

Advantage Systems Online Courses

Business Skills Curricula

Administrative Support Curriculum

Advanced Skills for Administrative Support Professionals
Behavior: Putting Your Best Foot Forward
Managing Yourself and Those Around You
Partnering with Your Boss
Communicating with Power and Confidence
Advanced Administrative Support Simulation
The Effective Administrative Support Professional
Essential Skills for Administrative Support Professionals

Business Law Curriculum

Fundamentals of Business Law

Communication Curriculum

Anger Management in the Workplace
Experiencing Anger
Managing Your Anger
Managing Anger in the Workplace Simulation
Business Grammar Essentials
Foundations of Grammar
Sentence Construction
Understanding Writing Mechanics
Punctuating with Skill
Business Writing Essentials
Writing with Intention
Avoiding Errors in Usage and Punctuation
Avoiding Grammatical Errors in Business Writing
Crisp Composition
Writing to Reach the Audience
Getting the Most from Business Documents
The Writing Process
TestPrep Final Exam: Business Writing Essentials
Effective Use of Feedback for Business
Email Essentials
High-Impact Business Writing
International Business Skills - Culture, Customs and Norms
International Communications
Interpersonal Communication Skills
Mastering Interpersonal Communication
Meeting the Presentation Challenge
Powerful Presentation Skills
Professional Telephone Skills
Telephone Skills for Business Professionals
Writing to Maximize Business Results
How to Write an Effective Internal Business Case
Business Interpersonal Communication Skills
Effective Listening
Working with and Managing Difficult People
Giving Successful Presentations
The Effective Business Meeting
Conflict in the Workplace
Getting the Results You Want: Negotiating to Win
Emotional Intelligence at Work
Communicating Assertively

Professionalism and Business Etiquette
Building Improved Work Relationships
Obtaining Results without Authority
E-mail Essentials for Business
Telephone Essentials for Business
Business Writing Basics
Business Grammar Basics
Interpersonal Communication
Workplace Conflict
Fundamentals of Working with Difficult People
Negotiation Essentials
Emotional Intelligence Essentials
Fundamentals of Cross Cultural Communication
Getting Results without Direct Authority
Listening Essentials
Constructive Feedback and Criticism
Anger Management Essentials
Consulting Skills Curriculum
Consulting with the External Client
Consulting with the Internal Client
Internal Consulting for the Technical Professional
Customer Service Curriculum
Managing a Customer-focused Department
Identifying Your Customers' Expectations
Using Surveys to Measure Customer Satisfaction
Bridge the Expectations Gap
Leading a Customer-focused Team
Managing a Customer-focused Department Simulation
Creating a Customer-focused Organization
Customer Relationship Management
Frontline Call Center Skills
Inbound Call Center Management
Internal Customer Service
Internal Customer Service Agent Skills
IT Infrastructure Library (ITIL) Foundations
ITIL® V3 Intermediate: Operational Support & Analysis
ITIL® V3 Overview
Managing a Customer Service-Oriented Culture
Measuring Customer Satisfaction
Technical Support Agent Survival Skills
Customer Support, Professionalism
Customer Support, Skills
Customer Support, Process
IT Infrastructure Library (ITIL) Foundations V3
IT Infrastructure Library (ITIL) V3 Foundation Syllabus v4.2
Excelling at Customer Service
Customer Service Representative, Professionalism
Customer Service Representative, Skills
Customer Service Representative, Process
Customer Service Fundamentals
e-Learning Curriculum
e-Learning Foundations
Finance and Accounting Curriculum
Accounting 101

Accounting 102
Advanced Business Finance
Auditing: A Practical Approach
Business Finance for Managers
Finance for Nonfinancial Professionals
Managerial Accounting
Practical Budgeting for Managers
Practical Budgeting Skills for Business
Fundamental Finance for non-Finance Professionals
Finance and Accounting Essentials for Non-financial Professionals
Accounting Fundamentals

Foundation Skills Curriculum

Basic Business Math Skills

Human Resources Curriculum

Behavioral Interviewing
Hostility and Aggression in the Workplace
How to Interview and Hire the Right People
Managing Diversity and Inclusiveness
Managing Sexual Harassment Responsibly and Legally
New Employee Orientation
Recruiting & Retention Strategies for the Tight Labor Market
Sexual Harassment
HRCI/SPHR (Senior Professional Human Resource)
Managing Diversity in the Workplace
Effective Hiring and Interviewing
HRCI Senior Professional in Human Resources (SPHR)
HRCI Professional in Human Resources (PHR)
Recruiting and Retention Strategies

Industry Foundations Curriculum

Doing Business with the U.S. Federal Government
Industry Overviews: Version 1
Industry Overviews

Knowledge Management Curriculum

Achieving Measurable Performance Impact from Training
Knowledge Management Fundamentals
The 21st Century Learning Curve

