

Competency	Online Courses Aligned to Competencies	Course ID (click to see course description)	Type	Level 1 & 2	Level 3 & 4	Level 5
<b>Creativity and Innovation</b>						
	Coaching Teams and Personalities Simulation	<a href="#">MGMT009B</a>	simulation	✓	✓	✓
	Creativity and Innovation in the Workplace Simulation	<a href="#">PD0030</a>	simulation	✓	✓	
	The Foundations of Creativity and Innovation	<a href="#">PD0031</a>	course	✓	✓	
	The Imperatives of Innovation and Leadership in Strategy	<a href="#">stgy_01_a03_bs_enus</a>	course	✓	✓	✓
<b>External Awareness</b>						
	The Reasons Why Diversity Matters	<a href="#">hr_02_a01_bs_enus</a>	course	✓	✓	✓
	Planning a Diversity Initiative	<a href="#">hr_02_a03_bs_enus</a>	course	✓	✓	✓
	Managing Diversity in the Workplace Simulation	<a href="#">HR002A</a>	simulation	✓	✓	✓
	Supervisor and Manager Sexual Harassment Awareness	<a href="#">lch_01_a02_lc_enus</a>	course	✓	✓	
	Supervisor and Manager Sexual Harassment Awareness – Multi-State Edition	<a href="#">lch_01_a04_lc_enus</a>	course	✓	✓	
	Workplace Diversity Awareness Simulation	<a href="#">LCHR001A</a>	simulation	✓	✓	✓
	Competitive Factors in Strategic Marketing	<a href="#">MKT0203</a>	course		✓	✓
	Strategic Management - Planning	<a href="#">STGY0301</a>	course	✓		
	Globalization and Our Changing World	<a href="#">STGY0351</a>	course		✓	✓
	Globalization and Your Company	<a href="#">STGY0352</a>	course		✓	✓
<b>Strategic Thinking</b>						
	Thinking Strategically	<a href="#">stgy_01_a01_bs_enus</a>	course		✓	✓
	What Is Systems Thinking?	<a href="#">STGY0401</a>	course		✓	
	Building a Healthy System	<a href="#">STGY0402</a>	course		✓	
	Systems-thinking Models and Thinking Skills	<a href="#">STGY0403</a>	course		✓	
	System Archetypes	<a href="#">STGY0404</a>	course		✓	
	Redesigning Your Organization: Part I	<a href="#">STGY0405</a>	course		✓	
	Redesigning Your Organization: Part II	<a href="#">STGY0406</a>	course		✓	
	Taking Systems Thinking into Your Personal Life	<a href="#">STGY0407</a>	course	✓	✓	
<b>Vision</b>						
	Enterprise Analysis and Making a Business Case	<a href="#">cons_01_a02_bs_enus</a>	course	✓	✓	✓
	The Communication of a Shared Vision	<a href="#">lead_01_a02_bs_enus</a>	course	✓	✓	
	Growing from Management into Leadership Simulation	<a href="#">LEAD001B</a>	simulation	✓	✓	
	The Imperatives of Innovation and Leadership in Strategy	<a href="#">stgy_01_a03_bs_enus</a>	course	✓	✓	✓
	Building a Healthy System	<a href="#">STGY0402</a>	course		✓	
<b>Flexibility</b>						
	Getting Started--Administrative Support	<a href="#">ADM0101</a>	course	✓		
	Workplace Communication Skills	<a href="#">comm_02_a03_bs_enus</a>	course	✓	✓	✓

Leading without Authority	<a href="#">comm 13 a03 bs enus</a>	course	✓	✓	
The EXCEL Acronym: Instilling Service Excellence	<a href="#">cust 05 a07 bs enus</a>	course	✓	✓	
ITIL: Problem and Change Management	<a href="#">CUST0184</a>	course	✓	✓	
Recruiting for the 21st Century: The Market	<a href="#">HR0221</a>	course	✓	✓	
Leading the Workforce Generations Simulation	<a href="#">LEAD0230</a>	simulation		✓	
Leading Generations X and Next	<a href="#">LEAD0234</a>	course	✓	✓	✓
Becoming a Manager: Leading and Communicating	<a href="#">mgmt 03 a03 bs enus</a>	course	✓	✓	
Enhancing and Customizing Diagrams in Visio 2007	<a href="#">mo bgvs a02 dt enus</a>	course	✓	✓	✓
Introduction to Six Sigma for Champions	<a href="#">oper 03 a01 bs enus</a>	course		✓	✓
Views on Organizational Change	<a href="#">pd 03 a01 bs enus</a>	course	✓		
Handling Organizational Change Simulation	<a href="#">PD003A</a>	simulation	✓		
Success over Stress	<a href="#">PD0182</a>	course	✓	✓	✓
Planning and Implementing a Business Strategy	<a href="#">stgy 01 a04 bs enus</a>	course	✓	✓	✓
Setting the Stage for IT Success	<a href="#">STGY0221</a>	course		✓	
Managing from a Global Viewpoint	<a href="#">STGY0354</a>	course		✓	✓

