

INFORMATION TECHNOLOGY CERTIFICATION AND COURSES -E-SKILLS360

A+ 2003 Certification (5 courses)

	Course Title
1	PC Basics (A+2003)
2	Installing and Configuring a PC (A+2003)
3	Operating Systems (A+ 2003)
4	Preventive Maintenance of a PC (A+2003)
5	Troubleshooting PC-related Problems (A+2003)

Actuate (1 course)

	Course Title
6	Actuate Developer Workbench Fundamentals

Adobe Photoshop Album (1 course)

	Course Title
7	Touching up Digital Photos by Using Adobe Photoshop Album 2.0

CIW Foundations (5 courses)

	Course Title
8	Internet Concepts
9	Advanced Internet Concepts
10	Using HTML
11	Networking Fundamentals
12	Internetworking Technologies

Cisco Curriculum (13 courses)

	Course Title
13	Cisco Internetworking Technologies 1
14	Cisco Internetworking Technologies 2
15	Cisco Router Configuration Basics
16	Cisco TCP/IP Addressing and Cisco Routers
17	Cisco IP Routing Concepts
18	Cisco IP Routing Configuration
19	Cisco IPX Routing
20	Cisco Monitoring and Security
21	Cisco WAN Protocols - HDLC, PPP
22	Cisco Configuring X.25
23	Cisco Configuring Frame Relay and ISDN
24	Cisco LAN Switching
25	Cisco Advanced Networking and Routing

Client/Server Curriculum (4 courses)

	Course Title
26	Client/Server Concepts
27	Relational Database Concepts and Facilities
28	Relational Database Concepts: The Structured Query Language
29	Relational Database Design and Administration

Corel WordPerfect (2 courses)	
	Course Title
30	Fundamentals of Corel WordPerfect 12
31	Advanced Features of Corel WordPerfect 12
Data Modeling (1 course)	
	Course Title
32	Data Modeling
Data Warehousing (2 courses)	
	Course Title
33	Fundamentals of Data Warehousing
34	Building a Data Warehouse
Developing COM Components (2 courses)	
	Course Title
35	COM: Basic Concepts and Techniques
36	COM: Advanced Features and their Implementation
Instructional Design Concepts (1 course)	
	Course Title
37	Instructional Design Concepts
Java Curriculum (20 courses)	
	Course Title
38	Fundamentals JavaBeans Programming
39	Advanced JavaBeans Programming
40	GUI Programming with Swing
41	Using Swing Components
42	Programming Enterprise JavaBeans with WebLogic
43	Java 2: Introduction to Java 2
44	Java 2: Language and Semantics
45	Java 2: Classes and Inheritance
46	Java 2: Handling Exceptions & Implementing Threads
47	Java 2: java.lang Package
48	Java 2: java.util Package
49	Java 2: Building a Graphical User Interface
50	Java 2: Applets and Imaging
51	Java 2: File I/O
52	Java 2: Advanced Java
53	Java 2: Enterprise Java
54	Advanced Features of java.lang & java.util Packages
55	Java 2: Extending the GUI
56	Java 2: Networking
57	Advanced Enterprise Java
LAN/WAN Basics (3 courses)	
	Course Title
58	Networking Basics
59	LAN Fundamentals
60	WAN Fundamentals

LINUX Curriculum (1 course)

	Course Title
61	The Linux Operating System

Lotus Notes Curriculum (3 courses)

	Course Title
62	Migrating to Lotus Notes R5
63	Lotus Notes R5 for End-Users Basic
64	Lotus Notes R5 for End-Users Advanced

MS BackOffice - MCSD, Solutions Architecture Curriculum (4 courses)

	Course Title
65	MCSD Solutions Architecture I
66	MCSD Solutions Architecture II
67	MCSD Solutions Architecture III
68	MCSD Solutions Architecture IV

MS BackOffice - MCSE, Microsoft Windows 2000 Curriculum (54 courses)

