

Eskills360^o - | Business & Professional Dev. Courses

Solution Area	Curriculum	Series	Course Title
Eskills Choice Business			
BUSINESS STRATEGY and OPERATIONS			
	Operations Curriculum		
		Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment	
		Lean and Six Sigma	
		Six Sigma Projects and the Black Belt Role	
		Six Sigma Leadership and Change Management	
		Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment	
		Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures	
		Critical Requirements and Benchmarking for Six Sigma	
		Business Performance and Financial Measures in Six Sigma	
		Final Exam: Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures	
		Six Sigma Black Belt (2007 BOK): Team Management	
		Forming Project Teams for Six Sigma	
		Motivation and Communication in Six Sigma Teams	
		Managing Six Sigma Team Performance	
		Final Exam: Six Sigma Black Belt (2007 BOK): Team Management	
		Six Sigma Black Belt (2007 BOK): Define	
		Using Voice of the Customer in Six Sigma	
		Developing Project Charters and Tracking Six Sigma Projects	
		Final Exam: Six Sigma Black Belt (2007 BOK): Define	
		Six Sigma Black Belt (2007 BOK): Measure	
		Process Characteristics for Six Sigma	
		Data Collection and Measurement in Six Sigma	
		Six Sigma Measurement Systems	
		Basic Statistics and Graphical Methods for Six Sigma	

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Solution Area	Curriculum	Series	Course Title
			Probability for Six Sigma
			Process Capability for Six Sigma
			Final Exam: Six Sigma Black Belt (2007 BOK): Measure
			Six Sigma Black Belt (2007 BOK): Analyze
			Correlation and Regression Analysis in Six Sigma
			Multivariate Analysis and Attribute Data Analysis in Six Sigma
			Hypothesis Testing Concepts and Tests for Means in Six Sigma
			Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma
			Nonparametric Tests in Six Sigma Analysis
			Nonstatistical Analysis Methods in Six Sigma
			Final Exam: Six Sigma Black Belt (2007 BOK): Analyze
			Six Sigma Black Belt (2007 BOK): Improve
			Designing and Planning Experiments in Six Sigma
			Conducting Experiments and Analyzing Results in Six Sigma
			Improvement Methods and Implementation Issues in Six Sigma
			Final Exam: Six Sigma Black Belt (2007 BOK): Improve
			Six Sigma Black Belt (2007 BOK): Control
			Statistical Process Control (SPC) in Six Sigma
			Nonstatistical Control Tools and Maintaining Controls in Six Sigma
			Sustaining Improvements and Gains from Six Sigma Projects
			Final Exam: Six Sigma Black Belt (2007 BOK): Control
			Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies
			Common Design for Six Sigma Methodologies, Design for X, and Robust Design
			Special Design Tools in Design for Six Sigma
			Final Exam: Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies
			Fundamentals of Lean for Business Organizations

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Solution Area	Curriculum	Series	Course Title
			Introduction to Lean for Service and Manufacturing Organizations
			Using Lean for Perfection and Quality
			Lean Tools and Techniques for Flow and Pull
			Reducing Waste and Streamlining Value Flow Using Lean
			Value Stream Mapping in Lean Business
			Applying Lean in Service and Manufacturing Organizations
			Five Steps to Perfection: Implementing Lean
			Value Stream Maps for Non-manufacturing Processes
			Operations Management
			Operations Management and the Organization
			Operations Management: Product and Service Management
			Operations and Supply Chain Management
			Operations Management: Inventory Management
			Operations Management: Forecasting and Capacity Planning
			Operations Management: Operations Scheduling
			Operations Management: Management of Quality
			Operations Management: Facilities Planning and Management
			Managing Customer-Driven Process Improvement
			Customer-driven Process Improvement: Basic Framework
			Customer-driven Process Improvement: Identifying Customer Needs
			Customer-driven Process Improvement: From Customer Needs to Process Requirements
			Customer-Driven Process Improvement: Mapping and Measuring Processes
			Customer-driven Process Improvement: Analyzing Process Problems
			Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions
			Customer-driven Process Improvement: Implementing and Maintaining Improvements
			Purchasing and Vendor Management Essentials

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Solution Area	Curriculum	Series	Course Title
			Fundamentals of Purchasing and Vendor Management
			Purchasing: Finding Sources of Supply
			Selecting Suppliers and Administering Contracts
			Evaluating Supplier Performance and Managing Supplier Relationships
			Six Sigma: Champion Training
			Introduction to Six Sigma for Champions
			Six Sigma Process Improvement
			Six Sigma Projects and Project Teams
			Managing and Deploying Six Sigma
			Certified Manager of Quality/Organizational Excellence
			Leadership
			Team Dynamics
			Developing and Deploying Strategic Plans
			Managerial Skills and Abilities
			Communication Skills and Project Management
			Quality Systems, Models, and Theories
			Problem-Solving and Process Management Tools
			Measurement: Assessment and Metrics
			Customer-Focused Management
			Supply Chain Management
			Training and Development
			Six Sigma Green Belt: Six Sigma and the Organization
			Six Sigma and Lean in the Organization
			Design for Six Sigma in the Organization
			Six Sigma Green Belt: Define
			Processes and Customer Analysis in Six Sigma Projects

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Solution Area	Curriculum	Series	Course Title
			Basics of Six Sigma Projects and Teams
			Tools for Planning and Managing Six Sigma Project Opportunities
			Using Six Sigma Analysis Tools and Metrics for Project Decisions
			Six Sigma Green Belt: Measure
			Modeling and Analyzing Processes in Six Sigma
			Statistics and Probability in Six Sigma
			Data Classification and Collection in Six Sigma
			Summarizing and Presenting Data in Six Sigma
			Probability Distributions and Measurement Systems Analysis in Six Sigma
			Measuring Process Capability and Performance in Six Sigma
			Six Sigma Green Belt: Analyze
			Exploratory Data Analysis in Six Sigma
			Introduction to Hypothesis Testing and Testing for Means in Six Sigma
			Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma
			Six Sigma Green Belt: Improve and Control
			Design of Experiments and Validation of Solutions in Six Sigma
			Statistical Process Control and Control Plans in Six Sigma
			Using Basic Control Charts in Six Sigma
			The Foundations of Six Sigma
			Are You Listening to Your Customers?
			Quick Wins in Six Sigma Implementation
			Six Sigma Versus TQM
			Lean Inbound Transportation
			Promoting Six Sigma in the Workplace
			A Critical-to-quality Tree – What’s That?
			Basic Measurement Concepts in Six Sigma
			Does your Business Really Need Six Sigma?
			Identifying Candidates for Key Six Sigma Roles

Solution Area	Curriculum	Series	Course Title
			Kaizen Events
			Mentoring Asset
			Mentoring Six Sigma Green Belt (SSGB)
			Test Preps
			TestPrep Six Sigma Green Belt (SSGB)
			Strategic Planning Curriculum
			Leading and Implementing Sustainable Green Business Strategies
			Introduction to Green Business and Sustainability
			Green Business: Planning Sustainability Strategies
			Green Business: Implementing Sustainability Strategies
			The Fundamentals of Globalization
			The Fundamentals of Globalization: The Global Context
			Fundamentals of Globalization: Analyzing the Global Environment
			The Fundamentals of Globalization: Strategies for Globalization
			Fundamentals of Globalization: Managing in a Global Environment
			Managing Expatriates' Career Development
			The Etiquette of Cross-cultural Gift Giving
			Evaluating Globalization Opportunities
			IT Strategy Essentials
			IT Strategy Essentials: Business and IT Strategy Alignment
			IT Strategy Essentials: Creating an IT Strategy Plan
			IT Strategy Essentials: Implementing an IT Strategy
			Business Law Essentials
			Business Law Basic Concepts
			Business Law and Ethics
			Business Law and the Manager's Responsibilities
			Developing Strategic Thinking Acumen
			Developing the Capacity to Think Strategically

