



Professional and Business Skills

IT for Business

IT Security for End Users (NEW)

- [SKE46011](#) IT Security Fundamentals
- [SKE46012](#) Using Corporate Devices Securely
- [SKE46013](#) Secure Corporate Communications & Networking

Finance and Administration

Administrative Support

Essential Skills for Administrative Support Professionals

- [SKE62921](#) Common Administrative Support Tasks
- [SKE62922](#) Interacting with Others
- [SKE62923](#) Maximizing Your Relationship with Your Boss
- [SKE62924](#) Putting Your Best Foot Forward

Finance and Accounting

Accounting Fundamentals

- [SKE64011](#) Accounting Transactions and Books of Account
- [SKE64012](#) Basic Accounting Principles and Framework
- [SKE64013](#) The Accounting Cycle and Accrual Accounting
- [SKE64014](#) The Accounting Equation & Financial Statements
- [SKE64015](#) The Income Statement
- [SKE64016](#) Trial Balance & Adjusting Entries
- [SKE64017](#) The Balance Sheet
- [SKE64018](#) The Cash Flow Statement
- [SKE64019](#) Accounting for Companies' Stock Transactions and Dividends
- [SKE67007](#) Final Exam: Accounting Fundamentals

Auditing Essentials

- [SKE67021](#) Establishing the Role of the Audit Department
- [SKE66732](#) Auditing for Internal Control and Risk Assessment
- [SKE66733](#) Auditing the Revenue Cycle
- [SKE66734](#) Auditing for Cash and Inventories
- [SKE67002](#) Using Audits to Help Prevent Business Fraud
- [SKE67011](#) Introduction to Auditing
- [SKE67012](#) Final Exam: Auditing Essentials

Budgeting Essentials

- [SKE66381](#) Organizational Budgeting and the Master Budget
- [SKE66382](#) Planning and Preparing an Operating Budget
- [SKE66383](#) Preparing Operating Budgets & the Cash Budget
- [SKE66384](#) Using Budgets for Management and Control
- [SKE66385](#) Final Exam: Budgeting Essentials

Capital Budgeting Essentials

- [SKE66391](#) The Capital Budgeting Process
- [SKE66392](#) Net Present Value and Internal Rate of Return
- [SKE66393](#) Discounted Payback Period and Profitability Index
- [SKE66394](#) Capital Allocation
- [SKE66395](#) Final Exam: Capital Budgeting Essentials

Finance and Accounting Essentials for Non-financial Professionals

- [SKE62931](#) Analyzing Financial Statements
- [SKE62932](#) Cash Flow Management Essentials
- [SKE62933](#) Financial Statements
- [SKE62934](#) Principles of Accounting and Finance
- [SKE62935](#) The Essentials of Budgeting
- [SKE62936](#) The Time Value of Money and Investment Decisions for Non-financial Professionals

Global Banking and Financial Services

Bank Branch Operations Management (NEW)

- [SKE68111](#) Mortgage and Auto Loans
- [SKE68112](#) Payment and Settlement Systems
- [SKE68113](#) Teller Roles and Credit Card Operations
- [SKE68114](#) Dealing with Operational and Credit Risks
- [SKE68115](#) Internal Controls and Banking Technology
- [SKE68116](#) Branch Security and Fraud

Bank Risks and Capital Adequacy Planning (NEW)

- [SKE68121](#) Basel Regulations and Capital Adequacy Requirements
- [SKE68122](#) Capital Adequacy Planning Approaches

Basel III and Liquidity Risk Management (NEW)

- [SKE68131](#) Management and Supervision of Liquidity Risk
- [SKE68132](#) Liquidity Risk Measurement, Monitoring, and Application of Standards

Basel Regulations and Bank Risk Management (NEW)

- [SKE68141](#) Basel II and Basel III: An Overview
- [SKE68142](#) IRB Framework and Risk-rating System
- [SKE68143](#) IRB Approach for Corporate and Retail Exposures
- [SKE68144](#) Quantification of IRB Systems
- [SKE68145](#) Data Maintenance and Oversight for IRB Systems
- [SKE68146](#) Basel Regulations and Operational Risk Mgmt
- [SKE68147](#) Operational Risk and Advanced Measurement Approach
- [SKE68148](#) Operational Risk Identification, Assessment, and Quantification
- [SKE68149](#) Operational Risk Management Framework, Process, and Applications

Commodity & Energy Markets, Futures & Forwards (NEW)

- [SKE68151](#) Commodity and Energy Markets and Derivatives
- [SKE68152](#) Futures Fundamentals: Commodity, Equity, and Currency Futures
- [SKE68153](#) Interest Rate Futures and Forward Rate Agreements

Counterparty Credit Risk and Credit Rating (NEW)

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- [SKE68162](#) Measuring Credit Risk of Derivative Contracts



- [SKE68163](#) Mitigating Credit Risk
- [SKE68164](#) Credit Rating Systems and Capital Reserves

Credit Derivative Instruments (NEW)

- [SKE68171](#) Credit Derivatives and Credit Risk
- [SKE68172](#) Classical Credit Derivatives and Total Return Swaps
- [SKE68173](#) Securitization and Asset-backed Securities
- [SKE68174](#) Credit-linked and Repackaged Notes
- [SKE68175](#) Credit Default Swaps and Credit Spread Options
- [SKE68176](#) Credit Derivatives Applications
- [SKE68177](#) Credit Derivatives: Pricing and Operational Issues
- [SKE68178](#) Credit Derivatives: Regulatory, Legal, and Taxation Issues

Credit Risk Analysis (NEW)

- [SKE68181](#) Credit Analysis and Loan Pricing and Regulations
- [SKE68182](#) Financial Analysis for Credit Risk Determination
- [SKE68183](#) Nonfinancial Credit and Asset Analysis
- [SKE68184](#) Problem Loans and Risk Analysis for Common Loans
- [SKE68185](#) Risk Analysis for Specialized Loans

Global Banking Supervision and Anti-Money Laundering Regulations (NEW)

- [SKE68191](#) Banking Supervision and Corporate Governance
- [SKE68192](#) Internal Control and Audits in Banks
- [SKE68193](#) Special Banking Risks and their Management
- [SKE68194](#) Anti-money Laundering and Global Initiatives
- [SKE68195](#) Anti-money Laundering and Regulatory Framework

Insurance Concepts, Types, and Annuities (NEW)

- [SKE68201](#) Insurance Basics, Underwriting, and Actuarial Practices
- [SKE68202](#) Life, Health, and General Insurance
- [SKE68203](#) Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities

Mutual Fund Concepts, Portfolio Management, and Regulations (NEW)

- [SKE68211](#) Basic Concepts, Structure, and Types
- [SKE68212](#) Portfolio Management and Accounting
- [SKE68213](#) Performance Evaluation and Regulations

Human Resources

The role of HR as a Business Partner

- [SKE64111](#) From Cost Center to Strategic Partner
- [SKE64112](#) Linking HR Functions with Organizational Goals
- [SKE64113](#) Managing Talent for Organizational Success
- [SKE64114](#) Using Metrics and Designing Strategic Initiatives
- [SKE64115](#) Final Exam: The role of HR as a Business Partner

Essentials of Interviewing and Hiring

- [SKE62981](#) Behavioral Interview Techniques
- [SKE62982](#) Conducting an Effective Interview
- [SKE62983](#) Preparing to Interview
- [SKE62984](#) Screening Applicants for Interviewing
- [SKE62985](#) Selecting the Right Candidate
- [SKE65011](#) Conducting Interviews: Asking the Right Questions
- [SKE65012](#) Hiring a New Employee

- [SKE65014](#) Screening Applicants for Emotional Intelligence
- [SKE65016](#) Creating a Compelling Job Description
- [SKE66111](#) Hiring Strategic Thinkers
- [SKE66961](#) Guarding against Interviewing Biases
- [SKE62986](#) Final Exam: Essentials of Interviewing and Hiring

Organizational Behavior

- [SKE64123](#) Understanding Organizational Power and Politics
- [SKE64124](#) Organizational Structure and Employee Behavior
- [SKE66401](#) Fundamentals of Org Behavior for the Individual
- [SKE66402](#) Fundamentals of Organizations - Groups
- [SKE66405](#) Dynamics of a Positive Organizational Culture
- [SKE66406](#) Final Exam: Organizational Behavior

Recruiting and Retention Strategies

- [SKE62951](#) Recruiting Talent
- [SKE62952](#) Retaining Your Talent Pool
- [SKE62953](#) Creating a High-Retention Organizational Culture
- [SKE62955](#) Final Exam: Recruiting and Retention Strategies
- [SKE66077](#) Surviving the Talent Crunch
- [SKE66971](#) Aligning Recruitment to Job Requirements
- [SKE66972](#) Fringe Benefits: Competitive Hiring Advantage
- [SKE66973](#) Employer Branding
- [SKE66974](#) Devising an Effective Corp Wellness Program
- [SKE66981](#) Addressing Attrition in High Performance Teams

