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  - Setting up a site and adding content in Dreamweaver MX 2004 .................................................. 214572_ENG
  - Adding Links, Images, and Flash Objects in Dreamweaver MX 2004 .................................................. 214573_ENG
  - Adding Tables in Dreamweaver MX 2004 ....................... 218238_ENG
  - Reusing Content in Dreamweaver MX 2004 ............... 214577_ENG
  - Creating Interactive Web Pages in Dreamweaver MX 2004 .................................................. 214575_ENG
  - Working with Cascading Style Sheets in Dreamweaver MX 2004 .................................................. 214576_ENG
  - Site Testing and Maintenance in Dreamweaver MX 2004 .......................................................... 214966_ENG

- Macromedia Dreamweaver MX: Foundation I
  - Using Basic Dreamweaver MX Tools ....................... 72415_ENG
  - Structuring Web Pages with Macromedia Dreamweaver MX .......................................................... 76138_ENG

- Macromedia Dreamweaver MX: Foundation II
  - Using Advanced Dreamweaver MX Tools ................ 75830_ENG

- Macromedia Dreamweaver MX for ASP.NET
  - Introducing Dreamweaver MX and ASP.NET .......... 81394_ENG
  - Using Dreamweaver MX to Develop ASP.NET Applications .......................................................... 81395_ENG

- Macromedia Flash MX 2004: Media Design
  - Introduction to Creating Graphics in Flash MX 2004 .......................................................... 222258_ENG
  - Using Text in Flash MX 2004 ................................. 222262_ENG
  - Animation, Sound, and Video in Flash MX 2004 Movies .......................................................... 222263_ENG
  - Introduction to ActionScript in Flash MX 2004 ............ 222264_ENG
  - Navigation and Movie Publishing Flash MX 2004 .......................................................... 222407_ENG

- Macromedia Flash MX: Foundation
  - Basic Animation in Macromedia Flash MX ............ 66515_ENG
  - Increased Application of Macromedia Flash MX .... 66516_ENG

- Macromedia Flash MX ActionScript For Developers: Experienced
  - Using ActionScript in Flash MX ............................... 73282_ENG
  - Objects, Functions, and Components in Flash MX ............. 73288_ENG

- Macromedia Flash MX Design Techniques: Experienced
  - Basic Design Functionality of Macromedia Flash MX .......................................................... 69625_ENG
  - Advanced Design Functionality of Macromedia Flash MX .......................................................... 69652_ENG
Macromedia Fireworks MX: Foundation

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Macromedia ColdFusion MX: Foundation

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Macromedia ColdFusion MX: Experienced

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Macromedia FreeHand 10: Foundation

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Macromedia FreeHand 10: Getting Started

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Macromedia FreeHand 10: Moving On

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Macromedia FreeHand 10: Up and Running

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Microsoft Office 2000: FrontPage 2000

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Microsoft Office 2000 - Advanced FrontPage ........................................... 112291_ENG

Microsoft Office XP: Beginning FrontPage 2002

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Enhancing and Managing Web Sites with FrontPage 2002 ......................... 114955_ENG

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Adobe Photoshop CS

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Advanced Tools in Photoshop CS ........................................... 222588_ENG
Selections and Layers in Photoshop CS ........................................... 222585_ENG

Adobe Illustrator CS

Preparing and Drawing Objects in Adobe Illustrator CS ............................ 222221_ENG
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JavaScript: Language Basics ................................. 115406_ENG
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Microsoft VBScript: Language Basics
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Introduction to Project Process Groups and Initiating a Project ........................................ PROJ0513
Project Planning .................................................. PROJ0514
Executing, Monitoring & Controlling, and Clos ing a Project ............................................. PROJ0515
Project Management Essentials Simulation ........... PROJ0510
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Project Integration Management (PMBOK®
Initiating a Project and Preparing the Project Plan ...................................................... PROJ0521
Project Integration: Executing and Completing a Project ................................................ PROJ0522
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- **Project Scope Management (PMBOK® Guide - Third Edition-aligned)**
  - Planning Project Scope ........................................... PROJ0531
  - Controlling Project Scope ..................................... PROJ0532

- **Project Time Management (PMBOK® Guide - Third Edition-aligned)**
  - Elements of Project Time Management .................... PROJ0541
  - Project Scheduling ................................................ PROJ0542

  - Estimating Activity Costs ...................................... PROJ0551
  - Budgeting and Controlling Costs ............................ PROJ0552

- **Project Quality Management (PMBOK® Guide - Third Edition-aligned)**
  - Planning for Quality ............................................ PROJ0561
  - Performing Quality Assurance and Control ............... PROJ0562