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Solution Area	Curriculum	Series	Course Title
			Developing the Strategic Thinking Skill of Seeing the Big Picture
			Using Strategic Thinking Skills
			Effective Critical Analysis of Business Reports
			External Consultants Can Help
			Returning to Core Competencies
			Competitive Awareness and Strategy
		Risk Management	
			Risk Management: Identifying Risk
			Risk Management: Assessing Risk
			Risk Management: Dealing with Risk
		Business Planning Essentials	
			Business Planning Essentials: Preparing a Business Plan
			Business Planning Essentials: Performing Key Analyses
			Business Planning Essentials: Preparing for Implementation
	Marketing Curriculum		
		Marketing Essentials	
			Marketing Essentials: Introduction to Marketing
			Marketing Essentials: Planning and People
			Marketing Essentials: Product and Price
			Marketing Essentials: Place
			Marketing Essentials: Promotion
			Marketing Essentials: Marketing and Ethics
			Using Online Strategies to Accelerate Sales Performance
			Designing Products to Fit the Channel
			Advertising Costs, PR Pays
			Using Blogs to Attract Customers
			Using Web Analytics to Increase Sales
			Trade Show Marketing – Planning Ahead

Solution Area	Curriculum	Series	Course Title
			Competitive Marketing Strategies
			Competitive Marketing Strategies: Conducting an Internal Analysis
			Competitive Marketing Strategies: Analyzing Competitors
			Competitive Marketing Strategies: Selecting and Implementing Strategies
			Increasing Competitiveness through Collaboration
			Strategic Brand Management
			Building Lasting Customer-brand Relationships
			Developing a Brand Internally
			Global Brand Management
			Brand Management for Social Media and Wireless Technologies
			FINANCE, HUMAN RESOURCES and ADMINISTRATION
			Finance and Accounting Curriculum
			Finance and Accounting Essentials for Non-financial Professionals
			Principles of Accounting and Finance for Non-financial Professionals
			Cash Flow Management Essentials for Non-financial Professionals
			The Time Value of Money and Investment Decisions for Non-financial Professionals
			The Essentials of Budgeting for Non-financial Professionals
			Financial Statements for Non-financial Professionals
			Analyzing Financial Statements for Non-financial Professionals
			Increasing Cash Flow in Times of Need
			Attracting New Investors – Keeping Presentations Focused
			What is your Gross Profit Margin Ratio really saying?
			Recognizing The Value of Intangible Assets
			Recession: How it Affects Business
			Assessing Nonrecurring Items in Income Statements
			The Time Value of Money: Possible Pitfalls
			Depreciation Methods
			Using Financial Analysis for Credit Decisions

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Solution Area	Curriculum	Series	Course Title
			Accounting Fundamentals
			Basic Accounting Principles and Framework
			The Accounting Equation and Financial Statements
			The Accounting Cycle and Accrual Accounting
			Accounting Transactions and Books of Account
			Trial Balance & Adjusting Entries
			The Income Statement
			The Balance Sheet
			The Cash Flow Statement
			Accounting for Companies' Stock Transactions and Dividends
			Outsourcing Financial Activities
			Accounting for Sales Returns
			Deconstructing the Balance Sheet
			Final Exam: Accounting Fundamentals
			Budgeting Essentials
			Organizational Budgeting Activities and the Master Budget
			Planning and Preparing an Operating Budget
			Preparing Operating Budgets and the Cash Budget
			Using Budgets for Management and Control
			Final Exam: Budgeting Essentials
			Auditing Essentials
			Introduction to Auditing
			Auditing for Internal Control and Risk Assessment
			Auditing the Revenue Cycle
			Auditing for Cash and Inventories
			Using Audits to Help Prevent Business Fraud
			Establishing the Role of the Audit Department
			Final Exam: Auditing Essentials

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Solution Area	Curriculum	Series	Course Title
			Capital Budgeting Essentials
			Capital Budgeting: The Capital Budgeting Process
			Capital Budgeting: Net Present Value and Internal Rate of Return
			Capital Budgeting: Discounted Payback Period and Profitability Index
			Capital Budgeting: Capital Allocation
			Final Exam: Capital Budgeting Essentials
			Administrative Support Curriculum
			Essential Skills for Administrative Support Professionals
			Administrative Professionals: Common Administrative Support Tasks
			Administrative Professionals: Maximizing Your Relationship with Your Boss
			Administrative Professionals: Interacting with Others
			Administrative Professionals: Putting Your Best Foot Forward
			Essential Skills for Administrative Support Professionals Simulation
			Human Resources Curriculum
			Recruiting and Retention Strategies
			Recruiting Talent
			Retaining Your Talent Pool
			Creating a High-Retention Organizational Culture Simulation
			Fringe Benefits: Maintaining a Competitive Hiring Advantage
			Aligning Recruitment to Job Requirements
			Employer Branding
			Devising an Effective Corporate Wellness Program
			Preventing High Turnover Rates: How to Keep the Best
			Disciplines of Organizational Learning: Personal Mastery
			Addressing Attrition in High Performance Teams
			Surviving the Talent Crunch
			Essentials of Interviewing and Hiring
			Essentials of Interviewing and Hiring: Screening Applicants for Interviewing

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Solution Area	Curriculum	Series	Course Title
			Essentials of Interviewing and Hiring: Preparing to Interview
			Essentials of Interviewing and Hiring: Conducting an Effective Interview
			Essentials of Interviewing and Hiring: Behavioral Interview Techniques
			Essentials of Interviewing and Hiring: Selecting the Right Candidate
			Guarding against Interviewing Biases
			Screening Applicants for Emotional Intelligence
			Conducting Interviews: Asking the Right Questions
			Creating a Compelling Job Description
			Hiring Strategic Thinkers
			Hiring a New Employee
			The role of HR as a Business Partner
			HR as Business Partner: From Cost Center to Strategic Partner
			HR as Business Partner: Linking HR Functions with Organizational Goals
			HR as Business Partner: Managing Talent for Organizational Success
			HR as Business Partner: Using Metrics and Designing Strategic Initiatives
			Organizational Behavior
			Fundamentals of Organizational Behavior for the Individual
			Fundamentals of Organizations – Groups
			Understanding Organizational Power and Politics
			Organizational Structure and Employee Behavior
			Organizational Behavior: Dynamics of a Positive Organizational Culture
			Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
			Human Resources Core Knowledge: Skills, Concepts, and Tools
			Human Resources Core Knowledge: Functions and Activities
			Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
			Business Management and Strategy (HRCI: PHR/SPHR-aligned)
			Business Management and Strategy: The HR Function and Business Environment

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Solution Area	Curriculum	Series	Course Title
			Business Management and Strategy: HR and the Strategic Planning Process
			Business Management and Strategy: HR Functions and Roles
			Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
			Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
			Workforce Planning and Employment: Employment Legislation
			Workforce Planning and Employment: Recruitment Strategies
			Workforce Planning and Employment: Sourcing and Selecting Candidates
			Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies
			Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
			Human Resource Development (HRCI: PHR/SPHR-aligned)
			Human Resource Development: Regulations and Organizational Development
			Human Resource Development: Employee Training
			Human Resource Development: Performance Appraisal and Talent Management
			Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)
			Compensation and Benefits (HRCI: PHR/SPHR-aligned)
			Compensation and Benefits: Regulations, Strategies, and Needs Assessment
			Compensation and Benefits: Managing Policies, Programs, and Activities
			Compensation and Benefits: Organizational Responsibilities
			Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
			Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
			Employee and Labor Relations: Employment Regulations and Organizational Programs
			Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
			Employee and Labor Relations: Unions and Collective Bargaining
			Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
			Risk Management (HRCI: PHR/SPHR-aligned)
			Risk Management: Organizational Risk and Safety and Health Legislation