Strategies for Successful Employee On-boarding

- [SKE66761](#) An Introduction
- [SKE66762](#) Getting Started
- [SKE66763](#) Assessing Program Success

Talent Management Essentials

- [SKE63011](#) Acquiring Talent
- [SKE63012](#) Basics
- [SKE63013](#) Developing and Engaging Talent
- [SKE63014](#) Planning
- [SKE64031](#) Retaining Talent
- [SKE66121](#) Attracting and Retaining Talent

Developing a Culture of Learning

- [SKE66741](#) Fundamentals of Organizational Learning
- [SKE66742](#) Establishing the Conditions for a Learning Culture
- [SKE66743](#) Developing Learning Practices
- [SKE66744](#) Evaluating and Sustaining Organizational Learning

Effective Succession Planning

- [SKE66074](#) Succession Planning and Management Programs
- [SKE66753](#) Implementing and Assessing a Succession Planning Program
- [SKE67031](#) Initiating Succession Planning
- [SKE67032](#) Effective Succession Planning: Determining a Talent Pool for Key Positions
- [SKE67042](#) Succession Planning

HRCI: PHR/SPHR-aligned

Business Mgmt and Strategy

- [SKE66871](#) The HR Function and Business Environment
- [SKE66872](#) HR and the Strategic Planning Process
- [SKE66873](#) HR Functions and Roles
- [SKE66894](#) Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)



Compensation and Benefits

- [SKE66874](#) Regulations, Strategies, and Needs Assessment
- [SKE66875](#) Managing Policies, Programs, and Activities
- [SKE66876](#) Organizational Responsibilities
- [SKE66897](#) Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)

Employee and Labor Relations

- [SKE66877](#) Employment Regulations and Organiz'l Programs
- [SKE66878](#) Behavioral and Disciplinary Issues and Resolution
- [SKE66879](#) Unions and Collective Bargaining
- [SKE66900](#) Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)

Human Resource Development

- [SKE64141](#) Regulations and Organization
- [SKE64142](#) Employee Training
- [SKE64143](#) Performance Appraisal
- [SKE64144](#) Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)

Human Resources Core Knowledge

- [SKE66880](#) Skills, Concepts, and Tools
- [SKE66881](#) Functions and Activities
- [SKE66896](#) Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)

Risk Management

- [SKE66882](#) Organizational Risk and Safety and Health Legislation
- [SKE66883](#) Workplace Safety, Security, and Privacy
- [SKE66893](#) Final Exam: Risk Management (HRCI: SPHR-aligned)

Workforce Planning and Employment

- [SKE66886](#) Employment Legislation
- [SKE66887](#) Recruitment Strategies
- [SKE66888](#) Sourcing and Selecting Candidates
- [SKE66889](#) Onboarding and Exit Strategies
- [SKE66890](#) Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)

Strategic Human Resource Mgmt

- [SKE66884](#) Strategic HR for SPHR Exam Candidates Part I
- [SKE66885](#) Strategic HR for SPHR Exam Candidates Part II
- [SKE66895](#) Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)

SHRM- SCP

SHRM- SCP: HRM for Senior HR Professionals (NEW)

- [SKE68221](#) Advanced HR Management: Competencies for Senior HR Professionals Part I
- [SKE68222](#) Advanced HR Management: Competencies for Senior HR Professionals Part II
- [SKE68223](#) Advanced Human Resources Management: People and Organization
- [SKE68224](#) Advanced Human Resources Management: Workplace and HR Strategy

SHRM-CP/SCP: Workplace Management and HR (NEW)

- [SKE68231](#) Corporate Social Responsibility
- [SKE68232](#) Employment Laws and Regulations
- [SKE68341](#) Global HR, Diversity, and Inclusion
- [SKE68342](#) Workplace Management: Risk Management

SHRM-CP/SCP: HR Competencies (NEW)

- [SKE68241](#) Leadership and Ethical Practice
- [SKE68242](#) Business Acumen and Relationship Management
- [SKE68243](#) Consultation and Critical Evaluation
- [SKE68244](#) Global and Cultural Effectiveness and Communication

SHRM-CP/SCP: HR Strategy Management (NEW)

- [SKE68251](#) Strategic Planning
- [SKE68252](#) Business and HR Strategy

SHRM-CP/SCP: Management of People (NEW)

- [SKE68261](#) Talent Acquisition and Retention
- [SKE68262](#) Employee Engagement
- [SKE68263](#) Learning and Development
- [SKE68264](#) Total Rewards

SHRM-CP/SCP: Organization and the HR Function (NEW)

- [SKE68271](#) Structure of the HR Function
- [SKE68272](#) Organizational Effectiveness and Development
- [SKE68273](#) Workforce Management and Using Technology and Data
- [SKE68274](#) Employee Relations

Leadership and Management

Leadership

Leadership Essentials

- [SKE62961](#) Building Your Influence as a Leader
- [SKE62962](#) Communicating Vision
- [SKE62963](#) Creating Your Own Leadership Development Plan
- [SKE62964](#) Leading Business Execution
- [SKE62965](#) Leading Change
- [SKE62966](#) Leading Innovation
- [SKE62967](#) Leading with Emotional Intelligence
- [SKE62968](#) Motivating Employees

Leading Organizational Change (NEW)

- [SKE68351](#) Instituting a Quality Improvement Program
- [SKE68361](#) The Keys to Sustainable Change
- [SKE68362](#) Planning for Change
- [SKE68363](#) Implementing and Sustaining Change

Making Cross-Functional Teams Work

- [SKE62291](#) Cross-functional Team Fundamentals
- [SKE62292](#) Key Strategies for Managing ...
- [SKE62293](#) Managing Internal Dynamics ...
- [SKE67081](#) Using Conflicts to an Organization's Advantage
- [SKE67091](#) Mediating Project Team Conflict
- [SKE67092](#) Facilitating Work-related Conflict Discussions



Setting and Managing Organizational Priorities

- [SKE66411](#) Mission and Goals
- [SKE66412](#) Deciphering Priorities
- [SKE66413](#) Motivation
- [SKE66414](#) Communication

The Voice of Leadership

- [SKE66421](#) Inspirational Leadership
- [SKE66422](#) Self-assessment and Motivation
- [SKE66423](#) Effective Leadership Communication Strategies
- [SKE66424](#) The Power of Leadership Messaging

Thinking Like a CFO

- [SKE66771](#) Mind-set and Financial Priorities
- [SKE66772](#) Making Financial Decisions
- [SKE66773](#) Preparing and Presenting a Business Case
- [SKE66774](#) Managing Risk

Business Execution

- [SKE60985](#) Pave Your Own Path
- [SKE66441](#) Understanding the Fundamentals
- [SKE66442](#) Crafting a Business Strategy that Executes
- [SKE66443](#) Linking Strategy to People and Operations
- [SKE66444](#) Monitoring and Evaluating Initiatives
- [SKE67121](#) Performance Dashboard or Scorecard?
- [SKE67131](#) Fostering a Business Execution Culture

The Fundamentals of Business Crises Management

- [SKE65041](#) Perseverance and Flexibility in Times of Crisis
- [SKE66107](#) Demonstrating Accountability in a Crisis Situation
- [SKE67201](#) Is Your Company Prepared for a Crisis?

Managing during Difficult Times

- [SKE66481](#) Communicating during Difficult Times
- [SKE66482](#) Managing Resources during Difficult Times
- [SKE66483](#) Managing Attitudes during Difficult Times

Managing Organizational Change

- [SK19579](#) Understanding Change
- [SKE62991](#) Building Positive Support for Change
- [SKE62992](#) Dealing with Resistance to Change
- [SKE62993](#) Sustaining Organizational Change
- [SKE66032](#) Communicating Organizational Change
- [SKE66113](#) Developing People
- [SKE67171](#) Beyond Change: Working with Agility
- [SKE67181](#) Communicating Properly during Layoffs

Management

First Time Manager Essentials

- [SKE65021](#) Understanding a Manager's Role
- [SKE65022](#) Challenges
- [SKE65023](#) Meeting Expectations
- [SKE66129](#) Making the Move Into Management
- [SKE67151](#) Adopting the Appropriate Management Style

Management Essentials

- [SKE63001](#) Caring about Your Direct Reports
- [SKE63002](#) Confronting Difficult Employee Behavior
- [SKE63003](#) Delegating
- [SKE63004](#) Developing Your Direct Reports

- [SKE63005](#) Directing Others
- [SKE63006](#) Treating Your Direct Reports Fairly
- [SKE64021](#) Managing a Diverse Team
- [SKE66033](#) Managing Fairly
- [SKE66134](#) Acting Decisively
- [SKE66138](#) Employee Dismissal

