



Professional Development
Course List - June 2010

Series and Course Titles	Acronym
Basics of Business Math	MATHBB
Basics of Business Math: 1 Fractions	math01
Basics of Business Math: 2 Decimals	math02
Basics of Business Math: 3 Calculator	math03
Basics of Business Math: 4 Equations	math04
Basics of Business Math: 5 Percents	math05
Basics of Business Math: 6 Reports	math06
Building Relationships	BLDREL
Building Relationships: 1 Socializing at Work	bldr01
Building Relationships: 2 Understanding Behavioral Intentions	bldr02
Building Relationships: 3 Choosing Your Approach	bldr03
Career Development (Videos)	PBC001
Career Development (Videos): 1 Been There, Done That, Now What?	c1cd01
Career Development (Videos): The Influence Edge and Your Career	v_c104
Coaching (Videos)	PBC002
Coaching (Videos): Performance Coaching: Career Coaching	v_c203
Coaching (Videos): Performance Coaching: Collaborating	v_c204
Coaching (Videos): Performance Coaching: Mentoring	v_c205
Coaching (Videos): Performance Coaching: Training	v_c206
Communicating with Power	POCOMM
Communicating with Power: 1 Elements of Powerful Communication	poco01
Communicating with Power: 2 Persuasive Appeals	poco02
Communicating with Power: 3 Modes of Persuasion	poco03
Communicating with Power: 4 Active Listening	poco04
Communicating with Power: 5 Resolving Conflict	poco05
Communicating with Power: 6 Negotiation	poco06
Communication (Videos)	PBC003
Communication (Videos): Curing Common Meeting Ailments (Interview)	v_c301
Communication (Videos): Effective Business Writing	v_c303
Communication (Videos): High Performance Communication	v_c304
Communication (Videos): Keeping Meeting Participants Awake (Interview)	v_c305
Communication (Videos): People Styles at Work	v_c307
Communication (Videos): Resolving Conflict	v_c308
Communication (Videos): Telephone Etiquette	v_c309
Communication (Videos): The Influence Edge and E-Mail	v_c310
Communication (Videos): The People Styles Model	v_c306
Communication (Videos): Understanding Negotiation	v_c311
Communication (Videos): Working Wounded: Effective Business Presentations	v_c312
Communication (Videos): Working Wounded: Giving an Apology at Work	v_c313
Communication (Videos): Working Wounded: Leading a Successful Meeting	v_c314
Communication (Videos): Working Wounded: Making Group Decisions	v_c315
Communication (Videos): Working Wounded: Working Through Conflict	v_c316



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Series and Course Titles	Acronym
Customer Service (Videos)	PBC004
Customer Service (Videos): Building Customer Loyalty	v_c401
Customer Service (Videos): Building Web Relationships (Interview)	v_c403
Customer Service (Videos): Creating Customer Value	v_c404
Customer Service (Videos): Crown Your Customers (Interview)	v_c405
Customer Service (Videos): Customer Convenience is Key to E-Commerce (Interview)	v_c406
Customer Service (Videos): Customer Service Strategy	v_c407
Customer Service (Videos): Dealing with Customer Complaints	v_c408
Customer Service (Videos): Delighting Your Customers	v_c402
Customer Service (Videos): Exceeding Customer Expectations	v_c409
Customer Service (Videos): Getting to Know Your Customers	v_c410
Customer Service (Videos): Getting Your Customer Experience Right (Interview)	v_c411
Customer Service (Videos): Implementing Effective Service Standards	v_c412
Customer Service (Videos): Keeping Loyal Customers	v_c413
Customer Service (Videos): Measuring Customer Service	v_c416
Customer Service (Videos): Profits, Not Promises (Interview)	v_c417
Customer Service (Videos): Understanding Customer Service	v_c418
Customer Service (Videos): Working Wounded: Building Relationships with Your Customers	v_c419
Customer Service (Videos): Working Wounded: Good News About Customer Complaints	v_c420
Customer Service	CUSLIB
Customer Service: 1 Defining Service	cu1
Customer Service: 2 Communicating	cu2
Customer Service: 3 Fixing Problems	cu3
Customer Service: 4 Building a Department	cu4
Customer Service: 5 Tools of the Trade	cu5
Dealing with Difficult People	DIFFIP
Dealing with Difficult People: 1 Managing Against the Odds	v_di01
Dealing with Difficult People: 2 Consideration	diff02
Dealing with Difficult People: 3 Attitude	diff03
Dealing with Difficult People: 4 Trust	diff04
Dealing with Difficult People: 5 Power	diff05
Dealing with Difficult People: 6 Communication	diff06
Dealing with Difficult People: 7 Responsibility	diff07
Doing Business in China	CHBIZZ
Doing Business in China: 1 A Cultural Approach	chbi01
Doing Business in India	INBIZZ
Doing Business in India: 1 A Cultural Approach	inbi01
E-Mailing Your Way to the Top	EMATOP
E-Mailing Your Way to the Top: 1 Managing Your Inbox	emat01
E-Mailing Your Way to the Top: 2 Writing Effective E-Mails	emat02
E-Mailing Your Way to the Top: 3 The Legal Face of E-Mail	EMAT03
E-Mailing Your Way to the Top: 4 Becoming an Organizational Leader	EMAT04



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Series and Course Titles	Acronym
Effective Business Communication	BUSCOM
Effective Business Communication: 2 The Planning Worksheet	busc02
Effective Business Communication: 3 Writing Skills	busc03
Effective Business Communication: 4 Patterns of Development	busc04
Effective Business Communication: 5 Letters	busc05
Effective Business Communication: 6 Memos, E-Mail, and Other Communications	busc06
Effective Business Communication: 7 Reports	busc07
Effective Business Communication: 8 Documentation	busc08
Effective Presentations	EFPRES
Effective Presentations: 1 Preparing for a Presentation	efpr01
Effective Presentations: 2 Developing an Effective Message	efpr02
Effective Presentations: 3 Improving Delivery Skills	efpr03
Effective Presentations: 4 Using PowerPoint and Other Visuals	efpr04
Fundamentals of Business Management	BIZMNG
Fundamentals of Business Management: 1 Management in Perspective	bizm01
Fundamentals of Business Management: 2 Functions of Front-Line Management	bizm02
Fundamentals of Business Management: 3 Managerial Finance and Accounting	bizm03
Grammar	GRAMBB
Grammar: 1 Fundamental Sentence Structures	gram01
Grammar: 2 Punctuation	gram02
Grammar: 3 Complex Sentence Structures	gram03
Grammar: 4 Advanced Grammar	gram04
Innovation in the Workplace	INNOVA
Innovation in the Workplace: 1 Defining Innovation and Determining Your Point of View	INNO01
Innovation in the Workplace: 2 Identifying the Enemies of Ideas and Innovation	INNO02
Innovation in the Workplace: 3 Asking Questions	INNO03
Innovation in the Workplace: 4 Harnessing Energy	INNO04
Innovation in the Workplace: 5 Creating Ideas	INNO05
Innovation in the Workplace: 6 Measuring Success	INNO06



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Series and Course Titles	Acronym
Leadership (Videos)	PBL001
Leadership (Videos): "Show, Don't Tell"	v_I108
Leadership (Videos): Creating and Communicating Vision	v_I101
Leadership (Videos): Creating Organizations with Many Leaders (Interview)	v_I102
Leadership (Videos): Digital Markets (Interview)	v_I103
Leadership (Videos): E-Business Strategies (Interview)	v_I104
Leadership (Videos): Leadership in Freaked Out Times (Interview)	v_I105
Leadership (Videos): Leading into the Future (Interview)	v_I106
Leadership (Videos): Leading Organizational Transition	v_I107
Leadership (Videos): Strategic Planning: Establish Processes	v_I109
Leadership (Videos): Strategic Planning: Implement Initiatives	v_I110
Leadership (Videos): Strategic Planning: Strategic Alignment	v_I111
Leadership (Videos): Supporting Innovation (Interview)	v_I112
Leadership (Videos): Surfer Rules (Interview)	v_I113
Leadership (Videos): The E-Marketplace (Interview)	v_I114
Leadership (Videos): The Leadership Challenge: Challenge the Process	v_I116
Leadership (Videos): The Leadership Challenge: Enable Others to Act	v_I117
Leadership (Videos): The Leadership Challenge: Encourage the Heart	v_I118
Leadership (Videos): The Leadership Challenge: Inspire a Shared Vision	v_I119
Leadership (Videos): The Leadership Challenge: Model the Way	v_I120
Leadership (Videos): The Power of B-Webs (Interview)	v_I115
Leadership (Videos): Tilt The Field: Attitude	v_I121
Leadership (Videos): Tilt The Field: Leadership	v_I122
Leadership (Videos): Tilt The Field: Perspective	v_I123
Leadership (Videos): Transform, Don't Conform (Interview)	v_I124
Leadership (Videos): Value Matters (Interview)	v_I125
Leading Teams (Videos)	PBL002
Leading Teams (Videos): Creating Successful Teams (Interview)	v_I201
Leading Teams (Videos): Developing Successful Teams	v_I202
Leading Teams (Videos): Successful Geo-Dispersed Teams (Interview)	v_I203
Leading Teams (Videos): Team Learning (Interview)	v_I204
Leading Teams (Videos): The Influence Edge and Your Team	v_I205
Leading Teams (Videos): Virtual Teams	v_I206
Leading Teams (Videos): Working Wounded: Teams at Work	v_I207



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Series and Course Titles	Acronym
Management (Videos)	PBM001
Management (Videos): Attracting Key Talent (Interview)	v_m101
Management (Videos): Bringing The Workplace to Life (Interview)	v_m102
Management (Videos): Delegation Strategies	v_m103
Management (Videos): Fire Up and Motivate Your Employees	v_m104
Management (Videos): Handling Performance Problems	v_m105
Management (Videos): Interviewing for Organizational Fit	v_m106
Management (Videos): Interviewing for Success	v_m107
Management (Videos): Knowledge Management (Interview)	v_m108
Management (Videos): Making 360 Degree Feedback Work	v_m109
Management (Videos): Managing Performance	v_m110
Management (Videos): Managing Telecommuters	v_m111
Management (Videos): Motivate to Retain (Interview)	v_m112
Management (Videos): Recruiting Top Talent	v_m113
Management (Videos): Retaining Top Talent	v_m114
Management (Videos): Retention for the Long Haul (Interview)	v_m115
Management (Videos): Succession Planning	v_m116
Management (Videos): The Costs of Attrition (Interview)	v_m117
Management (Videos): The Diversity Manager	v_m118
Management (Videos): Working Wounded: Becoming a New Manager	v_m119
Management (Videos): Working Wounded: Counseling an Employee	v_m120
Management (Videos): Working Wounded: The More You Give, The More You'll Get	v_m121
Management Skills Introduction	MNGSKL
Management Skills Introduction: 1 Ready! Set! Manage!	mngs01
Management Skills Introduction: 2 Motivating	mngs02
Management Skills Introduction: 3 Planning	mngs03
Management Skills Introduction: 4 Communication	mngs04
Management Skills Introduction: 5 Getting Input	mngs05
Management Skills Introduction: 6 Dealing with Challenging People and Times	mngs06
Management Skills Introduction: 7 Building Success	mngs07
Managing Change	MNGCHG
Managing Change: 1 Refocusing Yourself	mngc01
Managing Change: 2 Leading the Team	mngc02
Managing Change: 3 Working with Individuals	mngc03
Motivation Methods and Strategies	MOTIVE
Motivation Methods and Strategies: 2 Leading for Commitment	moti02
Motivation	MOTLIB
Motivation: 1 Leading with a Vision	mo1
Motivation: 2 Communicating	mo2
Motivation: 3 Rewarding and Correcting	mo3
Motivation: 4 Performance and Training	mo4
Motivation: 5 Building Trust	mo5



