Video With Quiz)
- Introduction to Math: Understanding the Metric System (3 min Video With Quiz)
- Job Offer Math: Benefits by the Numbers (3 min Video With Quiz)
- Job Offer Math: Cost of Living Comparisons (3 min Video With Quiz)
- Job Offer Math: Medical Insurance Basics (6 min Video With Quiz)
- Job Offer Math: Understanding a Job Offer (4 min Video With Quiz)
- Leadership Fundamentals: Styles and Theories (8 min Video With Quiz)
- Leading Group Discussions: 4 Types of Questions Facilitators Should Ask (5 min Video With Quiz)
- Leading Group Discussions: 8 Roles of a Great Facilitator (5 min Video With Quiz)
- Leading Group Discussions: Effective Conflict Management for Facilitators (5 min Video With Quiz)
- Leading Group Discussions: Facilitating in a Remote or Hybrid Work Environment (5 min Video With Quiz)
- Leading Group Discussions: How Facilitators Can Encourage Participation (5 min Video With Quiz)
- Mastering Meeting Agendas: 5 Essential Components for Productive and Effective Meetings (4 min Video With Quiz)
- Mastering Meeting Minutes: Ensuring Accountability and Clarity in Every Meeting (5 min Video With Quiz)
- Mastering Team Meetings: Transforming Time Drains into Productive Sessions (5 min Video With Quiz)
- Maximizing Meeting Success: Pre-Meeting Preparation (5 min Video With Quiz)
- Maximizing One-on-One Meetings: Questions to Ask Your Boss In Your Next One-on-One Meeting (5 min Video With Quiz)
- New Employee Math: Budgeting Basics (5 min Video With Quiz)
- New Employee Math: How to Fill Out a W-4 (9 min Video With Quiz)
- New Employee Math: Investment Basics (7 min Video With Quiz)
- New Employee Math: Retirement Savings Basics (4 min Video With Quiz)
- New Employee Math: Savings (5 min Video With Quiz)
- New Employee Math: Taxation Basics (3 min Video With Quiz)
- New Employee Math: Your First Paycheck (4 min Video With Quiz)
- Optimizing One-on-One Meetings: Building Rapport (4 min Video With Quiz)
- Optimizing One-on-One Meetings: Following Up (5 min Video With Quiz)
- Optimizing One-on-One Meetings: Managing Performance (4 min Video With Quiz)
- Optimizing One-on-One Meetings: Structuring Your Meeting (5 min Video With Quiz)
- Proper Introductions: In-Person Introductions (5 min Video With Quiz)
- Quick Reference: Effective Meeting Management (self-paced SkillBuilder)
- SCAMPER Brainstorming (5 min Video With Quiz)
- Specialized Math: Calculating Production Costs (4 min Video With Quiz)
- Specialized Math: Compound vs. Simple Interest (8 min Video With Quiz)
- Specialized Math: Determining Pricing (7 min Video With Quiz)

- Specialized Math: Interest Rates (2 min Video With Quiz)
- Specialized Math: Inventory Basics (6 min Video With Quiz)
- Specialized Math: Mark-ups and Mark-downs (4 min Video With Quiz)
- Specialized Math: Net vs. Gross (2 min Video With Quiz)
- Specialized Math: Payroll Basics (3 min Video With Quiz)
- Specialized Math: Understanding Annuities (4 min Video With Quiz)
- Specialized Math: Understanding Loans (4 min Video With Quiz)
- Specialized Math: Understanding Profits and Profit Margins (2 min Video With Quiz)
- Specialized Math: Understanding Ratios, Proportions, and Percentages (5 min Video With Quiz)
- Specialized Math: Understanding ROI (3 min Video With Quiz)
- Statistics: Data Analysis Basics (4 min Video With Quiz)
- Statistics: Introduction to Statistics (8 min Video With Quiz)
- Statistics: Organizing Data (5 min Video With Quiz)
- Statistics: Understanding Probability (6 min Video With Quiz)
- Telling the Story: After Approval (7 min Video With Quiz)
- Telling the Story: Presentation (5 min Video With Quiz)
- Telling the Story: The Art of Persuasion (6 min Video With Quiz)
- Telling the Story: Writing a Proposal (6 min Video With Quiz)
- The Virtual Interview: During Your Virtual Interview (7 min Video With Quiz)
- The Virtual Interview: Preparing for Your Virtual Interview (5 min Video With Quiz)
- Using Generative AI for Business: ChatGPT for Customer Support (5 min Online Course)
- Using Generative AI for Business: ChatGPT for Data Analysis (5 min Online Course)
- Using Generative AI for Business: ChatGPT for Human Resources (5 min Online Course)
- Using Generative AI for Business: ChatGPT for Internal Communication (6 min Online Course)
- Using Generative AI for Business: ChatGPT for Marketing (5 min Online Course)
- Using Generative AI for Business: Ethical Considerations and Best Practices (5 min Online Course)
- Using Generative AI for Business: Using ChatGPT in Business Settings (5 min Online Course)

## Business Writing & Grammar

- Business Writing Essentials: Components of a Business Letter (6 min Video With Quiz)
- Business Writing Essentials: Composing Effective Reports (5 min Video With Quiz)
- Business Writing Essentials: Conquering the Blank Page (5 min Video With Quiz)
- Business Writing Essentials: Elements of a Professional Email (6 min Video With Quiz)
- Business Writing Essentials: Reviewing Your Document (5 min Video With Quiz)
- Business Writing Essentials: Writing an Imperfect First Draft (5 min Video With Quiz)
- Business Writing Essentials: Writing Paragraphs (5 min Video With Quiz)
- Business Writing Essentials: Writing Sentences (5 min Video With Quiz)
- Email Etiquette Infographic (self-paced eTips)
- Grammar Guide Essentials: Abbreviations (4 min Video With Quiz)
- Grammar Guide Essentials: Active and Passive Verbs (4 min Video With Quiz)
- Grammar Guide Essentials: Adjectives (4 min Video With Quiz)
- Grammar Guide Essentials: Adverbs (4 min Video With Quiz)



- Grammar Guide Essentials: Apostrophes (4 min Video With Quiz)
- Grammar Guide Essentials: Colons and Semicolons (4 min Video With Quiz)
- Grammar Guide Essentials: Commas (4 min Video With Quiz)
- Grammar Guide Essentials: Common Errors (4 min Video With Quiz)
- Grammar Guide Essentials: End Punctuation (4 min Video With Quiz)
- Grammar Guide Essentials: Indefinite Pronouns (4 min Video With Quiz)
- Grammar Guide Essentials: Interrogative Pronouns (4 min Video With Quiz)
- Grammar Guide Essentials: Irregular Verbs (4 min Video With Quiz)
- Grammar Guide Essentials: Misused Words (4 min Video With Quiz)
- Grammar Guide Essentials: Parentheses (4 min Video With Quiz)
- Grammar Guide Essentials: Personal Pronouns (4 min Video With Quiz)
- Grammar Guide Essentials: Plural Nouns (4 min Video With Quiz)
- Grammar Guide Essentials: Quotation Marks (4 min Video With Quiz)
- Grammar Guide Essentials: Regular Verbs (4 min Video With Quiz)
- Grammar Guide Essentials: Sentences and Paragraphs (4 min Video With Quiz)
- Knowledge Check: Basic Grammar and Proofreading (self-paced SkillBuilder)
- Lunch and Learn: Business Writing Practice (self-paced SkillBuilder)
- Lunch and Learn: Organizing Writing (self-paced SkillBuilder)
- Lunch and Learn: Proofreading Practice (self-paced SkillBuilder)
- Quick Reference: Digital Communication Checklist (self-paced SkillBuilder)
- Thank You Notes (3 min Video With Quiz)

## Communication

- Active Listening (5 min Video With Quiz)
- Active Listening Fundamentals: Develop Your Listening Skills (5 min Video With Quiz)
- Active Listening Fundamentals: Develop Your Listening Skills (Spanish) (5 min Video With Quiz)
- Active Listening Fundamentals: Overcoming Barriers to Listening (5 min Video With Quiz)
- Active Listening Fundamentals: Overcoming Barriers to Listening (Spanish) (5 min Video With Quiz)
- Assertive Communication: The Continuum (4 min Video With Quiz)
- Assertive Communication: The Nonverbal Side (3 min Video With Quiz)
- Assertive Communication: The Three-Part Model (5 min Video With Quiz)
- Assertive Communication: Tips for Naturally Aggressive People (3 min Video With Quiz)
- Assertive Communication: Tips for Naturally Passive People (3 min Video With Quiz)
- Assertive Communication: Tips for Self-Regulation (5 min Video With Quiz)
- Assertiveness in Action: Asking for What You Want and Getting Help (4 min Video With Quiz)
- Assertiveness in Action: Assertiveness with Authority Figures (7 min Video With Quiz)
- Assertiveness in Action: Building Assertive Habits and Traits (6 min Video With Quiz)
- Assertiveness in Action: Fundamentals of Assertiveness (6 min Video With Quiz)
- Assertiveness in Action: Managing Group Dynamics in Group Settings (7 min Video With Quiz)
- Assertiveness in Action: Proactive Communication Gets You Better Results (7 min Video With Quiz)
- Assertiveness in Action: Techniques for Making Your Voice Heard in Group Settings (6 min Video With Quiz)
- Become a Better Listener: Enhance Your Recall (3 min Video Without Quiz)
- Become a Better Listener: Enhance Your Recall (Spanish) (3 min Video Without Quiz)
- Become a Better Listener: Evaluate Content (2 min Video Without Quiz)
- Become a Better Listener: Evaluate Content (Spanish) (2 min Video Without Quiz)
- Become a Better Listener: Listen for Subtle Cues (3 min Video Without Quiz)
- Become a Better Listener: Listen for Subtle Cues (Spanish) (3 min Video Without Quiz)
- Become a Better Listener: Listen with Empathy (2 min Video Without Quiz)
- Become a Better Listener: Listen with Empathy (Spanish) (2 min Video Without Quiz)
- Become a Better Listener: Listening Skills Assessment (self-paced SkillBuilder)
- Become a Better Listener: Understand the Big Picture (Spanish) (2 min Video Without Quiz)
- Become a Better Listener: Understanding the Big Picture (2 min Video Without Quiz)
- Building Influence in the Workplace (self-paced eBook)
- Colorful Connections - Communication Basics (P) (7 min Video Without Quiz)
- Colorful Connections - Team Building Basics (P) (6 min Video Without Quiz)
- Communication: Art of Small Talk (7 min Video With Quiz)
- Communication: Avoid Overcommunication and Share Your Message Effectively (6 min Video With Quiz)
- Communication: Become a Relatable and Approachable Manager (6 min Video With Quiz)
- Communication: Become an Empathetic Assertive Leader (8 min Video With Quiz)
- Communication: Bridge the Generational Gaps (10 min Video With Quiz)
- Communication: Communicating with Respect and Professionalism (6 min Video With Quiz)
- Communication: Communication Fundamentals (6 min Video With Quiz)
- Communication: Confident Communication (6 min Video With Quiz)
- Communication: Confident Communication in a Professional Work Environment (6 min Video With Quiz)
- Communication: Connect with Others Using Nonverbal Cues (8 min Video With Quiz)
- Communication: Ensure Your Apology is Received and Believed (6 min Video With Quiz)
- Communication: How to Make Efficient Phone Calls (6 min Video With Quiz)
- Communication: How to Talk to Upset Customers (8 min Video With Quiz)
- Communication: How to Talk to Your Boss (8 min Video With Quiz)
- Communication: Instant Messaging at Work (7 min Video With Quiz)
- Communication: Know When to Use Email (6 min Video With Quiz)
- Communication: Lead More Effectively with Open Transparency (8 min Video With Quiz)
- Communication: Navigating Large Organization Communication Guidelines (8 min Video With Quiz)
- Communication: Plan and Lead a Successful Meeting (9 min Video With Quiz)
- Communication: Storytelling as a Tool (8 min Video With Quiz)
- Communication: The Power of Saying No (7 min Video With Quiz)
- Communication: Use Live Chat Effectively with Customers (6 min Video With Quiz)
- Communication: When and How to Use Humor at Work (6 min Video With Quiz)
- Conflict Resolution: Manage Conflict Situations (3 min Video With Quiz)
- Conflict Resolution: Manage Your Emotions (5 min Video With Quiz)
- Conflict Resolution: Respond to Tension (4 min Video With Quiz)
- Conflict Resolution: Workplace Tension (5 min Video With Quiz)
- Cross-Cultural Considerations: 01. What Is Culture? (8 min Video With Quiz)
- Cross-Cultural Considerations: 02. What's Your Culture? (9 min Video With Quiz)
- Cross-Cultural Considerations: 03. Cultural Intelligence (10 min Video With Quiz)
- Cross-Cultural Considerations: 04. Working Across Cultures (10 min Video With Quiz)
- Dealing with Anger and Emotions: Quick Tips (3 min Video With Quiz)
- Dealing with Anger and Emotions: Quick Tips (French) (3 min Video With Quiz)
- Dealing with Anger and Emotions: Quick Tips (French-Canadian) (3 min Video With Quiz)
- Dealing with Anger and Emotions: Quick Tips (Spanish) (3 min Video With Quiz)
- Defining Moments (self-paced eBook)
- Determining the Styles of Others (6 min Video With Quiz)
- DISC Activity: Navigating Conflict as a Compliant (C) Personality (self-paced SkillBuilder)
- DISC Activity: Navigating Conflict as a Dominant (D) Personality (self-paced SkillBuilder)
- DISC Activity: Navigating Conflict as a Steady (S) Personality (self-paced SkillBuilder)
- DISC Activity: Navigating Conflict as an Influential (I) Personality (self-paced SkillBuilder)
- DISC for Everyone: Be the Best 'Type C' You Can Be (4 min Video With Quiz)
- DISC for Everyone: Be the Best 'Type D' You Can Be (4 min Video With Quiz)
- DISC for Everyone: Be the Best 'Type I' You Can Be (4 min Video With Quiz)
- DISC for Everyone: Be the Best 'Type S' You Can Be (4 min Video With Quiz)
- DISC for Everyone: Understanding Blended Styles (7 min Video With Quiz)
- DISC for Everyone: Understanding DISC (5 min Video With Quiz)
- DISC for Managers: An Introduction to DISC (8 min Video With Quiz)
- DISC for Managers: Creating a DISC Informed Management Strategy (8 min Video With Quiz)
- DISC for Managers: Managing a DISC Diverse Team (7 min Video With Quiz)
- DISC for Managers: Motivating and Engaging Employees Using DISC (6 min Video With Quiz)
- DISC for Managers: Recognizing DISC Profiles in Others (9 min Video With Quiz)
- DISC for Managers: Tailoring Your Communication Style (6 min Video With Quiz)
- DISC for Managers: Understanding Your Own DISC Profile (9 min Video With Quiz)
- DISC for Managers: Using DISC for Performance Management (7 min Video With Quiz)
- DISC: 01. Introduction to DISC (6 min Video With Quiz)
- DISC: 02. DISC Questionnaire (7 min Video With Quiz)
- DISC: 03. Understanding DISC Styles (4 min Video With Quiz)
- DISC: 05. High D (6 min Video With Quiz)
- DISC: 06. High I (5 min Video With Quiz)
- DISC: 07. High S (6 min Video With Quiz)
- DISC: 08. High C (5 min Video With Quiz)
- DISC: 09. Mixing DISC Styles (7 min Video With Quiz)
- Effective Digital Communication: Avoid Misunderstandings (5 min Video With Quiz)
- Effective Digital Communication: Avoid Time-Wasting Mistakes (5 min Video With Quiz)
- Effective Digital Communication: Maximize Impact & Response (5 min Video With Quiz)
- Effective Digital Communication: Minimize Confusion Through Consistency (5 min Video With Quiz)
- Employee Emotional Intelligence: A Starter's Guide to Emotional Intelligence (7 min Video With Quiz)



- Employee Emotional Intelligence: Emotional Motivation and Resilience (6 min Video With Quiz)
- Employee Emotional Intelligence: Emotionally Intelligent Communication (7 min Video With Quiz)
- Employee Emotional Intelligence: Empathy - Understanding Others (5 min Video With Quiz)
- Employee Emotional Intelligence: Interpersonal Skills and Relationships Management (4 min Video With Quiz)
- Employee Emotional Intelligence: Self-awareness and Self-control (5 min Video With Quiz)
- Employee Emotional Intelligence: Teamwork and Collaborative EI Dynamics (5 min Video With Quiz)
- English for Speakers of Other Languages: About Me (3 min Video Without Quiz)
- English for Speakers of Other Languages: Asking for Help (3 min Video Without Quiz)
- English for Speakers of Other Languages: Choices and Suggestions (3 min Video Without Quiz)
- English for Speakers of Other Languages: Confirming Correctness (3 min Video Without Quiz)
- English for Speakers of Other Languages: Describing Your Job (3 min Video Without Quiz)
- English for Speakers of Other Languages: Greetings and Goodbyes (3 min Video Without Quiz)
- English for Speakers of Other Languages: Instructions (3 min Video Without Quiz)
- English for Speakers of Other Languages: Offering Help (3 min Video Without Quiz)
- English for Speakers of Other Languages: Past and Future (3 min Video Without Quiz)
- English for Speakers of Other Languages: Phone Interactions (3 min Video Without Quiz)
- EQ Toolbox: Becoming Socially Aware (French) (4 min Video With Quiz)
- EQ Toolbox: Becoming Socially Aware (French-Canadian) (4 min Video With Quiz)
- EQ Toolbox: Becoming Socially Aware (Spanish) (4 min Video With Quiz)
- EQ Toolbox: How to be More Self-Aware (French) (3 min Video With Quiz)
- EQ Toolbox: How to be More Self-Aware (French-Canadian) (3 min Video With Quiz)
- EQ Toolbox: How to be More Self-Aware (Spanish) (3 min Video With Quiz)
- EQ Toolbox: How to Express Empathy (French) (4 min Video With Quiz)
- EQ Toolbox: How to Express Empathy (French-Canadian) (4 min Video With Quiz)
- EQ Toolbox: How to Express Empathy (Spanish) (4 min Video With Quiz)
- EQ Toolbox: Managing Your Relationships (French) (4 min Video With Quiz)
- EQ Toolbox: Managing Your Relationships (French-Canadian) (4 min Video With Quiz)
- EQ Toolbox: Managing Your Relationships (Spanish) (4 min Video With Quiz)
- Foundations of Assertive Communication (4 min Video With Quiz)
- Foundations of Assertive Communication (French) (4 min Video With Quiz)
- Foundations of Assertive Communication (French-Canadian) (4 min Video With Quiz)
- Foundations of Assertive Communication (Spanish) (4 min Video With Quiz)
- How to Be a Great Conversationalist (6 min Video With Quiz)
- How to Be Assertive - Not Aggressive (French) (4 min Video With Quiz)
- How to Be Assertive - Not Aggressive (French-Canadian) (4 min Video With Quiz)
- How to Be Assertive - Not Aggressive (Spanish) (4 min Video With Quiz)
- Introduction to Negotiation (2 min Video With Quiz)
- Introduction to Negotiation (French) (2 min Video With Quiz)

- Introduction to Negotiation (French-Canadian) (2 min Video With Quiz)
- Introduction to Negotiation (Spanish) (2 min Video With Quiz)
- Leading with DISC: 01. Leading a High D (7 min Video With Quiz)
- Leading with DISC: 02. Leading a High I (6 min Video With Quiz)
- Leading with DISC: 03. Leading a High S (7 min Video With Quiz)
- Leading with DISC: 04. Leading a High C (7 min Video With Quiz)
- Lunch and Learn: Confident Communication (self-paced SkillBuilder)
- Lunch and Learn: Delivering Bad News (self-paced SkillBuilder)
- Lunch and Learn: Email Etiquette (self-paced SkillBuilder)
- Lunch and Learn: Negotiation Practice (self-paced SkillBuilder)
- Lunch and Learn: Practice Saying No (self-paced SkillBuilder)
- Making Them Believe (self-paced eBook)
- Manage Yourself in the Midst of Conflict (4 min Video With Quiz)
- Manage Yourself in the Midst of Conflict (French) (4 min Video With Quiz)
- Manage Yourself in the Midst of Conflict (French-Canadian) (4 min Video With Quiz)
- Manage Yourself in the Midst of Conflict (Spanish) (4 min Video With Quiz)
- Managing Conflict in Special Circumstances (4 min Video With Quiz)
- Managing Conflict in Special Circumstances (French) (4 min Video With Quiz)
- Managing Conflict in Special Circumstances (French-Canadian) (4 min Video With Quiz)
- Managing Conflict in Special Circumstances (Spanish) (4 min Video With Quiz)
- Managing Conflict Step-by-Step (3 min Video With Quiz)
- Managing Conflict Step-by-Step (French) (3 min Video With Quiz)
- Managing Conflict Step-by-Step (French-Canadian) (3 min Video With Quiz)
- Managing Conflict Step-by-Step (Spanish) (3 min Video With Quiz)
- Managing Negativity: Dealing with Chronic Complainers (4 min Video With Quiz)
- Managing Negativity: Eliminating Gossip in Your Team (6 min Video With Quiz)
- Managing Negativity: Setting an Example of Positivity (4 min Video With Quiz)
- Overcoming Negativity: 7 Habits of Positive People (3 min Video With Quiz)
- Overcoming Negativity: Dealing with Negativity (6 min Video With Quiz)
- Overcoming Negativity: Turning Negativity into Positivity (3 min Video With Quiz)
- Overcoming Negativity: What if You Are the Problem? (4 min Video With Quiz)
- Persuasion: The Art of Communication: Lesson 7 - Recognizing the Different Elements (9 min Video Without Quiz)
- Persuasive Communication: 01. Introduction (3 min Video With Quiz)
- Powerful Listening Skills (French) (3 min Video With Quiz)
- Powerful Listening Skills (French-Canadian) (3 min Video With Quiz)
- Practice: Assertive Communication (self-paced SkillBuilder)
- Practice: Stealth vs. Direct Messages (self-paced SkillBuilder)
- Presentation Room Set Up Infographic (self-paced eBooks)
- Presentation Skills Basics: After the Presentation (2 min Video With Quiz)
- Presentation Skills Basics: Closing and Q&A (8 min Video With Quiz)
- Presentation Skills Basics: Creating Slides (7 min Video With Quiz)
- Presentation Skills Basics: Designing Handouts (3 min Video With Quiz)
- Presentation Skills Basics: Handling Distractions (2 min Video With Quiz)
- Presentation Skills Basics: Know Your Audience (5 min Video With Quiz)
- Presentation Skills Basics: Psyching Up, Not Out (3 min Video With Quiz)
- Presentation Skills Basics: Punching Up your Presentation (4 min Video With Quiz)
- Presentation Skills Basics: Setting the Stage (8 min Video With Quiz)

- Presentation Skills Basics: Setting Up Your Presentation (9 min Video With Quiz)
- Presentation Skills Basics: Structuring Your Presentation (5 min Video With Quiz)
- Putdown Offenders (7 min Video With Quiz)
- Quick Tips: Engaging Difficult Participants (self-paced SkillBuilder)
- Self-Assessment: Are You Assertive? (self-paced SkillBuilder)
- Self-Assessment: Comfort With Open Dialogue (self-paced SkillBuilder)
- Self-Assessment: Emotional Intelligence (self-paced SkillBuilder)
- Self-Assessment: Listening and Dialogue Skills (self-paced SkillBuilder)
- Self-Assessment: What's Your Communication Style? (self-paced SkillBuilder)
- Storytelling in Business: Lesson 3 - Strategic Storytelling in Presentations (6 min Video Without Quiz)
- Straight Talk On Bad Language (4 min Video With Quiz)
- Styles of Negotiation (4 min Video With Quiz)
- Styles of Negotiation (French) (4 min Video With Quiz)
- Styles of Negotiation (French-Canadian) (4 min Video With Quiz)
- Styles of Negotiation (Spanish) (4 min Video With Quiz)
- The Art of Nonverbal Communication (French) (4 min Video With Quiz)
- The Art of Nonverbal Communication (French-Canadian) (4 min Video With Quiz)
- The Art of Nonverbal Communication (Spanish) (4 min Video With Quiz)
- The Basics of Emotional Intelligence (French) (4 min Video With Quiz)
- The Basics of Emotional Intelligence (French-Canadian) (4 min Video With Quiz)
- The Basics of Emotional Intelligence (Spanish) (4 min Video With Quiz)
- Using DISC for Conflict Resolution: Compliant Personalities (2 min Video With Quiz)
- Using DISC for Conflict Resolution: Dominant Personalities (2 min Video With Quiz)
- Using DISC for Conflict Resolution: Influential Personalities (2 min Video With Quiz)
- Using DISC for Conflict Resolution: Steady Personalities (2 min Video With Quiz)
- Using DISC for Conflict Resolution: Understanding the Personalities (5 min Video With Quiz)

## Computer Skills

- SharePoint Online Basics: 01 - Introduction (4 min Video Without Quiz)
- SharePoint Online Basics: 02 - Site Creation - Communication Sites (8 min Video Without Quiz)
- SharePoint Online Basics: 05 - Co-Authoring, Check Out, and Versions (8 min Video Without Quiz)
- SharePoint Online Basics: 06: Major Versions (4 min Video Without Quiz)
- SharePoint Online Basics: 07: Minor Versions and Content Approval (8 min Video Without Quiz)
- SharePoint Online Basics: 08: Document Metadata (10 min Video Without Quiz)
- SharePoint Online Basics: 09: Classic Experience and Changing Views (9 min Video Without Quiz)
- SharePoint Online Basics: 10: Navigation in SharePoint (10 min Video Without Quiz)
- SharePoint Online Basics: 12: List Apps and Calendars (6 min Video Without Quiz)
- SharePoint Online Basics: 13: Search (10 min Video Without Quiz)
- SharePoint Online Essentials: 01: Intro to SharePoint Online (10 min Video Without Quiz)
- SharePoint Online Essentials: 04 - SharePoint- Adding Pages (5 min Video Without Quiz)