Advanced Management Skills

- [SKE66133](#) Delivering Bad News Effectively
- [SKE66431](#) Developing a High-performance Organization
- [SKE66432](#) Cross-functional Strategic Management
- [SKE66433](#) Managing for Rapid Change and Uncertainty
- [SKE66434](#) Managing High Performers
- [SKE66435](#) Managing New Managers
- [SKE66436](#) Managing Experienced Managers

Business Coaching Essentials

- [SKE62971](#) Getting Ready to Coach
- [SKE62972](#) Conducting Coaching Sessions
- [SKE62973](#) Building the Coaching Relationship
- [SKE62974](#) Using Different Coaching Styles

Essential Mentoring Techniques

- [SKE66471](#) Mentoring Fundamentals
- [SKE66472](#) Designing and Initiating Mentoring Programs
- [SKE66473](#) Building and Maintaining Mentoring Relationships
- [SKE66474](#) Evaluating and Ending the Mentoring Program

Delegation Essentials

- [SKE66451](#) An Introduction to Delegating
- [SKE66452](#) The Delegation Process
- [SKE66453](#) Overcoming Delegation Problems
- [SKE62336](#) Delegating Appropriate Tasks
- [SKE66117](#) Developing Employees through Delegation

Facilitating

- [SKE66781](#) Using Facilitation Skills as a Manager
- [SKE66782](#) Facilitating Collaborative Processes
- [SKE66783](#) Challenges of Facilitating
- [SKE67191](#) Involving Employees in Corporate Change

Performance Appraisal Essentials

- [SKE62315](#) Selecting the Performance-appraisal Method
- [SKE65031](#) Planning for Appraisals
- [SKE65032](#) Conducting Traditional Appraisals
- [SKE65033](#) 360-degree Appraisals

Performance Management

- [SKE66801](#) Planning for Performance
- [SKE66802](#) Monitoring and Improving Performance
- [SKE66803](#) Reviewing and Rewarding Performance
- [SKE66791](#) Engaging Top Performers
- [SKE66792](#) Retaining Top Performers
- [SKE66793](#) Managing Top Performers

Managing Experts

- [SKE64131](#) Meeting the Needs of Your Experts
- [SKE64132](#) Overcoming Challenges When Managing Experts
- [SKE65015](#) Managing Top Performers Is Always Easy...Right?
- [SKE67161](#) Recognizing Natural Leaders



Managing Problem Performance

- [SKE66102](#) Managing Performance
- [SKE66491](#) Recognizing and Diagnosing Problem Performance
- [SKE66492](#) First Steps for Turning around a Performance Problem
- [SKE66493](#) Using Progressive Discipline to Correct Problem Performance
- [SKE66494](#) Preventing Problem Performance
- [SKE67182](#) Underperforming employee - now what?

Difficult Conversations

- [SKE67141](#) Preparing for a Difficult Conversation
- [SKE67142](#) Having a Difficult Conversation
- [SKE67143](#) Handling Difficult Conversations Effectively

Dismissing an Employee

- [SKE66461](#) Preparing to Dismiss an Employee
- [SKE66462](#) Managing the Dismissal of an Employee

Workforce Generations

- [SKE64092](#) The Biotechnology Industry Overview: Version 1
- [SKE66031](#) Understanding the Motives of Millennials
- [SKE66034](#) Managing an Aging Workforce
- [SKE67192](#) Developing the Next Generation

Team Building

Leading Teams

- [SKE63341](#) Building Trust and Commitment
- [SKE63342](#) Dealing with Conflict
- [SKE63343](#) Developing the Team and its Culture
- [SKE63344](#) Establishing Goals, Roles, and Guidelines
- [SKE63345](#) Fostering Effective Comm'n and Collaboration
- [SKE63346](#) Launching a Successful Team
- [SKE63347](#) Managing Virtual Teams
- [SKE63348](#) Motivating and Optimizing Performance

Optimizing Your Performance on a Team

- [SKE63351](#) Being an Effective Team Member
- [SKE63352](#) Effective Team Communication
- [SKE63353](#) Elements of a Cohesive Team
- [SKE63354](#) Establishing Team Goals and Responsibilities
- [SKE63355](#) Using Feedback to Improve Team Performance
- [SKE67432](#) Power and Politics in Matrixed Teams
- [SKE67862](#) Power and Politics in Matrixed Teams

Professional Effectiveness

Communication

Interpersonal Communication

- [SKE63101](#) Being Approachable
- [SKE63102](#) Communicating Assertively
- [SKE63103](#) Communicating with Confidence
- [SKE63104](#) Listening Essentials
- [SKE63105](#) Targeting Your Message
- [SKE67175](#) Making Yourself Approachable
- [SKE67214](#) Asserting Yourself in the Workplace
- [SKE67254](#) Final Exam: Interpersonal Communication

Communicating with Impact (NEW)

- [SKE68371](#) Interpersonal Communication that Builds Trust
- [SKE68372](#) Communication Methods that Make Sense ? and Make Your Point
- [SKE68373](#) Being a Receptive Communication Partner
- [SKE68374](#) Communication Challenges: Navigating Choppy Waters

Listening Essentials

- [SKE63111](#) Improving Your Listening Skills
- [SKE63112](#) The Basics of Listening
- [SKE66130](#) Effective Listening
- [SKE67215](#) Listening with Skill
- [SKE67230](#) Final Exam: Listening Essentials

Workplace Conflict

- [SKE63141](#) Strategies for Resolving Conflicts
- [SKE63142](#) Recognizing and Responding to Conflict
- [SKE66109](#) Managing Conflict
- [SKE66302](#) Personal Conflict Styles
- [SKE67216](#) Managing Conflict
- [SKE67261](#) Confrontation: What's the Best Approach
- [SKE67271](#) Coping with Accusations in the Workplace
- [SKE67281](#) Manager to Manager Conflict

Fundamentals of Cross Cultural Communication

- [SKE63071](#) Communicating Across Cultures
- [SKE63072](#) Culture and Its Effect on Communication
- [SKE63073](#) Improving Communication in Cross-cultural Relationships
- [SKE66043](#) Communicating with a Cross-cultural Audience
- [SKE66075](#) Dispute Resolution in International Contracts

Fundamentals of Working with Difficult People

- [SKE63081](#) Dealing with Micromanagers
- [SKE63087](#) Identifying Difficult People
- [SKE63082](#) How to Work with Aggressive People
- [SKE63083](#) How to Work with Manipulative People
- [SKE63084](#) How to Work with Negative People
- [SKE63085](#) How to Work with Procrastinators
- [SKE63086](#) How to Work with Self-serving People
- [SKE67174](#) Coping with Aggressive Behavior in the Workplace
- [SKE67223](#) Blame Backfires - Conquer Negative Thinking
- [SKE67241](#) Reacting to Co-workers Who Try Taking Advantage

Anger Management Essentials

- [SKE64051](#) Understanding Anger
- [SKE65051](#) Managing and Controlling Anger

Communicate with Diplomacy and Tact

- [SKE63451](#) The Impact of Situation and Style
- [SKE63452](#) Strategies for Communicating
- [SKE63453](#) Delivering a Difficult Message

Constructive Feedback and Criticism

- [SKE63041](#) Giving Constructive Criticism
- [SKE63042](#) Giving Feedback
- [SKE63043](#) Receiving Feedback and Criticism
- [SKE66106](#) Giving Appropriate Feedback
- [SKE67212](#) Giving Feedback to Coworkers
- [SKE67221](#) Criticism in Context



Negotiation Essentials

- [SKE63121](#) Avoiding Pitfalls in Negotiations
- [SKE63122](#) Communicating
- [SKE63123](#) Persuading
- [SKE63124](#) Planning for Negotiation
- [SKE63125](#) What Is Negotiation?
- [SKE66132](#) Vendor Negotiations: Choosing the Best Approach
- [SKE67224](#) Effective Body Language in Negotiations
- [SKE67242](#) Negotiation: Does Location Matter?
- [SKE67252](#) Negotiation Essentials

Issue-focused Negotiation (NEW)

- [SKE68381](#) Issue-focused Negotiation: Are You Ready?
- [SKE68382](#) You and Your Negotiating Counterpart
- [SKE68383](#) Reaching a Negotiated Agreement

Getting Results without Direct Authority

- [SKE63091](#) Building Relationships and Credibility
- [SKE63092](#) Persuasive Communication
- [SKE63093](#) Influencing Your Boss
- [SKE63094](#) Reciprocity
- [SKE66025](#) Influencing Key Decision Makers
- [SKE66116](#) Influence and Persuasion

Communicating Effectively with the 'C' Level

- [SKE63441](#) Preparing to Communicate Effectively
- [SKE63442](#) Techniques for Communicating Effectively

Business Grammar Essentials

- [SKE63021](#) Parts of Speech
- [SKE63022](#) Punctuation
- [SKE63023](#) The Mechanics of Writing
- [SKE63024](#) Working with Words
- [SKE63025](#) Business Grammar: Sentence Construction
- [SKE63026](#) Business Grammar: Common Usage Errors
- [SKE63027](#) Final Exam: Business Grammar Basics