	Course Title
69	Win2000 Professional: Installing and Upgrading
70	Win2000 Prof MCSE: Installing on Multiple Computers
71	Win2000 Professional: Managing Hardware Devices
72	Win2000 Professional: Enhanced Support for Hardware Devices
73	Win2000 Professional: Admin Users and Groups
74	Win2000 Professional: Administering Resources
75	Win2000 Professional: Custom Desktop Environment
76	Win2000 Professional: Optimizing System Performance
77	Win2000 Professional: Recovering Data and Systems
78	Win2000 Professional: Implementing and Monitoring Security
79	Win2000 Professional: Connect through Networks
80	Win2000 Server: Installing and Upgrading
81	Win2000 Server: Managing Hardware Devices & Drivers
82	Win2000 Server: Managing File and Print Resources
83	Win2000 Server: Configuring Storage Use
84	Win2000 Server: Maintenance and Troubleshooting
85	Win2000 Server: Implementing Local Security and Policies
86	Win2000 Server: Monitoring and Optimizing
87	Win2000 Server: Configuring Network Services
88	Win2000 Server: Managing Terminal Services
89	Win2000 Server: Setting Up Remote Access Service
90	Win2000 Server: Sharing Resources Over the Internet
91	Win2000 Server: Implementing Interoperability
92	Win2000 Server: Automated Methods of Installation
93	Win2000 Network Infra Implementation: Administering DNS
94	Win2000 Network Infra: Administering DHCP
95	Win2000 Network Infra: Administering WINS
96	Win2000 Network Infra: Configuring Network Protocols
97	Win2000 Network Infra: Configuring IP Routing Protocols
98	Win2000 Network Infra: Config Internet Connection Sharing & Network
99	Win2000 Network Infra: Administering RAS

100	Win2000 Network: Using Certificate Services
101	Win2000 Dir Serve: Install/Config/Tbleshoot Active Directory
102	Win2000 Dir Serve: Man/Optimizing Active Dir Components
103	Win2000 Dir Serv: Implementation Change & Configuration Mgmt
104	Win2000 Dir Serv: Manager User Environ/Software Deploy
105	Win2000 Dir Serve: Remote Installation of Windows 2000
106	Win2000 Actv Dir Design: Intro Win2000 Active Dir Services
107	Win2000 Actv Dir Design: Bus Req. and Naming Strategies
108	Win2000 Actv Dir Design: Planning a Domain Structure in Win2000
109	Strategies
110	Win2000 Actv Dir Design: Adv Active Directory Concepts
111	Win2000 Netwk Sec Design: Analyzing an Org Sec Reqts
112	Win2000 Netwk Security Design:Providing Secure Access in a LAN
113	Win2000 Netwk Security Design:Providing Secure Access in Remote Netwks
114	Win2000 Netwk Security Design: Providing Secure Access-Internet
115	Win2000 Netwk Infra Design: Prep. for W2K Netwk Serv Infra
116	Win2000 Netwk Infra Design: Designing a Network Strategy
117	Win2000 Netwk Infra Design: Designing a WINS/Dfs Strategy
118	Win2000 Netwk Infra Design: Internet Connection Infra
119	Win2000 Netwk Infra Design: Wide Area Network Infra
120	Win2000 Netwk Infra Design: Internet Connectivity Strat
121	Win2000 Server Migration - Part I
122	Win2000 Server Migration - Part II

MS BackOffice - MS SQL Server 7 (MS Certified) Curriculum (16 courses)

Course Title	
123	Getting Started with SQL Server 2000
124	Retrieving Data in SQL Server 2000
125	SQL Server 7.0 Introduction
126	SQL Server 7.0 Installing and Upgrading
127	SQL Server 7.0 Management Part I
128	SQL Server 7.0 Management Part II
129	SQL Server 7.0 Management Part III
130	SQL Server 7.0 Data Warehousing SQL Part I
131	SQL Server 7.0 Data Warehousing Part II
132	SQL Server 7.0 Developing SQL Client/Server Part I
133	SQL Server 7.0 Developing SQL Client/Server Part II
134	SQL Server 7.0 Advanced Features Part I
135	SQL Server 7.0 Advanced Features Part II
136	SQL Server 7.0 Web Integration
137	SQL Server 7.0 Database Admin. Part I
138	SQL Server 7.0 Database Admin. Part II

Macromedia Director (2 courses)

Course Title	
139	Getting Started with Director 8.0
140	Advanced Features of Director 8.0

