



NASBA CPE Credits

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The following tabs organize those courses that are eligible for NASBA CPE credits by status.

[Active Library](#)

Content is orderable
Content has full technical support provided
Content is included in SkillSoft's website catalog.

[ANS \(Available Not Supported\) Library](#)

Content is orderable, but not part of Solution Areas or SkillChoice multi-modal learning solution packaging
Support will still be provided for troubleshooting browsers and Java
Content is not included in our published catalogs.

[Retired](#)

Content is not provided with technical support
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The following courses ARE ELLIGIBLE for NASBA CPE CREDITS and in the Active Library.

Active Content

Content is orderable
 Content has full technical support provided
 Content is included in SkillSoft's website catalog.

Course Title	SkillSoft Course ID	Field of Study	CPE Credits	Compliant	Status Description
Getting Started with Lotus Notes 7 and Mail	233489_ENG	Specialized Knowledge & Applications	3.0	Dec-06	Active
Managing Mail, Instant Messaging, and Contacts in Lotus Notes 7	233490_ENG	Specialized Knowledge & Applications	2.5	Dec-06	Active
Working with Databases, the Calendar, and the To Do List in Lotus Notes 7	233491_ENG	Specialized Knowledge & Applications	2.5	Dec-06	Active
Using Lotus Notes 7 Remotely	233492_ENG	Specialized Knowledge & Applications	1.5	Dec-06	Active
Reporting Basics with Crystal Reports XI	234748_ENG	Computer Science	2.5	Nov-07	Active
Managing Data and Distributing Reports with Crystal Reports XI	234758_ENG	Computer Science	3.0	Nov-07	Active
New Features for End Users in Microsoft Office 2007	239866_ENG	Computer Science	1.5	Nov-07	Active
Microsoft Office Excel, PowerPoint, and Outlook 2007	239874_ENG	Computer Science	1.5	Nov-07	Active
Microsoft Access 2007 and Microsoft Publisher 2007	239976_ENG	Computer Science	1.0	Nov-07	Active
Sharing and Collaboration in Microsoft Office Enterprise 2007	240019_ENG	Computer Science	2.5	Nov-07	Active
Windows Vista User Experience	242954_ENG	Computer Science	3.0	Nov-07	Active
Windows Vista Security and Performance Improvements	242964_ENG	Computer Science	2.0	Nov-07	Active
Preparing a Business Case	comm_01_a01_bs_enus	Communications	3.5	Dec-06	Active
Writing a Business Case	comm_01_a02_bs_enus	Communications	3.0	Nov-07	Active
Presenting Your Case	comm_01_a03_bs_enus	Communications	2.5	Dec-06	Active
Using E-mail and Instant Messaging Effectively	comm_17_a01_bs_enus	Communications	1.0	Nov-10	Active
Addressing and Redistributing E-mail	comm_17_a02_bs_enus	Communications	1.0	Nov-10	Active
Managing Your E-mail	comm_17_a03_bs_enus	Communications	1.0	Nov-10	Active
Business Writing: Know Your Readers and Your Purpose	comm_19_a01_bs_enus	Communications	1.0	Nov-10	Active
Business Writing: How to Write Clearly and Concisely	comm_19_a02_bs_enus	Communications	1.0	Nov-10	Active
Business Writing: Editing and Proofreading	comm_19_a03_bs_enus	Communications	1.0	Nov-10	Active
Business Grammar: Parts of Speech	comm_20_a01_bs_enus	Communications	1.0	Nov-10	Active
Business Grammar: Working with Words	comm_20_a02_bs_enus	Communications	1.0	Nov-10	Active
Business Grammar: The Mechanics of Writing	comm_20_a03_bs_enus	Communications	1.0	Nov-10	Active
Business Grammar: Punctuation	comm_20_a04_bs_enus	Communications	1.0	Nov-10	Active
Business Grammar: Sentence Construction	comm_20_a05_bs_enus	Communications	1.0	Nov-10	Active
Business Grammar: Common Usage Errors	comm_20_a06_bs_enus	Communications	1.0	Nov-10	Active
Interpersonal Communication: Communicating with Confidence	comm_21_a01_bs_enus	Communications	1.0	Nov-10	Active
Interpersonal Communication: Targeting Your Message	comm_21_a02_bs_enus	Communications	1.0	Nov-10	Active
Interpersonal Communication: Listening Essentials	comm_21_a03_bs_enus	Communications	1.0	Nov-10	Active
Interpersonal Communication: Communicating Assertively	comm_21_a04_bs_enus	Communications	1.0	Nov-10	Active
Interpersonal Communication: Being Approachable	comm_21_a05_bs_enus	Communications	1.0	Nov-10	Active
Workplace Conflict: Recognizing and Responding to Conflict	comm_22_a01_bs_enus	Communications	1.0	Nov-10	Active
Workplace Conflict: Strategies for Resolving Conflicts	comm_22_a02_bs_enus	Communications	1.0	Nov-10	Active
Working with Difficult People: Identifying Difficult People	comm_23_a01_bs_enus	Communications	1.0	Nov-10	Active
Working with Difficult People: How to Work with Aggressive People	comm_23_a02_bs_enus	Communications	1.0	Nov-10	Active
Working with Difficult People: How to Work with Negative People	comm_23_a03_bs_enus	Communications	1.0	Nov-10	Active
Working with Difficult People: How to Work with Procrastinators	comm_23_a04_bs_enus	Communications	1.0	Nov-10	Active
Working with Difficult People: How to Work with Manipulative People	comm_23_a05_bs_enus	Communications	1.0	Nov-10	Active
Working with Difficult People: How to Work with Self-serving People	comm_23_a06_bs_enus	Communications	1.0	Nov-10	Active
Working with Difficult People: Dealing with Micromanagers	comm_23_a07_bs_enus	Communications	1.0	Nov-10	Active
Negotiation Essentials: What Is Negotiation?	comm_24_a01_bs_enus	Communications	1.0	Nov-10	Active
Negotiation Essentials: Planning for Negotiation	comm_24_a02_bs_enus	Communications	1.0	Nov-10	Active
Negotiation Essentials: Communicating	comm_24_a03_bs_enus	Communications	1.0	Nov-10	Active
Negotiation Essentials: Persuading	comm_24_a04_bs_enus	Communications	1.0	Nov-10	Active
Negotiation Essentials: Avoiding Pitfalls in Negotiations	comm_24_a05_bs_enus	Communications	1.0	Nov-10	Active
What is Emotional Intelligence?	comm_25_a01_bs_enus	Communications	1.0	Nov-10	Active
Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm_25_a02_bs_enus	Communications	1.0	Nov-10	Active
Using Emotional Intelligence on the Job	comm_25_a03_bs_enus	Communications	1.0	Nov-10	Active
Culture and Its Effect on Communication	comm_26_a01_bs_enus	Communications	1.0	Nov-10	Active
Communicating Across Cultures	comm_26_a02_bs_enus	Communications	1.0	Nov-10	Active
Improving Communication in Cross-cultural Relationships	comm_26_a03_bs_enus	Communications	1.0	Nov-10	Active
Getting Results without Authority: Building Relationships and Credibility	comm_27_a01_bs_enus	Communications	1.0	Nov-10	Active
Getting Results without Authority: Persuasive Communication	comm_27_a02_bs_enus	Communications	1.0	Nov-10	Active
Getting Results without Direct Authority: Reciprocity	comm_27_a03_bs_enus	Communications	1.0	Nov-10	Active
Getting Results without Direct Authority: Influencing Your Boss	comm_27_a04_bs_enus	Communications	1.0	Nov-10	Active
Listening Essentials: The Basics of Listening	comm_28_a01_bs_enus	Communications	1.0	Nov-10	Active
Listening Essentials: Improving Your Listening Skills	comm_28_a02_bs_enus	Communications	1.0	Nov-10	Active
Giving Feedback	comm_29_a01_bs_enus	Communications	1.0	Nov-10	Active
Giving Constructive Criticism	comm_29_a02_bs_enus	Communications	1.0	Nov-10	Active
Receiving Feedback and Criticism	comm_29_a03_bs_enus	Communications	1.0	Nov-10	Active
Preparing to Communicate Effectively at the 'C' Level	comm_31_a01_bs_enus	Communications	1.0	Oct-11	Active
Techniques for Communicating Effectively with Senior Executives	comm_31_a02_bs_enus	Communications	1.0	Oct-11	Active
Managing Effective Business Meetings	comm_32_a02_bs_enus	Communications	1.0	Oct-11	Active
Basic Presentation Skills: Planning a Presentation	comm_33_a01_bs_enus	Communications	1.0	Oct-11	Active
Basic Presentation Skills: Creating a Presentation	comm_33_a02_bs_enus	Communications	1.0	Oct-11	Active
Basic Presentation Skills: Delivering a Presentation	comm_33_a03_bs_enus	Communications	1.0	Oct-11	Active
The Impact of Situation and Style When Communicating with Diplomacy and Tact	comm_34_a01_bs_enus	Communications	1.0	Oct-11	Active
Strategies for Communicating with Tact and Diplomacy	comm_34_a02_bs_enus	Communications	1.0	Oct-11	Active
Delivering a Difficult Message with Diplomacy and Tact	comm_34_a03_bs_enus	Communications	1.0	Oct-11	Active
Customer Interactions	cust_07_a01_bs_enus	Communications	3.0	Jan-10	Active
Communication Skills	cust_07_a02_bs_enus	Communications	4.5	Jan-10	Active
Conflict, Stress, and Time Management	cust_07_a03_bs_enus	Personal Development	2.5	Jan-10	Active
Customer Service Fundamentals: Building Rapport in Customer Relationships	cust_09_a01_bs_enus	Communications	1.0	Nov-10	Active
Customer Service in the Field	cust_09_a02_bs_enus	Communications	1.0	Nov-10	Active
Customer Service over the Phone	cust_09_a03_bs_enus	Communications	1.0	Nov-10	Active
Internal Customer Service	cust_09_a04_bs_enus	Communications	1.0	Nov-10	Active
Customer Service Confrontation and Conflict	cust_09_a05_bs_enus	Communications	1.0	Nov-10	Active
Shaping the Direction of Customer Service in Your Organization	cust_09_a06_bs_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Recruiting Talent	hr_05_a01_bs_enus	Personnel/HR	2.0	Jan-10	Active
Retaining Your Talent Pool	hr_05_a02_bs_enus	Personnel/HR	2.0	Jan-10	Active
Essentials of Interviewing and Hiring: Screening Applicants for Interviewing	hr_06_a01_bs_enus	Personnel/HR	1.0	Nov-10	Active
Essentials of Interviewing and Hiring: Preparing to Interview	hr_06_a02_bs_enus	Personnel/HR	1.0	Nov-10	Active
Essentials of Interviewing and Hiring: Conducting an Effective Interview	hr_06_a03_bs_enus	Personnel/HR	1.0	Nov-10	Active
Essentials of Interviewing and Hiring: Behavioral Interview Techniques	hr_06_a04_bs_enus	Personnel/HR	1.0	Nov-10	Active
Essentials of Interviewing and Hiring: Selecting the Right Candidate	hr_06_a05_bs_enus	Personnel/HR	1.0	Nov-10	Active
Fundamentals of Organizational Behavior for the Individual	hr_08_a01_bs_enus	Personnel/HR	1.0	Oct-11	Active
Fundamentals of Organizations – Groups	hr_08_a02_bs_enus	Personnel/HR	1.0	Oct-11	Active
Understanding Organizational Power and Politics	hr_08_a03_bs_enus	Personnel/HR	1.0	Oct-11	Active
Organizational Structure and Employee Behavior	hr_08_a04_bs_enus	Personnel/HR	1.0	Oct-11	Active
Organizational Behavior: Dynamics of a Positive Organizational Culture	hr_08_a05_bs_enus	Personnel/HR	1.0	Oct-11	Active
Human Resources Core Knowledge: Skills, Concepts, and Tools	hr_09_a01_bs_enus	Personnel/HR	2.0	Feb-13	Active
Human Resources Core Knowledge: Functions and Activities	hr_09_a02_bs_enus	Personnel/HR	1.5	Feb-13	Active
Business Management and Strategy: The HR Function and Business Environment	hr_10_a01_bs_enus	Personnel/HR	2.0	Feb-13	Active
Business Management and Strategy: HR and the Strategic Planning Process	hr_10_a02_bs_enus	Personnel/HR	2.0	Feb-13	Active
Business Management and Strategy: HR Functions and Roles	hr_10_a03_bs_enus	Personnel/HR	2.5	Feb-13	Active
Workforce Planning and Employment: Employment Legislation	hr_11_a01_bs_enus	Personnel/HR	2.0	Feb-13	Active
Workforce Planning and Employment: Recruitment Strategies	hr_11_a02_bs_enus	Personnel/HR	2.5	Feb-13	Active
Workforce Planning and Employment: Sourcing and Selecting Candidates	hr_11_a03_bs_enus	Personnel/HR	3.0	Feb-13	Active
Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies	hr_11_a04_bs_enus	Personnel/HR	3.0	Feb-13	Active
Human Resource Development: Regulations and Organizational Development	hr_12_a01_bs_enus	Personnel/HR	3.0	Feb-13	Active
Human Resource Development: Employee Training	hr_12_a02_bs_enus	Personnel/HR	1.5	Feb-13	Active
Human Resource Development: Performance Appraisal and Talent Management	hr_12_a03_bs_enus	Personnel/HR	2.0	Feb-13	Active