Business Writing Basics

- [SKE63231](#) How to Write Clearly and Concisely
- [SKE63232](#) Know Your Readers and Your Purpose
- [SKE63031](#) Business Writing: Editing and Proofreading
- [SKE67232](#) Final Exam: Business Writing Basics

How to Write an Effective Internal Business Case

- [SKE61785](#) Preparing a Business Case
- [SKE61786](#) Writing a Business Case
- [SKE61787](#) Presenting Your Case

Writing under Pressure

- [SKE66831](#) Preparing for Success
- [SKE66832](#) The Writing Process

Basic Presentation Skills

- [SKE63431](#) Planning a Presentation
- [SKE63432](#) Creating a Presentation
- [SKE63433](#) Delivering a Presentation

Running Effective Business Meetings

- [SKE66041](#) Making Meetings Work

- [SKE66131](#) Managing Meetings for Productivity and Effectiveness
- [SKE66501](#) Preparing for Effective Business Meetings
- [SKE66502](#) Managing Effective Business Meetings
- [SKE66503](#) Dealing with Common Meeting Problems

E-mail Essentials for Business

- [SKE63051](#) Managing Your E-mail
- [SKE63241](#) Addressing and Redistributing E-mail
- [SKE63242](#) Using E-mail and Instant Messaging Effectively

Professional Networking Essentials

- [SKE63461](#) Finding Opportunities To Make Connections
- [SKE63462](#) Developing Confidence

Public Speaking Strategies

- [SKE66561](#) Preparing Effective Speeches
- [SKE66562](#) Confident Public Speaking

Emotional Intelligence Essentials

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- [SKE63062](#) Using Emotional Intelligence on the Job
- [SKE63063](#) What is Emotional Intelligence?
- [SKE67213](#) Emotional Intelligence at Work
- [SKE67222](#) How High Is Your EQ?
- [SKE67231](#) Emotional Intelligence at Work

Personal Development

Basic Business Math

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Building and Maintaining Trust

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- [SKE61932](#) Rebuilding Trust
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Business Ethics

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Business Etiquette and Professionalism

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- [SKE67178](#) Broadening Your Learning Horizons
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Critical Thinking Essentials

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- [SKE61922](#) Applying Critical Thinking Skills
- [SKE66125](#) Critical Thinking

Dealing with Organizational Change

- [SKE63151](#) Embracing Organizational Change
- [SKE63152](#) Preparing for Organizational Change
- [SKE63153](#) Understanding Organizational Change
- [SKE67228](#) The Importance of Flexibility in the Workplace
- [SKE67262](#) Managing the Stress of Organizational Change
- [SKE67311](#) Developing Organizational Agility

Decisiveness

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Diversity on the Job

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- [SKE63162](#) The Importance of Diversity
- [SKE65013](#) Instituting a Dress Code
- [SKE66022](#) Assessing Your Organization
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Doing Business Professionally

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- [SKE62635](#) Pursuing Successful Lifelong Learning
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Effective Time Management

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- [SKE66118](#) Setting and Managing Priorities
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- [SKE67314](#) Getting Time Under Control

Time Management (NEW)

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- [SKE68282](#) Quit Making Excuses and Make Time Instead
- [SKE68283](#) Ready, Set FOCUS

Generating Creative & Innovative Ideas

- [SKE63181](#) Enhancing Your Creativity
- [SKE63182](#) Maximizing Team Creativity
- [SKE63183](#) Verifying and Building on Ideas
- [SKE66026](#) Executing Innovation
- [SKE66135](#) Promoting Creative Thinking
- [SKE67315](#) Getting Ready to Present
- [SKE67316](#) Developing and Communicating Ideas

Managing Your Career

- [SKE63191](#) Creating a Plan

- [SKE63192](#) Getting on the Right Track
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- [SKE63195](#) Professional Networking Essentials
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- [SKE66137](#) Developing Your Career
- [SKE67317](#) Building and Managing Upward Relationships
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- [SKE67319](#) Self Development

Optimizing Your Work/Life Balance

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- [SKE63201](#) Analyzing Your Life Balance
- [SKE63202](#) Taking Control of Your Stress
- [SKE63203](#) Maintaining Your Life Balance
- [SKE66136](#) Creating Work/Life Balance
- [SKE67264](#) Managing a Well-Balanced Workload
- [SKE67332](#) Managing Workplace Stress

Peer Relationships

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- [SKE67372](#) Building Peer Relationships

Performance under Pressure

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Perseverance and Resilience

- [SKE66541](#) Developing Character for Perseverance and Resilience
- [SKE66542](#) Achieving Goals through Perseverance and Resilience
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Personal Productivity Improvement

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Problem Solving and Decision-Making Strategies

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- [SKE63215](#) Problem Solving: Digging Deeper
- [SKE63216](#) Problem Solving: The Fundamentals

Professionalism and Business Etiquette

- [SKE66551](#) Developing Your Reputation of Professionalism with Business Etiquette
- [SKE66552](#) Professionalism, Business Etiquette, and Personal Accountability



[SKE66553](#) Communicating with Professionalism and Etiquette

Project Effectiveness

Business Analysis

Certified Business Analysis Professional (CBAP?) - BABOK® Guide V2.0 aligned

- [SKE62850](#) Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned
- [SKE62851](#) Introduction to Business Analysis and Essential Competencies
- [SKE62852](#) Planning Business Analysis Communication and Monitoring
- [SKE62853](#) Business Analysis Requirements Elicitation
- [SKE63221](#) Business Analysis: Enterprise Analysis
- [SKE63222](#) Business Analysis: Introduction to Requirements Analysis
- [SKE63223](#) Business Analysis: Solution Assessment and Validation
- [SKE63224](#) Business Analysis: Verify and Validate Requirements
- [SKE63225](#) Business Analysis Requirements Elicitation
- [SKE63226](#) Business Analysis Requirements Management and Communication
- [SKE63227](#) Introduction to Business Analysis and Essential Competencies
- [SKE63228](#) Introduction to Business Analysis Planning
- [SKE63229](#) Planning Business Analysis Communication and Monitoring

Customer Service, Sales & Marketing

Customer Service

Customer Advocacy

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- [SKE66582](#) Enhancing the Customer Experience
- [SKE66583](#) Supporting Customer Advocacy

Customer Focus

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- [SKE63502](#) Creating and Sustaining a Customer-focused Organization
- [SKE63503](#) Customer-focused Interaction
- [SKE66120](#) Creating a Customer-focused Organization
- [SKE66591](#) Identifying and Managing Customer Expectations
- [SKE67441](#) Developing Your Customer Focus

Customer Service Fundamentals

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- [SKE63402](#) Customer Service Fundamentals: Building Rapport in Customer Relationships
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- [SKE63406](#) Shaping the Direction of Customer Service in Your Organization
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Customer Service Representative, Process

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Customer Service Representative, Professionalism

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- [SKE62782](#) Support Center Services and Work Environment
- [SKE62783](#) Team and Customer Relationships

Customer Service Representative, Skills

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- [SKE62792](#) Communication Skills
- [SKE62793](#) Conflict, Stress, and Time Management

Frontline Call Center Skills

- [SKE67443](#) The Importance of Call Tracking and Ticketing
- [SKE67448](#) Creating an Effective On-hold Message
- [SKE67450](#) Aligning Agent Behaviors with Caller Types
- [SKE67461](#) Determining Proper-Expectation-management Techniques
- [SKE67462](#) Training Methods for CSRs in the Customer Contact Industry

Inbound Call Center Management

- [SKE66001](#) Prioritizing Rewards and Recognition
- [SKE67441](#) Developing Your Customer Focus
- [SKE67442](#) Managing Your Call Center More Efficiently
- [SKE67444](#) Customer Service Training - The Interview and Beyond
- [SKE67445](#) Disaster Recovery - Keeping the Lines Open
- [SKE67446](#) Preventing Agent Absenteeism through Better Working Conditions
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- [SKE67451](#) **(NEW)** Converting a Call Center to a Profit Center

Sales

Sales Management

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- [SKE66082](#) Sales Support Roles for Better Customer Interaction
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- [SKE67521](#) **(NEW)** Overcoming Resistance to Coaching
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Sales Negotiations

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- [SKE66602](#) Value Exchange
- [SKE66603](#) Reaching Agreement

Selling Skills

- [SKE66861](#) Mastering Cold Calling
- [SKE66862](#) Qualifying Sales Prospects
- [SKE66863](#) Closing the Sale



Solution Selling

- [SKE66851](#) Solution Selling: Mastering the Essentials
- [SKE66852](#) Solution Selling: Meeting an Active Need
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- [SKE67508](#) Connecting Customers and Solutions
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Strategic Account Sales Skills

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Marketing

Competitive Marketing Strategies

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- [SKE66323](#) Selecting and Implementing Strategies