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Solution Area	Curriculum	Series	Course Title
			Risk Management: Workplace Safety, Security, and Privacy
			Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
			Strategic Human Resource Management (HRCI: SPHR-aligned)
			Strategic HR for SPHR Exam Candidates Part I
			Strategic HR for SPHR Exam Candidates Part II
			Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
			MANAGEMENT and LEADERSHIP
			Management Curriculum
			The Fundamentals of Business Crises Management
			Is Your Company Prepared for a Crisis?
			Demonstrating Accountability in a Crisis Situation
			Perseverance and Flexibility in Times of Crisis
			Managing Organizational Change
			Managing Change: Understanding Change
			Managing Change: Building Positive Support for Change
			Managing Change: Dealing with Resistance to Change
			Managing Change: Sustaining Organizational Change
			Communicating Properly during Layoffs
			Involving Employees in Corporate Change
			Communicating Organizational Change
			Developing People
			Beyond Change: Working with Agility
			Business Coaching Essentials
			Business Coaching: Getting Ready to Coach
			Business Coaching: Conducting Coaching Sessions
			Business Coaching: Building the Coaching Relationship
			Business Coaching: Using Different Coaching Styles
			The Art of Effective Coaching

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Solution Area	Curriculum	Series	Course Title
		Coaching	
		Management Essentials	
			Management Essentials: Directing Others
			Management Essentials: Delegating
			Management Essentials: Developing Your Direct Reports
			Management Essentials: Confronting Difficult Employee Behavior
			Management Essentials: Managing a Diverse Team
			Management Essentials: Treating Your Direct Reports Fairly
			Management Essentials: Caring about Your Direct Reports
			Acting Decisively
			Employee Dismissal
			Managing Fairly
		First Time Manager Essentials	
			First Time Manager: Understanding a Manager's Role
			First Time Manager: Challenges
			First Time Manager: Meeting Expectations
			Making the Move Into Management
			Adopting the Appropriate Management Style
		Performance Appraisal Essentials	
			Performance Appraisal Essentials: Planning for Appraisals
			Performance Appraisal Essentials: Conducting Traditional Appraisals
			Performance Appraisal Essentials: 360-degree Appraisals
			Preparing for Your Performance Appraisal
			Selecting the Appropriate Performance-appraisal Method
		Talent Management Essentials	
			Talent Management: Basics

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Solution Area	Curriculum	Series	Course Title
			Talent Management: Planning
			Talent Management: Acquiring Talent
			Talent Management: Developing and Engaging Talent
			Talent Management: Retaining Talent
			Attracting and Retaining Talent
			Essentials of Managing Technical Professionals
			Transitioning from Technical Professional to Management
			Strategies for Transitioning to Technical Management
			Managing Technical Professionals
			Workforce Generations
			Managing Workforce Generations: Introduction to Cross-generational Employees
			Managing Workforce Generations: Working with a Multigenerational Team
			Managing Workforce Generations: Working with the 21st-century Generation Mix
			Managing an Aging Workforce
			Developing the Next Generation
			Understanding the Motives of Millennials
			Managing Experts
			Meeting the Needs of Your Experts
			Overcoming Challenges When Managing Experts
			Managing Top Performers is Always Easy...Right?
			Recognizing Natural Leaders
			Advanced Management Skills
			Developing a High-performance Organization
			Cross-functional Strategic Management
			Managing for Rapid Change and Uncertainty
			Managing High Performers
			Managing New Managers
			Managing Experienced Managers

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Solution Area	Curriculum	Series	Course Title
			Developing Adaptable Managers
			Assessing Employees for Cultural Adaptability
			Considering Key Features of a Policy and Procedure Manual
			Employee Engagement
			Delivering Bad News Effectively
			Building Upward Relationships
			Strategies for Successful Employee On-boarding
			Strategies for Successful Employee Onboarding: An Introduction
			Strategies for Successful Employee Onboarding: Getting Started
			Strategies for Successful Employee Onboarding: Assessing Program Success
			Managing during Difficult Times
			Communicating during Difficult Times
			Managing Resources during Difficult Times
			Managing Attitudes during Difficult Times
			Dismissing an Employee
			Preparing to Dismiss an Employee
			Managing the Dismissal of an Employee
			Delegation Essentials
			Delegation Essentials: An Introduction to Delegating
			Delegation Essentials: The Delegation Process
			Delegation Essentials: Overcoming Delegation Problems
			Delegating Appropriate Tasks
			Developing Employees through Delegation
			Business Execution
			Business Execution: Understanding the Fundamentals
			Business Execution: Crafting a Business Strategy that Executes

Solution Area	Curriculum	Series	Course Title
			Business Execution: Linking Strategy to People and Operations
			Business Execution: Monitoring and Evaluating Initiatives
			Fostering a Business Execution Culture
			Pave your own path
			Performance Dashboard or Scorecard?
			Essential Mentoring Techniques
			Essential Mentoring Techniques: Mentoring Fundamentals
			Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
			Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships
			Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
			Thinking Like a CFO
			Thinking Like a CFO: Mind-set and Financial Priorities
			Thinking Like a CFO: Making Financial Decisions
			Thinking Like a CFO: Preparing and Presenting a Business Case
			Thinking Like a CFO: Managing Risk
			Essentials of Facilitating
			Using Facilitation Skills as a Manager
			Facilitating Collaborative Processes
			Challenges of Facilitating
			Effectively Managing Top Performers
			Engaging Top Performers
			Retaining Top Performers
			Overcoming Challenges of Managing Top Performers
			Managing Problem Performance
			Recognizing and Diagnosing Problem Performance
			First Steps for Turning Around a Performance Problem

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Solution Area	Curriculum	Series	Course Title
			Using Progressive Discipline to Correct Problem Performance
			Preventing Problem Performance
			Underperforming employee-now what?
			Managing Performance
			Difficult Conversations
			Preparing for a Difficult Conversation
			Having a Difficult Conversation
			Handling Difficult Conversations Effectively
			Performance Management
			Planning for Performance
			Monitoring and Improving Performance
			Reviewing and Rewarding Performance
Leadership Curriculum			
			Leadership Essentials
			Leadership Essentials: Motivating Employees
			Leadership Essentials: Communicating Vision
			Leadership Essentials: Building Your Influence as a Leader
			Leadership Essentials: Leading with Emotional Intelligence
			Leadership Essentials: Leading Business Execution
			Leadership Essentials: Leading Innovation
			Leadership Essentials: Leading Change
			Leadership Essentials: Creating Your Own Leadership Development Plan
			Motivating Employees and Leading Change Simulation
			Leading Teams through Change
			Leading Outside the Organization
			Knowing When to Take Leadership Risks
			Wanted - Innovation Leaders

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Solution Area	Curriculum	Series	Course Title
			Developing a Business Execution Culture
			Leading Change
			Leader as Motivator
			Leading Innovation
			Crafting an Organizational Vision
			Motivating Human Behavior
			Communicating a Shared Vision
			The Emotionally Intelligent Leader
			Employee Engagement
			The Benefits and Challenges of Engaging Employees
			Maintaining an Engaging Organization
			Creating a Positive Work Environment
			Creating and Maintaining a Positive Work Environment
			Developing a Culture of Learning
			Fundamentals of Organizational Learning
			Establishing the Conditions for a Learning Culture
			Developing Learning Practices
			Evaluating and Sustaining Organizational Learning
			Effective Succession Planning
			Initiating Succession Planning
			Effective Succession Planning: Determining a Talent Pool for Key Positions
			Implementing and Assessing a Succession Planning Program
			Succession Planning
			Succession Planning and Management Programs
			Making Cross-Functional Teams Work
			Cross-functional Team Fundamentals
			Key Strategies for Managing Cross-functional Teams