## Computer Software

- Accept or Decline a Task Assignment in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Accept or Decline a Task Assignment in Microsoft® Outlook® 2016 (1 min Online Course)
- Acrobat® X Pro: Advanced (self-paced eBook)
- Acrobat® X Pro: Basic (self-paced eBook)
- Add a Bookmark to an Audio or Video Clip in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Add a Bookmark to an Audio or Video Clip in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Add a Button to a Form in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Add a Button to a Form in Microsoft® Access® 2016 (3 min Online Course)
- Add a Lookup Field to a Form in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Add a Lookup Field to a Form in Microsoft® Access® 2016 (3 min Online Course)
- Add a New Contact in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Add a New Contact in Microsoft® Outlook® 2016 (5 min Online Course)
- Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Add a Screen Recording to Your Presentation NEW! in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Add a Screen Recording to Your Presentation NEW! in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Add a Screenshot to Your Presentation in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Add a Screenshot to Your Presentation in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Add a Table to a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Add a Table to a Document in Microsoft® Word 2016 (1 min Online Course)
- Add a User Defined Field in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Add a User-Defined Field in Microsoft® Outlook® 2016 (4 min Online Course)
- Add a Video to a Presentation in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Add an Automatic Sort to a Query in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Add an Automatic Sort to a Query in Microsoft® Access® 2016 (2 min Online Course)
- Add Audio to a Presentation in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Add Audio to a Presentation in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Add Graphics to Messages in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Add Graphics to Messages in Microsoft® Outlook® 2016 (1 min Online Course)
- Add Headers and Footers in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Add Headers and Footers in Microsoft® PowerPoint® 2016 (4 min Online Course)
- Add Information to Page Headers and Footers in Microsoft® Word 2016 - eTip (self-paced eTips)
- Add Information to Page Headers and Footers in Microsoft® Word 2016 (4 min Online Course)
- Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2016 (1 min Online Course)
- Add Style to Images in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Add Style to Images in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Add Style to Images in Microsoft® Word 2016 - eTip (self-paced eTips)
- Add Style to Images in Microsoft® Word 2016 (2 min Online Course)
- Add Video to a Presentation in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Add Voting and Tracking Options to an Email in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Add Voting and Tracking Options to an Email in Microsoft® Outlook® 2016 (3 min Online Course)
- Add, Respond to, and Delete Reviewer Comments in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Add, Respond to, and Delete Reviewer Comments in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2016 - eTip (self-paced eTips)
- Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2016 (1 min Online Course)
- Adjust Document Margins in Microsoft® Word 2016 - eTip (self-paced eTips)
- Adjust Document Margins in Microsoft® Word 2016 (2 min Online Course)
- Adjust Line and Paragraph Spacing in Microsoft® Word 2016 - eTip (self-paced eTips)
- Adjust Line and Paragraph Spacing in Microsoft® Word 2016 (2 min Online Course)
- Adjust Row Height and Column Width in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Adjust Row Height and Column Width in Microsoft® Excel® 2016 (1 min Online Course)
- Adjust Slide Size in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Adjust Slide Size in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Adjust Text Alignment and Tabs in Microsoft® Word 2016 - eTip (self-paced eTips)
- Adjust Text Alignment and Tabs in Microsoft® Word 2016 (2 min Online Course)
- Aggregate Query Data in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Aggregate Query Data in Microsoft® Access® 2016 (1 min Online Course)
- Animate a Chart in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Animate a Chart in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Animate a SmartArt Graphic in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Animate a SmartArt Graphic in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Animate Text and Images in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Animate Text and Images in Microsoft® PowerPoint® 2016 (4 min Online Course)
- Apply a Consistent Look and Feel to a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Apply a Consistent Look and Feel to a Document in Microsoft® Word 2016 (1 min Online Course)
- Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Apply a Follow Up Flag to an Item in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Apply a Follow Up Flag to an Item in Microsoft® Outlook® 2016 (1 min Online Course)
- Apply a Watermark to a Page in Microsoft® Word 2016 - eTip (self-paced eTips)
- Apply a Watermark to a Page in Microsoft® Word 2016 (3 min Online Course)
- Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016 (1 min Online Course)
- Apply Borders and Shading to Text or a Page in Microsoft® Word 2016 - eTip (self-paced eTips)
- Apply Borders and Shading to Text or a Page in Microsoft® Word 2016 (4 min Online Course)
- Apply Filters in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Apply Filters in Microsoft® Access® 2016 (3 min Online Course)
- Apply Password Security to a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Apply Password Security to a Document in Microsoft® Word 2016 (1 min Online Course)
- Apply Simple Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Apply Simple Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016 (1 min Online Course)
- Apply Styles to Text in Microsoft® Word 2016 - eTip (self-paced eTips)
- Apply Styles to Text in Microsoft® Word 2016 (1 min Online Course)
- Archive Old Data with AutoArchive in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Archive Old Data with AutoArchive in Microsoft® Outlook® 2016 (2 min Online Course)
- Arrange Images Around Text in Microsoft® Word 2016 - eTip (self-paced eTips)
- Arrange Images Around Text in Microsoft® Word 2016 (1 min Online Course)
- Arrange Text in Columns in Microsoft® Word 2016 - eTip (self-paced eTips)
- Arrange Text in Columns in Microsoft® Word 2016 (1 min Online Course)
- Assign a Primary Key in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Assign a Task to Another Outlook® User in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Assign a Task to Another Outlook® User in Microsoft® Outlook® 2016 (2 min Online Course)
- Attach a File to Your Message in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Attach a File to Your Message in Microsoft® Outlook® 2016 (2 min Online Course)
- Bookmark Groups of Cells for Easy Reference in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Bookmark Groups of Cells for Easy Reference in Microsoft® Excel® 2016 (1 min Online Course)
- Browse Text and Objects in Your Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Browse Text and Objects in Your Document in Microsoft® Word 2016 (2 min Online Course)



- Business Process Modeling with ConceptDraw® Business Process Diagrams Solution (2 min Video Without Quiz)
- Calculate Percentages in a PivotTable in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Calculate Percentages in a PivotTable in Microsoft® Excel® 2016 (1 min Online Course)
- Calculate the Difference Between Two Times in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Calculate the Difference Between Two Times in Microsoft® Excel® 2016 (1 min Online Course)
- Categorize Items in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Categorize Items in Microsoft® Outlook® 2016 (2 min Online Course)
- Change a Field's Name and Properties in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Change a Field's Name and Properties in Microsoft® Access® 2016 (2 min Online Course)
- Change Data Field Type in a Table in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Change Data Field Type in a Table in Microsoft® Access® 2016 (1 min Online Course)
- Change Field Properties in a Query in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Change Field Properties in a Query in Microsoft® Access® 2016 (2 min Online Course)
- Change How Content Is Displayed in Microsoft® Word 2016 - eTip (self-paced eTips)
- Change How Content Is Displayed in Microsoft® Word 2016 (1 min Online Course)
- Change How Data Is Displayed in a PivotTable in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Change How Data Is Displayed in a PivotTable in Microsoft® Excel® 2016 (1 min Online Course)
- Change Tab Order in a Form in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Change Tab Order in a Form in Microsoft® Access® 2016 (2 min Online Course)
- Change the Background in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Change the Background in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Change the Color of a Note in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Change the Color of a Note in Microsoft® Outlook® 2016 (1 min Online Course)
- Change the Default Calendar Settings in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Change the Default Calendar Settings in Microsoft® Outlook® 2016 (1 min Online Course)
- Change the Default Task Options in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Change the Default Task Options in Microsoft® Outlook® 2016 (1 min Online Course)
- Change Your Default Email Settings in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Check to See if Entered Data Is in the Right Format in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Check to See if Entered Data is in the Right Format in Microsoft® Excel® 2016 (2 min Online Course)
- Choose a File Format When Saving a Workbook in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Choose a File Format When Saving a Workbook in Microsoft® Excel® 2016 (1 min Online Course)
- Choose What Is Transferred When You Cut/Copy and Paste in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Choose What Is Transferred When You Cut/Copy and Paste in Microsoft® Excel® 2016 (1 min Online Course)
- Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2016 (1 min Online Course)
- Cite Sources in a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Cite Sources in a Document in Microsoft® Word 2016 (1 min Online Course)
- Clean Clutter Out of Your Inbox in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Clean Clutter Out of Your Inbox in Microsoft® Outlook® 2016 (2 min Online Course)
- Communicate with a Contact Group in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Communicate with a Contact Group in Microsoft® Outlook® 2016 (2 min Online Course)
- Compare and Combine Presentations in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Compare Two Tables and Search for Differences in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Compare Two Tables and Search for Differences in Microsoft® Access® 2016 (2 min Online Course)
- Comparing and Combining Presentations in Microsoft® PowerPoint® 2016 (3 min Online Course)
- ConceptDraw® PROJECT v6 Video Lessons (Beginner Level) (10 min Video Without Quiz)
- ConceptDraw® PROJECT v6 Video Lessons for Mac® (Beginner Level) (10 min Video Without Quiz)
- Connect to a SharePoint List in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Connect to External Data in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Connect to External Data in Microsoft® Access® 2016 (1 min Online Course)
- Convert Text to Numbers in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Convert Text to Numbers in Microsoft® Excel® 2016 (1 min Online Course)
- Copy a Formula to Multiple Cells in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Copy a Formula to Multiple Cells in Microsoft® Excel® 2016 (1 min Online Course)
- Copy Styles to Other Workbooks in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Copy Styles to Other Workbooks in Microsoft® Excel® 2016 (1 min Online Course)
- Count the Number of Work Days Between Two Dates in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Count the Number of Work Days Between Two Dates in Microsoft® Excel® 2016 (1 min Online Course)
- Create a Calculated Field in a Form in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Calculated Field in a Report in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Calculated Field in a Report in Microsoft® Access® 2016 (3 min Online Course)
- Create a Calculated Field in a Table in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Calculated Field in a Table in Microsoft® Access® 2016 (2 min Online Course)
- Create a Calculation in a Query Field in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Calculation in a Query Field in Microsoft® Access® 2016 (2 min Online Course)
- Create a Calendar Group in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create a Calendar Group in Microsoft® Outlook® 2016 (3 min Online Course)
- Create a Crosstab Query in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Crosstab Query in Microsoft® Access® 2016 (2 min Online Course)
- Create a Custom Electronic Business Card in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create a Custom Electronic Business Card in Microsoft® Outlook® 2016 (1 min Online Course)
- Create a Custom Shape in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create a Custom Shape in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Create a Custom Theme in a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create a Custom Theme in a Document in Microsoft® Word 2016 (4 min Online Course)
- Create a Custom Theme in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create a Custom Theme in Microsoft® PowerPoint® 2016 (5 min Online Course)
- Create a Data Macro in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Data Macro in Microsoft® Access® 2016 (2 min Online Course)
- Create a Field for Pictures, Files, or Hyperlinks in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Field for Pictures, Files, or Hyperlinks in Microsoft® Access® 2016 (2 min Online Course)
- Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016 NEW! - eTip (self-paced eTips)
- Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016 NEW! (1 min Online Course)
- Create a Form with Fillable Fields in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create a Form with Fillable Fields in Microsoft® Word 2016 (1 min Online Course)
- Create a Form with Form Wizard in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Form with Form Wizard in Microsoft® Access® 2016 (3 min Online Course)
- Create a Grouped Report in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Grouped Report in Microsoft® Access® 2016 (2 min Online Course)
- Create a List of All Illustrations in a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create a List of All Illustrations in a Document in Microsoft® Word 2016 (1 min Online Course)
- Create a Lookup Field in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Lookup Field in Microsoft® Access® 2016 (4 min Online Course)



- Create a Mailing Labels Report in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Mailing Labels Report in Microsoft® Access® 2016 (3 min Online Course)
- Create a Navigation Form to Simplify Database Use in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Navigation Form to Simplify Database Use in Microsoft® Access® 2016 (2 min Online Course)
- Create a New Calendar in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create a New Contacts Folder in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create a New Contacts Folder in Microsoft® Outlook® 2016 (3 min Online Course)
- Create a New Email Folder in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create a New Email Folder in Microsoft® Outlook® 2016 (2 min Online Course)
- Create a New Email Message in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create a New Email Message in Microsoft® Outlook® 2016 (1 min Online Course)
- Create a New Expression Using the Expression Builder in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a New Expression Using the Expression Builder in Microsoft® Access® 2016 (2 min Online Course)
- Create a New Note in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create a New Note in Microsoft® Outlook® 2016 (1 min Online Course)
- Create a New Query in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a New Query in Microsoft® Access® 2016 (2 min Online Course)
- Create a New Relationship in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a New Relationship in Microsoft® Access® 2016 (5 min Online Course)
- Create a New Table from a Query in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a New Table from a Query in Microsoft® Access® 2016 (1 min Online Course)
- Create a New Table in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a New Table in Microsoft® Access® 2016 (3 min Online Course)
- Create a New Task in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create a New Task in Microsoft® Outlook® 2016 (4 min Online Course)
- Create a Personalized Signature in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create a Personalized Signature in Microsoft® Outlook® 2016 (2 min Online Course)
- Create a Photo Album in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create a Photo Album in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Create a PivotChart in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Create a PivotChart in Microsoft® Excel® 2016 (1 min Online Course)
- Create a PivotTable Calculated Field Excel® 2016 - eTip (self-paced eTips)
- Create a PivotTable Calculated Field in Excel® 2016 (1 min Online Course)
- Create a PivotTable Calculated Item in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Create a PivotTable Calculated Item in Microsoft® Excel® 2016 (1 min Online Course)
- Create a PivotTable from Multiple Sheets in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Create a PivotTable from Multiple Sheets in Microsoft® Excel® 2016 (3 min Online Course)
- Create a PivotTable in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Create a PivotTable in Microsoft® Excel® 2016 (1 min Online Course)
- Create a PowerPoint® Presentation from a Word Document in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create a PowerPoint® Presentation from a Word Document in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Create a PowerPoint® Presentation from a Word Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create a PowerPoint® Presentation from a Word Document in Microsoft® Word 2016 (1 min Online Course)
- Create a Query from More than One Table in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Query from More than One Table in Microsoft® Access® 2016 (1 min Online Course)
- Create a Query that Prompts Users for Search Criteria in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Query that Prompts Users for Search Criteria in Microsoft® Access® 2016 (4 min Online Course)
- Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016 (1 min Online Course)
- Create a Query that Searches for Records within a Date Range in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Query that Searches for Records within a Date Range in Microsoft® Access® 2016 (3 min Online Course)
- Create a Query Using Yes/No Fields in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Query Using Yes/No Fields in Microsoft® Access® 2016 (1 min Online Course)
- Create a Self-Running Show in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create a Self-Running Show in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Create a Slide Transition in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create a Slide Transition in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Create a Table of Authorities in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create a Table of Authorities in Microsoft® Word 2016 (1 min Online Course)
- Create a Table of Contents in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create a Table of Contents in Microsoft® Word 2016 (2 min Online Course)
- Create a User Interface (UI) Macro in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a User Interface (UI) Macro in Microsoft® Access® 2016 (3 min Online Course)
- Create a Yes/No Field in a Table in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create a Yes/No Field in a Table in Microsoft® Access® 2016 (1 min Online Course)
- Create an Appointment in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create an Appointment in Microsoft® Outlook® 2016 (2 min Online Course)
- Create an Index in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create an Index in Microsoft® Word 2016 (2 min Online Course)
- Create an Input Mask for Easier Data Entry in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create an Input Mask for Easier Data Entry in Microsoft® Access® 2016 (4 min Online Course)
- Create an Interactive Activity in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create an Interactive Activity in Microsoft® PowerPoint® 2016 (6 min Online Course)
- Create and Manage a Contact Group in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create and Manage a Contact Group in Microsoft® Outlook® 2016 (3 min Online Course)
- Create and Manage Quick Steps in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create and Manage Quick Steps in Microsoft® Outlook® 2016 (3 min Online Course)
- Create and Manage Rules in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Create and Manage Rules in Microsoft® Outlook® 2016 (3 min Online Course)
- Create and Print Handouts in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create and Print Handouts in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Create and Re-Name a Table in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Create and Re-Name a Table in Microsoft® Excel® 2016 (1 min Online Course)
- Create and Run a Report in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create and Run a Report in Microsoft® Access® 2016 (5 min Online Course)
- Create and Use List Boxes in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create and Use List Boxes in Microsoft® Access® 2016 (3 min Online Course)
- Create Charts and Graphs in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create Charts and Graphs in Microsoft® Access® 2016 (3 min Online Course)
- Create Custom Layouts in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create Custom Layouts in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2016 (1 min Online Course)
- Create Forms Quickly with AutoForm in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create Forms Quickly with AutoForm in Microsoft® Access® 2016 (1 min Online Course)
- Create Motion Path Animations in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Create Rules to Control Data Entry in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Create Rules to Control Data Entry in Microsoft® Access® 2016 (3 min Online Course)





- Create Templates in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create Templates in Microsoft® Word 2016 (1 min Online Course)
- Create Your Own Fillable List of Items in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Create Your Own Style or Format in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Create Your Own Style or Format in Microsoft® Excel® 2016 (1 min Online Course)
- Create Your Own Styles and Style Sets in Microsoft® Word 2016 - eTip (self-paced eTips)
- Create Your Own Styles and Style Sets in Microsoft® Word 2016 (4 min Online Course)
- Crop and Resize Images in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Crop and Resize Images in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Crop, Resize, or Rotate an Image in Microsoft® Word 2016 - eTip (self-paced eTips)
- Crop, Resize, or Rotate an Image in Microsoft® Word 2016 (2 min Online Course)
- Customize and Manage Views in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Customize and Manage Views in Microsoft® Outlook® 2016 (4 min Online Course)
- Customize Form Headers in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Customize Form Headers in Microsoft® Access® 2016 (3 min Online Course)
- Customize Spellcheck and Grammar Check Options in Microsoft® Word 2016 - eTip (self-paced eTips)
- Customize Spellcheck and Grammar Check Options in Microsoft® Word 2016 (1 min Online Course)
- Customize the Quick Access Toolbar and Status Bar in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Customize the Quick Access Toolbar and Status Bar in Microsoft® PowerPoint® 2016 (10 min Online Course)
- Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2016 - eTip (self-paced eTips)
- Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2016 (3 min Online Course)
- Customize the Quick Access Toolbar in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Customize the Quick Access Toolbar in Microsoft® Excel® 2016 (2 min Online Course)
- Customize the Ribbon in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Customize the Ribbon in Microsoft® Excel® 2016 (1 min Online Course)
- Customize the Ribbon in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Customize the Ribbon in Microsoft® Outlook® 2016 (1 min Online Course)
- Customize the Ribbon in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Customize the Ribbon in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Customize the Ribbon in Microsoft® Word 2016 - eTip (self-paced eTips)
- Customize the Ribbon in Microsoft® Word 2016 (1 min Online Course)
- Customize Your Excel Environment in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Customize Your Excel Environment in Microsoft® Excel® 2016 (1 min Online Course)
- Customize Your PowerPoint Environment in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Customize Your PowerPoint Environment in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Customize Your Presentation in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Customize Your Presentations in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Customize Your Sparklines in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Customize Your Sparklines in Microsoft® Excel® 2016 (1 min Online Course)
- Customize Your Word Environment in Microsoft® Word 2016 - eTip (self-paced eTips)
- Customize Your Word Environment in Microsoft® Word 2016 (1 min Online Course)
- Define Shortcut Keys in Microsoft® Word 2016 - eTip (self-paced eTips)
- Define Shortcut Keys in Microsoft® Word 2016 (3 min Online Course)
- Deliver a Presentation over the Internet in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Deliver a Presentation over the Internet in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2016 (1 min Online Course)
- Divide Documents into Sections in Microsoft® Word 2016 - eTip (self-paced eTips)
- Divide Documents into Sections in Microsoft® Word 2016 (1 min Online Course)
- Document a Database in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Document a Database in Microsoft® Access® 2016 (1 min Online Course)
- Download ConceptDraw® - Windows® (2 min Video Without Quiz)
- Download ConceptDraw® Mac® (3 min Video Without Quiz)
- Draw Math Equations Now! in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Draw Math Equations Now! in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Dreamweaver® CS5: Advanced (self-paced eBook)
- Dreamweaver® CS5: Basic (self-paced eBook)
- Dreamweaver® CS6: Advanced (self-paced eBook)
- Dreamweaver® CS6: Basic (self-paced eBook)
- Edit an Image's Colors in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Edit an Image's Colors in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Edit an Image's Colors in Microsoft® Word 2016 - eTip (self-paced eTips)
- Edit an Image's Colors in Microsoft® Word 2016 (2 min Online Course)
- Edit Grouping, Sorting, and Total Options in Reports in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Edit Grouping, Sorting, and Total Options in Reports in Microsoft® Access® 2016 (1 min Online Course)
- Excel - Power Functions: Lesson 6 - INDEX MATCH (6 min Video Without Quiz)
- Export Data to Excel in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Export Data to Excel in Microsoft® Access® 2016 (3 min Online Course)
- Filter Data On the Fly With Slicers in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Filter Data On the Fly With Slicers in Microsoft® Excel® 2016 (1 min Online Course)
- Filter Junk Mail Out of Your Inbox in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Filter Junk Mail Out of Your Inbox in Microsoft® Outlook® 2016 (1 min Online Course)
- Find a Value from Another Table in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Find a Value from Another Table in Microsoft® Excel® 2016 (2 min Online Course)
- Find and Replace Data in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Find and Replace Data in Microsoft® Access® 2016 (2 min Online Course)
- Find Formulas, Functions, and Cells Connected to a Cell in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Find Formulas, Functions, and Cells Connected to a Cell in Microsoft® Excel® 2016 (1 min Online Course)
- Find the Tab that Allows Access to Macros and VBA in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Find the Tab that Allows Access to Macros and VBA in Microsoft® Excel® 2016 (1 min Online Course)
- Find Variables in a Formula to Get a Specific Result in Microsoft® Excel® 2016 (1 min Online Course)
- Find Variables in a Formula to Get a Specific Result in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Format Cells with Flash Fill in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Format Cells with Flash Fill in Microsoft® Excel® 2016 (1 min Online Course)
- Format Charts and Graphs in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Format Charts and Graphs in Microsoft® Access® 2016 (2 min Online Course)
- Format Table Layout in Microsoft® Word 2016 - eTip (self-paced eTips)
- Format Table Layout in Microsoft® Word 2016 (5 min Online Course)
- Format Table Text, Borders, and Shading in Microsoft® Word 2016 - eTip (self-paced eTips)
- Format Table Text, Borders, and Shading in Microsoft® Word 2016 (4 min Online Course)
- Format Text in Messages in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Format Text in Messages in Microsoft® Outlook® 2016 (1 min Online Course)
- Format Text in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Format Text in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Format Your Text in Microsoft® Word 2016 - eTip (self-paced eTips)
- Format Your Text in Microsoft® Word 2016 (2 min Online Course)
- Forward a Contact in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Forward Contact Information in Microsoft® Outlook® 2016 (1 min Online Course)
- Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2016 (1 min Online Course)
- Global Vehicular Network (1 min Video Without Quiz)
- Group Data Within a PivotTable in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Group Data Within a PivotTable in Microsoft® Excel® 2016 (2 min Online Course)
- Group Your Presentation Into Sections in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Group Your Presentation Into Sections in Microsoft® PowerPoint® 2016 (2 min Online Course)



- Hide and Unhide Columns and Rows in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Hide and Unhide Columns and Rows in Microsoft® Excel® 2016 (1 min Online Course)
- Highlight Cells Based on Specific Criteria in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Highlight Cells Based on Specific Criteria in Microsoft® Excel® 2016 (1 min Online Course)
- How to Connect a Social Media Flowchart with Action Mind Maps (1 min Video Without Quiz)
- How to Connect Dashboard with Data (1 min Video Without Quiz)
- How to Create Different UML Diagrams (3 min Video Without Quiz)
- How to Draw Business Process Diagrams with RapidDraw Interface (1 min Video Without Quiz)
- How to Exchange ConceptDraw® MINDMAP Files with Mindjet MindManager (1 min Video Without Quiz)
- How to Import Mind Maps from FreeMind (1 min Video Without Quiz)
- How to Import Mind Maps from XMind (1 min Video Without Quiz)
- How to Make a Mind Map Presentation from a MS PowerPoint® Presentation (2 min Video Without Quiz)
- How to Make UML Diagrams (2 min Video Without Quiz)
- How to Present a Social Media Response Plan to Your Team (1 min Video Without Quiz)
- How to Use the Online Store (1 min Video Without Quiz)
- Identify the Difference Between Two Documents in Microsoft® Word 2016 - eTip (self-paced eTips)
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- Illustrator® CS5: Advanced (self-paced eBook)
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- Import Data from an Excel Spreadsheet in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Import Data from an Excel® Spreadsheet in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Import Data from an Excel® Spreadsheet into a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Import Data from an Excel® Spreadsheet into a Document in Microsoft® Word 2016 (1 min Online Course)
- Import Data from Excel® in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Import Data from Excel® in Microsoft® Access® 2016 (4 min Online Course)
- InDesign® CS5: Advanced (self-paced eBook)
- InDesign® CS5: Basic (self-paced eBook)
- InDesign® CS5: Production (self-paced eBook)
- InDesign® CS6: Advanced (self-paced eBook)
- InDesign® CS6: Basic (self-paced eBook)
- InDesign® CS6: Intermediate (self-paced eBook)
- Insert a Basic Formula in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Insert a Basic Formula in Microsoft® Excel® 2016 (1 min Online Course)
- Insert a Basic Function in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Insert a Basic Function in Microsoft® Excel® 2016 (1 min Online Course)
- Insert a Chart in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Insert a Chart in Microsoft® Excel® 2016 (1 min Online Course)
- Insert a Chart in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Insert a Chart in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Insert a Footnote or Endnote in Microsoft® Word 2016 - eTip (self-paced eTips)
- Insert a Footnote or Endnote in Microsoft® Word 2016 (1 min Online Course)
- Insert a Hyperlink in Microsoft® Word 2016 - eTip (self-paced eTips)
- Insert a Hyperlink in Microsoft® Word 2016 (1 min Online Course)
- Insert a Hyperlink into a Presentation in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Insert a Hyperlink into a Presentation in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Insert a Numbered or Bulleted List in Microsoft® Word 2016 - eTip (self-paced eTips)
- Insert a Numbered or Bulleted List in Microsoft® Word 2016 (4 min Online Course)
- Insert a Picture in Microsoft® Word 2016 - eTip (self-paced eTips)
- Insert a Picture in Microsoft® Word 2016 (2 min Online Course)
- Insert a Shape in Microsoft® Word 2016 - eTip (self-paced eTips)
- Insert a Shape in Microsoft® Word 2016 (2 min Online Course)
- Insert a SmartArt Graphic in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Insert a SmartArt Graphic in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Insert and Customize WordArt in Microsoft® Word 2016 - eTip (self-paced eTips)
- Insert and Customize WordArt in Microsoft® Word 2016 (2 min Online Course)
- Insert and Manage Slides in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
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- Insert and Manage Stored Document Components in Microsoft® Word 2016 - eTip (self-paced eTips)
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- Insert and Modify Shapes in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
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- Insert Manual Page Breaks in Microsoft® Word 2016 - eTip (self-paced eTips)
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- Insert Subtotals in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Insert Subtotals in Microsoft® Excel® 2016 (1 min Online Course)
- Insert Text Box in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
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- Introduction to Artificial Intelligence: Using ChatGPT at Work (3 min Video Without Quiz)
- Introduction to Artificial Intelligence: Using ChatGPT Effectively (3 min Video Without Quiz)
- Introduction to Personal Computers, Windows® 7 Edition (self-paced eBook)
- Link to Excel® with Copy and Paste in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Link to Excel® with Copy and Paste in Microsoft® Access® 2016 (1 min Online Course)
- Link Worksheets Together in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Link Worksheets Together in Microsoft® Excel® 2016 (1 min Online Course)
- Local Vehicular Network (1 min Video Without Quiz)
- Locate and Substitute Words, Formatting Terms, and Objects in a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Locate and Substitute Words, Formatting Terms, and Objects in a Document in Microsoft® Word 2016 (2 min Online Course)
- Make Your Own Theme in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Make Your Own Theme in Microsoft® Excel® 2016 (1 min Online Course)
- Mark Document Locations in Microsoft® Word 2016 - eTip (self-paced eTips)
- Mark Document Locations in Microsoft® Word 2016 (1 min Online Course)
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- Mastering PowerPoint 2019 - Basics - Online Feature Review (5 min Video Without Quiz)
- Mastering PowerPoint 2019 - Basics - PowerPoint Online (7 min Video Without Quiz)
- Mastering PowerPoint 2019 - Basics - Viewing and Navigating Online (6 min Video Without Quiz)
- Merge and Unmerge Cells in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Merge and Unmerge Cells in Microsoft® Excel® 2016 (1 min Online Course)
- Microsoft 365 Admin Tips and Tricks: Lesson 2 - Navigating the Admin Center (3 min Video Without Quiz)
- Microsoft Excel 365: Apply Cell Styles (5 min Video With Quiz)
- Microsoft Excel 365: Apply Conditional Formatting (5 min Video With Quiz)
- Microsoft Excel 365: Apply Data Validation (5 min Video With Quiz)
- Microsoft Excel 365: Apply Graphics to Cells (5 min Video With Quiz)
- Microsoft Excel 365: Convert Text to Columns and FlashFill (5 min Video With Quiz)
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- Microsoft Excel 365: Create Calculated Fields and Calculated Items in a PivotTable (5 min Video With Quiz)
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- Microsoft Excel 365: Index and Match Functions (4 min Video With Quiz)
- Microsoft Excel 365: Insert and Modify a Chart (5 min Video With Quiz)
- Microsoft Excel 365: Insert Formulas (5 min Video With Quiz)
- Microsoft Excel 365: Insert Functions (5 min Video With Quiz)
- Microsoft Excel 365: Logic Functions (7 min Video With Quiz)
- Microsoft Excel 365: Lookup Functions (4 min Video With Quiz)
- Microsoft Excel 365: Math Functions (5 min Video With Quiz)
- Microsoft Excel 365: Named Cells and Ranges (5 min Video With Quiz)
- Microsoft Excel 365: Nested Functions (5 min Video With Quiz)
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- Microsoft Excel 365: Trace Cell Relationships (5 min Video With Quiz)
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- Microsoft Excel 365: Useful Functions (5 min Video With Quiz)
- Microsoft Excel 365: Useful Functions for Analyzing Data (5 min Video With Quiz)
- Microsoft Forms 365: Create and Preview Your Form (4 min Video With Quiz)
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- Microsoft OneDrive 365: Manage Access (3 min Video With Quiz)
- Microsoft OneDrive 365: Manage Files and Folders (3 min Video With Quiz)
- Microsoft OneDrive 365: Move Files and Folders (3 min Video With Quiz)
- Microsoft OneDrive 365: Navigate the User Interface (3 min Video With Quiz)
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- Microsoft Outlook 365: Navigating Calendar Views (3 min Video With Quiz)
- Microsoft Outlook 365: Organize Mail in Folders (3 min Video With Quiz)
- Microsoft Outlook 365: Setting and Managing Appointments (3 min Video With Quiz)
- Microsoft Outlook 365: Share Contacts (3 min Video With Quiz)
- Microsoft Outlook 365: Sort & Group Emails (4 min Video With Quiz)
- Microsoft Outlook 365: Using Contact Groups and Address Books (3 min Video With Quiz)
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- Microsoft Planner 365: View Progress and Get Updates (3 min Video With Quiz)
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- Microsoft PowerPoint 365: Insert and Place Images (4 min Video With Quiz)
- Microsoft PowerPoint 365: Insert Hyperlinks and Action Buttons (4 min Video With Quiz)
- Microsoft PowerPoint 365: Insert Objects (4 min Video With Quiz)
- Microsoft PowerPoint 365: Manage Windows and Views (5 min Video With Quiz)
- Microsoft PowerPoint 365: Modify Images (5 min Video With Quiz)
- Microsoft PowerPoint 365: Motion Path Animations (4 min Video With Quiz)
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- Microsoft PowerPoint 365: Package Your Presentation for Sharing (5 min Video With Quiz)
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- Microsoft PowerPoint 365: Trim media, Set Media Bookmarks and Triggers (4 min Video With Quiz)
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- Microsoft SharePoint 365: Sign in and Navigate the User Interface (3 min Video With Quiz)
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- Microsoft Word 365: Apply Quick Styles to Text (4 min Video With Quiz)
- Microsoft Word 365: Basic Find & Replace (5 min Video With Quiz)
- Microsoft Word 365: Change How Content is Displayed (5 min Video With Quiz)
- Microsoft Word 365: Compare and Combine Documents (4 min Video With Quiz)
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- Microsoft Word 365: Create and Save a New Document (5 min Video With Quiz)
- Microsoft Word 365: Create and Save a Template (4 min Video With Quiz)
- Microsoft Word 365: Create Personalized Documents (4 min Video With Quiz)
- Microsoft Word 365: Create Personalized Mailing Labels (4 min Video With Quiz)
- Microsoft Word 365: Customize Spell and Grammar Check Options (5 min Video With Quiz)
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- Microsoft Word 365: Format Page Background (4 min Video With Quiz)



