



Vital Learning Catalog for Online Courses in Leadership, Productivity and Customer Service Skills Development

*Leadership Series

Essential Skills of Leadership

Course Description

Essential Skills of Leadership is one of two foundation courses in the Vital Learning Corporation Supervision Series, which help to develop skills that are basic to all the other courses in the series. Learners acquire these skills through a variety of exercises and skill building techniques. The audience for this course consists of team leaders, supervisors, and first-line managers.

Essential Skills of Leadership is the first step to developing successful managers. By focusing on three critical management skills, the program establishes a methodology for productive interactions between team members and team leaders. *Essential Skills of Leadership* helps experienced managers, new managers, and aspiring managers refocus on the basics - the skills required to manage the individual while also leading the team.

Course Objectives

Like the team leader in the video, when you have completed the *Essential Skills of Leadership* course, you will be able to:

- Deal with your team members on a day-to-day basis in such a way as to maintain and enhance their self-esteem.
- Base your discussions about performance and work habits on your team member's behaviors rather than on their personalities or attitudes.
- Involve your team members in goal setting, solving problems, and making decisions.

Essential Skills of Communicating

Course Description

Essential Skills of Communicating is one of two foundation courses in the Vital Learning Corporation Supervision Series, which help to develop skills that are basic to all the other courses in the series. Learners acquire these skills through a variety of exercises and skill building techniques. The audience for this course consists of team leaders, supervisors, and first-line managers.

Essential Skills of Communicating provides the tools necessary to develop clear, concise messages. Focusing on communication as a two-way process, the program can help even experienced managers improve their messages by making them clear, well organized and aimed at the needs and interests of the listener. By developing the essential skills of communicating, managers improve relations with their team members and increase productivity.

Course Objectives

Like the team leader in the video, when you have completed the *Essential Skills of Communicating* course, you will be able to:

- See that communication is a two-way process.
- Construct clear, concise messages in the interest of the receiver.
- Manage nonverbal behaviors to reinforce the intent of your message.
- Listen actively to improve communication.
- Create a climate of open communication which increases your team members' motivation and commitment.

Coaching Job Skills

Course Description

Coaching Job Skills is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating* prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

Coaching Job Skills provides the tools necessary to successfully coach individuals to perform a job, a task, or a skill. In order to achieve results, coaching must go beyond just showing how to do something. Coaching involves observing, analyzing demonstrating, and giving feedback. It's a process of developing relationships with team members - relationships that ultimately can build the trust and respect that are the foundation of successful organizations.

Course Objectives

When you have completed the *Coaching Job Skills* course, you will be able to conduct a successful meeting with a team member to coach them on how to perform a job, task, or skill by:

- Understanding the special nature of coaching; a one-on-one activity that involves showing a team member how to perform a task.
- Distinguishing between performance problems that require coaching and those that can best be handled by clearer instructions or by other means.
- Understanding the importance of observation and analysis before coaching a team member, since coaching, like all effective training activities, must be well thought-out and carefully planned.
- Involving the team member in the coaching process by asking questions and encouraging feedback.

Improving Work Habits

Course Description

Improving Work Habits is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating* prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

Improving Work Habits provides the tools necessary to recognize and to address poor work habits - even those of a team member who may be successful in his or her job. By focusing on the negative behavior and gaining the individual's acceptance and commitment to change, the manager effectively addresses the issue before it develops into a disciplinary problem for everyone on the team.

Course Objectives

When you have completed this workshop on *Improving Work Habits*, you will be able to:

- Distinguish between job performance and work habits.
- Understand the importance of dealing with unsatisfactory work habits early, before they require disciplinary action.
- Explain clearly and specifically to a team member the nature of his/her unsatisfactory work habits, focusing on behavior rather than personality or attitude.
- Involve the team member in the process of correcting the unsatisfactory behavior through an interactive process which maintains the team member's self-esteem.
- Increase team member accountability by getting team member commitment to a clear plan of action and by reviewing progress regularly.

Delegating

Course Description

Delegating is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating*, prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

Delegating provides the tools necessary to develop messages that communicate the "what" and the "why" of every delegated task. Focusing on ensuring that the individual understands what is required helps facilitate a successful result - the work is done correctly, and the individual gains the benefits of a new experience and increased confidence and responsibility.

Course Objectives

When you have completed this workshop on *Delegating*, you will be able to:

- Understand the importance of effective delegation as well as the problems associated with the lack of delegating or delegating poorly.
- Communicate both the need for and the "why" of every delegated assignment and task.
- Use delegation as a powerful motivational tool. Use delegation to improve your team members' skills.
- Encourage team member participation and involvement through proper delegating methods.
- Establish a team member's responsibility and authority for a delegated task.
- Regularly monitor progress through feedback and review.

Managing Complaints

Course Description

Managing Complaints is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating* prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

As the leaders on the front line, managers and team leaders are often the first to hear team member complaints. And though sometimes they may seem unimportant, each complaint should be addressed and resolved. This module shows how to resolve simple complaints and identify the hidden agendas that so often underlie the chronic grievances.

Course Objectives

When you have completed the *Managing Complaints* course, you will be able to conduct a successful meeting with a team member to coach them on how to perform a job, task, or skill by:

- Understanding why all team member complaints must be dealt with rather than ignored or dismissed.
- Being more sensitive to all the problems—major or trivial, real or imagined—that can lie behind complaints.
- Understanding techniques used to determine underlying problems, which are not always the same as those the team member thinks are responsible for his/her difficulties.
- Using various techniques to solve such problems while maintaining a positive relationship with the team member.

Resolving Conflicts

Course Description

Resolving Conflicts is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating* prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

Resolving Conflicts helps managers develop skills to identify the source of team member conflicts. Using effective communication and management techniques, managers can help individuals understand another point of view and move beyond the conflict.

Course Objectives

When you have completed the *Resolving Conflicts* course, you will be able to conduct a successful meeting with a team member to coach them on how to perform a job, task, or skill by:

- Distinguishing between the two major sources of team member conflicts: personality clashes and work structure problems.
- Being aware of the positive and negative impacts of conflicts.
- Accepting conflict as an inevitable part of all work situations, one that must be dealt with, not ignored.
- Establishing a cooperative atmosphere to resolve conflicts when they arise.
- Helping individuals involved in conflicts understand each other's point of view.
- Leading them to agree on the facts and a solution.

Developing Performance Goals and Standards

Course Description

Developing Performance Goals and Standards is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating* prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

Unless managers and team leaders are successful in spelling out the organization's specific goals, their team members are not going to know how to meet those objectives. This module shows trainees how to establish specific, measurable, attainable, results-oriented, and time-framed performance goals. It then illustrates the steps that gain team member agreement and commitment to those performance goals.

Course Objectives

When you have completed the *Developing Performance Goals and Standards* course, you will be able to conduct a successful meeting with a team member to coach them on how to perform a job, task, or skill by:

- Defining goals, objectives and performance standards.
- Identifying and set performance standards that are specific, measurable, attainable, results-oriented, and time-framed, using concrete active language.
- Establishing time limits for all performance standards.
- Involving team members in creating their own individual performance standards.
- Negotiating with team members to develop effective S.M.A.R.T.-based performance standards.
- Monitoring team members' progress toward their goals by holding individual review meetings.

Providing Performance Feedback

Course Description

Providing Performance Feedback is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating* prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

Providing Performance Feedback shows the way evaluation is done by the experts. First, relevant performance standards are established. Then the team member's own performance evaluation is solicited. This accomplished, the stage is set for a summary evaluation that will be clear and credible to the team member.

Course Objectives

When you have completed the *Providing Performance Feedback* course, you will be able to conduct a successful meeting with a team member to coach them on how to perform a job, task, or skill by:

- Basing assessments on facts and behavior.
- Assess performance.
- Using positive performance feedback to encourage self-motivation of team members.
- Gaining team member participation in assessment.
- Gaining team member agreement with the assessment.
- Gaining team member commitment to the change needed to improve the performance.

Supporting Change

Course Description

Supporting Change is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating* prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

Supporting Change helps managers learn to understand and to interpret change. By understanding it, managers can more clearly communicate change to their team. This clear communication helps to reduce misunderstanding and anxiety. It also helps the change initiative gain acceptance more quickly - minimizing lost productivity and decreased performance.

Course Objectives

When you have completed the *Supporting Change* course, you will be able to conduct a successful meeting with a team member to coach them on how to perform a job, task, or skill by:

- Understanding and interpret change and the impact on your team members.
- Viewing change and the anxiety it can cause team members as natural and inevitable.
- Assisting your team members as they adjust to change.
- Involving team members in the process of change.
- Helping your team members make the change.
- Following up on initial meeting to make sure adjustment to the change is going as planned.

