

2010

ASPECTimpact Course Bundles



ASPECT
impact

Online Learning
www.aspectimpact.com

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ASPECT Impact Course Bundles

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ASPECTimpact Course Bundles

INTRODUCTION

Online Learning Available 24 /7

Get the Skills Needed Today, Anywhere You Can Access the Internet
Choose from thousands of courses that offer flexible and affordable professional development.

- Increase your competitive advantage with a team that has up-to-date skills.
- Fuel business success with staff that have the know-how to do the job right.
- Reduce the high-cost of off-site staff training.
- Increase loyalty, job satisfaction and retention by investing in your employees' professional development.
- Monitor your employees' course progress.

The following course bundles have been compiled to help you, your employees and clients build the skills needed for today's ever evolving knowledge-based economy.

Please refer to the table of contents to identify course bundles that meet your operational and skills development needs.

BUNDLE PRICING SCALE

# of courses p/ bundle	\$
2	\$ 149.00
3	\$ 199.00
4	\$ 249.00
5	\$ 299.00
6	\$ 339.00
7	\$ 379.00

# of courses p/ bundle	\$
8	\$ 419.00
9	\$ 499.00
10	\$ 529.00
11	\$ 559.00
12	\$ 589.00
13	\$ 619.00

ASPECTimpact courses may also be purchased individually for
\$75 each or in random five (5) course bundles for \$299.

Please visit www.aspectimpact.com
to view complete course catalogues and to try demonstrations.

For more information or to make purchase arrangements please contact Kathryn Dafos at ASPECT
Tel: 250. 382. 9675 ext. 228 | Email: kdafos@aspect.bc.ca

ASPECT Impact Course Bundles

BUSINESS SKILLS CATALOGUE:

BUSINESS STRATEGY AND OPERATION

Strategic Planning:

Moving From an Operational Manager to a Strategic Thinker

1. Thinking Strategically [stgy_01_a01_bs_enus](#) 2.00
2. Sustaining Competitive Advantage [stgy_01_a02_bs_enus](#) 3.00
3. The Imperatives of Innovation and Leadership in Strategy [stgy_01_a03_bs_enus](#) 2.50
4. Planning and Implementing a Business Strategy [stgy_01_a04_bs_enus](#) 2.50
5. Moving from an Operational Manager to a Strategic Thinker Simulation [STGY001A](#) 0.50
6. Leading Outside the Organization [_pc_bi_lsbi005](#)
7. Effective Critical Analysis of Business Reports [_pc_bi_pfb004](#)
8. Returning to Core Competencies [_pc_bi_lsbi014](#)
9. External Consultants Can Help [_pc_ch_mgch004](#)

Price: Nine (9) course bundle - \$499.00

Marketing:

Strategic Marketing in Action

1. Elements of Marketing Strategy [MKT0201](#) 3.00
2. Analyzing the Market [MKT0202](#) 2.50
3. Competitive Factors in Strategic Marketing [MKT0203](#) 2.50
4. Writing a Marketing Plan: Phase 1 [MKT0204](#) 3.00
5. Writing the Marketing Plan: Creative Strategy [MKT0205](#) 2.50
6. Creating a Marketing Campaign [MKT0206](#) 4.00
7. Marketing Management [MKT0207](#) 4.00
8. Financial Analysis for Successful Marketing [MKT0208](#) 4.50
9. Advertising Costs,
10. PR Pays [_pc_bi_spbi008](#)
11. Sales and Marketing: Two Sides of the Same Coin? [_pc_bi_spbi011](#)
12. Trade Show Marketing - Planning Ahead [_pc_bi_spbi013](#)
13. Increasing Competitiveness through Collaboration [_pc_ch_lschi006](#)

Price: Thirteen (13) course bundle - \$619.00

Strategic Brand Management

1. Introduction to Brand Management [MKT0211](#) 3.50
2. Building Brand Equity [MKT0212](#) 3.50
3. Managing the Creative Elements of Brand [MKT0213](#) 3.50
4. Promoting Your Brand to Consumers [MKT0214](#) 3.00
5. Evaluating Brand Effectiveness [MKT0215](#) 6.00
6. Managing and Maintaining Brand Equity [MKT0216](#) 4.50

Price: Six (6) course bundle - \$339.00

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Online Branding Strategy

1. Introduction to Online Branding [MKT0221](#) 3.50
2. The Online Branding Environment [MKT0222](#) 3.00
3. Strategies for Building an Online Brand [MKT0223](#) 7.00
4. Using Blogs to Attract Consumers [_pc_bi_spbi010](#)
5. Using Web Analytics to Increase Sales [_pc_bi_spbi012](#)
6. Using Online Strategies to Accelerate Sales Performance [_pc_ch_spch001](#)