### Resilience

ITIL: Continuity and Availability Management	<a href="#">CUST0185</a>	course	✓	✓	
Success over Stress	<a href="#">PD0182</a>	course	✓	✓	✓

### Conflict Management

Resolving Conflict with Communication Skills	<a href="#">comm 02 a06 bs enus</a>	course	✓	✓	✓
Managing Organization Conflict	<a href="#">comm 07 a03 bs enus</a>	course	✓	✓	✓
Conflict in the Workplace Simulation	<a href="#">COMM007A</a>	simulation	✓	✓	✓
Managing Workplace Conflict Simulation	<a href="#">COMM007B</a>	simulation	✓	✓	✓
Communicating and Implementing Requirements	<a href="#">cons 01 a08 bs enus</a>	course	✓	✓	✓
Managing Conflict, Stress, and Time	<a href="#">cust 02 a03 bs enus</a>	course	✓	✓	✓
Organizational Behavior - Organizational Group Dynamics	<a href="#">en US 41102 ng</a>	course	✓	✓	
Project Leadership - Overcoming Obstacles	<a href="#">en US 41523 ng</a>	course	✓	✓	
Project Teams - Participating on a Project Team	<a href="#">en US 42221 ng</a>	course	✓	✓	
Virtual Team Management - Coaching Virtual Team Members	<a href="#">en US 42303 ng</a>	course		✓	
Managing Upward Relationships	<a href="#">mgmt 02 a05 bs enus</a>	course		✓	✓
Moving into a Management Role Simulation	<a href="#">MGMT003A</a>	simulation	✓	✓	
Project Human Resources Management Simulation	<a href="#">PROJ0570</a>	simulation		✓	
Conquering Conflict through Communication	<a href="#">TEAM0214</a>	course	✓	✓	
The Path to Peace and Harmony	<a href="#">TEAM0215</a>	course	✓	✓	

### Leveraging Diversity

The Reasons Why Diversity Matters	<a href="#">hr 02 a01 bs enus</a>	course	✓	✓	✓
Planning a Diversity Initiative	<a href="#">hr 02 a03 bs enus</a>	course	✓	✓	✓
Diversity: the Future	<a href="#">hr 02 a04 bs enus</a>	course	✓	✓	✓
Managing Diversity in the Workplace Simulation	<a href="#">HR002A</a>	simulation	✓	✓	✓
Workplace Diversity Awareness	<a href="#">lchr 01 a03 lc enus</a>	course	✓	✓	✓
Workplace Diversity Awareness Simulation	<a href="#">LCHR001A</a>	simulation	✓	✓	✓
Attorney-Client Privilege	<a href="#">LCO0113</a>	course	✓	✓	
Stakeholder Interests and Cultural Diversity	<a href="#">PROJ0042</a>	course	✓	✓	✓
Getting Past Clashes: Valuing Team Diversity	<a href="#">TEAM0213</a>	course	✓	✓	

### Developing Others

Emotionally Intelligent Leadership	<a href="#">comm 09 a05 bs enus</a>	course	✓	✓	
Leading without Authority	<a href="#">comm 13 a03 bs enus</a>	course	✓	✓	
Developing Human Resources (HRCI/PHR - 2007-aligned)	<a href="#">HR0268</a>	course	✓	✓	✓
Leading by Enabling	<a href="#">lead 01 a03 bs enus</a>	course	✓	✓	
Organizational Culture and Leadership	<a href="#">LEAD0122</a>	course	✓	✓	✓
Dynamics of Leadership	<a href="#">LEAD0126</a>	course	✓	✓	✓
Managing for High Performance	<a href="#">mgmt 02 a03 bs enus</a>	course		✓	✓
Managing Managers	<a href="#">mgmt 02 a04 bs enus</a>	course		✓	✓
Tomorrow's Managers' Development Tools	<a href="#">mgmt 04 a02 bs enus</a>	course		✓	✓
From Technical Professional to Leadership Simulation	<a href="#">MGMT012S</a>	simulation		✓	✓
Leadership	<a href="#">oper 04 a01 bs enus</a>	course	✓	✓	✓
Customer Satisfaction Through Resource Management	<a href="#">OPER0404</a>	course	✓	✓	

### Team Building

The Model Leader	<a href="#">lead 01 a08 bs enus</a>	course	✓	✓	
Using Change Process to Support Employees Simulation	<a href="#">MGMT006A</a>	simulation		✓	✓
Team Dynamics	<a href="#">oper 04 a02 bs enus</a>	course	✓	✓	✓
Launching Successful Virtual and On-site Teams	<a href="#">team 01 a01 bs enus</a>	course	✓	✓	