Macromedia HomeSite (1 course)

Course Title	
141	Creating Dynamic Web Sites with HomeSite 5

Microsoft FrontPage (5 courses)

	Course Title
142	Basics of FrontPage 2000
143	Advanced Features of Frontpage 2000
144	Getting Started with FrontPage 2002
145	Formatting & Adding Interactivity to Web Sites
146	Advanced Features of FrontPage 2002

Microsoft InfoPath (1 course)

	Course Title
147	Introduction to InfoPath 2003

Microsoft Project Curriculum (5 courses)

	Course Title
148	Fundamentals of MS Project 2000
149	Advanced Features of MS Project 2000
150	Microsoft Project 98 Basic
151	Microsoft Project 98 Intermediate
152	Microsoft Project 98 Advanced

Microsoft Publisher (3 courses)

	Course Title
153	Basics of Publisher 2000
154	Using Publisher 2002
155	Microsoft Publisher 2003

Microsoft Visio (1 course)

	Course Title
156	Diagramming with Microsoft Visio 2002

Microsoft Windows NT (9 courses)

	Course Title
157	Planning and Installing NT Server 4.0
158	Networking NT Server 4.0
159	NT Server 4.0 Administration
160	NT Server 4.0 Maintenance
161	NT Server 4.0 Security
162	Microsoft Windows NT Workstation 4.0 Essentials
163	Working with Windows NT Workstation 4.0
164	Windows NT Workstation 4.0 Networking
165	Administering Windows NT Workstation 4.0

Network Security (3 courses)

	Course Title
166	Fundamentals of Network Security
167	Maintaining Network Security
168	Implementing Network Security using Firewalls

Network+ Certification (5 courses)

	Course Title
169	Fundamentals of Networking
170	OSI Network Layers
171	TCP/IP Protocol
172	Accessing Remote Networks
173	Implementing Networks

OS/390 Curriculum (49 courses)

	Course Title
174	JES2 : Job Controls II
175	OS/390 Introduction
176	OS/390 MVS Concepts and Facilities
177	OS/390 MVS JCL Introduction
178	OS/390 MVS JCL Intermediate
179	OS/390 MVS JCL Advanced
180	OS/390 and SMP/E Fundamentals
181	OS/390 SMPE Maintaining System Software
182	OS/390 MVS/ESA Fundamentals of VSAM Part I
183	OS/390 MVS/ESA Fundamentals of VSAM Part II
184	OS/390 and the Internet
185	OS/390 Security
186	OS/390 WebSphere Application Server
187	OS/390 Introduction to e-business
188	OS/390 eNetwork Server
189	OS/390 and Java
190	OS/390 UNIX System Services:Concepts & Facilities
191	OS/390 UNIX System Services: Intermediate
192	OS/390 UNIX System Services Advanced
193	OS/390 Designing DB2 Data Warehouse
194	OS/390 Managing DB2 Data Warehouse
195	OS/390 Introduction to CICS Transaction Server
196	OS/390 CICS/ESA Concepts
197	OS/390 REXX Programming Fundamentals
198	OS/390 REXX Program Development
199	OS/390 TSO/E REXX Programming
200	OS/390 Assembl. Language Programming: Intro.
201	OS/390 Assembl. Language Programming: Intermediate
202	OS/390 Asembl. Language Programming: Advan.
203	OS/390 COBOL
204	OS/390 C Programming
205	OS/390 C++ Programming
206	OS/390 and Networking
207	OS/390 ISPF Programming Dialogs
208	OS/390 ISPF Dialog Management Services
209	OS/390 Intro to Parallel Sysplex
210	OS/390 MQ Series
211	OS/390 VM Concepts and Facilities
212	OS/390 Introduction to ISPF
213	JES2 Job and Device Control I
214	JES2 Job and Device Control II

215	JES2 System Control I
216	JES2 System Control II
217	JES2 Advanced Operations I
218	JES2 Advanced Operations II
219	JES2 Job Controls
220	CICS/ESA Concepts
221	CICS/ESA Definition and Program Design
222	CICS/ESA File Processing and Program Execution

Object Oriented Analysis and Design (2 courses)