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Solution Area	Curriculum	Series	Course Title
			Managing Internal Dynamics in a Cross-functional Team
			Using Conflicts to an Organization's Advantage
			Mediating Project Team Conflict
			Facilitating Work-related Conflict Discussions
			Setting and Managing Organizational Priorities
			Setting and Managing Priorities within the Organization: Mission and Goals
			Setting and Managing Priorities within the Organization: Deciphering Priorities
			Setting and Managing Priorities within the Organization: Motivation
			Setting and Managing Priorities within the Organization: Communication
			Do You Share Your Organization's Values?
			The Voice of Leadership
			The Voice of Leadership: Inspirational Leadership
			The Voice of Leadership: Self-assessment and Motivation
			The Voice of Leadership: Effective Leadership Communication Strategies
			The Voice of Leadership: The Power of Leadership Messaging
PROFESSIONAL EFFECTIVENESS			
	Communication Curriculum		
			How to Write an Effective Internal Business Case
			Preparing a Business Case
			Writing a Business Case
			Presenting Your Case
			E-mail Essentials for Business
			Using E-mail and Instant Messaging Effectively
			Addressing and Redistributing E-mail
			Managing Your E-mail
			Final Exam: E-mail Essentials for Business
			Telephone Essentials for Business

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Solution Area	Curriculum	Series	Course Title
			Essential Skills for Professional Telephone Calls
		Business Writing Basics	Business Writing: Know Your Readers and Your Purpose
			Business Writing: How to Write Clearly and Concisely
			Business Writing: Editing and Proofreading
			Writing for Business
			Written Communication
			Final Exam: Business Writing Basics
		Business Grammar Basics	Business Grammar: Parts of Speech
			Business Grammar: Working with Words
			Business Grammar: The Mechanics of Writing
			Business Grammar: Punctuation
			Business Grammar: Sentence Construction
			Business Grammar: Common Usage Errors
			Final Exam: Business Grammar Basics
		Interpersonal Communication	Interpersonal Communication: Communicating with Confidence
			Interpersonal Communication: Targeting Your Message
			Interpersonal Communication: Listening Essentials
			Interpersonal Communication: Communicating Assertively
			Interpersonal Communication: Being Approachable
			Effective Interpersonal Communications Simulation
			Making Yourself Approachable
			Asserting Yourself in the Workplace
			Final Exam: Interpersonal Communication
		Workplace Conflict	Workplace Conflict: Recognizing and Responding to Conflict

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Solution Area	Curriculum	Series	Course Title
			Workplace Conflict: Strategies for Resolving Conflicts
			Confrontation: What's the Best Approach
			Personal Conflict Styles
			Coping with Accusations in the Workplace
			Managing Conflict
			Manager to Manager Conflict
			Managing Conflict
			Fundamentals of Working with Difficult People
			Working with Difficult People: Identifying Difficult People
			Working with Difficult People: How to Work with Aggressive People
			Working with Difficult People: How to Work with Negative People
			Working with Difficult People: How to Work with Procrastinators
			Working with Difficult People: How to Work with Manipulative People
			Working with Difficult People: How to Work with Self-serving People
			Working with Difficult People: Dealing with Micromanagers
			Coping with Aggressive Behavior in the Workplace
			Blame Backfires – Conquer Negative Thinking
			Reacting to Co-workers Who Try Taking Advantage
			Negotiation Essentials
			Negotiation Essentials: What Is Negotiation?
			Negotiation Essentials: Planning for Negotiation
			Negotiation Essentials: Communicating
			Negotiation Essentials: Persuading
			Negotiation Essentials: Avoiding Pitfalls in Negotiations
			Negotiation Essentials
			Effective Body Language in Negotiations
			Vendor Negotiations: Choosing the Best Approach
			Negotiation: Does Location Matter?

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Solution Area	Curriculum	Series	Course Title
			Emotional Intelligence Essentials
			What is Emotional Intelligence?
			Improving Your Emotional Intelligence Skills: Self-awareness and Self-management
			Using Emotional Intelligence on the Job
			Emotional Intelligence at Work
			How High Is Your EQ?
			Emotional Intelligence at Work
			Fundamentals of Cross Cultural Communication
			Culture and Its Effect on Communication
			Communicating Across Cultures
			Improving Communication in Cross-cultural Relationships
			Communicating with a Cross-cultural Audience
			Dispute Resolution in International Contracts
			Getting Results without Direct Authority
			Getting Results without Direct Authority: Building Relationships and Credibility
			Getting Results without Direct Authority: Persuasive Communication
			Getting Results without Direct Authority: Reciprocity
			Getting Results without Direct Authority: Influencing Your Boss
			Influencing Key Decision Makers
			Influence and Persuasion
			Listening Essentials
			Listening Essentials: The Basics of Listening
			Listening Essentials: Improving Your Listening Skills
			Effective Listening
			Listening with Skill
			Final Exam: Listening Essentials
			Constructive Feedback and Criticism
			Giving Feedback

Eskills360^o - | Business & Professional Dev. Courses

Solution Area	Curriculum	Series	Course Title
			Giving Constructive Criticism
			Receiving Feedback and Criticism
			Criticism in Context
			Giving Appropriate Feedback
			Giving Feedback to Coworkers
			Anger Management Essentials
			Anger Management Essentials: Understanding Anger
			Anger Management Essentials: Managing and Controlling Anger
			Communicating Effectively with the 'C' Level
			Preparing to Communicate Effectively at the 'C' Level
			Techniques for Communicating Effectively with Senior Executives
			Running Effective Business Meetings
			Preparing for Effective Business Meetings
			Managing Effective Business Meetings
			Dealing with Common Meeting Problems
			When Too Many Meetings Are Just Too Much
			Making Meetings Work
			Managing Meetings for Productivity and Effectiveness
			Basic Presentation Skills
			Basic Presentation Skills: Planning a Presentation
			Basic Presentation Skills: Creating a Presentation
			Basic Presentation Skills: Delivering a Presentation
			Presentation Skills
			Communicate with Diplomacy and Tact
			The Impact of Situation and Style When Communicating with Diplomacy and Tact
			Strategies for Communicating with Tact and Diplomacy

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Solution Area	Curriculum	Series	Course Title
			Delivering a Difficult Message with Diplomacy and Tact
			Professional Networking Essentials
			Professional Networking Essentials: Finding Opportunities To Make Connections
			Professional Networking Essentials: Developing Confidence
			Writing Skills for Technical Professionals
			Writing for Technical Professionals: Preparation and Planning
			Writing for Technical Professionals: Effective Writing Techniques
			Foundation Skills Curriculum
			Basic Business Math
			Basic Business Math: Using Whole Numbers and Decimals
			Basic Business Math: Percentages and Ratios
			Basic Business Math: Averages and Equations
			Basic Business Math: Charts and Graphs
			Personal Development Curriculum
			Doing Business Professionally
			Working for Your Inner Boss: Personal Accountability
			Managing from Within: Self-empowerment
			Goals and Setting Goals
			Creating a Positive Attitude
			Pursuing Successful Lifelong Learning
			Doing Business Professionally Simulation
			Optimizing Your Work/Life Balance
			Optimizing Your Work/Life Balance: Analyzing Your Life Balance
			Optimizing Your Work/Life Balance: Maintaining Your Life Balance
			Optimizing Your Work/Life Balance: Taking Control of Your Stress
			Balancing Your Responsibilities Simulation
			Employee Exhaustion: Managing a Well-Balanced Workload
			Managing Workplace Stress