Price: Six (6) course bundle - \$339.00

FINANCE, HUMAN RESOURCES & ADMINISTRATION

Finance & Accounting

Fundamental Finance for non-Finance Professionals

1. The Principles of Financial Management [fin_01_a01_bs_enus](#) 2.50
2. The Basics of Budgeting [fin_01_a02_bs_enus](#) 2.00
3. Management of Cash Flows [fin_01_a03_bs_enus](#) 2.00
4. Financial Statements [fin_01_a04_bs_enus](#) 2.00
5. Increasing Cash Flow in Times of Need [_pc_bi_fabi003](#)
6. What's Your Gross Profit Margin Really Saying? [_pc_bi_fabi006](#)
7. Recognizing the Value of Intangible Assets [_pc_bi_fabi007](#)
8. Recession: How it Affects Business [_pc_bi_fabi008](#)
9. Depreciation Methods [_pc_ch_fach002](#)
10. Using Financial Analysis for Credit Decisions [_pc_ch_lach012](#)

Price: Ten (10) course bundle - \$529.00

Accounting 101

1. Accounting Fundamentals [FIN0121](#) 3.50
2. Accrual Accounting Procedures [FIN0122](#) 2.00
3. Accounting Systems and Closing Activities [FIN0123](#) 2.50
4. Accounting for Cash Control [FIN0124](#) 3.00
5. Accounting for Merchandising Businesses [FIN0125](#) 2.50
6. Final Exam: Accounting 101 [FE0004_eng](#)
7. Accounting for Sales Returns [_pc_bi_fabi005](#)

Price: Seven (7) course bundle - \$379.00

Practical Budgeting Skills for Business

1. Creating and Analyzing an Operating Budget [FIN0161](#) 3.50
2. The Ins and Outs of Capital Budgeting [FIN0162](#) 3.50
3. Effective Budget Management [FIN0163](#) 3.00

Price: Three (3) course bundle - \$199.00

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Administrative Support

Essential Skills for Administrative Support Professionals

1. Administrative Professionals: Representing Your Boss [ad 01 a01 bs enus](#) 1.00
2. Administrative Professionals: Common Administrative Support Tasks [ad 01 a02 bs enus](#) 1.00
3. Administrative Professionals: Maximizing Your Relationship with Your Boss [ad 01 a03 bs enus](#) 1.00
4. Administrative Professionals: Interacting with Others [ad 01 a04 bs enus](#) 1.00
5. Administrative Professionals: Putting Your Best Foot Forward [ad 01 a05 bs enus](#) 1.00

Price: Five (5) course bundle - \$299.00

Human Resources

Managing Diversity in the Workplace

1. The Reasons Why Diversity Matters [hr 02 a01 bs enus](#) 1.50
2. Changing Corporate Culture [hr 02 a02 bs enus](#) 2.50
3. Planning a Diversity Initiative [hr 02 a03 bs enus](#) 2.50
4. Diversity: the Future [hr 02 a04 bs enus](#) 2.00
5. Managing Diversity in the Workplace Simulation [HR002A](#) 0.50
6. Understanding Workplace Diversity [_pc bi hrbi002](#)
7. Instituting a Dress Code [_pc bi hrbi011](#)
8. Managing Diversity [_pc ch lach015](#)

Price: Eight (8) course bundle - \$419.00

Effective Hiring and Interviewing

1. What to Consider When Hiring [hr 03 a01 bs enus](#) 2.00
2. Interviewing Effectively [hr 03 a02 bs enus](#) 2.50
3. Choosing the Best Applicant [hr 03 a03 bs enus](#) 1.50
4. Effective Hiring and Interviewing Simulation [HR003A](#) 0.50
5. Screening Applicants for Emotional Intelligence [_pc bi hrbi012](#)
6. Hiring Strategic Thinkers [_pc ch lach011](#)
7. Guarding against Interviewing Biases [_pc bi hrbi003](#)

Price: Seven (7) course bundle - \$379.00

ASPECT Impact Course Bundles

Recruiting and Retention Strategies

1. Recruiting Talent [hr_05_a01_bs_enus](#) 2.00
2. Retaining Your Talent Pool [hr_05_a02_bs_enus](#) 2.00
3. Creating a High-Retention Organizational Culture Simulation [HR005A](#) 0.50
4. Aligning Recruitment to Job Requirements [_pc_bi_hrbi001](#)
5. Fringe Benefits: Maintaining a Competitive Hiring Advantage [_pc_bi_hrbi004](#)
6. Employer Branding [_pc_bi_hrbi007](#)
7. Devising an Effective Corporate Wellness Program [_pc_bi_hrbi009](#)
8. Surviving the Talent Crunch [_pc_ch_lsch007](#)
9. Understanding Employment Attrition in High Performing Teams [_pc_ch_hrch001](#)
10. Preventing High Turnover Rates: How to Keep the Best [_pc_bi_mgbi008](#)
11. Disciplines of Organizational Learning: Personal Mastery [_pc_bi_pfb011](#)