Compensation and Benefits: Regulations, Strategies, and Needs Assessment	hr_13_a01_bs_enus	Personnel/HR	3.0	Feb-13	Active
Compensation and Benefits: Managing Policies, Programs, and Activities	hr_13_a02_bs_enus	Personnel/HR	1.0	Feb-13	Active
Compensation and Benefits: Organizational Responsibilities	hr_13_a03_bs_enus	Personnel/HR	1.5	Feb-13	Active
Employee and Labor Relations: Employment Regulations and Organizational Programs	hr_14_a01_bs_enus	Personnel/HR	2.5	Feb-13	Active
Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution	hr_14_a02_bs_enus	Personnel/HR	2.0	Feb-13	Active
Employee and Labor Relations: Unions and Collective Bargaining	hr_14_a03_bs_enus	Personnel/HR	2.5	Feb-13	Active
Risk Management: Organizational Risk and Safety and Health Legislation	hr_15_a01_bs_enus	Personnel/HR	2.5	Feb-13	Active
Risk Management: Workplace Safety, Security, and Privacy	hr_15_a02_bs_enus	Personnel/HR	2.5	Feb-13	Active
Strategic HR for SPHR Exam Candidates Part I	hr_16_a01_bs_enus	Personnel/HR	3.0	Feb-13	Active
Strategic HR for SPHR Exam Candidates Part II	hr_16_a02_bs_enus	Personnel/HR	2.5	Feb-13	Active
Getting Started with Lotus Notes 8 and Using Mail	ia_17eu_a01_dt_enus	Specialized Knowledge & Applications	4.0	Jan-10	Active
Scheduling Events and Managing Applications	ia_17eu_a02_dt_enus	Specialized Knowledge & Applications	3.5	Jan-10	Active
Working with Instant Messaging, Contacts, and Blogs	ia_17eu_a03_dt_enus	Specialized Knowledge & Applications	3.0	Jan-10	Active
Using Productivity Tools and Accessing Lotus Notes 8 Remotely	ia_17eu_a04_dt_enus	Specialized Knowledge & Applications	3.5	Jan-10	Active
Introduction to Business Analysis and Essential Competencies	ib_buap_a01_it_enus	Business Management & Organization	2.5	Jan-10	Active
Introduction to Business Analysis Planning	ib_buap_a02_it_enus	Business Management & Organization	2.0	Jan-10	Active
ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	ib_itlv_a01_it_enus	Specialized Knowledge & Applications	2.5	Jan-13	Active
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	ib_itlv_a02_it_enus	Specialized Knowledge & Applications	3.0	Jan-13	Active
ITIL® 2011 Edition Foundation: Service Strategy Processes	ib_itlv_a03_it_enus	Specialized Knowledge & Applications	1.5	Jan-13	Active
ITIL® 2011 Edition Foundation: Service Design Fundamentals	ib_itlv_a04_it_enus	Specialized Knowledge & Applications	2.0	Jan-13	Active
ITIL® 2011 Edition Foundation: Service Design Processes	ib_itlv_a05_it_enus	Specialized Knowledge & Applications	3.5	Jan-13	Active
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	ib_itlv_a06_it_enus	Specialized Knowledge & Applications	2.5	Jan-13	Active
ITIL® 2011 Edition Foundation: Introduction to Service Operation	ib_itlv_a07_it_enus	Specialized Knowledge & Applications	1.5	Jan-13	Active
ITIL® 2011 Edition Foundation: Service Operation Processes	ib_itlv_a08_it_enus	Specialized Knowledge & Applications	2.5	Jan-13	Active
ITIL® 2011 Edition Foundation: Continual Service Improvement	ib_itlv_a09_it_enus	Specialized Knowledge & Applications	1.5	Jan-13	Active
Agile Project Management Essentials	ib_pmag_a01_it_enus	Management Advisory Services	2.5	Jan-13	Active
Adopting an Agile Approach to Project Management	ib_pmag_a02_it_enus	Management Advisory Services	2.5	Jan-13	Active
An Overview of Agile Methodologies	ib_pmag_a03_it_enus	Management Advisory Services	2.0	Jan-13	Active
Overview of the Scrum Development Process	ib_pmag_a04_it_enus	Management Advisory Services	2.5	Jan-13	Active
Agile Planning: Project Initiating and Requirements Gathering	ib_pmag_a05_it_enus	Management Advisory Services	1.5	Jan-13	Active
Agile Planning: Doing Estimates and Completing the Release Plan	ib_pmag_a06_it_enus	Management Advisory Services	2.5	Jan-13	Active
Planning and Monitoring Iterations on an Agile Project	ib_pmag_a07_it_enus	Management Advisory Services	3.5	Jan-13	Active
Leading an Agile Team	ib_pmag_a08_it_enus	Management Advisory Services	2.0	Jan-13	Active
Managing Stakeholder Engagement on an Agile Project	ib_pmag_a09_it_enus	Management Advisory Services	2.5	Jan-13	Active
Ensuring Delivery of Value and Quality in Agile Projects	ib_pmag_a10_it_enus	Management Advisory Services	3.0	Jan-13	Active
The Telecommunications Industry Overview: Version 3	indo_01_a11_bs_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
The Health Care Industry Overview: Version 3	indo_01_a12_bs_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
The Insurance Industry Overview: Version 3	indo_01_a13_bs_enus	Specialized Knowledge & Applications	1.0	Mar-10	Active
The Banking Industry Overview: Version 3	indo_01_a14_bs_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
The Oil and Gas Industry Overview: Version 3	indo_01_a15_bs_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
The Retail Industry Overview: Version 3	indo_01_a16_bs_enus	Specialized Knowledge & Applications	1.0	Oct-10	Active
The Manufacturing Industry Overview: Version 3	indo_01_a17_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Pharmaceutical Industry Overview: Version 3	indo_01_a18_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Information Technology Industry Overview: Version 3	indo_01_a19_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Federal Government Industry Overview: Version 3	indo_01_a20_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Education Industry Overview: Version 1	indo_01_a21_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Utilities Industry Overview: Version 1	indo_01_a22_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Chemicals Industry Overview: Version 1	indo_01_a23_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Broadcasting & Entertainment Industry Overview: Version 1	indo_01_a24_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Capital Markets Industry Overview: Version 1	indo_01_a25_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Consumer Electronics Industry Overview: Version 1	indo_01_a26_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Aerospace & Defense Industry Overview: Version 1	indo_01_a27_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Biotechnology Industry Overview: Version 1	indo_01_a28_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Automotive Industry Overview: Version 3	indo_01_a29_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Food and Beverage Industry Overview: Version 3	indo_01_a30_bs_enus	Specialized Knowledge & Applications	1.0	May-11	Active
The Agriculture Industry Overview	indo_01_a31_bs_enus	Specialized Knowledge & Applications	2.0	Jan-13	Active
Leadership Essentials: Motivating Employees	lead_05_a01_bs_enus	Communications	1.0	Jan-10	Active
Leadership Essentials: Communicating Vision	lead_05_a02_bs_enus	Communications	1.0	Jan-10	Active
Leadership Essentials: Building Your Influence as a Leader	lead_05_a03_bs_enus	Communications	1.0	Jan-10	Active
Leadership Essentials: Leading with Emotional Intelligence	lead_05_a04_bs_enus	Communications	1.0	Jan-10	Active
Leadership Essentials: Leading Business Execution	lead_05_a05_bs_enus	Communications	1.0	Jan-10	Active
Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus	Communications	1.0	Jan-10	Active
Leadership Essentials: Leading Change	lead_05_a07_bs_enus	Communications	1.0	Jan-10	Active
Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus	Communications	1.0	Jan-10	Active
The Benefits and Challenges of Engaging Employees	lead_06_a01_bs_enus	Personnel/HR	1.0	Oct-11	Active
Maintaining an Engaging Organization	lead_06_a02_bs_enus	Personnel/HR	1.0	Oct-11	Active
Creating and Maintaining a Positive Work Environment	lead_07_a01_bs_enus	Personnel/HR	1.0	Oct-11	Active
Fundamentals of Organizational Learning	lead_08_a01_bs_enus	Personnel/HR	1.0	Jan-13	Active
Establishing the Conditions for a Learning Culture	lead_08_a02_bs_enus	Personnel/HR	1.5	Jan-13	Active
Developing Learning Practices	lead_08_a03_bs_enus	Personnel/HR	1.5	Jan-13	Active
Evaluating and Sustaining Organizational Learning	lead_08_a04_bs_enus	Personnel/HR	1.0	Jan-13	Active
Cross-functional Team Fundamentals	lead_10_a01_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Key Strategies for Managing Cross-functional Teams	lead_10_a02_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Managing Internal Dynamics in a Cross-functional Team	lead_10_a03_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Setting and Managing Priorities within the Organization: Mission and Goals	lead_11_a01_bs_enus	Business Management & Organization	1.0	Jan-13	Active
Setting and Managing Priorities within the Organization: Deciphering Priorities	lead_11_a02_bs_enus	Business Management & Organization	1.0	Jan-13	Active
Setting and Managing Priorities within the Organization: Motivation	lead_11_a03_bs_enus	Business Management & Organization	1.0	Jan-13	Active
Setting and Managing Priorities within the Organization: Communication	lead_11_a04_bs_enus	Business Management & Organization	1.0	Jan-13	Active
The Voice of Leadership: Inspirational Leadership	lead_13_a01_bs_enus	Communications	1.0	Oct-11	Active
The Voice of Leadership: Self-assessment and Motivation	lead_13_a02_bs_enus	Communications	1.0	Oct-11	Active
The Voice of Leadership: Effective Leadership Communication Strategies	lead_13_a03_bs_enus	Communications	1.0	Oct-11	Active
The Voice of Leadership: The Power of Leadership Messaging	lead_13_a04_bs_enus	Communications	1.0	Oct-11	Active
Managing Change: Understanding Change	mgmt_13_a01_bs_enus	Communications	1.0	Nov-10	Active
Managing Change: Building Positive Support for Change	mgmt_13_a02_bs_enus	Communications	1.0	Nov-10	Active
Managing Change: Dealing with Resistance to Change	mgmt_13_a03_bs_enus	Communications	1.0	Nov-10	Active
Managing Change: Sustaining Organizational Change	mgmt_13_a04_bs_enus	Communications	1.0	Nov-10	Active
Business Coaching: Getting Ready to Coach	mgmt_14_a01_bs_enus	Communications	1.0	Nov-10	Active
Business Coaching: Conducting Coaching Sessions	mgmt_14_a02_bs_enus	Communications	1.0	Nov-10	Active
Business Coaching: Building the Coaching Relationship	mgmt_14_a03_bs_enus	Communications	1.0	Nov-10	Active
Business Coaching: Using Different Coaching Styles	mgmt_14_a04_bs_enus	Communications	1.0	Nov-10	Active
Management Essentials: Directing Others	mgmt_15_a01_bs_enus	Business Management & Organization	1.0	Nov-10	Active
Management Essentials: Delegating	mgmt_15_a02_bs_enus	Business Management & Organization	1.0	Nov-10	Active
Management Essentials: Developing Your Direct Reports	mgmt_15_a03_bs_enus	Business Management & Organization	1.0	Nov-10	Active
Management Essentials: Confronting Difficult Employee Behavior	mgmt_15_a04_bs_enus	Business Management & Organization	1.0	Nov-10	Active
Management Essentials: Managing a Diverse Team	mgmt_15_a05_bs_enus	Business Management & Organization	1.0	Nov-10	Active
Management Essentials: Treating Your Direct Reports Fairly	mgmt_15_a06_bs_enus	Business Management & Organization	1.0	Nov-10	Active
Management Essentials: Caring about Your Direct Reports	mgmt_15_a07_bs_enus	Business Management & Organization	1.0	Nov-10	Active
Talent Management: Basics	mgmt_18_a01_bs_enus	Personnel/HR	1.0	Nov-10	Active
Talent Management: Planning	mgmt_18_a02_bs_enus	Personnel/HR	1.0	Nov-10	Active
Talent Management: Acquiring Talent	mgmt_18_a03_bs_enus	Personnel/HR	1.0	Nov-10	Active
Talent Management: Developing and Engaging Talent	mgmt_18_a04_bs_enus	Personnel/HR	1.0	Nov-10	Active
Talent Management: Retaining Talent	mgmt_18_a05_bs_enus	Personnel/HR	1.0	Nov-10	Active
Developing a High-performance Organization	mgmt_23_a01_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Cross-functional Strategic Management	mgmt_23_a02_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Managing for Rapid Change and Uncertainty	mgmt_23_a03_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Managing High Performers	mgmt_23_a04_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Managing New Managers	mgmt_23_a05_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Managing Experienced Managers	mgmt_23_a06_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Strategies for Successful Employee Onboarding: An Introduction	mgmt_24_a01_bs_enus	Personnel/HR	1.0	Jan-13	Active
Strategies for Successful Employee Onboarding: Getting Started	mgmt_24_a02_bs_enus	Personnel/HR	1.5	Jan-13	Active
Strategies for Successful Employee Onboarding: Assessing Program Success	mgmt_24_a03_bs_enus	Personnel/HR	1.0	Jan-13	Active