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Solution Area	Curriculum	Series	Course Title
			Creating Work/Life Balance
		Diversity on the Job	
			Diversity on the Job: The Importance of Diversity and the Changing Workplace
			Diversity on the Job: Diversity and You
			Developing Workplace Diversity Awareness Simulation
			Understanding Workplace Diversity
			Instituting a Dress Code
			Workplace Diversity: Assessing Your Organization
			Managing Diversity
		Telecommuting and the Remote Employee	
			Telecommuting Basics: Maximizing Productivity as a Remote Employee
			Telecommuting Basics: Communication Strategies for the Remote Employee
		Generating Creative & Innovative Ideas	
			Generating Creative and Innovative Ideas: Enhancing Your Creativity
			Generating Creative and Innovative Ideas: Maximizing Team Creativity
			Generating Creative and Innovative Ideas: Verifying and Building on Ideas
			Executing Innovation
			Getting Ready to Present
			Creativity: Developing and Communicating Ideas
			Promoting Creative Thinking
		Managing Your Career	
			Managing Your Career: Creating a Plan
			Managing Your Career: Getting on the Right Track
			Managing Your Career: Professional Networking Essentials
			Managing Your Career: You and Your Boss
			Managing Your Career: Leveraging the Performance Appraisal
			Conquering Career Stagnation
			Developing Your Career

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Solution Area	Curriculum	Series	Course Title
			Building and Managing Upward Relationships
			Planning Your Career
			Self Development
			Managing Your Relationship with Your Boss Simulation
		Effective Time Management	
			Time Management: Analyzing Your Use of Time
			Time Management: Planning and Prioritizing Your Time
			Time Management: Avoiding Time Stealers
			Coping with Information Overload
			Prioritizing Personal and Professional Responsibilities
			Planning for Interruptions Helps With Procrastination
			Setting and Managing Priorities
			Coping with Conflicting Priorities
			Setting Goals
			Getting Time Under Control
		Problem Solving and Decision-Making Strategies	
			Problem Solving: The Fundamentals
			Problem Solving: Determining and Building Your Strengths
			Problem Solving: Digging Deeper
			Decision Making: The Fundamentals
			Decision Making: Tools and Techniques
			Decision Making: Making Tough Decisions
			Uncovering the Root Problem
			Playing the Devil's Advocate in Decision Making
			Turning Problems Around with Reverse Brainstorming
			Problem Solving: Process, Tools, and Techniques
		Dealing with Organizational Change	
			Understanding Organizational Change

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Solution Area	Curriculum	Series	Course Title
			Preparing for Organizational Change
			Embracing Organizational Change
			Managing the Stress of Organizational Change
			The Importance of Flexibility in the Workplace
			Developing Organizational Agility
			Critical Thinking Essentials
			Critical Thinking Essentials: What Is Critical Thinking?
			Critical Thinking Essentials: Applying Critical Thinking Skills
			Critical Thinking
			Building and Maintaining Trust
			Building Trust
			Rebuilding Trust
			Rebuilding Trust
			The Fruits of Integrity: Building Trust at Work
			Personal Productivity Improvement
			Personal Productivity Improvement: Managing Your Workspace
			Personal Productivity: Self-organization and Overcoming Procrastination
			Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
			Peer Relationships
			The Value of Peer Relationships
			Developing Strategic Peer Relationships in Your Organization
			Forming Peer Relationships and Alliances at Work
			Peer Political Styles
			Building Better Relationships through Understanding
			Building Peer Relationships
			Business Ethics
			Introduction to Workplace Ethics
			Developing a Code of Ethical Conduct

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Solution Area	Curriculum	Series	Course Title
			Ethical Decision-making in the Workplace
			Do You Share Your Organization's Values?
			Office Politics – What Will You Do?
			Ethical self- Promotion
			Ethics, Integrity and Trust
			The Ethics Enigma
			Living and Working Abroad in the United States
			American Work Culture and Values
			Key Aspects of the American Work Environment
			Communicating Successfully in the American Workplace
			Succeeding in the American Workplace
			Interviewing Strategies for the Interviewee
			Preparing for an Internal Interview
			Making a Positive Impression in an Internal Interview
			Campus to Corporate
			Campus to Corporate: Meeting New Expectations
			Campus to Corporate: Developing a Professional Image
			Public Speaking Strategies
			Public Speaking Strategies: Preparing Effective Speeches
			Public Speaking Strategies: Confident Public Speaking
			Performance under Pressure
			Developing the Right Attitude for Performing under Pressure
			Taking Action for Performing under Pressure
			Performing with Others under Pressure
			Business Etiquette and Professionalism
			Developing Your Reputation of Professionalism with Business Etiquette
			Professionalism, Business Etiquette, and Personal Accountability

Eskills360^o - | Business & Professional Dev. Courses

Solution Area	Curriculum	Series	Course Title
			Communicating with Professionalism and Etiquette
			Using Business Etiquette to Build Professional Relationships
			Business Etiquette in Introductions
			Disciplines of Organizational Learning: Personal Mastery
			Safe Small Talk
			Reframing Negative Situations
			Managing Goals
			Broadening Your Learning Horizons
			Targeting Personal Learning
			Perseverance and Resilience
			Developing Character for Perseverance and Resilience
			Achieving Goals through Perseverance and Resilience
			Bouncing Back with Perseverance and Resilience
			Perseverance: Flexibility in Action
			Persevering through Setbacks
			Decisiveness
			Developing Character for Decisiveness
			Overcoming the Barriers to Decisiveness
			Writing Under Pressure
			Writing under Pressure: Preparing for Success
			Writing under Pressure: The Writing Process
PROJECT EFFECTIVENESS			
			Project Management Curriculum
			Project Management for Non-Project Managers
			Project Management Fundamentals

Eskills360^o - | Business & Professional Dev. Courses

Solution Area	Curriculum	Series	Course Title
			Transitioning into a Project Management Role
			Initiating and Planning a Project
			Managing a Project
			Troubleshooting and Closing the Project
			Project Management for Non-Project Managers
			Managing Projects with No Direct Authority
			Supporting Project Managers
			Ensuring Management Buy-In on a Project
			Managing Conflict in Project Teams
			Handling a Change Request
			Scope Definition Tools and Techniques
			Managing Scope on a Project
			Weighing the Costs of Project Change
			Managing Vendor Relationships
			Anticipating and Solving Problems as a Project Champion
			Addressing Stakeholder Conflicts
			Portfolios, Programs, and Projects: What's the Difference?
			Controlling Project Cost
			Mitigating Risks when Improving Processes
			Ethics and Risks: Why they Matter in Project Success
			Project Management Essentials
			Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)
			Managing Projects within Organizations (PMBOK®; Guide Fifth Edition)
			Project Management Overview (PMBOK®; Guide Fifth Edition)
			Project Management Process Groups (PMBOK®; Guide Fifth Edition)
			Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)
			Integrated Initiation and Planning (PMBOK®; Guide Fifth Edition)
			Direct, Monitor, and Control Project Work (PMBOK®; Guide Fifth Edition)