Marketing Essentials

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- [SKE60523](#) Product and Price
- [SKE60524](#) Place
- [SKE60525](#) Promotion
- [SKE60526](#) Marketing and Ethics

Strategic Brand Management

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- [SKE66332](#) Developing a Brand Internally
- [SKE66333](#) Global Brand Management
- [SKE66334](#) Brand Management for Social Media and Wireless Technologies

Strategic Thinking

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- [SKE66701](#) Developing the Capacity to Think Strategically
- [SKE66702](#) Developing the Strategic Thinking Skill of Seeing the Big Picture

The Fundamentals of Globalization

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- [SKE66203](#) Strategies for Globalization
- [SKE66204](#) Managing in a Global Environment
- [SKE66205](#) **(NEW)** Final Exam: The Fundamentals of Globalization

Industry Foundations

Industry Overviews

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- [SKE64064](#) The Oil and Gas Industry Overview: Version 3
- [SKE64065](#) The Pharmaceutical Industry Overview: Version 3
- [SKE64066](#) The Retail Industry Overview: Version 3
- [SKE64071](#) The Information Technology Industry Overview: Version 3
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- [SKE64077](#) The Automotive Industry Overview: Version 3
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- [SKE64093](#) Managing Workforce Generations: Working with the 21st-century Generation Mix
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- [SKE64095](#) The Food and Beverage Industry Overview: Version 3
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- [SKE66891](#) The Agriculture Industry Overview
- [SKE67471](#) The Capital Markets Industry Overview: Version 1
- [SKE67472](#) The Aerospace & Defense Industry Overview: Version 1

Business Strategy and Operations

Strategic Planning

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Business Planning Essentials

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Developing Strategic Thinking Acumen

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Sustainable Green Business Strategies

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- [SKE62912](#) Planning Sustainability Strategies
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Risk Management

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- [SKE66712](#) Risk Management: Assessing Risk
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Operations

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- [SKE60443](#) Developing and Deploying Strategic Plans
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- [SKE60445](#) Communication Skills and Project Management
- [SKE60446](#) Quality Systems, Models, and Theories
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- [SKE60448](#) Measurement: Assessment and Metrics
- [SKE60449](#) Customer Focused Management
- [SKE60450](#) Supply Chain Management
- [SKE60451](#) Training and Development

Managing Customer-Driven Process Improvement

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- [SKE66342](#) Identifying Customer Needs
- [SKE66343](#) From Customer Needs to Process Requirements
- [SKE66344](#) Mapping and Measuring Processes
- [SKE66345](#) Analyzing Process Problems
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- [SKE66347](#) Implementing and Maintaining Improvements

Operations Management

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- [SKE64082](#) Product and Service Management
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- [SKE64085](#) Forecasting and Capacity Planning
- [SKE64086](#) Operations Scheduling
- [SKE64087](#) Management of Quality
- [SKE64088](#) Facilities Planning and Management

Purchasing and Vendor Management Essentials

- [SKE66351](#) Fundamentals of Purchasing and Vendor Management
- [SKE66352](#) Purchasing: Finding Sources of Supply
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Fundamentals of Lean for Business Organizations

- [SKE64001](#) Introduction to Lean for Service and Manufacturing Organizations
- [SKE64002](#) Using Lean for Perfection and Quality
- [SKE64003](#) Lean Tools and Techniques for Flow and Pull
- [SKE64004](#) Reducing Waste and Streamlining Value Flow Using Lean
- [SKE64005](#) Value Stream Mapping in Lean Business

- [SKE64006](#) Applying Lean in Service and Manufacturing Organizations
- [SKE66062](#) Five Steps to Perfection: Implementing Lean
- [SKE66063](#) Value Stream Maps for Non-manufacturing Processes

Six Sigma Black Belt (2007 BOK):

Analyze

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- [SKE62002](#) Multivariate Analysis and Attribute Data Analysis in Six Sigma
- [SKE62003](#) Hypothesis Testing Concepts and Tests for Means in Six Sigma
- [SKE62011](#) Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma
- [SKE62012](#) Nonparametric Tests in Six Sigma Analysis
- [SKE62013](#) Nonstatistical Analysis Methods in Six Sigma
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Control

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- [SKE62055](#) Nonstatistical Control Tools and Maintaining Controls in Six Sigma
- [SKE62056](#) Sustaining Improvements and Gains from Six Sigma Projects
- [SKE62077](#) Final Exam: Six Sigma Black Belt (2007 BOK): Control

Define

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- [SKE62022](#) Developing Project Charters and Tracking Six Sigma Projects
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Improve

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- [SKE62052](#) Designing and Planning Experiments in Six Sigma
- [SKE62053](#) Conducting Experiments and Analyzing Results in Six Sigma
- [SKE62059](#) Final Exam: Six Sigma Black Belt (2007 BOK): Improve

Measure

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- [SKE62062](#) Data Collection and Measurement in Six Sigma
- [SKE62063](#) Six Sigma Measurement Systems
- [SKE62064](#) Basic Statistics and Graphical Methods for Six Sigma
- [SKE62065](#) Probability for Six Sigma
- [SKE62066](#) Process Capability for Six Sigma
- [SKE62067](#) Final Exam: Six Sigma Black Belt (2007 BOK): Measure

Design for Six Sigma (DFSS) Frameworks and Methodologies

- [SKE62031](#) Common Design for Six Sigma Methodologies, Design for X, and Robust Design
- [SKE62033](#) Special Design Tools in Design for Six Sigma



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Enterprise-Wide Deployment

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Organizational Process Management and Measures

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Team Management

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[SKE62082](#) Motivation and Communication in Six Sigma Teams
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[SKE62084](#) Final Exam: Six Sigma Black Belt (2007 BOK): Team Management

Six Sigma Black Belt (2015 BOK)

Analyze (NEW)

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[SKE68303](#) Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma
[SKE68305](#) FMEA and other Nonstatistical Analysis Methods in Six Sigma

Control

[SKE68311](#) (NEW) Statistical Process Control (SPC) and Control Charts in Six Sigma

Design for Six Sigma (DFSS)

[SKE68321](#) (NEW) Common DFSS Methodologies, Design for X, and Robust Designs

Improve

[SKE68322](#) (NEW) Designing, Conducting and Analyzing Experiments in Six Sigma

Measure

[SKE68323](#) (NEW) Six Sigma Measurement Systems and Metrology
[SKE68325](#) (NEW) Probability and Probability Distributions in Six Sigma

Six Sigma Green Belt

Analyze

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[SKE62102](#) Introduction to Hypothesis Testing and Testing for Means in Six Sigma
[SKE62103](#) Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma
[SKE68001](#) (NEW) Multi-vari Studies, Correlation, and Linear Regression in Six Sigma
[SKE68002](#) (NEW) Introduction to Hypothesis Testing and Tests for Means in Six Sigma
[SKE68003](#) (NEW) Hypothesis Tests for Variances and Proportions in Six Sigma

Control (NEW)

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[SKE68013](#) Lean Tools for Process Control in Six Sigma

Define

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Improve

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Improve and Control

[SKE62121](#) Design of Experiments and Validation of Solutions in Six Sigma
[SKE62122](#) Statistical Process Control and Control Plans in Six Sigma
[SKE62123](#) Using Basic Control Charts in Six Sigma

Measure

[SKE62131](#) Modeling and Analyzing Processes in Six Sigma
[SKE62132](#) Statistics and Probability in Six Sigma
[SKE62133](#) Data Classification and Collection in Six Sigma
[SKE62134](#) Summarizing and Presenting Data in Six Sigma
[SKE62135](#) Probability Distributions and Measurement Systems Analysis in Six Sigma
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- [SKE68045](#) **(NEW)** Measurement System Analysis in Six Sigma
- [SKE68046](#) **(NEW)** Process and Performance Capability Measurement in Six Sigma

Six Sigma and the Organization

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- [SKE68053](#) **(NEW)** Design for Six Sigma and FMEA

Six Sigma Yellow Belt

Analyze **(NEW)**

- [SKE68061](#) Lean Tools and FMEA in Six Sigma
- [SKE68062](#) Six Sigma Data Analysis and Root Cause Analysis
- [SKE68063](#) Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma

Define **(NEW)**

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Improve and Control **(NEW)**

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Measure **(NEW)**

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Six Sigma

Fundamentals **(NEW)**

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- [SKE68102](#) Six Sigma Team Basics, Roles, and Responsibilities
- [SKE68103](#) Six Sigma Quality Tools
- [SKE68104](#) Six Sigma Metrics

Six Sigma: Champion Training

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The Foundations of Six Sigma

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- [SKE66907](#) Basic Measurement Concepts in Six Sigma
- [SKE66908](#) Does your Business Really Need Six Sigma?
- [SKE66909](#) Identifying Candidates for Key Six Sigma Roles