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- Microsoft Word 365: Insert and Format Shapes (5 min Video With Quiz)
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- Microsoft Word 365: Insert Objects (4 min Video With Quiz)
- Microsoft Word 365: Insert Page Numbers (2 min Video With Quiz)
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- Microsoft Word 365: Insert Text Boxes and Word Art (5 min Video With Quiz)
- Microsoft Word 365: Layout Your Content (4 min Video With Quiz)
- Microsoft Word 365: Modify an Image (5 min Video With Quiz)
- Microsoft Word 365: Print and Distribute Your Document (4 min Video With Quiz)
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- Microsoft Word 365: Style and Format Tables (5 min Video With Quiz)
- Microsoft Word 365: Track and Manage Document Changes (4 min Video With Quiz)
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- Microsoft® Project 2010 Basic (self-paced eBook)
- Microsoft® Publisher 2007 Advanced (self-paced eBook)
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- Microsoft® Teams 365: Add Files and Use the Files Tab in Chats and Channels (4 min Video With Quiz)
- Microsoft® Teams 365: Add, Remove, and Manage Team Members (4 min Video With Quiz)
- Microsoft® Teams 365: Advanced Posting Techniques (2 min Video With Quiz)
- Microsoft® Teams 365: Best Practices for Efficient Teams Conversations (4 min Video With Quiz)
- Microsoft® Teams 365: Best Practices for Setting Up Your Teams and Channels (4 min Video With Quiz)
- Microsoft® Teams 365: Create and Manage Channels (5 min Video With Quiz)
- Microsoft® Teams 365: Create and Manage Teams (4 min Video With Quiz)
- Microsoft® Teams 365: Creating Breakout Rooms and Assigning Participants (5 min Video With Quiz)

- Microsoft® Teams 365: Customize the User Interface (4 min Video With Quiz)
- Microsoft® Teams 365: Customize Your Settings (4 min Video With Quiz)
- Microsoft® Teams 365: Document Collaboration and Co-Creation in Teams (5 min Video With Quiz)
- Microsoft® Teams 365: Filter and Search Features (4 min Video With Quiz)
- Microsoft® Teams 365: Formatting Conversations (3 min Video With Quiz)
- Microsoft® Teams 365: How and Why to Use a Teams Wiki (4 min Video With Quiz)
- Microsoft® Teams 365: Initiate and Accept a Call (4 min Video With Quiz)
- Microsoft® Teams 365: Introduction to the Calendar View (4 min Video With Quiz)
- Microsoft® Teams 365: Introduction to the Chat View (5 min Video With Quiz)
- Microsoft® Teams 365: Introduction to the Files View (4 min Video With Quiz)
- Microsoft® Teams 365: Join a Meeting (5 min Video With Quiz)
- Microsoft® Teams 365: Join a Team (User Perspective) (3 min Video With Quiz)
- Microsoft® Teams 365: Keyboard and Search Shortcuts (4 min Video With Quiz)
- Microsoft® Teams 365: Launching and Joining Breakout Rooms (5 min Video With Quiz)
- Microsoft® Teams 365: Leading a Team Meeting - Meeting Roles and Member Management (5 min Video With Quiz)
- Microsoft® Teams 365: Manage Calls and Voicemails (3 min Video With Quiz)
- Microsoft® Teams 365: Overview of the User Interface (6 min Video With Quiz)
- Microsoft® Teams 365: Posting in Channels (4 min Video With Quiz)
- Microsoft® Teams 365: Recording a Meeting, Meeting Notes, and Files (5 min Video With Quiz)
- Microsoft® Teams 365: Schedule and Initiate a Meeting (4 min Video With Quiz)
- Microsoft® Teams 365: Share Content During a Meeting (4 min Video With Quiz)
- Microsoft® Teams 365: Video Meeting Basics (5 min Video With Quiz)
- Microsoft® Visio® 2010 Advanced (self-paced eBook)
- Microsoft® Visio® 2010 Basic (self-paced eBook)
- Microsoft® Visio® Professional 2007 Advanced (self-paced eBook)
- Microsoft® Visio® Professional 2007 Basic (self-paced eBook)
- Microsoft® Windows® 7 Advanced (self-paced eBook)
- Microsoft® Windows® 7 Basic (self-paced eBook)
- Microsoft® Windows® 7 New Features (self-paced eBook)
- Microsoft® Windows® 8 (self-paced eBook)
- Microsoft® Word 2007 Advanced (self-paced eBook)
- Microsoft® Word 2007 Basic (self-paced eBook)
- Microsoft® Word 2007 Intermediate (self-paced eBook)
- Microsoft® Word 2007 VBA Programming (self-paced eBook)
- Microsoft® Word 2010 Advanced (self-paced eBook)
- Microsoft® Word 2010 Basic (self-paced eBook)
- Microsoft® Word 2010 Intermediate Training (self-paced eBook)
- Microsoft® Word 2013 Advanced Training (self-paced eBook)
- Microsoft® Word 2013 Basic Training (self-paced eBook)
- Microsoft® Word 2013 MOS Certification Comprehensive Vol 1 of 2 (self-paced eBook)
- Modify a Chart in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Modify a Chart in Microsoft® Excel® 2016 (1 min Online Course)



- Modify Delivery Date and Reply Settings in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Modify Delivery Date and Reply Settings in Microsoft® Outlook® 2016 (2 min Online Course)
- Monitor, Accept, and Reject Edits to a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Monitor, Accept, and Reject Edits to a Document in Microsoft® Word 2016 (1 min Online Course)
- Motion Path Animations in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Multi User License Management (2 min Video Without Quiz)
- Name a Cell for Use in Formulas and Functions in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Name a Cell for Use in Formulas and Functions in Microsoft® Excel® 2016 (1 min Online Course)
- Organizing and Selecting Social Media Response Messages (3 min Video Without Quiz)
- Package Your Presentation for CD in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Package Your Presentation for CD in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Page Setup in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Page Setup in Microsoft® Excel® 2016 (1 min Online Course)
- PageMaker® 7: Advanced (self-paced eBook)
- PageMaker® 7: Basic (self-paced eBook)
- PageMaker® 7: Intermediate (self-paced eBook)
- Perform Calculations in a Table in Microsoft® Word 2016 - eTip (self-paced eTips)
- Perform Calculations in a Table in Microsoft® Word 2016 (2 min Online Course)
- Personalize and Customize Documents in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Personalize and Customize Documents in Microsoft® Excel® 2016 (4 min Online Course)
- Personalize and Customize Documents in Microsoft® Word 2016 - eTip (self-paced eTips)
- Personalize and Customize Documents in Microsoft® Word 2016 (4 min Online Course)
- Photoshop® CS5: Advanced (self-paced eBook)
- Photoshop® CS5: Basic (self-paced eBook)
- Photoshop® CS5: Production (self-paced eBook)
- Photoshop® CS6: Advanced (self-paced eBook)
- Photoshop® CS6: Basic (self-paced eBook)
- Photoshop® CS6: Production (self-paced eBook)
- Play Your Slide Show in Presenter View in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Play Your Slide Show in Presenter View in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Power BI Essentials: Lesson 2 - Using Power BI (7 min Video Without Quiz)
- PowerPoint Translation Tools in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- PowerPoint Translation Tools in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Prepare Excel® Data for Use in Access in Microsoft® Access® 2016 (1 min Online Course)
- Prepare Excel® Data for Use in Access® in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Prepare Your Spreadsheet Data for Use in Access® in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Prepare Your Spreadsheet Data for Use in Access® in Microsoft® Excel® 2016 (1 min Online Course)
- Preview Animations in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Preview Animations in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Preview Query Results in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Preview Query Results in Microsoft® Access® 2016 (1 min Online Course)
- Print a Calendar in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Print a Calendar in Microsoft® Outlook® 2016 (1 min Online Course)
- Print Multiple Worksheets in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Print Multiple Worksheets in Microsoft® Excel® 2016 (1 min Online Course)
- Print to a Specific Number of Pages in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Print to a Specific Number of Pages in Microsoft® Excel® 2016 (1 min Online Course)
- Print Your Tasks in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Print Your Tasks in Microsoft® Outlook® 2016 (1 min Online Course)
- Proof Your Presentation with Spell Check and Thesaurus Tools in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Proof Your Presentation with Spell Check and Thesaurus Tools in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Protect Your Data in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Protect Your Data in Microsoft® Excel® 2016 (1 min Online Course)
- Pull Data from a Website or Network Location in Microsoft® Excel® 2016 NEW! - eTip (self-paced eTips)
- Pull Data from a Website or Network Location in Microsoft® Excel® 2016 NEW! (2 min Online Course)
- QuickBooks®: Apply a Late Fee to a Payment (3 min Video Without Quiz)
- QuickBooks®: Bank Reconciliation (7 min Video Without Quiz)
- QuickBooks®: Bank Reconciliation Discrepancy (2 min Video Without Quiz)
- QuickBooks®: Charts of Accounts (2 min Video Without Quiz)
- QuickBooks®: Class Tracking (2 min Video Without Quiz)
- QuickBooks®: Customize AR Forms (2 min Video Without Quiz)
- QuickBooks®: Edit and Merge Accounts (3 min Video Without Quiz)
- QuickBooks®: Edit Preference (10 min Video Without Quiz)
- QuickBooks®: Entering Bills (4 min Video Without Quiz)
- QuickBooks®: Entering Checks (4 min Video Without Quiz)
- QuickBooks®: Entering Credit Card Charges (4 min Video Without Quiz)
- QuickBooks®: Estimates (7 min Video Without Quiz)
- QuickBooks®: File Backup (3 min Video Without Quiz)
- QuickBooks®: Home Page Interface (6 min Video Without Quiz)
- QuickBooks®: How to Set Up New Company (4 min Video Without Quiz)
- QuickBooks®: Invoicing (5 min Video Without Quiz)
- QuickBooks®: Journal Entry (3 min Video Without Quiz)
- QuickBooks®: Loan Manager (4 min Video Without Quiz)
- QuickBooks®: Memorized Transactions (5 min Video Without Quiz)
- QuickBooks®: Mileage Tracking (2 min Video Without Quiz)
- QuickBooks®: New Asset Via Check Register (5 min Video Without Quiz)
- QuickBooks®: New Asset Via Journal Entry (5 min Video Without Quiz)
- QuickBooks®: Pay Bills (4 min Video Without Quiz)
- QuickBooks®: Pay Credit Card Bills (8 min Video Without Quiz)
- QuickBooks®: Receive Payments (7 min Video Without Quiz)
- QuickBooks®: Record Deposits (4 min Video Without Quiz)
- QuickBooks®: Sales Receipt vs Invoice (2 min Video Without Quiz)
- QuickBooks®: Sales Tax (4 min Video Without Quiz)
- QuickBooks®: Setting Up Jobs (2 min Video Without Quiz)
- QuickBooks®: Setting up Late Fees (6 min Video Without Quiz)
- QuickBooks®: Setting Up Users (5 min Video Without Quiz)
- QuickBooks®: Setting Up Vendors (9 min Video Without Quiz)
- QuickBooks®: Statements (6 min Video Without Quiz)
- QuickBooks®: Sub Accounts (3 min Video Without Quiz)
- Record a Macro in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Record a Macro in Microsoft® Excel® 2016 (4 min Online Course)
- Record a Narration in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Record a Narration in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Record and Play Back a Series of Actions in Microsoft® Word 2016 - eTip (self-paced eTips)
- Record and Play Back a Series of Actions in Microsoft® Word 2016 (2 min Online Course)
- Remove the Background from an Image in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Remove the Background from an Image in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Remove the Background from an Image in Microsoft® Word 2016 - eTip (self-paced eTips)
- Remove the Background from an Image in Microsoft® Word 2016 (3 min Online Course)
- Rename a Field in a Row in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Rename a Field in a Row in Microsoft® Access® 2016 (1 min Online Course)
- Rename a Query Field in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Rename a Query Field in Microsoft® Access® 2016 (2 min Online Course)
- Rename a Report Field in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Rename a Report Field in Microsoft® Access® 2016 (1 min Online Course)
- Require a Password for a Database in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Require a Password for a Database in Microsoft® Access® 2016 (1 min Online Course)
- Research a Topic with Smart Lookup New! in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Research a Topic with Smart Lookup New! in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Research a Topic with Smart Lookup NEW! in Microsoft® Word 2016 - eTip (self-paced eTips)
- Research a Topic with Smart Lookup NEW! in Microsoft® Word 2016 (1 min Online Course)
- Reuse Slides in a Presentation in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Reuse Slides in a Presentation in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Save a Document to the Appropriate File Format in Microsoft® Word 2016 - eTip (self-paced eTips)
- Save a Document to the Appropriate File Format in Microsoft® Word 2016 (1 min Online Course)
- Save a Presentation to the Appropriate File Format in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Save a Presentation to the Appropriate File Format in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Save a Presentation to Video in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)





- Save a Presentation to Video in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Save a Workbook as a Template in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Save a Workbook as a Template in Microsoft® Excel® 2016 (1 min Online Course)
- Save and Convert PDF in Microsoft® Word 2016 - eTip (self-paced eTips)
- Save and Convert PDF in Microsoft® Word 2016 (1 min Online Course)
- Save Your Document to OneDrive® in Microsoft® Word 2016 - eTip (self-paced eTips)
- Save Your Document to OneDrive® in Microsoft® Word 2016 (1 min Online Course)
- Save Your Presentation to OneDrive in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Save Your Presentation to OneDrive in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Save Your Workbook to OneDrive® in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Save Your Workbook to OneDrive® in Microsoft® Excel® 2016 (1 min Online Course)
- Schedule a Meeting in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Schedule a Meeting in Microsoft® Outlook® 2016 (4 min Online Course)
- Search Your Email Messages in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Search Your Email Messages in Microsoft® Outlook® 2016 (3 min Online Course)
- Select and Apply a Theme to Your Documents in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Select and Apply a Theme to Your Documents in Microsoft® Excel® 2016 (1 min Online Course)
- Send an Out of Office Reply in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Send an Out of Office Reply in Microsoft® Outlook® 2016 (2 min Online Course)
- Send Documents from Word in Microsoft® Word 2016 - eTip (self-paced eTips)
- Send Documents from Word in Microsoft® Word 2016 (1 min Online Course)
- Send Presentations from PowerPoint® in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Send Presentations from PowerPoint® in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Sending Documents from Excel in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Sending Documents from Excel in Microsoft® Excel® 2016 (1 min Online Course)
- Set a Recurring Appointment in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Set a Recurring Appointment in Microsoft® Outlook® 2016 (2 min Online Course)
- Set a Trigger on a Video or Audio Bookmark in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Set a Trigger on a Video or Audio Bookmark in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Set Properties for Content Controls in Microsoft® Word 2016 - eTip (self-paced eTips)
- Set Properties for Content Controls in Microsoft® Word 2016 (1 min Online Course)
- Set Up a Show in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Set Up Show in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)

- Set Up Your Outlook® Window Layout in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Set Up Your Outlook® Window Layout in Microsoft® Outlook® 2016 (3 min Online Course)
- Share a Calendar in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Share a Calendar in Microsoft® Outlook® 2016 (3 min Online Course)
- Sharing ConceptDraw MINDMAP™ Presentation Video on Facebook® (1 min Video Without Quiz)
- Sharing ConceptDraw MINDMAP™ Presentation Videos on Google+™ (1 min Video Without Quiz)
- Sharing ConceptDraw MINDMAP™ Presentation Videos on YouTube™ (1 min Video Without Quiz)
- Sharing Microsoft® PowerPoint® Presentation Created with ConceptDraw MINDMAP™ on Google Docs™ (1 min Video Without Quiz)
- Show in Favorites in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Show in Favorites in Microsoft® Outlook® 2016 (1 min Online Course)
- Sort and Group Email Messages in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Sort and Group Email Messages in Microsoft® Outlook® 2016 (1 min Online Course)
- Sort and Group Tasks in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Sort and Group Tasks in Microsoft® Outlook® 2016 (1 min Online Course)
- Sort Table and Query Data in Microsoft® Access® 2016 (3 min Online Course)
- Sort Table Data in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Stack and Group Images in a Document in Microsoft® Word 2016 - eTip (self-paced eTips)
- Stack and Group Images in a Document in Microsoft® Word 2016 (2 min Online Course)
- Stack and Group Objects in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Stack and Group Objects in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Troubleshoot Formula and Function Errors in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Troubleshoot Formula and Function Errors in Microsoft® Excel® 2016 (1 min Online Course)
- Update a Contact in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Update a Contact in Microsoft® Outlook® 2016 (2 min Online Course)
- Update Tasks and Send Status Reports in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Update Tasks and Send Status Reports in Microsoft® Outlook® 2016 (2 min Online Course)
- Use a Query to Append Table Data in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Use a Query to Append Table Data in Microsoft® Access® 2016 (2 min Online Course)
- Use Advanced Options for Filters in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Use Advanced Options for Filters in Microsoft® Access® 2016 (4 min Online Course)
- Use an Image as a Slide Background in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Use an Image as a Slide Background in Microsoft® PowerPoint® 2016 (1 min Online Course)
- Use AutoCorrect to Save Time and Correct Errors in Microsoft® Word 2016 - eTip (self-paced eTips)
- Use AutoCorrect to Save Time and Correct Errors in Microsoft® Word 2016 (1 min Online Course)

- Use AutoFill to Quickly Fill Cells from a List and Create Your Own Fillable List of Items in Microsoft® Excel® 2016 (1 min Online Course)
- Use AutoFill to Quickly Fill Cells from a List in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Use Conditional Functions in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Use Conditional Functions in Microsoft® Excel® 2016 (2 min Online Course)
- Use Data Filters in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Use Data Filters in Microsoft® Excel® 2016 (1 min Online Course)
- Use Data Variations to Create Scenarios in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Use Data Variations to Create Scenarios in Microsoft® Excel® 2016 (2 min Online Course)
- Use Find and Replace in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Use Find and Replace in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Use Graphics to Compare Cell Values in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Use Graphics to Compare Cell Values in Microsoft® Excel® 2016 (1 min Online Course)
- Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook® 2016 - eTip (self-paced eTips)
- Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook® 2016 (1 min Online Course)
- Use Slide Masters in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Use Slide Masters in Microsoft® PowerPoint® 2016 (3 min Online Course)
- Use Smart Guides in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- Use Smart Guides in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Use Sparklines to Display Trends in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Use Sparklines to Display Trends in Microsoft® Excel® 2016 (1 min Online Course)
- Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016 - eTip (self-paced eTips)
- Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016 (3 min Online Course)
- Use the Quick Analysis Tool in Microsoft® Excel® 2016 - eTip (self-paced eTips)
- Use the Quick Analysis Tool in Microsoft® Excel® 2016 (1 min Online Course)
- View and Re-Order Animations in Microsoft® PowerPoint® 2016 - eTip (self-paced eTips)
- View and Re-Order Animations in Microsoft® PowerPoint® 2016 (2 min Online Course)
- Visualize Geographic Data in Microsoft® Excel® 2016 NEW! - eTip (self-paced eTips)
- Visualize Geographic Data in Microsoft® Excel® 2016 NEW! (3 min Online Course)
- What is a Dashboard (2 min Video Without Quiz)
- What Is an Action Mind Map (1 min Video Without Quiz)

## Customer Service

- 01. Service Quality Indicators (4 min Video With Quiz)
- 03. Helping Customers Decrease Expenses (4 min Video With Quiz)
- 10 Steps to Successful Customer Service (self-paced eBook)
- 14 Things to Improve Your Customer Service in 5 Seconds - Quick Reference (self-paced eTips)

- Banking Customer Interactions (7 min Video With Quiz)
- Banking Customer Service (5 min Video With Quiz)
- Banking Phone Calls (7 min Video With Quiz)
- Building Great Customer Experiences (self-paced eBook)
- Creating Great Customer Conversations (6 min Video With Quiz)
- CRM in Real Time (self-paced eBook)
- Customer CEO (self-paced eBook)
- Customer Experience (self-paced eBook)
- Customer Loyalty (self-paced eBook)
- Customer Sense (self-paced eBook)
- Customer Service Feedback: Feedback Basics (5 min Video With Quiz)
- Customer Service Feedback: Feedback Surveys (8 min Video With Quiz)
- Customer Service Feedback: Social Media Feedback (5 min Video With Quiz)
- Customer Service Feedback: What To Do With Feedback (6 min Video With Quiz)
- Customer Service Later (5 min Video Without Quiz)
- Customer Service: 5 Tips for Handling Customer Complaints Gracefully (5 min Video With Quiz)
- Customer Service: Answering Unspoken Questions (5 min Video With Quiz)
- Customer Service: Answering Unspoken Questions (Spanish) (5 min Video With Quiz)
- Customer Service: Be More Likeable (Spanish) (4 min Video With Quiz)
- Customer Service: Being Honest with Your Customers (5 min Video With Quiz)
- Customer Service: Being Honest with Your Customers (Spanish) (5 min Video With Quiz)
- Customer Service: Building Rapport with Customers (5 min Video With Quiz)
- Customer Service: Building Rapport with Customers (Spanish) (4 min Video With Quiz)
- Customer Service: Calculate the Value of Customer Service (Spanish) (7 min Video With Quiz)
- Customer Service: Calming Down Angry Customers (Spanish) (4 min Video With Quiz)
- Customer Service: Creating A Positive "Ripple Effect"? (5 min Video With Quiz)
- Customer Service: Creating a Positive Experience (Spanish) (4 min Video With Quiz)
- Customer Service: Customer Service Communication via Emails and Chat (7 min Video With Quiz)
- Customer Service: Diffusing and De-escalating Angry Customers (5 min Video With Quiz)
- Customer Service: Emails and Chat (Spanish) (5 min Video With Quiz)
- Customer Service: Emotional Intelligence in Customer Service (5 min Video With Quiz)
- Customer Service: Emotional Intelligence in Customer Service (Spanish) (4 min Video With Quiz)
- Customer Service: Enhance Likability (5 min Video With Quiz)
- Customer Service: Go the Extra Mile (4 min Video With Quiz)
- Customer Service: Go the Extra Mile (Spanish) (4 min Video With Quiz)
- Customer Service: Great First Impressions (Spanish) (4 min Video With Quiz)
- Customer Service: Handling Customer Complaints (Spanish) (5 min Video With Quiz)
- Customer Service: Handling Customer Service Phone Calls (6 min Video With Quiz)
- Customer Service: Handling Customer Service Phone Calls (Spanish) (5 min Video With Quiz)
- Customer Service: How to Actively Listen to Customers (5 min Video With Quiz)