Solution Area	Curriculum	Series	Course Title
			Controlling Changes and Closing a Project (PMBOK®; Guide Fifth Edition)
			Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)
			Project Requirements and Defining Scope (PMBOK®; Guide Fifth Edition)
			Creating the Work Breakdown Structure (PMBOK®; Guide Fifth Edition)
			Monitoring and Controlling Project Scope (PMBOK®; Guide Fifth Edition)
			Project Time Management (PMBOK® Guide - Fifth Edition-aligned)
			Defining and Sequencing Project Activities (PMBOK®; Guide Fifth Edition)
			Estimating Activity Resources and Durations (PMBOK®; Guide Fifth Edition)
			Developing and Controlling the Project Schedule (PMBOK®; Guide Fifth Edition)
			Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)
			Planning Project Costs (PMBOK® Guide Fifth Edition)
			Controlling Project Costs (PMBOK®; Guide Fifth Edition)
			Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)
			Plan Quality Management (PMBOK®; Guide Fifth Edition)
			Quality Assurance and Quality Control (PMBOK®; Guide Fifth Edition)
			Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)
			Planning Project Human Resources (PMBOK®; Guide Fifth Edition)
			Managing Project Human Resources (PMBOK®; Guide Fifth Edition)
			Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)
			Plan and Manage Project Communications (PMBOK®; Guide Fifth Edition)
			Control Project Communications (PMBOK®; Guide Fifth Edition)
			Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)
			Risk Management Planning (PMBOK®; Guide Fifth Edition)
			Identifying Project Risks (PMBOK®; Guide Fifth Edition)
			Performing Risk Analysis (PMBOK®; Guide Fifth Edition)
			Risk Response and Control (PMBOK®; Guide Fifth Edition)
			Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)
			Planning Project Procurement Management (PMBOK®; Guide Fifth Edition)

Solution Area	Curriculum	Series	Course Title
			Managing Procurements (PMBOK® Guide Fifth Edition)
			Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)
			Project Stakeholder Management (PMBOK® Guide Fifth Edition)
			Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
			Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)
			Managing Projects within Organizations
			Project Management Overview
			Project Management Process Groups
			Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)
			Integrated Initiation and Planning
			Integrated Project Execution, Monitoring, and Control
			Integrated Project Change Control and Close
			Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)
			Project Requirements and Defining Scope
			Create Work Breakdown Structure
			Monitoring and Controlling Project Scope
			Project Time Management (PMBOK® Guide - Fourth Edition-aligned)
			Defining and Sequencing Project Activities
			Estimating Activity Resources and Durations
			Developing and Controlling the Project Schedule
			Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)
			Estimating and Budgeting Project Costs
			Controlling Costs
			Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)
			Project Quality Planning
			Quality Assurance and Quality Control
			Project Human Resource Management (PMBOK® Guide - Fourth Edition-aligned)

Solution Area	Curriculum	Series	Course Title
			Planning Project Human Resources
			Managing Project Human Resources
			Planning and Managing Project Human Resources Simulation
			Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)
			Stakeholders and the Communications Management Plan
			Processes for Managing Project Communications
			Communicating Effectively with Project Stakeholders Simulation
			Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)
			Risk Management Planning
			Identifying Project Risks
			Performing Risk Analysis
			Risk Response, Monitor, and Control
			Program Management (PMI® Second Edition-aligned)
			Introduction to Program Management
			Program Life Cycle and Benefits Management
			Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)
			Planning Project Procurement
			Managing Procurements
			Code of Ethics and Professional Conduct (PMI® Standard-aligned)
			The Role of Ethics in Project Management
			Core PMI® Values and Ethical Standards
			IT Project Management Essentials
			IT Project Management Essentials: Introduction to IT Project Management
			IT Project Management Essentials: Initiating and Planning IT Projects
			IT Project Management Essentials: Executing IT Projects
			IT Project Management Essentials: Monitoring and Controlling IT Projects
			IT Project Management Essentials: Managing Risks in an IT Project
			IT Project Management Essentials: Testing Deliverables and Closing IT Projects

Solution Area	Curriculum	Series	Course Title
			Managing Software Project Outsourcing
			Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
			Managing Software Project Outsourcing: Developing a Vendor Contract
			Managing Software Project Outsourcing: Working with the Outsourced Team
			Managing Software Project Outsourcing: Dealing with Risks
			Agile Practitioner - (PMI-ACP & ScrumMaster aligned)
			Agile Project Management Essentials
			Adopting an Agile Approach to Project Management
			An Overview of Agile Methodologies
			Overview of the Scrum Development Process
			Agile Planning: Project Initiating and Requirements Gathering
			Agile Planning: Doing Estimates and Completing the Release Plan
			Planning and Monitoring Iterations on an Agile Project
			Leading an Agile Team
			Managing Stakeholder Engagement on an Agile Project
			Ensuring Delivery of Value and Quality in Agile Projects
			Core PMI® Values and Ethical Standards
			PRINCE2®: 2009 Foundation
			Overview of Project Management (PRINCE2®: 2009-aligned)
			Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)
			Project Quality, Change and Progress (PRINCE2®: 2009-aligned)
			Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)
			Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)
			Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)
			Mentoring Assets
			Mentoring PRINCE2: Foundation
			Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
			Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.

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Solution Area	Curriculum	Series	Course Title
			Test Preps
			TestPrep PRINCE2: Foundation
			TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
			TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
			Team Building Curriculum
			Optimizing Your Performance On a Team
			Being an Effective Team Member
			Establishing Team Goals and Responsibilities
			Elements of a Cohesive Team
			Effective Team Communication
			Using Feedback to Improve Team Performance
			Power and Politics in Matrixed Teams
			Leading Teams
			Leading Teams: Launching a Successful Team
			Leading Teams: Establishing Goals, Roles, and Guidelines
			Leading Teams: Developing the Team and its Culture
			Leading Teams: Building Trust and Commitment
			Leading Teams: Fostering Effective Communication and Collaboration
			Leading Teams: Motivating and Optimizing Performance
			Leading Teams: Dealing with Conflict
			Leading Teams: Managing Virtual Teams
			Building Trust Incrementally
			Inspiring your Team
			Support Your Leader
			Developing Self-Sufficient Teams
			Choosing the Right Team Culture
			Managing Communications in a Virtual Team
			Building and Leading Teams

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Solution Area	Curriculum	Series	Course Title
			Meeting Team Performance Challenges
	Business Analysis		
		Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned	
			Introduction to Business Analysis and Essential Competencies
			Introduction to Business Analysis Planning
			Planning Business Analysis Communication and Monitoring
			Business Analysis Requirements Elicitation
			Business Analysis Requirements Management and Communication
			Business Analysis: Enterprise Analysis
			Business Analysis: Introduction to Requirements Analysis
			Business Analysis: Verify and Validate Requirements
			Business Analysis: Solution Assessment and Validation
	SALES and CUSTOMER FACING SKILLS		
	Sales Curriculum		
		Sales Foundations	
			Introduction to Sales
			Strategic Sales Planning
			Preparing for Successful Sales
			Developing Strong Customer Relationships
			Working within the Sales Culture of Your Organization
			Developing a Customer-focused Sales Approach
			Don't Only Go For the Big Fish
			The Ethics of Gift Giving
			Using Persuasion Techniques to Boost Sales
			Get It Together: Organizing Your Sales Approach
			Presentations that Get People Talking
			Initiating Discovery Meetings
			The Proof Is in the Proposal

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Solution Area	Curriculum	Series	Course Title
			Building Momentum in Discovery Meetings
			Using Customer Knowledge to Advance Sales
			Appealing to Prospects
			Getting Your Head Around Pipeline Management
			Prospecting Strategically
		Sales Negotiations	
			Negotiation Skills for Sales Professionals: Preparing to Negotiate
			Negotiation Skills for Sales Professionals: Value Exchange
			Negotiation Skills for Sales Professionals: Reaching Agreement
			Talking Value with Your Customers
			Dealing with Questions, Objections, and Resistance
			Dealing with Negotiation Challenges
			Creating a Customer-focused Organization
			Negotiating Contract Terms
			Communicating Your Company's Value
			Turning Obstacles into Opportunities
			Negotiating with Your Customer
		Solution Selling	
			Solution Selling: Mastering the Essentials
			Solution Selling: Meeting an Active Need
			Solution Selling: Creating New Opportunities
			Turning Potential Customers into Allies
			Preparing to Implement Solutions
			Managing Implementation Problems
			Connecting Customers and Solutions
		Strategic Account Sales Skills	
			Selling to Key Players
			Selling the Positive First Impression