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Series and Course Titles	Acronym
Negotiating	NGOLIB
Negotiating: 1 Negotiating Techniques	ng1
Negotiating: 2 Gaining Control	ng2
Negotiating: 3 Closing the Deal	ng3
Negotiating: 4 Everyday Negotiations	ng4
Problem Solving Through Productive Thinking	THINKI
Problem Solving Through Productive Thinking: 1 The Concept of Productive Thinking	thin01
Problem Solving Through Productive Thinking: 2 Productive Thinking in Principle	thin02
Problem Solving Through Productive Thinking: 3 The Productive Thinking Model	thin03
Problem Solving Through Productive Thinking: 4 Productive Thinking in Practice	thin04
Project Management from a People Perspective	PMEFFE
Project Management from a People Perspective: 1 Working Across Departments	pmef01
Project Management from a People Perspective: 2 Building and Leading a Team	pmef02
Project Management from a People Perspective: 3 Managing Project Stakeholders	pmef03
Project Management from a People Perspective: 4 Communicating Effectively	pmef04
Project Management from a People Perspective: 5 Key Documentation	pmef05
Project Management from a People Perspective: 6 Balancing Multiple Projects	pmef06
Self-Management (Videos)	PBS002
Self-Management (Videos): Becoming More Assertive	v_s201
Self-Management (Videos): Business Protocol	v_s202
Self-Management (Videos): Creative Time Management for the New Millennium	v_s203
Self-Management (Videos): Dealing with Non-Stop Change	v_s204
Self-Management (Videos): Goal Setting and Action Planning	v_s205
Self-Management (Videos): Leap of Faith	v_s206
Self-Management (Videos): Self-Motivation Through Self-Talk	v_s207
Self-Management (Videos): Self-Talk First Aid Kit	v_s208
Self-Management (Videos): The Dynamics of Self-Talk (Interview)	v_s209
Self-Management (Videos): The Influence Edge and Change	v_s210
Self-Management (Videos): The Influence Edge Model	v_s211
Self-Management (Videos): Working Wounded: Dealing with a Messy Desk	v_s212
Self-Management (Videos): Working Wounded: Getting More Work Done	v_s213
Self-Management (Videos): Working Wounded: Office Politics	v_s214
Self-Management (Videos): Working Wounded: Performance Appraisals	v_s215
Stress Management	STRESS
Stress Management: 1 Stress on the Job	stre01
Stress Management: 2 Resisting Stress	stre02
Stress Management: 3 Assertiveness	stre03
Stress Management: 4 Coping with Anger	stre04
Teams That Work	TEAMWK
Teams That Work: 1 Building Effective Teams	team01
Teams That Work: 2 Leading Effective Teams	team02



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Series and Course Titles	Acronym
Time Management for Maximum Productivity	TIMPRO
Time Management for Maximum Productivity: 1 Taming Time	time01
Time Management for Maximum Productivity: 2 Prioritizing and Procrastinating	time02
Time Management for Maximum Productivity: 3 Establishing Goals	time03
Time Management for Maximum Productivity: 4 Managing Time Together	time04
Time Management for Maximum Productivity: 5 Controlling Time Leaks	time05
Time Management Fundamentals	TIMEMG
Time Management Fundamentals: 2 Evaluating and Improving Time Management	time01
Time Management Fundamentals: 3 Organizing Tasks and Creating Uninterrupted Time	time02
Time Management Fundamentals: 4 Managing Meetings	time03
Time Management Fundamentals: 5 Managing Workload	time04
Time Management Fundamentals: 6 Managing Time with Co-Workers	time05
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Series and Course Titles	Acronym
401(k) Plans	401K1K
401(k) Plans: 1 401(k) Basics	401k01
Access 2000 MOS	A2KMOU
Access 2000 MOS: 1 Creating Databases	a2km01
Access 2000 MOS: 2 Building Tables	a2km02
Access 2000 MOS: 3 Modifying Tables	a2km03
Access 2000 MOS: 4 Sorting and Filtering	a2km04
Access 2000 MOS: 5 Relationships & Queries	a2km05
Access 2000 MOS: 6 Building Forms	a2km06
Access 2000 MOS: 7 Producing Reports	a2km07
Access 2000 MOS: 8 Advanced Tasks	a2km08
Access 2002	AXPMOU
Access 2002: 1 Creating Databases	axpm01
Access 2002: 2 Building Tables	axpm02
Access 2002: 3 Modifying Tables	axpm03
Access 2002: 4 Sorting and Filtering	axpm04
Access 2002: 5 Relationships & Queries	axpm05
Access 2002: 6 Building Forms	axpm06
Access 2002: 7 Producing Reports	axpm07
Access 2002: 8 Advanced Tasks	axpm08
Access 2003	MACCS3
Access 2003: 1 Introduction to Access	macc01
Access 2003: 2 Designing and Building Tables	macc02
Access 2003: 3 Enhanced Tables and Datasheets	macc03
Access 2003: 4 Searches and Queries	macc04
Access 2003: 5 Advanced Queries and Calculations	macc05
Access 2003: 6 Access Report System	macc06
Access 2003: 7 The Internet, Forms, and the Analyzer	macc07
Access 2007	07ACCE
Access 2007: 1 Introduction to Access	07ac01
Access 2007: 2 Creating Tables	07ac02
Access 2007: 3 Working with Tables	07ac03
Access 2007: 4 Creating Forms	07ac04
Access 2007: 5 Creating Reports	07ac05
Access 2007: 6 Creating Queries and Filters	07ac06
Access 2007 Advanced	07ADAC
Access 2007 Advanced: 1 Expressions and Queries	07ad01
Access 2007 Advanced: 2 PivotTables, PivotCharts, and Graphs	07ad02
Access 2007 Advanced: 3 Macros and Data Imports/Exports	07ad03
Basics of Business Math	MATHBB
Basics of Business Math: 1 Fractions	math01
Basics of Business Math: 2 Decimals	math02
Basics of Business Math: 3 Calculator	math03
Basics of Business Math: 4 Equations	math04
Basics of Business Math: 5 Percents	math05
Basics of Business Math: 6 Reports	math06



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Series and Course Titles	Acronym
Budgeting and Saving	BUDGET
Budgeting and Saving: 1 Confronting Debt	budg01
Budgeting and Saving: 2 Eliminating Debt	budg02
Budgeting and Saving: 3 Banking Basics	budg03
Budgeting and Saving: 4 Choosing Bank Accounts	budg04
Budgeting and Saving: 5 Planning Your Retirement	budg05
Budgeting and Saving: 6 Making 401(k) Plans Work	budg06
Budgeting and Saving: 7 Exploring Investment Options	budg07
Building Relationships	BLDREL
Building Relationships: 1 Socializing at Work	bldr01
Building Relationships: 2 Understanding Behavioral Intentions	bldr02
Building Relationships: 3 Choosing Your Approach	bldr03
Business Ethics	BETHIC
Business Ethics: 1 What You Don't Know Can Hurt You	v_be01
Business Ethics: 2 Everyday Ethical Dilemmas	beth02
Business Ethics: 3 Ethical Dilemmas and the Law	beth03
Business Ethics: 4 Individual Values; Organizational Values	beth04
Career Development (Videos)	PBC001
Career Development (Videos): 1 Been There, Done That, Now What?	c1cd01
Career Development (Videos): The Influence Edge and Your Career	v_c104
Certified Business Analysis Professional (CBAP v2)	BIZANA
Certified Business Analysis Professional (CBAP v2): 1 Requirements Planning & Management	l_bi01
Certified Business Analysis Professional (CBAP v2): 2 Requirements Elicitation	l_bi02
Certified Business Analysis Professional (CBAP v2): 3 Requirements Communication	l_bi03
Certified Business Analysis Professional (CBAP v2): 4 Enterprise Analysis	l_bi04
Certified Business Analysis Professional (CBAP v2): 5 Requirements Analysis & Documentation	l_bi05
Certified Business Analysis Professional (CBAP v2): 6 Solution Assessment & Validation	l_bi06
Certified Business Analysis Professional (CBAP v2): 7 Underlying Fundamentals	l_bi07
Certified Business Analysis Professional (CBAP v2): 8 Practice Exam 1	biza55
Certified Business Analysis Professional (CBAP v2): 9 Practice Exam 2	biza56
Certified Business Analysis Professional (CBAP v2):10 Practice Exam 3	biza57
Certified Business Analysis Professional (CBAP v2):11 Practice Exam 4	biza58
Certified Business Analysis Professional (CBAP v2):12 Practice Exam 5	biza59
Coaching (Videos)	PBC002
Coaching (Videos): Performance Coaching: Career Coaching	v_c203
Coaching (Videos): Performance Coaching: Collaborating	v_c204
Coaching (Videos): Performance Coaching: Mentoring	v_c205
Coaching (Videos): Performance Coaching: Training	v_c206



**Business Courseware
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Series and Course Titles	Acronym
Communicating with Power	POCOMM
Communicating with Power: 1 Elements of Powerful Communication	poco01
Communicating with Power: 2 Persuasive Appeals	poco02
Communicating with Power: 3 Modes of Persuasion	poco03
Communicating with Power: 4 Active Listening	poco04
Communicating with Power: 5 Resolving Conflict	poco05
Communicating with Power: 6 Negotiation	poco06
Communication (Videos)	PBC003
Communication (Videos): Curing Common Meeting Ailments (Interview)	v_c301
Communication (Videos): Effective Business Writing	v_c303
Communication (Videos): High Performance Communication	v_c304
Communication (Videos): Keeping Meeting Participants Awake (Interview)	v_c305
Communication (Videos): People Styles at Work	v_c307
Communication (Videos): Resolving Conflict	v_c308
Communication (Videos): Telephone Etiquette	v_c309
Communication (Videos): The Influence Edge and E-Mail	v_c310
Communication (Videos): The People Styles Model	v_c306
Communication (Videos): Understanding Negotiation	v_c311
Communication (Videos): Working Wounded: Effective Business Presentations	v_c312
Communication (Videos): Working Wounded: Giving an Apology at Work	v_c313
Communication (Videos): Working Wounded: Leading a Successful Meeting	v_c314
Communication (Videos): Working Wounded: Making Group Decisions	v_c315
Communication (Videos): Working Wounded: Working Through Conflict	v_c316
Computer Basics	CMB001
Computer Basics: 1 Using Your PC	cb1
Computing Concepts	COMCPT
Computing Concepts: 1 Types of Security	comc01
Computing Concepts: 2 Security Risks	comc02
Computing Concepts: 3 Database Basics	comc03
Computing Concepts: 4 Selecting Databases	comc04
Computing Concepts: 5 Data Processing	comc05
Computing Concepts: 6 Managing Data	comc06
Computing Concepts: 7 Teleprocessing	comc07
Computing Concepts: 8 Transmitting Data	comc08
Computing Concepts: 9 Messages	comc09