Leading High-performance On-site Teams	<a href="#">team 01 a02 bs enus</a>	course	✓	✓
Leading High-performance Virtual Teams	<a href="#">team 01 a03 bs enus</a>	course	✓	✓
Facilitating Virtual and On-site Teams	<a href="#">team 01 a04 bs enus</a>	course	✓	✓
Creating Virtual and High-performance Teams Simulation	<a href="#">TEAM001A</a>	simulation	✓	✓
Leading High-performance Virtual Teams Simulation	<a href="#">TEAM001B</a>	simulation	✓	✓
Participating in Teams Simulation	<a href="#">TEAM0170</a>	simulation	✓	✓
Effective Team-building Strategies	<a href="#">TEAM0171</a>	course	✓	✓
Making Teams Work Simulation	<a href="#">TEAM0210</a>	simulation		✓
Team Conflict: The Seeds of Dissent	<a href="#">TEAM0211</a>	course	✓	✓
Analyzing Workplace War Zones	<a href="#">TEAM0212</a>	course	✓	✓
Getting Past Clashes: Valuing Team Diversity	<a href="#">TEAM0213</a>	course	✓	✓
Conquering Conflict through Communication	<a href="#">TEAM0214</a>	course	✓	✓
The Path to Peace and Harmony	<a href="#">TEAM0215</a>	course	✓	✓
Manager's Performance Guide - Team Conflict Skills	<a href="#">TEAM0216</a>	course		✓

### Accountability

Communicating Assertively Simulation	<a href="#">COMM010A</a>	simulation	✓	✓	✓
A Primer for Ensuring Accountability	<a href="#">mgmt 04 a05 bs enus</a>	course		✓	
Working for Your Inner Boss: Personal Accountability	<a href="#">pd 05 a01 bs enus</a>	course	✓	✓	✓
Doing Business Professionally Simulation	<a href="#">PD005A</a>	simulation	✓	✓	✓
Professionalism in Business Simulation	<a href="#">PD026S</a>	simulation	✓		
IT Project Leadership, Authority & Accountability	<a href="#">PROJ0364</a>	course		✓	✓

### Deciseveness

Ethical Decision Making Simulation	<a href="#">LCO0100</a>	simulation	✓	✓	✓
Making Decisions Ethically	<a href="#">pd 02 a01 bs enus</a>	course	✓	✓	✓
Making Decisions Dynamically	<a href="#">pd 04 a04 bs enus</a>	course	✓	✓	✓
Decision Making: Implementation and Evaluation	<a href="#">pd 04 a05 bs enus</a>	course	✓	✓	✓
Group Problem Solving and Decision Making	<a href="#">pd 04 a06 bs enus</a>	course	✓	✓	✓
Rational Decision-making and Problem Solving Simulation	<a href="#">PD004B</a>	simulation	✓	✓	✓
Decisions and Risk	<a href="#">PD0243</a>	course	✓	✓	✓
Strategic Decision Making	<a href="#">STGY0222</a>	course		✓	

### Entrepreneurship

Emotional Intelligence in the Workplace	<a href="#">comm 09 a02 bs enus</a>	course	✓	✓	
Building an e-Commerce Business Case	<a href="#">en US 16466 ng</a>	course	✓	✓	✓
e-Business Part 7: Satisfying the Customer	<a href="#">en US 16473 ng</a>	course	✓	✓	
Competitive Strategies for a Global Marketplace	<a href="#">MKT0231</a>	course		✓	✓
Transitioning into a Project Management Role	<a href="#">proj 01 a02 bs enus</a>	course	✓	✓	