Effective Discipline

Course Description

Effective Discipline is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating* prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

Effective Discipline helps managers learn effective techniques for addressing problem behavior. Using communication skills, the manager works to preserve the individual's self-respect and encourage the best kind of discipline - self-discipline.

Course Objectives

When you have completed the *Effective Discipline* course, you will be able to conduct a successful meeting with a team member to coach them on how to perform a job, task, or skill by:

- Using techniques of effective discipline to eliminate problem behavior.
- Communicating in terms of behavior rather than perception or opinions.
- Recognizing the importance of team member participation in defining the problems and their solutions.
- Managing the discussion to diminish defensiveness and focus on solutions.
- Issuing appropriate warning consistent with your organization's policies.
- Reviewing performance to make sure the problem is solved.

Communicating Up

Course Description

Communicating Up is one of the courses included in Vital Learning Corporation's Supervision Series. It focuses on interpersonal skills, emphasizing communication and improvement of management skills by using behavior modeling. For maximum benefit, it is recommended that learners first experience the two foundation modules, *Essential Skills of Leadership* and *Essential Skills of Communicating* prior to taking this course. The audiences for this course are team leaders, supervisors, and first-line managers.

Most managers and team leaders realize the importance of upward communication, but few accept the responsibility for the quality and effectiveness of communicating with their own managers. Managers and team leaders will learn how to frame communication so that a desired result is achieved.

Course Objectives

When you have completed the *Communicating Up* course, you will be able to conduct a successful meeting with a team member to coach them on how to perform a job, task, or skill by:

- Understanding the importance of framing all communication with your manager in terms of his/her self-interest.
- Entering meetings with your manager armed with a well-thought-out and clearly stated objective.
- Clearly linking your objective with facts that support plans and goals.
- Working with your manager to uncover any questions or reservations he/she may have concerning your message.
- Moving conversations toward agreement using questions that focus on benefits to be gained when your objective is reached.
- Clearly and concisely restating the decisions that result from communicating with our manager and insure that those decisions are mutually understood.

Motivating Team Members

Course Description

Motivating Team Members helps managers learn the four stages to influence a team member to perform a task, while creating a work environment that will motivate higher performance. Throughout the workshop managers and team leaders will participate in *reading, discussion, assessments, diagnostics, small group exercises and rehearsal modeling with real life situations, and facilitator coaching*. Managers leave the workshop with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job.

Course Objectives

When you have completed the *Motivating Team Members* course, you will be able to conduct a successful meeting with a team member to coach them on how to perform a job, task, or skill by:

- Improve your team member's performance.
- Understand the factors that motivate team members to perform effectively.
- Understand how motivation varies from team member to team member.
- Distinguish between motivators and dissatisfiers.
- Learn how to create a work environment for each team member that will motivate higher performance.

Developing and Coaching Others – Team Leader

Developing and Coaching Others educates managers to effectively and successfully develop and coach their team leaders to become better and more consistent performers. The program will help your managers learn the specifics of how they can effectively impact the learning process and coaching moments of their teams to make the difference.

Course Objectives

- **Ensure Training Changes Behavior** – Successfully motivate, direct, and coach your team members through a learning process to ensure they transfer learning into improved on-the-job performance.
- **Coach Effectively** – Effectively handle “coaching moments” to improve team members’ performance on the job.

*Talent Management

Hiring Winning Talent

Course Description

Successful hiring doesn't start with a job posting and end when a candidate has been selected. Successful hiring is a structured process that begins with a clear, well defined and justified definition of what capabilities a good candidate must have to be successful and it ends with ensuring the selected individual accepts the offer and joins the organization in a totally positive way. ***Hiring Winning Talent (HWT)*** provides the processes and tools required to master the art and science of identifying and winning great new employees - those that will perform in the top 20%.

Course Objectives

After successful completion of this course, participants will be able to:

- Establish an efficient process that will reduce the time it takes to interview and select a qualified candidate.
- Maximize new hires' productivity once they join your team by ensuring that candidates are a good fit for the job (both technical and organizational fit).
- Ensure team cohesion and support for new hires by involving team members in the process.
- Increase the retention of all new hires, and in particular reduce turnover during new hires' first year on the job.
- Conduct a hiring strategy meeting that helps clarify the roles and responsibilities of the interview team.
- Learn a structured interview process that will ensure consistency and fairness to all candidates.
- Utilize specific tools and techniques to evaluate candidates and make an informed hiring decision.

*Productivity

Achieving Communication Awareness

Course Description

Administrative and support personnel will learn effective communication techniques thereby opening the door to dialogue, negotiation, and compromise. Participants will also be trained to function more productively through improved communication skills. More accomplished communicators will work well with others to get tasks done faster and with fewer mistakes. Support staff who are skilled communicators will be respected within the organization, because they understand instruction, get their thoughts across, influence others, and stimulate new ideas. As a result, organizational productivity will increase.

Course Objectives

After successful completion of this course, participants will be able to:

- Understand the elements of communication.
- Recognize and begin to overcome barriers to effective listening.
- Improve your ability to listen.
- Improve your ability to interpret messages.

Diversity Awareness

Course Description

This interactive online skill builder will assist in understanding, recognizing and appreciating that cultural diversity means being different from others and learning how to celebrate those differences once they are identified. The opportunity will be provided to learn and then do something about personal understandings of other cultures. This course will show how to interact with different kinds of people and recognize the benefits that multi-culturalism can bring to our lives. *Diversity Awareness* is a source of enrichment which can bring a wealth of benefits to every organization.

Course Objectives

After successful completion of this course, participants will be able to:

- Create an environment in which individual differences are evident, valued and respected.
- Gain a clearer understanding of various terms and definitions directed to diversity.
- Create a culture where diversity is a driving force, making you more aware of others and your environment.
- Identify your own discomforts with the complex and diverse population that exists within the world.
- Increase your appreciation of differences and enhance your ability to utilize these differences to increase problem solving and innovation.
- Practice skills and principles that will allow you to position yourself proactively in a changing environment.

Professionalism in the Office

Course Description

Professionalism in the Office is designed to teach the skills needed to be more professional on the job. This self-study will emphasize the positive results when an employee possesses courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of the organizational culture, and flexibility for change. This course gives the opportunity to assess personal performance, participate in learning experiences not available in the day-to-day work environment, and define and evaluate personal goals/objectives related to career growth.

Course Objectives

After successful completion of this course, participants will be able to:

- Recognize the qualities that help you to be more professional on the job.
- Develop an awareness of the standards and abilities required for professional job performance.
- Learn how to develop an understanding of your organization's policies, procedures, and philosophy.
- Improve your outlook and motivation.
- Improve behavior related to interpersonal communication and courtesy.
- Stimulate teamwork through learning how to communicate with peers, supervisors, and other co-workers.
- Learn how to increase your productivity by organizing work, setting priorities, and managing your time effectively.
- Learn how to accept organizational changes and how to benefit from new opportunities.
- Understand that all professional skills and behaviors can be learned, perfected, and used successfully in both the business and world and in your personal life.

***Sales Training**

Making Customer Recommendations

Course Description

The recommendation begins where the discovery leaves off—with a clear consensus about the customer objectives. Representatives are not selling products and services, they're selling "solutions" that can help the customer reach his or her objectives. The final "confirming question" to the customer in which the representative and the customer agree that they have understood the customers' objectives correctly is the foundation for their recommendation. In this course, your representatives will learn the four-step recommendation process which is an essential part of customer interactions.

The Incoming Sales Call

Course Description

The relationship representatives establish in the first few seconds of the customer's call will dictate their chances of success. The first words out of their mouths are the most important part of the whole customer interaction. In the first few seconds, they'll establish whether they and the organization they work for are professional and responsive to their customers, or not. Representatives want to provide the customer with service, but they also want to look for opportunities to provide products or services to the customer. In this course they will learn what they can do to help make sure the conversation and the relationship with the customer get off to a positive start. They will also learn how they can make the transition from taking an order or providing a service to a sales conversation.

***Customer Service**

Dealing with Difficult Customer Situations

Course Descriptions

Customer service representatives are provided techniques for dealing with difficult customer situations. Their role as customer service representatives offers many rewards and satisfactions. But there are many frustrations inherent in the job. During this training, they will learn the general guidelines for dealing with difficult customers in such situations: calming and focusing, and then practicing what they have learned.

Course Objectives

After successful completion of this course, participants will be able to:

- Demonstrate professionalism on the job while building a proactive, problem-solving culture.
- Use essential communication skills in dealings with customers.
- Recognize characteristics of human behavioral style and opportunities to adapt to their personal style.
- Identify and utilize a structured process/model for conducting customer service transactions.