Delegation Essentials: An Introduction to Delegating	mgmt_27_a01_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Delegation Essentials: The Delegation Process	mgmt_27_a02_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Delegation Essentials: Overcoming Delegation Problems	mgmt_27_a03_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Thinking Like a CFO: Mind-set and Financial Priorities	mgmt_30_a01_bs_enus	Finance	1.5	Jan-13	Active
Thinking Like a CFO: Making Financial Decisions	mgmt_30_a02_bs_enus	Finance	1.0	Jan-13	Active
Thinking Like a CFO: Preparing and Presenting a Business Case	mgmt_30_a03_bs_enus	Finance	1.5	Jan-13	Active
Thinking Like a CFO: Managing Risk	mgmt_30_a04_bs_enus	Finance	1.0	Jan-13	Active
Using Facilitation Skills as a Manager	mgmt_31_a01_bs_enus	Communications	1.5	Jan-13	Active
Facilitating Collaborative Processes	mgmt_31_a02_bs_enus	Communications	1.0	Jan-13	Active
Challenges of Facilitating	mgmt_31_a03_bs_enus	Communications	1.0	Jan-13	Active
Engaging Top Performers	mgmt_33_a01_bs_enus	Personnel/HR	1.0	Jan-13	Active
Retaining Top Performers	mgmt_33_a02_bs_enus	Personnel/HR	1.0	Jan-13	Active
Overcoming Challenges of Managing Top Performers	mgmt_33_a03_bs_enus	Personnel/HR	1.5	Jan-13	Active
Recognizing and Diagnosing Problem Performance	mgmt_34_a01_bs_enus	Business Management & Organization	1.0	Oct-11	Active
First Steps for Turning Around a Performance Problem	mgmt_34_a02_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Using Progressive Discipline to Correct Problem Performance	mgmt_34_a03_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Preventing Problem Performance	mgmt_34_a04_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Preparing for a Difficult Conversation	mgmt_36_a01_bs_enus	Communications	1.5	Jan-13	Active
Having a Difficult Conversation	mgmt_36_a02_bs_enus	Communications	1.0	Jan-13	Active
Handling Difficult Conversations Effectively	mgmt_36_a03_bs_enus	Communications	1.0	Jan-13	Active
Planning for Performance	mgmt_37_a01_bs_enus	Management Advisory Services	1.5	Jan-13	Active
Monitoring and Improving Performance	mgmt_37_a02_bs_enus	Management Advisory Services	1.0	Jan-13	Active
Reviewing and Rewarding Performance	mgmt_37_a03_bs_enus	Management Advisory Services	1.5	Jan-13	Active
Marketing Essentials: Introduction to Marketing	mkt_01_a01_bs_enus	Marketing	1.0	Oct-11	Active
Marketing Essentials: Planning and People	mkt_01_a02_bs_enus	Marketing	1.0	Oct-11	Active
Marketing Essentials: Product and Price	mkt_01_a03_bs_enus	Marketing	1.0	Oct-11	Active
Marketing Essentials: Place	mkt_01_a04_bs_enus	Marketing	1.0	Oct-11	Active
Marketing Essentials: Promotion	mkt_01_a05_bs_enus	Marketing	1.0	Oct-11	Active
Marketing Essentials: Marketing and Ethics	mkt_01_a06_bs_enus	Marketing	1.0	Oct-11	Active
Programmability and Administration in Access 2007	mo_acpu_a01_dt_enus	Specialized Knowledge & Applications	2.0	Nov-08	Active
Database Administration in Access 2007	mo_acpu_a02_dt_enus	Specialized Knowledge & Applications	3.0	Nov-08	Active
Importing and Exporting Data and Data Presentation in Access 2007	mo_adax_a01_dt_enus	Specialized Knowledge & Applications	3.0	Nov-08	Active
Advanced Data Management in Access 2007	mo_adax_a02_dt_enus	Specialized Knowledge & Applications	4.0	Nov-08	Active
Advanced Formatting in Excel 2007	mo_adex_a01_dt_enus	Specialized Knowledge & Applications	3.5	Nov-08	Active
Advanced Data Management in Excel 2007	mo_adex_a02_dt_enus	Specialized Knowledge & Applications	2.5	Nov-08	Active
Advanced Customization in Excel 2007	mo_adex_a03_dt_enus	Specialized Knowledge & Applications	3.0	Nov-08	Active
Advanced Customization with MS Project 2007	mo_adpr_a01_dt_enus	Computer Science	4.0	Jan-10	Active
Project Data Management and Performance with MS Project 2007	mo_adpr_a02_dt_enus	Computer Science	4.5	Jan-10	Active
Advanced Formatting in Word 2007	mo_adwd_a01_dt_enus	Specialized Knowledge & Applications	1.5	Jan-10	Active
Advanced Document Navigation and Document Reviews in Word 2007	mo_adwd_a02_dt_enus	Specialized Knowledge & Applications	2.5	Jan-10	Active
Using Tables, Charts, and Graphics in Word 2007	mo_adwd_a03_dt_enus	Specialized Knowledge & Applications	2.5	Jan-10	Active
Customizing Visual Elements in Excel 2010	mo_aeal_a01_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010	mo_aeal_a02_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Organizing Data and Objects in Excel 2010	mo_aeal_a03_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Verifying Excel 2010 Data and Formulas	mo_aeal_a04_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Automating Excel 2010 Tasks Using Macros	mo_aeal_a05_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Analyzing Data With What-If Analysis in Excel 2010	mo_aeal_a06_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
PivotTables and PivotCharts in Excel 2010	mo_aeal_a07_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
PivotTable Filters, Calculations, and PowerPivot	mo_aeal_a08_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Getting Started with Access 2010	mo_bacc_a01_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Creating Basic Tables in Access 2010	mo_bacc_a02_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Data Manipulation and Simple Relationships in Access 2010	mo_bacc_a03_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Introduction to Forms in Access 2010	mo_bacc_a04_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Getting Started with Excel 2010	mo_bexl_a01_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Applying Basic Data Formatting in Excel 2010	mo_bexl_a02_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Moving and Getting Around in Excel 2010	mo_bexl_a03_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Moving Data and Modifying Worksheets in Excel 2010	mo_bexl_a04_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Saving, Sending, and Printing Excel 2010 Workbooks	mo_bexl_a05_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Using Conditional Formatting, Tables, and Sparklines in Excel 2010	mo_bexl_a06_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Reviewing and Protecting Content in Excel 2010	mo_bexl_a07_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Using Basic Formulas in Excel 2010	mo_bexl_a08_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Using Basic Functions with Excel 2010	mo_bexl_a09_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Inserting Basic Charts in Excel 2010	mo_bexl_a10_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Adding Visuals, Themes, and Styles to Excel 2010 Workbooks	mo_bexl_a11_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Getting Started with Access 2007	mo_bgac_a01_dt_enus	Specialized Knowledge & Applications	2.5	Nov-08	Active
Basic Access 2007 Tables	mo_bgac_a02_dt_enus	Specialized Knowledge & Applications	3.0	Nov-08	Active
Basic Access 2007 Forms	mo_bgac_a03_dt_enus	Specialized Knowledge & Applications	3.0	Nov-08	Active
Queries and Reports in Access 2007	mo_bgac_a04_dt_enus	Specialized Knowledge & Applications	3.0	Nov-08	Active
Getting Started with Excel 2007	mo_bgex_a01_dt_enus	Specialized Knowledge & Applications	2.0	Nov-08	Active
Manipulating and Formatting Data and Worksheets in Excel 2007	mo_bgex_a02_dt_enus	Specialized Knowledge & Applications	3.0	Nov-08	Active
Reviewing and Printing in Excel 2007	mo_bgex_a03_dt_enus	Specialized Knowledge & Applications	1.5	Nov-08	Active
Excel 2007 Formulas and Functions	mo_bgex_a04_dt_enus	Specialized Knowledge & Applications	2.5	Nov-08	Active
Excel 2007 Charts, Pictures, Themes, and Styles	mo_bgex_a06_dt_enus	Specialized Knowledge & Applications	2.5	Nov-08	Active
Getting Started with Outlook 2007	mo_bgol_a01_dt_enus	Computer Science	1.5	Nov-07	Active
Formatting and Managing E-mail in Outlook 2007	mo_bgol_a02_dt_enus	Computer Science	3.0	Nov-07	Active
Getting Started with PowerPoint 2007	mo_bgpp_a01_dt_enus	Specialized Knowledge & Applications	1.5	Jan-10	Active
Adding Graphics to Presentations in PowerPoint 2007	mo_bgpp_a02_dt_enus	Specialized Knowledge & Applications	1.5	Jan-10	Active
Adding Multimedia and Animations to Presentations in PowerPoint 2007	mo_bgpp_a03_dt_enus	Specialized Knowledge & Applications	1.0	Jan-10	Active
Creating and Designing a Project with Project 2007	mo_bgpr_a01_dt_enus	Computer Science	4.0	Jan-10	Active
Specifying and Assigning Resources in Project 2007	mo_bgpr_a02_dt_enus	Computer Science	3.0	Jan-10	Active
Tracking and Reporting Progress with Project 2007	mo_bgpr_a03_dt_enus	Computer Science	4.0	Jan-10	Active
Getting Started with Word 2007	mo_bgwd_a01_dt_enus	Specialized Knowledge & Applications	1.5	Jan-10	Active
Working with Text and Paragraphs in Word 2007	mo_bgwd_a02_dt_enus	Specialized Knowledge & Applications	1.5	Jan-10	Active
Structuring, Editing, Saving, and Opening Documents in Word 2007	mo_bgwd_a03_dt_enus	Specialized Knowledge & Applications	2.0	Jan-10	Active
Printing, Help, and Automated Formatting in Word 2007	mo_bgwd_a04_dt_enus	Specialized Knowledge & Applications	2.0	Jan-10	Active
Working with Documents in Word 2007	mo_bgwd_a05_dt_enus	Specialized Knowledge & Applications	3.0	Jan-10	Active
Getting Started with Outlook 2010	mo_bout_a01_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Managing Conversations and Organizing E-mail in Outlook 2010	mo_bout_a02_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010	mo_bout_a03_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Using the Calendar for Appointments, Events, and Meetings in Outlook 2010	mo_bout_a04_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Managing Meetings and Customizing the Calendar in Outlook 2010	mo_bout_a05_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Outlook 2010 Social Connector and Messaging	mo_bout_a06_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Working with Contacts in Outlook 2010	mo_bout_a07_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Using the Tasks, Notes, and Journal Features in Outlook 2010	mo_bout_a08_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Getting Started with PowerPoint 2010	mo_bppt_a01_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Visually Enhancing PowerPoint 2010 Presentations	mo_bppt_a02_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Adding Images to Presentations in PowerPoint 2010	mo_bppt_a03_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Using Multimedia and Animations in PowerPoint 2010	mo_bppt_a04_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Introduction to Project Management using Project 2010	mo_bprj_a01_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Introduction to Project 2010	mo_bprj_a02_dt_enus	Specialized Knowledge & Applications	1.0	Oct-11	Active
Getting Started with Word 2010	mo_bwrld_a01_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Formatting and Working with Text in Word 2010	mo_bwrld_a02_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Organizing and Arranging Text in Word 2010	mo_bwrld_a03_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Moving Around in Word 2010	mo_bwrld_a04_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Structuring Word 2010 Documents	mo_bwrld_a05_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Reviewing Documents in Word 2010	mo_bwrld_a06_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Saving, Sharing, and Printing in Word 2010	mo_bwrld_a07_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Customizing the Behavior and Appearance of Word 2010	mo_bwrld_a08_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Drawing and Inserting Graphics in Word 2010	mo_bwrld_a09_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Analyzing Data in Excel 2007	mo_expu_a01_dt_enus	Specialized Knowledge & Applications	4.5	Nov-08	Active
Protecting and Sharing Excel 2007 Workbooks	mo_expu_a02_dt_enus	Specialized Knowledge & Applications	2.5	Nov-08	Active