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Series and Course Titles	Acronym
Crystal Reports 8	CRYSTL
Crystal Reports 8: 1 Getting Started	crys01
Crystal Reports 8: 2 Designing a Report	crys02
Crystal Reports 8: 3 Selecting Records	crys03
Crystal Reports 8: 4 Sorting and Grouping Data	crys04
Crystal Reports 8: 5 Creating Summary Totals, Reports, and Graphs	crys05
Crystal Reports 8: 6 Formulas and Functions	crys06
Crystal Reports 8: 7 Printing and Exporting Reports	crys07
Crystal Reports 8: 8 Linking Tables	crys08
Crystal Reports XI	XICRYS
Crystal Reports XI: 1 Navigating the Design Environment	xicr01
Crystal Reports XI: 2 Selecting Just the Right Data Source(s) for Your Report	xicr02
Crystal Reports XI: 3 Do It Yourself and Wizard Reporting	xicr03
Crystal Reports XI: 4 Selecting and Organizing Your Report Data	xicr04
Crystal Reports XI: 5 Manipulating Your Report Data in Meaningful Ways	xicr05
Crystal Reports XI: 6 Letting Formulas and Functions Do All the Work	xicr06
Crystal Reports XI: 7 Creating Dynamic Reports with Parameters	xicr07
Crystal Reports XI: 8 Formatting Reports that Function and Sizzle	xicr08
Crystal Reports XI: 9 Making Report Sections Work for You	xicr09
Crystal Reports XI:10 Visualizing Your Report Data with Charts and Maps	xicr10
Customer Service (Videos)	PBC004
Customer Service (Videos): Building Customer Loyalty	v_c401
Customer Service (Videos): Building Web Relationships (Interview)	v_c403
Customer Service (Videos): Creating Customer Value	v_c404
Customer Service (Videos): Crown Your Customers (Interview)	v_c405
Customer Service (Videos): Customer Convenience is Key to E-Commerce (Interview)	v_c406
Customer Service (Videos): Customer Service Strategy	v_c407
Customer Service (Videos): Dealing with Customer Complaints	v_c408
Customer Service (Videos): Delighting Your Customers	v_c402
Customer Service (Videos): Exceeding Customer Expectations	v_c409
Customer Service (Videos): Getting to Know Your Customers	v_c410
Customer Service (Videos): Getting Your Customer Experience Right (Interview)	v_c411
Customer Service (Videos): Implementing Effective Service Standards	v_c412
Customer Service (Videos): Keeping Loyal Customers	v_c413
Customer Service (Videos): Measuring Customer Service	v_c416
Customer Service (Videos): Profits, Not Promises (Interview)	v_c417
Customer Service (Videos): Understanding Customer Service	v_c418
Customer Service (Videos): Working Wounded: Building Relationships with Your Customers	v_c419
Customer Service (Videos): Working Wounded: Good News About Customer Complaints	v_c420



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Series and Course Titles	Acronym
Customer Service	CUSLIB
Customer Service: 1 Defining Service	cu1
Customer Service: 2 Communicating	cu2
Customer Service: 3 Fixing Problems	cu3
Customer Service: 4 Building a Department	cu4
Customer Service: 5 Tools of the Trade	cu5
Dealing with Difficult People	DIFFIP
Dealing with Difficult People: 1 Managing Against the Odds	v_di01
Dealing with Difficult People: 2 Consideration	diff02
Dealing with Difficult People: 3 Attitude	diff03
Dealing with Difficult People: 4 Trust	diff04
Dealing with Difficult People: 5 Power	diff05
Dealing with Difficult People: 6 Communication	diff06
Dealing with Difficult People: 7 Responsibility	diff07
Doing Business in China	CHBIZZ
Doing Business in China: 1 A Cultural Approach	chbi01
Doing Business in India	INBIZZ
Doing Business in India: 1 A Cultural Approach	inbi01
Dreamweaver 8	DW8DEL
Dreamweaver 8: 1 New Design Tools	dw8d01
Dreamweaver 8: 2 New Application Development Features	dw8d02
* Dreamweaver CS4	
* Dreamweaver CS4: 1 Getting Started with Dreamweaver CS4	4dre01
* Dreamweaver CS4: 2 Setting Up a New Site	4dre02
* Dreamweaver CS4: 3 Adding Text and Images	4dre03
Dreamweaver MX 2004	DW04MX
Dreamweaver MX 2004: 1 Interface and Web Page Creation Basics	dw0401
Dreamweaver MX 2004: 2 Project Planning, Link Creation, and HTML Editing	dw0402
Dreamweaver MX 2004: 3 Images, Image Maps, and Assets	dw0403
Dreamweaver MX 2004: 4 Tables, Frames, and Framesets	dw0404
Dreamweaver MX 2004: 5 Dynamic HTML	dw0405
Dreamweaver MX 2004: 6 Advanced Behaviors and Forms	dw0406
Dreamweaver MX 2004: 7 Uploading Projects and Working with Templates	dw0407
Dreamweaver MX	DWEAMX
Dreamweaver MX: 1 Introduction	dwea01
Dreamweaver MX: 2 Setting Up a Web Site	dwea02
Dreamweaver MX: 3 Designing the Site	dwea03
Dreamweaver MX: 4 Adding Graphics	dwea04
Dreamweaver MX: 5 Tables	dwea05
Dreamweaver MX: 6 Frames	dwea06
Dreamweaver MX: 7 Styles and CSS	dwea07
Dreamweaver MX: 8 Dynamic HTML	dwea08
Dreamweaver MX: 9 Advanced DHTML	dwea09
Dreamweaver MX:10 Multimedia Integration	dwea10
Dreamweaver MX:11 Dynamic Web Sites	dwea11
Dreamweaver MX:12 Forms and Interactivity	dwea12



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Series and Course Titles	Acronym
E-Mailing Your Way to the Top	EMATOP
E-Mailing Your Way to the Top: 1 Managing Your Inbox	emat01
E-Mailing Your Way to the Top: 2 Writing Effective E-Mails	emat02
E-Mailing Your Way to the Top: 3 The Legal Face of E-Mail	EMAT03
E-Mailing Your Way to the Top: 4 Becoming an Organizational Leader	EMAT04
Effective Business Communication	BUSCOM
Effective Business Communication: 2 The Planning Worksheet	busc02
Effective Business Communication: 3 Writing Skills	busc03
Effective Business Communication: 4 Patterns of Development	busc04
Effective Business Communication: 5 Letters	busc05
Effective Business Communication: 6 Memos, E-Mail, and Other Communications	busc06
Effective Business Communication: 7 Reports	busc07
Effective Business Communication: 8 Documentation	busc08
Effective Presentations	EFPRES
Effective Presentations: 1 Preparing for a Presentation	efpr01
Effective Presentations: 2 Developing an Effective Message	efpr02
Effective Presentations: 3 Improving Delivery Skills	efpr03
Effective Presentations: 4 Using PowerPoint and Other Visuals	efpr04
Estate Planning	EPLLIB
Estate Planning: 1 Starting an Estate Plan	ep1
Estate Planning: 2 Sorting Out Your Assets	ep2
Estate Planning: 3 Preparing Your Will	ep3
Estate Planning: 4 All About Probate	ep4
Estate Planning: 5 Considering Your Family	ep5
Estate Planning: 6 Taxes to Expect	ep6
Estate Planning: 7 Tax Strategies	ep7
Estate Planning: 8 Retirement Issues	ep8
Estate Planning: 9 Revising an Estate Plan	ep9



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Series and Course Titles	Acronym
Excel 2000 MOS Expert	E2KEXP
Excel 2000 MOS Expert: 1 Importing and Exporting Data	e2ke01
Excel 2000 MOS Expert: 2 Working with Templates, Links, and Report Manager	e2ke02
Excel 2000 MOS Expert: 3 Formatting, Sorting, and Filtering Data	e2ke03
Excel 2000 MOS Expert: 4 Naming Ranges, Working with Macros, and Customizing Toolbars	e2ke04
Excel 2000 MOS Expert: 5 Validating and Auditing Data	e2ke05
Excel 2000 MOS Expert: 6 Analyzing Data and Using PivotTables	e2ke06
Excel 2000 MOS Expert: 7 Sharing Work and Adding Security	e2ke07
Excel 2000 MOS	E2KMOU
Excel 2000 MOS: 1 Working with Cells	e2km01
Excel 2000 MOS: 2 Working with Files	e2km02
Excel 2000 MOS: 3 Formatting Worksheets	e2km03
Excel 2000 MOS: 4 Page Setup and Printing	e2km04
Excel 2000 MOS: 5 Worksheets & Workbooks	e2km05
Excel 2000 MOS: 6 Formulas and Functions	e2km06
Excel 2000 MOS: 7 Charts and Objects	e2km07
Excel 2002	EXPMOU
Excel 2002: 1 Working with Cells	expm01
Excel 2002: 2 Working with Files	expm02
Excel 2002: 3 Formatting Worksheets	expm03
Excel 2002: 4 Page Setup and Printing	expm04
Excel 2002: 5 Worksheets and Workbooks	expm05
Excel 2002: 6 Formulas and Functions	expm06
Excel 2002: 7 Charts and Objects	expm07
Excel 2003	EXCL03
Excel 2003: 1 Getting Started	excl01
Excel 2003: 2 Creating a Spreadsheet	excl02
Excel 2003: 3 Formatting Data	excl03
Excel 2003: 4 Editing and Printing Worksheets	excl04
Excel 2003: 5 Managing Worksheets	excl05
Excel 2003: 6 Charts and Databases	excl06
Excel 2003: 7 Hypertext and Tips	excl07
Excel 2007	07EXCE
Excel 2007: 1 Getting Started	07ex01
Excel 2007: 2 Creating a Worksheet	07ex02
Excel 2007: 3 Formatting Data	07ex03
Excel 2007: 4 Editing and Printing Worksheets	07ex04
Excel 2007: 5 Managing Worksheets	07ex05
Excel 2007: 6 Using Charts and Objects	07ex06



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Series and Course Titles	Acronym
Excel 2007 Advanced	07AEXC
Excel 2007 Advanced: 1 Filtering and Sorting Data	07ae01
Excel 2007 Advanced: 2 Using Pivot Tables	07ae02
Excel 2007 Advanced: 3 Working with Functions	07ae03
Excel 2007 Advanced: 4 Using Data Analysis Tools	07ae04
Excel 2007 Advanced: 5 Automating with VBA Macros	07ae05
Excel 2007 Advanced: 6 Adding Connections and Importing Data	07ae06
Finance (Videos)	PBF001
Finance (Videos): Building Budgets That Affect Reality (Interview)	v_f101
Finance (Videos): Capitalize Your Capital (Interview)	v_f102
Finance (Videos): Cash Flow Analysis	v_f103
Finance (Videos): Key Financial Ratios	v_f104
Finance (Videos): Linking Financial Management with Organizational Goals	v_f105
Finance (Videos): Understanding Financial Statements	v_f106
Finance (Videos): Working Wounded: The Budget Blues	v_f107
Flash 8	FL8DEL
Flash 8: 1 What's New to Basic	fl8d01
Flash 8: 2 What's New to Professional	fl8d02
* Flash CS4	
* Flash CS4: 1 Getting Started with Flash CS4	4fla01
* Flash CS4: 2 Using the Drawing Tools	4fla02
* Flash CS4: 3 Working with Colors	4fla03
Flash MX 2004 ActionScript 2.0	AS20FL
Flash MX 2004 ActionScript 2.0: 1 Object-Oriented Programming	as2001
Flash MX 2004 ActionScript 2.0: 2 Properties and Methods	as2002
Flash MX 2004 ActionScript 2.0: 3 Implementing Inheritance and Interfaces	as2003
Flash MX 2004 ActionScript 2.0: 4 Inter-Object Communications	as2004
Flash MX 2004 ActionScript 2.0: 5 Building User Interface Components	as2005
Flash MX 2004	FL04MX
Flash MX 2004: 1 Using the Interface and Importing Graphics	fl0401
Flash MX 2004: 2 Drawing, Painting, and Using the Library	fl0402
Flash MX 2004: 3 Creating Animation	fl0403
Flash MX 2004: 4 Using Shape Tween and Timeline Effects	fl0404
Flash MX 2004: 5 Using Sound and Layers	fl0405
Flash MX 2004: 6 Adding Symbol and Buttons	fl0406
Flash MX 2004: 7 ActionScrip, Behaviors, and Publishing	fl0407