Delivering Customer Focused Service

Course Description

Learners analyze the skills and strategies they use every day in their jobs to identify the techniques that they do very well and to develop ways for them to do their job better. During this training, participants will learn guidelines for delivering customer focused service, including understanding their role as a professional; the essential skills of communication: listening, questioning, verifying, explaining; and a four-step customer service model.

Course Objectives

Upon completing this training, you will be able to:

Your Role as a Professional

- Describe the importance of professionalism to a customer service professional.
- List characteristics associated with professionalism that you can exhibit on the job.
- Identify the professional characteristics you already exhibit on a regular basis, and the professional characteristics you need to develop or improve.
- List action items that if achieved will improve your professionalism.

The Essential Communication Skills

- Describe the importance of each of the essential communication skills (listening, questioning, verifying, and explaining) in customer service situations.
- List and describe the techniques involved in correct use of each of the essential communication skills.

The Four-Step Customer Service Process

- Perform the four steps of the customer service process, including proper use of the essential communication skills.
- List the four steps of the customer service process.
- Describe what happens at each of the steps in the customer service process.
- Describe the use of the essential communication skills in each of the four steps of the customer service process.

STAR Service

Course Descriptions

STAR Service is a new, powerful, designed to address the opportunity to improve customer experiences. Your service employees will learn the process and skills they need to provide customers with Positive Memorable Experiences. The clear, practical, four-step **STAR Service** Process™, coupled with the communication skills taught in the workshop, help your employees not only to transform negative and neutral customer experiences to positive and memorable transactions but also to reaffirm and enhance long-term relationships, the foundation of business success

Course Objectives

- **Effectively** integrate the expectations of your customers, organization, and yourself into your performance as a service professional.
- **Successfully** apply each of the essential communication skills in your role as a service professional: listening, questioning, paraphrasing, and explaining.
- **Consistently** employ the STAR Service Process with empathy to regularly achieve Positive Memorable Experiences.

Vital Learning Catalog for Online Courses in Desktop Computing and Business Skills Development

*DESKTOP COMPUTING

Microsoft Office 2000

Access 2000 MOS Series (22 hours): This series is designed to help users prepare for Microsoft Access 2000 MOS certification. It teaches participants how to create, plan and modify databases and tables in Access 2000. This eight-course series includes the following modules:

- Creating Databases (3 hours)
- Building Tables (2 hours)
- Modifying Tables (3 hours)
- Sorting and Filtering (3 hours)
- Relationships and Queries (4 hours)
- Building Forms (2 hours)
- Producing Reports (3 hours)
- Advanced Tasks (2 hours)

MLS_a2kmou.....

Excel 2000 MOS Expert Series (22 hours): This series is designed to help users prepare for Microsoft Excel 2000 MOS Expert examination. It covers expert-level Excel topics, such as importing and exporting data, working with templates, linking workbooks, and using the report manager. It also covers advanced worksheet formatting, including page setup and printing, as well as sorting and filtering data. More advanced topics covered include ranges, macros and customization, validating and auditing data, and creating and using charts, graphs and pivot tables. Data analysis, file sharing, and security issues are also discussed. This seven-course series includes the following modules:

- Importing and Exporting Data (4 hours)
- Working with Templates, Links and Report Manager (2 hours)
- Formatting, Sorting and Filtering Data (3 hours)
- Naming Ranges, Working with Macros and Customizing Toolbars (5 hours)
- Validating and Auditing Data (2 hours)
- Analyzing Data and Using Pivot Tables (3 hours)
- Sharing Work and Adding Security (3 hours)

MLS_e2kexp.....

Excel 2000 MOS Series (21 hours): This series is designed to help users prepare for Microsoft Excel 2000 MOS Core examination. The series begins with basic Excel tasks, such as entering and editing data; using Find, Replace and AutoFill; and creating hyperlinks. It also covers locating, opening and saving files, as well as using the help function and office assistant. Formatting worksheets is covered in detail, including formatting cell and number; adjusting rows and columns; and using AutoFormat, styles and Format Painter. More advanced topics covered include page setup, managing worksheets and data, and creating formulas and functions. An overview of charts and objects, including the Chart Wizard, is also provided. This seven-course series includes the following modules:

- Working With Cells (4 hours)
- Working With Files (3 hours)
- Formatting Worksheets (4 hours)
- Page Setup and Printing (2 hours)
- Worksheets and Workbooks (3 hours)
- Formulas and Functions (3 hours)
- Charts and Objects (2 hours)

MLS_e2kmou.....

Office 2000 Series (21 hours): This series introduces users to the Microsoft Office 2000 environment and its applications. It covers basic tasks common across Office applications — such as navigating, starting and exiting programs, as well as working with files — and covers text-editing and printing functions. An in-depth exploration of document formatting is also provided. This series also offers an introduction to Word, Excel, Outlook, PowerPoint and Access, covering the basic functions of each application. This eight-course series includes the following modules:

- Getting Started (4 hours)
- Editing Text and Printing (4 hours)
- Text and Document Formats (3 hours)
- Introduction to Word (3 hours)
- Introduction to Excel (4 hours)
- Introduction to Outlook (3 hours)
- Introduction to PowerPoint (3 hours)
- Introduction to Access (3 hours)

MLS_o2klib.....

PowerPoint 2000 MOS Series (16 hours): This series shows users how to create presentations using PowerPoint 2000. It is designed to help users prepare for the MOS PowerPoint 2000 Core examination. It presents the basics of PowerPoint, including navigation, templates, copying and deleting slides, and modifying the slide master. Detailed information about layout concepts and inserting text is provided, as well as how to integrate graphics and tables in presentations. Advanced topics covered include adding custom features and formatting, producing notes and handouts, running a slide show, and Web-based features such as hyperlinks, e-mailing slides and publishing to the Web. This five-course series includes the following modules:

- Presentations (4 hours)
- Layout and Text (4 hours)
- Graphics and Tables (3 hours)
- Custom Slides (3 hours)
- Showing Slides (2 hours)

MLS_p2kmou.....

Word 2000 MOS Expert Series (20 hours): This series presents advanced topics and tasks for Microsoft Word 2000 and is designed to help users prepare for the Word 2000 MOS Expert Exam. Topics covered include page formatting, using footnotes, document management, and inserting and embedding objects. Advanced features are discussed, including macros, customized toolbars, forms and fields. This series also discusses workgroup features, such as tracking document changes, inserting comments, using document protection, and Round Trip documents. This five-course series includes the following modules:

- Page Formatting (4 hours)
- Managing Documents (4 hours)
- Inserting Objects (4 hours)
- Advanced Features (5 hours)
- Workgroups (3 hours)

MLS_w2kexp.....

Word 2000 MOS Series (19 hours): This series covers the basic features and capabilities of Microsoft Word 2000. It is designed to help users prepare for the MOS Word 2000 Core Exam and discusses document management techniques, including document creation and display, creating document folders, sending documents through e-mail, and adding hyperlinks. The series also examines how to add, delete and format text, as well as various paragraph formatting techniques. Additional topics covered in this series include page formatting, printing, creating tables and inserting objects into Word documents. This five-course series includes the following modules:

- Managing Documents (4 hours)
- Working With Text (4 hours)
- Formatting Paragraphs (3 hours)
- Page Format and Printing (5 hours)
- Tables and Other Objects (3 hours)

MLS_w2kmou.....

Microsoft Office 2002

Access 2002 Series (22 hours): This series shows participants how to create, plan and modify databases and database objects in Access 2002. The courses are procedure focused and assume that users are familiar with the mechanics of using a Microsoft Office application. This eight-course series includes the following modules:

- Creating Databases (3 hours)
- Building Tables (2 hours)
- Modifying Tables (3 hours)
- Sorting and Filtering (3 hours)
- Relationships and Queries (4 hours)
- Building Forms (2 hours)
- Producing Reports (3 hours)
- Advanced Tasks (2 hours)

MLS_axpmou.....

Excel 2002 Series (22 hours): This series is designed to help users prepare for Microsoft Excel 2002 Microsoft Office User Specialist (MOUS) Core Proficiency examination. It introduces Excel's newest enhancements, such as task panes for new documents, clipboard, search and inserting clip art; the Ask a Question box; enhancements to Find and Replace; and additional options for pasting and inserting columns and rows. These new features, along with the productivity tools of previous versions, are taught within the context of working with cells and files, page setup and printing, worksheets and workbooks, formulas and functions, and charts and objects. This seven-course series includes the following modules:

- Working With Cells (4 hours)
- Working With Files (3 hours)
- Formatting Worksheets (4 hours)
- Page Setup and Printing (2 hours)
- Worksheets and Workbooks (4 hours)
- Formulas and Functions (3 hours)
- Charts and Objects (2 hours)

MLS_exprou.....