Exchanging Data with Excel 2007	mo_expu_a03_dt_enus	Specialized Knowledge & Applications	3.0	Nov-08	Active
Microsoft Office 2007: Collaborating with Groove and Communicator	mo_ncmg_a01_dt_enus	Specialized Knowledge & Applications	3.0	Jan-10	Active
Microsoft Office 2007: Sharing Information with OneNote 2007	mo_ncmg_a02_dt_enus	Specialized Knowledge & Applications	2.0	Jan-10	Active
The New Office 2010 Interface, Word 2010, and Excel 2010	mo_nfum_a01_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Outlook 2010 and Collaboration in Office 2010	mo_nfum_a02_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
New Features for PowerPoint, Publisher, and Access in Office 2010	mo_nfum_a03_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
SharePoint 2010 New Features for End Users	mo_nspe_a01_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Getting Started with SharePoint 2010	mo_ospe_a01_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Using SharePoint 2010 with Office 2010	mo_ospe_a02_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Managing SharePoint 2010 Sites, Lists, and Libraries	mo_ospp_a01_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Managing SharePoint 2010 Pages and Components	mo_ospp_a02_dt_enus	Specialized Knowledge & Applications	1.0	May-11	Active
Office 2010 New Core Features	mo_otnf_a01_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Office 2010 Web Apps and New Features in Publisher and Mobile	mo_otnf_a03_dt_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Introduction to Six Sigma for Champions	oper_03_a01_bs_enus	Specialized Knowledge & Applications	2.0	Nov-07	Active
Six Sigma Process Improvement	oper_03_a02_bs_enus	Specialized Knowledge & Applications	2.5	Nov-07	Active
Six Sigma Projects and Project Teams	oper_03_a03_bs_enus	Specialized Knowledge & Applications	2.5	Nov-07	Active
Managing and Deploying Six Sigma	oper_03_a04_bs_enus	Specialized Knowledge & Applications	2.5	Nov-07	Active
Leadership	oper_04_a01_bs_enus	Communications	1.5	Nov-07	Active
Team Dynamics	oper_04_a02_bs_enus	Communications	2.0	Nov-07	Active
Developing and Deploying Strategic Plans	oper_04_a03_bs_enus	Specialized Knowledge & Applications	2.0	Nov-07	Active
Managerial Skills and Abilities	oper_04_a04_bs_enus	Business Management & Organization	3.5	Nov-08	Active
Communication Skills and Project Management	oper_04_a05_bs_enus	Business Management & Organization	1.5	Nov-08	Active
Quality Systems, Models, and Theories	oper_04_a06_bs_enus	Production	2.0	Nov-07	Active
Problem-Solving and Process Management Tools	oper_04_a07_bs_enus	Management Advisory Services	3.5	Nov-08	Active
Measurement: Assessment and Metrics	oper_04_a08_bs_enus	Statistics	2.0	Nov-08	Active
Customer-Focused Management	oper_04_a09_bs_enus	Management Advisory Services	2.5	Nov-08	Active
Supply Chain Management	oper_04_a10_bs_enus	Production	1.5	Nov-07	Active
Training and Development	oper_04_a11_bs_enus	Personnel/HR	2.0	Nov-08	Active
Six Sigma and Lean in the Organization	oper_05_a01_bs_enus	Business Management & Organization	2.5	Nov-08	Active
Design for Six Sigma in the Organization	oper_05_a02_bs_enus	Business Management & Organization	2.0	Nov-08	Active
Processes and Customer Analysis in Six Sigma Projects	oper_06_a01_bs_enus	Management Advisory Services	3.0	Nov-08	Active
Basics of Six Sigma Projects and Teams	oper_06_a02_bs_enus	Management Advisory Services	3.5	Nov-08	Active
Tools for Planning and Managing Six Sigma Project Opportunities	oper_06_a03_bs_enus	Management Advisory Services	2.5	Nov-08	Active
Using Six Sigma Analysis Tools and Metrics for Project Decisions	oper_06_a04_bs_enus	Statistics	2.0	Nov-08	Active
Modeling and Analyzing Processes in Six Sigma	oper_07_a01_bs_enus	Management Advisory Services	2.5	Nov-08	Active
Statistics and Probability in Six Sigma	oper_07_a02_bs_enus	Statistics	2.0	Nov-08	Active
Data Classification and Collection in Six Sigma	oper_07_a03_bs_enus	Business Management & Organization	2.0	Nov-08	Active
Summarizing and Presenting Data in Six Sigma	oper_07_a04_bs_enus	Business Management & Organization	2.0	Nov-08	Active
Probability Distributions and Measurement Systems Analysis in Six Sigma	oper_07_a05_bs_enus	Business Management & Organization	2.5	Nov-08	Active
Measuring Process Capability and Performance in Six Sigma	oper_07_a06_bs_enus	Business Management & Organization	1.5	Nov-08	Active
Exploratory Data Analysis in Six Sigma	oper_08_a01_bs_enus	Business Management & Organization	1.0	Nov-08	Active
Introduction to Hypothesis Testing and Testing for Means in Six Sigma	oper_08_a02_bs_enus	Business Management & Organization	1.5	Nov-08	Active
Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma	oper_08_a03_bs_enus	Business Management & Organization	2.5	Nov-08	Active
Design of Experiments and Validation of Solutions in Six Sigma	oper_09_a01_bs_enus	Business Management & Organization	1.5	Nov-08	Active
Statistical Process Control and Control Plans in Six Sigma	oper_09_a02_bs_enus	Business Management & Organization	2.0	Nov-08	Active
Using Basic Control Charts in Six Sigma	oper_09_a03_bs_enus	Business Management & Organization	3.0	Nov-08	Active
Introduction to Lean for Service and Manufacturing Organizations	oper_20_a01_bs_enus	Specialized Knowledge & Applications	1.0	Nov-10	Active
Operations Management and the Organization	oper_21_a01_bs_enus	Production	1.0	Oct-11	Active
Operations Management: Product and Service Management	oper_21_a02_bs_enus	Production	1.0	Oct-11	Active
Operations and Supply Chain Management	oper_21_a03_bs_enus	Production	1.0	Oct-11	Active
Operations Management: Inventory Management	oper_21_a04_bs_enus	Production	1.0	Oct-11	Active
Operations Management: Forecasting and Capacity Planning	oper_21_a05_bs_enus	Production	1.0	Oct-11	Active
Operations Management: Operations Scheduling	oper_21_a06_bs_enus	Production	1.0	Oct-11	Active
Operations Management: Management of Quality	oper_21_a07_bs_enus	Production	1.0	Oct-11	Active
Operations Management: Facilities Planning and Management	oper_21_a08_bs_enus	Production	1.0	Oct-11	Active
Customer-driven Process Improvement: Basic Framework	oper_22_a01_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Customer-driven Process Improvement: Identifying Customer Needs	oper_22_a02_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Customer-driven Process Improvement: From Customer Needs to Process Requirements	oper_22_a03_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Customer-Driven Process Improvement: Mapping and Measuring Processes	oper_22_a04_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Customer-driven Process Improvement: Analyzing Process Problems	oper_22_a05_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions	oper_22_a06_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Customer-driven Process Improvement: Implementing and Maintaining Improvements	oper_22_a07_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Working for Your Inner Boss: Personal Accountability	pd_05_a01_bs_enus	Personal Development	2.5	May-08	Active
Managing from Within: Self-empowerment	pd_05_a02_bs_enus	Personal Development	2.5	May-08	Active
Goals and Setting Goals	pd_05_a03_bs_enus	Personal Development	2.5	May-08	Active
Creating a Positive Attitude	pd_05_a04_bs_enus	Personal Development	2.0	May-08	Active
Pursuing Successful Lifelong Learning	pd_05_a05_bs_enus	Personal Development	3.0	May-08	Active
Diversity on the Job: The Importance of Diversity and the Changing Workplace	pd_07_a01_bs_enus	Personnel/HR	1.0	Nov-10	Active
Diversity on the Job: Diversity and You	pd_07_a02_bs_enus	Personnel/HR	1.0	Nov-10	Active
Telecommuting Basics: Maximizing Productivity as a Remote Employee	pd_08_a01_bs_enus	Business Management & Organization	1.0	Jan-10	Active
Telecommuting Basics: Communication Strategies for the Remote Employee	pd_08_a02_bs_enus	Communications	1.0	Jan-10	Active
Generating Creative and Innovative Ideas: Enhancing Your Creativity	pd_09_a01_bs_enus	Personal Development	1.0	Nov-10	Active
Generating Creative and Innovative Ideas: Maximizing Team Creativity	pd_09_a02_bs_enus	Personal Development	1.0	Nov-10	Active
Generating Creative and Innovative Ideas: Verifying and Building on Ideas	pd_09_a03_bs_enus	Personal Development	1.0	Nov-10	Active
Managing Your Career: Creating a Plan	pd_10_a01_bs_enus	Personal Development	1.0	Nov-10	Active
Managing Your Career: Getting on the Right Track	pd_10_a02_bs_enus	Personal Development	1.0	Nov-10	Active
Managing Your Career: Professional Networking Essentials	pd_10_a03_bs_enus	Personal Development	1.0	Nov-10	Active
Managing Your Career: You and Your Boss	pd_10_a04_bs_enus	Personal Development	1.0	Oct-10	Active
Managing Your Career: Leveraging the Performance Appraisal	pd_10_a05_bs_enus	Personal Development	1.0	Nov-10	Active
Time Management: Analyzing Your Use of Time	pd_11_a01_bs_enus	Personal Development	1.0	Nov-10	Active
Time Management: Planning and Prioritizing Your Time	pd_11_a02_bs_enus	Personal Development	1.0	Nov-10	Active
Time Management: Avoiding Time Stealers	pd_11_a03_bs_enus	Personal Development	1.0	Nov-10	Active
Problem Solving: The Fundamentals	pd_12_a01_bs_enus	Management Advisory Services	1.0	Nov-10	Active
Problem Solving: Determining and Building Your Strengths	pd_12_a02_bs_enus	Management Advisory Services	1.00	Nov-10	Active
Problem Solving: Digging Deeper	pd_12_a03_bs_enus	Management Advisory Services	1.0	Nov-10	Active
Decision Making: The Fundamentals	pd_12_a04_bs_enus	Management Advisory Services	1.0	Nov-10	Active
Decision Making: Tools and Techniques	pd_12_a05_bs_enus	Management Advisory Services	1.0	Nov-10	Active
Decision Making: Making Tough Decisions	pd_12_a06_bs_enus	Management Advisory Services	1.0	Nov-10	Active
Understanding Organizational Change	pd_13_a01_bs_enus	Management Advisory Services	1.0	Nov-10	Active
Preparing for Organizational Change	pd_13_a02_bs_enus	Management Advisory Services	1.0	Nov-10	Active
Embracing Organizational Change	pd_13_a03_bs_enus	Management Advisory Services	1.0	Nov-10	Active
Critical Thinking Essentials: What is Critical Thinking?	pd_14_a01_bs_enus	Management Advisory Services	1.0	Oct-11	Active
Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus	Management Advisory Services	1.0	Oct-11	Active
Project Management Fundamentals	proj_01_a01_bs_enus	Management Advisory Services	2.0	Nov-07	Active
Transitioning into a Project Management Role	proj_01_a02_bs_enus	Management Advisory Services	2.5	Nov-07	Active
Initiating and Planning a Project	proj_01_a03_bs_enus	Management Advisory Services	1.5	Nov-07	Active
Managing a Project	proj_01_a04_bs_enus	Management Advisory Services	1.5	Nov-07	Active
Troubleshooting and Closing the Project	proj_01_a05_bs_enus	Management Advisory Services	1.5	Nov-07	Active
The Role of Ethics in Project Management	proj_15_a01_bs_enus	Business Management & Organization	2.5	Jan-10	Active
Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	Behavioral Ethics	2.5	Jan-10	Active
Introduction to Program Management	proj_16_a01_bs_enus	Business Management & Organization	2.0	Jan-10	Active
Program Life Cycle and Benefits Management	proj_16_a02_bs_enus	Business Management & Organization	2.5	Jan-10	Active
Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	proj_19_a01_bs_enus	Communications	2.5	May-13	Active
Project Management Overview (PMBOK® Guide Fifth Edition)	proj_19_a02_bs_enus	Business Management & Organization	1.5	May-13	Active
Project Management Process Groups (PMBOK® Guide Fifth Edition)	proj_19_a03_bs_enus	Business Management & Organization	2.5	May-13	Active
Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	proj_20_a01_bs_enus	Social Environment of Business	2.5	May-13	Active
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	proj_20_a02_bs_enus	Social Environment of Business	2.0	May-13	Active
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	proj_20_a03_bs_enus	Social Environment of Business	1.5	May-13	Active
Planning Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a01_bs_enus	Management Advisory Services	2.5	May-13	Active
Controlling Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a02_bs_enus	Management Advisory Services	2.5	May-13	Active
Risk Management Planning (PMBOK® Guide Fifth Edition)	proj_27_a01_bs_enus	Management Advisory Services	2.0	May-13	Active