Leadership Curriculum

Business Execution
Going from Management to Leadership
Leading from the Front Line
Leading the Workforce Generations
Succession Planning for the Business Environment
Moving from Management to Leadership
Leadership Essentials

Management Curriculum

360-degree Performance Appraisal
Dealing with Conflict and Confrontation
Essential Skills for Tomorrow's Managers
How to Discipline Employees & Correct Performance Problems
Management Excellence: Performance-Based Appraisals
Managing Contractors and Temporary Employees
Managing Others through Change
Managing Technical Professionals
Moving from Technical Professional to Management

Negotiation Strategies for Managers
Practical Coaching Skills for Managers
The Consummate Coach
The Fundamentals of Business Crises Management
Effectively Managing Top Performers
Advanced Management Skills
Moving into Management
Crucial Skills for Tomorrow's Managers
Problem Performance Management
Using Change Process to Support Employees
Effective Delegation
Facilitating Successfully
Coaching with Confidence
The Essentials of Mentoring
Appraising Performance
Managing Organizational Change
Business Coaching Essentials
Management Essentials
First Time Manager Essentials
Performance Appraisal Essentials
Essentials of Interviewing and Hiring
Talent Management Essentials
Essentials of Managing Technical Professionals

Marketing Curriculum

Competitive Marketing Strategies
Online Branding Strategy
Product Management Essentials
Strategic Brand Management
Strategic Marketing in Action

Operations Curriculum

ISO 9000:2000 Overview
Lean Manufacturing
Logistics Management
Managing Customer-Driven Process Improvement
OSHA Standards for General Industry
Six Sigma Green Belt: Foundations
Six Sigma Green Belt: Team Implementation
Six Sigma Green Belt: Six Sigma and the Organization
Six Sigma Green Belt: Define
Six Sigma Green Belt: Measure
Six Sigma Green Belt: Analyze
Six Sigma Green Belt: Improve and Control
Six Sigma Black Belt: Deployment
Six Sigma Black Belt: The Define Phase
Six Sigma Black Belt: The Measurement Phase
Six Sigma Black Belt: The Analyze Phase
Six Sigma Black Belt: The Improve Phase
Six Sigma Black Belt: The Control Phase
Six Sigma Black Belt: The Lean Enterprise
Six Sigma Black Belt: Design for Six Sigma Black Belt
Six Sigma: Champion Training
Supply Chain Management
Certified Manager of Quality/Organizational Excellence
The Foundations of Six Sigma

Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment
Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures
Six Sigma Black Belt (2007 BOK): Team Management
Six Sigma Black Belt (2007 BOK): Define
Six Sigma Black Belt (2007 BOK): Measure
Six Sigma Black Belt (2007 BOK): Analyze
Six Sigma Black Belt (2007 BOK): Improve
Six Sigma Black Belt (2007 BOK): Control
Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies
Fundamentals of Lean for Business Organizations

Personal Development Curriculum

Achieving Balance in Your Professional and Personal Life
Achieving Organizational Excellence Through Critical Thinking
Business Professionalism
Creativity and Innovation in the Workplace
Fast-tracking Your Career
Living a Balanced Life
Managing Yourself through Change
Overcoming Overload - Managing Memory and Time
Taking Control of Your Workday
Working without a Net - The Business of Risk
Take Control of Your Time by Working More Effectively
Managing Organizational Change
Decision-making and Problem-solving for Business
Doing Business Professionally
Optimizing Your Work/Life Balance
Diversity on the Job
Telecommuting and the Remote Employee
Generating Creative & Innovative Ideas
Managing Your Career
Effective Time Management
Problem Solving and Decision-Making Strategies
Dealing with Organizational Change

Project Management Curriculum

Due: Sep 26, 2008
Goal: To complete entire exercise
Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)
Due: Feb 26, 2008
Goal: To complet
Project Integration Management (PMBOK® Guide - Third Edition-aligned)
Project Scope Management (PMBOK® Guide - Third Edition-aligned)
Due: Feb 26, 2008
Goal: complete
Project Time Management (PMBOK® Guide - Third Edition-aligned)
Project Cost Management (PMBOK® Guide - Third Edition-aligned)
Project Quality Management (PMBOK® Guide - Third Edition-aligned)
Project Human Resources Management (PMBOK® Guide - Third Edition-aligned)
Project Communications Management (PMBOK® Guide - Third Edition-aligned)
Project Risk Management (PMBOK® Guide - Third Edition-aligned)
Project Procurement Management (PMBOK® Guide - Third Edition-aligned)
Advanced Project Management - Project Communications Management (PMBOK-aligned)
Advanced Project Management - Project Cost (PMBOK-aligned)
Advanced Project Management - Project HR Management (PMBOK-aligned)
Advanced Project Management - Project Integration Management (PMBOK-aligned)