Price: Eleven (11) course bundle - \$559.00

MANAGEMENT & LEADERSHIP

Management

Effectively Managing Top Performers

1. Managing and Rewarding Top Performers [mgmt_01_a01_bs_enus](#) 2.00
2. Managing Top Performers Is Always Easy...Right? [_pc_bi_hrbi013](#)
3. Recognizing Natural Leaders [_pc_ch_lsch001](#)

Price: Three (3) course bundle - \$199.00

Advanced Management Skills

1. Managing in a Global Business Environment [mgmt_02_a01_bs_enus](#) 3.00
2. Managing Cross-Functions [mgmt_02_a02_bs_enus](#) 3.00
3. Managing for High Performance [mgmt_02_a03_bs_enus](#) 4.00
4. Managing Managers [mgmt_02_a04_bs_enus](#) 3.50
5. Managing Upward Relationships [mgmt_02_a05_bs_enus](#) 3.00
6. Advanced Management Skills Simulation [MGMT002A](#) 0.50
7. Developing Adaptable Managers [_pc_bi_mgbi013](#)
8. Assessing Employees for Cultural Adaptability [_pc_ch_pfch001](#)
9. Considering Key Features of a Policy and Procedure Manual [_pc_ch_hrch003](#)
10. Employee Engagement [_pc_ch_mgch006](#)

Price: Ten (10) course bundle - \$529.00

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Moving into Management

1. Taking on a Management Role [mgmt_03_a01_bs_enus](#) 3.50
2. Becoming a Manager: Responsibilities and Fears [mgmt_03_a02_bs_enus](#) 3.50
3. Becoming a Manager: Leading and Communicating [mgmt_03_a03_bs_enus](#) 4.00
4. A New Manager and the Company's Future [mgmt_03_a04_bs_enus](#) 3.50
5. Moving into a Management Role Simulation [MGMT003A](#) 0.50
6. Leadership and Management Simulation [MGMT003B](#) 0.50
7. Adopting the Appropriate Management Style [_pc_ch_mgch005](#)

Price: Seven (7) course bundle - \$379.00

Crucial Skills for Tomorrow's Managers

1. Tomorrow's Managers' Competencies [mgmt_04_a01_bs_enus](#) 3.00
2. Tomorrow's Managers' Development Tools [mgmt_04_a02_bs_enus](#) 3.50
3. Managing as Coach and Counselor [mgmt_04_a03_bs_enus](#) 3.50
4. Managing as Project Champion [mgmt_04_a04_bs_enus](#) 3.50
5. A Primer for Ensuring Accountability [mgmt_04_a05_bs_enus](#) 4.50
6. Crucial Skills for Tomorrow's Managers Simulation [MGMT004A](#) 0.50

Price: Six (6) course bundle - \$339.00

Problem Performance Management

1. Problem Performance Prevention [mgmt_05_a01_bs_enus](#) 3.00
2. Problem Performance Identification [mgmt_05_a02_bs_enus](#) 2.50
3. Problem Performance Improvement [mgmt_05_a03_bs_enus](#) 3.50
4. Addressing Problem Performance [mgmt_05_a04_bs_enus](#) 2.50
5. Avoiding Problem Performance Simulation [MGMT005A](#) 0.50
6. Dealing with Problem Performance Simulation [MGMT005B](#) 0.50
7. Underperforming Employee - Now What? [_pc_bi_hrbi010](#)
8. Managing Performance [_pc_ch_lach002](#)

Price: Eight (8) course bundle - \$419.00

Using Change Process to Support Employees

1. Starting the Change Process [mgmt_06_a01_bs_enus](#) 3.00
2. Managing the Change Process [mgmt_06_a02_bs_enus](#) 3.00
3. Integrating Change in Your Organization [mgmt_06_a03_bs_enus](#) 3.00
4. Using Change Process to Support Employees Simulation [MGMT006A](#) 0.50
5. Using Change Process to Support Teams Simulation [MGMT006B](#) 0.50
6. Involving Employees in Corporate Change [_pc_bi_lsbi011](#)
7. Developing People [_pc_ch_lach013](#)

Price: Seven (7) course bundle - \$379.00

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Effective Delegation

1. The Basics of Delegation [mgmt_07_a01_bs_enus](#) 1.50
2. Delegation: the Personal Approach [mgmt_07_a02_bs_enus](#) 2.50
3. Managing Delegation [mgmt_07_a03_bs_enus](#) 3.00
4. Delegating Effectively Simulation [MGMT007A](#) 0.50
5. Delegating Appropriate Tasks [_pc_bi_mgbi007](#)
6. Developing Employees through Delegation [_pc_ch_lach017](#)