Outlook 2002 Series (18 hours): This series teaches users how to use the major components of Outlook: Outlook Today, Contacts, Inbox, Calendar, Notes and Tasks. This five-course series includes the following modules:

- Navigating in Outlook (4 hours)
- Reading and Sending Messages (4 hours)
- Customizing and Organizing Messages (4 hours)
- Using the Calendar (3 hours)
- Using Tasks and Notes (3 hours)

MLS_oxpmou.....

PowerPoint 2002 Series (17 hours): This series teaches participants how to create presentations and edit page layouts. Users will learn how to add text, graphics and tables to slides. The series also discusses customizing individual slides as well as an entire slide presentation. This five-course series includes the following modules:

- Presentations (4 hours)
- Layout and Text (4 hours)
- Graphics and Tables (3 hours)
- Custom Slides (3 hours)
- Showing Slides (3 hours)

MLS_pxprou.....

Visio 2002 Series (36 hours): This series introduces users to Microsoft Visio 2002, a powerful diagramming and drawing application that can be used to create business and technical diagrams. Participants will study the basics of the Visio 2002 interface and tools; explore Visio's templates, stencils and predefined shapes; and construct simple Visio diagrams. This 10-course series includes the following modules:

- Using Tools, Commands, Custom Toolbars and Menus (4 hours)
- Working With Objects and Hyperlinks (4 hours)
- Using the Shape Menu (4 hours)
- Working With Shapes (3 hours)
- Defining and Using Styles, Custom Properties and Templates (4 hours)
- Working With Pages, Layers and Stencils (4 hours)
- Working With Data (2 hours)
- Understanding ShapeSheets (3 hours)
- Working With Flow Charts (4 hours)
- Creating Database Models (4 hours)

MLS_vis2k2.....

Word 2002 Series (19 hours): This series covers the basic features and capabilities of Microsoft Word 2002 in the Windows XP environment. It covers the basics of Word 2002 and continues into the advanced features and procedures. This series teaches all objectives for the Microsoft Word 2002 Core Exam and includes a complete list of these objectives, which users can print. This five-course series includes the following modules:

- Managing Documents (4 hours)
- Working With Text (4 hours)
- Formatting Paragraphs (3 hours)
- Page Format and Printing (5 hours)
- Tables and Other Objects (3 hours)

MLS_wxprou.....

Microsoft Office 2003

Excel 2003 Series (26 hours): This series is designed for beginning and intermediate Excel users. It teaches participants about creating and editing spreadsheets; the Excel interface; navigating, editing and working with text, values and formulas; printing; formatting; creating charts and databases; and using images and hypertext in a spreadsheet. This seven-course series includes the following modules:

- Getting Started (3 hours)
- Creating a Spreadsheet (4 hours)
- Formatting Data (3 hours)
- Editing and Printing Worksheets (5 hours)
- Managing Worksheets (4 hours)
- Charts and Databases (4 hours)
- Hypertext and Tips (3 hours)

MLS_excl03.....

Access 2003 Series (22 hours): This series starts off with an overview of both database concepts in general and Access in particular. Participants then learn how to design, build and use Access tables. Further topics include using queries, find, filter and sort to unearth answers from data. Participants finally move on to the Access report system and delve into wizards, timesaving tips and even a bit of programming. This seven-course series includes the following modules:

- Introduction to Access (2 hours)
- Designing and Building Tables (3 hours)
- Enhanced Tables and Datasheets (3 hours)
- Searches and Queries (3 hours)
- Advanced Queries and Calculations (3 hours)
- Access Report System (5 hours)
- The Internet, Forms and the Analyzer (3 hours)

MLS_maccs3.....

Office 2003 — What's New Series (2 hours): This series describes products and features, including InfoPath and OneNote, that are new in Office 2003 and common to each of the applications in the suite. The new features include XML support, smart documents, the research task pane, new collaboration tools and improved developer tools. The series also covers new features in each Office application. This two-course series includes the following modules:

- New Features (1 hour)
- Changes in Applications (1 hour)

MLS_offc11.....

Outlook 2003 Series (25 hours): This series teaches participants how to use the major components of Outlook 2003: e-mail, calendar, contacts, tasks and notes. Topics include navigating between Outlook modules and reading, sending, customizing and organizing e-mail messages. Participants will also find out how to schedule appointments, add and use information about contacts, and create tasks and notes. In addition, the courses will delve into the collaboration, security and personalization features of Outlook 2003. This seven-course series includes the following modules:

- Getting Started (4 hours)
- Managing Messages (3 hours)
- Contacts and Calendar Entries (3 hours)
- Tasks, Notes and Journal Entries (5 hours)
- Newsgroups and Outlook Web Access (3 hours)
- Collaboration and Security (4 hours)
- Personalizing Outlook and Other Tips (3 hours)

MLS_outlk3.....

PowerPoint 2003 Series (25 hours): This series is designed for beginning and intermediate PowerPoint users. It teaches participants about creating and editing presentations and individual slides, outlining presentations, and printing presentations. The modules also detail topics such as formatting presentations and slides and using masters, color schemes and templates. Participants will learn how to incorporate pictures, clip art, sound, video and animation into a presentation. Finally, the modules discuss how participants can use PowerPoint with the Internet and when collaborating with others. This six-course series includes the following modules:

- Introduction to PowerPoint (5 hours)
- Completing the Presentation (3 hours)
- Maximizing Presentation Effectiveness (3 hours)
- Color, Masters and Templates (4 hours)
- Drawings, Charts, Sound and Video (6 hours)
- Animation, Web Pages and Collaboration (4 hours)

MLS_pwpt03.....

Word 2003 Series (32 hours): This series is designed for beginning and intermediate Word users. It teaches participants about creating and editing documents; the Word interface; navigating, editing and working with text; spell checking; printing; formatting and styles; templates; tables; columns; and using images and objects in a document. This nine-course series includes the following modules:

- Introduction to Word (3 hours)
- Navigating, Editing and Working With Text Blocks (5 hours)
- Spell Checking, Print Preparation and Other Tips (4 hours)
- Formatting Characters, Fonts, Text and Paragraphs (3 hours)
- Formatting Tabs, Pages and Documents (3 hours)
- Styles, Templates and Formatting Tips (5 hours)
- Borders, Tables and Columns (3 hours)
- Lists, Images and Art (3 hours)
- Creating Projects With Word (3 hours)

MLS_word03.....

Microsoft Office 2007

Access 2007 Series (9 hours): This series covers how to use Access 2007 to create, modify and access databases. It shows participants how to use the ribbon-based Access 2007 interface, as well as how to build tables, forms and reports. Participants will also be able to use queries and filters to sort through data. This six-course series includes the following modules:

- Introduction to Access (1 hour)
- Creating Tables (2 hours)
- Working With Tables (2 hours)
- Creating Forms (2 hours)
- Creating Reports (1 hour)
- Creating Queries and Filters (1 hour)

MLS_07acce.....

Access 2007 Advanced Series (9 hours): Access 2007 offers many more powerful features than beginning users first touch. This series explores some of the more powerful abilities of Access, including pivot tables and charts, graphs, forms, security, multitable and crosstab queries, macros, and more. This three-course series includes the following modules:

- Expressions and Queries (3 hours)
- Pivot Tables, Pivot Charts and Graphs (3 hours)
- Macros and Data Imports/Exports (3 hours)

MLS_07adac.....

Excel 2007 Series (11 hours): This series introduces participants to the newly designed ribbon interface and provides a basic introduction to Excel, including entering and editing cell data, selecting cell ranges, and formatting worksheet data. Participants will also be able to print worksheets, add comments, complete basic calculations and formulas, and create charts. This six-course series includes the following modules:

- Getting Started (2 hours)
- Creating a Worksheet (3 hours)
- Formatting data (1 hour)
- Editing and Printing Worksheets (1 hour)
- Managing Worksheets (2 hours)
- Using Charts and Objects (2 hours)

MLS_07exce.....

Excel 2007 Advanced Series (12 hours): This series teaches participants to apply filters, use formulas and analyze data. Users will be able to apply their knowledge to create complex business applications and analyses in Excel. This six-course series includes the following modules:

- Filtering and Sorting Data (2 hours)
- Using Pivot Tables (2 hours)
- Working With Functions (3 hours)
- Using Data Analysis Tools (1 hour)
- Automating With VBA Macros (2 hours)
- Adding Connections and Importing Data (2 hours)

MLS_07aexc.....