  - Elements of Project Human Resource Management ....... PROJ0571
  - Implementing Project Human Resource Management .... PROJ0572
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- **Project Communications Management (PMBOK® Guide - Third Edition-aligned)**
  - Communications Planning and Information Distribution .................................................. PROJ0581
  - Performance Reporting and Stakeholder Management ..................................................... PROJ0582
  - Project Communications Management Simulation ....... PROJ0580

- **Project Risk Management (PMBOK® Guide - Third Edition-aligned)**
  - Planning and Identifying Project Risk ....................... PROJ0591
  - Analyzing Project Risk ......................................... PROJ0592
  - Responding to and Controlling Project Risk .............. PROJ0593

- **Project Procurement Management (PMBOK® Guide - Third Edition-aligned)**
  - Planning Project Procurement and Requesting Seller Responses ...................................... PROJ0601
  - Choosing Sellers and Administering and Closing Contracts ........................................... PROJ0602

- **Project Management Professional Responsibility**
  - Ethics and Professional Knowledge (PMBOK aligned) ......................................................... PROJ0041
  - Stakeholder Interests and Cultural Diversity (PMBOK aligned) .......................................... PROJ0042

- **Project Management for IT Professionals**
  - Introduction to IT Project Management ....................... PROJ0351
  - Functions of IT Project Management ........................ PROJ0352
  - The Life Cycle of an IT Project ................................. PROJ0353
  - Managing the Execution and Control of IT Projects ......................................................... PROJ0354
  - Managing Efficiencies of IT Projects ........................ PROJ0355
  - Project IT Management Simulation - The Early Stages .................................................... PROJ0350
  - Project IT Management Simulation - Design to Rollout ................................................... PROJ035S
  - Final Exam: Project Management for IT Professionals ....................................................... fe0013_eng

- **Strategic Project Management for IT Projects**
  - Strategic Planning and Positioning for IT Projects .................................................................. PROJ0361
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  - Estimating the IT Project Work Effort .................................................................................... PROJ0363
  - IT Project Leadership, Authority & Accountability ................................................................. PROJ0364
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Getting Past Clashes: Valuing Team Diversity ................................... TEAM0213
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- Fundamentals of Business Law
  - A Manager's Introduction to Business Law ............ LAW0101
  - Contracts in Commercial Transactions ............... LAW0102
  - Employment and Labor Law ............................... LAW0103
  - American Business Formations in the 21st Century ......................................................... LAW0104
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- Managing Customer-Driven Process Improvement
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  - Identifying What the Customer Wants ................ OPER0122
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- Six Sigma Deployment
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  - **Strategic IT Planning**
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  - Effective Team-building Strategies ................................................................. TEAM0171
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  - The Individual's Role in a Team ................................................................. TEAM0173
  - Participating in Teams Simulation ................................................................. TEAM0170
  - Participating in Teams ................................................................. BLTTE017

- Making Teams Work: Capitalizing on Conflict
  - Team Conflict: The Seeds of Dissent ................................................................. TEAM0211
  - Analyzing Workplace War Zones ................................................................. TEAM0212
  - Getting Past Clashes: Valuing Team Diversity ................................................................. TEAM0213
  - Conquering Conflict through Communication ................................................................. TEAM0214
  - The Path to Peace and Harmony ................................................................. TEAM0215
  - Manager's Performance Guide - Team Conflict Skills ................................................................. TEAM0216
  - Making Teams Work (Simulation) ................................................................. TEAM0210

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM
**BUSINESS SKILLS COURSEWARE**

### Field Sales Skills
- Field Sales Foundations ........................................... SALE0101
- Planning Your Field Sales Approach ........................... SALE0102
- Applying Your Field Sales Approach ........................... SALE0103
- Completing Your Field Sales Approach ....................... SALE0104
- Field Sales Skills Simulation ..................................... SALE0100
- Field Sales Skills Blended Learning Toolkit ................. BLTSA010

### Inside Sales Skills
- Preparing for Outbound Sales Calls ............................ SALE0121
- Initiating Outbound Sales Calls .................................. SALE0122
- Completing Outbound Sales Calls .............................. SALE0123
- Preparing for Inbound Sales Calls .............................. SALE0124
- Completing Inbound Sales Calls .................................. SALE0125
- Inside Sales Skills Simulation ..................................... SALE0120
- Inside Sales Skills Blended Learning Toolkit ................. BLTSA012

### Strategic Account Sales Skills
- The Strategic Account Sales Approach ....................... SALE0131
- Understanding Your Customer .................................... SALE0132
- Conducting Effective Sales Research Meetings ............ SALE0133
- Working with Your Customer's Key Players............... SALE0134
- Delivering High-Impact Sales Presentations ................. SALE0135
- Strategic Account Sales Skills Simulation ................. SALE0130
- Strategic Account Sales Skills .................................... BLTSA013