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Series and Course Titles	Acronym
Flash MX ActionScript	ACTNSC
Flash MX ActionScript: 1 Getting Started	actn01
Flash MX ActionScript: 2 Directing and Managing Movies	actn02
Flash MX ActionScript: 3 Using Variables, Properties, and Functions	actn03
Flash MX ActionScript: 4 Creating Objects and Interactive Elements	actn04
Flash MX ActionScript: 5 Working with Text, Buttons, and Menus	actn05
Flash MX ActionScript: 6 Statements, Expressions, and Testing	actn06
Flash MX ActionScript: 7 Adding Advanced Features	actn07
Flash MX ActionScript: 8 Finishing Touches	actn08
Flash MX	FLMXSH
Flash MX: 1 Flash Overview	flmx01
Flash MX: 2 Animation	flmx02
Flash MX: 3 Text and Forms	flmx03
Flash MX: 4 Coordinated Animations	flmx04
Flash MX: 5 Sound and Music	flmx05
FrontPage 2000	FTPG2K
FrontPage 2000: 1 Creating Web Sites	ftpg01
FrontPage 2000: 2 Building Pages	ftpg02
FrontPage 2000: 3 Working with Images	ftpg03
FrontPage 2000: 4 Adding Spark to Your Site	ftpg04
Fundamentals of Business Management	BIZMNG
Fundamentals of Business Management: 1 Management in Perspective	bizm01
Fundamentals of Business Management: 2 Functions of Front-Line Management	bizm02
Fundamentals of Business Management: 3 Managerial Finance and Accounting	bizm03
Global Business (Videos)	PBG001
Global Business (Videos): Communicating Across Cultures	v_g101
Global Business (Videos): Global Work	v_g102
Global Business (Videos): Global Work in China (Interview)	v_g103
Global Business (Videos): Presenting Globally	v_g104
Global Business (Videos): The Influence Edge in Cross-Cultural Situations	v_g105
Grammar	GRAMBB
Grammar: 1 Fundamental Sentence Structures	gram01
Grammar: 2 Punctuation	gram02
Grammar: 3 Complex Sentence Structures	gram03
Grammar: 4 Advanced Grammar	gram04
GroupWise 5.5	GROU55
GroupWise 5.5: 1 Getting Started with GroupWise	grou01
GroupWise 5.5: 2 Creating and Sending Messages	grou02
GroupWise 5.5: 3 Organizing Your Mailbox	grou03
GroupWise 5.5: 4 Calendar, Task and Phone Features	grou04
GroupWise 5.5: 5 Managing Documents and Folders	grou05
GroupWise 5.5: 6 Advanced GroupWise Features	grou06



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Series and Course Titles	Acronym
GroupWise 6.5	GW65NV
GroupWise 6.5: 1 Getting Started	gw6501
GroupWise 6.5: 2 Messages and the Address Book	gw6502
GroupWise 6.5: 3 Managing Messages	gw6503
GroupWise 6.5: 4 Calendars and Tasks	gw6504
GroupWise 6.5: 5 Advanced GroupWise Features	gw6505
GroupWise 6.5: 6 Managing Documents	gw6506
GroupWise 6.5: 7 Remote Access and Customing GroupWise	gw6507
GroupWise 6.5: 8 Mobile GroupWise Access	gw6508
Home Business	HBBLIB
Home Business: 1 Choosing a Home Business	hb1
Home Business: 2 Raising Financing	hb2
Home Business: 3 Office Management	hb3
Home Business: 4 Managing Your Business	hb4
Innovation in the Workplace	INNOVA
Innovation in the Workplace: 1 Defining Innovation and Determining Your Point of View	INNO01
Innovation in the Workplace: 2 Identifying the Enemies of Ideas and Innovation	INNO02
Innovation in the Workplace: 3 Asking Questions	INNO03
Innovation in the Workplace: 4 Harnessing Energy	INNO04
Innovation in the Workplace: 5 Creating Ideas	INNO05
Innovation in the Workplace: 6 Measuring Success	INNO06
Instructional Design	INSDDES
Instructional Design: 1 Process, Needs, and Roles	insd01
Instructional Design: 2 Analysis and Objectives	insd02
Instructional Design: 3 Design Concepts	insd03
Instructional Design: 4 Planning and Implementation	insd04
Instructional Design: 5 Evaluation	insd05
Internet Explorer 6	IE6INT
Internet Explorer 6: 1 Browsing the Web	ie6i01
Internet Explorer 6: 2 Using Files and Mail	ie6i02
Internet Explorer 7	IE7DEL
Internet Explorer 7: 1 Learning the New Interface and Features	ie7d01
* Internet Explorer 8	
* Internet Explorer 8: 1 Learning the New Interface and Features	ie8001
Interview Skills	ITVLIB
Interview Skills: 1 Getting the Interview	it1
Interview Skills: 2 Preparing Yourself	it2
Interview Skills: 3 Making an Entrance	it3
Interview Skills: 4 Listening & Answering	it4
Interview Skills: 5 Taking the Reins	it5
Interview Skills: 6 Asking Questions	it6
Interview Skills: 7 Opening Interviews	it7
Interview Skills: 8 Tough Interviews	it8
Interview Skills: 9 Following Through	it9



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Series and Course Titles	Acronym
Introduction to PCs	PCS4HM
Introduction to PCs: 1 Introducing the PC	pcs401
Introduction to PCs: 2 Using Your PC	pcs402
Introduction to PCs: 3 Working with Folders and Files	pcs403
Introduction to PCs: 4 Inside Your PC	pcs404
Introduction to PCs: 5 Basic Peripherals	pcs405
Introduction to PCs: 6 Other Peripherals	pcs406
Introduction to PCs: 7 Understanding Software	pcs407
Introduction to PCs: 8 Introducing the Internet	pcs408
Introduction to PCs: 9 Internet and E-mail Tips	pcs409
Introduction to PCs:10 Troubleshooting and Tips	pcs410
Investing Fundamentals	IVFLIB
Investing Fundamentals: 1 The Basics	iv1
Investing Fundamentals: 2 Organizing	iv2
Investing Fundamentals: 3 Stocks	iv3
Investing Fundamentals: 4 Bonds	iv4
Investing Fundamentals: 5 Mutual Funds	iv5
Investing Fundamentals: 6 Planning	iv6
Leadership (Videos)	PBL001
Leadership (Videos): "Show, Don't Tell"	v_l108
Leadership (Videos): Creating and Communicating Vision	v_l101
Leadership (Videos): Creating Organizations with Many Leaders (Interview)	v_l102
Leadership (Videos): Digital Markets (Interview)	v_l103
Leadership (Videos): E-Business Strategies (Interview)	v_l104
Leadership (Videos): Leadership in Freaked Out Times (Interview)	v_l105
Leadership (Videos): Leading into the Future (Interview)	v_l106
Leadership (Videos): Leading Organizational Transition	v_l107
Leadership (Videos): Strategic Planning: Establish Processes	v_l109
Leadership (Videos): Strategic Planning: Implement Initiatives	v_l110
Leadership (Videos): Strategic Planning: Strategic Alignment	v_l111
Leadership (Videos): Supporting Innovation (Interview)	v_l112
Leadership (Videos): Surfer Rules (Interview)	v_l113
Leadership (Videos): The E-Marketplace (Interview)	v_l114
Leadership (Videos): The Leadership Challenge: Challenge the Process	v_l116
Leadership (Videos): The Leadership Challenge: Enable Others to Act	v_l117
Leadership (Videos): The Leadership Challenge: Encourage the Heart	v_l118
Leadership (Videos): The Leadership Challenge: Inspire a Shared Vision	v_l119
Leadership (Videos): The Leadership Challenge: Model the Way	v_l120
Leadership (Videos): The Power of B-Webs (Interview)	v_l115
Leadership (Videos): Tilt The Field: Attitude	v_l121
Leadership (Videos): Tilt The Field: Leadership	v_l122
Leadership (Videos): Tilt The Field: Perspective	v_l123
Leadership (Videos): Transform, Don't Conform (Interview)	v_l124
Leadership (Videos): Value Matters (Interview)	v_l125



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Series and Course Titles	Acronym
Leading Teams (Videos)	PBL002
Leading Teams (Videos): Creating Successful Teams (Interview)	v_I201
Leading Teams (Videos): Developing Successful Teams	v_I202
Leading Teams (Videos): Successful Geo-Dispersed Teams (Interview)	v_I203
Leading Teams (Videos): Team Learning (Interview)	v_I204
Leading Teams (Videos): The Influence Edge and Your Team	v_I205
Leading Teams (Videos): Virtual Teams	v_I206
Leading Teams (Videos): Working Wounded: Teams at Work	v_I207
Lotus Notes 6.5	LTNT65
Lotus Notes 6.5: 1 Mail	ltnt01
Lotus Notes 6.5: 2 Calendar, To Do Lists and Address Books	ltnt02
Lotus Notes 6.5: 3 Databases	ltnt03
Lotus Notes 6.5: 4 Managing and Enhancing Documents	ltnt04
Lotus Notes 6.5: 5 Advanced Notes Features	ltnt05
Lotus Notes 8.5	LONO85
Lotus Notes 8.5: 1 Exploring Lotus Notes 8.5	lono01
Lotus Notes 8.5: 2 Sending and Receiving E-Mail	lono02
Lotus Notes 8.5: 3 Scheduling Appointments and Meetings	lono03
Lotus Notes 8.5: 4 Defining Contacts and To Do Items	lono04
Lotus Notes 8.5: 5 Using the Productivity Tools and Web Browser	lono05
Lotus Notes R5	NO5LIB
Lotus Notes R5: 1 Getting Around in Notes	no1
Lotus Notes R5: 2 Reading and Sending Mail	no2
Lotus Notes R5: 3 Managing Mail	no3
Lotus Notes R5: 4 Using the Calendar	no4
Lotus Notes R5: 5 Meetings & Address Books	no5
Lotus Notes R5: 6 Browsing the Web	no6
Lotus Notes R5: 7 Editing Documents	no7
Lotus Notes R5: 8 Using Document Tables	no8
Lotus Notes R5: 9 File Attachments & Links	no9
Lotus Notes R5:10 Finding and Viewing Data	n10
Lotus Notes R5:11 Replication	n11
Lotus Notes R5:12 Using Notes Remotely	n12