Course Title	
223	Object-Oriented Analysis & Design I
224	Object-Oriented Analysis & Design II

Oracle Curriculum (15 courses)

Course Title	
225	Oracle 8i PL/SQL - Intro to RDBMS and SQL *Plus
226	Oracle 8i PL/SQL - Functions, Tables, and Groups
227	Oracle 8i PL/SQL - Adv SQL, SQL *Plus & Data Dictionary
228	Oracle 8i PL/SQL - DML and DDL Statements
229	Oracle 8i PL/SQL - Database Objects and Security
230	Oracle8i PL/SQL: Oracle PL/SQL Basic Operations
231	Oracle 8i DBA - Introducing Procedure Builder
232	Oracle 8i DBA - Oracle Server and Database Architecture
233	Oracle 8i DBA - Oracle Instance, the Start-up and Shutdown Procedure
234	Oracle 8i DBA - Data Dictionary and Database Files
235	Oracle 8i DBA - Oracle Storage Architecture
236	Oracle 8i DBA - Understanding Storage Allocation
237	Oracle8i DBA: Indexes and Constraints
238	Oracle 8i DBA - Managing Oracle Database Security
239	Oracle8i DBA--SQL*Loader, Oracle Export and Import, and NLS

PC/Handheld Concepts and Operating Systems Curriculum (20 courses)

Course Title	
240	Introduction to Operating Systems
241	Getting Started with Windows ME
242	Advanced Features of Windows ME
243	Getting Started with Windows XP Home Edition
244	Advanced Features of Windows XP Home Edition
245	Win 2000 Professional for End-Users Basic: Getting Started
246	Win2000 Professional for End-Users Basic: Managing Files & Folders
247	Win2000 Professional for End-Users Intermediate: Networking
248	Win2000 Professional for End Users Intermediate: Customization
249	Win2000 Professional for End-Users Advanced Features
250	Microsoft Windows 95 for End-Users Basic
251	Microsoft Windows 95 for End-Users Intermediate
252	Microsoft Windows 95 for End-Users Advanced
253	Microsoft Windows 98 for End-Users Brief
254	Microsoft Windows 98 for End-Users Basic
255	Microsoft Windows 98 for End-Users Intermediate
256	Microsoft Windows 98 for End-Users Advanced

257	Microsoft NT 4 Workstation for End-Users Basic
258	Microsoft NT 4 Workstation for End-Users Intermediate
259	Microsoft NT 4 Workstation for End-Users Advanced
Programming Languages Curriculum (14 courses)	
	Course Title
260	Fundamentals of C++ Programming
261	Programming Constructs of C++
262	Object-Oriented Programming using C++
263	Data Manipulation in C++
264	Programming Logic and Techniques
265	SQL Basic Skills
266	SQL Advanced Skills
267	Advanced COBOL
268	Introduction to C Programming
269	Basic C Programming
270	Intermediate C Programming
271	Advanced C Programming
272	Basic COBOL
273	Intermediate COBOL
Requirements and Solutions Architecture (2 courses)	
	Course Title
274	Analyzing Requirements
275	Defining Solution Architectures
Security + (2 courses)	
	Course Title
276	Network Infrastructure Security - Part 1
277	General Security Concepts
Software Engineering (2 courses)	
	Course Title
278	Software Engineering Concepts
279	Software Project Management
System Analysis and Design (1 course)	
	Course Title
280	System Analysis and Design
TCP/IP (2 courses)	
	Course Title
281	Introducing TCP/IP
282	TCP/IP Protocols & Network Management
Telecommunications (1 course)	
	Course Title
283	Basics of Telecommunications

Unix/Solaris Curriculum (8 courses)

	Course Title
284	Introduction to UNIX
285	UNIX Files and Directories
286	UNIX Editing, Printing and Text Formatting
287	UNIX System Administration
288	UNIX Shell Programming
289	UNIX Programming Tools
290	The Sun Solaris Operating System
291	The HP-UX Operating System

Visual Basic 6 (MS Certified) Curriculum (14 courses)