Advanced Project Management - Project Procurement Management (PMBOK-aligned)
Advanced Project Management - Project Quality Management (PMBOK-aligned)
Advanced Project Management - Project Risk Management (PMBOK-aligned)
Advanced Project Management - Project Scope Management (PMBOK-aligned)
Advanced Project Management - Project Time Management (PMBOK-aligned)
Advanced Project Scope, Time and Cost Management (PMBOK-aligned)
Project Cost Management (PMBOK 2000-aligned)
Project Integration Management (PMBOK 2000-aligned)
Project Management Basics for Business Professionals (PMBOK 2000-aligned)
Project Management for IT Professionals
Project Management Professional Responsibility
Project Procurement Planning (PMBOK 2000-aligned)
Project Quality Management (PMBOK 2000-aligned)
Project Risk Management (PMBOK 2000-aligned)
Project Scope Management (PMBOK 2000-aligned)
Project Time Management (PMBOK 2000-aligned)
Strategic Project Management for IT Projects
Project Management for Non-Project Managers
Managing Software Project Outsourcing
Project Management Foundations (PRINCE2-aligned)
Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)
Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)
Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)
Project Time Management (PMBOK® Guide - Fourth Edition-aligned)
Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)
Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)
Project Human Resource Management (PMBOK® Guide - Fourth Edition-aligned)
Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)
Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)
Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)
Code of Ethics and Professional Conduct (PMI® Standard-aligned)

PRINCE2®: 2009 Foundation

Instructor Series: CompTIA Project+ (2009 Edition)

Program/Portfolio Management Curriculum

Program Management (PMI® Standard-aligned)

Portfolio Management (PMI® Standard-aligned)

Program Management (PMI® Second Edition-aligned)

Sales Curriculum

Territorial Account Sales Skills

Field Sales Skills

Inside Sales Skills

Sales: A Focus on Solutions

Sales Management

SalesUniversity Communication 101

SalesUniversity Sales Manufacturing: A Success Model

SalesUniversity Sales Math 101: Developing a Sales Plan for Success

SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy

Selling at the Executive Level

Strategic Account Sales Skills

Strategic Planning Curriculum

Competitive Intelligence

How to Write a Business Case

Strategic IT Planning

Systems Thinking in the 21st Century

The Fundamentals of Globalization
Value-Chain Analysis to Create Competitive Advantage
Moving From an Operational Manager to a Strategic Thinker
Leading and Implementing Sustainable Green Business Strategies

Team Building Curriculum

9 Traits of Highly Successful Work Teams
Cultivating a High-performance Project Team
How to Make Cross-Functional Teams Work
Making Teams Work: Capitalizing on Conflict
Managing and Leading the Virtual Team
Participating in a Project Team
Participating in Teams
High-Performance Onsite-and Virtual Teams
Optimizing Your Performance On a Team
Leading Teams
Business Analysis
Certified Business Analysis Professional (CBAP)
Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Business Certifications

ASQ (Six Sigma and CMQ/OE)
Six Sigma Green Belt Certification (SSGB)
Six Sigma Black Belt Certification (SSBB)
Manager of Quality/Organizational Excellence (CMQ/OE) Certification

Customer Service Representative

Customer Service Representative (CSR) Certification

Customer Service Representative exam
The Customer Service Representative (CSR)
Support Center Services and Work Environment
Team and Customer Relationships
Customer Interactions
Communication Skills
Conflict, Stress, and Time Management
Customer Service Processes and Procedures
Quality in a Support Center
Support Center Tools, Technologies and Metrics
Dealing with Irrational Customers and Escalating Complaints

Human Resource Certification Institute (HRCI)

Professional in Human Resources (PHR)
Professional in Human Resources Examination
Senior Professional in Human Resources (SPHR)
Senior Professional in Human Resources Examination
International Institute of Business Analysis (IIBA)
Project Management Institute (PMI)
Certified Associate in Project Management (CAPM) - PMBOK® Guide - Fourth Edition-aligned
Certified Associate in Project Management (CAPM) exam - PMBOK Guide - Fourth Edition-aligned
Managing Projects within Organizations
Project Management Overview
Project Management Process Groups
Integrated Initiation and Planning
Integrated Project Execution, Monitoring, and Control
Integrated Project Change Control and Close
Project Requirements and Defining Scope
Create Work Breakdown Structure
Monitoring and Controlling Project Scope

Defining and Sequencing Project Activities
Estimating Activity Resources and Durations
Developing and Controlling the Project Schedule
Estimating and Budgeting Project Costs
Controlling Costs
Project Quality Planning
Quality Assurance and Quality Control
Planning Project Human Resources
Managing Project Human Resources
Planning and Managing Project Human Resources Simulation
Stakeholders and the Communications Management Plan
Processes for Managing Project Communications
Communicating Effectively with Project Stakeholders Simulation
Risk Management Planning
Identifying Project Risks
Performing Risk Analysis
Risk Response, Monitor, and Control
Planning Project Procurement
Managing Procurements
The Role of Ethics in Project Management
Core PMI® Values and Ethical Standards
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned
Project Management Professional (PMP) - PMBOK® Guide - Fourth Edition-aligned
Project Management Professional (PMP) Exam - PMBOK Guide - Fourth Edition-aligned
IT Infrastructure Library (ITIL)