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Series and Course Titles	Acronym
Management (Videos)	PBM001
Management (Videos): Attracting Key Talent (Interview)	v_m101
Management (Videos): Bringing The Workplace to Life (Interview)	v_m102
Management (Videos): Delegation Strategies	v_m103
Management (Videos): Fire Up and Motivate Your Employees	v_m104
Management (Videos): Handling Performance Problems	v_m105
Management (Videos): Interviewing for Organizational Fit	v_m106
Management (Videos): Interviewing for Success	v_m107
Management (Videos): Knowledge Management (Interview)	v_m108
Management (Videos): Making 360 Degree Feedback Work	v_m109
Management (Videos): Managing Performance	v_m110
Management (Videos): Managing Telecommuters	v_m111
Management (Videos): Motivate to Retain (Interview)	v_m112
Management (Videos): Recruiting Top Talent	v_m113
Management (Videos): Retaining Top Talent	v_m114
Management (Videos): Retention for the Long Haul (Interview)	v_m115
Management (Videos): Succession Planning	v_m116
Management (Videos): The Costs of Attrition (Interview)	v_m117
Management (Videos): The Diversity Manager	v_m118
Management (Videos): Working Wounded: Becoming a New Manager	v_m119
Management (Videos): Working Wounded: Counseling an Employee	v_m120
Management (Videos): Working Wounded: The More You Give, The More You'll Get	v_m121
Management Skills Introduction	MNGSKL
Management Skills Introduction: 1 Ready! Set! Manage!	mngs01
Management Skills Introduction: 2 Motivating	mngs02
Management Skills Introduction: 3 Planning	mngs03
Management Skills Introduction: 4 Communication	mngs04
Management Skills Introduction: 5 Getting Input	mngs05
Management Skills Introduction: 6 Dealing with Challenging People and Times	mngs06
Management Skills Introduction: 7 Building Success	mngs07
Managing Within the Law (Videos)	PBM002
Managing Within the Law (Videos): At Will Employment	v_m201
Managing Within the Law: 2 Complying with ADA Requirements as of 2009	l_mw01
Managing Within the Law (Videos): Complying with ADA Requirements	v_m202
Managing Within the Law (Videos): Discrimination	v_m203
Managing Within the Law (Videos): Discrimination (Presentation Style)	v_m204
Managing Within the Law (Videos): Drug and Alcohol Abuse in the Workplace	v_m205
Managing Within the Law: 7 Family and Medical Leave Act as of 2009	l_mw02
Managing Within the Law (Videos): Family and Medical Leave Act	v_m206
Managing Within the Law (Videos): FLSA & State Wage-Hour Law	v_m207
Managing Within the Law (Videos): Freedom of Religion in the Workplace	v_m208
Managing Within the Law (Videos): Freedom of Speech in the Workplace	v_m209
Managing Within the Law (Videos): Legal Guidelines for Interviewing	v_m210
Managing Within the Law (Videos): Preventing Sexual Harassment - Manager Version	v_m211
Managing Within the Law (Videos): Respecting Employees' Individual Rights	v_m212
Managing Within the Law (Videos): Top Ten Ways for a Manager to Stay Out of Jail	v_m213
Managing Within the Law (Videos): Working Wounded: Preventing Lawsuits	v_m214
Managing Within the Law (Videos): Wrongful Termination	v_m215
Managing Within the Law (Videos): Wrongful Termination (Presentation Style)	v_m216



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Series and Course Titles	Acronym
Managing Change	MNGCHG
Managing Change: 1 Refocusing Yourself	mngc01
Managing Change: 2 Leading the Team	mngc02
Managing Change: 3 Working with Individuals	mngc03
Motivation Methods and Strategies	MOTIVE
Motivation Methods and Strategies: 2 Leading for Commitment	moti02
Motivation	MOTLIB
Motivation: 1 Leading with a Vision	mo1
Motivation: 2 Communicating	mo2
Motivation: 3 Rewarding and Correcting	mo3
Motivation: 4 Performance and Training	mo4
Motivation: 5 Building Trust	mo5
Negotiating	NGOLIB
Negotiating: 1 Negotiating Techniques	ng1
Negotiating: 2 Gaining Control	ng2
Negotiating: 3 Closing the Deal	ng3
Negotiating: 4 Everyday Negotiations	ng4
Office 2000	O2KLIB
Office 2000: 1 Getting Started	o21
Office 2000: 2 Editing Text and Printing	o22
Office 2000: 3 Text and Document Formats	o23
Office 2000: 4 Introduction to Word	o24
Office 2000: 5 Introduction to Excel	o25
Office 2000: 6 Introduction to Outlook	o26
Office 2000: 7 Introduction to PowerPoint	o27
Office 2000: 8 Introduction to Access	o28
Office 2003 - What's New	OFFC11
Office 2003 - What's New: 1 New Features	offc01
Office 2003 - What's New: 2 Changes in Applications	offc02
Office 2007	MSOF07
Office 2007: 1 Navigating the New Interface	msof01
Office 2007: 2 What's New in Word	msof02
Office 2007: 3 What's New in Excel	msof03
Office 2007: 4 What's New in PowerPoint	msof04
Office 2007: 5 What's New in Access	msof05
Office 2007: 6 What's New in Outlook	msof06
Office 2007: 7 Common Tasks	msof07
Office XP Upgrade	OFXPNW
Office XP Upgrade: 1 Getting Around in the New Interface	ofxp01
Office XP Upgrade: 2 New Options and Tools	ofxp02
Office XP Upgrade: 3 Application Changes	ofxp03
Outlook 2002	OXPMOU
Outlook 2002: 1 Navigating in Outlook	oxpm01
Outlook 2002: 2 Reading and Sending Messages	oxpm02
Outlook 2002: 3 Customizing and Organizing Messages	oxpm03
Outlook 2002: 4 Using the Calendar	oxpm04
Outlook 2002: 5 Using Tasks and Notes	oxpm05



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Series and Course Titles	Acronym
Outlook 2003	OUTLK3
Outlook 2003: 1 Getting Started	outl01
Outlook 2003: 2 Managing Messages	outl02
Outlook 2003: 3 Contacts and Calendar Entries	outl03
Outlook 2003: 4 Tasks, Notes, and Journal Entries	outl04
Outlook 2003: 5 Newsgroups and Outlook Web Access	outl05
Outlook 2003: 6 Collaboration and Security	outl06
Outlook 2003: 7 Personalizing Outlook and Other Tips	outl07
Outlook 2007	07OUTL
Outlook 2007: 1 Sending and Receiving E-Mail	07ou01
Outlook 2007: 2 Managing E-Mail	07ou02
Outlook 2007: 3 Creating Contacts and Distribution Lists	07ou03
Outlook 2007: 4 Using the Calendar	07ou04
Outlook 2007: 5 Setting Tasks and To-Do Items	07ou05
Outlook 2007: 6 Staying Safe with E-Mail	07ou06
Outlook 2007: 7 Organizing E-Mail	07ou07
PC Applications	I4PCAP
PC Applications: 1 Concepts of Information Technology (IT)	i4pc01
PC Applications: 2 Using the Computer and Managing Files	i4pc02
PC Applications: 3 Word Processing	i4pc03
PC Applications: 4 Spreadsheets	i4pc04
PC Applications: 5 Database	i4pc05
PC Applications: 6 Presentation	i4pc06
PC Applications: 7 Information and Communication	i4pc07
Paint Shop Pro 5	PSP001
Paint Shop Pro 5: 1 Working With Graphics	ps1
Paint Shop Pro 5: 2 Enhancing Images	ps2
Photoshop 7	PHOTOS
Photoshop 7: 1 The Application and Its Elements	phot01
Photoshop 7: 2 Opening and Navigating Images	phot02
Photoshop 7: 3 Pixels, Image Sizes, and Color	phot03
Photoshop 7: 4 Saving and Printing	phot04
Photoshop 7: 5 The Paint Tools	phot05
Photoshop 7: 6 Modifying Images	phot06
Photoshop 7: 7 Cleaning Images and Undoing	phot07
Photoshop 7: 8 Making Selections	phot08
Photoshop 7: 9 Modifying Selections and Color Filling	phot09
Photoshop 7:10 Layers	phot10
Photoshop 7:11 Adding Type	phot11
Photoshop 7:12 Filters and Color Correction	phot12
Photoshop 7:13 Creating Graphics for the Web	phot13



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Series and Course Titles	Acronym
* Photoshop CS4	
* Photoshop CS4: 1 Getting Started with Photoshop CS4	4pho01
* Photoshop CS4: 2 Exploring the Workspace	4pho02
* Photoshop CS4: 3 Using Adobe Bridge	4pho03
Photoshop CS	PHSHCS
Photoshop CS: 1 Getting Started	phsh01
Photoshop CS: 2 Navigation and Layers	phsh02
Photoshop CS: 3 Selection and Color	phsh03
Photoshop CS: 4 Paint, Drawing and Text	phsh04
Photoshop CS: 5 Layer Styles and Filters	phsh05
Photoshop CS: 6 Adjustment Layers, Tools and Layer Masks	phsh06
Photoshop CS: 7 Image Output and Web Design	phsh07
Photoshop	PHSLIB
Photoshop: 1 Managing Graphics Files	ph1
Photoshop: 2 Colors, Brushes, and Printing	ph2
Photoshop: 3 Selecting and Retouching	ph3
Photoshop: 4 Text, Fills, and Actions	ph4
Photoshop: 5 Using Layers and Plug-Ins	ph5
Photoshop: 6 Manipulating Images	ph6
PowerPoint 2000 MOS	P2KMOU
PowerPoint 2000 MOS: 1 Presentations	p2km01
PowerPoint 2000 MOS: 2 Layout and Text	p2km02
PowerPoint 2000 MOS: 3 Graphics & Tables	p2km03
PowerPoint 2000 MOS: 4 Custom Slides	p2km04
PowerPoint 2000 MOS: 5 Showing Slides	p2km05



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Series and Course Titles	Acronym
PowerPoint 2002	PXPMOU
PowerPoint 2002: 1 Presentations	pxpm01
PowerPoint 2002: 2 Layout and Text	pxpm02
PowerPoint 2002: 3 Graphics & Tables	pxpm03
PowerPoint 2002: 4 Custom Slides	pxpm04
PowerPoint 2002: 5 Showing Slides	pxpm05
PowerPoint 2003	PWPT03
PowerPoint 2003: 1 Introduction to PowerPoint	pwpt01
PowerPoint 2003: 2 Completing the Presentation	pwpt02
PowerPoint 2003: 3 Maximizing Presentation Effectiveness	pwpt03
PowerPoint 2003: 4 Color, Masters, and Templates	pwpt04
PowerPoint 2003: 5 Drawings, Charts, Sound and Video	pwpt05
PowerPoint 2003: 6 Animation, Web Pages, and Collaboration	pwpt06
PowerPoint 2007	07PWRP
PowerPoint 2007: 1 Getting Started	07pw01
PowerPoint 2007: 2 Developing a Presentation	07pw02
PowerPoint 2007: 3 Design Elements	07pw03
PowerPoint 2007: 4 Inserting Shapes	07pw04
PowerPoint 2007: 5 Formatting Shapes	07pw05
PowerPoint 2007: 6 Clip Art, Pictures, and WordArt	07pw06
PowerPoint 2007: 7 SmartArt Graphics	07pw07
PowerPoint 2007: 8 Charts and Tables	07pw08
Problem Solving Through Productive Thinking	THINKI
Problem Solving Through Productive Thinking: 1The Concept of Productive Thinking	thin01
Problem Solving Through Productive Thinking: 2 Productive Thinking in Principle	thin02
Problem Solving Through Productive Thinking: 3 The Productive Thinking Model	thin03
Problem Solving Through Productive Thinking: 4 Productive Thinking in Practice	thin04
Project 2000 MOS	PRJMOU
Project 2000 MOS: 1 Starting a Project	prjm01
Project 2000 MOS: 2 Scheduling Tasks and Adding Resources	prjm02
Project 2000 MOS: 3 Managing Work and Multiple Projects	prjm03
Project 2000 MOS: 4 Using Project Central	prjm04
Project 2000 MOS: 5 Customizing the Project	prjm05
Project 2000 MOS: 6 Creating Reports and Exporting Data	prjm06