Price: Six (6) course bundle - \$339.00

Facilitating Successfully

1. The Facilitator Role [mgmt_08_a01_bs_enus](#) 4.00
2. Facilitative Fundamentals: Tools and Techniques [mgmt_08_a02_bs_enus](#) 4.50
3. Facilitating Meetings and Work Groups [mgmt_08_a03_bs_enus](#) 4.50
4. Facilitating Difficult Situations [mgmt_08_a04_bs_enus](#) 5.00
5. Facilitative Tools and Formats: Offering Options [mgmt_08_a05_bs_enus](#) 4.50
6. Facilitative Leadership [mgmt_08_a06_bs_enus](#) 4.50
7. Facilitating Successfully Simulation [MGMT008A](#) 0.50

Price: Seven (7) course bundle - \$379.00

The Essentials of Mentoring

1. Mentoring Effectively [mgmt_10_a01_bs_enus](#) 2.00
2. Mentoring as a Manager [mgmt_10_a02_bs_enus](#) 2.00
3. Implementing a Mentoring Program for the Organization [mgmt_10_a03_bs_enus](#) 2.50
4. Mentoring Strategies for the 21st Century [mgmt_10_a04_bs_enus](#) 2.50
5. Achieving Success: the Help of a Mentor [mgmt_10_a05_bs_enus](#) 3.00
6. Mentoring On-line [mgmt_10_a06_bs_enus](#) 2.50
7. The Essentials of Mentoring Simulation [MGMT010A](#) 0.50

Price: Seven (7) course bundle - \$379.00

Appraising Performance

1. Assessing Performance Continuously [mgmt_11_a01_bs_enus](#) 3.00
2. Performance Reviews [mgmt_11_a02_bs_enus](#) 3.50
3. Appraising Performance Simulation [MGMT011A](#) 0.50
4. Preparing for Your Performance Appraisal [_pc_bi_pfbi017](#)
5. Selecting the Appropriate Performance-appraisal Method [_pc_ch_hrch002](#)

Price: Five (5) course bundle - \$299.00

360-Degree Performance Appraisal

1. About 360-Degree Performance Feedback [MGMT0151](#) 2.50
2. Elements of a 360-degree Performance Review [MGMT0152](#) 2.00
3. Delivering 360-Degree Performance Feedback [MGMT0153](#) 5.00
4. 360-Degree Performance Appraisal Simulation [MGMT0150](#) 0.50

Price: Four (4) course bundle - \$249.00

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Managing Organizational Change

1. Managing Change: Understanding Change [mgmt 13 a01 bs enus](#) 1.00
2. Managing Change: Building Positive Support for Change [mgmt 13 a02 bs enus](#) 1.00 Managing Change: Dealing with Resistance to Change [mgmt 13 a03 bs enus](#) 1.00
3. Managing Change: Sustaining Organizational Change [mgmt 13 a04 bs enus](#) 1.00

Price: Three (3) course bundle - \$199.00

The Fundamentals of Business Crises Management

1. Preparing for Business Crises [MGMT0171](#) 2.00
2. Responding to Business Crises [MGMT0172](#) 3.00
3. Recovering from Business Crises [MGMT0173](#) 2.00
4. Business Crisis Management Simulation [MGMT0170](#) 0.50
5. Is Your Company Prepared for a Crisis? [_pc bi mgbi006](#)
6. Demonstrating Accountability in a Crisis Situation [_pc ch lach007](#)

Price: Six (6) course bundle - \$339.00

Managing Contractors and Temporary Employees

1. Doing Business with Independent Contractors [MGMT0701](#) 4.50
2. Hiring Temporary (Contingent) Employees [MGMT0702](#) 5.00
3. Managing Contingent Employees [MGMT0703](#) 4.50
4. Legal Pitfalls Regarding Independent Contractors [MGMT0704](#) 3.00
5. Working with Temporary Agencies [MGMT0705](#) 5.50
6. Hiring and Managing Contractors Simulation [MGMT0700](#) 0.50
7. Final Exam: Managing Contractors and Temporary Employees [FE0009_eng](#)

Price: Seven (7) course bundle - \$379.00

Leadership

Leadership Essentials I:

1. Leadership Essentials: Motivating Employees [lead 05 a01 bs enus](#) 1.00
2. Leadership Essentials: Communicating Vision [lead 05 a02 bs enus](#) 1.00
3. Leadership Essentials: Building Your Influence as a Leader [lead 05 a03 bs enus](#) 1.00
4. Leadership Essentials: Leading with Emotional Intelligence [lead 05 a04 bs enus](#) 1.00
5. Leadership Essentials: Leading Business Execution [lead 05 a05 bs enus](#) 1.00
6. Leadership Essentials: Leading Innovation [lead 05 a06 bs enus](#) 1.00
7. Leadership Essentials: Leading Change [lead 05 a07 bs enus](#) 1.00
8. Leadership Essentials: Creating Your Own Leadership Development Plan [lead 05 a08 bs enus](#) 1.00