### Sales Team Management
- Building a Winning Sales Team ................................. SALE0151
- Using Business Tools to Manage a Sales Team .............. SALE0152
- Motivating a Winning Sales Team ............................... SALE0153
- Communicating in Sales Teams ................................. SALE0154
- Sales Team Management Simulation .............................. SALE0150
- Sales Team Management ............................................ BLTSA013

### Selling at the Executive Level
- Prepare for Success .................................................. SALE0221
- Strategic Planning ..................................................... SALE0222
- Progressing through the Complex Sale ....................... SALE0223
- Presenting Your Proposition ....................................... SALE0224
- Negotiating to Mutual Benefit .................................... SALE0225
- From Executive-level Sale to Strategic Partnership ....... SALE0226
- Preparing for the Executive-level Sale ......................... SALE0220
- Progressing through the Complex Sale Simulation ....... SALE022S
- Closing Executive-level Sales Simulation ..................... SALE022T
- Selling at the Executive Level Blended Learning Toolkit ... BLTSA022

### SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy
- The Profession of Selling .......................................... SALE0401
- Professional Selling in the Knowledge Economy .......... SALE0402
- Professional Selling in the Knowledge Economy Simulation ... SALE0400

### SalesUniversity Sales Math 101: Developing a Sales Plan for Success
- Sales Math 101: Developing a Sales Plan for Success ... SALE0411

### SalesUniversity Sales Manufacturing: A Success Model
- Sales Manufacturing (TM): Identifying Sales Opportunities ........................................ SALE0421
- Sales Manufacturing (TM): Sales Production ....... SALE0422
- Sales Manufacturing: Opportunity Development Simulation ... SALE0420

### SalesUniversity Communication 101
- Sales Communications Foundations ......................... SALE0431
- Sales Communications Essentials ...................... SALE0432
- Telesales Communications ...................................... SALE0433
- Sales Communication Techniques Simulation ............ SALE0430

### Territorial Account Sales Skills
- The Territorial Account Sales Approach ...................... SALE0111
- Understanding Your Target Customer's Business .......... SALE0112
- Effectively Using Customer-focused Research Meetings ........................................ SALE0113
- Gaining Access to Key Personnel at Your Target Accounts ........ Sale0114
- Delivering High-impact Territorial Account Sales (TAS) Presentations .......... SALE0115
- Territorial Account Sales Skills Simulation ................ SALE0110
SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

How to Excel at Customer Service

Building the Service Foundation: Corporate Culture ............................................................ CUST0101
Fundamentals of Exceptional Customer Service ................................................................. CUST0102
The Voice of the Customer ................................................................................................. CUST0103
Advancing Your Service Expertise .................................................................................. CUST0104
Customers, Conflict and Confrontation ......................................................................... CUST0105
Overcoming Challenging Service Situations .................................................................... CUST0106
Instilling Service Excellence: the EXCEL Acronym ......................................................... CUST0107
Service Stars and Service Teams ...................................................................................... CUST0108
Excelling at Customer Service (Simulation) .................................................................... CUST0100
Customer Service Simulation ............................................................................................ CUST010S
How to Excel at Customer Service .................................................................................. BLTCU010

Frontline Call Center Skills

The Call Center Industry ..................................................................................................... CUST0111
Call Center Communication Skills .................................................................................... CUST0112
Call Center Customer Service .......................................................................................... CUST0113
Call Center Telephone Sales ............................................................................................ CUST0114
Frontline Call Center Skills (Simulation) ........................................................................ CUST0110

Measuring Customer Satisfaction

Discovering What Your Customers Want .......................................................................... CUST0131
Developing Customer Satisfaction Surveys ....................................................................... CUST0132
Customer Satisfaction: Analysis and Implementation .................................................... CUST0133
Measuring Customer Satisfaction Simulation .................................................................. CUST0130

Internal Customer Service

Excellence in Internal Customer Service .......................................................................... CUST0141
Working With Internal Customers ..................................................................................... CUST0142
Overcoming Internal Customer Service Problems ......................................................... CUST0143
Internal Customer Service: Conflict and Complaints .................................................... CUST0140

Internal Customer Service Agent Skills

The Customer Service Agent in Action .............................................................................. CUST0151
Professional Skills for Customer Service Agents ............................................................ CUST0152
Managing Challenges in Customer Service .................................................................... CUST0153
Cross-selling in a Customer Service Call ........................................................................ CUST0154
Customer Service Agent Skills Simulation ..................................................................... CUST0150