Outlook 2007 Series (15 hours): Outlook is the most common e-mail application in the world. It includes many features beyond just e-mail — including a calendar, meeting management, tasks and contact information — which all interact with each other. This series examines these features and more in the latest version of Outlook. This series has more courses coming soon. This seven-course series includes the following modules:

- Sending and Receiving E-Mail (3 hours)
- Managing E-Mail (2 hours)
- Creating Contacts and Distribution Lists (2 hours)
- Using the Calendar (2 hours)
- Setting Tasks and To-Do Items (2 hours)
- Staying Safe With E-Mail (2 hours)
- Organizing E-Mail (2 hours)

MLS_07outl.....

PowerPoint 2007 Series (19 hours): This series walks participants through creating presentations. This series has more courses coming soon. This eight-course series includes the following modules:

- Getting Started (2 hours)
- Developing a Presentation (2 hours)
- Design Elements (2 hours)
- Inserting Shapes (3 hours)
- Formatting Shapes (3 hours)
- Clip Art, Pictures and WordArt (2 hours)
- SmartArt Graphics (2 hours)
- Charts and Tables (3 hours)

MLS_07pwrp.....

Word 2007 Series (14 hours): This series shows participants how to use Word 2007 to create word-processing documents. It shows participants how to use the ribbon-based Word 2007 interface, how to create and format documents, and how to add lists, tables and images to documents. This six-course series includes the following modules:

- Getting Started (2 hours)
- Typing and Editing Text (3 hours)
- Formatting Text (2 hours)
- Formatting Paragraphs and Lists (3 hours)
- Building Tables (2 hours)
- Working With Images (2 hours)

MLS_07word.....

Office 2007 Series (17 hours): The new Microsoft Office package is changing the old interface with new features on an interface now known as “the Ribbon.” How do you find the commands you already know? What new commands are available in Word, Excel, Outlook, PowerPoint and Access? Take a look at the changes in Office 2007 and learn how to make the most of them. This seven-course series includes the following modules:

- Navigating the New Interface (2 hours)
- What’s New in Word (3 hours)
- What’s New in Excel (3 hours)
- What’s New in PowerPoint (2 hours)
- What’s New in Access (2 hours)
- What’s New in Outlook (2 hours)
- Common Tasks (3 hours)

MLS_ms0f07.....

Office XP Upgrade Series (10 hours): This series explains and introduces new and changed features in Microsoft Office XP applications. Targeted for experienced Office users, these courses highlight new features, including task panes, smart tags, and SharePoint Team Services. Additionally, a course is devoted to discussing the most important changes to Word, Excel, Outlook, PowerPoint, Access and FrontPage. The entire series features the XP interface in the screen captures. This three-course series includes the following modules:

- Getting Around the New Interface (3 hours)
- New Options and Tools (2 hours)
- Application Changes (5 hours)

MLS_ofxpnw.....

Microsoft Windows

Windows 2000 Basics — Client Series (3 hours): This series introduces participants to the features of Windows 2000 Professional that enhance reliability, manageability and mobility.

MLS_win2cl.....

Windows XP Upgrade Series (6 hours): This series provides an overview of the features available in Windows XP Home Edition and Windows XP Professional. Users will be introduced to the new interface of Windows XP, the multimedia and reliability features of the Home Edition, and the advanced networking and system administration functions of the Professional version. This two-course series includes the following modules:

- Home Edition (3 hours)
- Professional (3 hours)

MLS_osxpnw.....

Windows Vista Series (2 hours): This series teaches participants about the new Vista interface, features and applications. This two-course series includes the following modules:

- Understanding the New Interface (1 hour)
- Using New Features and Applications (1 hour)

MLS_msvteu.....

Microsoft SharePoint

SharePoint 2003 Series (16 hours): This series provides participants with the information they need to use SharePoint 2003 to help their organizations manage documents and files, as well as to enable users to collaborate with one another. In addition to teaching the every-day user how to manage documents, lists and tasks, the series also teaches the site administrator how to set up and manage SharePoint sites and libraries. This five-course series includes the following modules:

- SharePoint Basics (2 hours)
- Standard Libraries and Lists (3 hours)
- Advanced SharePoint Features (4 hours)
- Site Administration Basics (3 hours)
- Advanced Administration Functions (4 hours)

MLS_sp03ms.....

Microsoft SharePoint Server 2007 MCTS 70-630 Series (20 hours): This series provides extensive practice for the Microsoft SharePoint Server 2007 MCTS 70-630 exam. Questions are presented in the same style and cover the same topics as the actual exam. Users will test their knowledge, then receive comprehensive information about the question topic and the possible answers presented. This series following 20 modules and practice exams:

- Getting Started With Microsoft Office SharePoint Server 2007 (1 hour)
- Installing and Deploying SharePoint 2007 (1 hour)
- Configuring SharePoint 2007 (1 hour)
- Building Sites and Site Collections (1 hour)
- Managing Users and Groups (1 hour)
- Configuring Authentication and Security (1 hour)
- Configuring and Maintaining Lists and Libraries (1 hour)
- Configuring Web Part Pages, Web Parts and Web Pages (1 hour)
- Managing SharePoint Navigation and Search (1 hour)
- Working With Microsoft Documents in SharePoint (1 hour)
- Working With Microsoft Outlook in SharePoint (1 hour)
- Using Excel Services and Business Intelligence (1 hour)
- Using Business Forms and Business Intelligence (1 hour)
- Performing Advanced SharePoint Management (1 hour)
- Working With Content Management (1 hour)
- Upgrading and Deploying Microsoft Office SharePoint Server 2007 (1 hour)
- Practice Exam 1 (1 hour)
- Practice Exam 2 (1 hour)
- Practice Exam 3 (1 hour)
- Practice Exam 4 (1 hour)

MLS_630mct.....

SharePoint 2007 Series (14 hours): SharePoint 2007 is a content and information management system. This series helps participants use SharePoint 2007 sites to share documents, collaborate on processes and materials, and find and share data throughout the organization. This seven-course series includes the following modules:

- Getting Organized (1 hour)
- Managing Documents (2 hours)
- Using Libraries and Lists (2 hours)
- Creating Pages, Workspaces and Sites (3 hours)
- Integrating With Microsoft Office (2 hours)
- Managing Records and Web Content (2 hours)
- Using Advanced Features (2 hours)

MLS_07shar.....

Microsoft Project

Project 2000 MOS Series (21 hours): This series teaches users to manage projects using Microsoft Project 2000 and is intended as preparation for the Project 2000 Microsoft Office Specialist (MOS) Core Proficiency exam. Topics include starting projects and customizing settings; organizing and scheduling tasks; assigning resources and managing workloads; tracking and reporting progress; and communicating with the project team using Project Central. This six-course series includes the following modules:

- Starting a Project (5 hours)
- Scheduling Tasks and Adding Resources (4 hours)
- Managing Work and Multiple Projects (4 hours)
- Using Project Central (2 hours)
- Customizing the Project (3 hours)
- Creating Reports and Exporting Data (3 hours)

MLS_prjmou.....

Project 2003 Series (30 hours): This series helps participants with the basics of Microsoft Office Project 2003. This series explains how to set up a project, manage project files, create a task list, schedule tasks, view a schedule, define and assign resources and costs, track a project, and analyze progress and revise a schedule. This 10-course series includes the following modules:

- Learning the Basics (2 hours)
- Setting Up a Project (4 hours)
- Managing Project Files (2 hours)
- Creating a Task List (4 hours)
- Scheduling Tasks (3 hours)
- Viewing a Schedule (3 hours)
- Defining Resources and Costs (3 hours)
- Assigning Resources and Costs (4 hours)
- Tracking a Project (2 hours)
- Analyzing Progress and Revising the Schedule (3 hours)

MLS_prj3ms.....

Microsoft Office Project 2007 MCTS 70-630 Series (9 hours): This series prepares participants for the MCTS: Microsoft Office Project 2007 Managing Projects exam. This exam is the only requirement to apply for the “Technology Specialist: Managing Projects with Microsoft Office Project 2007” certification and gives participants credit toward “Microsoft Certified IT Professional: Enterprise Project Management with Microsoft Office Project Server 2007” certification. Practice exams in this series allow users to answer questions in the same format that the test will use on exam day, and they provide in-depth instructional feedback for each question to thoroughly cover every subject. This series includes the following nine modules and practice exams.

- Configuring Tools and Options (1 hour)
- Setting Up a Project (1 hour)
- Estimating, Scheduling and Budgeting Tasks (1 hour)
- Resourcing Project Plans (1 hour)
- Updating and Reporting on Project Performance (1 hour)
- Practice Exam 1 (1 hour)
- Practice Exam 2 (1 hour)
- Practice Exam 3 (1 hour)
- Practice Exam 4 (1 hour)

MLS_632mct.....