Price: Eight (8) course bundle - \$419.00

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Leadership Essentials II:

1. Motivating Employees and Leading Change Simulation [LEAD005A](#) 0.50
2. Communicating a Shared Vision [_pc_bi_lsbi001](#)
3. Leading Teams through Change [_pc_bi_lsbi003](#)
4. Taking Calculated Risks in Leadership [_pc_bi_lsbi006](#)
5. Wanted-Innovation Leaders [_pc_bi_lsbi013](#)
6. Developing a Business Execution Culture [_pc_ch_lach001](#)
7. Leading Change [_pc_ch_lach004](#)
8. Leader as Motivator [_pc_ch_lach008](#)
9. Leading Innovation [_pc_ch_lach010](#)
10. The Emotionally Intelligent Leader [_pc_ch_lach014](#)
11. Motivating Human Behaviour [_pc_ch_lschi002](#)

Price: Eleven (11) course bundle - \$559.00

PROFESSIONAL EFFECTIVENESS

Communication

Business Writing Basics

1. Business Writing: Know Your Readers and Your Purpose [comm_19_a01_bs_enus](#) 1.00
2. Business Writing: How to Write Clearly and Concisely [comm_19_a02_bs_enus](#) 1.00
3. Business Writing: Editing and Proofreading [comm_19_a03_bs_enus](#) 1.00

Price: Three (3) course bundle - \$199.00

Working with and Managing Difficult People

1. Difficult People in the Workplace Environment [comm_04_a01_bs_enus](#) 3.00
2. How to Work with Aggressive People [comm_04_a02_bs_enus](#) 3.00
3. How to Work with Negative People and Procrastinators [comm_04_a03_bs_enus](#) 3.00
4. How to Work with Arrogant and Duplicitous People [comm_04_a04_bs_enus](#) 2.00
5. Working with and Managing Difficult People Simulation [COMM004A](#) 0.50
6. Effective Communication with Difficult Coworkers Simulation [COMM004B](#) 0.50
7. Blame Backfires--Conquer Negative Thinking [_pc_bi_pfb003](#)
8. Reacting to Co-workers Who Try Taking Advantage [_pc_ch_pfch003](#)

Price: Eight (8) course bundle - \$419.00

Giving Successful Presentations

1. Presenting Successfully [comm_05_a01_bs_enus](#) 3.00
2. Delivering the Message [comm_05_a02_bs_enus](#) 3.00
3. Available Presentation Resources [comm_05_a03_bs_enus](#) 3.50
4. Giving Successful Presentations Simulation [COMM005A](#) 0.50
5. Attracting New Investors - Keeping Presentations Focused [_pc_bi_fabi004](#)

Price: Five (5) course bundle - \$299.00

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The Effective Business Meeting

1. Planning an Effective Business Meeting [comm_06_a01_bs_enus](#) 2.50
2. Leading an Effective Business Meeting [comm_06_a02_bs_enus](#) 2.50
3. Participating Effectively in a Business Meeting [comm_06_a03_bs_enus](#) 2.50
4. The Effective Business Meeting Simulation [COMM006A](#) 0.50
5. When Too Many Meetings Are Just Too Much [_pc_bi_pfb008](#)
6. Making Meetings Work [_pc_bi_pfb018](#)

Price: Six (6) course bundle - \$339.00

Conflict in the Workplace

1. Perspectives on Conflict in the Workplace [comm_07_a01_bs_enus](#) 3.50
2. Handling Conflict [comm_07_a02_bs_enus](#) 3.50
3. Managing Organization Conflict [comm_07_a03_bs_enus](#) 3.50
4. Conflict in the Workplace Simulation [COMM007A](#) 0.50
5. Managing Workplace Conflict Simulation [COMM007B](#) 0.50
6. Confrontation: What's the Best Approach [_pc_bi_mgbi009](#)
7. Coping with Accusations in the Workplace [_pc_ch_lsch003](#)
8. Managing Conflict [_pc_ch_lach009](#)
9. Manager to Manager Conflict [_pc_ch_mgch003](#)

Price: Nine (9) course bundle - \$499.00

Business Ethics

1. Making Decisions Ethically [pd_02_a01_bs_enus](#) 2.50
2. Business Ethics for Managers [pd_02_a02_bs_enus](#) 1.50
3. Understanding Organizational Ethics [pd_02_a03_bs_enus](#) 3.00
4. Social Responsibility in Corporations [pd_02_a04_bs_enus](#) 3.00
5. Business Ethics Simulation [PD002A](#) 0.50
6. Office Politics - What Will You Do? [_pc_ch_pfch004](#)
7. Ethical Self-promotion [_pc_ch_pfch005](#)
8. Ethics, Integrity, and Trust [_pc_ch_lach005](#)
9. Ethics and Risks: Why They Matter in Project Success [_pc_ch_pmch003](#)