Technical Support Agent Skills

The Contact Center and Technical Support Agent ............................................................. CUST0161
Technical Support Essentials ............................................................................................ CUST0162
Assessing Customer Behavior ......................................................................................... CUST0163
Technical Support Agent Survival Skills ......................................................................... CUST0164
Technical Support Agent Skills Simulation ..................................................................... CUST0160

IT Infrastructure Library (ITIL) Foundations

ITIL: The Service Desk and Incident Management ............................................................ CUST0181
ITIL: Configuration and Release Management ................................................................ CUST0182
ITIL: Service Level and Capacity Management ................................................................ CUST0183
ITIL: Problem and Change Management .......................................................................... CUST0184
ITIL: Continuity and Availability Management ................................................................ CUST0185
ITIL: Financial and Security Management ........................................................................ CUST0186

Inbound Call Center Management

The Inbound Call Center ...................................................................................................... CUST0211
Inbound Call Center Management: Leadership ............................................................... CUST0212
Inbound Call Centers: People Management ..................................................................... CUST0213
Inbound Call Center Technology ..................................................................................... CUST0214
Performance Metrics for an Inbound Call Center ............................................................. CUST0215

Mentoring Assets

Mentoring Information Technology Infrastructure Library Foundations (ITIL v1.0) ......................................................... mnttitilfv1

Managing A Customer-Focused Department

Identifying Your Customer's Expectations ....................................................................... CUST0171
Using Surveys to Measure Customer Satisfaction ............................................................ CUST0172
Bridge The Expectations Gap ......................................................................................... CUST0173
Leading A Customer-Focused Team .............................................................................. CUST0174
Managing a Customer-focused Department Simulation ................................................ CUST0170
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TestPreps
Information Technology Infrastructure Library Foundations (ITIL v1.0).............TPITILFV1_ENG

HDI - Customer Support Specialist, Professionalism
The Customer Support Specialist (CSS) ... cust_01_a01_bs_enus

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CONSULTING SKILLS

Consulting with the External Client
Essentials of External Consulting ......................... CONS0111
The Client-Consultant Relationship ....................... CONS0112
Diagnosing and Planning ....................................... CONS0113
Managing Delivery .................................................. CONS0114
Evaluation and Review ............................................ CONS0115
Consulting with the External Client Simulation........... CONS0110

Consulting with the Internal Client
Essentials of Internal Consulting ............................ CONS0121
Internal Consulting Skills .............................. CONS0122
Establishing a Relationship with Internal Clients........... CONS0123
A Workable Solution for Internal Clients ................. CONS0124
Evaluating Internal Assignments .......................... CONS0125
Consulting with the Internal Client Simulation.......... CONS0120

Internal Consulting for the Technical Professional
The Technical Professional as Internal Consultant...................... CONS0131
Creating Effective Contracts .................................... CONS0132
Using Data as a Technical Professional Consultant.................. CONS0133
Resistance and Technical Professional Consultants............... CONS0134

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

Industry Overviews
The Automotive Industry Overview ......................... IND0201
The Oil and Gas Industry Overview .......................... IND0202
The Pharmaceutical Industry Overview .................. IND0203
The Food and Beverage Industry Overview ............... IND0204
The Health Care Industry Overview ....................... IND0205
Banking Industry Overview ................................... IND0206
Manufacturing Industry Overview ........................ IND0207
Retail Industry Overview ...................................... IND0208
Telecommunications Industry Overview ................ IND0209
Information Technology (IT) Industry Overview .......... IND0210
Insurance Industry Overview .................................. IND0211
Federal Government Industry Overview ................ IND0213

E-LEARNING (IS FREE AND GOES WITH ALL SOLUTION AREAS)

E-LEARNING CURRICULUM

e-Learning Foundations
e-Learning .......................................................... ABC0111
DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

ADOBE

Adobe Reader 6.0
Using Adobe Reader 6.0 .......................... 221552_ENG

DESKTOP COMPUTER SKILLS

ADOBE ACROBAT 5

Adobe Acrobat 5.0: Getting Started
Getting Started with Adobe Acrobat 5.0 ............ 35669_ENG

Adobe Acrobat 5.0: Up and Running
Up and Running with Adobe Acrobat 5.0 .......... 35672_ENG

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

Information Security Best Practices for Business Users
Introduction to information security .................. 216913_ENG
Operational information security ..................... 217983_ENG
Malicious code and information security .......... 217043_ENG
Information security and the Internet ............... 216960_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE XP

Microsoft Office XP - Advanced Access 2002
Advanced Database Design in Access 2002 ....... 116022_ENG
Advanced Database Features in Access 2002 ....... 116051_ENG

Microsoft Office XP: Advanced Excel 2002
Advanced Data Management in Excel 2002 ....... 114461_ENG
Advanced Data Manipulation and Analysis in Excel 2002 ........................................... 114635_ENG

