

## 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

***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