- Customer Service: How to Handle an Upset Customer (Spanish) (4 min Video With Quiz)
- Customer Service: How to Listen to Customers (Spanish) (3 min Video With Quiz)
- Customer Service: How to Say "No" to a Customer (5 min Video With Quiz)
- Customer Service: How to Tell a Customer 'No' (Spanish) (4 min Video With Quiz)
- Customer Service: Managing Stress and Avoiding Customer Service Burnout (9 min Video With Quiz)
- Customer Service: Managing Stress and Avoiding Customer Service Burnout (Spanish) (6 min Video With Quiz)
- Customer Service: Navigating Emotional Customers (5 min Video With Quiz)
- Customer Service: Pay Attention to the Details (5 min Video With Quiz)
- Customer Service: Pay Attention to the Details (Spanish) (4 min Video With Quiz)
- Customer Service: Practicing Empathy in Customer Service (7 min Video With Quiz)
- Customer Service: Practicing Empathy in Customer Service (Spanish) (6 min Video With Quiz)
- Customer Service: Proactively Ask for Customer Feedback (5 min Video With Quiz)
- Customer Service: Proactively Ask for Customer Feedback (Spanish) (6 min Video With Quiz)
- Customer Service: The Three "A's" of Great First Impressions (5 min Video With Quiz)
- Customer Service: The Value of Customer Service (5 min Video With Quiz)
- Dangerous Customer Service (self-paced eBook)
- Dealing with Customers Lawfully: A Rapid Skill Builder Booklet (self-paced eBook)
- Delight Your Customers (self-paced eBook)
- Delivering a Powerful Customer Experience (French) (4 min Video With Quiz)
- Delivering a Powerful Customer Experience (French-Canadian) (4 min Video With Quiz)
- Delivering Knock Your Socks Off Service (self-paced eBook)
- How to Engage Your Customer (French) (4 min Video With Quiz)
- How to Engage Your Customer (French-Canadian) (4 min Video With Quiz)
- How to Improve a Situation With an Upset Customer - Quick Reference (self-paced eTips)
- Improving Customer Service: A Rapid Skill Builder Booklet (self-paced eBook)
- Lead with Your Customer (self-paced eBook)
- Revolutionize Your Customer Experience (self-paced eBook)
- Service Failure (self-paced eBook)
- TeleCare®: Your Role as Advocate (4 min Video Without Quiz)
- TeleCare®: Your Role as Detective (3 min Video Without Quiz)
- TeleCare®: Your Role as Healer (7 min Video Without Quiz)
- TeleCare®: Your Role as Host (5 min Video Without Quiz)
- TeleCare®: Your Role as Teacher (8 min Video Without Quiz)
- The Customer Service Survival Kit (self-paced eBook)
- The DNA of Customer Experience (self-paced eBook)
- The Four Ps of Creating Loyal Customers (5 min Video With Quiz)
- The Service Providers (self-paced eBook)
- Turning Around an Angry Customer (French) (4 min Video With Quiz)
- Turning Around an Angry Customer (French-Canadian) (4 min Video With Quiz)
- Up Your Service! (self-paced eBook)
- Uplifting Service (self-paced eBook)

- Using Generative AI for Customer Service: AI Chatbots (6 min Video With Quiz)
- Using Generative AI for Customer Service: Case Studies and Real-World Applications of AI in Customer Service (4 min Video With Quiz)
- Using Generative AI for Customer Service: Future Trends in AI Customer Service (3 min Video With Quiz)
- Using Generative AI for Customer Service: Implementation Strategies (5 min Video With Quiz)
- Using Generative AI for Customer Service: Introduction to AI in Customer Service (6 min Video With Quiz)
- Using Generative AI for Customer Service: Sentiment Analysis and Customer Insights (6 min Video With Quiz)
- Using Generative AI for Customer Service: Virtual Assistants (6 min Video With Quiz)

## Evelyn Wood Library

- Memory Dynamics: Exaggeration (2 min Video Without Quiz)
- Vocabulary Dynamics: How it Works (3 min Video Without Quiz)

## Finance & Accounting

- 365 Ways to Live Cheap (self-paced eBook)
- Accounting in a Nutshell (self-paced eBook)
- Adult Financial Abuse - California (2 min Video With Quiz)
- Adult Financial Abuse (3 min Video With Quiz)
- Balance Sheets: 01. Introduction to Balance Sheets (3 min Video With Quiz)
- Balance Sheets: 02. Benchmarking, Ratios, Comparisons, and Trends (4 min Video With Quiz)
- Balance Sheets: 03. Assets and Liabilities (3 min Video With Quiz)
- Bank Secrecy Act Basics: 04. Requirements and Purpose of the Bank Secrecy Act (3 min Video With Quiz)
- Bank Secrecy Act for Managers: 02. BSA Compliance Program Requirements (2 min Video With Quiz)
- Banks: Percentages and Interest Rates (3 min Video With Quiz)
- Be Audit Secure: Part 1 - Introduction (4 min Online Course)
- Be Audit Secure: Part 2 - Reasonable Basis (1 min Online Course)
- Be Audit Secure: Part 3 - The Rule of 3's (3 min Online Course)
- Be Audit Secure: Part 4 - Policies and Procedures (3 min Online Course)
- Be Audit Secure: Part 5 - Standard Operating Procedures (3 min Online Course)
- Be Audit Secure: Part 6 - Communication (6 min Online Course)
- Be Audit Secure: Part 7 - Training (3 min Online Course)
- Be Audit Secure: Part 8 - Internal Audits (4 min Online Course)
- Budgeting Essentials: 01. What Is Budgeting? (1 min Video With Quiz)
- Budgeting Essentials: 02. Budgeting Methods (3 min Video With Quiz)
- Budgeting Essentials: 03. Budget Reporting (1 min Video With Quiz)
- Budgeting Essentials: 04. Budgeting Expenses (2 min Video With Quiz)
- Budgeting Essentials: 05. Budgeting Revenue (2 min Video With Quiz)
- Budgeting Essentials: 06. Budgeting Discounts (2 min Video With Quiz)
- Budgeting Essentials: 07. Managing Inventory (2 min Video With Quiz)
- Business Financing for Beginners (self-paced eBook)
- Cash Flow Management: 01. Cash Flow Management for Beginners (4 min Video With Quiz)
- Cash Flow Management: 02. Managing Payables (2 min Video With Quiz)
- Cash Flow Management: 03. Managing Receivables (2 min Video With Quiz)
- Cash Flow Management: 04. How to Read Cash Flow Statements (4 min Video With Quiz)
- Check 21 (4 min Video With Quiz)
- Check Kiting (3 min Video With Quiz)
- Check Processing (9 min Video With Quiz)



- Checking: Checking 101 (5 min Video With Quiz)
- Checking: Checking Skills (7 min Video With Quiz)
- Checking: Online and Mobile Banking (5 min Video With Quiz)
- Checking: Selecting the Right Checking Account (4 min Video With Quiz)
- Checking: Understanding the Fine Print (5 min Video With Quiz)
- Compliance (1 min Video With Quiz)
- Conducting Internal Payroll Audits Part Five: I-9 Hot Tips (6 min Online Course)
- Conducting Internal Payroll Audits Part Four: Why You Must Audit Your W-4s (3 min Online Course)
- Conducting Internal Payroll Audits Part One: 4 Things the DOL Will Request During Your Audit (4 min Online Course)
- Conducting Internal Payroll Audits Part Seven: Audit Secure© Must Haves (4 min Online Course)
- Conducting Internal Payroll Audits Part Six: Exempt Status Classification of Workers (4 min Online Course)
- Conducting Internal Payroll Audits Part Three: W-9 Compliance Tips and Penalties for Noncompliance (3 min Online Course)
- Conducting Internal Payroll Audits Part Two: Independent Contractor Classification (4 min Online Course)
- Credit Unions (9 min Video With Quiz)
- Credit Unions: Credit Union Regulations (7 min Video With Quiz)
- Credit Unions: Credit Union Services (6 min Video With Quiz)
- Debt Information for Teens (self-paced eBook)
- Dollars and Sense (self-paced eBook)
- Escrow Accounts (5 min Video With Quiz)
- Fair Credit Reporting Act (5 min Video With Quiz)
- Financial Independence For Women (self-paced eBook)
- Financial Ratios: 01. Revenue Ratios (2 min Video With Quiz)
- Financial Ratios: 02. Cost of Goods Sold and Gross Margin (2 min Video With Quiz)
- Financial Ratios: 03. Net Investment Ratios (3 min Video With Quiz)
- Financial Reporting Principles (10 min Video Without Quiz)
- Financial Wellness: Budget Sample (3 min Video With Quiz)
- Financial Wellness: Creating a Budget (7 min Video With Quiz)
- Financial Wellness: How to Manage Your Credit Cards (1 min Video With Quiz)
- Financial Wellness: How to Save at Your Financial Institution (1 min Video With Quiz)
- Financial Wellness: How to Save on Food (3 min Video With Quiz)
- Financial Wellness: How to Save on Subscriptions (1 min Video With Quiz)
- Financial Wellness: How to Save on Your Car (2 min Video With Quiz)
- Financial Wellness: How to Save Using Your Employee Benefits (1 min Video With Quiz)
- Financially Speaking - 3 Financial Statements (10 min Video Without Quiz)
- Gold Start (self-paced eBook)
- Income and Expenditures: 01. Key Components (2 min Video With Quiz)
- Income and Expenditures: 02. Income Streams (3 min Video With Quiz)
- Income and Expenditures: 03. Expenditure Costs (2 min Video With Quiz)
- Income and Expenditures: 04. Benchmarking Ratios (4 min Video With Quiz)
- Income and Expenditures: 05. Analysis (3 min Video With Quiz)
- Intro to Finance: 01. Why Learn About Finance? (3 min Video With Quiz)
- Intro to Finance: 02. Finance Terms (5 min Video With Quiz)
- Intro to Finance: 03. Resources & Documents (3 min Video With Quiz)
- Introduction to Personal Finance (2 min Online Course)
- Journey to Lean (self-paced eBook)
- Loan Processing: 01. Taking the Application (5 min Video With Quiz)
- Loan Processing: 02. Verification (4 min Video With Quiz)

- Loan Processing: 04. Underwriting (4 min Video With Quiz)
- Loan Processing: 05. The Decision (3 min Video With Quiz)
- Make More Money (self-paced eBook)
- Managing Credit: Avoiding Credit Problems (5 min Video With Quiz)
- Managing Credit: Debt Management (6 min Video With Quiz)
- Managing Credit: How to Read a Credit Report (6 min Video With Quiz)
- Managing Credit: Identity Theft (7 min Video With Quiz)
- Managing Credit: Understanding Credit Scores (7 min Video With Quiz)
- Managing Credit: Why You Need Credit (4 min Video With Quiz)
- Managing Credit: Your Credit History (5 min Video With Quiz)
- Managing Money (self-paced eBook)
- Managing Spending (4 min Online Course)
- Mastering QuickBooks Online - Basics (2021): Lesson 27 - Running Reports (8 min Video Without Quiz)
- Mortgage Servicing (6 min Video With Quiz)
- Negotiable Instruments and Endorsement (5 min Video With Quiz)
- Office of Foreign Assets Control (7 min Video With Quiz)
- Paying off Debt (5 min Online Course)
- Personal Finance Insuring Your Future (3 min Online Course)
- Personal Finance Investing Wisely (2 min Online Course)
- Personal Finance Managing Healthcare Costs (4 min Online Course)
- Personal Finance Purchasing a Car (3 min Online Course)
- Personal Finance Purchasing a Home (4 min Online Course)
- Personal Finance Understanding Taxes (3 min Online Course)
- Principles of Accounting: 01. Principles of Accounting (5 min Video With Quiz)
- Principles of Accounting: 02. Common Accounting Terms (3 min Video With Quiz)
- Principles of Accounting: 03. Cash vs. Accrual Basis (2 min Video With Quiz)
- Principles of Accounting: 04. Fraud (6 min Video With Quiz)
- QuickBooks® 2011 (self-paced eBook)
- QuickBooks® 2012 (self-paced eBook)
- Real Estate Settlement Procedures Act: Disclosures (8 min Video With Quiz)
- Regulation C Home Mortgage Disclosure Act (9 min Video With Quiz)
- Regulation CC: 01 Expedited Funds Availability Act Basics (9 min Video With Quiz)
- Regulation E: 01. Overview (7 min Video With Quiz)
- Regulation E: 02. Electronic Check Conversion (3 min Video With Quiz)
- Regulation E: 10. Receipts and Periodic Statements (7 min Video With Quiz)
- Regulation E: Error Resolution and Consumer Liability Part 1 (6 min Video With Quiz)
- Regulation E: Issuance of Access Devices (3 min Video With Quiz)
- Regulation E: Receipts and Periodic Statements (7 min Video With Quiz)
- Regulation O: Introduction to Regulation O (8 min Video With Quiz)
- Responsibilities of the Teller (10 min Video With Quiz)
- Saving Money (3 min Online Course)
- Savings: How to Save (6 min Video With Quiz)
- Savings: Maximize Your Savings (8 min Video With Quiz)
- Savings: Savings 101 (4 min Video With Quiz)
- Savings: Selecting the Right Savings Account (6 min Video With Quiz)
- Savings: Why We Save (5 min Video With Quiz)
- Teller Cash Handling (9 min Video With Quiz)
- The Federal Reserve and Monetary Policy (6 min Video With Quiz)
- The Financial Institutions Reform, Recovery and Enforcement Act of 1989 (3 min Video Without Quiz)
- The Military Lending Act (5 min Video With Quiz)

- The National Flood Insurance Program: Flood Insurance Overview (8 min Video With Quiz)
- The SAFE Banking Act of 2021 (6 min Video With Quiz)
- The Truth in Lending Act (7 min Video With Quiz)
- Types of Check Fraud (10 min Video With Quiz)
- Types of Credit: Credit 101 (5 min Video With Quiz)
- Types of Credit: Credit Card Fine Print (7 min Video With Quiz)
- Types of Credit: Having Credit Cards as a Young Adult (6 min Video With Quiz)
- Types of Credit: How Credit Cards Works (5 min Video With Quiz)
- Types of Credit: Loan Fundamentals (5 min Video With Quiz)
- Types of Credit: Selecting a Credit Card (5 min Video With Quiz)
- Types of Credit: Understanding Auto Loans (5 min Video With Quiz)
- Types of Credit: Understanding Home Loans (9 min Video With Quiz)
- Types of Credit: Understanding Student Loans (10 min Video With Quiz)
- Understanding Credit (3 min Online Course)
- What's a UDAAP? (7 min Video With Quiz)

## Human Resources

- 7 Steps to Better Written Policies and Procedures (self-paced eBook)
- 90 Days 90 Ways (self-paced eBook)
- Achieving 100% Compliance of Policies and Procedures (self-paced eBook)
- Advancement for Women: Mentoring Other Women (5 min Video With Quiz)
- Advancement for Women: Navigating the Broken Rung (4 min Video With Quiz)
- Advancement for Women: Salary Negotiation (6 min Video With Quiz)
- Advancement for Women: Your Professional Appearance (6 min Video With Quiz)
- Advocating for Equal Pay for Equal Work (6 min Video With Quiz)
- Age Discrimination in Employment Act: ADEA for Employees (6 min Video With Quiz)
- Age Discrimination in Employment Act: ADEA for Managers (7 min Video With Quiz)
- Age Discrimination Law and Cooperation (4 min Video With Quiz)
- AI in Human Resources: AI Applications in Recruitment and Talent Acquisition (6 min Video With Quiz)
- AI in Human Resources: AI for Employee Onboarding and Training (7 min Video With Quiz)
- AI in Human Resources: AI for Workforce Planning and Scheduling (7 min Video With Quiz)
- AI in Human Resources: AI in Employee Engagement and Retention (7 min Video With Quiz)
- AI in Human Resources: AI-Powered Performance Management and Analytics (7 min Video With Quiz)
- AI in Human Resources: Ethical Considerations and Challenges of AI in HR (7 min Video With Quiz)
- AI in Human Resources: Introduction to AI in Human Resources (6 min Video With Quiz)
- Alcohol Abuse: 01. Training Responsibilities (3 min Video With Quiz)
- Alcohol Abuse: 02. Rules and Regulations (3 min Video With Quiz)
- Alcohol Abuse: 05. What Are the Testing Procedures? (5 min Video With Quiz)
- Alcohol Abuse: 06. What Happens if My Employee Fails an Alcohol Test? (4 min Video With Quiz)
- Alcohol Abuse: 07. What Happens if My Employee Refuses an Alcohol Test? (3 min Video With Quiz)
- Alcohol Abuse: 08. Record Keeping (4 min Video With Quiz)
- Alcohol Abuse: 09. Employee Training (8 min Video With Quiz)
- Americans with Disabilities Act: ADA for Employees (7 min Video With Quiz)



- Americans with Disabilities Act: ADA for Managers (8 min Video With Quiz)
- Anti-Harassment: Anti-Harassment for Everyone (10 min Video With Quiz)
- Anti-Racism for Leaders: Allyship (7 min Video With Quiz)
- Anti-Racism for Leaders: Creating and Implementing Policy (5 min Video With Quiz)
- Anti-Racism for Leaders: Diversity-Focused Recruitment (6 min Video With Quiz)
- Anti-Racism for Leaders: Evaluating Your Organization (7 min Video With Quiz)
- Anti-Racism for Leaders: Maintaining Momentum for Leaders (5 min Video With Quiz)
- Anti-Racism for Leaders: Mitigating Bias (6 min Video With Quiz)
- Anti-Racism: Calling Out and Calling In (7 min Video With Quiz)
- Anti-Racism: Colorblindness Doesn't Work (7 min Video With Quiz)
- Anti-Racism: Learning to Listen and Listening to Learn (9 min Video With Quiz)
- Anti-Racism: Maintaining Momentum (5 min Video With Quiz)
- Appropriate Interview Questions - Quick Reference (self-paced eTips)
- Avoiding Discrimination: 5 Keys (9 min Video With Quiz)
- Background Screening and Investigations (self-paced eBook)
- Bad Apples (self-paced eBook)
- Best Practices in Policies and Procedures (self-paced eBook)
- Beyond Training and Development (self-paced eBook)
- California Consumer Privacy Act: 02. How to Comply With the CCPA & CPRA (5 min Video With Quiz)
- California Consumer Privacy Act: Responsibly Managing Personal Information (5 min Online Course)
- California Time and Labor: California Time and Labor for Employees (5 min Video With Quiz)
- California Time and Labor: California Time and Labor for Managers (6 min Video With Quiz)
- Call Centers and Human Resource Management (self-paced eBook)
- Can Pay Be Strategic? (self-paced eBook)
- Career Contentment (self-paced eBook)
- Chicago Harassment Bystander Intervention Regulations (3 min Video With Quiz)
- Create a Drug-Free Workplace (4 min Video With Quiz)
- Curriculum Design: 01. What Is Curriculum Design? (6 min Video With Quiz)
- Curriculum Design: 02. Helping L&D With Curriculum Design (7 min Video With Quiz)
- Curriculum Design: 03. Utilizing Blended Learning (6 min Video With Quiz)
- Dealing with Diversity (self-paced eBook)
- Delaware Harassment Protections (10 min Video With Quiz)
- Discrimination: The Protected Classes (7 min Video With Quiz)
- Diversifying Your Leadership Team (8 min Video With Quiz)
- Diversity and Inclusion: Valuing Differences for Mutual Success (8 min Online Course)
- EOCA Reg - B (5 min Video With Quiz)
- Employee DEI Training: Ensuring Fair & Equal Treatment (6 min Video With Quiz)
- Employee DEI Training: How We Contribute to a Unified Workforce (6 min Video With Quiz)
- Employee DEI Training: Introduction to DEI Concepts (5 min Video With Quiz)
- Employee DEI Training: When You Feel Like You Don't Belong (5 min Video With Quiz)
- Employee DEI Training: Working Well with Everyone (5 min Video With Quiz)
- Employment Discrimination: Maintaining a Fair Workplace (Global) (8 min Online Course)
- Equal Pay Act: EPA for Employees (7 min Video With Quiz)
- Equal Pay Act: EPA for Managers (7 min Video With Quiz)
- Equity in the Workplace: 01. Equality vs. Equity (5 min Video With Quiz)
- Equity in the Workplace: 02. Implementing Equitable Practices at Work (7 min Video With Quiz)
- Establishing a System of Policies and Procedures (self-paced eBook)
- Evaluating Training Programs: The Four Levels (self-paced eBook)
- Fair Labor Standards Act (FLSA) for Employees (6 min Video With Quiz)
- Fair Labor Standards Act (FLSA) for Managers (9 min Video With Quiz)
- Five Ways to Avoid a Discrimination Claim (4 min Video With Quiz)
- Florida Human Trafficking Awareness and Prevention for Apartment Staff (7 min Video With Quiz)
- Gender Equality in Hiring and Promotions: 01. Recruiting People of All Genders (8 min Video With Quiz)
- Gender Equality in Hiring and Promotions: 02. Supporting Leaders of All Genders (6 min Video With Quiz)
- Gender Equality in Hiring and Promotions: 03. Promotions for All (6 min Video With Quiz)
- Generational Differences (4 min Video With Quiz)
- Generational Differences (French) (4 min Video With Quiz)
- Generational Differences (French-Canadian) (4 min Video With Quiz)
- Generational Differences (Spanish) (4 min Video With Quiz)
- Generations at Work (self-paced eBook)
- Global Trends in Human Resource Management (self-paced eBook)
- Guidelines for Asking Legal and Ethical Interview Questions (self-paced SkillBuilder)
- Handbook for Strategic HR (self-paced eBook)
- Handling References (3 min Video With Quiz)
- Harassment and Bullying: Managing Threats to a Respectful Work Culture - Employee (9 min Online Course)
- Harassment Retaliation Action Plan (4 min Video With Quiz)
- Harmonizing Work, Family and Personal Life (self-paced eBook)
- HIPAA and Patient Care: Protected Health Information (9 min Online Course)
- HIPAA for Business Associates: An Introduction to HIPAA (5 min Video With Quiz)
- HIPAA for Business Associates: Breach Notification Requirements for Business Associates (6 min Video With Quiz)
- HIPAA for Business Associates: Business Associate Agreements (8 min Video With Quiz)
- HIPAA for Business Associates: Handling Protected Health Information (8 min Video With Quiz)
- HIPAA for Business Associates: HIPAA Audits (6 min Video With Quiz)
- HIPAA for Business Associates: Ongoing HIPAA Compliance (5 min Video With Quiz)
- HIPAA for Business Associates: Security Measures (6 min Video With Quiz)
- HIPAA for Business Associates: What Do You Already Know About HIPAA? (self-paced SkillBuilder)
- HIPAA for Covered Entities: An Introduction to HIPAA (5 min Video With Quiz)
- HIPAA for Covered Entities: Best Practices and Ongoing Compliance (5 min Video With Quiz)
- HIPAA for Covered Entities: Breach Notification Rule (7 min Video With Quiz)
- HIPAA for Covered Entities: Enforcement and Penalties (8 min Video With Quiz)
- HIPAA for Covered Entities: Privacy Rule (10 min Video With Quiz)
- HIPAA for Covered Entities: Security Rule (9 min Video With Quiz)
- HIPAA for Covered Entities: What Do You Already Know About HIPAA? (self-paced SkillBuilder)
- Hiring for Small Businesses: Onboarding (5 min Video With Quiz)
- Hostility, Harassment, and Workplace Headaches (4 min Video With Quiz)
- How to Avoid a Wrongful Termination Claim (3 min Video With Quiz)
- How to Avoid Discrimination Claims (4 min Video With Quiz)
- How to Maintain a Drug-Free Workplace (4 min Video With Quiz)
- How to Rollout Your Training Initiative Successfully (5 min Video Without Quiz)
- How to Strategically Measure Training Success (5 min Video Without Quiz)
- HR Organizational Mental Health and Wellness: Crafting and Implementing Comprehensive Wellness Programs (10 min Video With Quiz)
- HR Organizational Mental Health and Wellness: Cultivating a Wellness-Centric Work Environment (6 min Video With Quiz)
- HR Organizational Mental Health and Wellness: Driving and Gauging Wellness Evolution in Organizations (9 min Video With Quiz)
- HR Organizational Mental Health and Wellness: Fostering a Wellness Culture Through Change Agents & Alliances (8 min Video With Quiz)
- HR Organizational Mental Health and Wellness: Introduction (2 min Video Without Quiz)
- HR Organizational Mental Health and Wellness: Prioritizing Executive Health for Greater Organizational Wellness (9 min Video With Quiz)
- Human Resources in Research and Practice (self-paced eBook)
- Inclusive Interviewing and Hiring: Crafting Effective Interview Questions (7 min Video With Quiz)
- Inclusive Interviewing and Hiring: Defining Skills and Competencies (6 min Video With Quiz)
- Inclusive Interviewing and Hiring: Documenting the Job (8 min Video With Quiz)
- Inclusive Interviewing and Hiring: Equitable and Inclusive Hiring (7 min Video With Quiz)
- Inclusive Interviewing and Hiring: Interview Insights and Tips (7 min Video With Quiz)
- Inclusive Interviewing and Hiring: Overcoming Bias to Hire the Best (6 min Video With Quiz)
- Inclusive Interviewing and Hiring: The Interview Blueprint (6 min Video With Quiz)
- Inclusive Interviewing and Hiring: The Legal Side of Hiring (6 min Video With Quiz)
- Isms: Avoiding Isms in the Workplace (5 min Video With Quiz)
- Isms: Exploring Isms in the Workplace (5 min Video With Quiz)
- Isms: Overcoming Isms in the Workplace (7 min Video With Quiz)
- Knowledge Check: Exempt and Non-Exempt Employees (self-paced SkillBuilder)
- Knowledge Check: FMLA Requirements and Processes (self-paced SkillBuilder)
- Knowledge Check: HR Law (self-paced SkillBuilder)
- Knowledge Check: Human Resources Policy and Procedure (self-paced SkillBuilder)
- Knowledge Check: Workers' Compensation Basics (self-paced SkillBuilder)
- Knowledge Check: Workers' Compensation Requirements and Processes (self-paced SkillBuilder)
- Leadership of a Diverse Group (8 min Video With Quiz)
- Leading HR (self-paced eBook)
- Lunch and Learn: Defining Learning Objectives (self-paced SkillBuilder)
- Lunch and Learn: FMLA Compliance and Administration (self-paced SkillBuilder)
- Lunch and Learn: HR Organizational Effectiveness (self-paced SkillBuilder)
- Lunch and Learn: Planning for Cross-Training (self-paced SkillBuilder)