Legal Skills

Compliance

Harassment

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- [SKE80231](#) Workplace Harassment Prevention for Managers - Multi-State Edition

HIPAA Health Insurance Portability & Accountability Act

- [SKE81001](#) HIPAA Privacy Essentials

HR Compliance

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- [SKE80122](#) Doing Business with the Government
- [SKE80126](#) Record Retention
- [SKE80144](#) Documenting Discipline
- [SKE80161](#) Ethical Decision Making
- [SKE80162](#) Conflict of Interest
- [SKE80163](#) Illegal Insider Trading Simulation
- [SKE80171](#) Workplace Diversity Awareness Simulation

Ethics & Code of Conduct

- [SKE80407](#) Conflicts of Interest in the Workplace
- [SKE80423](#) Integrity in the Workplace
- [SKE80424](#) Preventing Fraud and Abuse

Workplace Compliance Essentials

- [SKE80408](#) Rightful Employment Termination
- [SKE80410](#) Privacy and Information Security
- [SKE80422](#) I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens
- [SKE80425](#) Promoting a Substance-free Workplace
- [SKE80426](#) Sarbanes-Oxley: What You Need to Know
- [SKE81012](#) Foreign Corrupt Practices Act
- [SKE81013](#) Intellectual Property Overview
- [SKE81031](#) Independent Contractors and Temporary Employees
- [SKE81032](#) Insider Trading

Legal Compliance

Compliance

Harassment



[SKE81041](#) Workplace Harassment Prevention for Employees
[SKE81042](#) Sexual Harassment Prevention for Employees
[SKE81043](#) Workplace Harassment Prevention for Managers
[SKE81044](#) Preventing Harassment in the Global Workplace - Employee Edition
[SKE81045](#) Preventing Harassment in the Global Workplace - Manager Edition

HR Compliance

[SKE81046](#) Wage & Hour for Employees
[SKE81047](#) Wage and Hour Awareness for Managers
[SKE81048](#) AGG (GETA) - Information for Employees
[SKE81050](#) AGG (GETA) - Information for Management
[SKE81051](#) Global Anti-bribery
[SKE81052](#) EU Privacy and Information Security
[SKE81053](#) Global Antitrust
[SKE81054](#) Global Privacy and Information Security
[SKE81055](#) PCI Compliance Essentials
[SKE81056](#) Anti-Money Laundering: An Overview
[SKE81057](#) Global Insider Dealing
[SKE81058](#) Global Conflicts of Interest
[SKE81059](#) The Internet, Social Media, and Electronic Communication
[SKE81060](#) Union Awareness
[SKE81061](#) Interviewing: Doing it Right
[SKE81062](#) Business Ethics
[SKE81063](#) EEO and Lawful Hiring
[SKE81064](#) Procurement Integrity
[SKE81065](#) FMLA Leave and More: An Overview of Legally Protected Leave
[SKE81066](#) Government Contracting Essentials
[SKE81067](#) Canadian Antitrust

Legal Compliance Courseware

Compliance

Canadian Compliance

[SKE81074](#) The AODA: Integrated Accessibility Standards
[SKE81075](#) The AODA: Customer Service and Accessibility Standard
[SKE81221](#) **(NEW)** Preventing Harassment and Violence in the Canadian Workplace
[SKE81297](#) **(NEW)** Canadian Anti-Spam Act

Compliance Impact Series **(NEW)**

[SKE81101](#) Respectful Workplace - Reuben's Story
[SKE81102](#) Antitrust - Rigging the Bid
[SKE81103](#) Information Security - The Break-In
[SKE81104](#) Insider Dealing - The Tipping Point
[SKE81105](#) Conflict of Interest - Just Helping a Friend
[SKE81106](#) Reasonable Accommodation - The Ask
[SKE81107](#) Using the Internet - Beware the Share
[SKE81108](#) Business Ethics - Adjusting the Figures
[SKE81109](#) Verifying the Transaction
[SKE81110](#) Workplace Violence - The Warning Signs
[SKE81111](#) Bribery - The Shipment
[SKE81112](#) Antitrust - Trade Association Meeting
[SKE81113](#) Bribery - The High Commission Red Flag
[SKE81114](#) Insider Dealing - The Memo
[SKE81115](#) Social Media - Blogger Gone Bad
[SKE81116](#) Harassment - It's No Joke
[SKE81117](#) Harassment - Handling the Complaint
[SKE81118](#) Respectful Workplace - One Bad Apple
[SKE81119](#) Reporting Misconduct - Trust Your Instincts
[SKE81120](#) Political Activities - Keep It Personal

[SKE81121](#) Respectful Workplace - The Bully
[SKE81122](#) Wage and Hour - Working Off the Clock

Ethics & Code of Conduct **(NEW)**

[SKE81238](#) Code of Conduct Awareness
[SKE81286](#) Financial Integrity

EU Content **(NEW)**

[SKE81260](#) EU Antitrust

Gaming Compliance **(NEW)**

[SKE81301](#) Title 31: Introduction
[SKE81302](#) Title 31: Identifying Suspicious Activity
[SKE81303](#) Title 31: Filing Out CTRCs

Global Content **(NEW)**

[SKE81201](#) Global Business Ethics
[SKE81287](#) Global Export Compliance
[SKE81289](#) Global IT Security Basics
[SKE81296](#) Global Diversity
[SKE81298](#) Global Import Compliance
[SKE81299](#) Global Fraud

Harassment **(NEW)**

[SKE81222](#) Workplace Harassment Prevention for Employees, version 2.0
[SKE81223](#) Workplace Harassment Prevention for Managers ? Multi-State Edition, version 2.0

Health Insurance Portability and Accountability Act **(NEW)**

[SKE81002](#) HIPAA - Privacy Rule for Business Associates
[SKE81003](#) HIPAA - Privacy Rule for Covered Entities
[SKE81004](#) HIPAA - Security Rule for Business Associates
[SKE81005](#) HIPAA - Security Rule for Covered Entities

State/Local Government and Higher Education

[SKE81071](#) Title IX for Higher Education
[SKE81072](#) FERPA for Higher Education
[SKE81073](#) Code of Conduct Awareness - Higher Education Edition
[SKE81081](#) Harassment Prevention for Employees - Higher Education Edition
[SKE81082](#) Harassment Prevention for Managers - Higher Education Edition
[SKE81083](#) **(NEW)** Harassment Prevention for Employees - State and Local Government Edition
[SKE81084](#) **(NEW)** Harassment Prevention for Managers - State and Local Government Sector Edition
[SKE81293](#) **(NEW)** Campus Security Obligations Under Federal Law
[SKE81294](#) **(NEW)** Student Rights Overview

Workplace Compliance Essentials **(NEW)**

[SKE81241](#) US Antitrust
[SKE81252](#) A Manager's Guide to Diversity, Inclusion, and Accommodation
[SKE81253](#) A Manager's Guide to Discipline and Documentation
[SKE81255](#) Bullying and Violence in the Workplace
[SKE81277](#) Record Retention
[SKE81280](#) Supply Chain Transparency



[SKE81281](#) US Export Controls

Industrial Solutions

Canadian Environmental, Safety and Health, and Transportation

Safety and Health

- [SKE90211](#) Confined Space Entry - Canada
- [SKE90212](#) Lockout/Tagout Awareness - Canada
- [SKE90213](#) Hearing Conservation - Canada
- [SKE90214](#) Fall Prevention Awareness - Canada
- [SKE90215](#) Respiratory Protection - Canada
- [SKE90216](#) Ladder and Scaffolding Safety - Canada

Environmental, Safety & Health and Transportation Courseware

Canadian Environmental, Safety and Health, and Transportation

Safety and Health (NEW)

- [SKE91017](#) PPE: Personal Protective Equipment ? Canada
- [SKE91018](#) Ladder Safety - Canada
- [SKE91019](#) Ergonomics in the Workplace - Canada
- [SKE91020](#) Hand and Power Tool Safety - Canada
- [SKE91021](#) Slips, Trips, and Falls - Canada
- [SKE91023](#) First Aid: Basic - Canada
- [SKE91024](#) Forklift Safety Awareness - Canada
- [SKE91025](#) Job Hazard Analysis - Canada
- [SKE91027](#) Office Ergonomics - Canada
- [SKE91028](#) Portable Fire Extinguishers - Canada
- [SKE91035](#) Rigging Equipment and Inspection - Canada
- [SKE91039](#) Welding, Cutting, and Brazing - Canada
- [SKE91041](#) Office Safety - Canada
- [SKE91043](#) Back Safety and Injury Prevention - Canada
- [SKE91044](#) Bloodborne Pathogen Awareness - Canada
- [SKE91046](#) Industrial Ergonomics - Canada
- [SKE91135](#) Confined Space Entry - Canada
- [SKE91136](#) Lockout/Tagout - Canada
- [SKE91137](#) Hearing Conservation - Canada
- [SKE91138](#) Fall Prevention Awareness - Canada
- [SKE91139](#) Respiratory Protection - Canada
- [SKE91140](#) Ladder and Scaffolding Safety - Canada
- [SKE91185](#) Workplace Hazardous Materials Information System - Canada
- [SKE91190](#) Occupational Health and Safety Awareness: Ontario Reg. 297/13 - Canada