Microsoft Office XP: Advanced FrontPage 2002
Building and Modifying Web Sites in FrontPage 2002 .............................................. 115955_ENG
Enhancing and Publishing Web Sites in FrontPage 2002 .............................................. 115977_ENG

Microsoft Office XP: Advanced Outlook 2002
Managing Outlook 2002 .............................. 114389_ENG

Microsoft Office XP: Advanced PowerPoint 2002
Customizing, Running, and Broadcasting PowerPoint 2002 Presentations ......................... 116195_ENG
PowerPoint 2002 Customization and Office XP Integration ............................................ 116211_ENG

Microsoft Office XP: Advanced Word 2002
Advanced Formatting and Navigation in Word 2002 ............................................... 114968_ENG
Advanced Document Features in Word 2002 ...... 114983_ENG
Collaborative Features in Word 2002 ................. 115008_ENG

Microsoft Office XP: Beginning FrontPage 2002
FrontPage 2002 Basics ................................. 114938_ENG
Enhancing and Managing Web Sites with FrontPage 2002 ........................................... 114955_ENG

Microsoft Office XP: Beginning Outlook 2002
Introducing Outlook 2002 ............................. 115146_ENG

Microsoft Office XP: Beginning PowerPoint 2002
Creating Presentations using PowerPoint 2002 .... 115027_ENG

Microsoft Office XP: Beginning Word 2002
Creating Documents in Word 2002 .................... 114325_ENG
Working with Documents in Word 2002 .......... 114346_ENG

Microsoft Office XP: Common Features Across Office Applications
Common Features in Microsoft Office XP ........... 115172_ENG
**DESKTOP SKILLS COURSEWARE**

- **Microsoft Office 2003: Visio for Beginners**
  - Creating Diagrams with Visio 2003 .......................... 132531_ENG
  - Developing Diagrams with Visio 2003 ...................... 132532_ENG
  - Visio 2003 and Other Programs .......................... 132533_ENG

- **Microsoft Office 2003: Advanced Project Professional**
  - Advanced Customization .................................. 132661_ENG
  - Sharing Project Data and Working with Macros .......... 132659_ENG
  - Organizing and Managing Project Information .......... 205433_ENG
  - Working Collaboratively ................................. 201354_ENG
  - Enterprise Project Management ........................... 201357_ENG
  - Advanced Analysis of your Project ..................... 206372_ENG

- **Microsoft Office 2003: Beginning FrontPage**
  - Getting Started with FrontPage 2003 .................... 121449_ENG
  - Working with graphics, hyperlinks and tables in FrontPage 2003 ........................................ 131714_ENG
  - Working with Web Sites in FrontPage 2003 .......... 122475_ENG
  - Organizing Content Using Templates and Frames in FrontPage 2003 ........................................ 122481_ENG
  - Structuring and Publishing Web Sites in FrontPage 2003 ........................................ 122092_ENG

- **Microsoft Office 2003: Advanced FrontPage**
  - Working with Code in FrontPage 2003 .................... 122120_ENG
  - Importing and Working with Data in FrontPage 2003 ........................................ 121653_ENG
  - Enhancing Web Sites with Advanced FrontPage 2003 Features ........................................ 122099_ENG
  - Administering Web Sites in FrontPage 2003 .......... 122100_ENG
  - Using Windows SharePoint Services and FrontPage 2003 ........................................ 131456_ENG

- **Microsoft Office 2003: Publisher**
  - Getting Started with Publisher 2003 .................... 204924_ENG
  - Working with Text Boxes, Text, and Tables in Publisher 2003 ........................................ 207503_ENG
  - Printing and Working with Graphics and Objects in Publisher 2003 ........................................ 204925_ENG
  - Working with E-mail and Web Sites in Publisher 2003 ........................................ 204927_ENG
  - Working with Mail and Catalog Merges in Publisher 2003 ........................................ 207309_ENG

Advanced Design Techniques and Printing with Publisher 2003 ........................................ 204928_ENG

- **Microsoft Office 2003: Beginning PowerPoint**
  - Creating Basic Presentations using PowerPoint 2003 ........................................ 121838_ENG
  - Slide Layout and Design in PowerPoint 2003 .......... 123164_ENG
  - Using Visuals in PowerPoint 2003 Presentations ........ 125933_ENG
  - Finalizing PowerPoint 2003 presentations .......... 123167_ENG

**DESKTOP COMPUTER SKILLS**

**MICROSOFT PROJECT 2002 (AUDIO)**

- **Microsoft Project 2002: Beginners**
  - Getting Started with Project 2002 ...................... 117545_ENG
  - Up and Running with Project 2002 ...................... 117554_ENG
  - Tracking and Reporting with Project 2002 .......... 117565_ENG

