

PROFESSIONAL DEVELOPMENT

Basics of Business Math Series

Basics of Business Math: 1 Fractions
Basics of Business Math: 2 Decimals
Basics of Business Math: 3 Calculator
Basics of Business Math: 4 Equations
Basics of Business Math: 5 Percents
Basics of Business Math: 6 Reports

Customer Service Series

Customer Service: 1 Defining Service
Customer Service: 2 Communicating
Customer Service: 3 Fixing Problems
Customer Service: 4 Building a Department
Customer Service: 5 Tools of the Trade

Dealing with Difficult People Series

Dealing with Difficult People: 1 Managing Against the Odds
Dealing with Difficult People: 2 Consideration
Dealing with Difficult People: 3 Attitude
Dealing with Difficult People: 4 Trust
Dealing with Difficult People: 5 Power
Dealing with Difficult People: 6 Communications
Dealing with Difficult People: 7 Responsibility

Effective Business Communication Series

Effective Business Communication: 2 The Planning Worksheet
Effective Business Communication: 3 Writing Skills
Effective Business Communication: 4 Patterns of Development
Effective Business Communication: 5 Letters
Effective Business Communication: 6 Memos, E-Mail, and Other Communications
Effective Business Communication: 7 Reports
Effective Business Communication: 8 Documentation

Effective Presentations Series

Effective Presentations: 1 Preparing for a Presentation
Effective Presentations: 2 Developing an Effective Message
Effective Presentations: 3 Improving Delivery Skills
Effective Presentations: 4 Using PowerPoint and Other Visuals

E-Mailing Your Way to the Top

E-Mailing Your Way to the Top: 1 Managing Your Inbox
E-Mailing Your Way to the Top: 2 Writing Effective E-Mails
E-Mailing Your Way to the Top: 3 The Legal Face of E-Mail

Grammar Series

Grammar: 1 Fundamental Sentence Structures
Grammar: 2 Punctuation
Grammar: 3 Complex Sentence Structures
Grammar: 4 Advanced Grammar

Innovation in the Workplace Series

Innovation in the Workplace: 1 Defining Innovation and Determining Your Point of View
Innovation in the Workplace: 2 Identifying the Enemies of Ideas and Innovation

Interview Skills Series

Interview Skills: 1 Getting the Interview
Interview Skills: 2 Preparing Yourself
Interview Skills: 3 Making an Entrance
Interview Skills: 4 Listening and Answering
Interview Skills: 5 Taking the Reins
Interview Skills: 6 Asking Questions
Interview Skills: 7 Opening Interviews
Interview Skills: 8 Tough Interviews
Interview Skills: 9 Following Through

Instructional Design Series

Instructional Design: 1 Process, Needs, and Roles
Instructional Design: 2 Analysis and Objectives
Instructional Design: 3 Design Concepts
Instructional Design: 4 Planning and Implementation
Instructional Design: 5 Evaluation

Problem Solving Through Productive Thinking Series

Problem Solving Through Productive Thinking: 1 The Concept of Productive Thinking
Problem Solving Through Productive Thinking: 2 Productive Thinking in Principle

Project Management Series

Project Management: 1 Project Management Overview
Project Management: 2 Understanding the Project Manager's Role
Project Management: 3 Defining the Problem
Project Management: 4 Determining the Strategy
Project Management: 5 Developing the Work Breakdown Structure
Project Management: 6 Estimating and Scheduling Resources
Project Management: 7 Understanding Scheduling Computations
Project Management: 8 Tracking Project Activities
Project Management: 9 Closing Out the Project
Project Management: 10 Formalizing Project Management Standards
Project Management: 11 Developing Project Teams
Project Management: 12 Ensuring Your Own Effectiveness

Project Management from a People Perspective Series

Project Management from a People Perspective: 5 Key Documentation
Project Management from a People Perspective: 6 Balancing Multiple Projects

Project Management Professional Certification 2005 Series

Project Management Professional Certification 2005: 1 Project Management Framework and Initiating the Project
Project Management Professional Certification 2005: 2 Project Planning
Project Management Professional Certification 2005: 3 Project Execution and Quality Management
Project Management Professional Certification 2005: 4 Project Monitoring and Control
Project Management Professional Certification 2005: 5 Project Closing

Project Management Professional Certification 2005: 6
Professional Responsibility
Project Management Professional Certification 2005:7 Practice
Exams

Project Management Professional Certification 2009 Series

Project Management Professional Certification 2009: 1 Project
Management Framework and Initiating the Project
Project Management Professional Certification 2009: 2 Project
Planning Processes
Project Management Professional Certification 2009: 3 Project
Execution and Quality Management
Project Management Professional Certification 2009: 4 Project
Monitoring and Control
Project Management Professional Certification 2009: 5 Project
Closing
Project Management Professional Certification 2009: 6
Professional Responsibility
Project Management Professional Certification 2009: 7
Practice Exams

Sexual Harassment in the Workplace Series

Sexual Harassment in the Workplace: 1 Why can't
We All Just Get Along? (Video)
Sexual Harassment in the Workplace: 2 Defining Sexual
Harassment
Sexual Harassment in the Workplace: 3 Preventing
Sexual Harassment
Sexual Harassment in the Workplace: 4 Responding
to Sexual Harassment

Stress Management Series

Stress Management: 1 Stress on the job
Stress Management: 2 Resisting Stress
Stress Management: 3 Assertiveness
Stress Management: 4 Coping with Anger

Time Management for Maximum Productivity

Time Management for Maximum Productivity: 1 Taming Time
Time Management for Maximum Productivity: 2 Prioritizing and
Procrastinating
Time Management for Maximum Productivity: 5 Controlling
Time Leaks

Time Management Fundamentals Series

Time Management Fundamentals: 1 Evaluating and Improving
Time Management
Time Management Fundamentals: 2 Organizational
Tasks and Creating Uninterrupted Time
Time Management Fundamentals: 3 Managing Meetings
Time Management Fundamentals: 4 Managing Workload
Time Management Fundamentals: 5 Managing Time with Co-
Workers