	Course Title
292	Visual Basic 6 Introduction Part I
293	Visual Basic 6 Introduction Part II
294	Visual Basic 6 Intermediate
295	Visual Basic 6 Advanced
296	Visual Basic 6 ActiveX/COM Part I
297	Visual Basic 6 ActiveX/COM Part II
298	Visual Basic 6 Database Access Part I
299	Visual Basic 6 Database Access Part II
300	Visual Basic 6 Enterprise Client/Server Development Part 1
301	Visual Basic 6 Enterprise Client/Server Dev. Part II
302	Visual Basic 6 Adv. Enterprise Client/Server Dev. Part I
303	Visual Basic 6 Adv Enterprise Client/Server Dev. Part II
304	Visual Basic 6 Using the Win 32 API Part I
305	Visual Basic 6 Using the Win32 API Part II

Web Designing Concepts (1 course)

	Course Title
306	Web Design Basics

Web Programming (15 courses)

	Course Title
307	Fundamentals of HTML Programming
308	Advanced HTML Programming
309	XML: Basic Concepts and Techniques
310	XML: Implementation in Enterprise
311	JavaScript Fundamentals
312	JavaScript Programming
313	JavaScript Browser Objects
314	Advanced JavaScript
315	Dynamic HTML
316	VBScript Programming Basics
317	ActiveX Programming with VBScript
318	Programming in PERL 5
319	Implementing CGI using PERL 5
320	HTML 4 and Cascading Style Sheets
321	Introduction to .NET

	Web Server Fundamentals (1 course)
	Course Title
322	Web Server Concepts
	Web Writing Concepts (1 course)
	Course Title
323	Web Writing Concepts
	Wireless Networking (1 course)
	Course Title
324	Wireless Networking for Small Businesses

PROFESSIONAL DEVELOPMENT CERTIFICATIONS & COURSES -E-SKILLS360

COMMUNICATION

Certification/Course Title

- 1 Communicating Clearly: Write to be Understood
- 2 Communicating Clearly: Speak to be Heard
- 3 Presenting Your Ideas: Plan for High Impact
- 4 Presenting Your Ideas: Captivate Your Audience
- 5 Moving Past Conflict: Handle Conflict Rationally
- 6 Moving Past Conflict: Negotiate for Resolution
- 7 Preparing to Negotiate: Know Your Game Position
- 8 Preparing to Negotiate: Know the Opposing Position
- 9 Preparing to Negotiate: Size Up the Playing Field
- 10 Selecting Your Strategy: Choose Your Game Plan
- 11 Selecting Your Strategy: Compete to Win
- 12 Selecting Your Strategy: Collaborate for Solutions
- 13 Selecting Your Strategy: Compromise to Move Forward
- 14 Selecting Your Strategy: Choosing Not to Negotiate
- 15 Selecting Your Strategy: Legal and Ethical Concerns
- 16 A Process for Business Writing: The POWER Writing Process
- 17 Plan and Organize Your Documents: Plan Before Writing
- 18 Plan and Organize Your Documents: Brainstorm Before Writing
- 19 Write for Business Success: Break Writing Barriers
- 20 Plan and Organize Your Documents: Structure Texts for Clarity
- 21 Evaluate and Revise for Impact: Check Your Writing Style
- 22 Evaluate and Revise for Impact: Review Texts Systematically

Customer Service

Certification/Course Title

- 23 Customer Care: The Value of Customer Care
- 24 Customer Care: You Make the Difference
- 25 Customer Care: Who is the Customer?
- 26 Excelling at Customer Care: Customers Define Success
- 27 Excelling at Customer Care: Recognize Critical Moments
- 28 Excelling at Customer Care: Increase Sales via Service
- 29 Communicating with Customers: Service Face to Face
- 30 Communicating with Customers: Service via the Telephone
- 31 Communicating with Customers: Service via the Internet
- 32 Rising to the Customer Challenge: Turn Complaints into Delight
- 33 Rising to the Customer Challenge: Engage Difficult Customers
- 34 Call Center Structures : The Call Center Profession
- 35 Call Center Operations : Performance Measurement
- 36 Call Center Operations : Workforce Management
- 37 Call Center Operations: Call Center Technologies
- 38 Call Center Structures : Customer Relationships
- 39 Introducing Contact Centers: Contact Center Essentials
- 40 Introducing Contact Centers: CSR Success Criteria
- 41 Introducing Contact Centers: Customer Response Etiquette
- 42 Communicating Effectively: Build Customer Rapport 1