### Customer Service

Managing the Quality of the Customer Support Service Center	<a href="#">cust 03 a02 bs enus</a>	course	✓		
Management Tools and Metrics	<a href="#">cust 03 a03 bs enus</a>	course	✓	✓	✓
Corporate Culture: Building the Service Foundation	<a href="#">cust 05 a01 bs enus</a>	course	✓	✓	
The Fundamentals of Exceptional Customer Service	<a href="#">cust 05 a02 bs enus</a>	course	✓	✓	
The Customer's Voice	<a href="#">cust 05 a03 bs enus</a>	course	✓	✓	
The EXCEL Acronym: Instilling Service Excellence	<a href="#">cust 05 a07 bs enus</a>	course	✓	✓	
Providing Customer Service Simulation	<a href="#">CUST005B</a>	simulation	✓	✓	
Call Center Customer Service	<a href="#">CUST0113</a>	course	✓		
Internal Customer Service: Conflict and Complaints Simulation	<a href="#">CUST0140</a>	simulation	✓	✓	✓
Excellence in Internal Customer Service	<a href="#">CUST0141</a>	course	✓	✓	✓
Working with Internal Customers	<a href="#">CUST0142</a>	course	✓		
Overcoming Internal Customer Service Problems	<a href="#">CUST0143</a>	course	✓	✓	✓
Customer Service Agent Skills Simulation	<a href="#">CUST0150</a>	simulation	✓		
The Customer Service Agent in Action	<a href="#">CUST0151</a>	course	✓		
Professional Skills for Customer Service Agents	<a href="#">CUST0152</a>	course	✓		
Managing Challenges in Customer Service	<a href="#">CUST0153</a>	course	✓		
Cross-selling in a Customer Service Call	<a href="#">CUST0154</a>	course	✓		
The Inbound Call Center	<a href="#">CUST0211</a>	course		✓	✓
Customer Relationship Management - eCRM	<a href="#">en US 44033 ng</a>	course	✓	✓	

### Problem Solving

Problem-Solving and Process Management Tools	<a href="#">oper 04 a07 bs enus</a>	course		✓	✓
Problem Solving: Generating Alternatives	<a href="#">pd 04 a03 bs enus</a>	course	✓	✓	✓
Group Problem Solving and Decision Making	<a href="#">pd 04 a06 bs enus</a>	course	✓	✓	✓
Effective Thinking and Creative Problem Solving Simulation	<a href="#">PD004A</a>	simulation	✓	✓	✓

**Technical Credibility**

Behavioral Interviewing Simulation	HR0210	simulation	✓	✓
Industry Overview: Information Technology	indo 02 a11 bs enus	course	✓	✓
Knowledge as Strategy: Performance Improvement	KNOW0111	course	✓	✓
The Potential of Self-directed Learning	KNOW0113	course	✓	✓
Understanding Technical Professionals	MGMT0291	course	✓	✓
Models for Managing Technical Professionals	MGMT0293	course	✓	✓
Team Dynamics	oper 04 a02 bs enus	course	✓	✓
Risk Strategies: The Cutting Edge	PD0245	course	✓	✓
Functions of IT Project Managers	PROJ0352	course	✓	✓

**Financial Management**

ITIL: Financial and Security Management	CUST0186	course	✓	✓
Microsoft Money 2003 - Managing Your Finances	en US 15004 ng	course	✓	✓
QuickBooks 2003 - Setting Up	en US 15022 ng	course	✓	✓
QuickBooks 2003 - Basic Accounting	en US 15023 ng	course	✓	✓
Basic Personal Finance	en US 15043 ng	course	✓	✓
Managing Your Taxes Using TurboTax® 2003	en US 15045 ng	course	✓	✓
Quicken® 2004 Deluxe - Managing Your Personal Finances	en US 15047 ng	course	✓	✓
Microsoft Money Standard 2004	en US 15094 ng	course	✓	✓
Simplify Your Tax Preparation	en US 15437 ng	course	✓	✓
Quicken® 2005 Deluxe - Managing Your Personal Finances	en US 15470 ng	course	✓	✓
Microsoft® Money Standard 2005 - Managing Your Money	en US 15474 ng	course	✓	✓
The Principles of Financial Management	fin 01 a01 bs enus	course	✓	
The Basics of Budgeting	fin 01 a02 bs enus	course	✓	
Financial Risk Management	FIN0216	course	✓	✓
Principles of Financial Statements	FIN0251	course	✓	
Introduction to Program Management	proj 02 a01 bs enus	course	✓	✓
Program Life Cycle and Organization	proj 02 a02 bs enus	course	✓	✓
Program Planning	proj 02 a04 bs enus	course	✓	✓
Monitoring, Controlling, and Closing Programs	proj 02 a06 bs enus	course	✓	✓

**Human Capital Management**

Inbound Call Centers: People Management	CUST0213	course	✓	✓
Recruiting for the 21st Century: The Market	HR0221	course	✓	✓
Recruiting for the 21st Century: Strategies	HR0222	course	✓	✓
Recruiting Successfully	HR0223	course	✓	✓
Implementing a Succession Plan Simulation	LEAD030S	simulation	✓	✓
Avoiding Problem Performance Simulation	MGMT005A	simulation	✓	✓
Dealing with Problem Performance Simulation	MGMT005B	simulation	✓	✓
Managerial Skills and Abilities	oper 04 a04 bs enus	course	✓	✓
Training and Development	oper 04 a11 bs enus	course	✓	✓
Creativity and Innovation in the Workplace Simulation	PD0030	simulation	✓	✓
Project Human Resources Management Simulation	PROJ0570	simulation	✓	
Performance Reporting and Stakeholder Management	PROJ0582	course	✓	
Sustaining Competitive Advantage	stgy 01 a02 bs enus	course	✓	✓