- Lunch and Learn: Tailoring Training for Learning Styles (self-paced SkillBuilder)
- Lunch and Learn: Workers Compensation (self-paced SkillBuilder)
- Making Your Work More Meaningful (6 min Video With Quiz)
- Manage Diversity and Grow (3 min Video With Quiz)
- Manager DEI Training: Assessing DEI Needs and Setting Goals (7 min Video With Quiz)
- Manager DEI Training: Developing a Comprehensive DEI Strategy (7 min Video With Quiz)
- Manager DEI Training: Gaining Buy-in for DEI Initiatives (7 min Video With Quiz)
- Manager DEI Training: Implementing DEI Programs (6 min Video With Quiz)
- Manager DEI Training: Measuring and Evaluating DEI Impact (6 min Video With Quiz)
- Manager DEI Training: Sustaining DEI Efforts and Building an Inclusive Culture (7 min Video With Quiz)
- Managing an Age Diverse Workforce (self-paced eBook)
- Managing Human Resources for the Millennial Generation (self-paced eBook)
- Managing Workplace Bullying (self-paced eBook)
- Microaggressions (7 min Video With Quiz)
- Military Family and Medical Leave Act (Military FMLA) for Employees (6 min Video With Quiz)
- Military Family and Medical Leave Act: Military FMLA for Managers (9 min Video With Quiz)
- Neurodiversity: Misconceptions About Neurodiversity (5 min Video With Quiz)
- Neurodiversity: What Is Neurodiversity? (5 min Video With Quiz)
- Neurodiversity: Working With Neurodiverse People (6 min Video With Quiz)
- Next Generation Talent Management (self-paced eBook)
- Nonbinary People at Work (7 min Video With Quiz)
- Overcome Training Barriers and Get Great Usage (5 min Video Without Quiz)
- Overcoming Gender Bias at Work (5 min Video With Quiz)
- PCI Data Security Standards for Leaders and Managers (6 min Video With Quiz)
- People First (7 min Video With Quiz)
- Powerful Practices for Legally Recruiting and Hiring (4 min Video With Quiz)
- Practice: Asking Appropriate Interview Question (self-paced SkillBuilder)
- Pregnancy Discrimination Act: PDA for Employees (5 min Video With Quiz)
- Prepare, Plan, and Host a Lunch and Learn (self-paced SkillBuilder)
- Prevent Harassment Claims: Write and Communicate Your Policy (5 min Video With Quiz)
- Preventing Sexual Harassment: A Leader's Perspective (3 min Video With Quiz)
- Preventing Workplace Harassment: A Leader's Perspective (4 min Video With Quiz)
- Preventing Workplace Violence: A Leader's Perspective (5 min Video With Quiz)
- Preventing Workplace Violence: An Employee's Perspective (5 min Video With Quiz)
- Privilege: Privilege Scenarios (7 min Video With Quiz)
- Privilege: Using Your Privilege (5 min Video With Quiz)
- Privilege: What Is Privilege? (8 min Video With Quiz)
- Promoting Learning and Development to Employees (6 min Video With Quiz)
- Psychological Safety: Psychological Safety for Employees (5 min Video With Quiz)
- Psychological Safety: Psychological Safety for Managers (8 min Video With Quiz)
- Quick Reference: ADA Six-Step Interactive Process (self-paced SkillBuilder)
- Quick Reference: Contents of Personnel Files (self-paced SkillBuilder)
- Quick Reference: Defining Your Training Audience (self-paced SkillBuilder)
- Quick Reference: Employee Record Retention Guidelines (self-paced SkillBuilder)
- Recognizing the Signs of Substance Abuse in the Workplace (3 min Video With Quiz)
- Recruiting and Hiring: 01. Hiring the right Person (4 min Video With Quiz)
- Recruiting and Hiring: 03. Creating Job Postings (9 min Video With Quiz)
- Recruiting and Hiring: 04. Using Social Media to Recruit (8 min Video With Quiz)
- Recruiting and Hiring: 05. Managing Unconscious Bias During Recruiting (10 min Video With Quiz)
- Recruiting and Hiring: 06. Reviewing Resumes (6 min Video With Quiz)
- Recruiting and Hiring: 07. Conducting an Interview (8 min Video With Quiz)
- Recruiting and Hiring: 08. Unacceptable Interview Questions (5 min Video With Quiz)
- Recruiting and Hiring: 09. Verifying the Candidate (6 min Video With Quiz)
- Recruiting, Interviewing, Selecting & Orienting New Employees (self-paced eBook)
- Resource: Background Check Release Template (self-paced SkillBuilder)
- Resource: HIPAA Policy and Procedure Checklist (self-paced SkillBuilder)
- Respect: Being Likable (8 min Video With Quiz)
- Respect: Being Respected (7 min Video With Quiz)
- Respect: How To Work With Someone You Dislike (9 min Video With Quiz)
- Retaliation (8 min Video With Quiz)
- SB553 Overview: California Workplace Violence Prevention Plan (7 min Video With Quiz)
- Self-Assessment: Do You Promote a Harassment-Free Workplace? (self-paced SkillBuilder)
- Self-Assessment: Training Delivery Strategies (self-paced SkillBuilder)
- Sexual Harassment Awareness and Prevention for Managers: Conducting Investigations (6 min Video With Quiz)
- Sexual Harassment Awareness and Prevention for Managers: Corrective Action and Follow-Up (6 min Video With Quiz)
- Sexual Harassment Awareness and Prevention for Managers: Creating a Culture of Respect (6 min Video With Quiz)
- Sexual Harassment Awareness and Prevention for Managers: Legal Requirements and Liabilities (5 min Video With Quiz)
- Sexual Harassment Awareness and Prevention for Managers: Preventative Measures and Ongoing Training (4 min Video With Quiz)
- Sexual Harassment Awareness and Prevention for Managers: Responding to Complaints (7 min Video With Quiz)
- Sexual Harassment Awareness Training for Managers Guided Activity: Action Plan (self-paced SkillBuilder)
- Sexual Harassment Awareness Training for Managers Practice Scenario: The Harassment Report (self-paced SkillBuilder)
- Sexual Harassment Awareness Training for Managers Practice Scenario: The Promotion (self-paced SkillBuilder)
- Sexual Harassment Awareness Training for Managers Practice: Addressing Sexual Harassment (self-paced SkillBuilder)
- Sexual Harassment Awareness Training for Managers Practice: Can You Spot the Harassment? (self-paced SkillBuilder)
- Sexual Harassment Awareness Training for Managers Practice: Responding to Sexual Harassment (self-paced SkillBuilder)
- Sexual Harassment Awareness Training Practice Scenario: The Promotion (self-paced SkillBuilder)
- Sexual Harassment Awareness Training Practice: Can You Spot the Harassment? (self-paced SkillBuilder)
- Sexual Harassment Awareness Training Practice: Responding to Sexual Harassment (self-paced SkillBuilder)
- Sexual Harassment Awareness Training Practice: The Complete Reference Checking Handbook (self-paced eBook)
- Sexual Harassment Awareness Training Practice: The Fine Line of Employee Privacy (4 min Video With Quiz)
- Sexual Harassment Awareness Training Practice: The Five Whys (4 min Video With Quiz)
- Sexual Harassment Awareness Training Practice: Responding to Sexual Harassment (self-paced SkillBuilder)
- Sexual Harassment Prevention - Delaware (self-paced eBook)
- Sexual Harassment Prevention - Delaware (Spanish) (self-paced eBook)
- Sexual Harassment Prevention - Illinois (self-paced eBook)
- Sexual Harassment Prevention - Illinois (Spanish) (self-paced eBook)
- Sexual Harassment Prevention - Maine (self-paced eBook)
- Sexual Harassment Prevention - Maine (Spanish) (self-paced eBook)
- Sexual Harassment Prevention - Massachusetts (self-paced eBook)
- Sexual Harassment Prevention - Massachusetts (Spanish) (self-paced eBook)
- Sexual Harassment Prevention - Rhode Island (self-paced eBook)
- Sexual Harassment Prevention - Rhode Island (Spanish) (self-paced eBook)
- Sexual Harassment Prevention - Vermont (self-paced eBook)
- Sexual Harassment Prevention - Vermont (Spanish) (self-paced eBook)
- Sexual Harassment Prevention - Washington (self-paced eBook)
- Sexual Harassment Prevention - Washington (Spanish) (self-paced eBook)
- Sexual Harassment Prevention and Awareness: An Introduction (9 min Video With Quiz)
- Sexual Harassment Prevention and Awareness: Case Studies (6 min Video Without Quiz)
- Sexual Harassment Prevention and Awareness: Preventing Harassment (5 min Video With Quiz)
- Sexual Harassment Prevention and Awareness: Recognizing Sexual Harassment (7 min Video With Quiz)
- Sexual Harassment Prevention and Awareness: Reporting and Responding (7 min Video With Quiz)
- Sexual Harassment Prevention and Awareness: Understanding the Legal Framework (8 min Video With Quiz)
- Stop Bullying at Work (self-paced eBook)
- Successful Employee Onboarding: 01. The Importance of Onboarding (5 min Video With Quiz)
- Successful Employee Onboarding: 02. Before They Start (6 min Video With Quiz)
- Successful Employee Onboarding: 03. Orientation Checklist (5 min Video With Quiz)
- Successful Employee Onboarding: Their First Three Months (5 min Video With Quiz)
- Successful Employee Onboarding: Their First Week (8 min Video With Quiz)
- Supporting LGBTQ+ Coworkers: 01. Gender Identity and Sexual Orientation (5 min Video With Quiz)
- Supporting LGBTQ+ Coworkers: 02. Understanding Pronouns (6 min Video With Quiz)
- Supporting LGBTQ+ Coworkers: 03. Being an LGBTQ+ Ally (8 min Video With Quiz)
- Supporting LGBTQ+ Coworkers: 04. Coming Out at Work (6 min Video With Quiz)
- Supporting LGBTQ+ Coworkers: 05. Navigating a Gender Transition at Work (7 min Video With Quiz)
- Supporting LGBTQ+ Coworkers: 06. Supporting a Coworker Coming Out (6 min Video With Quiz)
- Supporting LGBTQ+ Coworkers: 07. Supporting a Transitioning Coworker (8 min Video With Quiz)
- Supporting Working Parents and Caregivers (5 min Video With Quiz)
- Texas Human Trafficking Awareness for Drivers (7 min Video With Quiz)
- The Complete Reference Checking Handbook (self-paced eBook)
- The Fine Line of Employee Privacy (4 min Video With Quiz)
- The Five Whys (4 min Video With Quiz)



- The Power of Your Example (10 min Video With Quiz)
- The Problem With Toxic Masculinity (7 min Video With Quiz)
- The Role of Mentoring in Employee Onboarding (5 min Video With Quiz)
- The Role of Mentoring in Employee Onboarding (Spanish) (6 min Video With Quiz)
- The Value of Diversity (4 min Video With Quiz)
- The Value of Diversity (French) (5 min Video With Quiz)
- The Value of Diversity (French-Canadian) (5 min Video With Quiz)
- The Value of Diversity (Spanish) (5 min Video With Quiz)
- Tokenism (9 min Video With Quiz)
- Training Delivery for All Learning Styles (self-paced SkillBuilder)
- Training Needs Assessments: 01. What Are Training Needs Assessments? (5 min Video With Quiz)
- Training Needs Assessments: 02. Types of Training Needs Assessments? (7 min Video With Quiz)
- Training Needs Assessments: 03. How To Conduct a Training Needs Assessment (9 min Video With Quiz)
- Training Needs Assessments: 04. Developing an Evolving Learning Program (6 min Video With Quiz)
- Trouble at Work (self-paced eBook)
- Understanding the Fair Labor Standards Act: Part 1 (4 min Video With Quiz)
- Understanding the Fair Labor Standards Act: Part 2 (4 min Video With Quiz)
- Uniformed Services Employment and Reemployment Rights Act: USERRA for Employees (8 min Video With Quiz)
- Uniformed Services Employment and Reemployment Rights Act: USERRA for Managers (9 min Video With Quiz)
- Using Gender-Inclusive Language (5 min Video With Quiz)
- Valuing Diversity in the Workplace (4 min Video With Quiz)
- Valuing Diversity in the Workplace (French) (4 min Video With Quiz)
- Valuing Diversity in the Workplace (French-Canadian) (4 min Video With Quiz)
- Valuing Diversity in the Workplace (Spanish) (4 min Video With Quiz)
- Virtual Human Resources: Onboarding New Employees (3 min Video With Quiz)
- Weathering Storms (self-paced eBook)
- Women and Gender Bias: Allyship at Work (6 min Video With Quiz)
- Women and Gender Bias: Assertive Communication (6 min Video With Quiz)
- Women and Gender Bias: Being an Only or Double Only (6 min Video With Quiz)
- Women and Gender Bias: Dealing With Microaggressions (7 min Video With Quiz)
- Women and Gender Bias: Recognizing and Reporting Gender Bias (7 min Video With Quiz)
- Women and Gender Bias: Recognizing and Reporting Pregnancy Discrimination (5 min Video With Quiz)
- Women and Gender Bias: Understanding Gender Bias in the Workplace (4 min Video With Quiz)
- Women at Work: Conflict Management (3 min Video With Quiz)
- Women at Work: Giving Feedback to Managers (5 min Video With Quiz)
- Women at Work: Receiving Feedback from Managers (4 min Video With Quiz)
- Women at Work: Stress and Burnout (6 min Video With Quiz)
- Women at Work: Work-Life Balance (6 min Video With Quiz)
- Working Well with Everyone: 01. What is Diversity? (5 min Video With Quiz)
- Working Well with Everyone: 02. Diversity by Design (7 min Video With Quiz)
- Working Well with Everyone: 03. The Mistake of Stereotyping (5 min Video With Quiz)

- Working Well with Everyone: 04. The Power of Inclusion (4 min Video With Quiz)
- Working Well with Everyone: 05. Diversity = Greatness (5 min Video With Quiz)
- Working With Different Generations: Introduction to the Working Generations (9 min Video With Quiz)
- Working With Different Generations: Working Together Across Generations (6 min Video With Quiz)
- Working With Different Generations: Working With Baby Boomers (5 min Video With Quiz)
- Working With Different Generations: Working With Gen X (4 min Video With Quiz)
- Working With Different Generations: Working With Gen Z (5 min Video With Quiz)
- Working With Different Generations: Working With Millennials (5 min Video With Quiz)
- Workplace Counselling (self-paced eBook)
- Workplace Discrimination and Harassment Infographic (self-paced eTips)

## Industry Specific

- AI in Manufacturing: AI for Process Optimization and Energy Efficiency (5 min Online Course)
- AI in Manufacturing: AI-Driven Robotics and Automation in Manufacturing (5 min Online Course)
- AI in Manufacturing: AI-Powered Supply Chain Optimization (5 min Online Course)
- AI in Manufacturing: Computer Vision for Quality Control (5 min Online Course)
- AI in Manufacturing: Future Trends and Ethical Considerations (5 min Online Course)
- AI in Manufacturing: Introduction (5 min Online Course)
- AI in Manufacturing: Machine Learning for Predictive Maintenance (5 min Online Course)
- Back of the House: 01. Introduction to Restaurant Cuisine (10 min Video With Quiz)
- Back of the House: 02. Making the Menu (10 min Video With Quiz)
- Back of the House: 03. Making the Menu: Presentation (9 min Video With Quiz)
- Back of the House: 05. Knife Safety (9 min Video With Quiz)
- Back of the House: 06. Food Safety Plans (9 min Video With Quiz)
- Bank Financing for Beginners (self-paced eBook)
- Bank Secrecy Act Basics: Components of a Money Laundering Operation (9 min Video With Quiz)
- Bank Secrecy Act Basics: Money Laundering 101 (5 min Video With Quiz)
- Bank Secrecy Act Basics: Overview of the Bank Secrecy Act (2 min Video With Quiz)
- Bank Secrecy Act for Frontline Employees: Customer Information Programs (5 min Video With Quiz)
- Bank Secrecy Act for Frontline Employees: Filing Currency Transaction Reports (3 min Video With Quiz)
- Bank Secrecy Act for Frontline Employees: Office of Foreign Assets Control (3 min Video With Quiz)
- Bank Secrecy Act for Frontline Employees: Review of Money Laundering Activities (8 min Video With Quiz)
- Bank Secrecy Act for Frontline Employees: Suspicious Activity Reports (6 min Video With Quiz)
- Bank Secrecy Act for Frontline Employees: What Are Currency Transaction Reports? (7 min Video With Quiz)
- Bank Secrecy Act for Managers: Enhanced Due Diligence (6 min Video With Quiz)

- Bank Secrecy Act for Managers: Exceptions to the Rule (4 min Video With Quiz)
- Bank Secrecy Act for Managers: Money Laundering Risk Factors (4 min Video With Quiz)
- Bank Secrecy Act for Managers: Money Services Businesses (3 min Video With Quiz)
- Bank Secrecy Act for Managers: True Stories of Money Laundering (8 min Video Without Quiz)
- Bank Secrecy Act for Managers: USA PATRIOT Act and Information Sharing Requests (5 min Video With Quiz)
- Bank Secrecy Act for Managers: Wire Transfers and Money Laundering (4 min Video With Quiz)
- Banks: Bank Assets (7 min Video With Quiz)
- Banks: Bank Regulation (9 min Video With Quiz)
- Banks: Basics (7 min Video With Quiz)
- Beverage: 03. Alcohol Safety (6 min Video With Quiz)
- Beverage: 04. Bartending Fundamentals (8 min Video With Quiz)
- Beverage: 05. Bartending Glasses Guide (8 min Video With Quiz)
- Beverage: 06. Bartending: The Pour (9 min Video With Quiz)
- Click Here to Order (self-paced eBook)
- Credit Unions: Differences Between Credit Unions and Banks (5 min Video With Quiz)
- Food and Beverage: 01. In-Room Dining (8 min Video With Quiz)
- Food and Beverage: 02. Alcohol Basics (9 min Video With Quiz)
- Food and Beverage: 03. Food Safety Plans (9 min Video With Quiz)
- Front Desk Customer Service: 01. Etiquette and Presentation (6 min Video With Quiz)
- Front Desk Customer Service: 03. Communicating with Guests (3 min Video With Quiz)
- Front Desk Customer Service: 04. Telephone Techniques (10 min Video With Quiz)
- Front Desk Customer Service: 05. Handling Upset Guests (8 min Video With Quiz)
- Front of the House: 01. Introduction to Restaurants (8 min Video With Quiz)
- Front of the House: 02. Greeting and Seating Guests (6 min Video With Quiz)
- Front of the House: 03. Interacting with Guests: Fundamentals (5 min Video With Quiz)
- Front of the House: 04. Interacting with Guests: Special Circumstances (8 min Video With Quiz)
- Front of the House: 05. Interacting with Guests: Difficult People (6 min Video With Quiz)
- Front of the House: 06. Understanding the Menu: What's for Dinner? (7 min Video With Quiz)
- Front of the House: 07. Understanding the Menu: Writing Menu Descriptions (6 min Video With Quiz)
- Front of the House: 08. Understanding the Menu: What's on Tap? (7 min Video With Quiz)
- Front of the House: 09. Serving Guests: Taking Orders (5 min Video With Quiz)
- Front of the House: 10. Serving Guests: Table Service (5 min Video With Quiz)
- Front of the House: 11. Serving Guests: Time Management (6 min Video With Quiz)
- Front of the House: 12. Clearing the Table and Closing the Sale (5 min Video With Quiz)
- Front of the House: 13. Tips for Tipped Employees (6 min Video With Quiz)
- Government and Markets (self-paced eBook)
- Government's Place in the Market (self-paced eBook)
- Housekeeping 01. Cleaning Guest Rooms (8 min Video With Quiz)





- Housekeeping 02. Cleaning Public Spaces (4 min Video With Quiz)
- Housekeeping 03. Working Safely with Ergonomics (8 min Video With Quiz)
- Housekeeping 04. Interacting with Customers (3 min Video With Quiz)
- Navigating Government Transitions (4 min Video With Quiz)
- The Bank Bribery Act (8 min Video With Quiz)
- The Dream (self-paced eBook)
- The Small Business Guide to Government Contracts (self-paced eBook)
- Tourist Attractions: 01. Overview (6 min Video With Quiz)
- Tourist Attractions: 02. Serving the Guest (9 min Video With Quiz)
- Using AI in Retail: Customer Experience Enhancement (6 min Online Course)
- Using AI in Retail: Fraud Detection and Security (5 min Online Course)
- Using AI in Retail: Implementation and Future Planning (5 min Online Course)
- Using AI in Retail: Introduction (6 min Online Course)
- Using AI in Retail: Inventory Management and Supply Chain Optimization (5 min Online Course)
- Using AI in Retail: Pricing and Promotion Strategies (5 min Online Course)
- Using AI in Retail: Store Operations and Management (5 min Online Course)
- Valet: 01. Appearance and Professionalism (5 min Video With Quiz)
- Valet: 02. Parking Vehicles (5 min Video With Quiz)
- Valet: 03. Returning Vehicles (4 min Video With Quiz)
- Valet: 04. Safety Essentials (3 min Video With Quiz)
- Working in Retail: How to Give Exceptional Service (6 min Video With Quiz)
- Working in Retail: How to Handle Feedback (7 min Video With Quiz)
- Working in Retail: How to Stay Positive with Customers (3 min Video With Quiz)
- Working in Retail: How to Upsell (5 min Video With Quiz)
- Working in Retail: Managing Retail Employees (10 min Video With Quiz)
- Working in Retail: Who is your Customer?: I Can't Find This (1 min Video Without Quiz)
- Working in Retail: Who is your Customer?: I'm Just Looking (1 min Video Without Quiz)
- Working in Retail: Who is your Customer?: I'm on a Mission (1 min Video Without Quiz)
- Working in Retail: Who is your Customer?: I'm With My Kids. Please Hurry. (1 min Video Without Quiz)
- Working in Retail: Who is your Customer?: I've Got a Coupon for That (2 min Video Without Quiz)
- Working in Retail: Who is your Customer?: I've Got Time and Money (1 min Video Without Quiz)

## IT

- Cybersecurity: An Overview (6 min Video With Quiz)
- Cybersecurity: An Overview (Spanish) (5 min Video With Quiz)
- Cybersecurity: Email Best Practices (5 min Video With Quiz)
- Cybersecurity: Email Best Practices (Spanish) (6 min Video With Quiz)
- Cybersecurity: Malware and Ransomware (5 min Video With Quiz)
- Cybersecurity: Malware and Ransomware (Spanish) (5 min Video With Quiz)
- Cybersecurity: Understanding Phishing (6 min Video With Quiz)
- Cybersecurity: Understanding Phishing (Spanish) (6 min Video With Quiz)
- Cybersecurity: Web Protection (7 min Video With Quiz)
- Cybersecurity: Web Protection (Spanish) (8 min Video With Quiz)
- Defining Cybersecurity (4 min Video With Quiz)
- GDPR (4 min Video With Quiz)
- HTML5: Advanced (self-paced eBook)
- HTML5: Basic (self-paced eBook)
- Microsoft® SharePoint® Designer 2007 Advanced (self-paced eBook)

- Microsoft® SharePoint® Designer 2007 Basic (self-paced eBook)
- Microsoft® SharePoint® Foundation 2010 Advanced (self-paced eBook)
- Microsoft® SharePoint® Foundation 2010 Basic (self-paced eBook)

## Management & Leadership

- "You're Wrong!" (6 min Video With Quiz)
- 1 Simple Technique to Provide Useful Feedback (5 min Video With Quiz)
- 100 Ways to Motivate Others (self-paced eBook)
- 20 Reproducible Assessment Instruments for the New Work Culture (self-paced eBook)
- 25 Role Plays for Interview Training (self-paced eBook)
- 3-Step Formula to Setting Clear Expectations (5 min Video With Quiz)
- 4 Barriers to Building a Culture of Accountability (5 min Video With Quiz)
- 4 Ways to Lead With Integrity (self-paced SkillBuilder)
- 8 Steps to Effective Team Meetings (2 min Video With Quiz)
- A Coach's Guide to Embracing Leadership Styles (3 min Video With Quiz)
- A Coach's Guide to Embracing Leadership Styles (French) (3 min Video With Quiz)
- A Coach's Guide to Embracing Leadership Styles (French-Canadian) (3 min Video With Quiz)
- A Coach's Guide to Embracing Leadership Styles (Spanish) (3 min Video With Quiz)
- A Coach's Guide to Feedback (French) (4 min Video With Quiz)
- A Coach's Guide to Feedback (French-Canadian) (4 min Video With Quiz)
- A Coach's Guide to Feedback (Spanish) (4 min Video With Quiz)
- A Manager's Guide to Virtual Teams (self-paced eBook)
- Accountability: What is Accountability? (5 min Video With Quiz)
- Activity: Design Your Meeting Agenda (self-paced SkillBuilder)
- Adapting Your Coaching Style (French) (4 min Video With Quiz)
- Adapting Your Coaching Style (French-Canadian) (4 min Video With Quiz)
- Adapting Your Coaching Style (Spanish) (4 min Video With Quiz)
- AI in Supply Chain Management: AI for Demand Forecasting (7 min Online Course)
- AI in Supply Chain Management: AI for Efficient Warehouse Management (5 min Online Course)
- AI in Supply Chain Management: AI in Inventory Management (6 min Online Course)
- AI in Supply Chain Management: AI in Logistics and Transportation (6 min Online Course)
- AI in Supply Chain Management: Automating Procurement Processes with AI (6 min Online Course)
- AI in Supply Chain Management: Future Trends and Challenges in AI Supply Chain (7 min Online Course)
- AI in Supply Chain Management: Introduction to AI in Supply Chain Management (6 min Online Course)
- An Introduction to Coaching (French) (3 min Video With Quiz)
- An Introduction to Coaching (French-Canadian) (3 min Video With Quiz)
- An Introduction to Coaching (Spanish) (3 min Video With Quiz)
- An Introduction to Effective Leadership (4 min Video With Quiz)
- An Introduction to Effective Leadership (French) (4 min Video With Quiz)
- An Introduction to Effective Leadership (French-Canadian) (4 min Video With Quiz)
- An Introduction to Effective Leadership (Spanish) (4 min Video With Quiz)
- Analyzing Employee Performance: Introduction to the Can Do, Will Do Grid (5 min Video With Quiz)
- Analyzing Employee Performance: Utilizing the Can Do, Will Do Grid (4 min Video With Quiz)
- Are You a Micromanager? (5 min Video With Quiz)
- Ask Better Questions - Get Better Answers (5 min Video With Quiz)

- Building an Effective Leadership Team (7 min Video With Quiz)
- Building More Effective Organizations (self-paced eBook)
- Building Profit Through Building People (self-paced eBook)
- Building Stakeholders Relations and CSR (self-paced eBook)
- Building Strategic Alliances (6 min Video With Quiz)
- Change Management: After the Announcement (French) (2 min Video With Quiz)
- Change Management: After the Announcement (French-Canadian) (2 min Video With Quiz)
- Change Management: After the Announcement (Spanish) (2 min Video With Quiz)
- Change Management: An Introduction (French) (2 min Video With Quiz)
- Change Management: An Introduction (French-Canadian) (2 min Video With Quiz)
- Change Management: An Introduction (Spanish) (2 min Video With Quiz)
- Change Management: Analysis (French) (3 min Video With Quiz)
- Change Management: Analysis (French-Canadian) (3 min Video With Quiz)
- Change Management: Analysis (Spanish) (3 min Video With Quiz)
- Change Management: Analyzing and Reinforcing Change Efforts (4 min Video With Quiz)
- Change Management: Communicating the Change (4 min Video With Quiz)
- Change Management: Creating a Change Management Plan (4 min Video With Quiz)
- Change Management: Creating Employee Excitement (French) (2 min Video With Quiz)
- Change Management: Creating Employee Excitement (French-Canadian) (2 min Video With Quiz)
- Change Management: Creating Employee Excitement (Spanish) (2 min Video With Quiz)
- Change Management: Developing a Change Management Team (4 min Video With Quiz)
- Change Management: Implementing the Change (4 min Video With Quiz)
- Change Management: Making the Announcement (French) (3 min Video With Quiz)
- Change Management: Making the Announcement (French-Canadian) (3 min Video With Quiz)
- Change Management: Making the Announcement (Spanish) (3 min Video With Quiz)
- Change Management: Preparing for Change (French) (3 min Video With Quiz)
- Change Management: Preparing for Change (French-Canadian) (3 min Video With Quiz)
- Change Management: Preparing for Change (Spanish) (3 min Video With Quiz)
- Change Management: The Phases of Change (French) (3 min Video With Quiz)
- Change Management: The Phases of Change (French-Canadian) (3 min Video With Quiz)
- Change Management: The Phases of Change (Spanish) (3 min Video With Quiz)
- Change Management: Understanding the Change Curve (4 min Video With Quiz)
- Change Management: Working Through the Change (French) (3 min Video With Quiz)
- Change Management: Working Through the Change (French-Canadian) (3 min Video With Quiz)
- Change Management: Working Through the Change (Spanish) (3 min Video With Quiz)
- Coaching Basics (self-paced eBook)