Transportation (NEW)

- [SKE91161](#) Transport Canada TDG: Introduction and Responsibilities
- [SKE91162](#) Transport Canada TDG: Documents, Markings, and Containers
- [SKE91163](#) Transport Canada TDG: Special Situations and Emergency Actions
- [SKE91164](#) Transport Canada TDG: Related Regulations and Standards
- [SKE91186](#) Defensive Driving Fundamentals - Canada

Environmental, Safety & Health, and Transportation

Dangerous Goods Shipment by Sea (NEW)

- [SKE91257](#) IMDG 1: Introduction, General Provisions, and Classifications
- [SKE91258](#) IMDG 2: Dangerous Goods List, Special Provisions and Exceptions
- [SKE91259](#) IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation
- [SKE91279](#) IMDG 4: Loading, Unloading, and Offering Dangerous Goods

Environmental (NEW)

- [SKE91204](#) Universal Waste Rule Training
- [SKE91205](#) Used Oil Management
- [SKE91299](#) Environmental Regulations Overview

Federal Motor Carrier Safety (NEW)

- [SKE91302](#) DOT: Cross-border Requirements (US & Canada)
- [SKE91353](#) DOT: Air Brakes
- [SKE91357](#) DOT: Hours of Service
- [SKE91360](#) DOT: CSA Fundamentals
- [SKE91373](#) DOT: Inspections

Global Safety Principles (NEW)

- [SKE91401](#) Back Safety and Injury Prevention
- [SKE91402](#) Bloodborne Pathogen Awareness
- [SKE91403](#) Fire Safety and Prevention
- [SKE91404](#) Hazard Commun'n: An Employee's Right to Know
- [SKE91405](#) Hearing Conservation
- [SKE91406](#) Indoor Hoisting and Rigging
- [SKE91407](#) Industrial Ergonomics
- [SKE91408](#) Lockout/Tagout
- [SKE91409](#) Office Ergonomics
- [SKE91410](#) PPE: Personal Protective Equipment
- [SKE91411](#) Respiratory Protection

Hazardous Materials Transportation by Air (NEW)

- [SKE91494](#) IATA 1: Hazard Class Identification/Classification
- [SKE91495](#) IATA 2: Marking and Labeling
- [SKE91496](#) IATA 3: Packaging
- [SKE91497](#) IATA 4: Documentation
- [SKE91498](#) IATA 5: Limitations and Shipment Review

Hazardous Materials Transportation by Road (NEW)

- [SKE91441](#) DOT 1: Hazardous Materials Table
- [SKE91442](#) DOT 2: Packaging, Labeling, Marking, and Placarding
- [SKE91443](#) (NEW) DOT 3: Shipping Papers
- [SKE91444](#) (NEW) DOT 4: Loading and Storage

Hazardous Waste Operations and Emergency Response Annual 8-hour Refresher Module (NEW)

- [SKE91480](#) Hazard Communication (HAZWOPER)
- [SKE91507](#) Safety at Work: A Systematic Approach
- [SKE91606](#) Decontamination (HAZWOPER)
- [SKE91607](#) Emergency Response and Spill Control (HAZWOPER)
- [SKE91608](#) Fire and Explosion Hazards (HAZWOPER)
- [SKE91609](#) Heat and Cold Exposure Management (HAZWOPER)



- [SKE91610](#) Regulatory Overview (HAZWOPER)
- [SKE91611](#) Site Control (HAZWOPER)
- [SKE91612](#) Site Safety and Health Plan Procedures (HAZWOPER)
- [SKE91613](#) Toxicology (HAZWOPER)
- [SKE91614](#) Personal Protective Equipment (HAZWOPER)

Security (NEW)

- [SKE91692](#) Active Shooter
- [SKE91693](#) Workplace Security Awareness

Transportation - Safe Driving (NEW)

- [SKE91701](#) Safe Vehicle Backing
- [SKE91702](#) Defensive Driving
- [SKE91703](#) Accident Procedures Involving Large Vehicles
- [SKE91704](#) Collision Avoidance
- [SKE91705](#) Emergency Situations While Driving
- [SKE91706](#) Urban Driving
- [SKE91707](#) Trailer Coupling and Uncoupling
- [SKE91708](#) Ergonomics and Injury Prevention for Commercial Vehicle Operators
- [SKE91709](#) Flatbed Cargo Securement
- [SKE91710](#) Hazardous Weather Driving for Commercial Vehicle Operators
- [SKE91711](#) Negotiating Hazards for Commercial Vehicles
- [SKE91712](#) Loading Dock Safety

Workplace Health and Safety (NEW)

- [SKE91713](#) NFPA 70E Electrical Safety in the Workplace 2015 Edition
- [SKE91714](#) Infectious Diseases
- [SKE91715](#) Confined Spaces in Construction
- [SKE91716](#) Hazardous Materials in the Workplace
- [SKE91717](#) Hot Work Permits
- [SKE91718](#) Compressed Gas Safety
- [SKE91719](#) Carcinogen Safety
- [SKE91720](#) Chemical Process Safety
- [SKE91721](#) Laboratory Safety
- [SKE91722](#) Hydrogen Sulfide
- [SKE91723](#) Laser Safety Training
- [SKE91724](#) Liquefied Petroleum Gas (LPG) Safety
- [SKE91725](#) Radiation Safety
- [SKE91726](#) Regulatory Information
- [SKE91727](#) Tuberculosis: Prevention and Control
- [SKE91728](#) Machine Guarding
- [SKE91729](#) Lockout/Tagout
- [SKE91730](#) Emergency and Disaster Preparedness
- [SKE91731](#) Bloodborne Pathogen Awareness
- [SKE91732](#) Fire Safety and Prevention
- [SKE91733](#) Fall Protection
- [SKE91734](#) Hazard Communication: An Employee's Right to Know
- [SKE91735](#) Hearing Conservation
- [SKE91736](#) Ergonomics in the Workplace
- [SKE91737](#) Respiratory Protection
- [SKE91738](#) Emergency Response in the Workplace
- [SKE91739](#) Forklift Safety Awareness
- [SKE91740](#) Job Hazard Analysis
- [SKE91741](#) Industrial Ergonomics
- [SKE91742](#) Ladder Safety
- [SKE91743](#) Slips, Trips, and Falls
- [SKE91744](#) Hand and Power Tool Safety
- [SKE91745](#) First Aid: Basic
- [SKE91746](#) Combustible Dust
- [SKE91747](#) Ammonia Safety
- [SKE91748](#) Radio Frequency Safety for Communications Workers

- [SKE91749](#) Injury and Illness Prevention Program (I2P2)
- [SKE91750](#) Chemical Process Safety Management
- [SKE91751](#) Scissor Lifts
- [SKE91752](#) Aerial Work Platforms
- [SKE91753](#) Crane Signaling and Communications
- [SKE91754](#) Mobile Crane Operator Safety
- [SKE91755](#) Forklift Operation 1: Safety Inspection and Maintenance
- [SKE91756](#) Forklift Operation 3: Load Handling
- [SKE91757](#) Forklift Operation 2: Stability and Capacity
- [SKE91758](#) Forklift Operation 4: Traveling and Maneuvering
- [SKE91759](#) Silica
- [SKE91760](#) Warehouse Safety
- [SKE91761](#) Rigging Equipment and Inspection
- [SKE91762](#) Office Safety
- [SKE91763](#) Powered Industrial Truck Safety
- [SKE91764](#) Lead Awareness in General Industry
- [SKE91765](#) Isocyanates
- [SKE91766](#) Lead Awareness in Construction

US Environmental, Safety & Health, and Transportation

Environmental

- [SKE90101](#) Environmental Regulations Overview
- [SKE90106](#) Universal Waste Rule Training
- [SKE90107](#) Used Oil Management
- [SKE90261](#) Environmental Management Systems (EMS)
- [SKE90339](#) Spill Prevention and Control
- [SKE90340](#) Spill Prevention, Control, and Countermeasure Plan

Environmental

- [SKE90261](#) Environmental Management Systems (EMS)
- [SKE90339](#) Spill Prevention and Control
- [SKE90340](#) Spill Prevention, Control, and Countermeasure Plan