Project 2007 Series (16 hours): Get projects under control with Microsoft Project's latest version. Build schedules, communicate effectively with everyone involved, chart your progress, and keep track of budget and project materials. This series shows participants how to use this complex tool to save time and maximize project success. This series has more courses coming soon. This eight-course series includes the following modules:

- Getting Started With Project 2007 (2 hours)
- Building a Project (2 hours)
- Setting Up Resources and Establishing Costs (2 hours)
- Viewing Projects (2 hours)
- Resolving Scheduling and Resource Conflicts (3 hours)
- Tracking the Progress of Projects (3 hours)
- Creating Reports and Calculating Earned Values (1 hour)
- Consolidating Projects (1 hour)

MLS_07proj.....

Desktop Basics

Computer Basics Series: This series introduces general computer use and terminology. It describes the basic hardware components of a PC and introduces basic skills for using software programs in a Microsoft Windows environment.

MLS_cmb001.....

Computing Concepts Series (23 hours): This series examines several basic computing concepts, including security issues like administrative, physical, logical and network security, as well as how to plan for security risks. The basic concepts of database functionality and selection are also discussed, and data processing and management is examined in detail, including teleprocessing, data transmission and messages. This nine-course series includes the following modules:

- Types of Security (3 hours)
- Security Risks (3 hours)
- Database Basics (3 hours)
- Selecting Databases (3 hours)
- Data Processing (2 hours)
- Managing Data (2 hours)
- Teleprocessing (2 hours)
- Transmitting Data (3 hours)
- Messages (2 hours)

MLS_comcpt.....

Introduction to PCs Series (35 hours): This series is designed to introduce users to personal computers. Users will learn what a PC is and what an operating system is, as well as basic computer skills such as turning a computer on, logging on to Microsoft Windows, and working with files. Users will also learn to identify and use the major components of a PC, both externally and internally, including: disk drives, monitors, mice, keyboards, and printers. This 10-course series includes the following modules:

- Introducing the PC (4 hours)
- Using Your PC (4 hours)
- Working With Folders and Files (4 hours)
- Inside Your PC (4 hours)
- Basic Peripherals (4 hours)
- Other Peripherals (3 hours)
- Understanding Software (2 hours)
- Introducing the Internet (3 hours)
- Internet and E-Mail Tips (4 hours)
- Troubleshooting and Tips (3 hours)

MLS_pcs4hm.....

Crystal Reports

Crystal Reports 8 Series (28 hours): This series introduces users to Crystal Reports 8, a popular database reporting program. In this series, participants will learn how to create standard and custom reports, as well as how to filter, summarize, sort, group and manipulate data by inserting formulas and functions. This eight-course series includes the following modules:

- Getting Started (4 hours)
- Designing a Report (4 hours)
- Selecting Records (3 hours)
- Sorting and Grouping Data (4 hours)
- Creating Summary Totals, Reports and Graphs (4 hours)
- Formulas and Functions (4 hours)
- Printing and Exporting Reports (2 hours)
- Linking Tables (3 hours)

MLS_crystl.....

Crystal Reports XI Series (21 hours): This series shows participants how to create, format and deliver reports that get results in no time. Users will learn everything from the basics of getting around in Crystal's report design environment to the subtle nuances of effective report formatting and data visualization through charting and mapping. This 10-course series includes the following modules:

- Navigating the Design Environment (2 hours)
- Selecting Just the Right Data Source(s) for A Report (2 hours)
- Report Wizards and Do-It-Yourself (1 hour)
- Selecting and Organizing Report Data (1 hour)
- Manipulating Report Data in Meaningful Ways (2 hours)
- Letting Formulas and Functions Do All the Work (3 hours)
- Creating Dynamic Reports With Parameters (2 hours)
- Formatting Reports That Function and Sizzle (3 hours)
- Making Report Selections Work for You (2 hours)
- Visualizing Report Data With Charts and Maps (3 hours)

MLS_xicrys.....

GroupWise

GroupWise 5.5 Series (16 hours): This series introduces participants to Novell's GroupWise 5.5. In this series, users will learn how to use the features of GroupWise to send and receive e-mail, set up appointments and discussion groups, create task lists, and manage schedules. This six-course series includes the following modules:

- Getting Started With GroupWise (2 hours)
- Creating and Sending Messages (3 hours)
- Organizing Your Mailbox (2 hours)
- Calendar, Task and Phone Features (3 hours)
- Managing Documents and Folders (3 hours)
- Advanced GroupWise Features (3 hours)

MLS_grou55.....

GroupWise 6.5 Series (26 hours): This series introduces participants to the capabilities of Novell GroupWise 6.5. GroupWise is a collaboration tool that helps manage e-mail communications, calendars, tasks and documents within a group of people. This eight-course series includes the following modules:

- Getting Started (2 hours)
- Messages and the Address Book (4 hours)
- Managing Messages (4 hours)
- Calendars and Tasks (4 hours)
- Advanced GroupWise Features (3 hours)
- Managing Documents (4 hours)
- Remote Access and Customizing GroupWise (3 hours)
- Mobile GroupWise Access (2 hours)

MLS_gw65nv.....

Internet Explorer

Internet Explorer 6 Series (6 hours): This series teaches participants to use Microsoft Internet Explorer 6 to browse the Internet and to send and receive electronic mail using Microsoft Outlook Express. This two-course series includes the following modules:

- Browsing the Web (3 hours)
- Using Files and Mail (3 hours)

MLS_ie6int.....

Internet Explorer 7 Series (2 hours): This series introduces the new look and features of Internet Explorer 7. Participants will be able to securely use this updated Web browser to perform searches, print documents and access streaming content.

MLS_ie7del.....

Lotus Notes

Lotus Notes R5 Series (43 hours): This series provides a comprehensive overview of Lotus Notes R5. It introduces basic concepts such as navigation, views, databases and security. Use of mail with Lotus Notes R5 is covered in detail, along with using the calendar and address books. This series also discusses using Lotus Notes to surf the Web, editing, formatting and managing documents, and linking and attaching files to Notes documents. Advanced topics include finding and viewing data, replication and using Notes remotely. This 12-course series includes the following modules:

- Getting Around in Notes (4 hours)
- Reading and Sending Mail (3 hours)
- Managing Mail (4 hours)
- Using the Calendar (3 hours)
- Meetings and Address Books (3 hours)
- Browsing the Web (4 hours)
- Editing Documents (4 hours)
- Using Document Tables (4 hours)
- File Attachments and Links (3 hours)
- Finding and Viewing Data (4 hours)
- Replication (3 hours)
- Using Notes Remotely (4 hours)

MLS_no5lib.....

Lotus Notes 6.5 Series (20 hours): This series focuses on the major components of Lotus Notes 6.5. It introduces basic concepts such as navigation, views, databases and security. Use of mail with Lotus Notes 6.5 is covered in detail, along with using the calendar, to-do lists and address books. It also covers editing, formatting and managing Notes documents, as well as linking and attaching files to documents. Advanced topics include using Lotus Notes 6.5 with the Web, replication and using Notes remotely. This five-course series includes the following modules:

- Mail (4 hours)
- Calendar, To-Do Lists and Address Books (4 hours)
- Databases (3 hours)
- Managing and Enhancing Documents (4 hours)
- Advanced Notes Features (5 hours)

MLS_Itnt65.....

Lotus Notes 8.5 Series (8 hours): Almost every user knows that Lotus Notes allows them to send and receive e-mail. But Lotus Notes also offers many more services, including calendar management, instant messages, a browser and more. Learn how to use and make the most of all of these features with this series. This two-course series includes the following five modules:

- Exploring Lotus Notes 8.5 (2 hours)
- Sending and Receiving E-Mail (2 hours)
- Scheduling Appointments and Meetings (1 hour)
- Defining Contacts and To-Do Items (1 hour)
- Using the Productivity Tools and Web Browser (2 hours)

MLS_Iono85.....

PaintShop Pro

PaintShop Pro 5 Series (9 hours): This series provides an introduction to using PaintShop Pro 5 to create graphics. It describes how to create, open and save files, as well as how to perform basic manipulations, such as cropping, resizing, changing colors and rotating images. Advanced topics presented include using the Image Browser; adjusting an image's brightness, contrast, hue, saturation and lightness; working with layers, text and drop shadows; and printing images. This two-course series includes the following modules:

- Working With Graphics (4 hours)
- Enhancing Images (5 hours)

MLS_psp001.....