ITIL V3

PRINCE2®

PRINCE2® Certification

CompTIA

Instructor Series: CompTIA Project+ (2009 Edition) Certification

Desktop Curricula

Adobe

Adobe Reader 6.0

Adobe Reader 8.0

Adobe Acrobat 8.0

Adobe Reader 9

Adobe Flash CS4

Adobe Flash CS3

Adobe Dreamweaver CS3 Website Development

Adobe Photoshop CS3

Adobe Illustrator CS3

Adobe PhotoShop CS4

Adobe Illustrator CS4

Adobe InDesign CS4

Adobe Dreamweaver CS4

Adobe AIR for Flash Developers

Adobe Fireworks CS4

Adobe Acrobat 9

Adobe Captivate 4

Adobe Acrobat 5

Adobe Acrobat 5.0 Getting Started

Adobe Acrobat 5.0 Up and Running

CompTIA IT Project+

CompTIA IT Project+
Scope Definition for Project Managers
Project Planning
Project Execution and Closure
Computing for Beginners
Basic IT Concepts I
Basic IT Concepts II
Using the Computer
Information and Communication
Desktop Best Practices
Information Security Best Practices for Business Users
ECDL - European Computer Driving License/ICDL - International Computer Driving License
ECDL/ICDL 3
ECDL/ICDL 4
ECDL/ICDL 4 Module 1: Concepts of Information Technology (IT)
ECDL/ICDL 4 Module 2: Using the Computer and Managing Files
ECDL/ICDL 4 Module 3: Word Processing with Microsoft Word 2003
ECDL/ICDL 4 Module 4: Spreadsheets with Microsoft Excel 2003
ECDL/ICDL 4 Module 5: Database with Microsoft Access 2003
ECDL/ICDL 4 Module 6: Presentations with Microsoft PowerPoint 2003
ECDL/ICDL 4 Module 7: Information and Communication
Home and Personal
Digital Photography
Using a Digital Camera
Digital Video Editing with MGI VideoWave 5
Hewlett-Packard Digital Photography
Home Networking with Microsoft Windows XP
Intuit Quicken 2002 Deluxe
Intuit Quicken 2003 Deluxe
Jasc Paint Shop Pro 7: Getting Started
Jasc Paint Shop Pro 7: Up and Running
Macromedia FreeHand 10: Foundation
Microsoft Internet Explorer 6
Microsoft Money 2002
Microsoft Money 2003 Deluxe
Microsoft Works 2002: Introducing Works 6.0
Microsoft Works 2002: The Database
Microsoft Works 2002: The Spreadsheet
Microsoft Works 2002: Word 2002
Microsoft Works 6.0: Introducing Works
Roxio Easy CD Creator 5
Home User: Home and Personal Finance
QuickBooks Pro 2009 Fundamentals
QuickBooks Pro 2009: Getting Started
Digital Video Editing: MGI VideoWave III
Quicken: Up and Running
PC Fundamentals: Safety and Security
Home User: PC Maintenance
PC Preventative Maintenance
IBM Lotus Sametime 3.0 and QuickPlace 3.0
IBM Lotus: Collaboration using Sametime and QuickPlace
Internet Explorer 5.0
Lotus Notes
Lotus Notes Domino 4.5 Application Development