Identifying Project Risks (PMBOK® Guide Fifth Edition)	proj_27_a02_bs_enus	Business Management & Organization	2.0	May-13	Active
Performing Risk Analysis (PMBOK® Guide Fifth Edition)	proj_27_a03_bs_enus	Management Advisory Services	2.5	May-13	Active
Risk Response and Control (PMBOK® Guide Fifth Edition)	proj_27_a04_bs_enus	Management Advisory Services	2.0	May-13	Active
Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	proj_28_a01_bs_enus	Business Management & Organization	2.0	May-13	Active
Managing Procurements (PMBOK® Guide Fifth Edition)	proj_28_a02_bs_enus	Business Management & Organization	2.0	May-13	Active
Introduction to Green Business and Sustainability	stgy_04_a01_bs_enus	Business Management & Organization	3.5	Jan-10	Active
Green Business: Planning Sustainability Strategies	stgy_04_a02_bs_enus	Business Management & Organization	3.0	Jan-10	Active
Green Business: Implementing Sustainability Strategies	stgy_04_a03_bs_enus	Business Management & Organization	2.5	Jan-10	Active
The Fundamentals of Globalization: The Global Context	stgy_05_a01_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Fundamentals of Globalization: Analyzing the Global Environment	stgy_05_a02_bs_enus	Business Management & Organization	1.0	Oct-11	Active
The Fundamentals of Globalization: Strategies for Globalization	stgy_05_a03_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Fundamentals of Globalization: Managing in a Global Environment	stgy_05_a04_bs_enus	Business Management & Organization	1.0	Oct-11	Active
Developing the Capacity to Think Strategically	stgy_08_a01_bs_enus	Business Management & Organization	1.0	Jan-13	Active
Developing the Strategic Thinking Skill of Seeing the Big Picture	stgy_08_a02_bs_enus	Business Management & Organization	1.0	Jan-13	Active
Using Strategic Thinking Skills	stgy_08_a03_bs_enus	Business Management & Organization	1.0	Jan-13	Active
Risk Management: Identifying Risk	stgy_09_a01_bs_enus	Management Advisory Services	1.0	Jan-13	Active
Risk Management: Assessing Risk	stgy_09_a02_bs_enus	Management Advisory Services	1.0	Jan-13	Active
Risk Management: Dealing with Risk	stgy_09_a03_bs_enus	Management Advisory Services	1.0	Jan-13	Active
Business Planning Essentials: Preparing a Business Plan	stgy_10_a01_bs_enus	Business Management & Organization	1.0	Jan-13	Active
Business Planning Essentials: Performing Key Analyses	stgy_10_a02_bs_enus	Business Management & Organization	1.0	Jan-13	Active
Business Planning Essentials: Preparing for Implementation	stgy_10_a03_bs_enus	Business Management & Organization	1.0	Jan-13	Active
Being an Effective Team Member	team_02_a01_bs_enus	Communications	1.0	Jan-10	Active
Establishing Team Goals and Responsibilities	team_02_a02_bs_enus	Communications	1.0	Jan-10	Active
Elements of a Cohesive Team	team_02_a03_bs_enus	Communications	1.0	Jan-10	Active
Effective Team Communication	team_02_a04_bs_enus	Communications	1.0	Jan-10	Active
Using Feedback to Improve Team Performance	team_02_a05_bs_enus	Communications	1.0	Jan-10	Active
Leading Teams: Launching a Successful Team	team_03_a01_bs_enus	Communications	1.0	Nov-10	Active
Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_enus	Communications	1.0	Nov-10	Active
Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enus	Communications	1.0	Nov-10	Active
Leading Teams: Building Trust and Commitment	team_03_a04_bs_enus	Communications	1.0	Nov-10	Active
Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_enus	Communications	1.0	Nov-10	Active
Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_enus	Communications	1.0	Nov-10	Active
Leading Teams: Dealing with Conflict	team_03_a07_bs_enus	Communications	1.0	Nov-10	Active
Leading Teams: Managing Virtual Teams	team_03_a08_bs_enus	Communications	1.0	Nov-10	Active