Price: Nine (9) course bundle - \$499.00

Project Management

Curriculum Project Management for Non-Project Managers I:

1. Project Management Fundamentals [proj_01_a01_bs_enus](#) 2.50
2. Transitioning into a Project Management Role [proj_01_a02_bs_enus](#) 3.00
3. Initiating and Planning a Project [proj_01_a03_bs_enus](#) 2.00
4. Managing a Project [proj_01_a04_bs_enus](#) 2.50
5. Troubleshooting and Closing the Project [proj_01_a05_bs_enus](#) 2.00
6. Project Management for Non-Project Managers Simulation [PROJ001A](#) 0.50
7. Managing Projects without Direct Authority [_pc_bi_pmbi001](#)
8. Ensuring Management Buy-In on a Project [_pc_bi_pmbi002](#)

Price: Eight (8) course bundle - \$419.00

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Curriculum Project Management for Non-Project Managers II:

1. Managing Conflict in Project Teams [_pc_bi_pmbi003](#)
2. Implementing a Scope Change Control System [_pc_bi_pmbi004](#)
3. Weighing the Costs of Project Change [_pc_bi_pmbi005](#)
4. Managing Vendor Relationships [_pc_bi_pmbi006](#)
5. Anticipating and Solving Problems as a Project Champion [_pc_bi_pmbi007](#)
6. Addressing Stakeholder Conflicts [_pc_bi_pmbi008](#)
7. Portfolios, Programs, and Projects: What's the Difference? [_pc_bi_pmbi009](#)
8. Controlling Project Cost [_pc_bi_pmbi010](#)
9. Mitigating Risks when Improving Processes [_pc_bi_pmbi011](#)
10. Handling a Change Request [_pc_ch_pmch001](#)
11. Scope Definition Tools and Techniques [_pc_ch_pmch002](#)
12. Ethics and Risks: Why They Matter in Project Success [_pc_ch_pmch003](#)

Price: Twelve (12) course bundle - \$589.00

SALES AND CUSTOMER FACING SKILLS

Sales

SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy

1. The Profession of Selling [SALE0401](#) 3.50
2. Professional Selling in the Knowledge Economy [SALE0402](#) 5.00
3. Professional Selling in the Knowledge Economy Simulation [SALE0400](#) 0.50

Price: Three (3) course bundle - \$199.00

SalesUniversity Communication 101

1. Sales Communications Foundations [SALE0431](#) 7.00
2. Sales Communications Essentials [SALE0432](#) 7.00
3. Telesales Communications [SALE0433](#) 6.00 Sales
4. Communication Techniques Simulation [SALE0430](#) 0.50

Price: Four (4) course bundle - \$249.00

Field Sales Skills

1. Field Sales Foundations [SALE0101](#) 3.50
2. Planning Your Field Sales Approach [SALE0102](#) 4.50
3. Applying Your Field Sales Approach [SALE0103](#) 4.00
4. Completing Your Field Sales Approach [SALE0104](#) 3.50
5. Field Sales Skills Simulation [SALE0100](#) 0.50
6. Field Sales Skills Blended Learning Toolkit BLTSA010
7. Don't Only Go for the Big Fish [_pc_bi_spb009](#)

Price: Seven (7) course bundle - \$379.00

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Territorial Account Sales Skills

1. The Territorial Account Sales Approach [SALE0111](#) 3.00
2. Understanding Your Target Customer's Business [SALE0112](#) 3.50
3. Effectively Using Customer-focused Research Meetings [SALE0113](#) 3.50
4. Gaining Access to Key Personnel at Your Target Accounts [SALE0114](#) 3.50
5. Delivering High-impact Territorial Account Sales (TAS) Presentations [SALE0115](#) 5.00
6. Territorial Account Sales Skills Simulation [SALE0110](#) 0.50
7. Listening to your Customers [_pc_bi_spbi002](#)

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Inside Sales Skills

1. Preparing for Outbound Sales Calls [SALE0121](#) 6.00
2. Initiating Outbound Sales Calls [SALE0122](#) 3.50
3. Completing Outbound Sales Calls [SALE0123](#) 5.00
4. Preparing for Inbound Sales Calls [SALE0124](#) 5.00
5. Completing Inbound Sales Calls [SALE0125](#) 5.00
6. Inside Sales Skills Simulation [SALE0120](#) 0.50
7. Inside Sales Skills Blended Learning Toolkit BLTSA012

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Strategic Account Sales Skills