Lotus Notes Domino 4.5 End-User
Lotus Notes Domino 4.5 to 5 Update
Lotus Notes Domino 4.6 End-User
Lotus Notes R5 End-User
Lotus Notes R6 End-User
Lotus Notes Release 4 Application Development
Lotus Notes Release 4 End-User
Lotus Notes Release 4 System Administration
Microsoft End-User Operating Systems and Tools
Microsoft Exchange 5.x End-User
Microsoft Internet Explorer 5.0 Administration Kit
Microsoft Internet Explorer 5.5
Microsoft Internet Explorer 7
Microsoft Internet Explorer 8
Microsoft Office 2010
Microsoft Office 2010: New Features
Microsoft Office 2010 New Features for Users Migrating from Office 2003
Microsoft Office 2010: Beginning Word
Microsoft Office 2010: Advanced Word
Microsoft Office 2010: Beginning Excel
Microsoft Office 2010: Advanced Excel
Microsoft Office 2010: Beginning Outlook
Microsoft SharePoint 2010: New Features for End Users
Microsoft SharePoint 2010 for End Users
Microsoft SharePoint 2010: New Features for Power Users
Microsoft SharePoint 2010 for Power Users
Microsoft Office 2007
Microsoft Office 2007: New Features
Microsoft Office 2007: Beginning Word
Microsoft Office 2007: Beginning Excel
Microsoft Office 2007: Beginning Outlook
Microsoft Office 2007: Advanced Word
Microsoft Office 2007: Advanced Excel
Microsoft Office 2007: Advanced Outlook
Microsoft Office 2007: Beginning Project
Microsoft Office 2007: Beginning PowerPoint
Microsoft Office 2007: Advanced Project
Microsoft Office 2007: Advanced PowerPoint
Microsoft Office 2007: Collaborating, Communicating, and Sharing Information
Microsoft Office 2007: Beginning Access
Microsoft Office 2007: Advanced Access
Microsoft Office 2007: Publisher
Microsoft Office 2007: Word for the Power User
Microsoft Office 2007: Excel for the Power User
Microsoft Office 2007: Outlook for the Power User
Microsoft Office 2007: Access for the Power User
Microsoft Office 2007: Beginning Visio
Microsoft Office SharePoint Server 2007 End User
Microsoft Office Project Server 2007, Managing Projects
Microsoft Office 2007: Outlook Web Access
Microsoft Office Live Meeting 2007 for End Users
Microsoft Office XP
Microsoft Office 2003
Microsoft Office 2000

Microsoft Office 2000 (Audio)
Microsoft Office 97
Microsoft Office 97 (Audio)
Microsoft Project 2000
Microsoft Project 2002
Microsoft Visio 2000
Microsoft Windows 2000 for End Users
Windows 2000 Professional - Getting Started (Classic)
Windows 2000 Professional - Up & Running (Classic)
Microsoft Windows 98 for End Users
Microsoft Windows ME for End Users
Microsoft Windows XP for End Users
Netscape 6
Netscape 6.2
Netscape Communicator 4.0
Novell GroupWise
PDAs
Seagate Crystal Reports
Microsoft Windows Vista for End Users
Microsoft Windows Vista: New Features for End Users
Microsoft Windows Vista for the End User
Microsoft Windows 7
Microsoft Windows 7: First Look for End Users
Microsoft Windows 7: End User
SAP
SAP BusinessObjects Business Intelligence
SAP BusinessObjects: Overview
SAP BusinessObjects: Crystal Reports
SAP BusinessObjects: Web Intelligence
SAP BusinessObjects: InfoView
SAP BusinessObjects: Business Intelligence

Desktop Certifications

Microsoft

Microsoft Office XP: Specialist Certification

Word 2002

Excel 2002

PowerPoint 2002

Access 2002

Outlook 2002

Microsoft Office XP: Expert Certification

Word 2002 Expert

Excel 2002 Expert

Microsoft Office XP: Master Certification

Word 2002 Expert

Excel 2002 Expert

PowerPoint 2002

Access 2002

Outlook 2002

Microsoft Office 2003: Specialist Certification

Due: Jun 27, 2007

Excel 2003

Word 2003

Outlook 2003

PowerPoint 2003

Access 2003

Microsoft Office 2003: Expert Certification

Excel 2003 Expert

Word 2003 Expert

Microsoft Office 2003: Master Certification

Excel 2003 Expert

Word 2003 Expert

Outlook 2003

PowerPoint 2003

Access 2003

Microsoft Office Specialist on Microsoft Office 2007

77-601 Using Microsoft Office Word 2007

77-602 Using Microsoft Office Excel 2007

77-603 Using Microsoft Office PowerPoint 2007

77-604 Using Microsoft Office Outlook 2007

77-605 Using Microsoft Office Access 2007

Microsoft Certified Technology Specialist (MCTS): Managing Projects with Microsoft Office Project 2007

70-632: TS: Microsoft Office Project 2007, Managing Projects

Microsoft Office Specialist (MOS) on Microsoft Office 2010

77-881: Microsoft Office Word 2010

77-882: Microsoft Office Excel 2010

77-884: Microsoft Office Outlook 2010

IT Professional Curricula

Business Skills for the IT Professional Solution Area

IT Business

Strategic IT Planning

Moving from Technical Professional to Management

Managing Technical Professionals

Technical Support Agent Skills

IT Infrastructure Library (ITIL) Foundations

Customer Support Specialist, Professionalism

Customer Support Specialist, Process

Customer Support Specialist

Internal Consulting for the Technical Professional

IT Infrastructure Library (ITIL) Foundations V3

IT Infrastructure Library (ITIL) v3 Foundation Syllabus v4.2

ITIL® V3 Intermediate: Operational Support & Analysis

ITIL V3 Overview

Writing Skills for Technical Professionals

Project Management

Project Management for Non-Project Managers

Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)

Project Integration Management (PMBOK® Guide - Third Edition-aligned)