The following courses ARE ELLIGIBLE for NASBA CPE CREDITS, however are in AVAILABLE NOT SUPPORTED status.

ANS (Available Not Supported) Content

Content is orderable, but not part of Solution Areas or SkillChoice packaging
Support will still be provided for troubleshooting browsers and Java
Content is not included in our published catalogs.

Course Title	SkillSoft Course ID	Field of Study	CPE Credits	Compliant	Status Description
Getting Started with Word 2003	112997_ENG	Specialized Knowledge & Applications	1.0	Nov-04	ANS
Working with Documents in Word 2003	112998_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Advanced Formatting in Word 2003	113095_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Advanced Data Manipulation Features in Word 2003	113114_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Collaborative Features in Word 2003	113139_ENG	Specialized Knowledge & Applications	3.0	Nov-04	ANS
Basic Features of Excel 2003	113187_ENG	Specialized Knowledge & Applications	3.0	Nov-04	ANS
Excel 2003 Formulas and Functions	113221_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Advanced Data Management in Excel 2003	113262_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Advanced Data Analysis in Excel 2003	113309_ENG	Specialized Knowledge & Applications	2.5	Nov-04	ANS
Sending and Receiving Messages in Outlook 2003	113430_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Configuring Rules, Alerts, and Junk Mail Settings in Outlook 2003	113469_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Printing, Help, and Automated Formatting in Word 2003	116299_ENG	Specialized Knowledge & Applications	2.5	Nov-04	ANS
Working with Tables and Media Features in Word 2003	116894_ENG	Specialized Knowledge & Applications	3.0	Nov-04	ANS
Microsoft Office 2003: New Features for End Users	117529_ENG	Specialized Knowledge & Applications	3.0	Nov-04	ANS
Microsoft Office 2003: New Features for Advanced Users	117530_ENG	Specialized Knowledge & Applications	2.5	Nov-04	ANS
Microsoft Office 2003: New Applications	117531_ENG	Specialized Knowledge & Applications	1.0	Nov-04	ANS
Advanced Data Exchange in Excel 2003	119748_ENG	Specialized Knowledge & Applications	3.0	Nov-04	ANS
Formatting Data in Excel 2003	119827_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Excel 2003 Chart and Multimedia Features	119828_ENG	Specialized Knowledge & Applications	3.0	Nov-04	ANS
Advanced Customization in Excel 2003	119829_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Advanced Document Features in Word 2003	121072_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Advanced Validation and Collaboration in Excel 2003	121344_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Creating Basic Presentations using PowerPoint 2003	121838_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Customizing PowerPoint 2003 Presentations	121956_ENG	Specialized Knowledge & Applications	2.0	Feb-05	ANS
Settings, Customization, and Office 2003 Integration with PowerPoint 2003	121957_ENG	Specialized Knowledge & Applications	2.0	Feb-05	ANS
Printing and Collaborating in Excel 2003	122518_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Slide Layout and Design in PowerPoint 2003	123164_ENG	Specialized Knowledge & Applications	1.0	Nov-04	ANS
Finalizing PowerPoint 2003 Presentations	123167_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Structuring, editing, saving, and opening documents in Word 2003	123383_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Working with text and paragraphs in Word 2003	124981_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Running, Broadcasting, and Reviewing PowerPoint 2003 Presentations	124997_ENG	Specialized Knowledge & Applications	3.5	Feb-06	ANS
Advanced formatting in Excel 2003	125656_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Preparing PowerPoint 2003 Presentations for Effective Delivery	125830_ENG	Specialized Knowledge & Applications	2.0	Feb-05	ANS
Using Visuals in PowerPoint 2003 Presentations	125933_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Getting Started with Access 2003	125937_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Basic Access 2003 Tables	125947_ENG	Specialized Knowledge & Applications	2.5	Nov-04	ANS
Basic Access 2003 Forms	125956_ENG	Specialized Knowledge & Applications	2.5	Nov-04	ANS
Using Queries and Reports in Access 2003	125964_ENG	Specialized Knowledge & Applications	3.5	Nov-04	ANS
Personalizing and Maintaining Access 2003	125984_ENG	Specialized Knowledge & Applications	1.0	Nov-04	ANS
Microsoft Office 2003: New Features for Outlook Users	126060_ENG	Specialized Knowledge & Applications	2.5	Nov-04	ANS
Advanced Document Navigation in Word 2003	126778_ENG	Specialized Knowledge & Applications	1.0	Nov-04	ANS
Using Tables, Charts, and Graphics in Word 2003	126789_ENG	Specialized Knowledge & Applications	1.0	Nov-04	ANS
Enhancing Tables, Forms, and Reports in Access 2003	126934_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Advanced Querying in Access 2003	126944_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Working with Data and Presentation in Access 2003	126950_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Access 2003 and the Web	126959_ENG	Specialized Knowledge & Applications	1.0	Nov-04	ANS
Access 2003 Programmability	126965_ENG	Specialized Knowledge & Applications	1.0	Nov-04	ANS
Database Administration in Access 2003	126973_ENG	Specialized Knowledge & Applications	1.5	Nov-04	ANS
Formatting and Managing Messages in Outlook 2003	128879_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Scheduling Events, Appointments, and Meetings in Outlook 2003	128880_ENG	Specialized Knowledge & Applications	2.5	Nov-04	ANS
Using Task Lists, Contact Lists, and Notes in Outlook 2003	128881_ENG	Specialized Knowledge & Applications	2.0	Nov-04	ANS
Sharing Folders, Schedules, and Contacts and Using SharePoint Data in Outlook 2003	129976_ENG	Specialized Knowledge & Applications	3.5	Nov-04	ANS
Customizing E-mail, Views, Navigation, and E-mail Accounts in Outlook 2003	131326_ENG	Specialized Knowledge & Applications	3.0	Nov-04	ANS
Tracking, Categorizing, Searching, and Printing in Outlook 2003	131341_ENG	Specialized Knowledge & Applications	3.5	Nov-04	ANS
Creating and Defining a Project	132490_ENG	Specialized Knowledge & Applications	3.0	Dec-04	ANS
Tracking and Reporting Progress using Project Professional 2003	132504_ENG	Specialized Knowledge & Applications	3.5	Dec-04	ANS
Specifying and Assigning Resources	132510_ENG	Specialized Knowledge & Applications	2.5	Dec-04	ANS
Creating Diagrams with Visio 2003	132531_ENG	Specialized Knowledge & Applications	4.0	Dec-04	ANS
Developing Diagrams with Visio 2003	132532_ENG	Specialized Knowledge & Applications	3.5	Dec-04	ANS
Visio 2003 and Other Programs	132533_ENG	Specialized Knowledge & Applications	2.0	Dec-04	ANS
Sharing Project Data and Working with Macros	132659_ENG	Specialized Knowledge & Applications	2.0	Dec-04	ANS
Advanced Customization	132661_ENG	Specialized Knowledge & Applications	2.0	Dec-04	ANS
Working Collaboratively	201354_ENG	Specialized Knowledge & Applications	3.0	Jan-05	ANS
Enterprise Project Management	201357_ENG	Specialized Knowledge & Applications	2.0	Jan-05	ANS
Organizing and Managing Project Information	205433_ENG	Specialized Knowledge & Applications	3.0	Jan-05	ANS
Advanced Analysis of your Project	206372_ENG	Specialized Knowledge & Applications	2.5	Jan-05	ANS
Introduction to information security	216913_ENG	Specialized Knowledge & Applications	2.0	Oct-05	ANS
Information security and the Internet	216960_ENG	Specialized Knowledge & Applications	2.0	Oct-05	ANS
Malicious code and information security	217043_ENG	Specialized Knowledge & Applications	1.5	Oct-05	ANS
Operational information security	217983_ENG	Specialized Knowledge & Applications	1.5	Oct-05	ANS
Initiating Projects with Project Server 2007	mo_psm_p_a01_dt_enus	Computer Science	3.5	Jan-10	ANS
Planning Projects with Project Server 2007	mo_psm_p_a02_dt_enus	Computer Science	4.0	Jan-10	ANS
Introduction to Six Sigma	oper_10_a01_bs_enus	Production	2.0	Apr-08	ANS
Managing Projects within Organizations	proj_05_a01_bs_enus	Communications	2.5	Jan-10	ANS
Project Management Overview	proj_05_a02_bs_enus	Business Management & Organization	2.0	Jan-10	ANS
Project Management Process Groups	proj_05_a03_bs_enus	Business Management & Organization	3.0	Jan-10	ANS
Integrated Initiation and Planning	proj_06_a01_bs_enus	Social Environment of Business	2.5	Jan-10	ANS
Integrated Project Execution, Monitoring, and Control	proj_06_a02_bs_enus	Social Environment of Business	2.5	Jan-10	ANS
Integrated Project Change Control and Close	proj_06_a03_bs_enus	Social Environment of Business	1.5	Jan-10	ANS
Estimating and Budgeting Project Costs	proj_09_a01_bs_enus	Management Advisory Services	2.5	Jan-10	ANS
Controlling Costs	proj_09_a02_bs_enus	Management Advisory Services	2.5	Jan-10	ANS
Stakeholders and the Communications Management Plan	proj_12_a01_bs_enus	Communications	3.0	Jan-10	ANS
Processes for Managing Project Communications	proj_12_a02_bs_enus	Communications	3.0	Jan-10	ANS
Risk Management Planning	proj_13_a01_bs_enus	Management Advisory Services	2.5	Jan-10	ANS
Performing Risk Analysis	proj_13_a02_bs_enus	Management Advisory Services	3.0	Jan-10	ANS
Risk Response, Monitor, and Control	proj_13_a03_bs_enus	Management Advisory Services	3.0	Jan-10	ANS
Identifying Project Risks	proj_13_a04_bs_enus	Business Management & Organization	3.0	Jan-10	ANS
Planning Project Procurement	proj_14_a01_bs_enus	Business Management & Organization	3.0	Jan-10	ANS
Managing Procurements	proj_14_a02_bs_enus	Business Management & Organization	2.5	Jan-10	ANS

The following courses ARE ELLIGIBLE for NASBA CPE CREDITS, however are in RETIRED status and will only be available for credit until DECEMBER 31, 2013.

Retired Content

Content is not provided with technical support
Content is not included in our published catalogs.