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2. Understanding Your Customer [SALE0132](#) 3.50
3. Conducting Effective Sales Research Meetings [SALE0133](#) 3.50
4. Working with Your Customer's Key Players [SALE0134](#) 3.50
5. Delivering High-Impact Sales Presentations [SALE0135](#) 6.00
6. Strategic Account Sales Skills Simulation [SALE0130](#) 0.50
7. Strategic Account Sales Skills BLTSA013 Selling to Key Players [_pc_bi_spbi001](#)
8. Planning for Effective Selling [_pc_bi_spbi004](#)
9. Crafting Sales Strategies [_pc_ch_spch002](#) Pricing Strategy [_pc_ch_spch003](#)
10. Performance Payout Plans [_pc_ch_spch004](#)

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Sales Team Management

1. Building a Winning Sales Team [SALE0151](#) 5.50
2. Using Business Tools to Manage Sales Teams [SALE0152](#) 3.00
3. Motivating a Winning Sales Team [SALE0153](#) 4.50
4. Communicating in Sales Teams [SALE0154](#) 2.50
5. Sales Team Management Simulation [SALE0150](#) 0.50
6. Storming: Developing and Leading Your Sales Team [_pc_bi_spbi003](#)
7. Planning Direct Mail to Generate Leads for Complex Sales [_pc_bi_spbi006](#)
8. Sales Support Roles for Better Customer Interaction [_pc_bi_spbi007](#)
9. The Ethics of Gift Giving [_pc_bi_spbi014](#)

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Selling at the Executive Level

1. Prepare for Success [SALE0221](#) 3.00
2. Strategic Planning [SALE0222](#) 3.50
3. Progressing through the Complex Sale [SALE0223](#) 4.00
4. Presenting Your Proposition [SALE0224](#) 4.00
5. Negotiating to Mutual Benefit [SALE0225](#) 4.00
6. From Executive-level Sale to Strategic Partnership [SALE0226](#) 4.00
7. Preparing for the Executive-level Sale Simulation [SALE0220](#) 0.50
8. Progressing through the Complex Sale Simulation [SALE022S](#) 0.50
9. Closing Executive-level Sales Simulation [SALE022T](#) 0.50
10. Selling at the Executive Level Blended Learning Toolkit BLTSA022

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Customer Service

Excelling at Customer Service I:

1. Corporate Culture: Building the Service Foundation [cust 05 a01 bs enus](#) 3.00
2. The Fundamentals of Exceptional Customer Service [cust 05 a02 bs enus](#) 3.00
3. The Customer's Voice [cust 05 a03 bs enus](#) 5.00
4. Advancing Service Expertise [cust 05 a04 bs enus](#) 3.50
5. Customers, Confrontation and Conflict [cust 05 a05 bs enus](#) 5.00
6. Overcoming Difficult Service Situations [cust 05 a06 bs enus](#) 4.50

Price: Six (6) course bundle - \$339.00

Excelling at Customer Service II:

1. The EXCEL Acronym: Instilling Service Excellence [cust 05 a07 bs enus](#) 5.00
2. Service Teams and Service Stars [cust 05 a08 bs enus](#) 5.00
3. Excel at Customer Service Simulation [CUST005A](#) 0.50
4. Providing Customer Service Simulation [CUST005B](#) 0.50
5. Aligning Performance to Key Indicators [_pc_bi_ctbi007](#)

Price: Five (5) course bundle - \$299.00

Customer Service Representative, Professionalism

1. The Customer Service Representative (CSR) [cust 06 a01 bs enus](#) 3.50
2. Support Center Services and Work Environment |n [cust 06 a02 bs enus](#) 3.00
3. Team and Customer Relationships [cust 06 a03 bs enus](#) 3.00

Price: Three (3) course bundle - \$199.00

Customer Service Representative, Skills

1. Customer Interactions [cust 07 a01 bs enus](#) 3.50
2. Communication Skills [cust 07 a02 bs enus](#) 3.50
3. Conflict, Stress, and Time Management [cust 07 a03 bs enus](#) 3.50

Price: Three (3) course bundle - \$199.00

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DESKTOP APPLICATIONS

ADOBE CS4

Adobe Adobe PhotoShop CS4

1. Photoshop CS4: Getting Started [at_pcsf_a01_it_enus](#) 2.00
2. Photoshop CS4: Beyond the Basics [at_pcsf_a02_it_enus](#) 3.00

Price: Two (2) course bundle - \$149.00

Adobe Illustrator CS4

- Illustrator CS4: Getting Started [at_icsf_a01_it_enus](#) 2.50
- Illustrator CS4: Beyond the Basics [at_icsf_a02_it_enus](#) 2.50