Safety and Health

- [SKE81021](#) Ergonomics in the Workplace
- [SKE90123](#) Accident Investigation and Reporting Simulation
- [SKE90128](#) Carcinogen Safety
- [SKE90129](#) Chemical Process Safety
- [SKE90130](#) Chlorine Safety
- [SKE90135](#) Construction Safety Orientation
- [SKE90136](#) Cryogenic Safety
- [SKE90137](#) Decontamination (HAZWOPER)
- [SKE90138](#) Defensive Driving
- [SKE90141](#) Electrostatic Discharge Safety Training
- [SKE90144](#) Emergency Response and Spill Control (HAZWOPER)
- [SKE90147](#) Fire and Explosion Hazards (H)
- [SKE90153](#) Food Safety and Handling
- [SKE90159](#) Hazard Communication (HAZWOPER)
- [SKE90160](#) Heat and Cold Exposure Management (HAZWOPER)
- [SKE90163](#) Hydrogen Sulfide
- [SKE90167](#) Laboratory Safety
- [SKE90170](#) Laser Safety Training
- [SKE90171](#) Lead and Cadmium
- [SKE90172](#) Lead Awareness
- [SKE90174](#) Lockout/Tagout for Authorized Persons
- [SKE90175](#) Liquefied Petroleum Gas (LPG) Safety
- [SKE90179](#) Mold Awareness
- [SKE90180](#) NFPA 70E Electrical Safety in the Workplace
- [SKE90181](#) Non-Ionizing Radiation Safety



[SKE90183](#) Office Safety
[SKE90187](#) Powered Industrial Truck Safety
[SKE90188](#) PPE/Respiratory Protection (HAZWOPER)
[SKE90194](#) Radiation Safety
[SKE90195](#) Regulatory Information
[SKE90196](#) Regulatory Overview (HAZWOPER)
[SKE90200](#) Site Control (HAZWOPER)
[SKE90201](#) Site Safety and Health Plan Procedures (HAZWOPER)
[SKE90203](#) Toxicology (HAZWOPER)
[SKE90205](#) Tuberculosis: Prevention and Control
[SKE90208](#) Workplace Security Awareness
[SKE90209](#) Workplace Hazardous Materials Information System
[SKE90270](#) Pandemic Flu (Bird Flu) Awareness
[SKE90271](#) Sprains and Strains
[SKE90272](#) Defensive Driving: Truck Safety
[SKE90274](#) Benzene Awareness
[SKE90275](#) Introduction to Industrial Hygiene
[SKE90281](#) Access to Employee Medical and Exposure Records
[SKE90282](#) Back Safety and Injury Prevention
[SKE90283](#) Bloodborne Pathogen Awareness
[SKE90285](#) Electrical Safety
[SKE90286](#) Emergency and Disaster Preparedness
[SKE90287](#) Fall Protection (or Working at Heights)
[SKE90288](#) Fire Safety and Prevention
[SKE90289](#) Hazard Communication: An Employee's Right to Know
[SKE90290](#) Hazardous Material Handling and Storage
[SKE90291](#) Machine Guarding
[SKE90292](#) PPE: Personal Protective Equipment
[SKE90301](#) Confined Spaces
[SKE90311](#) Protection from Occupational Noise
[SKE90312](#) Using Respiratory Protection
[SKE90313](#) Scaffolding and Ladder Safety
[SKE90314](#) Emergency Response in the Workplace
[SKE90315](#) Workplace Inspections
[SKE90316](#) Asbestos
[SKE90317](#) Forklift Safety Awareness
[SKE90318](#) Hazardous Waste Generator (RCRA)
[SKE90319](#) Heat Stress Recognition and Prevention
[SKE90321](#) Hexavalent Chromium
[SKE90322](#) Industrial Ergonomics
[SKE90331](#) Portable Fire Extinguishers
[SKE90332](#) Job Hazard Analysis
[SKE90333](#) Slips, Trips, and Falls
[SKE90334](#) Hand and Power Tool Safety
[SKE90335](#) Safe Work Practices
[SKE90336](#) The Globally Harmonized System of Classification and Labeling of Chemicals (GHS)
[SKE90337](#) First Aid - Basic
[SKE90341](#) First Aid: CPR
[SKE90342](#) First Aid: Medical Emergencies
[SKE90343](#) Flagging Safety
[SKE90344](#) Safety Data Sheets
[SKE90345](#) OSHA 300 Recordkeeping
[SKE90346](#) Construction Safety Orientation
[SKE90347](#) Storm Water Pollution Prevention
[SKE90348](#) Electrical Safety
[SKE90349](#) Defensive Driving Fundamentals
[SKE90350](#) Distracted Driving
[SKE90351](#) Indoor Hoisting and Rigging
[SKE90352](#) Welding, Cutting, and Brazing
[SKE90353](#) Accident Investigation and Reporting
[SKE90354](#) Computer Ergonomics
[SKE90355](#) Office Ergonomics
[SKE90356](#) Workplace Safety Orientation
[SKE90357](#) Personal Protective Equipment: Body Protection
[SKE90358](#) PPE: Foot and Leg Protection
[SKE90359](#) PPE: Eye and Face Protection

[SKE90360](#) Personal Protective Equipment: Head Protection
[SKE90361](#) PPE: Hand Protection
[SKE90362](#) Behavior-based Safety for Supervisors
[SKE90363](#) First Aid: Automated External Defibrillator

Environmental

[SKE90318](#) Hazardous Waste Generator (RCRA)
[SKE90347](#) Storm Water Pollution Prevention

Transportation - Safe Driving

[SKE90272](#) Defensive Driving: Truck Safety
[SKE90343](#) Flagging Safety
[SKE90349](#) Defensive Driving Fundamentals
[SKE90350](#) Distracted Driving

Workplace Health and Safety

[SKE90130](#) Chlorine Safety
[SKE90136](#) Cryogenic Safety
[SKE90141](#) Electrostatic Discharge Safety Training
[SKE90171](#) Lead and Cadmium
[SKE90174](#) Lockout/Tagout for Authorized Persons
[SKE90179](#) Mold Awareness
[SKE90181](#) Non-Ionizing Radiation Safety
[SKE90270](#) Pandemic Flu (Bird Flu) Awareness
[SKE90271](#) Sprains and Strains
[SKE90274](#) Benzene Awareness
[SKE90275](#) Introduction to Industrial Hygiene
[SKE90281](#) Access to Employee Medical and Exposure Records
[SKE90282](#) Back Safety and Injury Prevention
[SKE90290](#) Hazardous Material Handling and Storage
[SKE90292](#) PPE: Personal Protective Equipment
[SKE90301](#) Confined Spaces
[SKE90313](#) Scaffolding and Ladder Safety
[SKE90315](#) Workplace Inspections
[SKE90316](#) Asbestos
[SKE90319](#) Heat Stress Recognition and Prevention
[SKE90321](#) Hexavalent Chromium
[SKE90327](#) **(NEW)** Hazards to Outdoor Workers
[SKE90331](#) Portable Fire Extinguishers
[SKE90335](#) Safe Work Practices
[SKE90336](#) The Globally Harmonized System of Classification and Labeling of Chemicals (GHS)
[SKE90341](#) First Aid: CPR
[SKE90342](#) First Aid: Medical Emergencies
[SKE90344](#) Safety Data Sheets
[SKE90345](#) OSHA 300 Recordkeeping
[SKE90346](#) Construction Safety Orientation
[SKE90348](#) Electrical Safety
[SKE90351](#) Indoor Hoisting and Rigging
[SKE90352](#) Welding, Cutting, and Brazing
[SKE90353](#) Accident Investigation and Reporting
[SKE90354](#) Computer Ergonomics
[SKE90355](#) Office Ergonomics
[SKE90356](#) Workplace Safety Orientation
[SKE90357](#) Personal Protective Equipment: Body Protection
[SKE90358](#) PPE: Foot and Leg Protection
[SKE90359](#) PPE: Eye and Face Protection
[SKE90360](#) Personal Protective Equipment: Head Protection
[SKE90361](#) PPE: Hand Protection
[SKE90362](#) Behavior-based Safety for Supervisors
[SKE90363](#) First Aid: Automated External Defibrillator

Security

[SKE90241](#) NFPA 1600 Disaster/Emergency Management
[SKE90242](#) NFPA 1600 Business Continuity Programs



Transportation

- [SKE90221](#) DOT Drug and Alcohol Awareness
- [SKE90222](#) DOT Security for Shipment of Hazardous Materials
- [SKE90223](#) DOT 1: Hazardous Materials Table
- [SKE90224](#) DOT 2: Packaging and Labeling
- [SKE90225](#) DOT 3: Shipping Papers
- [SKE90226](#) DOT 4: Loading and Storage
- [SKE90227](#) IATA 1: Hazard Class Identification/Classification
- [SKE90228](#) IATA 2: Marking and Labeling
- [SKE90229](#) IATA 3: Packaging
- [SKE90230](#) IATA 4: Documentation
- [SKE90231](#) IATA 5: Limitations and Shipment Review

Walking-Working Surfaces

- [SKE90323](#) Signs and Tags
- [SKE90324](#) Ladder Safety
- [SKE90325](#) Cold Stress
- [SKE90326](#) Trenching and Excavation Safety