- **Microsoft Project 2002: Advanced**
  - Data Sources, Templates, and Customization in Project 2002 ........................................ 117348_ENG
  - Workgroup, Collaboration, and Advanced Reporting Options in Project 2002 ...................... 117361_ENG

**MICROSOFT OFFICE 2000**

- **Microsoft Office 2000: New Features**
  - Microsoft Office 2000 - New Features for Users ........................................ 110856_ENG
  - Microsoft Office 2000 - New Features for Power Users ........................................ 110857_ENG

- **Microsoft Office 2000: Beginning Word 2000**
  - Microsoft Office 2000 - Beginning Word .......... 110946_ENG
  - Microsoft Office 2000 - Intermediate Word .......... 110947_ENG

- **Microsoft Office 2000: Deployment and Administration**
  - Microsoft Office 2000 - Deployment and Administration ........................................ 110906_ENG
DESKTOP SKILLS COURSEWARE

  Microsoft Office 2000 - Advanced Word ..........111009_ENG
  Microsoft Office 2000 - Word for Power Users .... 111010_ENG

  Microsoft Office 2000 - Advanced Excel ..........111238_ENG
  Microsoft Office 2000 - Excel for Power Users ............................................. 111287_ENG

  Microsoft Office 2000 - Beginning Excel ......... 111080_ENG
  Microsoft Office 2000 - Intermediate Excel ...... 111081_ENG

- Microsoft Office 2000: Advanced Project 2000
  Office 2000 - Advanced Project ...................... 112366_ENG

  Microsoft Office 2000 - Beginning Access ....... 111352_ENG
  Microsoft Office 2000 - Intermediate Access .... 111353_ENG
  Microsoft Office 2000 - Advanced Access ........ 111354_ENG

- Microsoft Office 2000: PowerPoint 2000
  Microsoft Office 2000 - Beginning PowerPoint .... 111348_ENG
  Microsoft Office 2000 - Advanced PowerPoint ...... 111408_ENG

- Microsoft Office 2000: Outlook 2000
  Microsoft Office 2000 - Beginning Outlook ....... 112000_ENG
  Microsoft Office 2000 - Advanced Outlook ......... 112030_ENG

  Microsoft Office 2000 - Beginning FrontPage ..... 112290_ENG
  Microsoft Office 2000 - Advanced FrontPage ...... 112291_ENG

MICROSOFT VISIO 2000

- Microsoft Visio 2000: Getting Started
  Getting Started with Visio 2000 ...................... 31684_ENG

- Microsoft Visio 2000: Up and Running
  Up and Running with Visio 2000 ...................... 31687_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT VISIO 2000

- Microsoft Visio 2000: Getting Started
  Getting Started with Visio 2000 ...................... 31684_ENG

- Microsoft Visio 2000: Up and Running
  Up and Running with Visio 2000 ...................... 31687_ENG

DESKTOP COMPUTER SKILLS

ECDL- EUROPEAN COMPUTER DRIVING LICENSE/ICDL - INTERNATIONAL COMPUTER DRIVING LICENSE

- ECDL/ICDL 4 Module 1: Concepts of Information Technology (IT)
  ECDL/ICDL 4 Module 1: Concepts of Information Technology (IT) - Computers and IT.................................................. 208386_ENG
  ECDL/ICDL 4 Module 1: Concepts of Information Technology (IT) - IT in Daily Life.................................................. 208426_ENG

- ECDL/ICDL 4 Module 2: Using the Computer and Managing Files
  ECDL/ICDL 4 Module 2: Using the Computer and Managing Files - Using Windows XP .................. 209091_ENG
  ECDL/ICDL 4 Module 2: Using the Computer and Managing Files - Files and Folders .................. 210026_ENG
  ECDL/ICDL 4 Module 2: Using the Computer and Managing Files - Customization .................. 210027_ENG

- ECDL/ICDL 4 Module 3: Word Processing with Microsoft Word 2003
  ECDL/ICDL 4 Module 3: Word Processing - Formatting and Editing in Word 2003 .................. 212639_ENG
  ECDL/ICDL 4 Module 3: Word Processing - Getting Started with Word 2003 .................. 212610_ENG
DESKTOP SKILLS COURSEWARE

- ECDL/ICDL 4 Module 4: Spreadsheets with Microsoft Excel 2003
  - ECDL/ICDL 4 Module 4: Spreadsheets - Basic Features of Excel 2003 ........................................ 210894_ENG
  - ECDL/ICDL 4 Module 4: Spreadsheets - Formatting Data in Excel 2003 ........................................ 210895_ENG
  - ECDL/ICDL 4 Module 4: Spreadsheets - Printing and Using Charts in Excel 2003 ......................... 210896_ENG
  - ECDL/ICDL 4 Module 4: Spreadsheets - Formulas and Functions in Excel 2003 ............................. 210897_ENG