SAP

SAP R/3 Release 4.6 Series (11 hours): This series provides an overview of SAP R/3 Release 4.6. It examines the new features in release 4.6, using the interface and working with the user menu. Using the task screen is covered in detail, including how to use the toolbar and menu bar with tasks. Users are also shown how to enter a basic task, how to search for and modify previously entered tasks, and how to print tasks. The series also discusses how to create and use reports. This five-course series includes the following modules:

- Getting Started (2 hours)
- Using the Task Interface (2 hours)
- Working With Data in a Task (2 hours)
- Optimizing R/3 and Getting Help (3 hours)
- Reporting (2 hours)

MLS_sapr34.....

***BUSINESS SKILLS DEVELOPMENT**

Business Ethics

Business Ethics Series (5 hours, 17 minutes)

This series provides a common sense, practical approach to doing good work, emphasizing the need for people to prepare in advance for ethical dilemmas. The series takes an honest, realistic view of how managers can help improve ethical behavior in the rushed, output-driven business environment. This four-course series includes the following modules:

- What You Don't Know Can Hurt You (17 minutes)
- Everyday Ethical Dilemmas (2 hours)
- Ethical Dilemmas and the Law (1 hour)
- Individual Values, Organizational Values (2 hours)

MLS_bethic.....

Fundamentals of Business Management

Fundamentals of Business Management Series (10 hours)

This series provides participants with basic theories, skills and tools they can use to improve their performance as managers. This three-course series includes the following modules:

- Management in Perspective (2 hours)
- Functions of Front-Line Management (3 hours)
- Managerial Finance and Accounting (5 hours)

MLS_bizmng.....

Building Relationships

Building Relationships Series (5 hours)

This series helps participants build bridges and improve business relationships, networking skills and effective communication. This three-course series includes the following modules:

- Socializing at Work (2 hours)
- Understanding Behavioral Intentions (2 hours)
- Choosing Your Approach (1 hour)

MLS_bldrel.....

Effective Business Communication

Effective Business Communication Series (11 hours)

This series teaches the writing skills participants will need to effectively communicate in a business setting. They'll learn how to prepare for a writing task, and they'll discover strategies and skills for effective word choice, sentence building and paragraph design. This seven-course series includes the following modules:

- The Planning Worksheet (1 hour)
- Writing Skills (2 hours)
- Patterns of Development (1 hour)
- Letters (2 hours)
- Memos, E-mail and Other Communications (1 hour)
- Reports (1 hour)
- Documentation (3 hours)

MLS_buscom.....

Customer Service

Customer Service Series (23 hours)

This series is designed to help users create and maintain good customer service skills. Concepts covered include defining company-wide customer service and standards, strategies for effective communication, and effective problem resolution. The series also provides an overview of creating a customer service department with useful tools for providing excellent customer service. This five-course series includes the following modules:

- Defining Service (5 hours)
- Communicating (6 hours)
- Fixing Problems (4 hours)
- Building a Department (4 hours)
- Tools of the Trade (4 hours)

MLS_cuslib.....

Dealing With Difficult People

Dealing With Difficult People Series (8 hours, 16 minutes)

This series presents strategies for handling interpersonal tension in the workplace. In each course, participants will gain insight into analyzing situations, determining the best courses of action and resolving problems. Scenarios and examples include working with difficult people in any organizational situation — supervisors, peers and subordinates. This seven-course series includes the following modules:

- Managing Against the Odds (16 minutes)
- Consideration (2 hours)
- Attitude (1 hour)
- Trust (1 hour)
- Power (1 hour)
- Communication (2 hours)
- Responsibility (1 hour)

MLS_diffip.....

Effective Presentations

Effective Presentations Series (10 hours)

Public speaking is a frightening task to many people, but it's also a crucial tool for career success. This series offers tips to help participants prepare and deliver more powerful presentations. This four-course series includes the following modules:

- Preparing for a Presentation (3 hours)
- Developing an Effective Message (2 hours)
- Improving Delivery Skills (2 hours)
- Using PowerPoint and Other Visuals (3 hours)

MLS_efpres.....

E-Mailing Your Way to the Top

E-Mailing Your Way to the Top Series (8 hours)

E-mail has become so prevalent in the workplace that we seldom think about it, and yet it is the medium co-workers see you through most often. How can your e-mails speak for you clearly, effectively and potently? This series walks participants through building e-mail subject lines and messages that are effective and respect office etiquette. Users will also learn about e-mail safety and how to avoid threats like viruses and phishing, as well as how to think about e-mail confidentiality and legal security. This four-course series includes the following modules:

- Managing Your Inbox (2 hours)
- Writing Effective E-Mails (3 hours)
- The Legal Face of E-Mail (2 hours)
- Becoming an Organizational Leader (1 hour)

MLS_ematop.....

Grammar

Grammar Series (10 hours)

This series is designed for users who want to improve their grammar skills in a business setting. It examines sentence structure in detail, including parts of speech, subject/verb agreement, use of pronouns and irregular verbs. Punctuation is also discussed, and advanced topics include pronoun types, adjectives and adverbs, colons and semicolons, other punctuation, and modifiers. This four-course series includes the following modules:

- Fundamental Sentence Structure (3 hours)
- Punctuation (2 hours)
- Complex Sentence Structures (3 hours)
- Advanced Grammar (2 hours)

MLS_grambb.....

Innovation in the Workplace

Innovation in the Workplace Series (7 hours)

Creativity can achieve more than just spark the next big idea for an organization. It's also a critical skill for finding unique solutions to problems and new ways to improve on old processes. This series helps participants build their creativity and encourage it in others in productive ways that help the organization's bottom line. This six-course series includes the following modules:

- Defining Innovation and Determining Your Point of View (1 hour)
- Identifying the Enemies of Ideas and Innovation (2 hours)
- Asking Questions (1 hour)
- Harnessing Energy (1 hour)
- Creating Ideas (1 hour)
- Measuring Success (1 hour)

MLS_innova.....

Instructional Design

Instructional Design Series (17 hours)

This series teaches participants the basics of the instructional design process. Participants will discover how to identify the need for instruction and analyze the content. Best practices for designing, planning, implementing and evaluating instruction will help prepare participants for creating instructional programs. This five-course series includes the following modules:

- Process, Needs and Roles (3 hours)
- Analysis and Objectives (4 hours)
- Design Concepts (3 hours)
- Planning and Implementation (3 hours)
- Evaluation (4 hours)

MLS_insdcs.....

Basics of Business Math

Basics of Business Math Series (16 hours)

This series is designed for users who want to improve their basic math skills. It covers basic mathematical calculations commonly used in business settings. Courses cover computing fractions and decimals, the order of operations for combined computations, and solving equations and word problems. It includes the use of proportions, ratios and percentages, as well as provides instruction on the use of a calculator for business applications. This six-course series includes the following modules:

- Fractions (3 hours)
- Decimals (3 hours)
- Calculator (3 hours)
- Equations (3 hours)
- Percents (2 hours)
- Reports (2 hours)

MLS_mathbb.....

Managing Change

Managing Change Series (5 hours)

Change is an undeniable aspect of today's business world. The leaders of any organization are called upon to guide their teams through the change process and to provide a critical bridge between the old way of doing things and new work practices. This series shows managers the three major elements of leadership in times of significant change — the need to refocus, to lead the team and to work effectively with individual team members. This three-course series includes the following modules:

- Refocusing Yourself (1 hour)
- Leading the Team (2 hours)
- Working With Individuals (2 hours)

MLS_mngchg.....

Management Skills Introduction

Management Skills Introduction Series (6 hours, 50 minutes)

This series teaches participants core management skills. Participants will be able to apply their knowledge to the successful management of projects, people and time. This seven-course series includes the following modules:

- Ready, Set, Manage! (35 minutes)
- Motivating (1 hour, 2 minutes)
- Planning (1 hour, 21 minutes)
- Communication (59 minutes)
- Getting Input (52 minutes)
- Dealing With Challenging People and Times (52 minutes)
- Building Success (1 hour, 9 minutes)

MLS_mngskl.....

Motivation

Motivation Methods and Strategies Series (1 hour)

This series provides insight for motivating team members in the workplace. Participants will understand principles for leading and coaching employees and will discover methods of motivating a team by rewarding top performers, correcting weak performers and building trust. Participants also will become familiar with established psychological theories that support these motivational strategies.

MLS_motive.....

Motivation Series (11 hours)

This series presents the concepts of providing motivation for employees and discusses developing a vision, a common goal and direction for workers. Topics covered include using effective communication, conducting effective meetings and encouraging creative problem-solving. The series also discusses how leaders can reward effort and correct mistakes without damaging motivation. Other topics examined include time and stress management, training and education, and building trust. This five-course series includes the following modules:

- Leading With a Vision (2 hours)
- Communicating (2 hours)
- Rewarding and Correcting (2 hours)
- Performance and Training (3 hours)
- Building Trust (2 hours)

MLS_motlib.....