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Series and Course Titles	Acronym
Project 2003	PRJ3MS
Project 2003: 1 Learning the Basics	prj301
Project 2003: 2 Setting up a Project	prj302
Project 2003: 3 Managing Project Files	prj303
Project 2003: 4 Creating a Task List	prj304
Project 2003: 5 Scheduling Tasks	prj305
Project 2003: 6 Viewing a Schedule	prj306
Project 2003: 7 Defining Resources and Costs	prj307
Project 2003: 8 Assigning Resources and Costs	prj308
Project 2003: 9 Tracking a Project	prj309
Project 2003:10 Analyzing Progress and Revising the Schedule	prj310
Project 2007	07PROJ
Project 2007: 1 Getting Started with Project 2007	07pr01
Project 2007: 2 Building a Project	07pr02
Project 2007: 3 Setting Up Resources and Establishing Costs	07pr03
Project 2007: 4 Viewing Projects	07pr04
Project 2007: 5 Resolving Scheduling and Resource Conflicts	07pr05
Project 2007: 6 Tracking the Progress of Projects	07pr06
Project 2007: 7 Creating Reports and Calculating Earned Values	07pr07
Project 2007: 8 Consolidating Projects	07pr08
Project Management from a People Perspective	PMEFFE
Project Management from a People Perspective: 1 Working Across Departments	pmef01
Project Management from a People Perspective: 2 Building and Leading a Team	pmef02
Project Management from a People Perspective: 3 Managing Project Stakeholders	pmef03
Project Management from a People Perspective: 4 Communicating Effectively	pmef04
Project Management from a People Perspective: 5 Key Documentation	pmef05
Project Management from a People Perspective: 6 Balancing Multiple Projects	pmef06
Project Management Professional Certification 2005	PMP5UP
Project Management Professional Certification 2005: 1 Project Management Framework and Initiating the Project	pmp501
Project Management Professional Certification 2005: 2 Project Planning Processes	pmp502
Project Management Professional Certification 2005: 3 Project Execution and Quality Management	pmp503
Project Management Professional Certification 2005: 4 Project Monitoring and Control	pmp504
Project Management Professional Certification 2005: 5 Project Closing	pmp505
Project Management Professional Certification 2005: 6 Professional Responsibility	pmp506
Project Management Professional Certification 2005: 7 Practice Exams	pmp507
Project Management Professional Certification 2009	PRPR09
Project Management Professional Certification 2009: 1 Project Management Framework and Initiating the Project	prpr01
Project Management Professional Certification 2009: 2 Project Planning Processes	prpr02
Project Management Professional Certification 2009: 3 Project Execution and Quality Management	prpr03
Project Management Professional Certification 2009: 4 Project Monitoring and Control	prpr04
Project Management Professional Certification 2009: 5 Project Closing	prpr05
Project Management Professional Certification 2009: 6 Professional Responsibility	prpr06
Project Management Professional Certification 2009: 7 Practice Exams	prpr07



**Business Courseware
Course List - June 2010**

Series and Course Titles	Acronym
Project Management	PROJMG
Project Management: 1 Project Management Overview	proj01
Project Management: 2 Understanding the Project Manager's Role	proj02
Project Management: 3 Defining the Problem	proj03
Project Management: 4 Determining the Strategy	proj04
Project Management: 5 Developing the Work Breakdown Structure	proj05
Project Management: 6 Estimating and Scheduling Resources	proj06
Project Management: 7 Understanding Scheduling Computations	proj07
Project Management: 8 Tracking Project Activities	proj08
Project Management: 9 Closing Out the Project	proj09
Project Management:10 Formalizing Project Management Standards	proj10
Project Management:11 Developing Project Teams	proj11
Project Management:12 Ensuring Your Own Effectiveness	proj12
QuickBooks 2004	QB04IN
QuickBooks 2004: 1 Setting Up QuickBooks	qb0401
QuickBooks 2004: 2 Adding Information and Security	qb0402
QuickBooks 2004: 3 Invoices, Purchases, and Payments	qb0403
QuickBooks 2004: 4 Timesaving Features	qb0404
QuickBooks 2004: 5 Recording Inventory and Assets	qb0405
QuickBooks 2004: 6 Working with Taxes, Equity, and Liabilities	qb0406
QuickBooks 2004: 7 Extra Features and Reports	qb0407
QuickBooks	QBKLIB
QuickBooks: 1 The First Time in QuickBooks	qb1
QuickBooks: 2 Setting Up Accounting	qb2
QuickBooks: 3 Entering Historical Data	qb3
QuickBooks: 4 Managing Accounts and Lists	qb4
QuickBooks: 5 Invoices and Sales Tax	qb5
QuickBooks: 6 Paying Bills	qb6
QuickBooks: 7 Managing Assets and Reports	qb7
QuickBooks: 8 Paying Employees	qb8
QuickBooks: 9 Managing Taxes	qb9
QuickBooks:10 Online Banking and Budgets	q10
Retirement Planning	RETLIB
Retirement Planning: 1 Money Management	re1
Retirement Planning: 2 Investing	re2



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Course List - June 2010**

Series and Course Titles	Acronym
Sales and Marketing (Videos)	PBS001
Sales and Marketing (Videos): E-Mail Marketing (Interview)	v_s101
Sales and Marketing (Videos): Guerrilla Marketing	v_s102
Sales and Marketing (Videos): Guerrilla Trade Show Selling	v_s103
Sales and Marketing (Videos): Marketing Your Web Site (Interview)	v_s104
Sales and Marketing (Videos): New Rules of Online Advertising (Interview)	v_s105
Sales and Marketing (Videos): Sales Skills for Call Centers	v_s106
Sales and Marketing (Videos): Target Your Market (Interview)	v_s107
Sales and Marketing (Videos): The Influence Edge and Sales	v_s108
Sales and Marketing (Videos): Track Selling Step 1: Approach	v_s109
Sales and Marketing (Videos): Track Selling Step 2: Qualification	v_s110
Sales and Marketing (Videos): Track Selling Step 3: Agreement On Need	v_s111
Sales and Marketing (Videos): Track Selling Step 4: Sell the Company	v_s112
Sales and Marketing (Videos): Track Selling Step 5: Fill the Need	v_s113
Sales and Marketing (Videos): Track Selling Step 6: Act of Commitment	v_s114
Sales and Marketing (Videos): Track Selling Step 7: Cement the Sale	v_s115
Sales and Marketing (Videos): Working Wounded: Closing A Sale	v_s116
Sales and Marketing (Videos): Working Wounded: Getting Out of a Sales Slump	v_s117
Sales and Marketing (Videos): Working Wounded: Keys to a Successful Marketing Campaign	v_s118
Sales and Marketing (Videos): Working Wounded: Making A Gatekeeper an Ally	v_s119
SAP R/3 Release 4.6	SAPR34
SAP R/3 Release 4.6: 1 Getting Started	sapr01
SAP R/3 Release 4.6: 2 Using the Task Interface	sapr02
SAP R/3 Release 4.6: 3 Working with Data in a Task	sapr03
SAP R/3 Release 4.6: 4 Optimizing R/3 and Getting Help	sapr04
SAP R/3 Release 4.6: 5 Reporting	sapr05
Sarbanes-Oxley Act	SARBOX
Sarbanes-Oxley Act: 1 Overview, Disclosures, and Reporting	sarb01
Sarbanes-Oxley Act: 2 Standards, Regulations, and Penalties	sarb02
Self-Management (Videos)	PBS002
Self-Management (Videos): Becoming More Assertive	v_s201
Self-Management (Videos): Business Protocol	v_s202
Self-Management (Videos): Creative Time Management for the New Millennium	v_s203
Self-Management (Videos): Dealing with Non-Stop Change	v_s204
Self-Management (Videos): Goal Setting and Action Planning	v_s205
Self-Management (Videos): Leap of Faith	v_s206
Self-Management (Videos): Self-Motivation Through Self-Talk	v_s207
Self-Management (Videos): Self-Talk First Aid Kit	v_s208
Self-Management (Videos): The Dynamics of Self-Talk (Interview)	v_s209
Self-Management (Videos): The Influence Edge and Change	v_s210
Self-Management (Videos): The Influence Edge Model	v_s211
Self-Management (Videos): Working Wounded: Dealing with a Messy Desk	v_s212
Self-Management (Videos): Working Wounded: Getting More Work Done	v_s213
Self-Management (Videos): Working Wounded: Office Politics	v_s214
Self-Management (Videos): Working Wounded: Performance Appraisals	v_s215



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Course List - June 2010**

Series and Course Titles	Acronym
Sexual Harassment in the Workplace	SHARSS
Sexual Harassment in the Workplace: 1 Why Can't We All Just Get Along	v_sh01
Sexual Harassment in the Workplace: 2 Defining Sexual Harassment	shar02
Sexual Harassment in the Workplace: 3 Preventing Sexual Harassment	shar03
Sexual Harassment in the Workplace: 4 Responding to Sexual Harassment	shar04
SharePoint 2003	SP03MS
SharePoint 2003: 1 SharePoint Basics	sp0301
SharePoint 2003: 2 Standard Libraries and Lists	sp0302
SharePoint 2003: 3 Advanced SharePoint Features	sp0303
SharePoint 2003: 4 Site Administration Basics	sp0304
SharePoint 2003: 5 Advanced Administration Functions	sp0305
SharePoint 2007	07SHAR
SharePoint 2007: 1 Getting Organized	07sh01
SharePoint 2007: 2 Managing Documents	07sh02
SharePoint 2007: 3 Using Libraries and Lists	07sh03
SharePoint 2007: 4 Creating Pages, Workspaces, and Sites	07sh04
SharePoint 2007: 5 Integrating with Microsoft Office	07sh05
SharePoint 2007: 6 Managing Records and Web Content	07sh06
SharePoint 2007: 7 Using Advanced Features	07sh07
Six Sigma (Videos)	V_SSIG
Six Sigma (Videos): Deployment Roadmap	v_ss02
Six Sigma (Videos): Lasting Six Sigma	v_ss03
Six Sigma (Videos): Six Sigma Fundamentals	v_ss01
Stress Management	STRESS
Stress Management: 1 Stress on the Job	stre01
Stress Management: 2 Resisting Stress	stre02
Stress Management: 3 Assertiveness	stre03
Stress Management: 4 Coping with Anger	stre04
Teams That Work	TEAMWK
Teams That Work: 1 Building Effective Teams	team01
Teams That Work: 2 Leading Effective Teams	team02
Time Management for Maximum Productivity	TIMPRO
Time Management for Maximum Productivity: 1 Taming Time	timp01
Time Management for Maximum Productivity: 2 Prioritizing and Procrastinating	timp02
Time Management for Maximum Productivity: 3 Establishing Goals	timp03
Time Management for Maximum Productivity: 4 Managing Time Together	timp04
Time Management for Maximum Productivity: 5 Controlling Time Leaks	timp05
Time Management Fundamentals	TIMEMG
Time Management Fundamentals: 2 Evaluating and Improving Time Management	time01
Time Management Fundamentals: 3 Organizing Tasks and Creating Uninterrupted Time	time02
Time Management Fundamentals: 4 Managing Meetings	time03
Time Management Fundamentals: 5 Managing Workload	time04
Time Management Fundamentals: 6 Managing Time with Co-Workers	time05