- ECDL/ICDL 4 Module 5: Database with Microsoft Access 2003
  - ECDL/ICDL 4 Module 5: Database - Getting Started with Access 2003 ........................................... 210475_ENG
  - ECDL/ICDL 4 Module 5: Database - Basic Access 2003 Tables .................................................... 210582_ENG
  - ECDL/ICDL 4 Module 5: Database - Basic Access 2003 Forms ..................................................... 210684_ENG
  - ECDL/ICDL 4 Module 5: Database - Access 2003 Queries and Reports ........................................... 210721_ENG

- ECDL/ICDL 4 Module 6: Presentations with Microsoft PowerPoint 2003
  - ECDL/ICDL 4 Module 6: Presentation - Introducing PowerPoint 2003 ............................................. 211781_ENG
  - ECDL/ICDL 4 Module 6: Presentation - Slide Layout and Design in PowerPoint 2003 ..................... 211815_ENG
  - ECDL/ICDL 4 Module 6: Presentation - Charts and Multimedia in PowerPoint 2003 ....................... 211839_ENG
  - ECDL/ICDL 4 Module 6: Presentation - Finalizing Presentations in PowerPoint 2003 ..................... 211857_ENG

- ECDL/ICDL 4 Module 7: Information and Communication
  - ECDL/ICDL 4 Module 7: Information and Communication - Using IE 6 ...................................... 210559_ENG
  - ECDL/ICDL 4 Module 7: Information and Communication - Using Web Sites in IE 6 ......................... 210573_ENG
  - ECDL/ICDL 4 Module 7: Information and Communication - Introducing Outlook 2003 ..................... 210848_ENG
  - ECDL/ICDL 4 Module 7: Information and Communication - Outlook 2003 E-mail ............................ 210849_ENG
  - ECDL/ICDL 4 Module 7: Information and Communication - Outlook 2003 Messages ...................... 211028_ENG

LOTUS NOTES 6

- Lotus Notes 6: End User
  - Lotus Notes 6 End User: Using Notes and Notes Mail ............................................................... 99908_ENG
  - Lotus Notes 6 End User: Using the Calendar and To Do List Features and TeamRoom Collaboration .......................... 110772_ENG
  - Lotus Notes 6 End User: Personalizing Notes 6 Features ............................................................. 112937_ENG
  - Lotus Notes 6 End User: Using Notes 6 Mail Remotely ............................................................... 106926_ENG
  - Lotus Notes 6 End User: iNotes .................................................. 107783_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNEXPLORER 6

- Microsoft Internet Explorer 6
  - Fundamentals of Internet Explorer 6 .............................. 117246_ENG
  - Moving on with Internet Explorer 6 ............................. 117260_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNEXPLORER 5.5

- Internet Explorer 5.5: Getting Started
  - Getting Started with Internet Explorer 5.5 ........................ 31706_ENG

DESKTOP COMPUTER SKILLS

NETSCAPE 6.2

- Netscape 6.2: Getting Started
  - Introduction to Netscape 6 .......................................... 73948_ENG

DESKTOP COMPUTER SKILLS

NETSCAPE 6

- Netscape 6 - Getting Started
  - Introduction to Netscape 6 ........................................ 31509_ENG

DESKTOP COMPUTER SKILLS
PDAS

- Palm OS
  Getting Started with a Palm Handheld Device ........ 73269_ENG

- Pocket PC 2002
  Getting Started with Pocket PC 2002 .................... 71695_ENG

DESKTOP COMPUTER SKILLS

SEAGATE CRYSTAL REPORTS

- Crystal Reports 8.5: Report Writing Basics
  Creating Reports with Crystal Reports .................... 67356_ENG

- Crystal Reports 10: Report Writing Basics
  Introduction to Reporting with Crystal Reports 10.................. 203973_E NG
  Creating Basic Reports with Crystal Reports 10.................. 203992_ENG
  Manipulating Report Data with Crystal Reports 10.................. 204489_ENG
  Presenting and Distributing Reports with Crystal Reports 10.................. 204490_ENG

DESKTOP COMPUTER SKILLS

HOME AND PERSONAL

- Home Networking with Microsoft Windows XP
  Home Networking with Microsoft Windows XP ........ 66335_ENUM