Project Scope Management (PMBOK® Guide - Third Edition-aligned)

Project Time Management (PMBOK® Guide - Third Edition-aligned)

Project Cost Management (PMBOK® Guide -Third Edition-aligned)

Project Quality Management (PMBOK® Guide - Third Edition-aligned)

Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)

Project Communications Management (PMBOK® Guide - Third Edition-aligned)

Project Risk Management (PMBOK® Guide - Third Edition-aligned)

Project Procurement Management (PMBOK® Guide - Third Edition-aligned)

Managing Software Project Outsourcing

Project Management Professional Responsibility

Project Management for IT Professionals

Strategic Project Management for IT Projects
Program Management (PMI® Standard-aligned)
Portfolio Management (PMI® Standard-aligned)
PRINCE2® Foundations
Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)
Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)
Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)
Project Time Management (PMBOK® Guide - Fourth Edition-aligned)
Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)
Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)
Project Human Resource Management (PMBOK® Guide - Fourth Edition-aligned)
Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)
Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)
Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)
Code of Ethics and Professional Conduct (PMI® Standard-aligned)
Program Management (PMI® Second Edition-aligned)
Instructor Series: CompTIA Project+ (2009 Edition)
PRINCE2®: 2009 Foundation
Team Building
Participating in Teams
Making Teams Work: Capitalizing on Conflict
High-Performance Onsite-and Virtual Teams
Optimizing Your Performance on a Team
Leading Teams
Business Analysis
Certified Business Analysis Professional (CBAP)
Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned
Customer Service
Customer Service Representative, Professionalism
Customer Service Representative, Skills
Customer Service Representative, Process
Enterprise Database Systems Solution Area
IBM & Lotus - Enterprise Database Systems
IBM DB2 Universal Database
INFORMIX-Online Dynamic Server
Microsoft SQL Server
Microsoft SQL Server 2000
Microsoft SQL Server 7.0 Database Implementation
Microsoft SQL Server 7.0 System Administration
Oracle Developer/2000
Oracle8 Database Administration
Oracle8 New Features
Oracle8i Backup and Recovery
Oracle8i Introduction
Oracle8i Database Administration
Oracle9i
Oracle 10g
Oracle 11g
Systems and Database Design
Microsoft SQL Server 2005
Microsoft SQL Server 2008
Enterprise Resource Planning Systems Solution Area
Oracle 11i
SAP R/3 Release 4.6

SAP R/3 Release 4.x

SAP R/3 Release 3.x

SAP R/3 Release 3.0

SAP

Internet and Network Technologies Solution Area

Operating Systems and Server Technologies Solution Area

Software Development Solution Area

Web Design Solution Area

Other Technology Solution Area

IT Professional Certifications

(ISC)²

Certified Information Systems Security Professional (CISSP)

Cisco

Cisco Certified Design Associate (CCDA)

Cisco Certified Design Professional (CCDP)

Cisco Certified Entry Networking Technician (CCENT)

Cisco Certified Network Associate (CCNA)

Cisco Certified Network Professional (CCNP)

Cisco Certified Internetwork Professional (CCIP)

Cisco Certified Voice Professional (CCVP)

CCNA Security

CCNA Wireless

CCNA Voice

Cisco Certified Security Professional (CCSP)

Cisco IP Communications Express Specialist

Cisco Wireless Specialist

CIW

Master CIW Enterprise Developer

CompTIA

CompTIA A+ 2009 Certification

CompTIA Linux+ Certification

CompTIA Network+ Certification

CompTIA Security+ Certification

CompTIA Server+ Certification

Instructor Series: CompTIA Project+ (2009 Edition) Certification

Customer Service Representative

Customer Service Representative (CSR) Certification

EMC

Information Storage and Management V3

EC-Council

Certified Ethical Hacker (CEH) Certification

IBM

IBM Certified Enterprise Developer - WebSphere Studio, V5.0

IBM Certified Database Associate – DB2 Universal Database V8.1 Family

IBM Certified Solution Developer - XML and Related Technologies

IBM Certified Associate Developer - Rational Application Developer for WebSphere Software V6

IBM Certified Database Administrator - DB2 UDB V8.1 for Linux, UNIX and Windows

Information Systems Examinations Board (ISEB)

ISEB Foundation Certificate in Software Testing

International Institute of Business Analysis (IIBA)

Certified Business Analysis Professional (CBAP) Certification - 2.0 aligned

International Software Testing Qualification Board (ISTQB)

ISTQB Foundation Certificate in Software Testing

Linux Professional Institute (LPI)

Linux Professional Institute: Junior Level Linux Professional (LPIC-1)

LPI certification Level 1: Exam 101

LPI certification Level 1: Exam 102

Linux Professional Institute: Advanced Level Linux Professional (LPIC-2)