- 43 Communicating Effectively: Build Customer Rapport 2
- 44 Handling Contacts Professionally: Maximize Call Performance 1
- 45 Handling Contacts Professionally: Maximize Call Performance 2
- 46 Preparing for Mutual Success: Satisfy Customer Needs
- 47 Preparing for Mutual Success: Reduce CSR Stress

Management

Certification/Course Title

- 48 Developing as a Manager: The Many Roles of a Manager
- 49 Communicating Successfully: Speak Without Talking
- 50 Communicating Successfully: Manage Better by Listening
- 51 Communicating Successfully: Assert to Achieve
- 52 Creating Successful Solutions: Identify the Core Issues
- 53 Creating Successful Solutions: Solve Problems Creatively
- 54 Creating Successful Solutions: Implement Solutions Decisively
- 55 Empowering your Workgroup: Delegate for Results
- 56 Empowering your Workgroup: Coach for Achievement
- 57 Empowering your Workgroup: Evaluate Staff Performance
- 58 Cultivating Great Teams: Create an Invincible Team
- 59 Cultivating Great Teams: Inspire Team Success
- 60 Cultivating Great Teams: Team Briefings for Success
- 61 Cultivating Great Teams: Resolve Conflicts Positively
- 62 Developing as a Manager: The Many Roles of a Manager
- 63 Communicating Successfully: Speak Without Talking
- 64 Communicating Successfully: Manage Better by Listening
- 65 Communicating Successfully: Assert to Achieve
- 66 Creating Successful Solutions: Identify the Core Issues
- 67 Creating Successful Solutions: Solve Problems Creatively
- 68 Creating Successful Solutions: Implement Solutions Decisively
- 69 Building Dynamic Teams: Build Dynamic Teams
- 70 Building Dynamic Teams: Drive to a Mission
- 71 Building Dynamic Teams: Strive for Effectiveness
- 72 Building Dynamic Teams: Thrive on Teamwork
- 73 Building Dynamic Teams: Arrive at Peak Performance
- 74 Succeeding Through Teamwork: Tune Into Team Communication
- 75 Succeeding Through Teamwork: Resolve Team Conflict
- 76 Succeeding Through Teamwork: Differences Make Great Teams
- 77 Succeeding Through Teamwork: Motivate Teams to Excel
- 78 Making Team Decisions: Brainstorm as a Team
- 79 Making Team Decisions: Decide Through Silent Voting
- 80 Making Team Decisions: Merge Team Opinions
- 81 Making Team Decisions: Organize Team Consensus
- 82 Making Team Decisions: Choose Between Alternatives
- 83 Making Team Decisions: Rank Choices by Criteria
- 84 Measuring Team Performance: Measure for Success
- 85 Measuring Team Performance: Select the Right Metrics
- 86 Measuring Team Performance: Survey for Accurate Data
- 87 Measuring Team Performance: Focus on Perceptions
- 88 Measuring Team Performance: Learn from Results

PROJECT MANAGEMENT

Certification/Course Title

89	Project Management: Overview
90	Project Management: Initiating a Project
91	Project Management: Planning a Project Scope
92	Project Management: Planning Project Activities
93	Project Management: Project Cost
94	Project Management: Executing a Project
95	Project Management: Controlling a Project
96	Project Management: Closing a Project
97	Project Management Professional: Integration Management
98	Project Management Professional: Scope Management
99	Project Management Professional: Time Management I
100	Project Management Professional: Time Management II
101	Project Management Professional: Cost Management
102	Project Management Professional: Quality Management
103	Project Management Professional: Human Resources Management
104	Project Management Professional: Communications Management
105	Project Management Professional: Risk Management
106	Project Management Professional: Procurement Management
107	Project Management Professional: Certification Review

HUMAN RESOURCES

Certification/Course Title

108	PrimeDiversity Awareness: The Evolving Labor Force
109	PrimeDiversity Awareness: Diversity Defined
110	PrimeDiversity Awareness: Begin Your Diversity Journey
111	PrimeDiversity Management: Corporate Diversity Drivers
112	PrimeDiversity Management: Be a Diversity Ambassador