Price: Two (2) course bundle - \$149.00

Adobe Dreamweaver CS4

1. Setting up a Site and Adding Content in Dreamweaver CS4 [at_dcsf_a01_it_enus](#) 2.50
2. Adding Links and Images in Dreamweaver CS4 [at_dcsf_a02_it_enus](#) 2.00
3. Tables, Accessibility, and Standards in Dreamweaver CS4 [at_dcsf_a03_it_enus](#) 1.50
4. Reusing Content in Dreamweaver CS4 [at_dcsf_a04_it_enus](#) 2.00
5. Creating Interactive Web Pages in Dreamweaver CS4 [at_dcsf_a05_it_enus](#) 2.50
6. Cascading Style Sheets in Dreamweaver CS4 [at_dcsf_a06_it_enus](#) 2.50
7. Dreamweaver CS4 Site Maintenance and Advanced Concepts [at_dcsf_a07_it_enus](#) 2.00

Price: Seven (7) course bundle - \$379.00

Adobe Flash CS4

1. Introduction to Adobe Flash CS4 Professional [at_fcsf_a01_it_enus](#) 2.00
2. Drawing and Working with Images in Flash CS4 [at_fcsf_a02_it_enus](#) 2.50
3. Using Flash CS4 Libraries, Text, and Components [at_fcsf_a03_it_enus](#) 3.00
4. Animation in Flash CS4 [at_fcsf_a04_it_enus](#) 2.50
5. ActionScript and Multimedia in Flash CS4 [at_fcsf_a05_it_enus](#) 2.00
6. Workflow and Adobe Integration in Flash CS4 [at_fcsf_a06_it_enus](#) 2.00
7. Creating Navigation and Publishing Movies in Flash CS4 [at_fcsf_a07_it_enus](#) 1.50

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Microsoft Office 2007: New Features

1. New Features for End Users in Microsoft Office 2007 [239866 ENG](#) 1.50
2. Microsoft Office Excel, PowerPoint, and Outlook 2007 [239874 ENG](#) 1.50
3. Microsoft Access 2007 and Microsoft Publisher 2007 [239976 ENG](#) 1.00
4. Sharing and Collaboration in Microsoft Office Enterprise 2007 [240019 ENG](#) 2.00

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Microsoft Office 2007: Beginning Word

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2. Working with Text and Paragraphs in Word 2007 [mo_bgwd_a02_dt_enus](#) 2.00
3. Structuring, Editing, Saving, and Opening Documents in Word 2007 [mo_bgwd_a03_dt_enus](#) 2.00
4. Printing, Help, and Automated Formatting in Word 2007 [mo_bgwd_a04_dt_enus](#) 2.00
5. Working with Documents in Word 2007 [mo_bgwd_a05_dt_enus](#) 2.00

Price: Five (5) course bundle - \$299.00

Microsoft Office 2007: Advanced Word

1. Advanced Formatting in Word 2007 [mo_adwd_a01_dt_enus](#) 1.50
2. Advanced Document Navigation and Document Reviews in Word 2007 [mo_adwd_a02_dt_enus](#) 2.50
3. Using Tables, Charts, and Graphics in Word 2007 [mo_adwd_a03_dt_enus](#) 2.50

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Microsoft Office 2007: Beginning Excel

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3. Reviewing and Printing in Excel 2007 [mo_bgex_a03_dt_enus](#) 1.50
4. Excel 2007 Formulas and Functions [mo_bgex_a04_dt_enus](#) 2.00
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Price: Five (5) course bundle - \$299.00

Microsoft Office 2007: Advanced Excel

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2. Advanced Data Management in Excel 2007 [mo_adex_a02_dt_enus](#) 1.50
3. Advanced Customization in Excel 2007 [mo_adex_a03_dt_enus](#) 2.00

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Microsoft Office 2007: Beginning PowerPoint

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2. Adding Graphics to Presentations in PowerPoint 2007 [mo_bgpp_a02_dt_enus](#) 1.50
3. Adding Multimedia and Animations to Presentations in PowerPoint 2007 [mo_bgpp_a03_dt_enus](#) 1.00

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Microsoft Office 2007: Advanced PowerPoint

1. Creating Custom Slide Shows in PowerPoint 2007 [mo_adpp_a01_dt_enus](#) 1.00
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Microsoft Office 2007: Beginning Outlook

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2. Formatting and Managing E-mail in Outlook 2007 [mo_bgol_a02_dt_enus](#) 3.00
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4. Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007 [mo_bgol_a04_dt_enus](#) 3.00
5. Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007 [mo_bgol_a05_dt_enus](#) 2.00

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Microsoft Office 2007: Advanced Outlook

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Microsoft Office 2007: Beginning Access

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3. Basic Access 2007 Forms [mo_bgac_a03_dt_enus](#) 2.00
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Microsoft Office 2007: Advanced Access

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Microsoft Office 2007: Advanced Project

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Microsoft Office 2007: Publisher

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Microsoft Office Live Meeting 2007 for End Users

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