Microsoft

MCSA on Microsoft Windows 2000 Track

MCSA on Windows Server 2003 Track

MCSA Windows Server 2003 Upgrade

Microsoft Certified Systems Administrator (MCSA) Messaging Specialization on Microsoft Windows 2000

Microsoft Certified Systems Administrator (MCSA) Security Specialization on Microsoft Windows 2000

Microsoft Certified Systems Administrator (MCSA) Messaging Specialization on Microsoft Windows 2003

Microsoft Certified Systems Administrator (MCSA) Security Specialization on Microsoft Windows 2003

MCSE Windows 2000 Track

Microsoft Certified Systems Engineer (MCSE) Security Specialization on Microsoft Windows 2000

Microsoft Certified Systems Engineer (MCSE) Messaging Specialization on Microsoft Windows 2000

MCSE Windows Server 2003 Track

MCSE Windows Server 2003 Upgrade

Microsoft Certified Systems Engineer Server (MCSE) Security Specialization on Microsoft Windows Server 2003

Microsoft Certified Systems Engineer Server (MCSE) Messaging Specialization on Microsoft Windows Server 2003

Microsoft Certified Desktop Support Technician (MCDST)

Microsoft Certified Technology Specialist (MCTS) : Microsoft Exchange Server 2007, Configuration

Microsoft Certified Technology Specialist (MCTS): .NET Framework 2.0 Web Applications

Microsoft Certified Technology Specialist (MCTS): .NET Framework 2.0 Distributed Applications

Microsoft Certified Technology Specialist (MCTS): .NET Framework 2.0 Windows Applications

Microsoft Certified Technology Specialist (MCTS): SQL Server 2005

Microsoft Certified Technology Specialist (MCTS): SQL Server 2008, Implementation and Maintenance

Microsoft Certified Technology Specialist (MCTS): SQL Server 2008, Database Development

Microsoft Certified Technology Specialist (MCTS): Windows Vista, Configuration

Microsoft Certified Technology Specialist (MCTS): Microsoft Office SharePoint Server 2007, Configuration

Microsoft Certified Technology Specialist (MCTS): Windows SharePoint Services 3.0, Configuration

Microsoft Certified Technology Specialist (MCTS): Microsoft Windows SharePoint Services 3.0, Application Development

Microsoft Certified Technology Specialist (MCTS): Microsoft Office SharePoint Server 2007, Application Development

Microsoft Certified Technology Specialist (MCTS): Microsoft Visual Studio 2008

Microsoft Certified Technology Specialist (MCTS): Business Desktop Deployment

Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Active Directory, Configuration

Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Network Infrastructure, Configuring

Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Applications Infrastructure, Configuring

Microsoft Certified Technology Specialist (MCTS): .NET Framework 3.5, Windows Presentation Foundation Applications

Microsoft Certified Technology Specialist (MCTS): .NET Framework 3.5, Windows Communication Foundation Applications

Microsoft Certified Technology Specialist (MCTS): .NET Framework 3.5, Windows Workflow Foundation Applications

Microsoft Certified Technology Specialist (MCTS): .NET Framework 3.5, Windows Forms Applications

Microsoft Certified Technology Specialist (MCTS): .NET Framework 3.5, ADO.NET Applications

Microsoft Certified Technology Specialist (MCTS): .NET Framework 3.5, ASP.NET Applications

Microsoft Certified Technology Specialist (MCTS): Enterprise Project Management with Microsoft Office Project

Microsoft Certified Technology Specialist (MCTS): SQL Server 2008, Business Intelligence Development and Maintenance

Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuration

Microsoft Certified IT Professional (MCITP): Enterprise Support Technician

Microsoft Certified IT Professional (MCITP): Enterprise Administrator

Microsoft Certified IT Professional (MCITP): Database Administrator

Microsoft Certified IT Professional (MCITP): Database Developer

Microsoft Certified IT Professional (MCITP): Server Administrator

Microsoft Certified IT Professional (MCITP): Windows 7, Enterprise Desktop Administrator

Microsoft Certified Technical Specialist (MCTS): Microsoft Exchange Server 2010, Configuration

Microsoft Certified Technology Specialist (MCTS): .NET Framework 4, Web Applications

Microsoft Certified IT Professional (MCITP): Windows 7, Enterprise Desktop Support Technician

Novell

Novell SUSE Linux Fundamentals

Oracle

Oracle Database 11g Administrator Certified Professional

Oracle Database 11g Administrator Certified Associate

Oracle Database 11g Administrator Certified Professional Upgrade Path

Oracle Application Server 10g Administrator: Certified Associate

Oracle Database 10g Administrator Certified Professional Upgrade Path

Oracle Database 10g Administrator Certified Associate

Oracle Database 10g Administrator Certified Professional

Oracle Database 11g Performance Tuning Certified Expert

Oracle Database: SQL Certified Expert

Oracle PL/SQL Developer Certified Associate

Oracle Certified Professional, Java SE 5 Programmer

Oracle Certified Professional, Java SE 6 Programmer

IT Infrastructure Library (ITIL)

