

Business Skills Courseware



Professional Effectiveness	Management & Leadership	Project Effectiveness	Sales & Customer	Finance, HR & Administration	Bus. Strategy & Operations
<p>Interpersonal Communication</p> <p>Business Writing</p> <p>Cross-cultural Communication</p> <p>Negotiating & Influencing</p> <p>Time Management</p> <p>Dealing with Conflict</p> <p>Career Development</p> <p>Balancing Personal & Professional Life</p> <p>Critical Thinking</p> <p>Dealing with Change</p>	<p>Management Essentials</p> <p>Managing Performance</p> <p>Delegation</p> <p>Coaching & Mentoring</p> <p>Managing Change</p> <p>Leadership Essentials</p> <p>Leading Workforce Generations</p> <p>Succession Planning</p>	<p>Project Mgmt. Essentials</p> <p>IT Project Mgmt.</p> <p>Project Integration</p> <p>Project Scope</p> <p>Project Time & Cost Mgmt.</p> <p>Project HR</p> <p>Project Quality</p> <p>Project Communication</p> <p>Project Risk Mgmt.</p> <p>Project Procurement</p> <p>Team Leading</p> <p>Team Participation</p> <p>Virtual Teams</p>	<p>Customer Support Specialist</p> <p>IT Infrastructure Library (ITIL) Foundations</p> <p>Customer Service Essentials</p> <p>Customer Relationship Mgmt.</p> <p>Consulting with Internal & External Clients</p> <p>Strategic Account Sales Skills</p> <p>Selling at the Executive Level</p> <p>Industry Overviews</p>	<p>Finance for Non-Financial Mgrs.</p> <p>Accounting</p> <p>Auditing</p> <p>Budgeting</p> <p>HRCI Human Resource Certifications (SPHR & PHR)</p> <p>Interviewing</p> <p>Recruiting & Retention</p> <p>Diversity</p> <p>Administrative Support Skills</p>	<p>Six Sigma</p> <ul style="list-style-type: none"> - Overview - Green Belt - Black Belt - Champion <p>ASQ Certified Manager of Quality/Organizational Excellence</p> <p>Strategic Thinking</p> <p>Marketing Essentials</p> <p>Operations Management</p> <p>Supply Chain Management</p>



IT Professional Courseware



Web Design

Adobe Design Tools

Dreamweaver
Flash
Photoshop
Fireworks
GoLive
Illustrator

Scripting Languages

JavaScript
XML
DHTML
VBscript

Internet, Network & Security

CompTIA

- Network+ 2009
- Security+ 2008

Cisco

- CCNA
- CCNA Security, Voice & Wireless
- CCNP
- CCDA
- CCDP

ISC(2) CISSP

CEH certification

Data/Telecomm

Project Effectiveness

Project Management Essentials

PMI PMP & CAPM Certification

IT Project Mgmt.

PRINCE2 Foundations

Team Leading

Team Participation

IT Business

ITIL V3 Foundation

IIBA CBAP

Certification for Business Analysts
- BABOK 2.0

Managing Technology Professionals

Tech Support Agent Skills

Internal Consulting

IT Professional Courseware

Software Development

Java SE
Microsoft .NET Development Tools
- VB.NET
- C#
C & C++
Perl
Software Programming Fundamentals
Software Development Principles
Software Testing

OS & Server Technologies

CompTIA A+ 2009
CompTIA Server+
Windows Server 2008 MCTS
Windows Server 2003 MCSA & MCSE
Windows 7
Windows Vista
Windows XP
Windows 2000
SharePoint Server 2007
Linux & UNIX

Enterprise Resource Planning

Oracle E-Business Suite 11i
SAP R/3

Enterprise Database Systems

Oracle Database
- 11g
- 10g
- 9i
Microsoft SQL Server
- 2008
- 2005
Systems and Database Design

Desktop Courseware Collection

- SkillSoft Desktop Courseware Collection
 - Computing fundamentals for non-technical users
 - Coverage of major operating systems and desktop applications from Microsoft, Adobe, Lotus and others
 - Email, Groupware and Internet use

Microsoft Office

Office 2010
Office 2007
Office 2003
Office XP
Office 2000

Microsoft Windows

Windows 7
Windows Vista
Windows XP
Windows 2000

Microsoft Other

Project
Visio
Internet Explorer
FrontPage

Other

Information Security
for Users
Lotus Notes
- Release 8
- Release 7
Crystal Reports
Adobe Acrobat
Adobe Reader