

PROFESSIONAL DEVELOPMENT COURSES

Basics of Business Math Series

Basics of Business Math: 1 Fractions
Basics of Business Math: 2 Decimals
Basics of Business Math: 3 Calculator
Basics of Business Math: 4 Equations
Basics of Business Math: 5 Percents
Basics of Business Math: 6 Reports

Customer Service Series

Customer Service: 1 Defining Service
Customer Service: 2 Communicating
Customer Service: 3 Fixing Problems
Customer Service: 4 Building a Department
Customer Service: 5 Tools of the Trade

Dealing with Difficult People Series

Dealing with Difficult People: 1 Managing Against the Odds
Dealing with Difficult People: 2 Consideration
Dealing with Difficult People: 3 Attitude
Dealing with Difficult People: 4 Trust
Dealing with Difficult People: 5 Power
Dealing with Difficult People: 6 Communications
Dealing with Difficult People: 7 Responsibility

Effective Business Communication Series

Effective Business Communication: 2 The Planning Worksheet
Effective Business Communication: 3 Writing Skills
Effective Business Communication: 4 Patterns of Development
Effective Business Communication: 5 Letters
Effective Business Communication: 6 Memos, E-Mail, and Other Communications
Effective Business Communication: 7 Reports
Effective Business Communication: 8 Documentation

Effective Presentations Series

Effective Presentations: 1 Preparing for a Presentation
Effective Presentations: 2 Developing an Effective Message
Effective Presentations: 3 Improving Delivery Skills
Effective Presentations: 4 Using PowerPoint and Other Visuals

Grammar Series

Grammar: 1 Fundamental Sentence Structures
Grammar: 2 Punctuation
Grammar: 3 Complex Sentence Structures
Grammar: 4 Advanced Grammar

Interview Skills Series

Interview Skills: 1 Getting the Interview
Interview Skills: 2 Preparing Yourself
Interview Skills: 3 Making an Entrance
Interview Skills: 4 Listening and Answering
Interview Skills: 5 Taking the Reins
Interview Skills: 6 Asking Questions
Interview Skills: 7 Opening Interviews
Interview Skills: 8 Tough Interviews
Interview Skills: 9 Following Through

Project Management Series

Project Management: 1 Project Management Overview
Project Management: 2 Understanding the Project Manager's Role
Project Management: 3 Defining the Problem
Project Management: 4 Determining the Strategy
Project Management: 5 Developing the Work Breakdown Structure
Project Management: 6 Estimating and Scheduling Resources
Project Management: 7 Understanding Scheduling Computations
Project Management: 8 Tracking Project Activities
Project Management: 9 Closing Out the Project
Project Management: 10 Formalizing Project Management Standards
Project Management: 11 Developing Project Teams
Project Management: 12 Ensuring Your Own Effectiveness

Sexual Harassment in the Workplace Series

Sexual Harassment in the Workplace: 1 Why can't We All Just Get Along? (Video)
Sexual Harassment in the Workplace: 2 Defining Sexual Harassment
Sexual Harassment in the Workplace: 3 Preventing Sexual Harassment
Sexual Harassment in the Workplace: 4 Responding to Sexual Harassment

Stress Management Series

Stress Management: 1 Stress on the job
Stress Management: 2 Resisting Stress
Stress Management: 3 Assertiveness
Stress Management: 4 Coping with Anger

Time Management Fundamentals Series

Time Management Fundamentals: 1 Evaluating and Improving Time Management
Time Management Fundamentals: 2 Organizational Tasks and Creating Uninterrupted Time
Time Management Fundamentals: 3 Managing Meetings
Time Management Fundamentals: 4 Managing Workload
Time Management Fundamentals: 5 Managing Time with Co-Workers