**Technology Management**

Optimizing E-mail at Work	COMM0232	course	✓	✓
Consulting with the External Client Simulation	CONS0110	simulation	✓	✓
Excel at Customer Service Simulation	CUST005A	simulation	✓	✓
ITIL: The Service Desk and Incident Management	CUST0181	course	✓	✓
Inbound Call Center Technology	CUST0214	course	✓	✓
e-Business Part 6: Working with Employees	en US 16472 ng	course	✓	✓
e-Business Part 7: Satisfying the Customer	en US 16473 ng	course	✓	✓
Strategic Management (HRCI/PHR - 2007-aligned)	HR0262	course	✓	✓
ITIL V3 - Service Design Fundamentals	ib itil a04 it enus	course	✓	✓
The Telecommunications Industry Overview: Version 2	indo 01 a09 bs enus	course	✓	✓
The Art of Knowledge Management	KNOW0101	course	✓	✓
Intellectual Property Overview	LCO0109	course	✓	✓
Challenges of the 21st Century	LEAD0121	course	✓	✓
Estimating the IT Project Work Effort	PROJ0363	course	✓	✓

**Computer Literacy**

Coping with Criticism and Feedback	COMM0522	course	✓	✓
The Potential of Self-directed Learning	KNOW0113	course	✓	✓
Training and Development	oper 04 a11 bs enus	course	✓	✓

**Political Savvy**

How to Work with Negative People and Procrastinators	<u>comm 04 a03 bs enus</u>	course	✓	✓	✓
The Dynamics of Interacting	<u>comm 08 a04 bs enus</u>	course	✓	✓	
Writing with Intention	<u>COMM0011</u>	course	✓	✓	✓
Managing Your Anger	<u>COMM0702</u>	course	✓	✓	✓
Effective Communication Skills	<u>cust 02 a02 bs enus</u>	course	✓		
Cross-selling in a Customer Service Call	<u>CUST0154</u>	course	✓		
Organizational Behavior - Organizational Group Dynamics	<u>en US 41102 ng</u>	course	✓	✓	
Recognizing a Leader	<u>lead 01 a01 bs enus</u>	course	✓	✓	
Facilitative Tools and Formats: Offering Options	<u>mgmt 08 a05 bs enus</u>	course	✓	✓	
Mentoring as a Manager	<u>mgmt 10 a02 bs enus</u>	course	✓	✓	
Elements of Marketing Strategy	<u>MKT0201</u>	course		✓	
An Introduction to Project Management	<u>PROJ0511</u>	course		✓	✓
Executing, Monitoring & Controlling, and Closing a Project	<u>PROJ0515</u>	course		✓	✓
Negotiating to Mutual Benefit	<u>SALE0225</u>	course	✓	✓	
Getting Past Clashes: Valuing Team Diversity	<u>TEAM0213</u>	course	✓	✓	

**Influencing/Negotiating**

Writing a Business Case	<u>comm 01 a02 bs enus</u>	course	✓	✓	
Resolving Conflict with Communication Skills	<u>comm 02 a06 bs enus</u>	course	✓	✓	✓
Crafting Deals	<u>comm 08 a01 bs enus</u>	course	✓	✓	
The Process of Negotiation	<u>comm 08 a03 bs enus</u>	course	✓	✓	
The Dynamics of Interacting	<u>comm 08 a04 bs enus</u>	course	✓	✓	
Negotiating Inclusively	<u>comm 08 a05 bs enus</u>	course	✓	✓	
Mastering Negotiation	<u>comm 08 a07 bs enus</u>	course	✓	✓	
Improving Your Cross-cultural Communications	<u>COMM0023</u>	course	✓	✓	✓
Winning Negotiation Simulation	<u>COMM008A</u>	simulation	✓	✓	
Getting Results with No Authority Simulation	<u>COMM013A</u>	simulation	✓	✓	
Sales Negotiation - Negotiation Strategies	<u>en US 44546 ng</u>	course	✓		
The Model Leader	<u>lead 01 a08 bs enus</u>	course	✓	✓	
Moving from Management to Leadership Simulation	<u>LEAD001A</u>	simulation	✓	✓	
Growing from Management into Leadership Simulation	<u>LEAD001B</u>	simulation	✓	✓	
Leading Change from the Front Line	<u>LEAD0125</u>	course	✓	✓	✓
Starting the Change Process	<u>mgmt 06 a01 bs enus</u>	course		✓	✓
Using Change Process to Support Employees Simulation	<u>MGMT006A</u>	simulation		✓	✓
Competitive Factors in Strategic Marketing	<u>MKT0203</u>	course		✓	✓
Supply Chain Transportation and Facility Design	<u>OPER0505</u>	course	✓	✓	
Handling Organizational Change Simulation	<u>PD003A</u>	simulation	✓		
Negotiating to Mutual Benefit	<u>SALE0225</u>	course	✓	✓	
Progressing through the Complex Sale Simulation	<u>SALE022S</u>	simulation	✓	✓	
Closing Executive-level Sales Simulation	<u>SALE022T</u>	simulation	✓	✓	