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Solution Area	Curriculum	Series	Course Title
			Building relationships
			Crafting Sales Strategies
			Pricing Strategy
			Performance Payout Plans
			Sales and Marketing: Two Sides of the Same Coin?
			Sales Management
			Developing and Leading Your Sales Team
			Planning Direct Mail to Generate Leads for Complex Sales
			Sales Support Roles For Better Customer Interaction
			Essential Selling Skills
			Essential Selling Skills: Mastering Cold Calling
			Essential Selling Skills: Qualifying Sales Prospects
			Essential Selling Skills: Closing the Sale
			Effective Cold Calling
			Prompting Action Through Focused Communication
			Regaining Your Customer's Trust
			Getting Organized to Meet Your Sales Goals
			Making Contact: Access Strategies
			Managing a Sales Pipeline
			Demonstrating Business Acumen
			Customer Service Curriculum
			Frontline Call Center Skills
			Managing Your Time: The Importance of Call Tracking and Ticketing
			Creating an Effective On-hold Message
			Aligning Agent Behaviors with Caller Types

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Solution Area	Curriculum	Series	Course Title
			Determining Proper-Expectation-management Techniques
			Training Methods for CSRs in the Customer Contact Industry
			Inbound Call Center Management
			Converting a Call Center to a Profit Center
			Managing Your Call Center More Efficiently
			Customer Service Training – The Interview and Beyond
			Disaster Recovery – Keeping the Lines Open
			Preventing Agent Absenteeism through Better Working Conditions
			Workforce Management Software - Is It Worth It?
			Prioritizing Rewards and Recognition in Call Centers
			ITIL® 2011 Edition Foundation Syllabus
			ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
			ITIL® 2011 Edition Foundation: Service Strategy Fundamentals
			ITIL® 2011 Edition Foundation: Service Strategy Processes
			ITIL® 2011 Edition Foundation: Service Design Fundamentals
			ITIL® 2011 Edition Foundation: Service Design Processes
			ITIL® 2011 Edition Foundation: Service Transition Processes and Policies
			ITIL® 2011 Edition Foundation: Introduction to Service Operation
			ITIL® 2011 Edition Foundation: Service Operation Processes
			ITIL® 2011 Edition Foundation: Continual Service Improvement
			ITIL® 2011 Edition Overview
			ITIL® 2011 Edition Overview: Creating a Service Culture
			ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
			ITIL® 2011 Edition Overview: Certification and Benefits
			ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)
			ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
			ITIL® 2011 Edition OSA: Introduction to Event Management
			ITIL® 2011 Edition OSA: Introduction to Incident Management

Solution Area	Curriculum	Series	Course Title
			ITIL® 2011 Edition OSA: Incident Management Interactions
			ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
			ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
			ITIL® 2011 Edition OSA: Introduction to Problem Management
			ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges
			ITIL® 2011 Edition OSA: Introduction to Access Management
			ITIL® 2011 Edition OSA: Introduction to the Service Desk
			ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing
			ITIL® 2011 Edition OSA: Introduction to Functions
			ITIL® 2011 Edition OSA: Function Activities
			ITIL® 2011 Edition OSA: Technology and Implementation Considerations
			Customer Service Representative, Professionalism
			The Customer Service Representative (CSR)
			Support Center Services and Work Environment
			Team and Customer Relationships
			Customer Service Representative, Skills
			Customer Interactions
			Communication Skills
			Conflict, Stress, and Time Management
			Customer Service Representative, Process
			Customer Service Processes and Procedures
			Quality in a Support Center
			Support Center Tools, Technologies and Metrics
			Dealing with Irrational Customers and Escalating Complaints
			Customer Service Fundamentals
			Customer Service Fundamentals: Building Rapport in Customer Relationships
			Customer Service in the Field
			Customer Service over the Phone

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Solution Area	Curriculum	Series	Course Title
			Internal Customer Service
			Customer Service Confrontation and Conflict
			Shaping the Direction of Customer Service in Your Organization
			Aligning Performance to Key Indicators
			The Angry Caller: What's Your Plan?
		Customer Focus	
			Identifying and Managing Customer Expectations
			Creating and Sustaining a Customer-focused Organization
			Customer-focused Interaction
			Listening to your Customers
			Developing Your Customer Focus
		Customer Advocacy	
			Customer Advocacy: Communicating to Build Trusting Customer Relationships
			Customer Advocacy: Enhancing the Customer Experience
			Customer Advocacy: Supporting Customer Advocacy
		Industry Foundations	
		Industry Overviews	
			The Telecommunications Industry Overview: Version 3
			The Health Care Industry Overview: Version 3
			The Insurance Industry Overview: Version 3
			The Banking Industry Overview: Version 3
			The Oil and Gas Industry Overview: Version 3
			The Retail Industry Overview: Version 3
			The Manufacturing Industry Overview: Version 3
			The Pharmaceutical Industry Overview: Version 3
			The Information Technology Industry Overview: Version 3
			The Federal Government Industry Overview: Version 3
			The Education Industry Overview: Version 1

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Solution Area	Curriculum	Series	Course Title
			The Utilities Industry Overview: Version 1
			The Chemicals Industry Overview: Version 1
			The Broadcasting & Entertainment Industry Overview: Version 1
			The Capital Markets Industry Overview: Version 1
			The Consumer Electronics Industry Overview: Version 1
			The Aerospace & Defense Industry Overview: Version 1
			The Biotechnology Industry Overview: Version 1
			The Automotive Industry Overview: Version 3
			The Food and Beverage Industry Overview: Version 3
			The Agriculture Industry Overview
	TestPreps		
		Test Preps	
			TestPrep ITIL Foundation
	Mentoring Assets		
		Mentoring Assets	
			Mentoring ITIL Foundation
Element K Business			
	Customer Service		
		Call Center	
			Call Center Operations 1: Call Center Essentials (Includes Simulation)
			Call Center Operations 2: Customer Rapport (Includes Simulation)
			Call Center Operations 3: Call Center Performance (Includes Simulation)
			Call Center Operations 4: Call Center Challenges (Includes Simulation)
		Challenging Customers	
			Dealing with Challenging Customer Interactions: Establishing a Solid Customer Relationship (Includes Simulation)
			Dealing with Challenging Customer Interactions: Overcoming Communication Issues (Includes Simulation)
			Dealing with Challenging Customer Interactions: Resolving Challenging Situations (Includes Simulation)

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Solution Area	Curriculum	Series	Course Title
		Client Relationship Management	
			Client Relationship Management 1: Managing Relationships During Initiation and Planning (Includes Simulation)
			Client Relationship Management 2: Managing Relationships During Execution and Close-Out (Includes Simulation)
			Client Relationship Management 3: Managing Interaction-Based Causes for Project Failure (Includes Simulation)
		Customer Service	
			Customer Service Via Phone and Email (Includes Simulation)
		ITIL® - Information Technology Infrastructure Library	
			ITIL® Service Transition (2011 Edition)
	Human Resources		
		HR Compliance	
			Labor Unions in the Workplace: Creating an Equitable Workplace (Includes Simulation)
			Labor Unions in the Workplace: Working with Labor Unions (Includes Simulation)
		Organizational Development	
			Presenting Successful Training for Non-Training Professionals (Includes Simulation)
		Performance Management	
			Employee Performance Management 1: Identifying Employee Development Needs (Includes Simulation)
			Employee Performance Management 2: Managing Employee Training (Includes Simulation)
	Management & Leadership		
		Business Strategies	
			The Strategic Development of Talent 3: Developing a Learning Organization (Includes Simulation)
		Crisis Management	
			Business Crisis Management 1: Preparing for Business Crises (Includes Simulation)