DESKTOP COMPUTER SKILLS

MENTORING ASSETS

- Mentoring Assets
  Mentoring Word 2000 ........................................ mntwd2000c
  Mentoring Excel 2000 ........................................ mntex2000c
  Mentoring Access 2000 ...................................... mntac2000c
  Mentoring Outlook 2000 .................................... mntol2000c
  Mentoring PowerPoint 2000 ................................ mnttp2000c
  Mentoring Excel 2000 Expert ............................... mntex2000e
  Mentoring Word 2000 Expert ................................ mntwd2000e
  Mentoring Microsoft Project 2000 Core ..................... mntrp2000c
  Mentoring Microsoft Project 2002 Comprehensive ............ mntpr2002c
  Mentoring Word 2003 Expert ................................ mntwd2003e
  Mentoring Excel 2003 Expert ................................ mntex2003e
  Mentoring Excel 2003 ....................................... mntext2003c
  Mentoring Access 2003 ....................................... mntac2003c
  Mentoring European and International Computer Driving Licence (ECDL/ICDL v4.0) .... mntecdlv4
  Mentoring PowerPoint 2003 ................................ mnttp2003c
  Mentoring Outlook 2003 ..................................... mntol2003c
  Mentoring Outlook 2003 ..................................... mntrp2000c

E-LEARNING (IS FREE AND GOES WITH ALL SOLUTION AREAS)

E-LEARNING CURRICULUM

- e-Learning Foundations
  e-Learning ......................................................... ABC0111
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SAP R/3 RELEASE 4.6

- Moving to SAP R/3 Release 4.6
  - Navigating SAP R/3 Release 4.6 ......................... 7198_ENG
  - Using SAP R/3 Release 4.6 ............................ 7202_ENG

- Overview of SAP R/3 Release 4.6
  - SAP R/3 Release 4.6 Fundamentals ................... 15110_ENG

DIALOGUE

DIALOGUE BLENDS

- Dialogue Blends
  - Managing Change ........................................ DLBMG018
  - Sexual Harassment Awareness ........................ DBLCO020
LEGAL COMPLIANCE

HR Compliance

Antitrust--Overview ................................................. LCO0101
Antitrust--Talking with the Competition ..................... LCO0102
Antitrust-Trade Associations ..................................... LCO0103
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Conflict of Interest .................................................. LCO0105
E-mail and Internet Use ............................................ LCO0106
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Doing Business on the Internet ................................. LCO0114
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Fair Labor Standards Act (FLSA) ............................... LCO0116
Insider Trading ....................................................... LCO0117
Interviewing and Hiring Practices ............................ LCO0118
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Family Medical Leave Act (FMLA) ......................... HR0154
Equal Employment Opportunity (EEO) ..................... HR0155
Rightful Termination ............................................... HR0157
Documenting Discipline ......................................... HR0162
Drug-free Workplace ............................................. HR0164
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Harassment

Sexual Harassment Awareness for Employees .......... LCO0201
Sexual Harassment Awareness for Supervisors and Managers .......... LCO0202
Workplace Harassment ........................................... LCO0203
Dealing with Sexual Harassment Claims ................. HR0182
Sexual Harassment Training for Human Resource Professionals ........ HR0183

HIPAA

HIPAA Privacy Rules .............................................. LCO0301
HIPAA: Electronic Health Data Transactions ............ HR0191
HIPAA: Evaluating the Impact of the Privacy Rule ........................................ HR0192
HIPAA: Implementing Privacy Rules ...................... HR0193
HIPAA: Securing Protected Health Information ...... HR0194

Dealing with Sexual Harassment Simulation ............. LCO0200
Managing Sexual Harassment Problems Simulation ........................................ LCO020S
ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Environmental

Environmental Regulations Overview ................................ ENV0101
Hazardous Waste Generator (Awareness) ......................... ENV0102
Spill Prevention and Control ........................................ ENV0103
Spill Prevention Control and Countermeasure Plan............. ENV0104
Storm Water Pollution Prevention ................................. ENV0105
Universal Waste Rule Training ...................................... ENV0106
Used Oil Management ................................................. ENV0107

Safety and Health

Mold Awareness .............................................................. sh_sah_a01_sh_enus
Access to Medical and Exposure Records ...................... SAH0401
Accident Investigation and Reporting .............................. SAH0402
Lead and Cadmium ......................................................... sh_sah_a02_sh_enus
Chlorine ........................................................................ sh_sah_a03_sh_enus
Asbestos Awareness ...................................................... SAH0403
Cryogenic Safety ........................................................... sh_sah_a04_sh_enus
Back Safety ................................................................. SAH0404
Behavior-based Safety for Supervisors ......................... SAH0405
Food Safety and Handling ............................................ sh_sah_a05_sh_enus
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Carcinogen Safety ......................................................... SAH0407
Chemical Process Safety .............................................. SAH0408
Cold Stress ................................................................. SAH0409
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  - Sexual Harassment Prevention for Federal Employees ...................................... fgov_01_a04_bs_enus
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