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Series and Course Titles	Acronym
Visio 2002	VIS2K2
Visio 2002: 1 Using Tools, Commands, Custom Toolbars, and Menus	vis201
Visio 2002: 2 Working with Objects and Hyperlinks	vis202
Visio 2002: 3 Using the Shape Menu	vis203
Visio 2002: 4 Working with Shapes	vis204
Visio 2002: 5 Defining and Using Styles, Custom Properties, and Templates	vis205
Visio 2002: 6 Working with Pages, Layers, and Stencils	vis206
Visio 2002: 7 Working with Data	vis207
Visio 2002: 8 Understanding ShapeSheets	vis208
Visio 2002: 9 Working with Flowcharts	vis209
Visio 2002:10 Creating Database Models	vis210
Visio 2007	07VISI
Visio 2007: 1 Getting Started	07vi01
Visio 2007: 2 Working with Shapes	07vi02
Visio 2007: 3 Adding Connectors, Glue, and Text	07vi03
Visio 2007: 4 Using Guides, Rulers, and Custom Shapes	07vi04
Visio 2007: 5 Using Groups, Pages, and Layers	07vi05
Visio 2007: 6 Building Stencils, Templates, and Reports	07vi06
Visio 2007: 7 Setting Shape Behavior and Adding Markup	07vi07
Visio 2007: 8 Creating Block Drawings and Charts	07vi08
Visio 2007: 9 Creating Organization Charts and Flowcharts	07vi09
Windows 7	7SEVEN
Windows 7: 1 New Features	7sev01
Windows 7: 2 New Applications	7sev02
Windows 2000 Basics - Client	WINLIB
Windows 2000 Basics - Client: 1 Client	winb01
Windows XP Upgrade	OSXPNW
Windows XP Upgrade: 1 Home Edition	osxp01
Windows XP Upgrade: 2 Professional	osxp02
Windows Vista	MSVTEU
Windows Vista: 1 Understanding the New Interface	msvt01
Windows Vista: 2 Using New Features and Applications	msvt02
Word 2000 MOS Expert	W2KEXP
Word 2000 MOS Expert: 1 Page Formatting	w2ke01
Word 2000 MOS Expert: 2 Managing Documents	w2ke02
Word 2000 MOS Expert: 3 Inserting Objects	w2ke03
Word 2000 MOS Expert: 4 Advanced Features	w2ke04
Word 2000 MOS Expert: 5 Workgroups	w2ke05
Word 2000 MOS	W2KMOU
Word 2000 MOS: 1 Managing Documents	w2km01
Word 2000 MOS: 2 Working with Text	w2km02
Word 2000 MOS: 3 Formatting Paragraphs	w2km03
Word 2000 MOS: 4 Page Format and Printing	w2km04
Word 2000 MOS: 5 Tables and Other Objects	w2km05



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Series and Course Titles	Acronym
Word 2002	WXPMOU
Word 2002: 1 Managing Documents	wxpm01
Word 2002: 2 Working with Text	wxpm02
Word 2002: 3 Formatting Paragraphs	wxpm03
Word 2002: 4 Page Format and Printing	wxpm04
Word 2002: 5 Tables and Other Objects	wxpm05
Word 2003	WORD03
Word 2003: 1 Introduction to Word	word01
Word 2003: 2 Navigating, Editing, and Working with Text Blocks	word02
Word 2003: 3 Spell Checking, Print Preparation, and Other Tips	word03
Word 2003: 4 Formatting Characters, Fonts, Text, and Paragraphs	word04
Word 2003: 5 Formatting Tabs, Pages, and Documents	word05
Word 2003: 6 Styles, Templates, and Formatting Tips	word06
Word 2003: 7 Borders, Tables, and Columns	word07
Word 2003: 8 Lists, Images, and Art	word08
Word 2003: 9 Creating Projects with Word	word09
Word 2007	07WORD
Word 2007: 1 Getting Started	07wo01
Word 2007: 2 Typing and Editing Text	07wo02
Word 2007: 3 Formatting Text	07wo03
Word 2007: 4 Formatting Paragraphs and Lists	07wo04
Word 2007: 5 Building Tables	07wo05
Word 2007: 6 Working with Images	07wo06
Work and Life Balance (Videos)	PBW001
Work and Life Balance (Videos): Child Care Selection	v_w101
Work and Life Balance (Videos): Elder Care Selection	v_w102
Work and Life Balance (Videos): Embracing New Technology	v_w103
Work and Life Balance (Videos): Exhausted Single Working Parent	v_w104
Work and Life Balance (Videos): Financial Planning for Elder Care	v_w105
Work and Life Balance (Videos): Making a Case to Telecommute (Interview)	v_w107
Work and Life Balance (Videos): Overload in an Over-Wired World (Interview)	v_w108
Work and Life Balance (Videos): Telecommuting	v_w109
Work and Life Balance (Videos): The Moral Dilemma of Success	v_w110
Work and Life Balance (Videos): The Risks of Job Burnout	v_w111
Work and Life Balance (Videos): Working Wounded: Connecting With Your Kids When Traveling	v_w112
Work and Life Balance (Videos): Working Wounded: Information Overload	v_w113



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Series and Course Titles	Acronym
Workplace Environment (Videos)	PBW002
Workplace Environment (Videos): Computer Comfort	v_w201
Workplace Environment (Videos): Diversity Effectiveness - An Overview	v_w202
Workplace Environment (Videos): E-Mail and Internet Privacy at Work	v_w203
Workplace Environment (Videos): Ethical Decision Making	v_w204
Workplace Environment (Videos): Ethics in the Workplace - Choose Wisely!	v_w205
Workplace Environment (Videos): Moving Toward Diversity Effectiveness	v_w206
Workplace Environment (Videos): Preventing Sexual Harassment	v_w207
Workplace Environment (Videos): Preventing Sexual Harassment (Presentation Style)	v_w208
Workplace Environment (Videos): Preventing Violence in the Workplace	v_w209
Workplace Environment (Videos): Preventing Violence in the Workplace (Presentation Style)	v_w210
Workplace Environment (Videos): Working Wounded: Overcoming Your Own Bias	v_w212
Workplace Environment (Videos): Workplace Violence: Ingredients for Disaster	v_w211
Works	WKSLIB
Works: 1 Getting Started	wk1
Works: 2 Introducing the Word Processor	wk2
Works: 3 Formatting Word Processor Pages	wk3
Works: 4 Using the Spreadsheet	wk4
Works: 5 Managing Spreadsheet Data	wk5
Works: 6 Using the Database	wk6
Works: 7 Calendar and Cross-Works Tools	wk7
Total Business Courses:807	



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Series and Course Titles	Acronym
Access 2000 MOS	A2KMOU
Access 2000 MOS: 1 Creating Databases	a2km01
Access 2000 MOS: 2 Building Tables	a2km02
Access 2000 MOS: 3 Modifying Tables	a2km03
Access 2000 MOS: 4 Sorting and Filtering	a2km04
Access 2000 MOS: 5 Relationships & Queries	a2km05
Access 2000 MOS: 6 Building Forms	a2km06
Access 2000 MOS: 7 Producing Reports	a2km07
Access 2000 MOS: 8 Advanced Tasks	a2km08
Access 2002	AXPMOU
Access 2002: 1 Creating Databases	axpm01
Access 2002: 2 Building Tables	axpm02
Access 2002: 3 Modifying Tables	axpm03
Access 2002: 4 Sorting and Filtering	axpm04
Access 2002: 5 Relationships & Queries	axpm05
Access 2002: 6 Building Forms	axpm06
Access 2002: 7 Producing Reports	axpm07
Access 2002: 8 Advanced Tasks	axpm08
Access 2003	MACCS3
Access 2003: 1 Introduction to Access	macc01
Access 2003: 2 Designing and Building Tables	macc02
Access 2003: 3 Enhanced Tables and Datasheets	macc03
Access 2003: 4 Searches and Queries	macc04
Access 2003: 5 Advanced Queries and Calculations	macc05
Access 2003: 6 Access Report System	macc06
Access 2003: 7 The Internet, Forms, and the Analyzer	macc07
Access 2007	07ACCE
Access 2007: 1 Introduction to Access	07ac01
Access 2007: 2 Creating Tables	07ac02
Access 2007: 3 Working with Tables	07ac03
Access 2007: 4 Creating Forms	07ac04
Access 2007: 5 Creating Reports	07ac05
Access 2007: 6 Creating Queries and Filters	07ac06
Access 2007 Advanced	07ADAC
Access 2007 Advanced: 1 Expressions and Queries	07ad01
Access 2007 Advanced: 2 PivotTables, PivotCharts, and Graphs	07ad02
Access 2007 Advanced: 3 Macros and Data Imports/Exports	07ad03
Excel 2000 MOS Expert	E2KEXP
Excel 2000 MOS Expert: 1 Importing and Exporting Data	e2ke01
Excel 2000 MOS Expert: 2 Working with Templates, Links, and Report Manager	e2ke02
Excel 2000 MOS Expert: 3 Formatting, Sorting, and Filtering Data	e2ke03
Excel 2000 MOS Expert: 4 Naming Ranges, Working with Macros, and Customizing Toolbars	e2ke04
Excel 2000 MOS Expert: 5 Validating and Auditing Data	e2ke05
Excel 2000 MOS Expert: 6 Analyzing Data and Using PivotTables	e2ke06
Excel 2000 MOS Expert: 7 Sharing Work and Adding Security	e2ke07



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Series and Course Titles	Acronym
Excel 2000 MOS	E2KMOU
Excel 2000 MOS: 1 Working with Cells	e2km01
Excel 2000 MOS: 2 Working with Files	e2km02
Excel 2000 MOS: 3 Formatting Worksheets	e2km03
Excel 2000 MOS: 4 Page Setup and Printing	e2km04
Excel 2000 MOS: 5 Worksheets & Workbooks	e2km05
Excel 2000 MOS: 6 Formulas and Functions	e2km06
Excel 2000 MOS: 7 Charts and Objects	e2km07
Excel 2002	EXPMOU
Excel 2002: 1 Working with Cells	expm01
Excel 2002: 2 Working with Files	expm02
Excel 2002: 3 Formatting Worksheets	expm03
Excel 2002: 4 Page Setup and Printing	expm04
Excel 2002: 5 Worksheets and Workbooks	expm05
Excel 2002: 6 Formulas and Functions	expm06
Excel 2002: 7 Charts and Objects	expm07
Excel 2003	EXCL03
Excel 2003: 1 Getting Started	excl01
Excel 2003: 2 Creating a Spreadsheet	excl02
Excel 2003: 3 Formatting Data	excl03
Excel 2003: 4 Editing and Printing Worksheets	excl04
Excel 2003: 5 Managing Worksheets	excl05
Excel 2003: 6 Charts and Databases	excl06
Excel 2003: 7 Hypertext and Tips	excl07
Excel 2007	07EXCE
Excel 2007: 1 Getting Started	07ex01
Excel 2007: 2 Creating a Worksheet	07ex02
Excel 2007: 3 Formatting Data	07ex03
Excel 2007: 4 Editing and Printing Worksheets	07ex04
Excel 2007: 5 Managing Worksheets	07ex05
Excel 2007: 6 Using Charts and Objects	07ex06
Excel 2007 Advanced	07AEXC
Excel 2007 Advanced: 1 Filtering and Sorting Data	07ae01
Excel 2007 Advanced: 2 Using Pivot Tables	07ae02
Excel 2007 Advanced: 3 Working with Functions	07ae03
Excel 2007 Advanced: 4 Using Data Analysis Tools	07ae04
Excel 2007 Advanced: 5 Automating with VBA Macros	07ae05
Excel 2007 Advanced: 6 Adding Connections and Importing Data	07ae06