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Solution Area	Curriculum	Series	Course Title
			Business Crisis Management 2: Communicating During Business Crises (Includes Simulation)
		Knowledge Management	
			Knowledge Management: Basics of Knowledge Management (Includes Simulation)
			Knowledge Management: Implementing Knowledge Management (Includes Simulation)
			Knowledge Management: Knowledge Management and Organizational Learning (Includes Simulation)
		Leading By Example	
			Leading in Tough Times 1: Preparing to Manage Tough Times (Includes Simulation)
			Leading in Tough Times 2: Leading Through Actions (Includes Simulation)
			Leading in Tough Times 3: Leading People Through Change (Includes Simulation)
		Management Development Program	
			Employee Relations: Communicating for Effective Employee Relations (Includes Simulation)
			Employee Relations: Satisfying Employees (Includes Simulation)
			Employee Relations: Understanding Employment Laws (Includes Simulation)
			Managing Organizational Goals (Includes Simulation)
			Recognizing Employee Performance (Second Edition) (Includes Simulation)
		Team Building	
			Team Sponsorship: Sponsoring a Natural Team (Includes Simulation)
			Team Sponsorship: Sponsoring Standing and Ad Hoc Teams (Includes Simulation)
		Women in Leadership	
			Women in Leadership: Gaining Leadership Excellence Through Effective Communication (Includes Simulation)
			Women in Leadership: Leading People in an Organization (Includes Simulation)
			Women in Leadership: Overcoming Common Leadership Challenges (Includes Simulation)
		Working with Consultants	
			Working With Consultants 1: Sourcing Consultants (Includes Simulation)
			Working With Consultants 2: Working on a Consultant Managed Project (Includes Simulation)
			Working With Consultants 3: Concluding a Consulting Assignment (Includes Simulation)
	Operations & Quality		

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Solution Area	Curriculum	Series	Course Title
		Supply Chain	
			Introduction to Supply Chain Management
Personal Effectiveness		Collaboration and Decision Making	
			Collaboration Skills (Includes Simulation)
		Communication Skills	
			Basics of eCommunication (Includes Simulation)
		Cross Cultural Communication	
			Communicating Across Cultures (Includes Simulation)
		Wellness	
			Wellness: Blood Pressure Control
			Wellness: Cholesterol Reduction
			Wellness: Creative Thinking
			Wellness: Fitness Primer
			Wellness: Interpersonal Communication
			Wellness: Introduction and Self-Assessment
			Wellness: Job Satisfaction
			Wellness: Low-Back Care
			Wellness: Managing Change
			Wellness: Nutrition
			Wellness: Personal Growth
			Wellness: Personal Safety
			Wellness: Stop Smoking
		Wellness: Stress Management	
		Wellness: Weight Control	
Sales & Marketing		Basho Selling Method	

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Solution Area	Curriculum	Series	Course Title
			Basho Sales Training: Bargaining With Clients (Includes Simulation)
			Basho Sales Training: Closing a Sales Call (Includes Simulation)
			Basho Sales Training: Conducting a Sales Meeting (Includes Simulation)
			Basho Sales Training: Generating Interest Through Sales Calls (Includes Simulation)
			Basho Sales Training: Prospecting (Includes Simulation)
		Consulting Skills	
			Consulting Skills 1: The Basics
			Consulting Skills 2: Marketing, Building, and Expanding
		Global Marketing	
			Global Marketing Strategy Essentials 1: Overview of Global Marketing Strategy Essentials
			Global Marketing Strategy Essentials 2: Understanding Your Company
			Global Marketing Strategy Essentials 3: Identifying Your Customers
			Global Marketing Strategy Essentials 4: Understanding Your Customers
			Global Marketing Strategy Essentials 5: Developing a Competitive Difference
			Global Marketing Strategy Essentials 6: Selecting the Right Partners
			Global Marketing Strategy Essentials 7: Leveraging Country Differences
			Global Marketing Strategy Essentials 8: Using the Situation Analysis to Inform Marketing Decisions
		Management Development Program	
			Scoping Your Internet Project (Includes Simulation)
		Marketing	
			Branding Your Internet Identity (Includes Simulation)
		Sales Management	
			Managing for Sales Results 1: Building a Sales Team
			Managing for Sales Results 2: Training Your Sales Team
			Managing for Sales Results 3: Creating a Motivating Environment
		Sales Strategy	

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Solution Area	Curriculum	Series	Course Title
			Sales Territory Management 1: Understanding Your Territory
			Sales Territory Management 2: Organizing Your Time
			Sales Territory Management 3: Developing a Territory Plan
	Concepts		
		CompTIA Project+ (2009 Objectives)	
			CompTIA® Project+™ Certification (2009 Objectives): Part 1 of 6
			CompTIA® Project+™ Certification (2009 Objectives): Part 2 of 6
			CompTIA® Project+™ Certification (2009 Objectives): Part 3 of 6
			CompTIA® Project+™ Certification (2009 Objectives): Part 4 of 6
			CompTIA® Project+™ Certification (2009 Objectives): Part 5 of 6
			CompTIA® Project+™ Certification (2009 Objectives): Part 6 of 6
		IT Team Management	
			Program Management Professional (PgMP) SM Credential: Second Edition
		PRINCE2®	
			PRINCE2® Practitioner
		Project Management	
			Introduction to Agile Project Management
			PMI-RMP® Certification (Part 1 of 11): Understanding Project Management Fundamentals
			PMI-RMP® Certification (Part 10 of 11): Monitoring and Controlling Project Risks
			PMI-RMP® Certification (Part 11 of 11): Examining Enterprise-Wide Risk Management
			PMI-RMP® Certification (Part 2 of 11): Identifying Project Management Processes
			PMI-RMP® Certification (Part 3 of 11): Initiating a Project
			PMI-RMP® Certification (Part 4 of 11): An Overview of Project Risk Management
			PMI-RMP® Certification (Part 5 of 11): Planning Risk Management
			PMI-RMP® Certification (Part 6 of 11): Identifying Risks
			PMI-RMP® Certification (Part 7 of 11): Performing Qualitative Risk Analysis
			PMI-RMP® Certification (Part 8 of 11): Performing Quantitative Risk Analysis
			PMI-RMP® Certification (Part 9 of 11): Developing a Risk Response Plan

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Solution Area	Curriculum	Series	Course Title
			PMI-SP® Certification (Part 1 of 11): Understanding Project Management Fundamentals
			PMI-SP® Certification (Part 10 of 11): Monitoring and Controlling Schedules
			PMI-SP® Certification (Part 11 of 11): Managing Risks and Behavior in Scheduling
			PMI-SP® Certification (Part 2 of 11): Identifying Project Management Processes
			PMI-SP® Certification (Part 3 of 11): Describing Project Initiation
			PMI-SP® Certification (Part 4 of 11): Preparing to Build a Schedule
			PMI-SP® Certification (Part 5 of 11): Defining Activities
			PMI-SP® Certification (Part 6 of 11): Sequencing Activities
			PMI-SP® Certification (Part 7 of 11): Estimating Activity Resources
			PMI-SP® Certification (Part 8 of 11): Estimating Activity Duration
			PMI-SP® Certification (Part 9 of 11): Developing a Schedule