- Coaching Skills: A Coaching Approach to Difficult Conversations (5 min Video With Quiz)
- Coaching Skills: A Coaching Approach to Feedback (5 min Video With Quiz)
- Coaching Skills: Introduction to Coaching Skills (4 min Video With Quiz)
- Coaching Skills: Shifting from Manager to Coach (4 min Video With Quiz)
- Coaching Skills: The Captain (2 min Video With Quiz)
- Coaching Skills: The Coaching Conversation (4 min Video With Quiz)
- Coaching Skills: The Everyday Player (2 min Video With Quiz)
- Coaching Skills: The Key Player (2 min Video With Quiz)
- Coaching Skills: The Need for Flexible Coaching Styles (5 min Video With Quiz)
- Coaching Skills: The Power of Coaching Questions (5 min Video With Quiz)
- Coaching Skills: The Rookie (3 min Video With Quiz)
- Coaching Skills: Using Stretch Assignments (5 min Video With Quiz)
- Coaching Skills: Using the Fail Forward Method (5 min Video With Quiz)
- Coaching with a Process (French) (3 min Video With Quiz)
- Coaching with a Process (French-Canadian) (3 min Video With Quiz)
- Coaching with a Process (Spanish) (3 min Video With Quiz)
- Concerned Conversations (8 min Video With Quiz)
- Conducting a Performance Review with a Poor Performer (4 min Video With Quiz)
- Conducting a Performance Review with a Poor Performer (French) (4 min Video With Quiz)
- Conducting a Performance Review with a Poor Performer (French-Canadian) (4 min Video With Quiz)
- Conducting a Performance Review with a Poor Performer (Spanish) (4 min Video With Quiz)
- Conflict Management: 01. The Realities of Conflict Management (4 min Video With Quiz)
- Conflict Management: 02. Maintaining Self-Control (4 min Video With Quiz)
- Conflict Management: 03. The EASY Conflict Management Process (5 min Video With Quiz)
- Connecting with Remote Employees (3 min Online Course)
- Connections (self-paced eBook)
- Considering Part-Time and Job Sharing for Your Team (5 min Video With Quiz)
- Controlling Disruptive People (8 min Video With Quiz)
- Corporate Social Responsibility (5 min Video With Quiz)
- Crisis Management: 01. Creating a Crisis Management Plan (8 min Video With Quiz)
- Crisis Management: 02. Preparing for Crises (9 min Video With Quiz)
- Crisis Management: 03. Responding to Natural Disasters (5 min Video With Quiz)
- Crisis Management: 04. Responding to Emergencies (8 min Video With Quiz)
- Crisis Management: 05. Business Continuity During a Crisis (6 min Video With Quiz)
- Crisis Management: 06. Media Inquiries During a Crisis (5 min Video With Quiz)
- Crisis Management: 07. Brand Management During a Crisis (4 min Video With Quiz)
- Delegation: Delegation Audit (Apply It Tool) (5 min Online Course)
- Delegation: Eight Obstacles to Delegation (Interactive Infographic) (5 min Online Course)
- Delegation: Introduction to Delegation (5 min Video Without Quiz)
- Delegation: Making Sure the Work Gets Done (5 min Online Course)
- Delegation: Preparing Your Team for Delegation (5 min Online Course)
- Delegation: Task Assignment Checklist (pdf/word job aid) (self-paced eTips)
- Delegation: The Five-Step Delegation Process (5 min Video With Quiz)
- Delivering Critical Feedback (self-paced SkillBuilder)
- Developing a Learning Culture (8 min Video With Quiz)
- Developing Remote Employees (2 min Online Course)
- Developing Tact (9 min Video With Quiz)
- Documenting Performance: Documentation Do's and Don'ts (7 min Video With Quiz)
- Documenting Performance: Legal Issues of Documenting Performance (5 min Video With Quiz)
- Documenting Performance: Tips to Make Performance Reviews a Breeze (4 min Video With Quiz)
- Doing More With Less (6 min Video With Quiz)
- Driving Performance and Responsibility Within Your Team (6 min Video With Quiz)
- Effective Communication for Remote Workers (4 min Online Course)
- Effective Delegation Skills (4 min Video With Quiz)
- Effective Meetings: One-on-One Meetings (2 min Video With Quiz)
- Effectively Challenge the Status Quo (6 min Video With Quiz)
- Eight Roles of Today's Leader (self-paced SkillBuilder)
- Elite! (self-paced eBook)
- Employee Motivation: Identifying and Addressing Demotivated Employees (5 min Video With Quiz)
- Employee Motivation: Managing Motivational Factors within Your Teams (5 min Video With Quiz)
- Employee Motivation: Managing Motivational Factors within Yourself (5 min Video With Quiz)
- Employee Motivation: Understanding Motivational Needs (5 min Video With Quiz)
- Employee Retention and Turnover: Reducing Employee Turnover (9 min Video With Quiz)
- Employee Retention and Turnover: The Cost of Employee Turnover (5 min Video With Quiz)
- Employee Retention and Turnover: Why Are Our Best People Leaving? (5 min Video With Quiz)
- Facilities Management (self-paced eBook)
- Feedback That Works (self-paced eBook)
- Field Tested (self-paced eBook)
- Fighting for Your Team (8 min Video With Quiz)
- Finding a Mentor Like You (8 min Video With Quiz)
- Fix That Bad Attitude (7 min Video With Quiz)
- Flexible Coaching: Coaching a Problem Employee (3 min Video Without Quiz)
- Flexible Coaching: Coaching a Problem Employee (Spanish) (5 min Video Without Quiz)
- Flexible Coaching: Coaching Employees Struggling with Self Doubt (3 min Video Without Quiz)
- Flexible Coaching: Coaching Employees Struggling with Self Doubt (Spanish) (5 min Video Without Quiz)
- Flexible Coaching: Coaching Employees That Don't Want to Be Coached (3 min Video Without Quiz)
- Flexible Coaching: Coaching Employees That Don't Want to Be Coached (Spanish) (4 min Video Without Quiz)
- Flexible Coaching: Coaching Employees with Career Ambiguity (3 min Video Without Quiz)
- Flexible Coaching: Coaching Employees with Career Ambiguity (Spanish) (5 min Video Without Quiz)
- Flexible Coaching: Coaching High Potential Employees (3 min Video Without Quiz)
- Flexible Coaching: Coaching High Potential Employees (Spanish) (5 min Video Without Quiz)
- Flexible Coaching: Coaching Introverted Employees (3 min Video Without Quiz)
- Flexible Coaching: Coaching Introverted Employees (Spanish) (4 min Video Without Quiz)
- Flexible Coaching: Coaching Overly Ambitious Employees (3 min Video Without Quiz)
- Flexible Coaching: Coaching Overly Ambitious Employees (Spanish) (4 min Video Without Quiz)
- Four Things All New Supervisors Must Remember: E.X.A.L.T. (3 min Online Course)
- Four Things All New Supervisors Must Remember: L.E.A.R.N. (5 min Online Course)
- Four Things All New Supervisors Must Remember: S.H.A.K.E. (3 min Online Course)
- Four Things All New Supervisors Must Remember: S.U.P.E.R. (3 min Online Course)
- Giving Feedback as a Manager (8 min Video With Quiz)
- Going from Coworker to Boss (5 min Video With Quiz)
- Going From Coworker to Boss (French) (3 min Video With Quiz)
- Going From Coworker to Boss (French-Canadian) (3 min Video With Quiz)
- Helping Employees Use Their Time Wisely (6 min Video With Quiz)
- Hiring Remote Employees (3 min Online Course)
- Hiring Team Players (6 min Video With Quiz)
- How to Apologize: 01. The Process (5 min Video With Quiz)
- How to Apologize: 02. The Audience (3 min Video With Quiz)
- How To Be a Socially Responsible Company (6 min Video With Quiz)
- How to Be Assertive - Not Aggressive (4 min Video With Quiz)
- How to Break Bad News (4 min Video With Quiz)
- How to Build Resilience (6 min Video With Quiz)
- Impedership (6 min Video With Quiz)
- Influencing (self-paced eBook)
- Inheriting Underperformers (6 min Video With Quiz)
- Internal Transfers (7 min Video With Quiz)
- Intro to Quality Assurance and Quality Control (6 min Video With Quiz)
- Introduction to Authentic Leadership (5 min Video With Quiz)
- Introduction to Business Psychology (7 min Video With Quiz)
- Introduction to Intentional Leadership (5 min Video With Quiz)
- Introduction to Managing Remote Employees (3 min Online Course)
- Introduction to Servant-Based Leadership (3 min Video With Quiz)
- Introduction to VUCA Framework (5 min Video With Quiz)
- Introduction to Working Remotely (2 min Online Course)
- Introverts and Extroverts: Introduction to Introverts and Extroverts (5 min Video With Quiz)
- Introverts and Extroverts: Managing Extroverts (7 min Video With Quiz)
- Introverts and Extroverts: Managing Introverts (8 min Video With Quiz)
- ISO 14000 (6 min Video With Quiz)
- ISO 9000 (6 min Video With Quiz)
- It's Okay Not to Know (5 min Video With Quiz)
- Knowledge Transfer: Barriers to Knowledge Transfer (9 min Video With Quiz)
- Knowledge Transfer: Implementing Knowledge Transfer (6 min Video With Quiz)
- Knowledge Transfer: Why Knowledge Transfer (6 min Video With Quiz)
- Leader's Toolbox: The Change Environment (4 min Video With Quiz)
- Leaders Working with Leaders: Building Your Team (4 min Video With Quiz)
- Leaders Working with Leaders: Building Your Team (French) (4 min Video With Quiz)
- Leaders Working with Leaders: Building Your Team (French-Canadian) (4 min Video With Quiz)



- Leaders Working with Leaders: Building Your Team (Spanish) (4 min Video With Quiz)
- Leadership and Power: Honing Your Power (8 min Video With Quiz)
- Leadership and Power: The Bases of Power (8 min Video With Quiz)
- Leadership and Power: Using Your Power in Your Community (5 min Video With Quiz)
- Leadership Fundamentals: A Spotlight on Listening (5 min Video With Quiz)
- Leadership Fundamentals: A Spotlight on Self-Development (6 min Video With Quiz)
- Leadership Fundamentals: Characteristics and Qualities (6 min Video With Quiz)
- Leadership Fundamentals: Inspiring and Empowering Others (6 min Video With Quiz)
- Leadership Fundamentals: Skills and Actions (6 min Video With Quiz)
- Leadership Fundamentals: Styles and Theories (7 min Video With Quiz)
- Leadership Self-Assessment: Are You A Trustworthy Leader? (self-paced SkillBuilder)
- Leadership Self-Assessment: Are You Building An Innovative Workplace? (self-paced SkillBuilder)
- Leadership Self-Assessment: Communication (self-paced SkillBuilder)
- Leadership Self-Assessment: Do You Lead With Integrity? (self-paced SkillBuilder)
- Leadership Self-Assessment: Do You Promote A Positive Work Environment? (self-paced SkillBuilder)
- Leadership Self-Assessment: Listening (self-paced SkillBuilder)
- Leadership Self-Assessment: Motivational Leadership (self-paced SkillBuilder)
- Leadership Self-Assessment: What DISC Type Are You Like As A Manager? (self-paced SkillBuilder)
- Leadership Self-Assessment: What's Your Leadership Quotient? (self-paced SkillBuilder)
- Leadership Self-Assessment: What's Your Leadership Style? (self-paced SkillBuilder)
- Leading a Team: 01. Leading a Team (6 min Video With Quiz)
- Leading a Team: 02. Team Building and the Tuckman Model (4 min Video With Quiz)
- Leading With Authenticity: Becoming an Authentic Leader (7 min Video With Quiz)
- Leading With Authenticity: What Is Authentic Leadership? (5 min Video With Quiz)
- Learn to Lead: Coaching to Promote Performance (8 min Video With Quiz)
- Learn to Lead: Collaboration - The Key to Successful Solutions (8 min Video With Quiz)
- Learn to Lead: Creative Collaborating (5 min Online Course)
- Learn to Lead: How to Lead When Things Go Sideways (9 min Video With Quiz)
- Learn to Lead: Motivation Mission (5 min Online Course)
- Learn to Lead: Three Tips for Motivating Leadership (7 min Video With Quiz)
- Learn to Lead: You Got This! Make Decisions With Confidence (9 min Video With Quiz)
- Learning to Lead (7 min Video With Quiz)
- Live Up Your Culture (6 min Video With Quiz)
- Logistics Operations and Management (self-paced eBook)
- Love 'em or Lose 'em (self-paced eBook)
- Lunch and Learn: Active Listening (self-paced SkillBuilder)
- Lunch and Learn: Analyzing Team Goals (self-paced SkillBuilder)
- Lunch and Learn: Assertive Communications Practice (self-paced SkillBuilder)
- Lunch and Learn: Building Team Identity and Commitment (self-paced SkillBuilder)
- Lunch and Learn: Creative Thinking (self-paced SkillBuilder)
- Lunch and Learn: Diffusing Defensive Behavior (self-paced SkillBuilder)
- Lunch and Learn: Evaluating Norms (self-paced SkillBuilder)
- Lunch and Learn: Feedback Coaching (self-paced SkillBuilder)
- Lunch and Learn: Individual and Team Impact (self-paced SkillBuilder)
- Lunch and Learn: Leadership Communication (self-paced SkillBuilder)
- Lunch and Learn: Office Staff Check-In (self-paced SkillBuilder)
- Lunch and Learn: Promoting Positive Emotions (self-paced SkillBuilder)
- Lunch and Learn: Providing Feedback (self-paced SkillBuilder)
- Lunch and Learn: Refining Budget Processes (self-paced SkillBuilder)
- Lunch and Learn: Stimulating Group Creativity (self-paced SkillBuilder)
- Lunch and Learn: Team Power (self-paced SkillBuilder)
- Lunch and Learn: Working Styles and Goal Alignment (self-paced SkillBuilder)
- Making Employees Feel Heard (8 min Video With Quiz)
- Manage Diversity and Grow (French) (3 min Video With Quiz)
- Manage Diversity and Grow (French-Canadian) (3 min Video With Quiz)
- Manage Diversity and Grow (Spanish) (3 min Video With Quiz)
- Manager Emotional Intelligence: Building High-Performing Teams with Emotional Intelligence (6 min Video With Quiz)
- Manager Emotional Intelligence: Building Resilient EI Driven Teams (6 min Video With Quiz)
- Manager Emotional Intelligence: Guiding Teams with Authentic Leadership (7 min Video With Quiz)
- Manager Emotional Intelligence: Motivating and Harnessing Emotional Drives (8 min Video With Quiz)
- Manager Emotional Intelligence: Nurturing Empathy and Effective Communication in Teams (5 min Video With Quiz)
- Managers as Mentors (self-paced eBook)
- Manager's Guide to Employee Performance Improvement (4 min Video With Quiz)
- Manager's Legal Issues: A Manager's Roadmap - Terminating a Former Peer (8 min Video With Quiz)
- Manager's Legal Issues: Background Checks and Screenings (10 min Video With Quiz)
- Manager's Legal Issues: Deciphering the FMLA for Managers (6 min Video With Quiz)
- Manager's Legal Issues: Effective Safety Management in the Workplace (6 min Video With Quiz)
- Manager's Legal Issues: Legal and Ethical Aspects of Employee Privacy (5 min Video With Quiz)
- Manager's Legal Issues: The Power of An Interview Checklist (10 min Video With Quiz)
- Manager's Legal Issues: Understanding the ADA - A Guide for Managers (5 min Video With Quiz)
- Manager's Toolbox: Battling a Toxic Environment (French) (4 min Video With Quiz)
- Manager's Toolbox: Battling a Toxic Environment (French-Canadian) (4 min Video With Quiz)
- Manager's Toolbox: Building an Engaged Organization (3 min Video With Quiz)
- Manager's Toolbox: Building an Engaged Team (French) (4 min Video With Quiz)
- Manager's Toolbox: Building an Engaged Team (French-Canadian) (4 min Video With Quiz)
- Manager's Toolbox: Modeling Engagement Behaviors (French) (3 min Video With Quiz)
- Manager's Toolbox: Modeling Engagement Behaviors (French-Canadian) (3 min Video With Quiz)
- Manager's Toolbox: The Power of Positive Language (French) (3 min Video With Quiz)
- Manager's Toolbox: The Power of Positive Language (French-Canadian) (3 min Video With Quiz)
- Manager's Toolbox: Time Management and Your Team (3 min Video With Quiz)
- Manager's Toolbox: Time Management and Your Team (French) (3 min Video With Quiz)
- Manager's Toolbox: Time Management and Your Team (French-Canadian) (3 min Video With Quiz)
- Manager's Toolbox: Time Management and Your Team (Spanish) (3 min Video With Quiz)
- Managers, Not MBAs (self-paced eBook)
- Managing a Hybrid Team: Managing a Hybrid Workforce (6 min Video With Quiz)
- Managing a Hybrid Team: Managing Culture in a Hybrid Team (5 min Video With Quiz)
- Managing a Hybrid Team: Team Building for a Hybrid Team (6 min Video With Quiz)
- Managing a Hybrid Team: Tools for a Hybrid Workforce (5 min Video With Quiz)
- Managing Challenging Clients (self-paced eBook)
- Managing for Engagement: Engagement Matters (5 min Video With Quiz)
- Managing for the Grapevine (5 min Video With Quiz)
- Managing Interns (3 min Video With Quiz)
- Managing Knock Your Socks off Service (self-paced eBook)
- Managing People in a Downturn (self-paced eBook)
- Managing People Offsite (4 min Video With Quiz)
- Managing Prejudice Within Your Team (7 min Video With Quiz)
- Managing Up: The Art of Managing Your Manager (5 min Video With Quiz)
- Mastering Mentorship: Adapting to Different Learning Styles (3 min Video With Quiz)
- Mastering Mentorship: Building the Relationship (5 min Video With Quiz)
- Mastering Mentorship: Challenges Mentors Face (3 min Video With Quiz)
- Mastering Mentorship: Encouraging Professional Development (3 min Video With Quiz)
- Mastering Mentorship: The Do's and Don'ts (2 min Video With Quiz)
- Matrix Organization Structures (4 min Video With Quiz)
- Measuring for Success (self-paced eBook)
- Mediating Employee Conflict (7 min Video With Quiz)
- Mentoring: Creating a Successful Mentoring Relationship (5 min Video With Quiz)
- Mentoring: How to Create a Mentoring Program (4 min Video With Quiz)
- Mentoring: Making a Mentoring Agreement (5 min Video With Quiz)
- Mentoring: Matching Mentors and Mentees (6 min Video With Quiz)
- Mentoring: Mentoring Meeting Guidelines (5 min Video With Quiz)
- Mentoring: The What and the Why (4 min Video With Quiz)
- Mentoring: What is a Mentoring Program (4 min Video With Quiz)
- Mission, Vision and Values: 01. Mission Statements (5 min Video With Quiz)
- Mission, Vision, and Values: 02. Vision Statements (3 min Video With Quiz)
- Mission, Vision, and Values: 03. Value Statements (4 min Video With Quiz)
- Motivation (self-paced eBook)
- Moving from Technical Professional to Manager (self-paced eBook)
- No Magic Bullet (self-paced eBook)
- On Selecting, Developing and Managing Talent (self-paced eBook)
- Onboarding Remote Employees (2 min Online Course)
- Operations Rules (self-paced eBook)





- Organizational Behavior (self-paced eBook)
- Organizational Communication (self-paced eBook)
- Organizational Dysfunction: Eight Signs of a Dysfunctional Organization (8 min Video With Quiz)
- Organizational Dysfunction: Fixing the Dysfunction (10 min Video With Quiz)
- Organizational Learning (self-paced eBook)
- Organizational Skills (self-paced eBook)
- People People (self-paced eBook)
- Performance Gaps: A Diagram for Success: Find the Right Solution to Improve Performance (5 min Video With Quiz)
- Performance Gaps: Got Gaps? Discover the Real Reason for Performance Gaps (5 min Video With Quiz)
- Performance Gaps: Setting Clear Expectations: What You Say & What They Hear (5 min Video With Quiz)
- Performance Gaps: Solve Performance Gaps: When They Can't Do It (5 min Video With Quiz)
- Performance Gaps: Solve Performance Gaps: When They Won't Do It (5 min Video With Quiz)
- Performance Gaps: Test Your Skills: Tackle Performance Gaps Head-On (5 min Video With Quiz)
- Performance Gaps: Uncover What You Don't Know About Your Team's Performance Gaps (5 min Video With Quiz)
- Performance Intervention Maps (self-paced eBook)
- Performance Reviews: 7 Steps to Prepare (3 min Video With Quiz)
- Positioned (self-paced eBook)
- Positivity: Staying Positive (5 min Video With Quiz)
- Practice Scenario: Handling Difficult Conversations (self-paced SkillBuilder)
- Practice Scenario: The Project Launch (self-paced SkillBuilder)
- Practice: Conducting Performance Appraisals (self-paced SkillBuilder)
- Practice: Leading With Integrity (self-paced SkillBuilder)
- Problem Solving With Your Team (7 min Video With Quiz)
- Product Management and Development (6 min Video With Quiz)
- Productive Performance Appraisals (self-paced eBook)
- Productivity Through Praise (7 min Video With Quiz)
- Progressive Discipline (6 min Video With Quiz)
- Project Management for Non-Project Managers (self-paced eBook)
- Proper Introductions: Virtual Introductions (5 min Video With Quiz)
- Protecting Intellectual Property (9 min Video With Quiz)
- Put the Moose on the Table (self-paced eBook)
- Put Your Business on Autopilot (self-paced eBook)
- Qualitative Data Collection (9 min Video With Quiz)
- Quality: Criteria (7 min Video With Quiz)
- Quality: Introduction (6 min Video With Quiz)
- Quality: Roadblocks (4 min Video With Quiz)
- Quality: Terms (4 min Video With Quiz)
- Quality: What It Costs (8 min Video With Quiz)
- Quality: Why It Matters (4 min Video With Quiz)
- Resource: Clarifying Assignment Understanding (self-paced SkillBuilder)
- Resource: Habits of Highly Effective Coaches (self-paced SkillBuilder)
- Resource: Leadership Habits That Inspire and Improve Performance (self-paced SkillBuilder)
- Resource: Organizational Perception Survey (self-paced SkillBuilder)
- Resource: Overcoming Actions That Demotivate Teams (self-paced SkillBuilder)
- Resource: Performance Improvement Plan Template (self-paced SkillBuilder)
- Resource: Plotting Team Performance (self-paced SkillBuilder)
- Resource: Team Member Needs Assessment (self-paced SkillBuilder)
- Resource: Work Environment Checklist (self-paced SkillBuilder)
- Retail Conflict Management: 01. Why Retail Conflict Management? (2 min Video With Quiz)
- Retaining Your Best People (5 min Video With Quiz)
- Return on Investment (ROI) Basics (self-paced eBook)
- Risk (self-paced eBook)
- Risk Management Basics: Creating a Healthy Risk Culture (3 min Video With Quiz)
- Risk Management Basics: Defining Hazards, Risks, and Loss (3 min Video With Quiz)
- Risk Management Basics: Embedding Risk Management Process (4 min Video With Quiz)
- Risk Management Basics: Employee Health (6 min Video With Quiz)
- Risk Management Basics: Financial Basics (4 min Video With Quiz)
- Risk Management Basics: Identifying Risks (4 min Video With Quiz)
- Risk Management Basics: Preventative Maintenance (4 min Video With Quiz)
- Risk Management Basics: Reputation Management (7 min Video With Quiz)
- Risk Management Basics: Risk Assessment (5 min Video With Quiz)
- Risk Management Basics: Risk Management Techniques (3 min Video With Quiz)
- Risk Management Basics: Safety (5 min Video With Quiz)
- Risk Management Basics: Violence Awareness (8 min Video With Quiz)
- ROI at Work (self-paced eBook)
- Self-Assessment: Leadership Quotient (self-paced SkillBuilder)
- Self-Assessment: What's Your Conflict Management Style? (self-paced SkillBuilder)
- Sense and Respond (self-paced eBook)
- Service is Front Stage (self-paced eBook)
- Six Sigma: Six Sigma and Kaizen (6 min Video With Quiz)
- Six Sigma: Six Sigma and Lean (6 min Video With Quiz)
- Six Sigma: Six Sigma Basics (6 min Video With Quiz)
- Six Sigma: Six Sigma Belts and Certifications (7 min Video With Quiz)
- Six Sigma: Six Sigma Industry Applications (8 min Video With Quiz)
- Six Sigma: Six Sigma Tools (9 min Video With Quiz)
- Six Ways to Achieve Personal Excellence As A Leader (self-paced SkillBuilder)
- Six Wrong Ways to Manage (5 min Video With Quiz)
- Solving the Compensation Puzzle (self-paced eBook)
- Staffing to Support Business Strategy (self-paced eBook)
- Stop Doing and Start Managing (6 min Video With Quiz)
- Strategic Customer Management (self-paced eBook)
- Strategic Planning: A Definition (3 min Video With Quiz)
- Strategic Staffing (self-paced eBook)
- Structures for Strategy (self-paced eBook)
- Success for Hire (self-paced eBook)
- Success Principles for Leaders (self-paced eBook)
- Successful Customer Care in a Week (self-paced eBook)
- Successful Delegation (5 min Video With Quiz)
- Succession Planning: Creating a HiPo Policy (4 min Video With Quiz)
- Succession Planning: Retaining and Developing HiPos (4 min Video With Quiz)
- Succession Planning: The Importance of Succession Planning (2 min Video With Quiz)
- Supervising a Narcissist (5 min Video With Quiz)
- Supervising Remote Employees (3 min Online Course)
- Supervisor's Passport to Success (self-paced eBook)
- Supply Chain Management: Inventory Control (7 min Video With Quiz)
- Supply Chain Management: Inventory Management (7 min Video With Quiz)
- Supply Chain Management: Inventory Management Strategies (7 min Video With Quiz)
- Supply Chain Management: Logistics (6 min Video With Quiz)
- Supply Chain Management: Supply Chain Transparency (7 min Video With Quiz)
- Supply Chain Management: The Role of Supply Chain (6 min Video With Quiz)
- Taking a Stand (6 min Video With Quiz)
- Talent Leadership (self-paced eBook)
- Team Activity: Behavioral Styles (self-paced SkillBuilder)
- Team Activity: Generationally Diverse Teams (self-paced SkillBuilder)
- Team Activity: Ideal Working Environment (self-paced SkillBuilder)
- Team Activity: Navigating Change (self-paced SkillBuilder)
- Team Builder: Team Accountability (self-paced SkillBuilder)
- Team Building Essentials: 7 Components of a High-Performing Team (Spanish) (5 min Video With Quiz)
- Team Building Essentials: 7 C's of Creating a High-Performing Team (5 min Video With Quiz)
- Team Building Essentials: Dealing with Dysfunction (5 min Video With Quiz)
- Team Building Essentials: Dealing with Dysfunction (Spanish) (5 min Video With Quiz)
- Team Building Essentials: Developing a Positive Team Culture (5 min Video With Quiz)
- Team Building Essentials: Developing a Positive Team Culture (Spanish) (5 min Video With Quiz)
- Team Building Essentials: Enforcing Team Expectations (5 min Video With Quiz)
- Team Building Essentials: Enforcing Team Expectations (Spanish) (5 min Video With Quiz)
- Team Building Essentials: Putting Your Team Members First (5 min Video With Quiz)
- Team Building Essentials: Putting Your Team Members First (Spanish) (5 min Video With Quiz)
- Team Building Essentials: The 4 Communication Styles (Spanish) (5 min Video With Quiz)
- Team Building Essentials: The 4 DISC Communication Styles (5 min Video With Quiz)
- Team Building Essentials: The 4 Stages of Team Development (5 min Video With Quiz)
- Team Building Essentials: The 4 Stages of Team Development (Spanish) (5 min Video With Quiz)
- Team Building Essentials: Understanding the Players (5 min Video With Quiz)
- Team Building Essentials: Understanding the Players (Spanish) (5 min Video With Quiz)
- Team Building: 01. What is Team Building? (7 min Video With Quiz)
- Team Building: 02. Types of Teams (5 min Video With Quiz)
- Team Building: 03. Effective Team Members (8 min Video With Quiz)
- Team Building: 04. Team Development and the Tuckman Model (5 min Video With Quiz)
- Team Building: 05. Characteristics of a Successful Team (7 min Video With Quiz)
- Team Building: 06. Teams in Crisis Situations (9 min Video With Quiz)
- Telework: How to Telecommute Successfully (self-paced eBook)
- The Age of Productivity (self-paced eBook)
- THE Answer for Business Success (5 min Video With Quiz)
- The Cultural Fit Factor (self-paced eBook)
- The Daily You (self-paced eBook)