**Partnering**

Partnering with Your Boss	<u>ADM0113</u>	course	✓		
Communicating for Contacts	<u>comm 02 a07 bs enus</u>	course	✓	✓	✓
Effective Interfunctional Relationships	<u>comm 12 a01 bs enus</u>	course		✓	
Effective Relationships with Business Partners	<u>comm 12 a05 bs enus</u>	course			✓
Creating Change, Gaining Allies	<u>comm 13 a04 bs enus</u>	course	✓	✓	
Leadership	<u>oper 04 a01 bs enus</u>	course	✓	✓	✓
Supply Chain Logistics Management	<u>OPER0323</u>	course		✓	
The Strategic Account Sales Approach	<u>SALE0131</u>	course	✓	✓	

**Joint Perspective**

Strategic Approaches to Labor Relations (HRCI/SPHR - 2007-aligned)	<u>hr 04 a06 bs enus</u>	course	✓	✓	✓
Organizational Scope of Critical Thinking	<u>PD0255</u>	course		✓	✓

**National Security**

US Government Information Assurance Regulations	<u>206763 eng</u>	course	✓		
Sarbanes-Oxley: Whistleblower Protection	<u>HR0172</u>	course	✓	✓	
The Oil and Gas Industry Overview: Version 2	<u>indo 01 a02 bs enus</u>	course	✓	✓	✓
Industry Overview: Federal Government	<u>indo 02 a12 bs enus</u>	course	✓	✓	✓
Anti-Money Laundering	<u>lchr 01 a05 lc enus</u>	course	✓	✓	✓
Export Controls	<u>lchr 01 a06 lc enus</u>	course	✓	✓	✓
Foreign Corrupt Practices Act	<u>LCO0108</u>	course	✓	✓	✓
Project Procurement Management Simulation	<u>PROJ0600</u>	simulation	✓	✓	