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Series and Course Titles	Acronym
GroupWise 5.5	GROU55
GroupWise 5.5: 1 Getting Started with GroupWise	grou01
GroupWise 5.5: 2 Creating and Sending Messages	grou02
GroupWise 5.5: 3 Organizing Your Mailbox	grou03
GroupWise 5.5: 4 Calendar, Task and Phone Features	grou04
GroupWise 5.5: 5 Managing Documents and Folders	grou05
GroupWise 5.5: 6 Advanced GroupWise Features	grou06
GroupWise 6.5	GW65NV
GroupWise 6.5: 1 Getting Started	gw6501
GroupWise 6.5: 2 Messages and the Address Book	gw6502
GroupWise 6.5: 3 Managing Messages	gw6503
GroupWise 6.5: 4 Calendars and Tasks	gw6504
GroupWise 6.5: 5 Advanced GroupWise Features	gw6505
GroupWise 6.5: 6 Managing Documents	gw6506
GroupWise 6.5: 7 Remote Access and Customing GroupWise	gw6507
GroupWise 6.5: 8 Mobile GroupWise Access	gw6508
Internet Explorer 6	IE6INT
Internet Explorer 6: 1 Browsing the Web	ie6i01
Internet Explorer 6: 2 Using Files and Mail	ie6i02
Internet Explorer 7	IE7DEL
Internet Explorer 7: 1 Learning the New Interface and Features	ie7d01
* Internet Explorer 8	
* Internet Explorer 8: 1 Learning the New Interface and Features	ie8001
Lotus Notes 6.5	LTNT65
Lotus Notes 6.5: 1 Mail	ltnt01
Lotus Notes 6.5: 2 Calendar, To Do Lists and Address Books	ltnt02
Lotus Notes 6.5: 3 Databases	ltnt03
Lotus Notes 6.5: 4 Managing and Enhancing Documents	ltnt04
Lotus Notes 6.5: 5 Advanced Notes Features	ltnt05
Lotus Notes 8.5	LONO85
Lotus Notes 8.5: 1 Exploring Lotus Notes 8.5	lono01
Lotus Notes 8.5: 2 Sending and Receiving E-Mail	lono02
Lotus Notes 8.5: 3 Scheduling Appointments and Meetings	lono03
Lotus Notes 8.5: 4 Defining Contacts and To Do Items	lono04
Lotus Notes 8.5: 5 Using the Productivity Tools and Web Browser	lono05



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Series and Course Titles	Acronym
Lotus Notes R5	NO5LIB
Lotus Notes R5: 1 Getting Around in Notes	no1
Lotus Notes R5: 2 Reading and Sending Mail	no2
Lotus Notes R5: 3 Managing Mail	no3
Lotus Notes R5: 4 Using the Calendar	no4
Lotus Notes R5: 5 Meetings & Address Books	no5
Lotus Notes R5: 6 Browsing the Web	no6
Lotus Notes R5: 7 Editing Documents	no7
Lotus Notes R5: 8 Using Document Tables	no8
Lotus Notes R5: 9 File Attachments & Links	no9
Lotus Notes R5:10 Finding and Viewing Data	n10
Lotus Notes R5:11 Replication	n11
Lotus Notes R5:12 Using Notes Remotely	n12
Office 2000	O2KLIB
Office 2000: 1 Getting Started	o21
Office 2000: 2 Editing Text and Printing	o22
Office 2000: 3 Text and Document Formats	o23
Office 2000: 4 Introduction to Word	o24
Office 2000: 5 Introduction to Excel	o25
Office 2000: 6 Introduction to Outlook	o26
Office 2000: 7 Introduction to PowerPoint	o27
Office 2000: 8 Introduction to Access	o28
Office 2003	OFFC11
Office 2003 - What's New: 1 New Features	offc01
Office 2003 - What's New: 2 Changes in Applications	offc02
Office 2007	MSOF07
Office 2007: 1 Navigating the New Interface	msof01
Office 2007: 2 What's New in Word	msof02
Office 2007: 3 What's New in Excel	msof03
Office 2007: 4 What's New in PowerPoint	msof04
Office 2007: 5 What's New in Access	msof05
Office 2007: 6 What's New in Outlook	msof06
Office 2007: 7 Common Tasks	msof07



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Series and Course Titles	Acronym
Office XP Upgrade	OFXPNW
Office XP Upgrade: 1 Getting Around in the New Interface	ofxp01
Office XP Upgrade: 2 New Options and Tools	ofxp02
Office XP Upgrade: 3 Application Changes	ofxp03
Outlook 2002	OXPMOU
Outlook 2002: 1 Navigating in Outlook	oxpm01
Outlook 2002: 2 Reading and Sending Messages	oxpm02
Outlook 2002: 3 Customizing and Organizing Messages	oxpm03
Outlook 2002: 4 Using the Calendar	oxpm04
Outlook 2002: 5 Using Tasks and Notes	oxpm05
Outlook 2003	OUTLK3
Outlook 2003: 1 Getting Started	outl01
Outlook 2003: 2 Managing Messages	outl02
Outlook 2003: 3 Contacts and Calendar Entries	outl03
Outlook 2003: 4 Tasks, Notes, and Journal Entries	outl04
Outlook 2003: 5 Newsgroups and Outlook Web Access	outl05
Outlook 2003: 6 Collaboration and Security	outl06
Outlook 2003: 7 Personalizing Outlook and Other Tips	outl07
Outlook 2007	07OUTL
Outlook 2007: 1 Sending and Receiving E-Mail	07ou01
Outlook 2007: 2 Managing E-Mail	07ou02
Outlook 2007: 3 Creating Contacts and Distribution Lists	07ou03
Outlook 2007: 4 Using the Calendar	07ou04
Outlook 2007: 5 Setting Tasks and To-Do Items	07ou05
Outlook 2007: 6 Staying Safe with E-Mail	07ou06
Outlook 2007: 7 Organizing E-Mail	07ou07
PC Applications	I4PCAP
PC Applications: 1 Concepts of Information Technology (IT)	i4pc01
PC Applications: 2 Using the Computer and Managing Files	i4pc02
PC Applications: 3 Word Processing	i4pc03
PC Applications: 4 Spreadsheets	i4pc04
PC Applications: 5 Database	i4pc05
PC Applications: 6 Presentation	i4pc06
PC Applications: 7 Information and Communication	i4pc07
PowerPoint 2000 MOS	P2KMOU
PowerPoint 2000 MOS: 1 Presentations	p2km01
PowerPoint 2000 MOS: 2 Layout and Text	p2km02
PowerPoint 2000 MOS: 3 Graphics & Tables	p2km03
PowerPoint 2000 MOS: 4 Custom Slides	p2km04
PowerPoint 2000 MOS: 5 Showing Slides	p2km05
PowerPoint 2002	PXPMOU
PowerPoint 2002: 1 Presentations	pxpm01
PowerPoint 2002: 2 Layout and Text	pxpm02
PowerPoint 2002: 3 Graphics & Tables	pxpm03
PowerPoint 2002: 4 Custom Slides	pxpm04
PowerPoint 2002: 5 Showing Slides	pxpm05



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Series and Course Titles	Acronym
PowerPoint 2003	PWPT03
PowerPoint 2003: 1 Introduction to PowerPoint	pwpt01
PowerPoint 2003: 2 Completing the Presentation	pwpt02
PowerPoint 2003: 3 Maximizing Presentation Effectiveness	pwpt03
PowerPoint 2003: 4 Color, Masters, and Templates	pwpt04
PowerPoint 2003: 5 Drawings, Charts, Sound and Video	pwpt05
PowerPoint 2003: 6 Animation, Web Pages, and Collaboration	pwpt06
PowerPoint 2007	07PWRP
PowerPoint 2007: 1 Getting Started	07pw01
PowerPoint 2007: 2 Developing a Presentation	07pw02
PowerPoint 2007: 3 Design Elements	07pw03
PowerPoint 2007: 4 Inserting Shapes	07pw04
PowerPoint 2007: 5 Formatting Shapes	07pw05
PowerPoint 2007: 6 Clip Art, Pictures, and WordArt	07pw06
PowerPoint 2007: 7 SmartArt Graphics	07pw07
PowerPoint 2007: 8 Charts and Tables	07pw08
Project 2000 MOS	PRJMOU
Project 2000 MOS: 1 Starting a Project	prjm01
Project 2000 MOS: 2 Scheduling Tasks and Adding Resources	prjm02
Project 2000 MOS: 3 Managing Work and Multiple Projects	prjm03
Project 2000 MOS: 4 Using Project Central	prjm04
Project 2000 MOS: 5 Customizing the Project	prjm05
Project 2000 MOS: 6 Creating Reports and Exporting Data	prjm06
Project 2003	PRJ3MS
Project 2003: 1 Learning the Basics	prj301
Project 2003: 2 Setting up a Project	prj302
Project 2003: 3 Managing Project Files	prj303
Project 2003: 4 Creating a Task List	prj304
Project 2003: 5 Scheduling Tasks	prj305
Project 2003: 6 Viewing a Schedule	prj306
Project 2003: 7 Defining Resources and Costs	prj307
Project 2003: 8 Assigning Resources and Costs	prj308
Project 2003: 9 Tracking a Project	prj309
Project 2003:10 Analyzing Progress and Revising the Schedule	prj310
Project 2007	07PROJ
Project 2007: 1 Getting Started with Project 2007	07pr01
Project 2007: 2 Building a Project	07pr02
Project 2007: 3 Setting Up Resources and Establishing Costs	07pr03
Project 2007: 4 Viewing Projects	07pr04
Project 2007: 5 Resolving Scheduling and Resource Conflicts	07pr05
Project 2007: 6 Tracking the Progress of Projects	07pr06
Project 2007: 7 Creating Reports and Calculating Earned Values	07pr07
Project 2007: 8 Consolidating Projects	07pr08
SharePoint 2003	SP03MS
SharePoint 2003: 1 SharePoint Basics	sp0301
SharePoint 2003: 2 Standard Libraries and Lists	sp0302
SharePoint 2003: 3 Advanced SharePoint Features	sp0303
SharePoint 2003: 4 Site Administration Basics	sp0304
SharePoint 2003: 5 Advanced Administration Functions	sp0305



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Series and Course Titles	Acronym
SharePoint 2007	07SHAR
SharePoint 2007: 1 Getting Organized	07sh01
SharePoint 2007: 2 Managing Documents	07sh02
SharePoint 2007: 3 Using Libraries and Lists	07sh03
SharePoint 2007: 4 Creating Pages, Workspaces, and Sites	07sh04
SharePoint 2007: 5 Integrating with Microsoft Office	07sh05
SharePoint 2007: 6 Managing Records and Web Content	07sh06
SharePoint 2007: 7 Using Advanced Features	07sh07
Visio 2002	VIS2K2
Visio 2002: 1 Using Tools, Commands, Custom Toolbars, and Menus	vis201
Visio 2002: 2 Working with Objects and Hyperlinks	vis202
Visio 2002: 3 Using the Shape Menu	vis203
Visio 2002: 4 Working with Shapes	vis204
Visio 2002: 5 Defining and Using Styles, Custom Properties, and Templates	vis205
Visio 2002: 6 Working with Pages, Layers, and Stencils	vis206
Visio 2002: 7 Working with Data	vis207
Visio 2002: 8 Understanding ShapeSheets	vis208
Visio 2002: 9 Working with Flowcharts	vis209
Visio 2002:10 Creating Database Models	vis210
Visio 2007	07VISI
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Word 2003	WORD03
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Word 2003: 2 Navigating, Editing, and Working with Text Blocks	word02
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