- The Executive Guide to Integrated Talent Management (self-paced eBook)
- The Facility Manager's Handbook (self-paced eBook)
- The Golden Crossroads (self-paced eBook)
- The Hidden Drivers of Success (self-paced eBook)
- The Leader as a Coach: Improving Your Coaching Skills (5 min Video With Quiz)
- The Leader as a Coach: Introduction to Coaching (4 min Video With Quiz)
- The Leader as a Coach: The ACHIEVE Model (6 min Video With Quiz)
- The Leader as a Coach: The CIGAR Model (4 min Video With Quiz)
- The Leader as a Coach: The CLEAR Model (6 min Video With Quiz)
- The Leader as a Coach: The FUEL Model (4 min Video With Quiz)
- The Leader as a Coach: The GROW Model (5 min Video With Quiz)
- The Leader as a Coach: The OSCAR Model (6 min Video With Quiz)
- The Leader as a Coach: The STEPPPA Model (6 min Video With Quiz)
- The Leader as a Coach: The STRIDE Model (5 min Video With Quiz)
- The Leadership Ladder (6 min Video With Quiz)
- The Lean Office (self-paced eBook)
- The Manager's Role in Reducing Employee Turnover (7 min Video With Quiz)
- The Network is Your Customer (self-paced eBook)
- The Performance Engagement Model (self-paced eBook)
- The Productivity Tip System (self-paced eBook)
- The Road to Audacity (self-paced eBook)
- The Rules of Attraction (self-paced eBook)
- The Secret to Employee Motivation (4 min Video With Quiz)
- The Secret to Help Your Team Get Better - Faster (5 min Video With Quiz)
- The Truth About Conflict (4 min Video With Quiz)
- The Virtual World of Work (self-paced eBook)
- The Why Behind Poor Performance (4 min Video With Quiz)
- The Worst Ways to Manage Your Employees (10 min Video With Quiz)
- Thomas-Kilmann Conflict Resolution (5 min Video With Quiz)
- Tips for Effective Delegation (4 min Video With Quiz)
- Transformational Leadership: Creating Focus During Change (5 min Video With Quiz)
- Transformational Leadership: Dealing With Resistance (7 min Video With Quiz)
- Transformational Leadership: Transforming the Organization (5 min Video With Quiz)
- Transitioning from Peer to Boss: Assigning Work to Former Employees (5 min Video With Quiz)
- Transitioning from Peer to Boss: Assigning Work to Former Peers (Spanish) (6 min Video With Quiz)
- Transitioning from Peer to Boss: Balancing Team and Organizational Needs (6 min Video With Quiz)
- Transitioning from Peer to Boss: Balancing Team and Organizational Needs (Spanish) (4 min Video With Quiz)
- Transitioning from Peer to Boss: Building a New Peer Network (5 min Video With Quiz)
- Transitioning from Peer to Boss: Building a New Peer Network (Spanish) (6 min Video With Quiz)
- Transitioning from Peer to Boss: Developing a Management Perspective (6 min Video With Quiz)
- Transitioning from Peer to Boss: Developing a Management Perspective (Spanish) (7 min Video With Quiz)
- Transitioning from Peer to Boss: Developing Your Management Style (5 min Video With Quiz)
- Transitioning from Peer to Boss: Developing Your Management Style (Spanish) (4 min Video With Quiz)

- Transitioning from Peer to Boss: Handling Difficult Conversations with Former Peers (Spanish) (7 min Video With Quiz)
- Transitioning from Peer to Boss: Having Difficult Conversations with Former Peers (6 min Video With Quiz)
- Transitioning from Peer to Boss: Managing Former Peer Relationships (5 min Video With Quiz)
- Transitioning from Peer to Boss: Managing Former Peer Relationships (Spanish) (5 min Video With Quiz)
- Trusting Your Intuition (5 min Video With Quiz)
- Turn Your Team Into Problem Solvers (5 min Video With Quiz)
- Ultimate Basic Business Skills (self-paced eBook)
- Understanding Power, Influence, and Leadership (4 min Video With Quiz)
- Understanding Power, Influence, and Leadership (French) (4 min Video With Quiz)
- Understanding Power, Influence, and Leadership (French-Canadian) (4 min Video With Quiz)
- Understanding Power, Influence, and Leadership (Spanish) (4 min Video With Quiz)
- Using Your Executive Coach (self-paced eBook)
- Virtual Leadership: Handling IT Challenges in Virtual Work (7 min Video With Quiz)
- Virtual Leadership: Handling Personnel Challenges Virtually (6 min Video With Quiz)
- Virtual Leadership: Leading Remote Teams (5 min Video With Quiz)
- Virtual Leadership: Shifting the Productivity Mindset (4 min Video With Quiz)
- Virtual Leadership: The Virtual Daily Standup (5 min Video With Quiz)
- Virtual Leadership: Virtual All-Company Meetings and Town Halls (6 min Video With Quiz)
- Virtual Leadership: Virtual Team Building (5 min Video With Quiz)
- What Every Leader Needs (4 min Video With Quiz)
- What Every Leader Needs (French) (4 min Video With Quiz)
- What Every Leader Needs (French-Canadian) (4 min Video With Quiz)
- What Every Leader Needs (Spanish) (4 min Video With Quiz)
- What It Takes to Manage (5 min Video With Quiz)
- What Makes a Leader? (4 min Video With Quiz)
- What Makes a Leader? (French) (4 min Video With Quiz)
- What Makes a Leader? (French-Canadian) (4 min Video With Quiz)
- What Makes a Leader? (Spanish) (4 min Video With Quiz)
- What to Do When a Team Member Misses the Mark (5 min Video With Quiz)
- When Managers Rebel (self-paced eBook)
- Work and People (self-paced eBook)
- Work Habits for Remote Employees (4 min Online Course)
- Writing Performance Reviews (self-paced eBook)
- You Get What You Expect From Employees (8 min Video With Quiz)

## Marketing

- 49 Marketing Secrets (that Work) to Grow Sales (self-paced eBook)
- Billion Dollar Branding (self-paced eBook)
- Boosting Sales (self-paced eBook)
- Breaking Through (self-paced eBook)
- Business Marketing Face to Face (self-paced eBook)
- Determining Customer Needs (4 min Video With Quiz)
- DO IT! Marketing (self-paced eBook)
- Great Legal Marketing (self-paced eBook)
- Grow Regardless (self-paced eBook)
- Guerrilla Facebook® Marketing (self-paced eBook)
- Guerrilla Marketing During Tough Times (self-paced eBook)
- Guerrilla Marketing on the Front Lines (self-paced eBook)

- How to Create a Social Media Flowchart (2 min Video Without Quiz)
- Lunch and Learn: Content Platform Alignment (self-paced SkillBuilder)
- Lunch and Learn: Writing Powerful Copy (self-paced SkillBuilder)
- Marketing Greatest Hits (self-paced eBook)
- Marketing in the 21st Century and Beyond (self-paced eBook)
- Marketing Plans (self-paced eBook)
- Place Branding (self-paced eBook)
- Pricing Perspectives (self-paced eBook)
- Public Relations: 01. Intro to PR (4 min Video With Quiz)
- Public Relations: 02. Press Releases (7 min Video With Quiz)
- Public Relations: 03. Dealing with the Media (4 min Video With Quiz)
- Public Relations: 04. How to Handle Bad Press (4 min Video With Quiz)
- Reverse Psychology Marketing (self-paced eBook)
- Strategic Marketing Planning for the Small to Medium-Sized Business (self-paced eBook)
- Successful Marketing (self-paced eBook)
- The Brand Glossary (self-paced eBook)
- The Mobile Marketing Handbook (self-paced eBook)
- The New Rules of Green Marketing (self-paced eBook)
- Using Generative AI In Marketing: AI for SEO and Content Marketing (5 min Video With Quiz)
- Using Generative AI In Marketing: AI in Social Media and Influencer Marketing (5 min Video With Quiz)
- Using Generative AI In Marketing: AI-Enhanced Email Marketing and Marketing Automation (5 min Video With Quiz)
- Using Generative AI In Marketing: AI-Powered Customer Segmentation and Targeting (6 min Video With Quiz)
- Using Generative AI In Marketing: Introduction: Using AI in Your Marketing Strategies (6 min Video With Quiz)
- Using Generative AI In Marketing: Measuring and Optimizing AI Marketing Efforts (5 min Video With Quiz)
- Using Generative AI In Marketing: Personalization and Customer Experience Enhancement (4 min Video With Quiz)

## OSHA & Workplace Safety

- 5 Common Safety Hazards in the Office Infographic (self-paced eTips)
- 7 Safety Habits That Could Save Your Life (self-paced eBook)
- Aggressive Driving (6 min Video With Quiz)
- Back Smarts: Lifting and Lowering (7 min Video With Quiz)
- Bad Weather Driving (7 min Video With Quiz)
- Bloodborne Pathogens: Bloodborne Pathogens for Employees (6 min Video With Quiz)
- Bloodborne Pathogens: Bloodborne Pathogens for Employers (7 min Video With Quiz)
- Carbon Dioxide for Managers (5 min Video With Quiz)
- Carbon Monoxide for Managers (6 min Video With Quiz)
- Cold Stress (5 min Video With Quiz)
- Commercial Driver's License: Accident and Fire Procedures (6 min Video With Quiz)
- Commercial Driver's License: CDL Overview (6 min Video With Quiz)
- Commercial Driver's License: Hazardous Driving Conditions (9 min Video With Quiz)
- Commercial Driver's License: Transporting Cargo (4 min Video With Quiz)
- Commercial Driver's License: Transporting Hazardous Materials (7 min Video With Quiz)
- Commercial Driver's License: Vehicle Inspections (4 min Video With Quiz)
- Compliance, Safety, Accountability: Overview (5 min Video With Quiz)
- Confined Spaces for Employees: 01. Personnel Responsibilities (6 min Video With Quiz)



- Confined Spaces for Employees: 02. Understanding Permits (5 min Video With Quiz)
- Confined Spaces for Employees: 03. Atmospheric Hazards (10 min Video With Quiz)
- Confined Spaces for Employees: 04. Personal Protective Equipment (5 min Video With Quiz)
- Confined Spaces for Employees: 05. Confined Spaces for Construction (5 min Video With Quiz)
- Developing an Effective Safety Culture (self-paced eBook)
- Driving Distractions (9 min Video With Quiz)
- Driving for Sales Professionals (7 min Video With Quiz)
- Eye Injury Safety (10 min Video With Quiz)
- Fall Protection (8 min Video With Quiz)
- First Aid: 02. Broken Bones (5 min Video With Quiz)
- First Aid: 03. Burns (6 min Video With Quiz)
- First Aid: 04. Bites, Cuts and Scrapes (7 min Video With Quiz)
- First Aid: 05. Choking (3 min Video With Quiz)
- First Aid: Introduction to First Aid (9 min Video With Quiz)
- Foot Protection (9 min Video With Quiz)
- Forklift Best Practices: Pedestrian Traffic Concerns (2 min Video With Quiz)
- Hand Injury Prevention (9 min Video With Quiz)
- Harsh Braking and Harsh Acceleration (6 min Video With Quiz)
- HAZCOM: What's New with OSHA? (4 min Video With Quiz)
- Hearing Conservation for Employees (7 min Video With Quiz)
- Heat Stress (4 min Video With Quiz)
- Hot and Cold Weather Safety: 03. Working in Hot Weather (5 min Video With Quiz)
- Hot and Cold Weather Safety: 04. Working in Cold Weather (6 min Video With Quiz)
- Lockout Tagout: Energy Control Programs Details, Questions, & Expectations (6 min Video With Quiz)
- Lockout Tagout: Introduction for Everyone (6 min Video With Quiz)
- Lockout Tagout: Lockout Basics for Employees (5 min Video With Quiz)
- Lunch and Learn: Vibrant Safety Culture (self-paced SkillBuilder)
- Nailer Safety (5 min Video With Quiz)
- OSHA TOOLBOX: HAZCOM - Labeling Protocol (4 min Video With Quiz)
- OSHA TOOLBOX: HAZCOM - Safety Data Sheet (4 min Video With Quiz)
- OSHA Toolbox: HAZCOM - What You Need to Know (4 min Video With Quiz)
- OSHA Toolbox: What Matters Regarding Bloodborne Pathogens (4 min Video With Quiz)
- Personal Protective Equipment: Construction Industry PPE (7 min Video With Quiz)
- Personal Protective Equipment: Hand and Arm Protection (7 min Video With Quiz)
- Personal Protective Equipment: Head Protection (9 min Video With Quiz)
- Personal Protective Equipment: Hearing Protection (4 min Video With Quiz)
- Personal Protective Equipment: Introduction to PPE (5 min Video With Quiz)
- Personal Protective Equipment: PPE for Managers (6 min Video With Quiz)
- Personal Protective Equipment: Respiratory Protection (6 min Video With Quiz)
- Portable Fire Extinguishers for Employees (6 min Video With Quiz)
- Resource: OSHA Training Plan Requirements (self-paced SkillBuilder)
- Resource: OSHA Written Plans Checklist (self-paced SkillBuilder)
- Safety First: Fire Extinguisher Use (4 min Video With Quiz)
- Safety for Employees: Carbon Dioxide for Employees (4 min Video With Quiz)
- Safety for Employees: Carbon Monoxide for Employees (6 min Video With Quiz)

- Safety for Employees: Flammable and Combustible Liquids for Employees (5 min Video With Quiz)
- Safety for Employees: Machine Guard Safety for Employees (5 min Video With Quiz)
- Safety for Managers: Flammable and Combustible Liquids for Managers (5 min Video With Quiz)
- Safety for Managers: Machine Guard Safety for Managers (4 min Video With Quiz)
- Safety for Managers: Propane Gas Safety for Managers (4 min Video With Quiz)
- Safety Management (self-paced eBook)
- Safety Toolbox: Driving Defensively (3 min Video With Quiz)
- Safety Toolbox: Driving in Poor Conditions (3 min Video With Quiz)
- Safety Toolbox: Fall Protection (4 min Video With Quiz)
- Safety Toolbox: Prevent Slips, Trips, and Falls (3 min Video With Quiz)
- Safety Toolbox: Protect Your Back (4 min Video With Quiz)
- Safety Toolbox: The Safe Use of Aerial Lifts (3 min Video With Quiz)
- Safety Toolbox: The Safe Use of Ladders (3 min Video With Quiz)
- Safety Toolbox: Using Lockout Tagout (4 min Video With Quiz)
- Safety Toolbox: What You Need to Know About Emergency Exits (4 min Video With Quiz)
- Slips, Trips, and Falls (5 min Video With Quiz)
- Sustainability Basics: Corporate Social Responsibility vs. Sustainability (6 min Video With Quiz)
- Sustainability Basics: Creating a Sustainability Strategy (6 min Video With Quiz)
- Sustainability Basics: Engaging the Team in Workplace Sustainability (6 min Video With Quiz)
- Sustainability Basics: Introduction to ESG: Environmental, Social, and Governance (4 min Video With Quiz)
- Sustainability Basics: What Is Workplace Sustainability? (5 min Video With Quiz)
- Sustainability Strategy Ideas: Energy Consumption (6 min Video With Quiz)
- Sustainability Strategy Ideas: Exploring Waste Management (6 min Video With Quiz)
- Sustainability Strategy Ideas: Green Cleaning Concepts (6 min Video With Quiz)
- Sustainability Strategy Ideas: Green Purchasing (6 min Video With Quiz)
- Sustainability Strategy Ideas: Transportation Sustainability (5 min Video With Quiz)
- Sustainability Strategy Ideas: Water Conservation (6 min Video With Quiz)
- The Business Case for Going Green (5 min Video With Quiz)
- Two-Wheeled Handcart (7 min Video With Quiz)
- Understanding Hazardous Waste (10 min Video With Quiz)
- What Is Human Trafficking? (8 min Video With Quiz)
- Workers' Comp 10 Must Ask Questions (7 min Online Course)
- Workers' Compensation Basics (4 min Online Course)
- Workplace Safety in Action: Safety Committees (self-paced eBook)

## Personal Development

- 3 Steps to Effective Prioritization (self-paced SkillBuilder)
- Activity: DISC: Exploring Workplace Interactions (self-paced SkillBuilder)
- Activity: Establishing SMART Goals (self-paced SkillBuilder)
- Activity: Supervisory Skills Action Plan (self-paced SkillBuilder)
- Asking for Feedback (5 min Video With Quiz)
- Avoiding Mistakes in Decision Making (6 min Video With Quiz)
- Become a Great Protégé: Challenges Protégés Face (4 min Video Without Quiz)

- Become a Great Protégé: Do You Need a Mentor? (2 min Video Without Quiz)
- Become a Great Protégé: Do's and Don'ts of Being a Good Protégé (3 min Video Without Quiz)
- Become a Great Protégé: Maximizing Your Mentorship Relationship (2 min Video Without Quiz)
- Becoming a Great Team Member: Leverage Personal Strengths (5 min Video With Quiz)
- Becoming a Great Team Member: Leverage Personal Strengths (Spanish) (5 min Video With Quiz)
- Becoming a Great Team Member: Offer Peer Support (5 min Video With Quiz)
- Becoming a Great Team Member: Offer Peer Support (Spanish) (5 min Video With Quiz)
- Becoming a Great Team Member: Provide Constructive Feedback (Spanish) (5 min Video With Quiz)
- Becoming a Great Team Member: Provide Constructive Peer-to-Peer Feedback (5 min Video With Quiz)
- Becoming a Great Team Member: Take Initiative and Be Proactive (5 min Video With Quiz)
- Becoming a Great Team Member: Taking Initiative (Spanish) (5 min Video With Quiz)
- Building Accountability: Trust and Performance at Work (6 min Video With Quiz)
- Building Accountability: Managing Yourself (6 min Video With Quiz)
- Building Accountability: Taking Ownership (4 min Video With Quiz)
- Business Meals: Table Manners (4 min Video With Quiz)
- Civility in the Workplace (7 min Video With Quiz)
- Communicating with the C-Suite: After-Work Socializing (4 min Video With Quiz)
- Communicating with the C-Suite: Around the Coffee Machine (6 min Video With Quiz)
- Communicating with the C-Suite: During Meetings (5 min Video With Quiz)
- Communicating with the C-Suite: In The Hallways (3 min Video With Quiz)
- Communicating with the C-Suite: Sending an Email (4 min Video With Quiz)
- Conducting a Performance Review (3 min Video With Quiz)
- Convenience Store Diet (4 min Video With Quiz)
- Create Your Own Memory Hooks (2 min Video With Quiz)
- Creating a Work Plan (7 min Video With Quiz)
- Critical Thinking: Become a Critical Thinker (4 min Video With Quiz)
- Critical Thinking: Critical Thinking Outside the Box (5 min Video With Quiz)
- Critical Thinking: Use Critical Thinking at Work (5 min Video With Quiz)
- Critical Thinking: What it is and Why it Matters (4 min Video With Quiz)
- Decision Making Basics: Decision-Making Styles (6 min Video With Quiz)
- Deskerises: Arms and Shoulders (2 min Video Without Quiz)
- Deskerises: Chest, Neck, and Back (2 min Video Without Quiz)
- Deskerises: Legs and Backside, While Sitting (1 min Video Without Quiz)
- Deskerises: Legs and Backside, While Standing (2 min Video Without Quiz)
- Deskerises: Simple, Cardio, and Core (2 min Video Without Quiz)
- Developing Your Strengths (5 min Video With Quiz)
- Emotional Intelligence Action Plan (self-paced SkillBuilder)
- Etiquette Series: Navigating Social Etiquette at Work (8 min Video With Quiz)
- Etiquette Series: Personal Etiquette in the Workplace (7 min Video With Quiz)
- Etiquette Series: Professional Etiquette for In-Person and Virtual Meetings (6 min Video With Quiz)
- Etiquette Series: Professional Etiquette for Work Dining and Social Events (6 min Video With Quiz)





- Etiquette Series: Social Etiquette at Work: Phone Fundamentals (6 min Video With Quiz)
- Etiquette Series: Social Etiquette at Work: Workplace Writing (6 min Video With Quiz)
- Etiquette Series: The Basics of Professional Etiquette (6 min Video With Quiz)
- Etiquette Series: The Employee's Guide to Holiday Parties (6 min Video With Quiz)
- Failure is an Option: Accepting Failure (5 min Video With Quiz)
- Failure is an Option: Moving Forward and Learning from Failure (5 min Video With Quiz)
- Failure is Obsolete (self-paced eBook)
- Fighting the Flu: Call for Backup (3 min Video With Quiz)
- Fighting the Flu: Gain the Upper Hand (1 min Video With Quiz)
- Fighting the Flu: Get To Know Your Opponent (3 min Video With Quiz)
- Fighting the Flu: The Fight is On! (1 min Video Without Quiz)
- Fighting the Flu: Throw in the Towel (2 min Video With Quiz)
- Goal Engineering: Using the 5 Criteria Framework (Spanish) (7 min Video With Quiz)
- Goal Engineering: Using the S.M.A.R.T Goals Framework (7 min Video With Quiz)
- Green Cleaning Concepts (6 min Video With Quiz)
- Green Purchasing (5 min Video With Quiz)
- Habits: 02. Micro Habits (5 min Video With Quiz)
- Habits: 03. Habit Stacking (5 min Video With Quiz)
- Habits: Breaking Habits (3 min Video With Quiz)
- Habits: What Are Habits? (3 min Video With Quiz)
- How to Know What You Don't Know: 01. Getting Up to Speed (8 min Video With Quiz)
- How to Know What You Don't Know: 02. Identifying Blind Spots (5 min Video With Quiz)
- How to Receive Feedback (5 min Video With Quiz)
- How to Sit Correctly (French) (1 min Video With Quiz)
- How to Sit Correctly (French-Canadian) (1 min Video With Quiz)
- How to Sit Correctly (Spanish) (1 min Video With Quiz)
- Hybrid Work Environments: Collaborating in a Hybrid Work Environment (6 min Video With Quiz)
- Hybrid Work Environments: Communication in a Hybrid Work Environment (5 min Video With Quiz)
- Hybrid Work Environments: Establishing Your Hybrid Work Schedule (4 min Video With Quiz)
- Hybrid Work Environments: How To Be a Great Hybrid Work Employee (4 min Video With Quiz)
- Hybrid Work Environments: Setting Up Your At-Home and In-Person Workspaces (5 min Video With Quiz)
- Hybrid Work Environments: Time Management in a Hybrid Work Environment (5 min Video With Quiz)
- Identifying Your Strengths (5 min Video With Quiz)
- Improving Memory: 01. How Does Your Memory Work? (3 min Video With Quiz)
- Improving Memory: 02. Tips and Tricks to Help Improve Your Memory (5 min Video With Quiz)
- Know Your Numbers: Blood Pressure (2 min Video With Quiz)
- Know Your Numbers: BMI (2 min Video With Quiz)
- Know Your Numbers: Cholesterol (3 min Video With Quiz)
- Know Your Numbers: Glucose (2 min Video With Quiz)
- Learning Styles: 02. Exploring the Seven Styles (8 min Video With Quiz)
- Learning Styles: 03. Developing Your Style (7 min Video With Quiz)
- Learning Styles: 04. Managing Different Styles (5 min Video With Quiz)
- Let's Work It Out (self-paced eBook)
- Living Large on Less (self-paced eBook)
- Lunch and Learn: Designing an Individual Development Plan (self-paced SkillBuilder)
- Making Learning Stick (self-paced eBook)
- Making Sense of Feedback (6 min Video With Quiz)
- Manager's Toolbox: Building an Engaged Organization (French) (3 min Video With Quiz)
- Manager's Toolbox: Building an Engaged Organization (French-Canadian) (3 min Video With Quiz)
- Manager's Toolbox: Building an Engaged Organization (Spanish) (3 min Video With Quiz)
- Managing Perceptions: Changing Your Bad Reputation (6 min Video With Quiz)
- Managing Perceptions: Understanding How You Are Perceived (5 min Video With Quiz)
- Managing Perceptions: Understanding Perception vs Reality (6 min Video With Quiz)
- Managing Time Vs. Energy (7 min Video With Quiz)
- Mental Health at Work: A Guide to Wellbeing (6 min Video With Quiz)
- Mental Health at Work: An Introductory Overview (6 min Video With Quiz)
- Mental Health at Work: Remote Workers (7 min Video With Quiz)
- Mental Health at Work: Social Media (7 min Video With Quiz)
- Mental Health at Work: Strategic Care and Crisis Response (7 min Video With Quiz)
- Mental Health at Work: Strategies and Best Practices (6 min Video With Quiz)
- Mental Health at Work: Understanding Work's Influence on Mental Wellbeing (6 min Video With Quiz)
- Mindful Productivity: 10 Strategies to Enhance Productivity (Spanish) (7 min Video With Quiz)
- Mindful Productivity: Clutter to Clarity Workspace Organization (5 min Video With Quiz)
- Mindful Productivity: Clutter to Clarity Workspace Organization (Spanish) (5 min Video With Quiz)
- Mindful Productivity: Self-Care Tactics for Workplace Wellness (6 min Video With Quiz)
- Mindful Productivity: Self-Care Tactics for Workplace Wellness (Spanish) (5 min Video With Quiz)
- Mindful Productivity: Strategies to Enhance Productivity (7 min Video With Quiz)
- Mindful Productivity: Tips to Declutter Your Inbox (5 min Video With Quiz)
- Mindful Productivity: Tips to Declutter Your Inbox (Spanish) (5 min Video With Quiz)
- Mindful Productivity: Work-Life Balance in 7 Steps (7 min Video With Quiz)
- Mindful Productivity: Work-Life Balance in 7 Steps (Spanish) (6 min Video With Quiz)
- Money Secrets of the Rich (self-paced eBook)
- Moving Up: 01. Defining Your Career (2 min Video With Quiz)
- Moving Up: 02. Maintaining Your Resume (3 min Video With Quiz)
- Moving Up: 03. Internal Interviews (3 min Video With Quiz)
- Moving Up: 04. Asking for a Raise (3 min Video With Quiz)
- Moving Up: 05. Internal Networking and Connecting with Executives (3 min Video With Quiz)
- Perception Reboot: How to Sound Smarter at Work (4 min Video With Quiz)
- Perception Reboot: Mistakes that Make You Look Unprofessional (5 min Video With Quiz)
- Perception Reboot: Recovering from a Screw-Up (6 min Video With Quiz)
- Perception Reboot: Things that are Ruining Your Reputation (5 min Video With Quiz)
- Perception Reboot: Things You Should Never Say at Work (5 min Video With Quiz)
- Perception Reboot: Visibility Vs Show-Off (5 min Video With Quiz)
- Perception Reboot: When Your Coworker is Making You Look Bad (5 min Video With Quiz)
- Perceptions: Managing How You're Perceived (5 min Video With Quiz)
- Perceptions: Rebuilding Your Reputation (5 min Video With Quiz)
- Perceptions: Understanding Perceptions (6 min Video With Quiz)
- Personal Boundaries at Work (5 min Video With Quiz)
- Personal Branding Activity: Conducting a Brand SWOT Analysis (5 min SkillBuilder)
- Personal Branding Activity: Creating Your Elevator Pitch (6 min SkillBuilder)
- Personal Branding Activity: Tailoring Your Elevator Pitch to Your Audience (6 min SkillBuilder)
- Personal Branding Self-Assessment: Brand Audit (self-paced SkillBuilder)
- Personal Branding Self-Assessment: How Strong Is Your Internal Brand? (self-paced SkillBuilder)
- Personal Branding: An Introduction (3 min Video With Quiz)
- Personal Branding: Defining Yourself (3 min Video With Quiz)
- Personal Branding: Developing a Consistent, Authentic Image (4 min Video With Quiz)
- Personal Branding: Developing a Resilient Brand (4 min Video With Quiz)
- Personal Branding: Enhancing Your Online Presence (4 min Video With Quiz)
- Personal Branding: External Branding for Career Growth (3 min Video With Quiz)
- Personal Branding: Handling a Brand Crisis (4 min Video With Quiz)
- Personal Branding: Internal Branding for Career Growth (3 min Video With Quiz)
- Personal Branding: Networking Strategies (4 min Video With Quiz)
- Personal Branding: Powerful First Impressions (5 min Video With Quiz)
- Personal Brands (self-paced eBook)
- Political Civility: Building Bridges and Boundaries (8 min Video With Quiz)
- Practice: Emotional Motivation and Resilience (self-paced SkillBuilder)
- Practice: How Much Do You Know About Creating SMART Goals? (self-paced SkillBuilder)
- Practice: Self-Awareness and Self-Regulation (self-paced SkillBuilder)
- Pre-Vacation Planning (5 min Video With Quiz)
- Problem Solving: 01. Defining the Problem (6 min Video With Quiz)
- Problem Solving: 02. Finding the Root Cause (5 min Video With Quiz)
- Problem Solving: 03. Generating Solutions (6 min Video With Quiz)
- Problem Solving: 04. Evaluating Solutions (6 min Video With Quiz)
- Problem Solving: 05. Implementing the Solution (6 min Video With Quiz)
- Problem Solving: 06. Monitoring the Solution (7 min Video With Quiz)
- Problem Solving: 07. Monitor the Resolution (4 min Video With Quiz)
- Quick Tips: Making Ethical Decisions (self-paced SkillBuilder)
- Ready for Retirement (self-paced eBook)
- Recognize Eye Strain (French) (1 min Video With Quiz)
- Recognize Eye Strain (French-Canadian) (1 min Video With Quiz)
- Recognize Eye Strain (Spanish) (1 min Video With Quiz)
- Reduce Eye Strain (French) (1 min Video With Quiz)
- Reduce Eye Strain (French-Canadian) (1 min Video With Quiz)
- Reduce Eye Strain (Spanish) (1 min Video With Quiz)
- Remote Employee Mental Health: Maintaining the Mental Health of Your Remote Employees (9 min Video With Quiz)
- Remote Employee Mental Health: Maintaining Your Mental Health as a Remote Employee (9 min Video With Quiz)
- Representing Your Brand (8 min Video With Quiz)