### Interpersonal Skills

The Mechanics of Communicating Effectively	<a href="#">comm 02 a02 bs enus</a>	course	✓	✓	✓
Workplace Communication Skills	<a href="#">comm 02 a03 bs enus</a>	course	✓	✓	✓
Communicating for Results	<a href="#">comm 02 a04 bs enus</a>	course	✓	✓	✓
Leadership Communication Skills	<a href="#">comm 02 a05 bs enus</a>	course	✓	✓	✓
Communicating for Contacts	<a href="#">comm 02 a07 bs enus</a>	course	✓	✓	✓
Managing Organization Conflict	<a href="#">comm 07 a03 bs enus</a>	course	✓	✓	✓
Crafting Deals	<a href="#">comm 08 a01 bs enus</a>	course	✓	✓	
Connecting and Communicating	<a href="#">comm 08 a02 bs enus</a>	course	✓	✓	
The Process of Negotiation	<a href="#">comm 08 a03 bs enus</a>	course	✓	✓	
The Dynamics of Interacting	<a href="#">comm 08 a04 bs enus</a>	course	✓	✓	
Mastering Negotiation	<a href="#">comm 08 a07 bs enus</a>	course	✓	✓	
Defining Emotional Intelligence	<a href="#">comm 09 a01 bs enus</a>	course	✓	✓	
Emotional Intelligence in the Workplace	<a href="#">comm 09 a02 bs enus</a>	course	✓	✓	
Emotional Intelligence and Teamwork	<a href="#">comm 09 a03 bs enus</a>	course	✓	✓	
Asserting Yourself Professionally	<a href="#">comm 10 a01 bs enus</a>	course	✓	✓	✓
Standard Business Etiquette	<a href="#">comm 11 a01 bs enus</a>	course	✓	✓	✓
Communication Business Etiquette	<a href="#">comm 11 a02 bs enus</a>	course	✓	✓	✓
Etiquette at the Business Meeting	<a href="#">comm 11 a03 bs enus</a>	course	✓	✓	✓
Business Etiquette for Supervisors	<a href="#">comm 11 a04 bs enus</a>	course		✓	✓
Effective Relationships with Customers	<a href="#">comm 12 a04 bs enus</a>	course	✓	✓	✓
Effective Relationships with Business Partners	<a href="#">comm 12 a05 bs enus</a>	course			✓
Getting Results by Building Relationships	<a href="#">comm 13 a01 bs enus</a>	course	✓	✓	
Obtaining Results from the Boss	<a href="#">comm 13 a06 bs enus</a>	course	✓	✓	
Writing with Intention	<a href="#">COMM0011</a>	course	✓	✓	✓
Avoiding Grammatical Errors in Business Writing	<a href="#">COMM0013</a>	course	✓	✓	✓
Business Interpersonal Communication Skills Simulation	<a href="#">COMM002A</a>	simulation	✓	✓	✓
Team Interpersonal Communication Skills Simulation	<a href="#">COMM002B</a>	simulation	✓	✓	✓
Emotional Intelligence at Work Simulation	<a href="#">COMM009A</a>	simulation	✓	✓	
Communicating Assertively Simulation	<a href="#">COMM010A</a>	simulation	✓	✓	✓
Building Improved Work Relationships Simulation	<a href="#">COMM012A</a>	simulation	✓	✓	✓
Telephone Skills for Business Professionals Simulation	<a href="#">COMM0410</a>	simulation	✓	✓	✓
Making Telephone Calls Count	<a href="#">COMM0412</a>	course	✓	✓	✓
Effective Feedback for Employees and Colleagues Simulation	<a href="#">COMM0520</a>	simulation	✓	✓	✓
An Essential Guide to Giving Feedback	<a href="#">COMM0521</a>	course	✓	✓	✓
Coping with Criticism and Feedback	<a href="#">COMM0522</a>	course	✓	✓	✓
Giving Feedback to Colleagues	<a href="#">COMM0523</a>	course	✓	✓	✓
Team Feedback: A Guide	<a href="#">COMM0524</a>	course	✓	✓	✓
Giving Feedback: A Manager's Guide	<a href="#">COMM0525</a>	course		✓	
Effective Use of Feedback for Teams Simulation	<a href="#">COMM052S</a>	simulation		✓	
Managing Your Anger	<a href="#">COMM0702</a>	course	✓	✓	✓
The Fundamentals of Exceptional Customer Service	<a href="#">cust 05 a02 bs enus</a>	course	✓	✓	
The Customer's Voice	<a href="#">cust 05 a03 bs enus</a>	course	✓	✓	
Customer Support Specialist Professionalism Simulation	<a href="#">CUST001A</a>	simulation	✓		
Building a Firm Foundation	<a href="#">HR0211</a>	course		✓	✓
The Communication of a Shared Vision	<a href="#">lead 01 a02 bs enus</a>	course	✓	✓	
Moving from Management to Leadership Simulation	<a href="#">LEAD001A</a>	simulation	✓	✓	
Growing from Management into Leadership Simulation	<a href="#">LEAD001B</a>	simulation	✓	✓	
Energizing and Empowering Employees	<a href="#">LEAD0123</a>	course		✓	
Leading the Workforce Generations Simulation	<a href="#">LEAD0230</a>	simulation		✓	
Avoiding Problem Performance Simulation	<a href="#">MGMT005A</a>	simulation	✓	✓	
Using Change Process to Support Teams Simulation	<a href="#">MGMT006B</a>	simulation		✓	✓
Delegating Effectively Simulation	<a href="#">MGMT007A</a>	simulation			
The Essentials of Mentoring Simulation	<a href="#">MGMT010A</a>	simulation	✓	✓	
Six Sigma DMAIC: Defining the Problem	<a href="#">OPER0143</a>	course	✓	✓	✓
Doing Business Professionally Simulation	<a href="#">PD005A</a>	simulation	✓	✓	✓
Interpersonal Skills on the Fast Track	<a href="#">PD0134</a>	course	✓	✓	✓
The Boss Factor	<a href="#">PD0135</a>	course	✓	✓	✓
Improving Your Image	<a href="#">PD0136</a>	course	✓	✓	✓
Professionalism in Business Simulation	<a href="#">PD026S</a>	simulation	✓		
Project Human Resources Management Simulation	<a href="#">PROJ0570</a>	simulation		✓	
Sales Manufacturing(TM): Sales Production	<a href="#">SALE0422</a>	course	✓		

### Integrity/Honesty

Emotional Intelligence in the Workplace	<a href="#">comm 09 a02 bs enus</a>	course	✓	✓	
Emotional Intelligence at Work Simulation	<a href="#">COMM009A</a>	simulation	✓	✓	
Workplace Ethics	<a href="#">lchr 01 a02 lc enus</a>	course	✓	✓	✓