Negotiating

Negotiating Series (19 hours)

This series presents strategies for negotiating in business and daily situations. It covers techniques for developing a negotiation plan, evaluating the opposition, and taking advantage of body language, props, timing, questions and correspondence. It presents strategies for gaining control in negotiation situations, as well as effective methods of moving past obstacles and closing a negotiation. Several everyday negotiation scenarios are explored, with tips for effective negotiation techniques to apply to these situations. This four-course series includes the following modules:

- Negotiating Techniques (8 hours)
- Gaining Control (3 hours)
- Closing the Deal (4 hours)
- Everyday Negotiations (4 hours)

MLS_ngolib.....

Project Management From a People Perspective

Project Management From a People Perspective Series (12 hours)

This series goes beyond the basic mechanics of project management and focuses on the people side of projects. It helps participants develop a deeper understanding of interpersonal dynamics that can make them more effective in leading a project team. Look to this series for topics such as building a team, leading a team, influencing team members across departments, communicating, documenting and balancing multiple projects. This six-course series includes the following modules:

- Working Across Departments (2 hours)
- Building and Leading a Team (2 hours)
- Managing Project Stakeholders (2 hours)
- Communicating Effectively (2 hours)
- Key Documentation (2 hours)
- Balancing Multiple Projects (2 hours)

MLS_pmeffe.....

Project Management Professional Certification 2005

Project Management Professional Certification 2005 Series (12 hours)

This series complements the Project Management Body of Knowledge (PMBOK) in preparing participants for the Project Management Professional (PMP) certification exam. This series provides participants with an understanding of the exam and how the Project Management Institute (PMI) views the topical areas associated with the initiation, planning, execution, monitoring and control, and closeout of projects. This seven-course series includes the following modules:

- Project Management Framework and Initiating the Project (2 hours)
- Project Planning (3 hours)
- Project Execution and Quality Management (2 hours)
- Project Monitoring and Control (1 hour)
- Project Closing (1 hour)
- Professional Responsibility (1 hour)
- Practice Exams (2 hours)

MLS_pmp5up.....

Communicating With Power

Communicating With Power Series (9 hours)

Most jobs include working with people who are co-workers from across the company (or even from other companies). Many times, doing a job properly depends upon other people doing the things or having the information you need. This series discusses how to spark action from and motivate others, especially those who are not in a direct line of command with you. This six-course series includes the following modules:

- Elements of Powerful Communication (1 hour)
- Persuasive Appeals (1 hour)
- Modes of Persuasion (1 hour)
- Active Listening (2 hours)
- Resolving Conflict (2 hours)
- Negotiation (2 hours)

MLS_pocomm.....

Project Management

Project Management Series (22 hours)

This series provides a detailed examination of project management concepts and strategies. It discusses the seven components of a management system and the five phases of the project life cycle. It also looks at factors that affect cost and quality. The project manager's role is explored in detail, and strategies for defining the project are examined. Tasks such as developing the work breakdown structure, estimating and scheduling resources, scheduling computations, and tracking project activities are discussed. The closeout phase of a project is also covered. Other topics include formalizing project management standards, developing a project team and strategies for becoming a more effective project manager. This 12-course series includes the following modules:

- Project Management Overview (2 hours)
- Understanding the Project Manager's Role (2 hours)
- Defining the Problem (1 hour)
- Determining the Strategy (2 hours)
- Developing the Work Breakdown Structure (2 hours)
- Estimating and Scheduling Resources (2 hours)
- Understanding Scheduling Computations (3 hours)
- Tracking Project Activities (1 hour)
- Closing Out the Project (1 hour)
- Formalizing Project Management Standards (2 hours)
- Developing Project Teams (2 hours)
- Ensuring Your Own Effectiveness (2 hours)

MLS_projmg.....

Sarbanes-Oxley Act

Sarbanes-Oxley Act Series (6 hours)

The Sarbanes-Oxley Act of 2002 (SOX) will have a long-lasting effect on the governance and financial accountability of publicly held companies. This series provides participants with an overview of SOX. Participants will master guidelines for making company policies, procedures, systems and controls SOX compliant. They will also examine management certification responsibilities and noncompliance penalties under SOX. This two-course series includes the following modules:

- Overview, Disclosures and Reporting (3 hours)
- Standards, Regulations and Penalties (3 hours)

MLS_sarbox.....

Sexual Harassment in the Workplace

Sexual Harassment in the Workplace Series (3 hours, 17 minutes)

This series works to educate managers and others about the causes and effects of sexual harassment in the work environment. It examines the elements that define behavior as harassment, methods that can be used to prevent it from occurring and ways to deal with the situation if it happens.

As of August 2007, the MindLeaders Sexual Harassment in the Workplace courses comply with the following legislation: California Government Code 12950.1 (AB 1825); California Code of Regulations 7288; Connecticut General Statute Section 46a-54-204; and Maine Revised Statute, Title 26, Section 807. This four-course series includes the following modules:

- Why Can't We All Just Get Along (17 minutes)
- Defining Sexual Harassment (1 hour)
- Preventing Sexual Harassment (1 hour)
- Responding to Sexual Harassment (1 hour)

MLS_sharss.....

Stress Management

Stress Management Series (3 hours, 57 minutes)

Stress is among the most common and harmful issues people in the working world face. The information, practices and exercises in this series will help participants understand, control and reduce stress. This four-course series includes the following modules:

- Stress on the Job (1 hour, 3 minutes)
- Resisting Stress (58 minutes)
- Assertiveness (1 hour)
- Coping With Anger (56 minutes)

MLS_stress.....

Teams That Work

Teams That Work Series (4 hours)

This series teaches participants practical methods for establishing and maintaining teams that maximize the collective strengths of their members. Participants will also acquire valuable team leadership skills.

This two-course series includes the following modules:

- Building Effective Teams (2 hours)
- Leading Effective Teams (2 hours)

MLS_teamwk.....

Problem-Solving Through Productive Thinking

Problem-Solving Through Productive Thinking Series (7 hours)

One of the greatest abilities of leaders — whether in management positions or on the front line — is the ability to see the root of problems and quickly enact effective solutions. This series passes on some of the skills and tips that will help participants to better identify problems, find their causes and get their solutions underway. This four-course series includes the following modules:

- The Concept of Productive Thinking (1 hour)
- Productive Thinking in Principle (2 hours)
- The Productive Thinking Model (3 hours)
- Productive Thinking in Practice (1 hour)

MLS_thinki.....

Time Management

Time Management Fundamentals Series (11 hours)

This series describes specific time-management strategies that participants can apply to make their work time more efficient and productive. This five-course series includes the following modules:

- Evaluating and Improving Time Management (2 hours)
- Organizing Tasks and Creating Uninterrupted Time (2 hours)
- Managing Meetings (2 hours)
- Managing Workload (3 hours)
- Managing Time With Co-Workers (2 hours)

MLS_timemg.....

Time Management for Maximum Productivity Series (6 hours)

It always seems like we could use more hours in the day. How can we manage our time and be truly productive in the office and in life? This series introduces participants to the most important rules of time management, including not only how to get more done, but also how to choose the things they do to give the day the biggest impact possible. This five-course series includes the following modules:

- Taming Time (2 hours)
- Prioritizing and Procrastinating (1 hour)
- Establishing Goals (1 hour)
- Managing Time Together (1 hour)
- Controlling Time Leaks (1 hour)

MLS_timpro.....

Doing Business in China

Doing Business in China Series

Doing Business in China: A Cultural Approach (3.0 hours): In everyday business, it's more and more common to meet, hold conference calls and travel overseas. When you're working with people from an unfamiliar country, how can you gain the knowledge to ensure smooth communication and to avoid an offensive faux pas? This course provides the fundamentals of Chinese business etiquette. It discusses a variety of social situations — such as business meetings and meals — that might come up on a business trip to China. This course also describes a cultural intelligence approach to working with the Chinese.

This course features the following topics:

- Cultural Intelligence
- Chinese Culture
- Preparation
- Business Meetings
- Business Dining

MLS_chbi01.....

Doing Business in India

Doing Business in India Series

Doing Business in India: A Cultural Approach (4.0 hours): In everyday business, it's more and more common to meet, hold conference calls and travel overseas. When you're working with people from an unfamiliar country, how can you gain the knowledge to ensure smooth communication and to avoid an offensive faux pas? This course provides the fundamentals of Indian business etiquette from a cultural perspective. It addresses typical situations that occur while doing business in India. This course features the following topics:

- Considering Culture
- Preparing for Business
- Meeting for Business
- Dining With Indians

MLS_inbi01.....