- Resource: Action Plan for Growth (self-paced SkillBuilder)
- Resource: Challenging Self-Limiting Beliefs (self-paced SkillBuilder)
- Resource: Finding Your Professional Sweet Spot (self-paced SkillBuilder)
- Resource: Prioritization Matrix (self-paced SkillBuilder)
- Resource: SCAN Assessment (self-paced SkillBuilder)
- Resource: Task Organizer (self-paced SkillBuilder)
- Rethinking Brainstorming (7 min Video With Quiz)
- Returning to Work After a Gap: 01. Revamping Your Resume (3 min Video With Quiz)
- Returning to Work After a Gap: 02. Interviewing After a Gap (5 min Video With Quiz)
- Returning to Work After Vacation (4 min Video With Quiz)
- Safe Money Millionaire (self-paced eBook)
- Safety for Managers: Powered Industrial Trucks for Managers (4 min Video With Quiz)
- Self-Assessment: Are You A Practical Planner? (self-paced SkillBuilder)
- Self-Assessment: Are You A Skilled Listener? (self-paced SkillBuilder)
- Self-Assessment: Are You Effective at Building Rapport and Trust? (self-paced SkillBuilder)
- Self-Assessment: Behavioral Styles (self-paced SkillBuilder)
- Self-Assessment: Do You Delegate Well? (self-paced SkillBuilder)
- Self-Assessment: Do You Have A Problem-Solving Mindset? (self-paced SkillBuilder)
- Self-Assessment: How Emotionally Intelligent Are You? (self-paced SkillBuilder)
- Self-Assessment: How Well Do You Handle Conflict and Confrontation? (self-paced SkillBuilder)
- Self-Assessment: How Well Do You Handle Difficult Situations? (self-paced SkillBuilder)
- Self-Assessment: What DISC Type Are You Like At Work? (self-paced SkillBuilder)
- Self-Assessment: What's Hindering Your Productivity? (self-paced SkillBuilder)
- Self-Assessment: What's Your Behavioral Style? (self-paced SkillBuilder)
- Self-Assessment: What's Your Learning Style? (self-paced SkillBuilder)
- Self-Assessment: What's Your Productivity Style? (self-paced SkillBuilder)
- Self-Assessment: What's Your Supervisory Style? (self-paced SkillBuilder)
- Self-Assessment: Working Styles (self-paced SkillBuilder)
- Setting and Managing Priorities: Balancing Personal and Organizational Priorities (6 min Video With Quiz)
- Setting and Managing Priorities: Deciding What's Really a Priority (7 min Video With Quiz)
- Setting and Managing Priorities: Establishing a Productive Daily Routine (5 min Video With Quiz)
- Setting and Managing Priorities: How to Say 'No' When You Have Too Many Priorities (6 min Video With Quiz)
- Setting and Managing Priorities: Managing Priorities in a Remote Work Environment (6 min Video With Quiz)
- Setting and Managing Priorities: Positive Procrastination and Perhaps Lists (6 min Video With Quiz)
- Setting and Managing Priorities: Sticking to a Routine with the Don't Break the Chain Technique (5 min Video With Quiz)
- Setting and Managing Priorities: Tackle Your To-Do List (5 min Video With Quiz)
- Setting and Managing Priorities: Using the 80/20 Rule for Quick Prioritization (6 min Video With Quiz)
- Setting and Managing Priorities: When Everything is a Priority (6 min Video With Quiz)
- Setting Your Development Goals (self-paced eBook)
- Stop Throwing People Under the Bus (5 min Video With Quiz)

- Strengths Finder 2.0 (self-paced eBook)
- Stress and Burnout for Everyone: How to Tell Your Boss You Are Overwhelmed (5 min Video With Quiz)
- Stress and Burnout for Everyone: Identifying Your Burnout Triggers (5 min Video With Quiz)
- Stress and Burnout for Everyone: Taking Work Less Personally (5 min Video With Quiz)
- Stress and Burnout for Everyone: Types of Workplace Stress (5 min Video With Quiz)
- Stress and Burnout for Managers: Calculate the Maslach Burnout Inventory in Your Team (4 min Video With Quiz)
- Stress and Burnout for Managers: Prevent Quiet Quitting (4 min Video With Quiz)
- Stress and Burnout for Managers: Preventing Team Burnout (5 min Video With Quiz)
- Stress and Burnout for Managers: The Negative Effects of Micro-Management (6 min Video With Quiz)
- Stress and Burnout for Managers: When It's Actually Boredom (8 min Video With Quiz)
- Stress Management: Avoidable Stress (5 min Video With Quiz)
- Stress Management: Handling Stress (4 min Video With Quiz)
- Stress Management: Managing Stress (5 min Video With Quiz)
- Stress Management: Unavoidable Stress (3 min Video With Quiz)
- Stress Management: Understanding Stress (3 min Video With Quiz)
- Study Skills: How to Study Effectively (4 min Video With Quiz)
- Study Skills: Study Location (3 min Video With Quiz)
- Study Skills: Studying in Groups (4 min Video With Quiz)
- Study Skills: When to Study (4 min Video With Quiz)
- Supercompetent (self-paced eBook)
- Swallow Your Pride (5 min Video With Quiz)
- Take Charge of Your Talent (self-paced eBook)
- Taking Control of Your Career: 01. Career Planning (7 min Video With Quiz)
- Taking Control of Your Career: 02. Knowing Yourself (8 min Video With Quiz)
- Taking Control of Your Career: 03. Taking Action in Your Career (6 min Video With Quiz)
- The Art of Saying No (6 min Video With Quiz)
- The Better Money Method (self-paced eBook)
- The Do's and Don'ts of Success (6 min Video With Quiz)
- The Empress Has No Clothes (self-paced eBook)
- The Growth Mindset: Developing the Growth Mindset (8 min Video With Quiz)
- The Growth Mindset: Limitations of a Fixed Mindset (8 min Video With Quiz)
- The Growth Mindset: Understanding Fixed and Growth Mindsets (7 min Video With Quiz)
- The Money Flow (self-paced eBook)
- The Science of Sleep: How Much Sleep Do You Need (7 min Video With Quiz)
- The Science of Sleep: Sleep Hygiene (5 min Video With Quiz)
- The Science of Sleep: Sleeping for Shift Work (6 min Video With Quiz)
- The Science of Sleep: The Science of Sleep (6 min Video With Quiz)
- Think Big, Live Large (self-paced eBook)
- Training Matters: Combatting the Forgetting Curve - Employees (4 min Video With Quiz)
- Training Matters: Combatting the Forgetting Curve - Managers (4 min Video With Quiz)
- Training Matters: Making Time for Training (4 min Video With Quiz)
- Understanding Headaches: Surprising Headache Triggers (2 min Video Without Quiz)

- Understanding Headaches: Understanding Headaches (5 min Video With Quiz)
- Vocabulary Retention Tips and Tricks (2 min Video With Quiz)
- Water Conservation (5 min Video With Quiz)
- When Your Peer Becomes Your Boss: Adjust to the New Dynamic (5 min Video With Quiz)
- When Your Peer Becomes Your Boss: Adjust to the New Dynamic (Spanish) (5 min Video With Quiz)
- When Your Peer Becomes Your Boss: Capitalize on the Transition (5 min Video With Quiz)
- When Your Peer Becomes Your Boss: Capitalize on the Transition (Spanish) (5 min Video With Quiz)
- When Your Peer Becomes Your Boss: Offer Support and Assistance (5 min Video With Quiz)
- When Your Peer Becomes Your Boss: Offer Support and Assistance (Spanish) (5 min Video With Quiz)
- When Your Peer Becomes Your Boss: Provide Feedback (Spanish) (5 min Video With Quiz)
- When Your Peer Becomes Your Boss: Provide Upward Feedback (5 min Video With Quiz)
- Work Hacks: 5 Hacks for Workplace Sanity (1 min Video Without Quiz)
- Work Hacks: 5 Hacks to a Clean and Comfortable Space (1 min Video Without Quiz)
- Work Hacks: 6 Hacks to Controlling Your Inbox (1 min Video Without Quiz)
- Work Hacks: 7 Hacks for Office Productivity (1 min Video Without Quiz)
- Work Hacks: 7 Hacks to Maintain Work/Home Balance (2 min Video Without Quiz)
- Work Hacks: Go Green (1 min Video Without Quiz)
- Working in Adversarial Relationships (self-paced eBook)
- Work-Life Balance: The Delicate Art of Juggling (9 min Video With Quiz)
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French) (3 min Video With Quiz)
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French-Canadian) (3 min Video With Quiz)
- Workplace Life Jacket: 8 Tips to Control Your Email (French) (3 min Video With Quiz)
- Workplace Life Jacket: 8 Tips to Control Your Email (French-Canadian) (3 min Video With Quiz)
- Workplace Life Jacket: Tips for an Organized Workspace (French) (3 min Video With Quiz)
- Workplace Life Jacket: Tips for an Organized Workspace (French-Canadian) (3 min Video With Quiz)
- Workplace Life Jacket: Tips to Increase Productivity (French) (4 min Video With Quiz)
- Workplace Life Jacket: Tips to Increase Productivity (French-Canadian) (4 min Video With Quiz)
- Workplace Life Jacket: Tips to Remain Sane (French) (4 min Video With Quiz)
- Workplace Life Jacket: Tips to Remain Sane (French-Canadian) (4 min Video With Quiz)
- You Are What You Eat: Brain Food (6 min Video With Quiz)
- You Are What You Eat: Meal Planning (9 min Video With Quiz)
- You Are What You Eat: Reading Food Labels (6 min Video With Quiz)
- You Are What You Eat: You Are What You Eat (5 min Video With Quiz)
- Zip! Tips (self-paced eBook)

## Project Management

- 10 Steps to Successful Project Management (self-paced eBook)
- Activity: Can You Solve These Project Issues? (self-paced SkillBuilder)
- Activity: How Well Do You Manage Projects? (self-paced SkillBuilder)



- AI in Project Management: AI-Driven Decision Making (7 min Online Course)
- AI in Project Management: Future Trends and Tools for AI in Project Management (7 min Online Course)
- AI in Project Management: Introduction to AI in Project Management (9 min Online Course)
- AI in Project Management: Project Monitoring and Control (7 min Online Course)
- AI in Project Management: Project Planning and Scheduling (5 min Online Course)
- AI in Project Management: Resource Allocation and Optimization (7 min Online Course)
- AI in Project Management: Risk Management (7 min Online Course)
- Fundamentals of Project Management (self-paced eBook)
- Improve Your Project Management (self-paced eBook)
- Lean but Agile (self-paced eBook)
- Lunch and Learn: Managing Constraints (self-paced SkillBuilder)
- Lunch and Learn: Project Health Assessment (self-paced SkillBuilder)
- Money for the Cause (self-paced eBook)
- PMP® Certification: Project Management Basics (self-paced eBook)
- Pragmatic Project Management (self-paced eBook)
- Project Definition Questions - Quick Reference (self-paced eTips)
- Project Evaluation Questions - Quick Reference (self-paced eTips)
- Project Management Essentials (self-paced eBook)
- Project Management for Small Business (self-paced eBook)
- Project Management for Small Projects (self-paced eBook)
- Project Management Fundamentals (self-paced eBook)
- Project Management, Planning, and Control (self-paced eBook)
- Project Management: Advanced, 2nd Edition (self-paced eBook)
- Project Management: Basic, 2nd Edition (self-paced eBook)
- Project Management: Intermediate, 2nd Edition (self-paced eBook)
- Project Scheduling: Building a Gantt Chart (5 min Online Course)
- Project Scheduling: Determining Task Sequence (5 min Online Course)
- Project Scheduling: Estimating Task Length (5 min Online Course)
- Project Scheduling: Identify Tasks: Create a Work Breakdown Structure (5 min Online Course)
- Project Scheduling: Introduction to Project Scheduling (5 min Video Without Quiz)
- Project Scheduling: Project Scheduling Software (5 min Online Course)
- Project Scheduling: Toolbox (self-paced eTips)
- Project Teams (self-paced eBook)
- Resource: Project Risk Matrix (self-paced SkillBuilder)
- Self-Assessment: Project Management Knowledge Areas (self-paced SkillBuilder)
- Successful Project Management in a Week (self-paced eBook)
- The 77 Deadly Sins of Project Management (self-paced eBook)
- The AMA Handbook of Project Management (self-paced eBook)
- The Myth of Multitasking: Monotasking (8 min Video With Quiz)
- The Myth of Multitasking: Multitasking (7 min Video With Quiz)
- The Principles of Project Management (self-paced eBook)
- The RACI Matrix: The RACI Matrix (7 min Video With Quiz)
- The RACI Matrix: Tips and Rules for the RACI Matrix (5 min Video With Quiz)
- Thinking on Purpose for Project Managers (self-paced eBook)

## Pryor+ Tutorials

- Pryor+ Tutorial for Users, How to Contact Customer Support (1 min Video Without Quiz)
- Pryor+ Tutorial for Users, How to Contact Customer Support (Spanish) (1 min Video Without Quiz)

- Pryor+ Tutorial for Users, Learning Paths & Series (1 min Video Without Quiz)
- Pryor+ Tutorial for Users, Learning Paths & Series (Spanish) (1 min Video Without Quiz)
- Pryor+ Tutorial for Users, Log In Screen (1 min Video Without Quiz)
- Pryor+ Tutorial for Users, Log In Screen (Spanish) (1 min Video Without Quiz)
- Pryor+ Tutorial for Users, Online and Live Account (3 min Video Without Quiz)
- Pryor+ Tutorial for Users, Online and Live Account (Spanish) (3 min Video Without Quiz)

## Sales

- Activity: Selling to a High C (self-paced SkillBuilder)
- Activity: Selling to a High D (self-paced SkillBuilder)
- Activity: Selling to a High I (self-paced SkillBuilder)
- Activity: Selling to a High S (self-paced SkillBuilder)
- Building a Sales Process (8 min Video With Quiz)
- Closing the Sale (7 min Video With Quiz)
- Creating Your Elevator Pitch (5 min Video With Quiz)
- Cross Selling (9 min Video With Quiz)
- DISC Infused Selling: Modifying Your DISC Style for Your Buyer (7 min Video With Quiz)
- DISC Infused Selling: Selling to a High C (5 min Video With Quiz)
- DISC Infused Selling: Selling to a High D (5 min Video With Quiz)
- DISC Infused Selling: Selling to a High I (5 min Video With Quiz)
- DISC Infused Selling: Selling to a High S (5 min Video With Quiz)
- DISC Infused Selling: Understand Your Buyer's DISC Type (7 min Video With Quiz)
- DISC Infused Selling: Utilizing DISC in Sales (7 min Video With Quiz)
- Emotional Intelligence for Sales Success (self-paced eBook)
- Establishing Credibility (5 min Video With Quiz)
- Excellent Customer Service (4 min Video With Quiz)
- Get Clients Now! (self-paced eBook)
- Handling Objections: Doubt (3 min Video With Quiz)
- Handling Objections: Indifference (2 min Video With Quiz)
- Handling Objections: Misunderstanding (2 min Video With Quiz)
- Handling Objections: True Negative (3 min Video With Quiz)
- How Customers Want to Be Treated (6 min Video With Quiz)
- How to Leave Phone Voicemail that Get Returned (8 min Video With Quiz)
- How To Sell In New Products (5 min Video With Quiz)
- Leading the Sales Force (self-paced eBook)
- Lunch and Learn: Sales Transaction Procedures (self-paced SkillBuilder)
- Managing Enterprise Accounts: Customer Lifetime Value (7 min Video With Quiz)
- Managing Enterprise Accounts: Finding Unmet Needs (5 min Video With Quiz)
- Managing Enterprise Accounts: Handling Objections (3 min Video With Quiz)
- Managing Enterprise Accounts: Introduction (1 min Video With Quiz)
- Managing Enterprise Accounts: No Push Close (3 min Video With Quiz)
- Managing Enterprise Accounts: No Push Selling® (3 min Video With Quiz)
- Managing Enterprise Accounts: Pre-Call Planning (4 min Video With Quiz)
- Managing Enterprise Accounts: Selling Benefits (4 min Video With Quiz)
- Managing Enterprise Accounts: The Five-Minute Debrief (3 min Video With Quiz)
- Managing Enterprise Accounts: Value Added Selling (5 min Video With Quiz)
- Negotiating: 01. Introduction to Negotiating (3 min Video With Quiz)
- Negotiating: 02. Framing in Negotiations (5 min Video With Quiz)

- Negotiating: 03. Negotiation Styles (7 min Video With Quiz)
- Negotiating: 04. Power and Leverage in Negotiations (5 min Video With Quiz)
- Negotiating: 05. BATNA and ZOPA (6 min Video With Quiz)
- Negotiating: 06. Preparation and Planning (5 min Video With Quiz)
- Negotiating: 07. Offering and Accepting Concessions (6 min Video With Quiz)
- Negotiating: 08. The Negotiation Process (7 min Video With Quiz)
- Negotiating: 09. Negotiation Tactics (9 min Video With Quiz)
- Negotiating: 10. Negotiation Do's and Don'ts (6 min Video With Quiz)
- Negotiation Series: Building Rapport and Trust (5 min Video With Quiz)
- Negotiation Series: Closing the Deal and Post-Negotiation (6 min Video With Quiz)
- Negotiation Series: Cross-Cultural Negotiation (4 min Video With Quiz)
- Negotiation Series: Effective Communication in Negotiation (6 min Video With Quiz)
- Negotiation Series: Handling Difficult Negotiations (6 min Video With Quiz)
- Negotiation Series: Interests vs. Positions (4 min Video With Quiz)
- Negotiation Series: Introduction to Negotiation (6 min Video With Quiz)
- Negotiation Series: Negotiation Preparation (7 min Video With Quiz)
- Negotiation Series: Negotiation Strategies and Tactics (5 min Video With Quiz)
- Negotiation Series: Understanding BATNA (5 min Video With Quiz)
- No, But, If (6 min Video With Quiz)
- Overview of Sales Methodologies (9 min Video With Quiz)
- ProActive Sales Management (self-paced eBook)
- QuickSell (6 min Video With Quiz)
- Retailer Hot Buttons: 01. Sales Traffic (5 min Video With Quiz)
- Retailer Hot Buttons: 02. Transaction Size (4 min Video With Quiz)
- Retailer Profitability Model for Retailers: 04. Frequency (4 min Video With Quiz)
- Retailer Profitability Model for Retailers: 07. Price Per Item (2 min Video With Quiz)
- Sales 101: Objection Handling: Lesson 5 - The Five Categories of Objection (8 min Video Without Quiz)
- Sales 101: Objection Handling: Lesson 6 - Repeat, Reassure, and Resume (6 min Video Without Quiz)
- Sales 101: Objection Handling: Lesson 8 - Turnarounds For "Just Send Info" (6 min Video Without Quiz)
- Sales 101: Objection Handling: Lesson 9 - Turnarounds For Direct Statements/Questions (10 min Video Without Quiz)
- Sales Force Design for Strategic Advantage (self-paced eBook)
- Sales Forecasting for the Salesperson (7 min Video With Quiz)
- Sales Forecasting Management (self-paced eBook)
- Sales Prospecting: How to Get Past Gatekeepers (5 min Video With Quiz)
- Sales Prospecting: How to Leave Sales Voicemails (8 min Video With Quiz)
- Sales Prospecting: Sales Analytics and Metrics (8 min Video With Quiz)
- Sales Prospecting: Social Media Networking (5 min Video With Quiz)
- Sales Prospecting: The Flipped Sales Funnel (4 min Video With Quiz)
- Sales Prospecting: The Link Between Marketing and Sales (6 min Video With Quiz)
- Sales Prospecting: The Original Sales Funnel (7 min Video With Quiz)
- Sales Prospecting: The Sales Pipeline (7 min Video With Quiz)
- Sales Time Management (5 min Video With Quiz)
- Sales: Attitude is Everything (2 min Video With Quiz)
- Sales: Attitude is Everything (French) (2 min Video With Quiz)
- Sales: Attitude is Everything (French-Canadian) (2 min Video With Quiz)
- Sales: Attitude is Everything (Spanish) (2 min Video With Quiz)





- Sales: Boost Your Selling Power (3 min Video With Quiz)
- Sales: Boost Your Selling Power (French) (3 min Video With Quiz)
- Sales: Boost Your Selling Power (French-Canadian) (3 min Video With Quiz)
- Sales: Boost Your Selling Power (Spanish) (3 min Video With Quiz)
- Sales: Create Sales Proposals (3 min Video With Quiz)
- Sales: Create Sales Proposals (French) (3 min Video With Quiz)
- Sales: Create Sales Proposals (French-Canadian) (3 min Video With Quiz)
- Sales: Create Sales Proposals (Spanish) (3 min Video With Quiz)
- Sales: Overcoming Objections (3 min Video With Quiz)
- Sales: Overcoming Objections (French) (3 min Video With Quiz)
- Sales: Overcoming Objections (French-Canadian) (3 min Video With Quiz)
- Sales: Overcoming Objections (Spanish) (3 min Video With Quiz)
- Sales: Qualifying Prospects (2 min Video With Quiz)
- Sales: Qualifying Prospects (French) (2 min Video With Quiz)
- Sales: Qualifying Prospects (French-Canadian) (2 min Video With Quiz)
- Sales: Qualifying Prospects (Spanish) (2 min Video With Quiz)
- Sales: Set Goals and Manage Time (3 min Video With Quiz)
- Sales: Set Goals and Manage Time (French) (3 min Video With Quiz)
- Sales: Set Goals and Manage Time (French-Canadian) (3 min Video With Quiz)
- Sales: Set Goals and Manage Time (Spanish) (3 min Video With Quiz)
- Sales: Tips for Successful Sales (3 min Video With Quiz)
- Sales: Tips for Successful Sales (French) (3 min Video With Quiz)
- Sales: Tips for Successful Sales (French-Canadian) (3 min Video With Quiz)
- Sales: Tips for Successful Sales (Spanish) (3 min Video With Quiz)
- Say Less, Sell More (5 min Video With Quiz)
- Sell Without Selling (self-paced eBook)
- Selling Strategies: Consultative Selling (4 min Video With Quiz)
- Selling Strategies: Cyclical Selling (6 min Video With Quiz)
- Selling Strategies: Field Sales (4 min Video With Quiz)
- Selling Strategies: STUN Selling (4 min Video With Quiz)
- Selling Strategies: Tiered Selling (5 min Video With Quiz)
- Selling Strategies: Upsell and Add-Ons (5 min Video With Quiz)
- Selling To Different Customer Roles (8 min Video With Quiz)
- Selling to the C-Suite (4 min Video With Quiz)
- Selling with DISC: 01. Selling to a High D (5 min Video With Quiz)
- Selling with DISC: 02. Selling to a High I (5 min Video With Quiz)
- Selling with DISC: 03. Selling to a High S (5 min Video With Quiz)
- Selling with DISC: 04. Selling to a High C (5 min Video With Quiz)
- Smile! (8 min Video With Quiz)
- Speaking Customer (4 min Video With Quiz)
- The Accidental Salesperson (self-paced eBook)
- The New Rules of Lead Generation (self-paced eBook)
- The Unmet Need (3 min Video With Quiz)
- Turning Features into Benefits (5 min Video With Quiz)
- Utilizing DISC in Sales (8 min Video With Quiz)
- What Is a Sales Process? (6 min Video With Quiz)
- What's Right for This Prospect, Today? (5 min Video With Quiz)
- Effective Time Management: Time Blocking and Focus Time (5 min Video With Quiz)
- Effective Time Management: Workday Planning Techniques (5 min Video With Quiz)
- How to Manage Your Time Effectively (French) (4 min Video With Quiz)
- How to Manage Your Time Effectively (French-Canadian) (4 min Video With Quiz)
- How to Manage Your Time Effectively (Spanish) (4 min Video With Quiz)
- Managing Your Time (self-paced eBook)
- The Time of Your Life (French) (3 min Video With Quiz)
- The Time of Your Life (French-Canadian) (3 min Video With Quiz)
- The Time of Your Life (Spanish) (3 min Video With Quiz)
- Time Management: Clear Mental Clutter (5 min Video With Quiz)
- Time Management: Make Meetings Work (5 min Online Course)
- Time Management: Manage Projects (5 min Video With Quiz)
- Time Management: Prioritize Your Work (5 min Video With Quiz)



## Time Management

- 8-Week Get Organized Diet - Quick Reference (self-paced eTips)
- Common Time Management Problems (6 min Video With Quiz)
- Cooperative Time Management (self-paced eBook)
- Effective Time Management: Bullet Journaling Basic (3 min Video With Quiz)
- Effective Time Management: The Pomodoro Technique (2 min Video With Quiz)



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