Procurement Integrity	<u>lchr 01 a11 lc enus</u>	course	✓	✓	✓
Ethical Decision Making Simulation	<u>LCO0100</u>	simulation	✓	✓	✓
Recognizing a Leader	<u>lead 01 a01 bs enus</u>	course	✓	✓	
Coaching with Confidence Simulation	<u>MGMT009A</u>	simulation	✓	✓	✓
Business Ethics for Managers	<u>pd 02 a02 bs enus</u>	course		✓	
Understanding Organizational Ethics	<u>pd 02 a03 bs enus</u>	course	✓	✓	✓
Working for Your Inner Boss: Personal Accountability	<u>pd 05 a01 bs enus</u>	course	✓	✓	✓
Business Ethics Simulation	<u>PD002A</u>	simulation	✓	✓	✓
Risk Strategies: The Cutting Edge	<u>PD0245</u>	course	✓	✓	✓
Ethics and Professional Knowledge	<u>PROJ0041</u>	course		✓	✓

### Written Communication

Using Effective Business Communication	<u>ADM0103</u>	course	✓		
Writing a Business Case	<u>comm 01 a02 bs enus</u>	course	✓	✓	
Communication Business Etiquette	<u>comm 11 a02 bs enus</u>	course	✓	✓	✓
Communicating to Get Results	<u>comm 13 a05 bs enus</u>	course	✓	✓	
Avoiding Errors in Usage and Punctuation	<u>COMM0012</u>	course	✓	✓	✓
Avoiding Grammatical Errors in Business Writing	<u>COMM0013</u>	course	✓	✓	✓
The Writing Process	<u>COMM0017</u>	course	✓	✓	✓
The Art of Global Communication	<u>COMM0022</u>	course	✓	✓	✓
Foundations of Grammar	<u>COMM0201</u>	course	✓	✓	✓
Sentence Construction	<u>COMM0202</u>	course	✓	✓	✓
Punctuating with Skill	<u>COMM0204</u>	course	✓	✓	✓
Essentials of Electronic Communication	<u>COMM0231</u>	course	✓	✓	✓
Advanced Business Communication - Enhanced Business Communication	<u>en US 45271 ng</u>	course	✓	✓	✓
Advanced Business Communication - Effective Business Communication	<u>en US 45273 ng</u>	course	✓	✓	✓
Communication Skills for Successful Management	<u>MGMT0122</u>	course		✓	✓
Communication Skills to Fast-track Your Career	<u>PD0133</u>	course	✓	✓	✓
Communicating in Sales Teams	<u>SALE0154</u>	course		✓	

### Oral Communication

Advanced Administrative Support Simulation	<u>ADM0110</u>	simulation	✓		
Communicating with Power and Confidence	<u>ADM0114</u>	course	✓		
Enhancing Listening Skills	<u>comm 03 a04 bs enus</u>	course	✓	✓	✓
Delivering the Message	<u>comm 05 a02 bs enus</u>	course	✓	✓	✓
Available Presentation Resources	<u>comm 05 a03 bs enus</u>	course	✓	✓	✓
Communicating to Get Results	<u>comm 13 a05 bs enus</u>	course	✓	✓	
The Art of Global Communication	<u>COMM0022</u>	course	✓	✓	✓
Giving Successful Presentations Simulation	<u>COMM005A</u>	simulation	✓	✓	✓
ICDL Module 6: Presentation	<u>en US 16335 ng</u>	course	✓	✓	✓
Advanced Business Communication - Effective Business Communication	<u>en US 45273 ng</u>	course	✓	✓	✓
Moving into a Management Role Simulation	<u>MGMT003A</u>	simulation	✓	✓	
Communication Skills to Fast-track Your Career	<u>PD0133</u>	course	✓	✓	✓
Completing Your Field Sales Approach	<u>SALE0104</u>	course	✓		

### Continual Learning

Defining Emotional Intelligence	<u>comm 09 a01 bs enus</u>	course	✓	✓	
Assertiveness from Inside to Outside	<u>comm 10 a02 bs enus</u>	course	✓	✓	✓
Leading a Customer-focused Team	<u>CUST0174</u>	course		✓	✓
Knowledge as Capital	<u>KNOW0102</u>	course	✓	✓	✓
Knowledge as Strategy: Performance Improvement	<u>KNOW0111</u>	course	✓	✓	✓
The Potential of Self-directed Learning	<u>KNOW0113</u>	course	✓	✓	✓
Achieving Success: the Help of a Mentor	<u>mgmt 10 a05 bs enus</u>	course	✓	✓	
Models for Managing Technical Professionals	<u>MGMT0293</u>	course		✓	✓
Developing Career Plans for Your Technical Professionals	<u>MGMT0294</u>	course		✓	✓

### Public Service Motivation

The Telecommunications Industry Overview: Version 2	<u>indo 01 a09 bs enus</u>	course	✓	✓	✓
Industry Overview: Federal Government	<u>indo 02 a12 bs enus</u>	course	✓	✓	✓
The Sarbanes-Oxley Act of 2002	<u>LCO0122</u>	course	✓	✓	✓