Course Title	SkillSoft Course ID	Field of Study	CPE Credits	Compliant	Status Description
Creating Documents in Word 2002	114325_ENG	Specialized Knowledge & Applications	3.0	Feb-05	Retired
Working with Documents in Word 2002	114346_ENG	Specialized Knowledge & Applications	1.5	Jan-05	Retired
Managing Outlook 2002	114389_ENG	Specialized Knowledge & Applications	3.0	Nov-04	Retired
Advanced Data Management in Excel 2002	114461_ENG	Specialized Knowledge & Applications	5.0	Dec-04	Retired
Advanced Data Manipulation and Analysis in Excel 2002	114635_ENG	Specialized Knowledge & Applications	4.0	Dec-04	Retired
Advanced Formatting and Navigation in Word 2002	114968_ENG	Specialized Knowledge & Applications	2.5	Nov-04	Retired
Advanced Document Features in Word 2002	114983_ENG	Specialized Knowledge & Applications	4.0	Dec-04	Retired
Collaborative Features in Word 2002	115008_ENG	Specialized Knowledge & Applications	3.0	Jan-05	Retired
Creating Presentations using PowerPoint 2002	115027_ENG	Specialized Knowledge & Applications	2.5	Jan-05	Retired
Basic Features of Excel 2002	115096_ENG	Specialized Knowledge & Applications	2.5	Dec-04	Retired
Optimizing Excel 2002	115117_ENG	Specialized Knowledge & Applications	3.0	Dec-04	Retired
Introducing Outlook 2002	115146_ENG	Specialized Knowledge & Applications	4.5	Dec-04	Retired
Advanced Database Design in Access 2002	116022_ENG	Specialized Knowledge & Applications	3.5	Jan-05	Retired
Advanced Database Features in Access 2002	116051_ENG	Specialized Knowledge & Applications	5.0	Jan-05	Retired
Customizing, Running, and Broadcasting PowerPoint 2002 Presentations	116195_ENG	Specialized Knowledge & Applications	2.0	Jan-05	Retired
PowerPoint 2002 Customization and Office XP Integration	116211_ENG	Specialized Knowledge & Applications	1.0	Nov-04	Retired
Creating Diagrams in Visio 2002	117077_ENG	Specialized Knowledge & Applications	3.0	Mar-05	Retired
Working with Diagrams in Visio 2002	117090_ENG	Specialized Knowledge & Applications	2.0	Feb-05	Retired
Introduction to Access 2002	117147_ENG	Specialized Knowledge & Applications	6.0	Jan-05	Retired
Intermediate Access 2002	117172_ENG	Specialized Knowledge & Applications	3.5	Jan-05	Retired
Planning an Effective Business Meeting	comm_06_a01_bs_enu	Communications	1.0	Feb-08	Retired
Leading an Effective Business Meeting	comm_06_a02_bs_enu	Communications	2.5	Feb-08	Retired
Participating Effectively in a Business Meeting	comm_06_a03_bs_enu	Communications	1.0	Feb-08	Retired
Standard Business Etiquette	comm_11_a01_bs_enu	Communications	1.0	Apr-08	Retired
Communication Business Etiquette	comm_11_a02_bs_enu	Communications	1.0	Apr-08	Retired
Etiquette at the Business Meeting	comm_11_a03_bs_enu	Communications	1.5	Apr-08	Retired
Business Etiquette for Supervisors	comm_11_a04_bs_enu	Communications	3.0	Apr-08	Retired
Effective Interfunctional Relationships	comm_12_a01_bs_enu	Communications	2.0	Apr-08	Retired
Effective Intercultural Relationships	comm_12_a02_bs_enu	Communications	2.0	Apr-08	Retired
Effective Intergender Relationships	comm_12_a03_bs_enu	Communications	2.5	Apr-08	Retired
Effective Relationships with Customers	comm_12_a04_bs_enu	Communications	2.0	Apr-08	Retired
Effective Relationships with Business Partners	comm_12_a05_bs_enu	Communications	2.0	Apr-08	Retired
Identifying Your Customers' Expectations	CUST0171	Marketing	4.0	Sep-04	Retired
Using Surveys to Measure Customer Satisfaction	CUST0172	Marketing	2.5	Sep-04	Retired
Bridge the Expectations Gap	CUST0173	Marketing	4.0	Sep-04	Retired
Leading a Customer-focused Team	CUST0174	Marketing	3.0	Dec-04	Retired
Whole Numbers, Fractions, and Equations	FNDDT0101	Mathematics	3.0	Dec-04	Retired
Documenting Discipline	HR0162	Personnel/HR	1.0	Aug-04	Retired
ITIL® V3 OSA: Introduction to Operational Support and Analysis	ib_iosa_a01_it_enu	Specialized Knowledge & Applications	2.5	Nov-10	Retired
ITIL V3 Foundation Syllabus v4.2: ITIL and the Service Lifecycle	ib_itlu_a01_it_enu	Business Management & Organization	2.0	Jan-10	Retired
ITIL V3 Foundation Syllabus v4.2: Service Strategy Fundamentals	ib_itlu_a02_it_enu	Business Management & Organization	3.0	Jan-10	Retired
ITIL V3 Foundation Syllabus v4.2: Service Strategy Processes	ib_itlu_a03_it_enu	Business Management & Organization	1.5	Jan-10	Retired
ITIL® V3 Overview: Creating a Service Culture	ib_ovvw_a01_it_enu	Specialized Knowledge & Applications	2.0	Nov-10	Retired
ITIL® V3 Overview: Introduction to the ITIL® V3 Framework	ib_ovvw_a02_it_enu	Specialized Knowledge & Applications	2.5	Nov-10	Retired
ITIL® V3 Overview: Certification and Benefits	ib_ovvw_a03_it_enu	Specialized Knowledge & Applications	2.5	Nov-10	Retired
Employee Sexual Harassment Awareness	lch_01_a01_lc_enu	Personnel/HR	1.0	Nov-07	Retired
Workplace Diversity Awareness	lchr_01_a03_lc_enu	Behavioral Ethics	1.5	Nov-07	Retired
Anti-Money Laundering	lchr_01_a05_lc_enu	Personnel/HR	1.0	Nov-07	Retired
Trade Secrets	LCO0111	Business Law	1.0	Dec-06	Retired
Doing Business on the Internet	LCO0114	Business Law	1.5	Dec-06	Retired
Doing Business with the Government	LCO0115	Business Law	1.5	Dec-06	Retired
Record Retention	LCO0119	Business Law	1.0	Dec-06	Retired
Foundations for Business Execution	LEAD0151	Business Management & Organization	3.5	Mar-04	Retired
Creating a Business Execution Culture	LEAD0152	Business Management & Organization	3.5	Mar-04	Retired
Business Execution in Action	LEAD0153	Management Advisory Services	1.0	Aug-04	Retired
Managing and Rewarding Top Performers	mgmt_01_a01_bs_enu	Personnel/HR	2.5	Dec-06	Retired
Managing in a Global Business Environment	mgmt_02_a01_bs_enu	Management Advisory Services	3.0	Nov-07	Retired
Managing Cross-Functions	mgmt_02_a02_bs_enu	Management Advisory Services	3.0	Nov-07	Retired
Managing for High Performance	mgmt_02_a03_bs_enu	Management Advisory Services	3.0	Nov-07	Retired
Managing Managers	mgmt_02_a04_bs_enu	Management Advisory Services	3.0	Nov-07	Retired
Managing Upward Relationships	mgmt_02_a05_bs_enu	Management Advisory Services	3.0	Nov-07	Retired
Taking on a Management Role	mgmt_03_a01_bs_enu	Business Management & Organization	5.5	Jan-08	Retired
Becoming a Manager: Responsibilities and Fears	mgmt_03_a02_bs_enu	Business Management & Organization	5.5	Jan-08	Retired
Becoming a Manager: Leading and Communicating	mgmt_03_a03_bs_enu	Business Management & Organization	3.5	Jan-08	Retired
A New Manager and the Company's Future	mgmt_03_a04_bs_enu	Business Management & Organization	4.0	Jan-08	Retired
Tomorrow's Managers' Competencies	mgmt_04_a01_bs_enu	Business Management & Organization	4.5	Jan-08	Retired
Tomorrow's Managers' Development Tools	mgmt_04_a02_bs_enu	Business Management & Organization	5.0	Jan-08	Retired
Managing as Coach and Counselor	mgmt_04_a03_bs_enu	Business Management & Organization	5.0	Jan-08	Retired
Managing as Project Champion	mgmt_04_a04_bs_enu	Business Management & Organization	4.0	Jan-08	Retired
A Primer for Ensuring Accountability	mgmt_04_a05_bs_enu	Management Advisory Services	3.0	Jan-08	Retired
Problem Performance Prevention	mgmt_05_a01_bs_enu	Management Advisory Services	2.0	Jan-08	Retired
Problem Performance Identification	mgmt_05_a02_bs_enu	Management Advisory Services	2.0	Jan-08	Retired
Problem Performance Improvement	mgmt_05_a03_bs_enu	Management Advisory Services	3.0	Jan-08	Retired
Addressing Problem Performance	mgmt_05_a04_bs_enu	Management Advisory Services	2.5	Jan-08	Retired
The Basics of Delegation	mgmt_07_a01_bs_enu	Communications	1.0	Jan-08	Retired
Delegation: the Personal Approach	mgmt_07_a02_bs_enu	Communications	2.0	Jan-08	Retired