E- MARKETING

Certification/Course Title

112	Branding Your Internet Identity: eMarketing Overview
113	Branding Your Internet Identity: Define Your Core Business
114	Branding Your Internet Identity: Develop an Online Identity
115	Branding Your Internet Identity: Form Strategic Alliances
116	Scoping Your Internet Project: Evaluate Statistics
117	Scoping Your Internet Project: Research Accurate Data
118	Scoping Your Internet Project: Select Your Web Team
119	Scoping Your Internet Project: Create an eMarketing Budget

FINANCE

Certification/Course Title

119	PrimeFinance: The Ground Rules
120	PrimeFinance: The Financial Statements
121	PrimeFinance: Evaluating Performance
122	PrimeFinance: Budgeting Matters
123	PrimeFinance: How to Budget

SALES

Certification/Course Title

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| 124 | Sales: Seller Behaviors |
| 125 | Sales: Buyer Behaviors |
| 126 | Sales: Buyer-Focused Selling |
| 127 | Sales: The Selling Cycle |
| 128 | Sales: Telephone Communications |
| 129 | Sales: Communication Skills |
| 130 | Sales: Written Communications |
| 131 | Sales: Managing a Territory |
| 132 | Sales: Gathering Information |
| 133 | Sales: Planning a Sales Call |
| 134 | Sales: The Sales Call |
| 135 | Sales: Probing and Questioning |
| 136 | Sales: Presenting Solutions |
| 137 | Sales: Closing the Sale |
| 138 | Sales: Buyer Reactions |
| 139 | Sales: Concluding a Call |

PROFESSIONAL DEVELOPMENT

Certification/Course Title

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| 125 | Balancing Stress: Measuring Stress |
| 126 | Balancing Stress: Simple Solutions for Stress |
| 127 | Balancing Stress: Stress Relieving Habits |
| 128 | Balancing Stress: Devise a Stress Control Plan |
| 129 | Expanding Time: Develop SMART Goals |
| 130 | Expanding Time: Remove Your Barriers |
| 131 | Expanding Time: Focus on What is Important |
| 132 | Working Collaboratively: Assert Your Influence |
| 133 | Working Collaboratively: Build Rapport, Gain Trust |
| 134 | Working Collaboratively: Communicate Your Goals |
| 135 | Working Collaboratively: Extend Your Influence |
| 136 | Working with Difficult People: Recognise Work Styles |
| 137 | Working with Difficult People: Respond to Challenges |
| 138 | Working with Difficult People: Cope With Continued Conflict |
| 139 | Solving Problems Logically: Solve Problems Together |
| 140 | Solving Problems Logically: The Problem Solving Process |
| 141 | Defining the Issue: Analyze Problems Creatively |
| 142 | Defining the Issue: Determine the Real Problem |
| 143 | Investigating the Problem: Use Investigative Tools |
| 144 | Investigating the Problem: Gather Evidence |
| 145 | Investigating the Problem: Interpret Data |
| 146 | Selecting the Solution: Solve Problems Methodically |
| 147 | Selecting the Solution: Group-Based Solutions |
| 148 | Selecting the Solution: Cost-Benefit Solutions |
| 149 | Accepting the Decision: Sell Your Solution |
| 150 | Accepting the Decision: Implement Decisions |
| 151 | Making Group Decisions: Working Together |

- 152 Making Group Decisions: The Nature of Groups
- 153 Making Group Decisions: Ensure Group Success

COMPLIANCE

Certification/Course Title

- 154 Code of Conduct - The Work Place
- 155 Code of Conduct - Doing Business
- 156 Business Ethics: How We Do Business
- 157 Business Ethics: Foreign Trade
- 158 Workplace (E) - Workplace Attitudes
- 159 Workplace (E) - Political Activities
- 160 Workplace (E) - Quality Communication
- 161 Workplace (Manager): Workplace Attitudes
- 162 Workplace (Manager): Political Activities
- 163 Workplace (Manager): Quality Communication
- 164 Safety: Health & Safety
- 165 Safety: Handling Hazardous Waste
- 166 Data Security: Company Information
- 167 Data Security: Record Keeping