ITIL v3 Foundation for Service Management

ITIL Intermediate Level - Service Capability

Project Management Institute (PMI)

Certified Associate in Project Management (CAPM) - PMBOK® Guide - Fourth Edition-aligned

Project Management Professional (PMP) - PMBOK® Guide - Fourth Edition-aligned

PRINCE2®

PRINCE2® Certification

Information Systems Audit and Control Association (ISACA)

Certified Information Security Manager (CISM)

Express Guide View

Cisco

Microsoft

Oracle

CompTIA

CompTIA Security+ 2008 Express Guide

CompTIA Project+ 2009 Express Guide

Test Prep View

Legal Compliance Curricula

HR Series

Harassment Series

HIPAA Series

Workplace Compliance Curricula

Administrative Simplification Under HIPAA

HIPAA: Electronic Health Data Transactions

HIPAA: Evaluating the Impact of the Privacy Rule

HIPAA: Implementing Privacy Rules

HIPAA: Securing Protected Health Information

Sexual Harassment Awareness

What is Sexual Harassment?

Quid Pro Quo Harassment

Hostile Work Environment Harassment

Workplace Issue Fundamentals

Workplace Harassment

Business Ethics

Equal Employment Opportunity (EEO)

Americans with Disabilities Act

Rightful Termination

E-mail and Internet Use Policy
Documenting Discipline
Conflicts of Interest
Drug-free Workplace
Understanding the Fair Labor Standards Act (FLSA)
Record Retention Policy
Sarbanes-Oxley: Whistleblower Protection
Workplace Issue Fundamentals
Financial Services Industry Curricula
Customer Service in the Financial Services Industry
Financial Services for New Account Representatives
Retail Banking Essentials
Security Issues for Financial Institutions
Legacy Business Skills Curricula
Business Law and Contracting
E-Business
Finance for Non-Financial Managers
Human Resource Management
Interpersonal Skills
Legacy IT Skills Curricula

Desktop Curriculum

Microsoft Word 2002
Microsoft Excel 2002
Microsoft Access 2002
Microsoft Word 2000
Microsoft Access 2000
Microsoft Word 97
Microsoft Access 97
Microsoft Windows XP
Microsoft Project 2000
Microsoft Project 98
Microsoft FrontPage 2000
Personal Computing

Web Developer Curriculum

Java 2 Introduction
Java 2 Intermediate
Java Script
XML 1.0 Introduction
XML 1.0 Intermediate
XML 1.0 Advanced
HTML
Crystal Reports 7
Flash Basics

Environmental, Safety and Health, and Transportation Curricula
Environmental, Safety & Health, and Transportation
NETg Curricula (English - US)
Business and Professional Development
Communication

Communication Skills Curriculum

Customer Service

Customer Service Curriculum

Economics

Economics Curriculum

Economics Part 2 - Basic Concepts in Microeconomics

Economics - The Foundations of Macroeconomics

Economics - Producers and Markets

Economics

Economics - The Principles of Economics

Government

Government Curriculum

Human Resources & Workplace Issues

German Laws for Equality of Treatment

Knowledge Management Curriculum

Knowledge Management

Knowledge Management Curriculum

Management and Leadership

Operations

Operations Curriculum

ISO 9001:2000 - Implementing Standards

ISO 9001:2000 - Overview of Standards

ISO 9001:2000 - The Auditing Process

Operations Management - Fundamentals of Operations Management

Operations Management - Operations Components

Operations Management - Operations Management Tools

Quality Management - Business Process Improvement

Quality Management - Quality Management Tools

Quality Management - The Quality Management Process

Total Quality Management - Essentials of TQM

Total Quality Management - Managing TQM Rollouts

Total Quality Management - Principles

Personal Development

Project Management

Sales and Marketing

Strategic Planning

Team Building

Human Resources and Workplace Issues

Desktop

Adobe Desktop Applications

Consumer/ Home Office

Microsoft Desktop Applications

PC Fundamentals

SAP Desktop Applications

Internet and Computer Basics

Information Technology

Application Development

Cisco

CompTIA

CompTIA

CompTIA® Linux+ 2004: Configuration

CompTIA® Linux+ 2004: Documentation and Hardware

CompTIA® Linux+ 2004: Installation

CompTIA® Linux+ 2004: Management

CompTIA® Linux+ 2004: Security

e-Business

IBM

Internet Technologies

Microsoft

Networking and Communications

Oracle
OS Technologies
Programming
SAP
Web Development
Information Technology
SMB / Consumer
Consumer/ Home Office
Desktop Publishing and Graphics
Financial Management
Home Productivity
Office Productivity
PC Security